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| HIGH LIFE HIGHLAND  REPORT TO BOARD OF DIRECTORS  4 September 2018 | AGENDA ITEM REPORT No HLH /18 |

## **CHair/chIEF EXECUTIVE’S UPDATES - Report by Chief Executive**

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| **Summary** The purpose of this report is to provide Directors with information and the opportunity to discuss issues affecting HLH and its work at an early stage.  It is recommended Directors comment on and note the updates. |

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| **1.** | **Business Plan Contribution** |
| 1.1 | This report supports the highlighted Business Outcomes from the High Life Highland (HLH) Business Plan:   1. **To advance sustainable growth and financial sustainability** 2. **Deliver the Service Delivery Contract with THC** 3. **Improving staff satisfaction** 4. **Improving customer satisfaction** 5. **A positive company image** 6. **Services designed around customers and through market opportunities** 7. **Sustain a good health and safety performance** 8. **A trusted partner** |
| **2.** | **Opportunities for Directors to Represent HLH – Update** |
| 2.1 | Directors were circulated with invite to attend the **Highland Young Musician of the Year 2018 event** in Nairn on 24 June 2018. |
| 2.2 | Directors were invited to attend **two summer concerts**, to see events in action, one held at Bught Park in July and one taking place in early September in the Northern Meeting Park. |
| 2.3  2.3.1  2.3.2  2.3.3 | Directors were invited to attend the **Inverness Townscape Heritage Project** stakeholder event showcasing the new digital Heritage Trail for Academy Street on 30 August 2018 at Inverness Museum and Art Gallery. (Linda Munro and Donald Somerville confirmed attendance).    This showcase event gave a sneak preview of the Heritage Trail and the opportunity to try it out prior to its official launch in September.  The Heritage Trail has been developed to preserve the rich heritage of Academy Street and make it accessible to all.  In the past two and half years, over 400 members of the public have been involved in 30 events, to generate a wealth of high quality content for the Heritage Trail.  The results of this wide public engagement will be exhibited on the evening, including detailed line drawings of Academy Street in 1920 by Gordon Lynn. |
| 2.3.4 | The Heritage Trail is a key outcome for the Inverness Townscape Heritage Project and has been delivered in partnership with High Life Highland and AOC Archaeology Ltd.  Inverness Townscape Heritage Project is a partnership project jointly funded by The Highland Council, Inverness City Heritage Trust and Heritage Lottery Fund. |
| 2.4  2.4.1 | Any Directors who were unable to attend a **2018 Safe Highlander event** are encouraged to attend any the two remaining events this year:  Wick: 4 and 5 Sep 2018  Dingwall: 3 and 4 Oct 2018  Safe Highlanders is a series of annual events that promotes: community safety; health; and crime prevention to primary seven school pupils during which they learn about life saving skills including first aid, fire and water safety, safety on roads and internet safety. Children are also presented with the dangers of electricity, building sites and substance misuse. The event aims to help children become more aware of personal safety; potentially avoid becoming victims of crime; and understand how to react to emergency situations. |
| **3.** | **Awards** |
| 3.1  3.2 | The five volunteer winners from the HLH annual awards have been nominated for the **SPP Highland Heroes volunteer awards**. The closing date for nominations is 1 September and an update on the outcome of these nominations will be circulated in due course.  HLH Quarterly Management grouping has been asked to lead on reviewing and see how any previous winners from HLH awards or any new work can tie in to categories/ nominations for the **Highland Council Quality Awards 2018**. Deadline for submissions is 17 September and an update on the outcome of any submissions will be circulated. |
| **4.** | **MacDonald Aviemore Highland Resort** |
| 4.1 | Directors are aware that the three yearly review of the Council’s agreement with the Resort has been extended pending ongoing renegotiations. A further meeting was held with the Resort on 16 August during which a compromise position was discussed. At the time of writing, both parties are reverting to their respective governance regimes with a view to confirming positions within two weeks. A verbal update will be available at the HLH Board meeting. |
| **5.** | **Lochalsh Swimming Pool** |
| 5.1 | The Board of Lochalsh Leisure has asked HLH to consider adopting the day to day management of Lochalsh Leisure Centre on their behalf.  The first stage of developing the business case to consider this request was to commission two building surveys to establish if there would be any material problems with the fabric of the building that might prevent the potential transfer.  The surveys have been completed and the Board of Lochalsh Leisure are now in the process of arranging for key works to be undertaken that were highlighted as potential barriers.  It is likely that the work will be completed in the next two months and, as such, the Head of Business will now complete the full business case for consideration by the Board of HLH in December.  If the business case is approved by the Board, the potential transfer of management could occur on 1 April 2019. |
| **6.**  6.1  6.2  6.3 | **Customer Service Excellence Compliance Plus Accreditation**  In June 2018 HLH Libraries undertook its Customer Service Excellence assessment. CSE is a respected, UK Government standard which is externally assessed by a representative of the Cabinet Office. HLH Libraries first achieved the standard in 2015. This year’s week-long assessment covered the length and breadth of The Highlands and involved the inspector visiting libraries, meeting customers and staff and attending a wide range of events. The assessor attended nursery sessions, Book Bugs and an evening Technobots session in Wick where he also met the integrated leisure/library teams. For the first time, the assessor also spent time on the Far North Mobile, meeting customers and visiting a care home with Michelle Currie, our mobile driver and winner of the Role Model Staff Award at the June 2018 awards ceremony. In addition, the inspector interviewed a number of key HLH and external partners including teachers, early years practitioners, teenage volunteers and representatives from community organisations.  Although the assessment allows applicants a number of partial compliances, equating to an 80% pass mark, for the third year running libraries achieved 100% compliance against all 57 criteria.  The standard also allows for a prestigious “CompliancePlus”, accreditation for indicators where the Assessor considered that the service demonstrated innovation or showed areas where it is a sector leader. This year HLH Libraries achieved 17 areas of compliance plus, (from 10 last year), a tremendous achievement for the staff.  The assessor has gone to some lengths to outline many detailed examples of innovation throughout the assessment report and makes reference to how we have cascaded good practice to other Scottish services, including Glasgow Life and internationally through our contribution at the Library Congress in Austria. The assessor also noted that, “It was abundantly clear that the Senior Leadership, including the Directorate, are very customer focussed and have a clear vision for High Life Highland Libraries as a modern, progressive and customer focussed organisation”. |
| **7.** | **Implications** |
| 7.1 | Resource Implications – There are no additional resource implications arising from this report. |
| 7.2 | Legal Implications - There are no new legal implications arising from this report. |
| 7.3 | Risk Implications – There are no new risk implications arising from this report. |

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| **Recommendations** It is recommended Directors comment on and note the updates. |

Designation: Chief Executive

Date: 17 August 2018