

The Highland Council

Education, Children and Adult Services Committee 20 May 2015

Agenda Item	11.
Report No	ECAS 40/15

High Life Highland Progress Report

Report by Director of Care and Learning

Summary

This report presents information on the performance of High Life Highland during the operating period April 2014 to March 2015. The report contributes to a range of **Working Together for the Highlands** commitments and specifically to those relating to **Children and Young People** and **Empowering Communities**.

1. Background

- 1.1 High Life Highland (HLH) was established by the Council in October 2011 as a charity, developing and promoting opportunities in culture, learning, sport, leisure, health and wellbeing. The Council has contracted with HLH to deliver its Public Services Obligations (PSO) through a Service Delivery Contract (SDC) to deliver the following nine areas of work: Adult Learning; Archives; Arts; Leisure Facilities; Libraries; Museums; Outdoor Learning; Sport; and Youth Work.
- 1.2 Following the development of the Council's Programme at its meeting held on 6 December 2012, the HLH Board reviewed its business plan to ensure that the work of HLH remains aligned to that of the Council.

2. Service Delivery Contract Quarterly Objectives

- 2.1 The Council and HLH have signed a Service Delivery Contract (SDC) which specifies the Public Services Obligations (PSO) which the Council requires HLH to deliver on its behalf in relation to the nine areas of work listed in paragraph 1.1. The Council monitors the delivery of the SDC through the performance reporting requirements laid out in the contract which comprise objectives from Working Together for the Highlands and the Care and Learning Service Plan.
- 2.2 The formal monitoring of HLH forms part of the Quarterly Performance Reviews of the Care and Learning service where the Director of Care and Learning reports on progress to the Council's Chief Executive. During April 2014 to March 2015 there were four rounds of QPRs where the quarterly objectives were assessed as being having been met or exceeded. The indicators which monitor progress against the Council's plans along with summary explanations can be seen in **Appendix A**.
- 2.3 The performance of HLH will also be monitored on a six monthly basis from this point onwards by the ECAS Committee. At each meeting it is also intended to discuss HLH's contribution to a particular area of work. This report discusses its contribution to the Prevention agenda.

3. HLH Contribution to Council Performance Indicators

- 3.1 HLH contributes to some of the Statutory Performance Indicators (SPIs) which the Council reports as part of the Local Government Benchmarking Framework (LGBF). In most cases, HLH contributes to the PIs rather than being the sole provider of services. The PIs which relate to the work of HLH are included in the separate report on this agenda "Performance Report – Children's Services".
- 3.2 **The % of adults satisfied with libraries** reduced from 78% to 72% and this indicator is also in the LGBF bottom quartile, with a Scottish average of 81%. This result is not reflective of the Council's own survey which evidences a high confidence level. During 2014, the Council's survey reported 88% customer satisfaction making libraries the highest rated Council service.
- 3.3 **The cost per visit to libraries** increased from £2.00 to £2.44 but this remains below the Scottish average of £2.71 and the indicator is in the top quartile of the LGBF. Visits to libraries increased from 2,151,189 in 2012/13 to 2,322,915 in 2013/14. Operational costs remained similar across the two years, so the reasons for the difference in the cost per visit are being explored.
- 3.4 **The cost per museum visit** increased from £0.95 to £2.32. However, Highland is in the LGBF top quartile nationally with a Scottish average of £3.71. Variations in visitor numbers, corrections in returns and the museum closures outlined below, are contributing factors.
- 3.5 **The number of visits to/usages of council funded or part funded museums per 1,000 population** fell from 2,698 to 2,419. There was one independent museum which showed a reduction in visits in 2013/14 due to an error in the 2012/13 return, and two were closed for part of the year. The Council's direct provision through HLH, The Highland Folk Museum and Inverness Museum and Art Gallery achieved an increase in visits in person from 92,127 in 2012/13 to 94,712 in 2013/14. After an initial surge in "electronic visits" in 2012/13 where there were 82,436 electronic visits, these reduced to 57,411 in 2013/14.
- 3.6 **The number of visits to/usages of council funded or part funded museums that were in person per 1,000 population** fell from 1,418 to 1,339. See immediately above for further explanation.
- 3.7 **The number of attendances per 1,000 population for indoor sports and leisure facilities (excluding pools in a combined complex)** fell from 9,145 to 8,447. While a small number of facilities saw a slight reduction in use, the main reason for the reduction is a correction in the way attendances are recorded in that some community centre and similar facilities were included as 'all use' in 2012/13, rather than separating out the sporting use. Correct figures have been used in the 2013/14 return.
- 3.8 **The number of attendance per 1,000 population to pools** fell from 2,313 to 2,178. The reduction is due to one pool having been subject to an unplanned closure because of plant/chemical dosing issues, and another changing its programme in order to implement an agreed budget saving.

4. HLH Governance

- 4.1 The HLH directors are appointed by the Council (eight independent directors

and four councillor directors). At the end of 2014, two of the independent directors stood down (as required in the memorandum and articles of association). Appointments were considered at the Highland Council meeting held on 12 March 2015 and the Council agreed the appointment of Mr Richard Armitage and Ms Jenny Welsh as Independent Directors of HLH and Mr Drew Miller as one of the four councillors.

5. OSCR Review of HLH

5.1 The Office of the Scottish Charity Regulator (OSCR) has undertaken a detailed review of Arms Length External Organisations (ALEOs) registered as charities in Scotland in 2014 and HLH was one of the sample of 11 charities selected. In HLH's case this was because it is wholly owned by the Council and OSCR wished to test the degree of control exercised by the Council. The review took the form of submission of key documents and face to face interviews with the HLH Chair and another Director, the Company Secretary, Chief Executive and other key managers. In summary the report was very positive with leisure, sport and culture trusts proving to be good models of ALEO set up, producing more widespread benefits than merely rates savings. The report did not highlight any actions specific for HLH.

6. Update on Recent/Current Activity

6.1 The remainder of this report provides Members with an update on recent activity by HLH.

6.2 HLH's Chief Executive has taken part (by invitation) in two events:

a) a Scottish Government Health and Sport Committee round table discussion with MSPs on the Committee on topics including: the effect of the Commonwealth Games on activity levels; the community use of the school estate; whether pricing levels for public leisure facilities were pricing out sections of the community; and activities promoting the Prevention agenda. The other witnesses had been the Chief Executives of sportscotland and the Scottish Sports Association and senior managers from Glasgow Life, Edinburgh Leisure and East Lothian Council.

b) HIE's Strengthening Communities annual management seminar - As part of reviewing its managed clients, HIE had invited HLH as one of two case studies to present to its management seminar. The presentation was a useful opportunity to showcase the range of HLH work, its penetration into Highland Communities and in particular the more recent work on the Prevention agenda as well as to show appreciation for HIE's assistance to the Board and management of HLH. Feedback from HIE has been positive.

6.3 Following HLH successfully taking on the operation of the Ferrycroft Visitor Centre, Lairg last year, the Council asked HLH operate the Glen Nevis Visitor Centre, Fort William which was previously operated as part of the Council's Ranger Service. The site and operational staff transferred to HLH on 1 April 2015.

6.4 The Council has decommissioned its use of the Badaguish outdoor education centre, Aviemore and the sum due for the remainder of the lease at the facility has been received from the former landlord, the Speyside Trust. The Council has received permission from the main funder (the Big Lottery Fund) to retain

the £0.5M funding for investment in a potential new outdoor centre which will have to be considered by the Council as part of the Council capital programme in due course. Meantime, HLH has been asked to instigate a replacement outdoor activities service.

7. High Life Highland Contribution to the Prevention Agenda

- 7.1 In the Council's 2012 – 2017, Working Together for Caring Communities (3) The Council commits to spend preventatively to improve the quality of life for young people, older adults and those struggling with deprivation.
- 7.2 There is attached as **Appendix B** a summary of examples of the contribution of various HLH functions to the Prevention Agenda as at April 2015, categorised using the Council's priority areas for prevention; Young People; Older Adults; and Those struggling with deprivation. There are some areas of activity which cross two or more of these categories and these are listed under Cross Over Activity.
- 7.3 HLH is assisting the For Highland's Children Leadership Group and the various Improvement Groups in the delivery of the new Children's Plan (FHC4). Given the importance of the Prevention agenda, HLH has assigned a Head of Service and a small team of senior officers to ensure appropriate engagement and delivery of the Company's strategic approach.

8. Recommendations

- 8.1 It is recommended that Members note:
- i. that High Life Highland has met or exceeded the outcomes expected in the Service Delivery Contract with the Council for the period April 2014 to March 2015;
 - ii. that following the decommissioning of the previous provision at Badaguish, Aviemore, HLH has been asked to work on the development of a new outdoor activities service, including proposals for a potential capital project
 - iii. the growing positive contribution which High Life Highland makes to the prevention agenda.

Designation: Director of Care and Learning

Date: 11 May 2015

HLH Performance Summary

SOA Action	Notes – HLH contributions to the Highland Single Outcome Agreement
Activities for pupils beyond the school day	Active Schools Coordinators provide activities for 14,048 “unique participants” per year which is 45% of the school population. Over the past three years the average number of unique participants per term has risen by 1163.
Communities Use of Schools Policy (THC’s Policy is to develop schools as part of its capital programme into community hubs)	High Life Highland operates 10 school and community facilities outwith school hours on behalf of the Council, most recently those at Lochaber High School. In the future HLH will be operating the new facilities in Wick and Inverness Royal Academy following completion of the capital projects. Discussions are underway regarding HLH taking over the booking of school lets in secondary schools.
Councils policies in cultural & sports services	<p>HLH operates the two regional Museums, the Highland Folk Museum and Inverness Museum and Art Gallery, supports the work of the Highland Culture Strategic Board and is supporting the on-going work of the Council to develop a new Highland Cultural Facility in Inverness.</p> <p>HLH delivers a schools arts programme for primary and secondary schools which covers all 29 Associated School Groups in Highland and programmes exhibitions and activity programmes in three Galleries. Total Arts attendances last year were 67,122 which is an increase of just over 8,084 since 2012/13.</p> <p>HLH operates 19 stand-alone and joint school/community leisure centres which achieved their highest ever attendance last year of 1,154,920 and an Active Schools programme in all 29 Associated School Group areas reaching every primary and secondary school in Highland. Over the past three years the average number of Active Schools unique participants per term has risen by 1163.</p>
Deliver ESOL & adult literacies	HLH delivers a programme of Literacy and Numeracy and English for Speakers of Other Languages (ESOL) classes and 1:1 support to an average of 551 unique participants per month across Highland. The numbers of participants are reducing because of reduced external funding and a move towards working with harder to reach/smaller groups of clients.

HLH Performance Summary Cont...

SOA Action	Notes – HLH contributions to the Highland Single Outcome Agreement
Deliver the Arts strategy	<p>HLH supports the work of the Highland Culture Strategic Board and is supporting the on-going work of the Council to develop a new Highland Cultural Facility in Inverness.</p> <p>HLH delivers a schools arts programme for primary and secondary schools which covers all 29 Associated School Groups in Highland and programmes exhibitions and activity programmes in three Galleries which achieved an annual attendance of 46,953 last year, a modest increase of 300 on the previous year despite the Swanson Gallery, Thurso being closed all year for essential roof repairs.</p>
Deliver the Youth Work Policy	<p>HLH provides a targeted youth work service across all 29 Associated School Group areas in Highland. It reaches an average of 7190 unique participants each month [86,280 in the year], delivers and supports the delivery of 5,932 achievement awards and has 2,432 attendances at Fusion diversionary activity programmes. The number of contacts with young people has remained reasonably stable over the past three years with the 2011/12 figure being 70,467 and the 2014/15 figure being 86,291. Within the context of the Council and national direction being a greater emphasis on targeting young people in need (prevention agenda), the expectation is that this figure will reduce as the service focuses on a smaller number of harder to reach young people.</p>
Delivery of lifelong learning	<p>HLH runs a commissioned adult learning service which reaches 4834 unique participants annually. This has been increasing steadily over the past three years with the 2012 figure having been 2,933.</p>
Develop new ways of supporting adult learners	<p>HLH Commissioned classes provide a wide range of learning opportunities which are based on needs assessments carried out by commissioning partners [local organisations which propose and deliver the classes]. The increase referred to above is reflective of the relevance of the programme to local communities.</p>
Develop the High Life low cost leisure access card	<p>Between HLH and the other leisure providers in Highland which operate the High Life Leisure Access Scheme there are 88,130 individual High Life card holders which is 37.8% of the Highland population. HLH's number of direct debit memberships has risen by 1000 over the past two years. The High Life card can now be used as a library card, Young Scot card and as a cashless catering school meals card and national Entitlement card.</p>

HLH Performance Summary Cont...

SOA Action	Notes – HLH contributions to the Highland Single Outcome Agreement
Development apprenticeship for young people supported by youth services	HLH runs a Young Person's Leadership Programme delivered by Active Schools Coordinators which has an annual participation of 201. Youth Work staff run employability programmes which have an annual participation rate of 200 young people and support the Council's activity agreement programme. HLH Leisure facilities have delivered modern apprentices for 41 staff since 2013.
Development officers for disability & sports coaching	HLH has development officers for disability sport and gymnastics. These posts are responsible for club development, coach education and support.
ECS volunteering policy	HLH has developed a volunteering policy which includes recruitment, induction, training and review and has over 1000 volunteers associated with the services it delivers, particularly in sport.
Evidence children are included across ECS	HLH contributes to this objective by supporting area youth forums and by directly running two Highland Youth Parliaments each year which cover a variety of topics, including specific sessions on schools on behalf of the Care and Learning service.
Expand access to culture & arts across the Highlands	HLH delivers a schools arts programme for primary and secondary schools which covers all 29 Associated School Groups in Highland and delivers exhibitions and activity programmes in three Galleries. Participation has grown from 52,007 in 2011/12 to 67,122 in 2014/15.
HLH to ensure balanced programme of activity for young people	The active schools and youth work programmes have a wide range of activity included in them. There is a particular emphasis placed on encouraging girls to remain active and, therefore a focus on less traditional activities such as dance, exercise to music and gymnastics. Youth work staff provide a wide range of activity which includes employability programmes, a range of achievement awards and diversionary activity.
Online learning solutions for adult learning	HLH libraries have a range of on-line resources which support learners in Highland which includes a formal language learning resource as well as e-books; e-magazines and audiobooks.
Property Asset Management Strategy for HLH	The Council's Property Asset Management Strategy links its secondary school building programme with community facilities so that new schools become joint school and community facilities. The next such facility is Wick High School which will have school and community library, swimming pool, games hall, exercise studio and gym which will all have community access. This approach has led to increased use of facilities by the public in every case.

HLH Performance Summary Cont...

SOA Action	Notes – HLH contributions to the Highland Single Outcome Agreement
Single smart card	The range of services which can now be placed on once card are: National Entitlements, Young Scot, High Life leisure, Highland Libraries and school cashless catering.
Targeted numeracy & literacy services	HLH delivers a programme of Literacy and Numeracy and English for Speakers of Other Languages (ESOL) classes and 1:1 support to an average of 551 unique participants per month across Highland.
Targeted young people in need - High Life Highland	HLH provides a targeted youth work service across all 29 Associated School Group areas in Highland across all 5 of the Council's youth work policy areas. It reaches an average of 7190 unique participants each month, delivers and supports the delivery of 5,932 achievement awards and has 2,432 attendances at Fusion diversionary activity programmes. The number of contacts with young people has remained reasonably stable over the past three years with the 2011/12 figure being 70,467 and the 2014/15 figure being 86,291. Within the context of the Council and national direction being a greater emphasis on targeting young people in need (prevention agenda) the expectation is that this figure will reduce as the service focuses on a smaller number of harder to reach young people.
With HLH provide integrated community facilities	A strong focus of all recent and planned school campus new build or refurbishments is the provision of integrated facilities, Aviemore Primary School being the most recent, with Wick High School and Inverness Royal Academy in the pipeline.
Youth Convenor & Youth Workers engage with young people	The Youth Convenor post is recruited to annually and it works with the Highland Youth Parliament Executive Committee which meets 6 times per year in addition to 2 annual Highland Youth Parliament conferences.
Youth Convenor attendance at Full Council	The Youth Convenor attends full council meetings and other Council Committees as required.
Youth Voice elections	HLH supports the bi-annual youth voice elections.

HLH Contribution to Prevention Agenda

YOUNG PEOPLE

AREA OF WORK TITLE	BRIEF DESCRIPTION
<p>Early Years Literacy Bookbug –The Bookbug Programme supports early years literacy outcomes and promotes a lifelong love of reading for families.</p>	<p>In addition to ongoing Bookbug work at baby, toddler, nursery and primary one levels, a new partnership to develop Gaelic specific resources has been formed. The partnership with NHS Highland, CALA and Bord Na Gàidhlig aims ensure Gaelic speaking families also receive pre-school Bookbug Gaelic packs at an appropriate stage.</p> <p>Improved staff training is planned to increase the capacity to deliver more Gaelic Bookbug sessions to meet community needs.</p> <p>Generally, new Bookbug sessions are being introduced into non library community settings and the national Summer Reading Challenge is being incorporated into the local Summer Activities Programme planning.</p>
<p>Volunteering for Employability and confidence Volunteer programme at Highland Folk Museum</p>	<p>The programme provides opportunities for volunteers to acquire skills and experience to support them towards employment for example young person with Asperger Syndrome has now found permanent employment following participation in the programme.</p> <p>The volunteering programme has been extended to prior to opening In April 2015, offering outdoor working and working with collections.</p>
<p>Areas of Low Physical Activity Visiting Coach Programme e.g. Kiltearn and Evanton and Ride on Raasay</p>	<p>In areas previously identified as having lower activity levels, Active Schools is facilitating, through a programme of visiting sports coaches and community coach education, the provision of structured outdoor education and sports coaching sessions for children and young people in Kiltearn and Evanton. The main focus for the primary 1 to primary 7 children is a multi-sports programme delivered by 2 volunteer coaches.</p> <p>Children age of 10 to 18 years engage in mountain biking and trails building within the Evanton Woods. Active Schools is developing the coaching capacity of community volunteers through a programme of coach education which will increase the skills</p>

HLH Contribution to Prevention Agenda

YOUNG PEOPLE Cont...

AREA OF WORK TITLE	BRIEF DESCRIPTION
<p>Areas of Low Physical Activity Cont.... Visiting Coach Programme e.g. Kiltarn and Evanton and Ride on Raasay</p>	<p>Capital within Evanton.</p> <p>“The visiting coach programme is a great example of community partnership. By working closely with local stakeholders we have created a real opportunity for the young people of Evanton to get involved with a range of different sports.” – Community Participant</p> <p>On Raasay, a local qualified instructor delivered Mountain Biking for 6 children in P4-7. In conjunction with Raasay House funding was sourced to purchase bikes and helmets - allowing all children to participate. Funding also covered the 10 mountain bike sessions delivered by the local instructor.</p> <p><i>“Securing this funding has ensured we can provide a tailor-made Health ‘pathway’ for our pupils which will promote and develop the Health and Well-being area of the curriculum; building on and providing meaningful learning opportunities for wider achievement, leadership, and skills for life through partnership working.” - Teacher</i></p>
<p>Young Persons Leadership Programme</p>	<p>The Leadership Programme is a framework to support young people (under 25 years old) to develop as volunteers and leaders in sport and wider interests. It provides a pathway to develop life skills and employment supporting the creation of the future workforce with young people who have the skills they need to become confident employable individuals.</p>
<p>Anti-Stigma Projects Supporting young people to explore issues around mental health</p>	<p>In Alness, the anti-stigma project is a young person led, Multi-Media initiative which aims to highlight how young people tackle the problem of the stigma surrounding mental ill health.</p> <p><i>“I’ve been able to talk about my self-harming for the first time because of this experience” - young person-Alness</i></p>

HLH Contribution to Prevention Agenda

YOUNG PEOPLE Cont...

<p>Young People's Health Eating Cookwell Project</p>	<p>This programme supports young people to learn how to cook and to make meals within a budget. 10 young people over 15 weeks.</p> <p><i>"I like how we all sit down and eat the meal together"</i> - Young person</p>
<p>Healthy Eating - Nurseries Nurseries – healthy eating/expressive arts programme delivered to nurseries and schools through the HLH Creative Learning Programme</p>	<p>The Creative Learning Programme further offers a continuous contribution to the prevention agenda by delivering through Highland Schools, at least 1 health and wellbeing related activity per annum. 1,115 children under 6 years old took part in the Fizzy Pop Fairies programme throughout 2014. The initiative promotes learning through expressive arts and is designed to stimulate and encourage young minds to make healthier food choices.</p> <p><i>"Great session, definitely grabbed the attention and concentration of all pupils and reinforcing the importance of healthy choices."</i> – School teacher</p>
<p>16+ Transitions / Youth Employability</p>	<p>High Life Highland Youth Work team make regular targeted interventions to support young people leaving school who are at risk of not securing and sustaining a positive destination.</p> <p>The Youth Work approach is rooted in positive regard and relationship building uses this as a springboard to work with young people on skills and confidence development for the work place and other areas of life.</p> <p><i>"She (Youth worker) never gives up on us"</i>.</p>
<p>Positive Relationships Fort William Street work</p>	<p>Up to 4 youth workers are deployed in teams of two to engage with young people on the street in Fort William on Friday and Saturday nights. On average up to 40 young people are engaged per night. Youth Workers build positive relationships with the young people and support them with challenges they encounter in their lives by sign-posting them to other services for example- NHS Highland</p>

HLH Contribution to Prevention Agenda

YOUNG PEOPLE Cont...

<p>Positive Relationships Cont... Fort William Street work</p>	<p><i>"Think today has probably been the best day of my life, thanx for everything, u know who u are, this place keeps getting better, bleep y'all who tried to ruin it, ya dont mean bleep to me, cos I think this is a kinda new me, ill still be a bleep but now im a happy bleep <u>grin emoticon</u> X"</i></p>
<p>Diversionary activities for young people - Fusion</p>	<p>HLH Youth Development Officers offer a "fusion" event once per month over at least 6 months of the year.</p> <p>The events are open to all from S1 up and of school age but focus on S1 to S3 and are usually based in an HLH leisure centre. A menu of activities is available for young people to choose from t. Youth Development staff use this opportunity to build relationships with young people who can then be signposted to other opportunities and, for some, have their own personal needs addressed through more targeted interventions with the youth work team and/ or other partners.</p> <p>All follow up work by HLH Youth Development team is done through informal learning approaches and the voluntary participation of the young people.</p> <p><i>"If this wasn't on I'd be at home in my room on my own. Fusion is somewhere to meet my friends". - Young person</i></p>
<p>Youth Democracy Supporting the Voice of Young people</p>	<p>High Life Highland maintains support for youth democracy in Highland from the local to the national. This includes support for young people at local level through forums and community councils, to regional work at the Highland Youth Parliament and nationally at the Scottish Youth Parliament.</p> <p><i>"I didn't want to go home. HYP [Highland Youth Parliament] is amazing!" - Participant to YDO after returning from conference Dec 2014</i></p>

HLH Contribution to Prevention Agenda

YOUNG PEOPLE Cont...

<p>Disability Sports and Events Highland Disability Sport Annual Calendar of Events</p>	<p>The Highland Disability Sport (HDS) annual events programme provides the platform for an introduction to sport and leisure activities for all disabled people throughout Highland Area regardless of their age or ability. The HDS programme sets out to encourage participation and offer quality events for young people and adults to take part in, thus increasing numbers taking part in physical activity and providing a healthier lifestyle. By taking part in exercise it has also helped some participants reduce their prescribed medication levels. Those that show talent have also the opportunity to enhance their skills at sport specific inclusive clubs and follow a chosen pathway in their sport.</p> <p><i>"I look forward to my local club sessions when I can meet my friends and where we have lots of fun sporty things to do. I feel a lot fitter and healthier after my sessions"</i></p>
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OLDER ADULTS

PROJECT NAME and BRIEF DESCRIPTION	STATEMENT OF PROGRESS TOWARDS PLANNED OUTCOMES
<p>Employability, mental health, socialisation – Adult Learning commissioned classes</p>	<p>HLH commissions a range of partners to deliver needs led adult learning in every Secondary School catchment area across Highland. 4,834 participants took part in these classes in compared to 3,670 in 2012 – 2013. 942 learners took part in, Family Learning / intergenerational projects (this included all family members i.e. parents, children, grandparents). Other courses were based around local agricultural needs, employability courses, help to use ICT and craft based work where improvement in dexterity, mental health and socialisation were reported by participants.</p> <p><i>"It enabled me to use iPad to Face Time grandchildren in France" (Computing, Wick ILC)</i></p>

HLH Contribution to Prevention Agenda

OLDER ADULTS Cont...

PROJECT NAME and BRIEF DESCRIPTION	STATEMENT OF PROGRESS TOWARDS PLANNED OUTCOMES
<p>Carers Support Connecting Carers - The Archive Service has been running a series of 'Family History for Beginners' classes on a monthly basis with carers who are part of the Highland Carers Network 'Connecting Carers' scheme</p>	<p><i>The scheme, which provides carers with support and respite through supported activities, has asked for a series of 'Family History for Beginners' classes following a visit from a Group of carers to the Archive Centre. The classes are held on a monthly basis, and respite for the attending carers is provided as part of the scheme while they attend the session.</i></p>
<p>Older Peoples Gentle Exercise - Otago</p>	<p>Otago is an evidenced based gentle exercise programme aimed at older adults, proven to reduce the likelihood of falls. HLH has been delivering Otago since 2012. There has been a gradual roll out through 10 HLH facilities. HLH also delivers in the following NHS facilities:</p> <ul style="list-style-type: none"> • 6 Care Homes • 2 Day Care Centres • RNI Hospital • Wider roll out to more care homes • Wider Outreach <p>There has been a recent invitation to start a short pilot in Raigmore Hospital</p> <ul style="list-style-type: none"> • <i>100% say the activity has had a positive impact on them</i> • <i>91% report improved balance, co-ordination or increased strength Optimistic the programme will be continued beyond initial 2 year pilot stage</i> • <i>"This has helped me get out and feel better about myself and has improved my balance."</i>

HLH Contribution to Prevention Agenda

OLDER ADULTS Cont...

PROJECT NAME and BRIEF DESCRIPTION	STATEMENT OF PROGRESS TOWARDS PLANNED OUTCOMES
Older People – Mental / Physical / Social - You Time	<p>You Time is a wide ranging programme which offers older adults opportunities to maintain and improve mental and physical health and wellbeing and to reduce social isolation, the keys aspects of which are;</p> <ul style="list-style-type: none"> • 18 months into delivery: • 8 HLH locations • Recent addition of Inverness to the programme • Combination of leisure, libraries and archives activities offered <p><i>“I only go to this exercise class as I don’t socialise much. I can’t tell you what a difference it has made to me”</i></p>
Dementia - Creative Brains IMAG	An exhibition and engagement programme showing artworks created by people with dementia and offering learning opportunities to practice using creativity in care for both carers and those with dementia.
Mental Health - Launch of Books on Prescription	<p>The scheme features a collection of books to help people manage their own health and wellbeing. The collections offer support for people who suffer from stress, depression, dementia or other emotional problems.</p> <p>NHS Highland has funded new collections on Chronic Pain in 5 pilot locations. People who use the books may have been referred to the collection by their GP or another health professional, but resources may be borrowed by anyone.</p> <p>NHS Highland is promoting the service to all GP practises in</p>
Older People and ICT Digital by Desire - Wi Fi in every Highland library by June 2015	<p>A programme of activities will be delivered in every library in June 2015 to support older people in accessing Wi - Fi and the library app and using mobile devices. Mobile devices will be provided for group tuition and for customers to use by themselves in libraries.</p> <p>The sessions will be fun and friendly and will include tea, coffee and a friendly chat to support improved wellbeing outcomes for older people. Wi Fi.</p>

HLH Contribution to Prevention Agenda

THOSE STRUGGLING WITH DEPRIVATION

PROJECT NAME and BRIEF DESCRIPTION	STATEMENT OF PROGRESS TOWARDS PLANNED OUTCOMES
Learning for Employability	<p>HLH provide trained and experienced to tutors to arrange and work with workclubs across the region to support learning for employment in communities. This work includes core skills development, digital inclusion and both cv and interview preparation.</p> <p><i>“The opportunity to tutor in the work club has helped me get the confidence to go return to college” – former participant and sessional tutor Inverness</i></p>
Cardiac Rehabilitation	<p>This partnership with NHS Highland provides cardiac rehabilitation services in a leisure setting instead of a traditional clinical setting. The key elements are;</p> <ul style="list-style-type: none"> • It supports patients towards their own self-care • Patients are issued High Life cards for the duration of the treatment programme • Option to retain the cards for up to a 3 month period beyond the end of the programme • New developments in East Ross • Highland wide research under consideration • Delivering since 2012 in Lochaber <p>• <i>86% said they had never used the leisure centre before the programme</i></p> <p>• <i>93% said they would continue to use a leisure centre after the programme</i></p>

HLH Contribution to Prevention Agenda

THOSE STRUGGLING WITH DEPRIVATION Cont...

<p>Older, non-traditional users Knowing Me Knowing You</p>	<p>The programme is aimed at attracting older non-traditional participants to utilise leisure facilities. The key elements are;</p> <ul style="list-style-type: none"> • Pan highland partnership with NHH; • Introductory sessions to attract non participants from hard to reach groups; • To encourage more people to become more active; • Embedded into mainstream programmes <p>Evaluation results are positive and on track,</p> <ul style="list-style-type: none"> • Target number of participants for whole programme: 260 • Actual number of participants to date: 462 • Average number of return visits per participant: 32 • Number of qualitative evaluation forms completed: 208 <p>Participants self-reporting:</p> <ul style="list-style-type: none"> • <i>42% of those who completed an evaluation told us they did not use a leisure centre prior to the KMKY session</i> • <i>76% of those who completed an evaluation told us they intend to use the facility more often since the KMKY session</i>
<p>Older people focus in Leisure Facility Programmes</p>	<p>The leisure facility programme now operates a range of activities that are designed to attract older or harder to reach customer including fit plus, otago, swimming sessions, fit start, and Pilates.</p> <p>Highlife memberships continue to grow as the leisure facilities benefit from ongoing programme development and capital investment.</p> <p><i>“a year ago, I struggled to tie my shoe laces, but now I’ve lost over 3 stone, everything is so much easier and I feel fantastic.”</i></p>
<p>Use of leisure facilities by those in receipt of benefits</p>	<p>The “budget” part of the scheme offers unlimited, unrestricted access for those in receipt of benefits and their families to all activities available in leisure facilities, including swimming lessons and gyms. Attendance by “budget” card holders has risen from 12,000 when the scheme started in 2002, to 39,696 in 2013/14.</p>

HLH Contribution to Prevention Agenda

CROSS OVER ACTIVITES

PROJECT NAME and BRIEF DESCRIPTION	STATEMENT OF PROGRESS TOWARDS PLANNED OUTCOMES
Support for Inward Migrants	<p>Inward migrants are supported by High Life Highland Adult Learning team. Primarily to remove language as a barrier to thriving in the community and to reduce social isolation. Learners progress through HLH provision and into partner provision at a higher level. Target numbers 200 number achieved 500+ therefore targets and funding to be reviewed for 2015-2016.</p> <p><i>“The classes really helped me to pass my citizenship test” - Inverness ESOL learner</i></p>
Mental health support through learning at Brora Learning centre	<p>Brora learning Centre continues to support adults with mental health issues, through learning, to positive inclusion in the community. This work has various strands including; a craft based social-enterprise, community safety and anti-sectarianism projects along with work clubs, adult literacies and digital inclusion work. Combined these strands represent a comprehensive learning offer which contributes to preventing recurring poor mental health in East Sutherland.</p> <p><i>“A post it note is not big enough to record how fantastic the project was and the importance/difference it has made to the lives of with people with a learning disability.” - Community Learning Disability Nurse.</i></p>
Offender Learning	<p>HLH adult learning team supported by HLH Libraries continue to provide literacies support both in prison and in the community to offenders to reduce the instance of reoffending. 93 Offender learners 2014-2015.</p> <p><i>“Coming here made me realise that I wasn’t stupid” - Offender learner progressing to community based adult learning support</i></p>

HLH Contribution to Prevention Agenda

CROSS OVER ACTIVITIES Cont...

<p>Highland Hospice The Archive Service has been running a series of Archive talks and tours for patients in the Highland Hospice, Inverness</p>	<p>The Archive tours and visits were arranged with the 3 groups of patients who have restricted mobility, and were attending the occupational Therapy clinic. Staff visited the 3 groups separately and provided a talk about the service, following on from this the group visited the Archive Centre accompanied by staff and carers for a behind the scenes tour and to look at some of the archive collections.</p> <p><i>“You’re all so helpful and informative and the patients just LOVED coming and interacting with the old books”</i></p>
<p>Mental Health Jeep Solid Exhibition (working title)</p>	<p>Inverness Museum and Art Gallery [IMAG] is developing an exhibition supporting artists with challenging mental health issues, to encourage expression, communication and understanding, providing insight into their condition. Progress over a year is being filmed as the exhibition comes together.</p>
<p>Inverness Prison Partnership</p>	<p>Following a recent Scottish Prison Services Inspection, HLH has been approached by Porterfield Prison to help improve their prison library facility and develop ways of supporting offenders on their transition back into the community. Key outcomes include the following: Transformation of library provision at Inverness prison; More active participation in library service offered to prisoners and their families; Development of ‘Family Literacy’ initiatives; Improved pathways for ex-offenders to continue to access High Life Highland provision; integration with the community and reduce chances of reoffending.</p>
<p>Prison Literacy Realising Potential (IMAG)</p>	<p>The project seeks to deliver Social Cohesion and Prison Literacy and Arts and Culture Engagement through providing Community Curation workshops in the Learning Centre at HMP Inverness, enabling participants to handle, explore and research museum objects and then produce creative responses to these for exhibition at IMAG.</p> <p><i>“These workshops have given me a new lease of life and has helped me to accomplish more things and learn to have a better future. Education can give you the opportunities that you have taken for granted before, but now I can use the skills that I have developed when I am released.”</i></p>