

Agenda Item	21.
Report No	CLH 19/18

HIGHLAND COUNCIL

Committee: Care, Learning and Housing

Date: 30 May 2018

Report Title: **6 Monthly High Life Highland Progress Report**

Report By: Chief Executive of High Life Highland

1. **Purpose/Executive Summary**

1.1 This report is in four parts:

Part one - presents information on the performance of High Life Highland during the operating period to March 2018;

Part two - provides general updates since the last report to the People Committee in August 2017;

Part three - provides information on one aspect of the work of High Life Highland, in this case, the contributions made by HLH to the health and wellbeing agenda; and

Part four - asks Members to consider the development of a new Youth Work Strategy.

2. **Recommendations**

2.1 Members are asked to:

- i. agree that High Life Highland has met or exceeded the outcomes expected in the Service Delivery Contract with the Council for the operating period to March 2018;
- ii. note and comment on the general updates since the last report in August 2017;
- iii. note the contributions made by High Life Highland to health and wellbeing; and
- iv. agree that a new Youth Work Strategy be developed as outlined in section nine of this report and nominate two councillors to support the Youth Work Improvement Group and Highland Youth Parliament to develop it.

3. Background

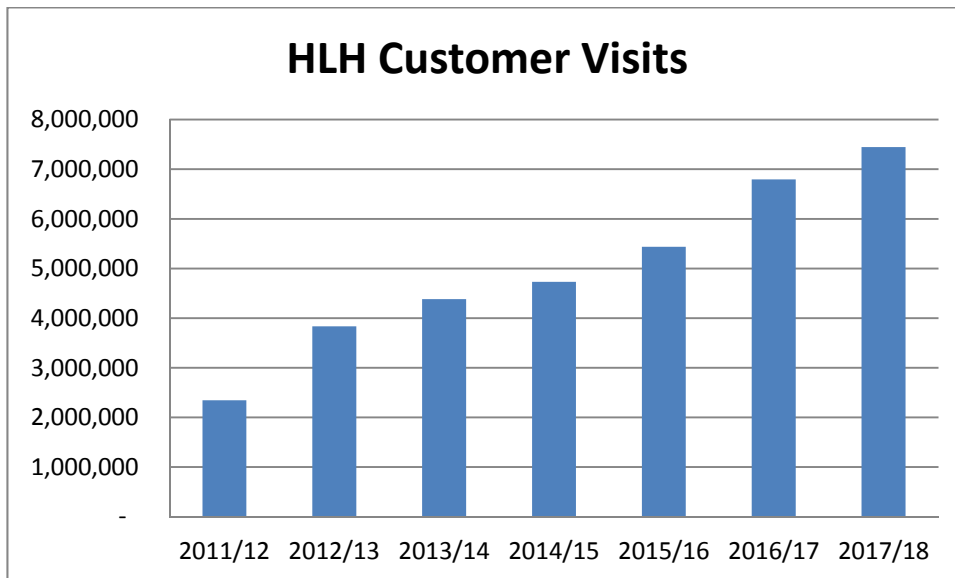
- 3.1 High Life Highland (HLH) was established by the Council in October 2011 as a charity, developing and promoting opportunities in culture, learning, sport, leisure, health and wellbeing. The Council has contracted with HLH to deliver its Public Services Obligations (PSO) through a Service Delivery Contract (SDC) to deliver the following areas of work: Adult Learning; Archives; Arts; Leisure Facilities; Libraries; Museums; Music Tuition; Outdoor Activities (including Countryside Rangers); Sport; and Youth Work.
- 3.2 HLH was set up to deliver services on behalf of the Council while at the same time protecting services. Each year, its existence saves THC almost £3m made up of: £1.8m in rates savings; and a reduction in its operating budget (the same percentage reduction as the Scottish Government requires of the Council). In addition, HLH is responsible for meeting the cost of inflationary increases for staff salaries, pensions, living wage and pension increases. In recent years this has averaged a further £1M p.a.
- 3.3 The establishment of HLH as an arm's length charity has protected services, thus avoiding the negative publicity which some other Councils have faced and allowed savings to be achieved through efficiency and growing customer numbers.

4. Part One - Service Delivery Contract Monitoring

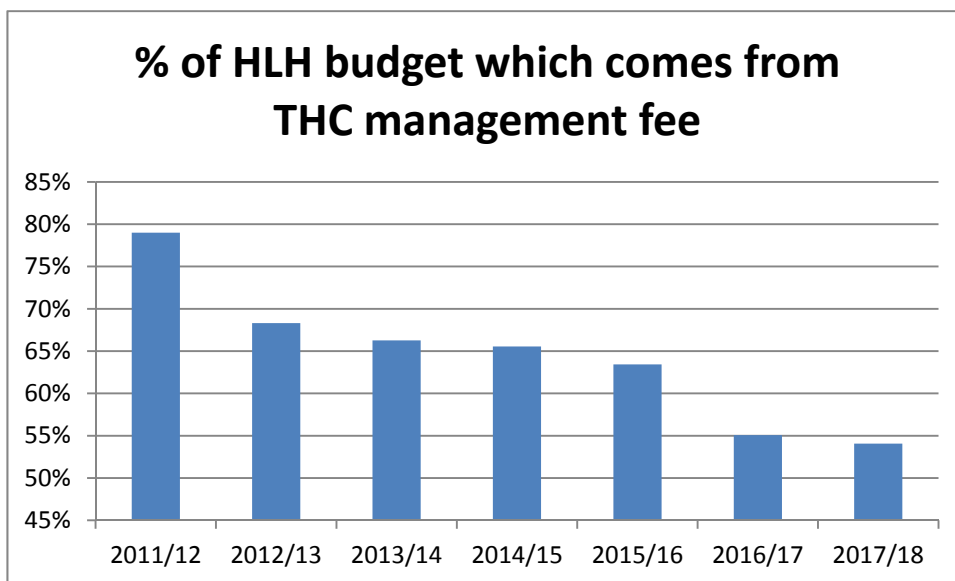
- 4.1 The Service Delivery Contract with HLH is made up of objectives from the Council's Care and Learning Service Plan. The formal monitoring of HLH forms part of the Quarterly Performance Reviews (QPR) of the Care and Learning Service to the Council's Chief Executive. The indicators which monitor progress against the Care and Learning Service Plan along with summary explanations can be seen in **Appendix A**. HLH reports twice yearly direct to the Care, Learning and Housing Committee providing performance information, general updates and a spotlight on one area of its work per report, with health and wellbeing being the focus at this meeting.

5. Customer Numbers

- 5.1 There were 7.4 million customer visits to HLH services last year. Numbers have been increasing year on year since HLH was established (October 2011) as can be seen in the graph below. The average customer number increase over the past three years (excluding Inverness Leisure to allow a consistency of comparison) has been 12%, or 0.6M visits per year.



5.2 HLH’s reliance on public funding has reduced since it was established. As can be seen in the graph below, 79% of HLH’s funding came from the Management Fee in 2011/12 and by 2017/18 this reduced to 54%. The reduction has been passed back to the Council as contributions to Council savings targets with around two thirds of savings having been achieved through additional income and efficiency savings and the remaining third through reductions in service.



5.3 Since HLH was established, there have been 32 facilities and services added to the services which HLH delivers. These range from small facilities such as the Ferrycroft Visitor Centre in Lairg, to leisure centres and swimming pools where community groups have approached HLH to run them. New services for the Council have included expanded facilities such as the new community facilities in Wick and the Council’s Countryside Rangers and Music Tuition services. The value of this additional work is over £2M and even with this additional work, the management fee from the Council has reduced making the reduction in the reliance of public funding described above more significant. There are a further three facilities where community groups are in discussion with HLH about transferring the operation to HLH. **Appendix B** provides the list of additions to HLH’s work since it was established.

6. HLH Governance

- 6.1 HLH directors are appointed by the Council (eight independent directors and four Councillor directors). There have been no new Directors appointed since the last update to the People Committee in August 2017. The list of HLH Directors can be seen on the HLH web site: <https://www.highlifehighland.com/about/board-directors/>. Following the resignation of the previous Company Secretary, the Council has appointed its Head of Corporate Governance to this role.
- 6.2 The HLH Trading Board directors are appointed by the HLH Board (five independent directors and four HLH Board Directors). The trading company Directors can be seen on the HLH web site: <https://www.highlifehighland.com/about/trading-company-directors/>

7. Part Two - General Updates Since August 2017 Report

- 7.1 **Barclay Report on Non-Domestic Rates** – A Scottish Government statement on consideration of the Barclay Report recommendation on removal of relief for ALEOs such as HLH was released on 28/11/17, confirming that leisure and cultural venues currently run by council arm's-length bodies will continue to benefit from charity relief from non-domestic rates, but that rates relief for future transfers into ALEO will be offset to Councils.

This removes the threat of a £1.8m additional burden being placed on the Council/HLH.

- 7.2 **Highlands and Islands Tourism Awards** - In recognition of 2017 being themed Year of History, Heritage and Archaeology, a new category of 'Best Heritage Visitor Experience' was created by the Highlands & Islands Tourism Awards. The Highland Folk Museum was shortlisted in this category alongside three other heritage centres..
- 7.3 **Scottish Provincial Press Highland Heroes Awards** - All five volunteer award winners from the annual HLH awards in June 2017 were submitted to the SPP Highland Heroes Awards 2017. Three of the volunteers were shortlisted, Josie Aitken (Disability Sport) and Grace Watson and Wojciech Kubiak (Adult Learning). All three volunteers were invited to attend the award ceremony on 9 November and Josie Aitken was the overall winner in the Highland Heroes volunteer of the year category.
- 7.4 **Golspie All Weather Pitch and MUGA** - The HLH Board at its December 2015 meeting agreed to manage the all-weather pitch at Golspie for a three year period on behalf of the community group which raised the money to build it. Sutherland Community Sport and Recreation Hub (SCSRH) recently secured funding to develop a Multi-Use Games Area (MUGA) adjacent to the synthetic pitch to facilitate casual use for tennis, netball, basketball and hockey and asked HLH to manage this facility on its behalf (along with the all-weather pitch) for a revised ten year period.
- 7.5 **Partnership with HDAP and Rock Challenge** - HLH has been asked to formalise its involvement in the Rock Challenge annual event for the purposes of boosting the numbers of young people involved in the project. HLH and HDAP are currently working to develop the connection between Rock Challenge and the HLH Movers and Shakers programme and to develop a new talent programme based on the theme of 'The Highlands has Talent' to encourage more young people to take part in creative activity linked to the themes of Rock Challenge and its aim to keep young people away from substance misuse.

- 7.6 **Inverness Library** - The Scottish Libraries and Information Council (SLIC) has received funding from the Scottish Government to create multi-purpose technology and business hubs in libraries and has asked whether HLH would be interested in developing one in Inverness Library. There is space which could be suitable for the project and while the proposal has yet to be fully developed, it is expected that it will be fully funded by SLIC. Library staff are continuing to work with SLIC on the development of the project.
- 7.7 **Canal Park Official Opening** - The official opening of Canal Park took place on 19 March 2018. It was attended by Highland Rugby Club; Council Elected Members and Officers; and HLH Directors and staff. The facility has been a significant boost to the Highland Rugby Club and is being used by the community and other organisations for meetings and events. On top of that the club has achieved significant sporting success: its senior team won national division three on 5 May 2018 and its under fifteen girls team won the BT shield at BT Murrayfield on 6 May.
- 7.8 **McRobert Cup Primary Schools Cross Country Event** - This event started in 2003 with 70 runners and has grown each year with approximately one thousand children from 43 Inverness, Nairn, Badenoch and Strathspey primary schools taking part in 2017. The P2 to P7 girls and boys take part in six races, each runner has their own timing chip and finishing time. The event was organised by the High Life Highland Active Schools team and was a fantastic opportunity for the children to participate with the large numbers helping to create a positive experience for them. Volunteer coaches train the children months in advance to prepare them for the event. Over sixty volunteers help out on the day and include teachers and volunteers from schools, parents, Inverness Harriers Athletics Club, UHI students and Inverness Jog Scotland.
- 7.9 **Talla nan Ros, Kingussie** - The Management Committee of Talla nan Ros asked HLH to assume responsibility for the building from 1 April 2018. The building is adjacent to the Badenoch Centre in Kingussie and is owned by the Council. The Management Committee will wind up and asked THC to transfer its lease of the building to HLH. The facility is being managed by HLH from the Badenoch Centre.
- 7.10 **Music Tuition** – The transfer of Music Tuition Services from THC to HLH took place on 1 April 2018 as agreed by the then People Committee at its January 2018 meeting. Developments since the transfer include: three new Music Instructor posts have been approved to start from August 2018 funded from customer income in: guitar; drum kit; and voice; and one new pipe band drumming post, also starting in August, part-funded by the Scottish Schools Pipe Band Trust. Work is underway on the creation of an on-line customer booking system and web site which will be a significant improvement for customers from the current paper based system.
- 7.11 **Lochalsh Swimming Pool** - Lochalsh Swimming Pool Association has approached HLH to discuss the possibility of HLH assuming the day to day operational responsibilities of its facility which is in Kyle of Lochalsh. The Association has a new Board of Directors which is keen to explore how to expand services at and from the facility. Discussions are underway between the board and HLH.
- 7.12 **Moray Leisure** – The Board and staff of Moray Leisure Limited (MLL) is responsible for the management of Moray Leisure Centre (MLC) in Elgin. The Board of MLL engaged the services of HLH to work with MLL staff to develop an improvement plan to enhance the future sustainability and growth of MLC. Moray Council is covering the cost of the HLH consultancy.

7.13 **Year of Young People** – The Year of Young People has become the main focus of the Youth Work Improvement Group which is one of the planning and delivery groups for For Highland’s Children Four. HLH is supporting the Council in coordinating the year of young people in Highland. Some of the Highland Young Ambassadors will be attending the Care, Learning and Housing Committee meeting on 30 May 2018. There is further information on the year of Young People in **Appendix C**.

7.14 **Child Protection Training** - HLH has recently been held up as an example of good practice in its commitment to Child Protection training by the Council’s Child Protection Training Officer who said: “Managers have ensured that every member of staff attends the relevant level of training in line with their roles and responsibilities. This has included auditing staff records to check training undertaken, organising service specific training sessions with the Child Protection Committee team, and training over 40 members of staff to deliver introductory child protection training sessions to staff and community groups across Highland. The results of this have been noticeable in a short space of time with improved relationships and communication between High Life Highland and statutory partners such as Police Scotland”.

8. Part Three – HLH Contributions to Health and Wellbeing

8.1 Health and wellbeing is a priority locally and nationally and there has been a focus over the past few years on public services taking a more preventative approach to service delivery. The links between improved health and wellbeing and physical activity is well understood and there are also significant health benefits associated with the prevention of social isolation and loneliness. HLH plays a significant role in both of these areas through all of its services.

8.2 The promotion of healthy and active lifestyles is seen as being important because:

- in the next 25 years, the number of retired people in the Council area will increase by 79% while the percentage of elderly aged 75+ will more than double.
- The Scottish Government has estimated that in the next 10 years nearly two-thirds of people will have developed a long-term condition by the age of 65.

8.3 Leisure facilities and sports development staff play a significant role in introducing people to physical activity and helping them to stay physically active and, therefore more healthy. There are 2.7m customer visits to HLH leisure facilities, community centres and active schools programmes per year and the breakdown of this can be seen below.

	2017/18
Leisure Facilities Customer Visits	2,186,103
Sporting Use at Community Centres	117,752
Active Schools Attendances	466,108
Total	2,769,963

39.5% of people in the Council area have a High Life Leisure Card either through paying a monthly fee or through the top-up facility. The number of unique participants in the active schools programme is 15,913 which is 52% of the school population.

8.4 In addition to the general work of HLH in running facilities there is a range of HLH

service delivery which bring people together to participate in activities in groups such as adult learning classes, library lego and coding clubs (27.6% of people in the Council area have an active High Life library card); archives intergenerational events; group fitness classes in leisure centres, etc. These events create a natural way of people in communities having social contact with each other and therefore contribute to lessening the effects of social isolation and loneliness, which is a focus for NHS Highland which has been supported by HLH. The customer numbers involved in this kind of activity are as follows:

	2017/18
Adult learning attendances	12,895
Archives attendances at events and activities	4,539
Outdoor activities customer sessions	887
Countryside rangers activity attendances (Oct - Mar)	5,556
Active schools participant sessions	466,108
Youth work attendances	78,225
HLH organised activities in community centres	3,128
Fitness class customer visits	344,237
Swimming lessons customer visits	232,262
	1,147,837

There is a table in **Appendix D** which summarises the contributions made by the nine areas of HLH work to Health and Wellbeing.

8.5 There are a number of targeted health and wellbeing programmes being delivered by HLH and two of them are described below.

8.6 Falls prevention exercise

- Falls cause a lot of distress and poor outcomes for people, and cost in excess of £470m per annum in Scotland
- NHS Highland reported in 2012 that the cost of falls that lead to hip fractures passing through Raigmore hospital alone was in excess of £11m
- There is a significant body of evidence which shows that exercise programmes designed to improve strength and balance can lead to a reduction in falls
- HLH has been delivering a programme of falls prevention exercise in partnership with NHS Highland in leisure centres, care settings (including care homes) and other community settings such as village halls since 2012 and the benefits of exercise programmes are described in the video which can be seen by clicking [here](#)
- Participants report a range of positive outcomes: improved quality of life; better mobility; reduced isolation and less falls
- Basic economic modelling suggests that the estimated number of falls prevented (as a result of taking part in the classes) has resulted in a potential saving to NHSH of £1.1m and a return on investment of 31:1.

8.7 Cancer rehabilitation

- Leading a physically active lifestyle both during and after cancer is linked to an improvement in many of the adverse effects of cancer and its treatments
- An active lifestyle helps overcome fatigue, anxiety and depression, whilst protecting the heart, lungs and bones
- In some cases, being physically active has been shown to slow disease progression, improve survival and reduce the chance of recurrence. Despite these

benefits, only 23% of people living with cancer are active to recommended levels

- HLH has been working with a range of partners to create opportunities for people with cancer to become more physically active, including:
 - Research project with University of Stirling and NHSH involving people with breast cancer resulting in:
 - Participants increased their levels of physical activity
 - Participants improved their functional fitness
 - Participants fear of cancer recurrence was reduced
 - Participants confidence to do physical activity was improved (this programme won a COSLA Bronze Award).
 - Partnership with Maggie's Centre:
 - Maggie's supports people with cancer through the centre based in the grounds of Raigmore hospital
 - HLH instructors deliver exercise classes in the centre for people with cancer.
 - Macmillan Move More:
 - Building on success of work detailed above HLH has secured £243k funding from Macmillan for an initial 3 year pilot programme to deliver a programme called Move More
 - Move More will support people with cancer to be more physically active through gyms, gentle movement classes, gardening activities and walking
 - A Development Officer has been recruited to manage the programme and training exercise instructors to be able to offer more specialist exercise classes in HLH leisure facilities.

8.8 HLH's "Choose to..." initiative was created to dovetail with NHS Highland's "Reach Out" campaign designed to address the growing issues around social isolation and loneliness across the Highlands. "Choose to..." was the title given to a number of projects across the HLH areas of work that looked to support individuals and groups to participate in activities and sessions in libraries, leisure centres, archive centres as well as through Youth Workers and Active Schools Coordinators.

8.9 The projects included, "Choose to...Move" which brought new people into leisure centres to participate in activities in which they would not normally have engaged and provided opportunities to mix socially. The initiative saw 101 free 7 day passes being issued which resulted in 30 regular users and 14 people taking out an All Inclusive membership. "Choose to...volunteer" operated in the Archive Centre where individuals were encouraged to attend sessions, make new friends, learn new skills and become engaged with the services at the centre. This also gave younger volunteers the opportunity to add to their CV and enhance their employability.

8.10 "Choose to...Lead" invited young people aged 14-25, who otherwise may have been socially isolated to become involved in other initiatives which support and developed their leadership skills, while at the same time putting them in contact with new friends with similar interests. The leadership skills developed also contribute to increased confidence, employability and increased physical activity, a significant factor in improving mental and physical health and wellbeing. All marketing and promotional material discretely highlighted the issue of social isolation and loneliness by the strapline, "Come along to meet new people and make new friends" which could be adapted to suit the activities taking place across the various services.

9. New Youth Work Strategy

9.1 The current Youth Work Policy was agreed in 2007. It has stood the test of time as a policy which describes how resources are allocated and the key functions of youth work. A new Youth Work Strategy is required to reflect the needs of young people and changes such as the new Community Planning arrangements and other policy developments.

9.2 The Highland Youth Parliament (HYP) Executive Committee was consulted on the proposal to develop a new youth work strategy and has provided the following statement:

“HYP is encouraged that youth work continues to be supported and refreshed. HYP members feel having a YW Policy like this enables young people locally to have a voice, participate, get involved in activities and options in their local areas but also highlighted that transport around those activities needs to be improved.

HYP members would like the voices of more vulnerable young people, young people with mental health issues, young people requiring extra support and LGBTi young people need to be strengthened and further supported. HYP hopes that this policy will help improve the lives of these young people living in Highland. Highland Youth Parliament members and the Highland Youth Convener are keen to be involved in the process of refreshing the policy if agreed by members.”

9.3 As part of the planning and delivery of For Highland’s Children 4 (FHC 4) a Youth Work Improvement Group was established as a sub group of the FHC 4 Leadership group. The group has representatives from both statutory and voluntary youth work providers and young people on it and it is proposed that this group, with the addition of the Highland Youth Parliament Executive, be tasked with the development of the new strategy. It is also proposed that two Elected Members from the Care, Learning and Housing Committee be appointed to support the Group in developing the new strategy.

9.4 The documents which will inform the strategy include:

- The Highland Outcome Improvement Plan
- For Highlands Children 4
- The Highland Community Learning and Development Plan
- The Youth Work Strategy for Scotland
- The National Youth Work Outcomes.

9.5 To be effective, a youth work strategy will describe what will be delivered in the following three areas:

- ensuring that there are clear ways for young people to become involved in youth work activity
- ensuring that young people have a voice in youth work and an influence in decisions and services which affect them
- how to support young people to progress from youth work into other positive destinations such as employment or further education.

9.6 This will mean that the scope of the review work to prepare a new strategy will include reviews of:

- open access youth work activity and any ways in which partners can better meet the needs of young people to access youth work activities
- the youth participation structures from local youth forums, through to area youth forums, the Highland Youth Parliament and the existence and role of the Youth Convener position
- the targeted learning activities which take place with young people which supports them to achieve positive destinations.

9.7 While the review and development of the new strategy takes place it will be important to ensure that the current structures continue to function. Youth work activities and programmes will, therefore, be maintained, including the work with youth forums (which will also be key consultees in the development of the new strategy), the Highland Youth Parliament and the Youth Convener role.

9.8 The proposed timescales for developing the new strategy are as follows:

- Initial planning by the Youth Work Improvement Group: June 2018
- Development of the stakeholder consultation: July 2018
- Development of draft strategy: September 2018
- Development of action plan detailing partner contributions to the strategy: October 2018
- Partner and stakeholder consultation on the strategy and action plan: November 2018
- Draft Policy for consideration by the Care, Learning and Housing Committee: February 2019

9.9 It is proposed that Members agree that a new Youth Work Strategy be developed as outlined in this section of this report and to nominate two councillors to support the Youth Work Improvement Group and Highland Youth Parliament to develop it.

10. Implications

10.1 There are no new Resource; Legal; Community (Equality, Poverty and Rural); Climate Change/Carbon Clever; Risk; or Gaelic implications for the Council associated with the implementation of the recommendations contained in this report.

Designation: Chief Executive, High Life Highland

Date: 11 May 2018

Author: Ian Murray

Background Papers: None

Appendix A

Service Delivery Contract Action	Notes – HLH contributions to the Care and Learning Service Plan
Activities for pupils beyond the school day	Active Schools Coordinators provided 466,108 participant sessions in 2017/18 a slight decrease on the previous year 484,004, however, 2017/18 was the second highest year on record and the reduction can be accounted for by staff vacancies.
Communities Use of Schools Policy (THC's Policy is to develop schools as part of its capital programme into community hubs)	HLH now operates seventeen school and community facilities outwith school hours on behalf of the Council.
Council policies in cultural and 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 programmes exhibitions and activity programmes in three galleries. The attendance figures of the Inverness gallery are reported as part of the Museum's visitor numbers. The Caithness gallery attendances in 2016/17 were 9,580. Attendances reduced in 2017/18 to 5,357 following the re-location of the archive to the new National Nuclear Archive, Nucleus and the library to the new East Caithness Community Facility.</p> <p>HLH operates 23 stand-alone and joint school/community leisure centres. Customer visits in 2017/18 were 2,119,823 and in 2016/17 were 2,028,103.</p> <p>The Highland Folk Museum and Inverness Museum and Art Gallery continue to grow, with total customer visits (visits in person plus visits by other means) in 2016/17 having been 194,811, increasing to 253,431 last year. Income from donations and earned income increased from £389,422 in 2016-17 to £469,967 last year.</p> <p>HLH operates 70 libraries on behalf of The Council and fulfils its statutory obligation to provide adequate library services. In 2017/18 there were 3,486,550 total library visits, (an increase of 13% on the previous year). Of these, 2,073,164 were physical visits and 1,393,700 were online visits, both of which increased from 2016/17. There were 352,916 attendances at library events and activities, (a 9% increase). The</p>

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Service Delivery Contract Action	Notes – HLH contributions to the Care and Learning Service Plan
	reasons for the improved performance are the introduction of new services and facilities, an improved online offering and new community engagement initiatives.
Deliver ESOL & Adult Literacies	HLH delivers a programme of Literacy and Numeracy and English for Speakers of Other Languages (ESOL) through classes and 1:1 support. There were 13,631 attendances at these programmes in 2016/17 and this decreased to 12,535 in 2017/18. The number of learning hours delivered by staff and volunteers increased from 28,455 in 2016/17 to 29,915 in 2017/18 and the number of SQA qualifications gained by adult learners also increased from 82 in 2016/17 to 108 in 2017/18.
Deliver the Arts strategy	HLH programmes exhibitions and activity programmes in three galleries. The attendance figures of the Inverness Gallery are reported as part of the Museum’s visitor numbers. The Caithness gallery attendances in 2016/17 were 9,580. Attendances reduced in 2017/18 to 5,357 following the re-location of the archive to the new National Nuclear Archive, Nucleus and the library to the new East Caithness Community Facility.
Deliver the Youth Work Policy	HLH provides a targeted youth work service across all 29 Associated School Group areas in Highland. Attendances at “Fusion” diversionary activity programmes were 4,453 in 2016/17 and were 18,536 last year following a deliberate strategy by youth work staff to increase customer numbers in this area. The number of attendances at youth work activities in 2016/17 was 84,359 and 78,058 in 2017/18. Within the context of the Council and national direction being a greater emphasis on targeting young people in need (prevention agenda), the expectation was that headline youth work engagements would reduce as the service focuses on a smaller number of harder to reach young people. The youth work team set a target to increase the number of learning hours which it delivers for 2017/18 to reflect this and learning hours increased from 184,074 in 2016/17 to 193,119 in 2017/18.
Develop new ways of supporting adult learners	There has been a reduction in this area and a deliberate focus on the delivery of lifelong learning as described above due to agreed budget savings. In an attempt to mitigate this, HLH submitted a grant application (£43K funding was confirmed in June 2017) called “The Learning Ladder of Possibilities: engaging strategies to address social exclusion and rural poverty”. This was a collaborative project delivered by High Life Highland, Creativity in Care, the Social Enterprise Academy, and UHI. It was funded by the Scottish Government and the European Social Fund and is a Stage One Social Innovation Fund project which aims to improve services for people experiencing poverty and disadvantage.

Appendix A

Service Delivery Contract Action	Notes – HLH contributions to the Care and Learning Service Plan
Develop the High Life low cost leisure access card	Between HLH and the other leisure providers in Highland which operate the High Life Leisure Access Scheme 39.5% of the Highland population hold a High Life card either as family or individuals who pay a subscription or people who use a card under the “pay as you go” part of the scheme. HLH’s number of paid subscriptions rose by 620 between 2016/17 and 2017/18. The High Life card can be used as a library card, a Young Scot card, a cashless catering school meals card and a National Entitlement Card. The scheme has now been, adopted in three other Scottish local authority areas: the Western Isles; Moray; and Orkney and one Northern Irish Council area, Antrim and Newtownabbey.
Development apprenticeship for young people supported by youth services	HLH runs a Young Persons’ Leadership Programme delivered by Active Schools Coordinators which has 874 young people actively involved in it. Youth work staff provide opportunities for young people to gain achievement awards (Saltire Awards, DofE etc.) which are of significant benefit for young people in gaining employment or higher and further education places – in 2017/18 young people gained 1,427 achievement awards. HLH leisure facilities continue to deliver modern apprenticeships. HLH youth work staff continue to deliver the Youth Parliament apprentice day. In 2017/18 libraries staff introduced a volunteering programme for young people called High Voltage which has 86 young people involved in it across 23 libraries with over 450 people participating in the events which they have run. A video showing the programme can be seen here: https://youtu.be/45yoDII7Gvo
Development officers for disability and sports coaching	HLH has Development Officers for disability sport, coaching/volunteer development and community sports hubs. These posts work in partnership with the national governing bodies to develop sports clubs, support community based sports clubs and deliver locally based coach and volunteer training.
ECS volunteering policy	HLH has developed a volunteering policy which includes recruitment, induction, training and review for volunteers and has 1608 volunteers in sport, 115 volunteers in libraries (86 of whom are teenagers involved in the High Voltage initiative) and 61 in adult learning.
Evidence children are included across ECS	HLH contributes to this objective by supporting area youth forums and the Highland Youth Parliament which covers a variety of topics, including specific sessions on schools on behalf of the Care and Learning service and by its targeted youth work.
Expand access to culture & arts across the Highlands	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

Appendix A

Service Delivery Contract Action	Notes – HLH contributions to the Care and Learning Service Plan
Expand access to culture & arts across the Highlands Cont.....	the Council to develop a new Highland Cultural Facility in Inverness. HLH programmes exhibitions and activity programmes in three galleries. The attendance figures of the Inverness Gallery are reported as part of the Museum’s visitor numbers. The Caithness gallery attendances in 2016/17 were 9,580. Attendances reduced in 2017/18 to 5,357 following the re-location of the archive to the new National Nuclear Archive, Nucleus and the library to the new East Caithness Community Facility.
HLH to ensure balanced programme of activity for young people	The active schools and youth work programmes provide a wide range of activities. There is a particular emphasis placed by Active Schools Coordinators on encouraging girls to remain active and, there is 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 including 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 latest examples of this are where HLH took on the operation of the sports facilities at the new Inverness Royal Academy in August 2016 and Wick High School in April 2017. This approach has led to increased use of facilities by the public in every case.
Single smart card	The range of services which can now be placed on one card are: National Entitlements (travel), Young Scot, High Life leisure, Highland Libraries and school cashless catering.
Targeted numeracy and literacy services	HLH delivers a programme of Literacy and Numeracy and English for Speakers of Other Languages (ESOL) through classes and 1:1 support. There were 13,631 attendances at these programmes in 2016/17 and this decreased to 12,535 in 2017/18. The number of learning hours delivered by staff and volunteers increased from 28,455 in 2017/17 to 29,915 in 2017/18 and the number of SQA qualifications gained by adult learners also increased from 82 in 2016/17 to 108 in 2017/18.
Targeted young people in need - High Life Highland	HLH provides a targeted youth work service across all 29 Associated School Group areas in Highland. Attendances at “Fusion” diversionary activity programmes were 4,453 in 2016/17 and were 18,536 last year

Appendix A

Service Delivery Contract Action	Notes – HLH contributions to the Care and Learning Service Plan
Targeted young people in need - High Life Highland Cont....	following a deliberate strategy by youth work staff to increase customer numbers in this area. The number of attendances at youth work activities in 2016/17 was 84,359 and 78,058 in 2017/18. Within the context of the Council and national direction being a greater emphasis on targeting young people in need (prevention agenda), the expectation was that headline youth work engagements would reduce as the service focuses on a smaller number of harder to reach young people. The youth work team set a target to increase the number of learning hours which it delivers for 2017/18 to reflect this and learning hours increased from 184,074 in 2016/17 to 193,119 in 2017/18.
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, the new Inverness Royal Academy, East Caithness Community Facility being the most recent and Alness Academy in the pipeline.
Youth Convener and Youth Workers engage with young people	The Youth Convener post is recruited annually and works with the Highland Youth Parliament Executive Committee which meets six times per year in addition to the annual Highland Youth Parliament conference.
Youth Convener attendance at Full Council	The Youth Convener normally attends full Council meetings and other Council Committees as required, and has attended meetings during 2017/18 where possible.
Youth Voice elections	HLH supports the bi-annual Highland Youth Parliament (formerly Youth Voice) elections.

Appendix B

New services transferred to HLH since formation in 01 October 2011

Facility/Service	Deficit funding
Averon Leisure Centre	£121,291
Culloden Academy Community Facilities	£49,674
Lochaber High School Community Facilities	£27,606
Ben Wyvis Primary School (Leanaig Centre)	£34,626
Ferrycroft Centre, Lairg	£17,250
Ben Nevis Visitor Centre	£31,037
Highland Football Academy	£12,882
Lochaber Hydrotherapy Pool	£0
Inverness Bught Nurseries	£55,378
New Aviemore Community Facility	£91,269
Inverness Leisure	£752,992
Golspie All Weather Pitch	£0
Hilton Community Centre	£37,813
Raigmore Community Centre	£38,021
Nairn Community Facilities	£0
Service Points Broadford and Bettyhill	£35,537
Independent Museums Officer and Independent Museums grants	£363,862
Safe Highlander events	£0
Inverness Royal Academy Community Facility	£50,432
Nucleus (Caithness and National Nuclear Archive)	£2,038
Inverness Castle North Tower Viewpoint	£0
Thurso Swimming Pool redevelopment	£0
Strathpeffer Pavilion (3 year THC lease extension/HLH Operating from 1/4/17)	£0
East Caithness Community Facility (replaced Wick pool)	£90,000
North Coast Leisure	£4,758
Golspie Tennis Court Management	£0
Poolewe Pool	£22,049
Countryside Ranger service	£408,320
Inverness Canal Park	£0
Invergordon Toilets	£8,278
Talla nan Ros	£0
Music Tuition	£1.29M
TOTAL	£2,255,664.00

Background

2018 has been designated the Year of Young People (YoYP) in Scotland. It aims to celebrate the ideas and talents of children and young people aged 8 to 26. Their voices have been at the heart of planning and development for the year, nationally and locally. A key feature of it has been the establishment of teams of Young Ambassadors across the country. Highland has 20 ranging in age from 9 to 26.

The Council has a lead role in coordinating year of young people activity and there is further background contained in this People Committee report of 25 January 2018. https://www.highland.gov.uk/download/meetings/id/73046/item_17_year_of_young_people_2018

Themes

The Year of Young People has six themes and Highland young people have decided to focus on two of these – Equality & Discrimination (broadcasting the value of young Scots, challenging negative perceptions of young people, and supporting young people to take leading roles in challenging discrimination in all its forms); and Participation (looking at how young people can influence public services and decisions which affect their lives).

Steering Group Arrangements

A steering group facilitated by the Council's Children's Planning Manager, was established towards the end of 2017 to support the year. The steering group comprises all of the Highland based Young Ambassadors; and representatives from:

- Developing the Young Workforce;
- Highland Council;
- High Life Highland;
- Highland Youth Arts Hub;
- NHS Highland; and
- Youth Highland

Official Launch

The official launch was held in Inverness on 27 January 2018 and was attended by over 30 people – young people and supporting adults from many organisations. Maree Todd, Minister for Childcare and Early Years, was also in attendance.

Work of the Steering Group

The steering group agreed that the year in Highland would focus on recognising, valuing and celebrating what it is to be young by publicising the regular events and activities which take place. This was not to preclude special one-off events but it was thought much more important to highlight the regular work and activities of/for young people rather than holding one-off activities.

In order to reach as many young people as possible, three new social media platforms dedicated to the YoYP in Highland were set up by the steering group – Facebook, Twitter and Instagram. These have been hosted by High Life Highland (HLH) with the administration of them being led by the Young Ambassadors. Young people felt this was the best way to engage with young people as it provides an interactive format to highlight YoYP activities.

There will be occasional one off events and short programmes of activity as and when groups and communities are successful in staging events.

How to Find Out What's Happening

There is a list of some of the events and activities which are taking place below. The list is being continually updated on social media and organisation's web-sites including:.



High Life Highland www.highlifehighland.com

Developing the Young Workforce <http://dywich.co.uk/>

Highland Youth Arts Hub <https://hyah.co.uk/>

Youth Highland <http://www.youthhighland.org.uk/>

Highland Schools www.highland.gov.uk/schools-list

Young Scot – Year of Young People www.young.scot/yoyp2018

Youth Scotland www.youthscotland.org.uk

There are also other youth organisations which are celebrating the year of young people and these include organisations such as – The Duke of Edinburgh's Award; Girlguiding; Scouting; Cadets; etc.



Official Launch photograph – 27/01/2018

Examples of programmes and activities from the Highland Year of Young People calendar

A few recent events have included

Title	Venue	Date	Time	Detail
Inverness Science Festival	Inverness Botanic Garden	5 th May	11:30-12:30	Drop in event
What am I really thinking? Positive Mental Health Night	Nairn	24 th April	evening	Young people from Nairn youth forum and Nairn academy Pupil Council hosting info an awareness evening. HLH Youth and HLH libraries partnership with school supporting.
Young Scot – inequalities, rurality and attainment event	Inverness	20th March	13:00-15:00	Group of young people- from Aviemore to Wick- met with Young Scot to work on a co-design project aimed to explore, develop and deliver bespoke and targeted entitlements which identify and try to address inequalities which impact on young people's attainment in Highland.
HLH Alness Youth Development Colour Run!	Crawl Park, Alness	7 th April	09:30	To top off the final day of the YOYP2018 "Place Remembering week", the Youth Forum and Young Leaders of Alness marched out into the community to deliver another fantastic day of activities! Starting with Alness Parkrun, the young people led a colour run, taking the park by storm and showering an extra shot of fun onto this active event!
HLH Active Schools	Various including:	Various	Various	HLH Active Schools Coordinators across the region supporting

Dance Platform Events	Dingwall Fort William Kinlochleven			and delivering a comprehensive and diverse programme of activity. This includes a very successful movers and shakers programme supporting many, particularly girls, to be active.
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Some upcoming YOYP events to give a flavour of YOYP Highland include:

Title	Venue	date	time	details
YOYP Ambassadors Meeting	Brora Learning Zone	12 th May	10:00-15:00	YOYP Ambassadors from across the region getting together (away from Inverness this time) to celebrate the year so far and plan for months 6-12.
Care , Learning and Housing Committee	HCHQ , Inverness	30 th May	12:00-14:00	YOYP Ambassadors will be hosting an awareness raising stall during the committee break.
Highland Youth Parliament – Conference	UHI Campus Inverness	14 th – 15 th June	10:00-16:00	Locally elected youth representatives from across the region come together to raise awareness of issues of concern to them and their peers with agenda to inform and influence decision making.
Choose to Lead High Life Highland (HLH) Leadership Programme.	Various	ongoing	various	The Leadership Programme offers a selection of awards from HLH using the familiar and quality courses from Sports Leaders UK , Scottish Governing Bodies for sport and Youth Work. The programme produces young leaders of excellent quality and helps them to valuable skills and experiences for future education and employment. Leadership Conference coming in November!
High Voltage Young	Various	ongoing	various	A range of exciting volunteering opportunities in

Volunteers in Libraries				libraries for young people aged 11-25. As well as being great fun, volunteering will help you develop confidence and give you valuable skills for your education and future employment.
School's Out! Summer Holiday Activities 2018	Various	School Summer Holidays	Various	Something for everyone! HLH Summer Activity Programme for children and young people.
Inverness Highland Games	Bught Park, Inverness	21 st July	10:30-18:30	Highland Games have been staged on the banks of the River Ness since 1822 and almost two centuries later the Inverness Highland Games is firmly established as one of Scotland's finest. While offering everything that you would expect to find at a world class traditional Highland Games; the Highland Capital's Gathering is famous for surrounding itself with everything you'll need for a great family day out and a whole lot more.
Oran Mor @ Blas Festival	Northern Meeting Park, Inverness	7 th – 15 th September	tbc	Òran Mòr – a largescale outdoor event which will involve at least 500 young performers from across Scotland in a major event celebrating Scottish traditional music and the Gaelic language.
Blas Festival	Various Across Highland	7 th – 15 th September	various	Blas main focus will be young people as we celebrate the YOYP 2018. We will be asking our 8 Cèilidh Trail groups to each curate a concert at the festival. This will involve young people in planning an event, inviting guest musicians they would really love to play alongside and then promoting the event in their own communities to give them first-hand knowledge of organisation, promotion, maximising income and performing.

Europarc 2018		18 th – 21 st September	15:00- 23:59	<p>Reconnecting people with nature is a hot topic and EUROPARC 2018 will focus on how the next generation can inspire us to reach that goal. It is important that we bridge the generation gap and have that discussion alongside the youth of Europe.</p> <p>Conference programme includes dynamic speakers, workshops and field trips.</p>
Community Partnership Area Youth Conferences	Various	November	various	Annual Area Youth conferences include celebrating the achievements of young people in their area this year.

Summary contributions to Health and Wellbeing by the nine areas of HLH work

<p>Adult Learning</p>	<ul style="list-style-type: none"> • Family learning programme; • Supporting inward migrants - offering advice, guidance and referral to other services; • Syrian refugees – working with partners to support refugees in Highland; • Bringing women and families together from different cultures and generations and share their customs and skills.
<p>Archives</p>	<ul style="list-style-type: none"> • Events for groups such as Highland Carers; • Providing opportunities for people to come together and be more socially connected and reducing feelings of isolation.
<p>Arts</p>	<ul style="list-style-type: none"> • Monday Makers – an open craft group which meet once a month in Caithness to learn new skills, make beautiful objects and socialise over a cup of tea; • Providing opportunities for people to exhibit their art work in community gallery spaces e.g. project with Birchwood Highland and HUG to support people with experience of mental ill health.
<p>Community Centres</p>	<ul style="list-style-type: none"> • Older Adults Activities - expanding programmes to include more activities for older adults inc. strength and balance (falls prevention) and gentle exercise
<p>Leisure</p>	<ul style="list-style-type: none"> • Cardiac rehabilitation – exercise classes tailored to suit people who have heart conditions who are referred from NHS services; • Cancer rehabilitation – exercise classes tailored to suit people who have cancer who are referred from NHS services; • Developing a programme for people with Type II Diabetes; • Co-location of Physiotherapy - providing safe a suitable space for Physiotherapists to deliver clinics and then sign post people straight to classes/opportunities in the leisure centre
<p>Libraries</p>	<ul style="list-style-type: none"> • Reading Well – books on prescription for common mental health conditions • Digital health and fitness magazines • Dementia Friends – supporting people with Dementia to access libraries • Reading Groups – helping people to be more socially connected and reduce loneliness
<p>Museums</p>	<ul style="list-style-type: none"> • Volunteering - various opportunities are offered for volunteering which is proven to support good physical and mental health outcomes; • Cultural experiences – providing these can help improve health and wellbeing and can result in benefits that range from the physiological to the emotional; • House of Memories – smart phone app designed to

	support people with Dementia and their carers to engage with museum collections which supports communication, interactions, engagement and cognitive stimulation.
Outdoor Learning	<ul style="list-style-type: none"> • Paddle sports to winter sports – outdoor activities are known to improve quality of life as well and health for all. • Walks for Mental Health - the Countryside Rangers are currently exploring options to pilot delivery of specially programmed walks to help people with mental ill health
Sport	<ul style="list-style-type: none"> • Movers and Shakers – engaging secondary school aged females in dance • Leadership Programme – providing young people with opportunity to develop leadership skills in sport