

HIGH LIFE HIGHLAND STAFF RECOGNITION SCHEME - Report by Chief Executive

Summary

The purpose of this report is to present Directors with the best submissions from staff teams on the successful work being carried out by High Life Highland throughout the Highlands and across all areas of work.

It is recommended that Directors:

- i. comment on the items presented and note that the selected items will form part of the long list for the annual Staff and Volunteer Award Scheme for 2016/17.

1. Business Plan Contribution

1.1 This report supports all the 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. Background

2.1 The March 2016 meeting delegated a review of the current successes system to a small group consisting of two HLH Directors, Chief Executive, Head of Development and representatives from all HLH areas of work.

2.2 The recommendations of this group were presented to the HLH Board at their August 2016 meeting and unanimously approved with the first submissions in this format to be presented to the December 2016 HLH Board meeting.

2.3 The 10 successes presented to this meeting in **Appendix A** are those selected by the assessment group covering the period from April 2016 to October 2016. The full list of all 16 submissions received appears at **Appendix B**.

2.4 Those selected will be added to that forming the long list for the annual staff award scheme for 2016/17.

2.5 Directors Mark Tate and Ella MacRae have volunteered to short list the quarterly submissions (**Collaboration; Innovation and Role Model**); Directors David Finlayson (Trading) and Ian Ross have volunteered to short list the

annual submissions (**Individual and Team**) and Directors Alison Matheson (Trading) and Ken Nicol have volunteered for the selection of the overall category winners across all categories, for the annual staff and volunteer awards.

3. Media Interest

3.1 The table below details press interest relating to High Life Highland for the period from April 2016 – October 2016. Each piece of coverage has been assessed as positive, neutral or negative in its coverage of HLH or its services. In addition each positive or neutral article has been assigned a financial value. Publicity/media value is calculated using a method known as Advertising Value Equivalency (AVE). AVE provides a formula to indicate the amount the editorial coverage would cost if it were purchased as an equivalent size advert. AVE varies from publication to publication, but a rough rule of thumb is that editorial coverage is worth around 2.5 times more than advertising space.

	Positive	Neutral	Negative	Total
No. of Articles	320	52	30	402
Financial Value	£253,990.26	£30,182.56	£15,594.41	£299,767.23

3.2 20 of the 30 negative coverage reports related to the cancellation of the charity boxing match at Inverness Leisure as well as the delayed opening of the new Wick Campus.

3.3 At their meeting on 19 March 2015 Directors requested that it would be useful to be aware of the media circulation figures and these are detailed below for the main Highland publications.

Caithness Courier	6000
Highland News	11000
Inverness Courier (Tues)	8200
Inverness Courier (Fri)	11500
John O'Groat Journal	7200
Lochaber News	2600
North Star	3400
Northern Times	3800
Press & Journal	60000
Ross-shire Journal	11000
Strathspey & Badenoch Herald	4000

4. Implications

4.1 Resource Implications – there are no resource implications resulting from the recommendations of this report.

4.2 Legal Implications – there are no legal implications resulting from the recommendations of this report.

4.3 Equality Implications – there are no equality implications resulting from the recommendations of this report.

4.4 Risk Implications - there are no new risks resulting from the recommendations of this report.

Recommendation

It is recommended that Directors:

- i. comment on the items presented and note that the selected items will form part of the long list for the annual Staff and Volunteer Award Scheme for 2016/17.

Designation: Chief Executive

Date: 28 November 2016

Staff Recognition Scheme – Success Submission

1. This nomination is being made through the following award category (select only one).

Collaboration

2. Details of the staff member submitting news item

Full Name

Donald Hall

Email Address

Donald.Hall@highlifehighland.com

3. Give this submission a title

Community Sport Hubs - Schools Sports Fairs

4. Please describe in detail how this nomination meets the relevant Award Criteria (max 250 words)

The school sports fairs really showcased what partnership working between a range of professionals, volunteers and community clubs can achieve. Both projects came about after detailed planning and consultation with local clubs, school pupils and professional staff from HLH, Highland Council and Sports Governing Bodies. The key outcomes were to:

- Strengthen the link between the school and community clubs around sport & physical activity.
- Increase the awareness of local sporting opportunities in the community and encourage children to take part in sport.

Both events were tailored towards the needs of the school and local community sport hub. The Kingussie High School Club Sport day was a pilot event held in April and allowed circa 250 pupils 3x30minute taster sessions of 16 different sports & activities as well as a useful networking session for clubs, sports development staff and school staff. The Dingwall Community Sport Hub then set up a different model in September to allow 550 S1-3 pupils to learn about the power of sport and find out about all of the clubs and sports available locally. The events proved to be very successful.

Legacy was an important factor in the planning and delivery of the events. The networking sessions allowed clubs and sports development officers to set up new links with the school. School pupils were given information and support to take part in new clubs and activities. The events have been recognised as best practice and there are plans replicate them in other areas.

5. Who were involved?

Donald Hall & Darren Reid (HLH Community Sport Hub Officers)
 Tina Gibson & Rory Cross (HLH Active Schools Coordinators)
 Ollie Bray (Kingussie High School Head Teacher) Karen Cormack (Dingwall Academy Head Teacher)
 Scott Douglas & John Mackay (KHS PE Dept), Morris Dillon (Dingwall Academy PE Dept)
 Steve Holmes (PE Leader Officer)
 Donna Reily (HLH Facility Manager)
 Aviemore Community Sport Hub
 Dingwall Community Sport Hub
 Garry Reid sportscotland
 Alan Clark sportscotland
 26 Clubs
 12 Governing Bodies of Sport
 800 school pupils

6. What were the results / numbers involved / Feedback?

Dingwall Academy Sports Fair Key Stats:

91% of pupils enjoyed the event.

14 Community Clubs & 5 Governing Bodies involved.

556 Pupils took part in the event.

40.9% of Pupils influenced by the event to find out more about local sporting opportunities.

43 New participants in Community Clubs as a result of the event.

Kingussie High School Club Sport day Key stats:

→ Over 250 pupils involved

→ 10 young leaders

→ 16 sports stations

→ 12 clubs

→ 7 Governing bodies of sport

→ 1 local Olympian

→ Over 700 individual (30 minute) sessions delivered in 1h45

Legacy

Four new sports and clubs are now working with the school. The event was the catalyst for discussions about a new Community Sport Hub in Kingussie. A successful community engagement meeting was held at the end of September.

Feedback from clubs and organisations involved:

"I had some great conversations and think there are ways to continue building on this event for Disability Sport."
Disability Sport Officer

"We signed-up 12 new juniors (which all but doubles our secondary school age group!) and had plenty of promises of more interest . . . especially from girls!"

"The event reignited our desire to engage with the school to encourage more kids to progress from the school club to BWCC."

Feedback from pupils:

"I saw all the sports I wanted to do."

"It was very good and I enjoyed."

The KHS event has been shortlisted for the Highland Council Quality awards and helped Aviemore Community Sport Hub win Community Sport Hub of the year at the Team Scotland Scottish Sports Awards held in Edinburgh in September.

7. To which of these outcomes does this nomination contribute? (tick as many as apply)

Deliver the Service Delivery Contract with THC

Improve customer satisfaction

Create a positive image of HLH

Service designed around customers and through market opportunities

8. Please explain how this piece of work made an "exceptional contribution" and added value to HLH (max 100 words)

These events are a great example of collaborative working led by HLH staff and programmes to make a positive difference to the provision of sport in the local community. They were both pilot projects and were planned and delivered to a very high standard. Their success has been recognised nationally and is because of successful collaborative working between a range of partners working in Highland communities.

9. Insert any relevant web links (Please use a new line per link)

10. This section offers an opportunity to add up to three attachments in support of your submission...

[School+Sports+Fair+Case+Studies+-+HLH+Awards.pdf](#)

Staff Recognition Scheme – Success Submission

1. This nomination is being made through the following award category (select only one).

Collaboration

2. Details of the staff member submitting news item

Full Name

Mike Jones

Email Address

miike.jones3@highlifehighland.com

3. Give this submission a title

Developing Literacies in schools using other pupils

4. Please describe in detail how this nomination meets the relevant Award Criteria (max 250 words)

In conjunction with the Dingwall Academy the Adult Learning Coordinator for Ross and Cromarty, Iona Finlayson, is delivering a SALL course (Supporting Adult Literacies Learning) to train senior pupils at Dingwall Academy as adult literacies tutors so they can help support pupils in S1 and S2 with literacies needs, giving the senior pupils another qualification and providing a resource to the community, as well as the school.

With the Sports Leadership Awards for young people being developed for other activities this was an ideal opportunity to develop volunteering in other settings and the young people working through the SALL are also completing a Sports Leadership Award in conjunction with HLH Active Schools Coordinators.

The Head Teacher was so keen on the idea that she has added further value by offering them the full PDA as it was felt that the senior pupils could achieve the PDA – giving them another qualification.

5. Who were involved?

Adult Learning Coordinator; Dingwall Academy Head Teacher; Learning Support Teacher; Head of English; Youth Development Worker; Active Schools Coordinators and Leadership Development Officer

6. What were the results / numbers involved / Feedback?

The course is presently being run with 7 pupils and going very well.

7. To which of these outcomes does this nomination contribute? (tick as many as apply)

Create a positive image of HLH

Service designed around customers and through market opportunities

A trusted partner

8. Please explain how this piece of work made an “exceptional contribution” and added value to HLH (max 100 words)

This piece of work demonstrates lateral thinking and influence in being able to take an untried idea to the school and get support, which in turn has led to further opportunities for the participants and the development of other HLH activities with our colleagues in Youth and Sport. This will provide a resource to the community, as well as the school to benefit others who are most in need..

9. Insert any relevant web links (Please use a new line per link)

10. This section offers an opportunity to add up to three attachments in support of your submission...

Staff Recognition Scheme – Success Submission

1. This nomination is being made through the following award category (select only one).

Collaboration

2. Details of the staff member submitting news item

Full Name

John Taylor

Email Address

john.taylor4@highlifehighland.com

3. Give this submission a title

Discussing Drugs and Alcohol With Young People

4. Please describe in detail how this nomination meets the relevant Award Criteria (max 250 words)

One of the youth service 3 key objectives is focused on Drugs and Alcohol.

Back in January 2016 HLH Youth Service were linked into a conversation from Lynn Johnson (HLH Health and Wellbeing Manager) who was approached by the NHS Health Promotion Specialist (Dr Elspeth Lee) who were interested in HLH Youth Service attending a training programme which focused on 'Brief interventions with young people'.

The NHS put together a training programme to enable people involved with young people to discuss alcohol and drugs in a structured, motivational way, similar to that used with adults in Alcohol Brief Interventions.

The Area Youth Officers were able to be trained to become trainers. There were great benefits for HLH and the wider community. Firstly, it linked with one of our youth priorities, furthermore being trained as trainers and cascading out the training to our Youth Development Officers and Assistant Youth Workers meant we were able to offer opportunities to staff in relation to CPD while increasing staff knowledge, skills and experience around the issue of drugs and alcohol.

As trainers, we are able to identify where the courses best be delivered, in relation to local needs analysis and also draw in other partners and organisation locally, this would enable HLH staff to have other peoples and organisation perspectives to draw upon during the training.

The end benefit for young people is HLH youth service staff are better equipped and informed to work with young people who present with alcohol and drug issues.

5. Who were involved?

Wilma Kelt, John Taylor, Eve MacLeod (NHS-Health Improvement Specialist) and NHS admin support for coordinating the training day/bookings

6. What were the results / numbers involved / Feedback?

2 x HLH Area Youth Officers Trained by NHS as Trainers in 'Brief Interventions'

1 x Discussing Drugs and Alcohol course was delivered in Fort William in conjunction with Eve MacLeod (NHS)

1 x Discussing Drugs and Alcohol course to be delivered in Ullapool during November by Wilma and John

participant feedback to date - Thank you for sending my DDYAP Certificate. The course was very informative and the process for brief interventions was both very practical and manageable. The course was well delivered and the "hand out" / accompanying material is, in my opinion, a very useful resource for future reference and learning

7. To which of these outcomes does this nomination contribute? (tick as many as apply)

- Improve staff satisfaction
- Improve customer satisfaction
- Create a positive image of HLH
- Service designed around customers and through market opportunities
- A trusted partner
- To sustain a good health and safety performance

8. Please explain how this piece of work made an “exceptional contribution” and added value to HLH (max 100 words)

Health Inequalities - this will give sessional and employed Youth Workers and partners organisation that book onto the DDAYP course in targeted areas, the opportunity to tackle drug and alcohol issues in a structured and coordinated manner and begin to address health inequalities with young people in deprived areas.

9. Insert any relevant web links (Please use a new line per link)

10. This section offers an opportunity to add up to three attachments in support of your submission...

Staff Recognition Scheme – Success Submission

1. This nomination is being made through the following award category (select only one).

Collaboration

2. Details of the staff member submitting news item

Full Name

Elizabeth McDonald

Email Address

elizabeth.mcdonald@highlifehighland.com

3. Give this submission a title

Gaelic Medium Leadership Training - Leadership Programme

4. Please describe in detail how this nomination meets the relevant Award Criteria (max 250 words)

The High Life Highland Leadership Programme currently has around 1400 young people across the Highlands aged between 12-25 years registered. Over 90 Gaelic speaking young people are registered, although Gaelic is the language of the Highlands with GM units spread throughout the west and central areas they remain a minority group. As the result of a collaborative approach between HLH & HC Gaelic Team a funding bid was successful that will allow 24 young leaders from across the Highlands to take part in residential Gaelic Medium Sports Leadership training. This residential element also allows for total emersion in the language, supporting an ethos of peer learning. Once trained The Young Leaders will be supported by their respective Active Schools Co-ordinator, Youth Development Officer or school staff to roll out a programme of Gaelic activities in their local schools and communities where Gaelic medium Schools and departments exist.

This unique programme facilitates opportunities and progression through awards that require a substantial commitment to volunteering which in turn bring increased confidence, growing self-esteem, a sense of achievement and skills for life. With groups that are considered under served or hard to reach HLH has adopted a targeted approach to inclusion. By developing the project in this way it is both geographically and socially inclusive, working to ensure young people from every community and background has equal access.

5. Who were involved?

Elizabeth McDonald - Leadership Programme Development Officer
Danny Steele - Active Schools Co-ordinator Plockton
Shona Paterson - Highland Council Gaelic CLD Officer The Gaelic Team
Sports Leaders UK
Sportscotland

6. What were the results / numbers involved / Feedback?

Oct 2016 - 8 Young Leaders from Nairn, Ft William, Plockton, Mallaig and Ardnarmurchan were trained.
April 2017 - further 12 Young Leaders will be trained.

7. To which of these outcomes does this nomination contribute? (tick as many as apply)

- To advance growth and financial sustainability
- Deliver the Service Delivery Contract with THC
- Improve staff satisfaction
- Improve customer satisfaction
- Create a positive image of HLH
- Service designed around customers and through market opportunities
- A trusted partner
- To sustain a good health and safety performance

8. Please explain how this piece of work made an “exceptional contribution” and added value to HLH (max 100 words)

A partnership with The Highland Council Gaelic team, secured funding from the Gaelic Language Act Implementation Fund allowing HLH to reach their aim that High Life Highland are the "first" in the UK to deliver Gaelic medium Leadership Courses in Sport & Dance. Due to the sparse and scattered communities the Gaelic medium leadership programmes will be delivered on a residential basis at Sabhal Ostaig College on The Isle of Skye, using translated material provided by Sports Leader UK.

Through the programme young people from all social backgrounds are supported to be role models, motivating & inspiring the next generation.

9. Insert any relevant web links (Please use a new line per link)

http://www.highland.gov.uk/news/article/9766/gaelic_medium_first_for_leadership_programme

10. This section offers an opportunity to add up to three attachments in support of your submission...

[portree4.jpg](#)

Staff Recognition Scheme – Success Submission

1. This nomination is being made through the following award category (select only one).

Collaboration

2. Details of the staff member submitting news item

Full Name

Michelle Gowans

Email Address

michelle.gowans@highlifehighland.com

3. Give this submission a title

Summer Reading Challenge Closing Party / Culloden Youth Forum Art Project

4. Please describe in detail how this nomination meets the relevant Award Criteria (max 250 words)

This year we were looking to encourage more children who had signed up for the Summer Reading Challenge to complete the challenge and report back in before the scheme drew to a close. For the first time, we held a closing party with special guests from Scottish Exotic Animal Rescue to entice the kids to come back in, have some refreshments and make a small craft related to the Roald Dahl theme of the challenge this year. Members of Culloden Youth Forum provided the catering and also held an exhibition of the recent art project work they had completed on a mural to beautify the SCY Centre in Culloden. By combining our events, we worked together to show the community the good work we were doing with young people, give the young people a chance to have their commitment rewarded and provide a fun day out for families that contributes towards community cohesion.

5. Who were involved?

Michelle Gowans, Network Librarian – Culloden
Lita Leslie, Youth Development Officer - Culloden

6. What were the results / numbers involved / Feedback?

We had anticipated numbers in the range of 50-75 people, including children and parents, but visitors kept arriving and our final estimates were an attendance of around 165 people. These numbers are virtually unheard of for a program in this location. Feedback was very positive and families said they really enjoyed attending the event and many said that it had encouraged their kids to finish the challenge. There were also positive comments about the artwork and visitors enjoyed the chance to see how the project had developed from concept to completion.

7. To which of these outcomes does this nomination contribute? (tick as many as apply)

To advance growth and financial sustainability
Deliver the Service Delivery Contract with THC
Improve staff satisfaction
Improve customer satisfaction
Create a positive image of HLH
Service designed around customers and through market opportunities

8. Please explain how this piece of work made an “exceptional contribution” and added value to HLH (max 100 words)

By Libraries working together with Youth Work and members of the Culloden Youth Forum we were able to run the event without bringing in extra staff and efficiently provided food for events that might have otherwise been run separately. By featuring the art exhibition at the same time, we increased our footfall for the event and provided an opportunity for the young people to showcase their work.

9. Insert any relevant web links (Please use a new line per link)

<https://www.facebook.com/CullodenLibrary/> (Posts beginning August 10th)

https://www.facebook.com/pg/CullodenLibrary/photos/?tab=album&album_id=1742196636044515 (Photo album of event)

10. This section offers an opportunity to add up to three attachments in support of your submission...

Staff Recognition Scheme – Success Submission

1. This nomination is being made through the following award category (select only one).

Innovation

2. Details of the staff member submitting news item

Full Name

Lynn Bauermeister

Email Address

lynn.bauermeister@highlifehighland.com

3. Give this submission a title

Active Living With and Beyond Cancer

4. Please describe in detail how this nomination meets the relevant Award Criteria (max 250 words)

This piece of work demonstrates creativity and innovation by the leisure facilities team who have developed new ways of working and providing better opportunities and a better service for people affected by cancer.

People with cancer who are physically active after treatment reduce their risk of dying of the disease and improve their quality of life compared to those who are inactive. Yet, many people with cancer are insufficiently active to reap the health benefits. In order to help, HLH leisure facilities worked with health professionals and academics (University of Stirling) to provide the opportunity for people with cancer (breast cancer and prostate cancer) in Highland to be referred to a specialist exercise instructor to undertake FREE individually tailored exercise programmes.

HLH secured funding (from Prostate Cancer UK and University of Stirling) in order to make the offering free to participants. The prostate cancer and breast cancer projects were delivered in slightly different ways in order to meet the needs of participants as well as partners and the funder's requirements.

This work is delivering excellence as it is providing an innovative new approach to supporting people with cancer improve their health and wellbeing through using community leisure facilities and delivered clear results not only in terms of physical health improvements but also by way of creating opportunities for people to make new friends therefore reducing social isolation in communities. The project is also a good example of how innovative approaches to service delivery can enhance HLH's trusted partner status.

5. Who were involved?

Leisure facilities teams at the following locations:

Averon Leisure Centre
Invergordon Leisure Centre
Inverness Leisure Centre
Lochaber Leisure Centre
Nairn Leisure Centre

6. What were the results / numbers involved / Feedback?

50 people (plus partners) affected by cancer were involved across both projects.

Outcomes were measured and monitored for both programmes and the impact and benefits of this innovative work have been demonstrated as follows:

- Participants increased their levels of physical activity;
- Participants improved their functional fitness;
- Participants fear of cancer recurrence was also reduced;
- Participants confidence to do physical activity was also improved

This physical activity programme not only gets people recovering from breast cancer moving again but it also provides much needed social support, quotes from participants include:

"I thought that I would maybe benefit by going to the leisure centre and meeting people as well... I'd lost my confidence.... I've made friends with two ladies...we're going on holiday together now"

"Positive Moves has made a big change to my life and all for the better. My routine now is at 11am each day I have to go to the gym. I wish I had done something like this years ago as the feeling you get from exercising is so worth it not only physically but mentally as well. I feel like a new person."

7. To which of these outcomes does this nomination contribute? (tick as many as apply)

- To advance growth and financial sustainability
- Improve staff satisfaction
- Improve customer satisfaction
- Create a positive image of HLH
- Service designed around customers and through market opportunities
- A trusted partner
- To sustain a good health and safety performance

8. Please explain how this piece of work made an "exceptional contribution" and added value to HLH (max 100 words)

This piece of work has made an exceptional contribution and added value to HLH by providing life changing and life enhancing services to people affected by breast cancer and prostate cancer. The project has been carefully designed so that the physical activity programme can be adapted and made available across the Highlands, including remote and rural locations. Further funding has been secured to extend the offering for people affected by breast cancer through either face-to-face physical activity consultations or for those living further afield; they can choose to have physical activity consultations by an exercise specialist over the telephone.

9. Insert any relevant web links (Please use a new line per link)

10. This section offers an opportunity to add up to three attachments in support of your submission...

[Screen+Shot+2016-11-03+at+06.55.50.png](#)
[15766+POSTER.pdf](#)

Staff Recognition Scheme – Success Submission

1. This nomination is being made through the following award category (select only one).

Innovation

2. Details of the staff member submitting news item

Full Name

Jeni Herbert

Email Address

Jeni.herbert@highlifehighland.com

3. Give this submission a title

Movers & Shakers

4. Please describe in detail how this nomination meets the relevant Award Criteria (max 250 words)

Leadership training is a large area of work for Active Schools Coordinators (ASCs) across Highland, engaging with young people and giving them leadership skills which they will use to lead other young people in physical activity and sport.

However not all ASC's were entirely comfortable with the idea of Dance Leadership (or even knew where to begin).

We successfully applied to the Legacy 2014 to appoint a Movers & Shakers Tutor. Someone who would break down the stigma of dance and use it as a tool to engage with young people who were not currently leading an active lifestyle (mostly but not exclusively teenage girls).

The enormous success of the project is down to the attitude and skills of Amy Gallagher who was appointed Movers & Shakers Tutor. Her ability to engage with both the young people on the courses and the nervous ASC's has ensured that all bar 1 school cluster across Highland has been part of the project.

There has been both level 4 and level 5 Dance courses, mentoring sessions, CPD, local Dance Platforms (celebrations of dance achievements both small and large) and a Day of day with saw 97 dance leaders spending the day in Dingwall Academy trying out new dance styles and challenges.

5. Who were involved?

Amy Gallagher - Movers & Shakers Tutor

Jeni Herbert - Area Sports Development Officer

Elizabeth McDonald - Leadership Development Officer

29 Active Schools Coordinators

6. What were the results / numbers involved / Feedback?

140 new Level 4 Dance Leaders

30 new Level 5 Dance Leaders

6 Dance Platforms

1 Day of Dance

many opportunities for young people to have peer led Dance sessions within their own schools and communities.

7. To which of these outcomes does this nomination contribute? (tick as many as apply)

Improve staff satisfaction

Improve customer satisfaction

Create a positive image of HLH

Service designed around customers and through market opportunities

8. Please explain how this piece of work made an “exceptional contribution” and added value to HLH (max 100 words)

The "exceptional" element of this project has been the impact which has been achieved in just 9 months. The number of teenagers now engaged in leading Dance activity has exceeded all expectation and for the first time we were able to report that there were more S1 females than males taking part in the active schools programme.

ASC's feel better equipped to mentor and support these Dance Leaders to create peer led activities within their own communities and Dance across the Highlands is not such a scary word!

9. Insert any relevant web links (Please use a new line per link)

10. This section offers an opportunity to add up to three attachments in support of your submission...

[M&S+day+group+photo.jpg](#)

Staff Recognition Scheme – Success Submission

1. This nomination is being made through the following award category (select only one).

Innovation

2. Details of the staff member submitting news item

Full Name

Graham Cross

Email Address

graham.cross@highlifehighland.com

3. Give this submission a title

Museums getting down to business!

4. Please describe in detail how this nomination meets the relevant Award Criteria (max 250 words)

Highland Museums have, over the last five years, adapted to the changing financial needs of HLH by applying a business approach. This has been hugely successful without compromising the service's core objectives and with minimal capital investment.

All aspects of the service have been reviewed, and opportunities for raising income and holding down costs have been examined and taken. Services such as guided tours, workshops and conservation, which were previously provided free are now being charged for; cafe outlets were evaluated in terms of working practices, buying policies and equipment; retail outlets were stripped back and new stock lines and buying procedures installed, including new point of sale terminals with back office software. New income streams were explored. Particular success has been gained in donations where a new strategy was formulated to make visitors understand that donations were vital to the charity's future.

Front facing team members received specific training designed to ensure they were comfortable with 'asking for money'. Regular financial feedback has been given which has allowed them to share in the success and has motivated them to continue to achieve.

All subjective budget codes have been constantly examined to ensure no unnecessary expenditure has been made. Suppliers prices have been questioned and, where possible, alternatives within the framework taken. New suppliers have been sourced who could provide better ranges of goods/services particularly for cafe and retail.

Basically every working practice has been questioned and where an opportunity for a business improvement was identified, this was actioned.

5. Who were involved?

The whole teams at IMAG and HFM

6. What were the results / numbers involved / Feedback?

Income in the museums service has risen from £160,000 in 2011 to a projected £390,000 in 2016/2017 with corresponding savings in cost of sales.

Despite this more commercial approach, both museums have actually received improved visitor feedback and this is reflected in guest surveys and online reviews on Facebook and particularly TripAdvisor.

7. To which of these outcomes does this nomination contribute? (tick as many as apply)

- To advance growth and financial sustainability
- Deliver the Service Delivery Contract with THC
- Improve staff satisfaction
- Improve customer satisfaction
- Create a positive image of HLH
- Service designed around customers and through market opportunities
- A trusted partner
- To sustain a good health and safety performance

8. Please explain how this piece of work made an “exceptional contribution” and added value to HLH (max 100 words)

Based on 2011 figures, museums have contributed additional cumulative income of 500k plus to HLH over five years. In 2015/2016 and 2016/2017 the service has and will contribute substantially more than budgeted for despite very challenging targets.

9. Insert any relevant web links (Please use a new line per link)

10. This section offers an opportunity to add up to three attachments in support of your submission...

Staff Recognition Scheme – Success Submission

1. This nomination is being made through the following award category (select only one).

Role Model

2. Details of the staff member submitting news item

Full Name

Bridget Thomas

Email Address

bridget.thomas@highlifehighland.com

3. Give this submission a title

Lochaber Gymnastics Programme - Role Model

4. Please describe in detail how this nomination meets the relevant Award Criteria (max 250 words)

The gymnastics programme in Fort William is run under the umbrella of Active Schools, providing weekly classes for nearly 300 children.

For many years lead coach Carole Graham has gone beyond her stated responsibilities and has been a friend and inspiration to all the other coaches in the club. Through Carole's guidance, the coaching team has influenced a generation of young people in Fort William, keeping a significant number engaged with gymnastics as they mature into adulthood – a stage at which many girls drop out of sport entirely. Gymnasts have gone on to further education or into employment better able to deal with the challenges that life brings because of the lessons they have learnt from Carole and through their engagement with the gymnastics programme.

Carole has recently obtained full time employment and has handed on the mantle of lead coach to Claire Cameron. Starting gymnastics in primary school, Claire is a prime example of the positive influence of the programme. She was encouraged to take on a leadership role in the sessions as she matured. She volunteered to help with younger gymnasts, went through her coaching qualifications and after completing university, came back to Fort William and took up a role as a coach.

It is fair to say the coaching team has influenced the life of a generation of children in the area, and the role model behaviour shown throughout the coaching team is an inspiration for the youngsters who attend.

5. Who were involved?

Active Schools

Carole Graham and Claire Cameron - lead coaches

Hilary Fisher, Doug Little, Rebecca MacLean, Lauren MacLeod, Zoe Smith, Kirsty Delaney - gymnastics coaches

Viv MacDonald, Kim Boa, Amanda Blackhall, Rebecca Woods, Amy Disher, Siobhan Chambers, Cody McSorley - volunteers

6. What were the results / numbers involved / Feedback?

11 gymnastics sessions are held each week during term time, catering for nearly 300 children and providing sessional employment for a team of 8 coaches. Sessions range from the hugely popular parent and toddler class for 1-3 year olds, up to a senior advanced class attended predominantly by high school pupils. Pupils come from as far away as Mallaig, Invergarry and Duror to attend weekly classes.

Under Carole's direction the focus of the club has been on inclusion, not just performance, and on the development of the whole child. Many children with additional needs as well as those with a real flair for gymnastics have been referred to the club through the Primary PE Specialist Teachers and by the Area Children's Physiotherapist.

11 parents, gymnasts and former gymnasts undertook their Level 1 training earlier in the year, and are gaining experience by assisting with sessions. In this way we continue to develop the skills of those in the community, grow our own coaches and succession plan as coaches move on.

Club gymnasts have worked with coaches to prepare for and perform group floor routines at both 'Gymfest' and 'Lochaber Dance Platform'. Gymnasts have also been encouraged to work on and perform their own group routines. Feedback has been extremely positive from parents and the wider audience alike.

7. To which of these outcomes does this nomination contribute? (tick as many as apply)

To advance growth and financial sustainability
Deliver the Service Delivery Contract with THC
Improve customer satisfaction
Create a positive image of HLH

8. Please explain how this piece of work made an “exceptional contribution” and added value to HLH (max 100 words)

With a large number of children involved, gymnastics is a high profile and highly valued part of the Active Schools and High Life Highland programme in Fort William.

Pupils come from throughout Lochaber to attend, and children are referred to the programme by other agencies who recognise the benefits the children gain, whether from increased confidence and social interaction, developing physical skills, or exploring their talent.

The positive ethos and resulting benefit to participants comes from the coaches, who are a dedicated, knowledgeable, supportive, inclusive and well-knit team. They welcome and include new volunteers and are wonderful role models.

9. Insert any relevant web links (Please use a new line per link)

10. This section offers an opportunity to add up to three attachments in support of your submission...

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[IMG_4919.JPG](#)

[IMG_6611.JPG](#)

Staff Recognition Scheme – Success Submission

1. This nomination is being made through the following award category (select only one).

Role Model

2. Details of the staff member submitting news item

Full Name

Charlie Forbes

Email Address

charlie.forbes@highlifehighland.com

3. Give this submission a title

Pauls Perfect Role.

4. Please describe in detail how this nomination meets the relevant Award Criteria (max 250 words)

Paul Davidson is a unique role model with a learning disability and was introduced to sport at Drummond School in Inverness. He excelled under the guidance of the PE Dept and now competes at the highest level of his chosen sport of athletics. Since leaving school has become a fully trained life guard and works part time for HLH as well as doing 1 day volunteering work at lunch time for the Active Schools programme coaching athletics and football. He is also a Boccia coach for a group of physical disabled players where he has gained a NGB coaching certificate and which he also holds on football and athletics. He has been selected for the British Athletics Futures Programme for 2016 as well as the British Athletics Talent Development Programme earmarked for Tokyo 2020. Paul trains for his sport 6 days a week keeping logs of his own training schedules and still finds time to help out on 3 separate club nights with young disabled members of his club. This year in Ankara, Turkey he became European 200mtrs Champion in the INAS European Championships and won bronze in the 400mtrs and gold in the 4 x 100mtr relay. Paul is very popular with all staff and groups he is involved with and is in big demand when he visits schools talking to young disabled pupils about his experiences growing up and motivates them to take up sport. He is an example of what can be achieved even with a disability.

5. Who were involved?

Drummond School, Inverness
High Life Highland Sports Development.
Active Schools.
Highland Disability Sport
Inclusive Fusion Events
Variety of Schools

6. What were the results / numbers involved / Feedback?

Due to Pauls involvement he has directed and helped in excess of 50+ young people to get involved with sport and 10/15 have now taken up regular activity within sports specific clubs.

7. To which of these outcomes does this nomination contribute? (tick as many as apply)

Deliver the Service Delivery Contract with THC
Improve customer satisfaction
Create a positive image of HLH
Service designed around customers and through market opportunities

8. Please explain how this piece of work made an “exceptional contribution” and added value to HLH (max 100 words)

Due to Pauls involvement in sport as a HLH volunteer and as a lifeguard , he has been a positive role model for young (and old) disabled as well as non disabled people to aspire to showing that although you have a disability you can still achieve things given the opportunity. Paul has had to overcome many barriers to get where he is now and was subject to peer pressure as a youngster and his life could have gone down a different route. His sport has helped him overcome these and he passes the benefits to others through HLH programmes.

9. Insert any relevant web links (Please use a new line per link)

10. This section offers an opportunity to add up to three attachments in support of your submission...

[Doc7.docx](#)

[Doc9.docx](#)

Appendix B

COLLABORATION	
Area of Work	Title
Sport	Community Sports Hubs – School Sports Fairs
Adult Learning	Developing Literacy in Schools using Other Pupils
Youth	Discussing Drugs and Alcohol with Young People
Sport	Gaelic Medium Leadership Training
Sport	Highland Coaching Awards 2016
Libraries	Prisoner of War Centenary Commemoration Weekend and Exhibition
Libraries	Summer Reading Challenge Closing Party – Culloden Youth Forum Art Project

INNOVATION	
Area of Work	Title
Health & Wellbeing	Active Living With and Beyond Cancer
Libraries	Fortrose Library Fundraising Initiative
Outdoor Learning	Mountain Bike Skills – for Female Riders
Sport	Movers & Shakers
Museums	Museums Getting Down To Business

ROLE MODEL	
Area of Work	Title
Sport	Basketball Leaders at Auldearn Primary School
Sport	Lochaber Gymnastics Programme
Sport	Paul's Perfect Role
Health & Wellbeing	TRACC Sustainable Programme Development & Business Growth