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| HIGH LIFE HIGHLAND REPORT TO BOARD OF DIRECTORS31 August 2022 | AGENDA ITEM REPORT No HLH/ 11 /22 |

## **HEALTH AND WELLBEING UPDATE & NEW DRAFT STRATEGY - Report by Chief Executive**

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| **Summary**The report provides the regular six-monthly progress update on the implementation of the Health and Wellbeing Plan (2022-2027) with examples of some of the work which has been undertaken which supports the health and wellbeing of Highland communities. It is recommended that Directors: 1. note the progress made to date; and
2. comment on the update.
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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. **Seek to continuously improve standards of health and safety.**
2. Commit to the Scottish Government’s zero carbon targets and maintain the highest standards in environmental compliance.
3. **Use research and market analysis to develop and improve services to meet customer needs.**
4. Increase employee satisfaction, engagement and development to improve staff recruitment and retention.
5. **Improve the financial sustainability of the company.**
6. **Value and strengthen the relationship with THC.**
7. Develop and deliver the HLH Corporate Programme and seek to attract capital investment.
8. **Use research and market analysis to develop and deliver proactive marketing and promotion of HLH and its services.**
9. Initiate and implement an ICT digital transformation strategy across the charity.
10. **Develop and strengthen relationships with customers, key stakeholders and partners.**
11. **Deliver targeted programmes which support and enhance the physical and mental health and wellbeing of the population and which contribute to the prevention agenda.**
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| **2.** | **Health and Wellbeing Plan (2022–2027)** |
| 2.12.22.32.42.5 | The High Life Highland Business Plan (2022-2027) includes a specific outcome for health and wellbeing:*Deliver targeted programmes which support and enhance the physical and mental health and wellbeing of the population and which contribute to the prevention agenda*The Health and Wellbeing Plan supports High Life Highland services to deliver on this business outcome for the benefit of Highland communities.The Health and Wellbeing Plan (2022–2027) includes actions which embed health improvement and health promotion as core to service delivery, through all High Life Highland services, with a focus on supporting the reduction of health inequalities in Highland through the framework set by the public health priorities for Scotland.Data is at the heart of High Life Highland’s efforts to support health and wellbeing in Highland communities and priorities for action within the plan have been identified based on need and the best available evidence which includes health and demographic data for the region. All High Life Highland services have developed a health improvement plan based on the Health and Wellbeing Plan in collaboration with the Head of Health and Wellbeing. |
| **3.** | **Monitoring Progress - Health and Wellbeing Plan (2022-2027)**  |
| 3.13.2 | To monitor progress in implementing the health and wellbeing plan, the areas of work listed in the action plan have been RAG rated (see [**Appendix A**](https://www.hlhinfo.com/userfiles/file/Board/Meetings/Board_Meetings/2022/31_August_2022/HWB-Appendix-A.pdf)).Some highlights relating to the implementation of the plan include:* Over one thousand people took part in the Active Health programme during quarter one
* Inverness High School Youth forum secured funding to start a community garden
* Countryside Rangers delivered a new walk series in Inverness for different abilities
* Archives, museums and countryside rangers have programmed Prescribe Culture activities
* Libraries and leisure teams have supported NHS Highland’s Community Led Support initiative
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| 3.33.4 | All actions within the Health and Wellbeing Plan are RAG rated green with one exception which is rated amber: *Develop an approach to augmenting trauma informed practice across the workforce*. A change in personnel in NHS Highland has resulted in a delay in progress which will most likely be addressed when a new/equivalent Children’s Commissioner is appointed and commences in post.The action plan will be refreshed annually (aligned with timescale when service operational plans are refreshed). |
| **4.**  | **Menopause Guidance**  |
| 4.14.24.34.44.5 | Around two thirds of High Life Highland colleagues are women. Most women will go through the menopause during their working lives. Many women (up to 6 in 10) are unable to fulfil their potential at work during the menopause without support. It is not only those who identify as women who will experience menopause. Some transgender men, non-binary people and intersex people or people with variations in sex characteristics may also experience menopause.Some people may feel embarrassed or that they have a lack of knowledge about menopause and some people may feel that they don’t have anyone to talk to about it or know who they can talk to about it which can feel stigmatising. High Life Highland is committed to providing information and support to people and making reasonable adjustments where possible and has drafted guidance which will sit with the HR suite of management processes for all employees in this regard (see [**Appendix B**](https://www.hlhinfo.com/userfiles/file/Board/Meetings/Board_Meetings/2022/31_August_2022/F-Item-11-HWB-Update-Report-App-B-Menopause-Guidance.pdf)). The guidance was written by a group of HLH colleagues led by the Head of Health and Wellbeing and HR Manager who will also deliver a series of awareness raising sessions open to all HLH employees to ensure colleagues are aware of the support and information available to support anyone who may need it. |
| **5.** | **Free Period Products** |
| 5.15.25.35.45.55.6 | The Period Products (Free Provision) (Scotland) Act 2021 was given Royal Assent on 12 January 2021. The Act requires local authorities to ensure period products are available free of charge within the Local Authority area and for anyone who needs them.Period products (such as pads and tampons) must be reasonably easy to obtain and provided in a way that respects the dignity of those obtaining the products. In addition, there must be a reasonable choice of different products available.Each local authority must prepare a written statement describing its plans for provision. The statement should be prepared following consultation with relevant individuals and groups and include a summary of the arrangements put in place to make period products accessible free of charge and any plans for making information available about how and where products can be accessed.The Council is working in partnership with HLH to provide free period products in communities across Highland.Initial locations for collection points include the network of the Council’s Service Points and Access Points, libraries, leisure and community centres. This list will be reviewed following the analysis of the consultation, and on a regular basis thereafter.Period products provided include a range of disposable pads and tampons. The locations of these within venues vary depending on the building, with some of them being located in toilets while others are available in reception areas. In all cases, guidance has been issued to ensure that period products are available to all those who need them, including those who pick up items on behalf of others. |
| **6.** | **NHS Scotland Event and Scottish Government Webinar** |
| 6.1 | In June 2022 the Head of Health and Wellbeing was invited by colleagues from Scottish Government to co-present a break-out session at the NHS Scotland event in Aberdeen. |
| 6.26.3 | This was the first time the event had been held in person since 2019 and the title of the event was: Pandemic Recovery and Reform for the Future.The event provides the opportunity for those working in and with the NHS in Scotland to come together to consider the challenges, to share best practice and the most innovative approaches to delivering the highest quality of care, and to take away tools and techniques that will support them in their various roles. |
| 6.4 | High Life Highland was asked to share its knowledge, understanding and application of delivering rehabilitation services in partnership with the local Health Board including the cardiac rehabilitation and falls prevention programmes which it offers. |
| 6.5 | Following from the event HLH has also been invited to present at a national webinar being organised and hosted by Scottish Government on the implementation of the new rehabilitation framework for Scotland and to give some tangible examples of the partnership work HLH is doing in the rehabilitation space with a focus on the multi-condition/functional rehab programme which is due to launch in September 2022. |
| **7.** | **Managing Mental Health Training** |
| 7.17.27.37.4 | In partnership with colleagues in The Highland Council, High Life Highland offered a new learning and development opportunity for managers and supervisors during May and June 2022 called Managing Mental Health in the Workplace. The course was delivered jointly by a trainer from the Highland Council Learning and Development team and High Life Highland’s Head of Health and Wellbeing.The two hour course provided managers with a basic understanding of mental health issues in the workplace and how to respond to them and consisted of the following elements: introduction to mental health; stigma surrounding mental health; starting a conversation on mental health; types of mental health issues; and how to respond to mental health issues.Fifty six High Life Highland colleagues participated in the course and those who attended reported they felt they were better able to: * Promote positive mental health in the work place
* Recognise a colleague suffering from mental distress
* Have a better understanding on how to manage mental health issues
* Know where to signpost for support

The course will be offered again to ensure more/all managers and supervisors have access to it as part of ongoing CPD provision. |
| **8.** | **Implications** |
| 8.1 | Resource Implications – there are no additional resource implications arising from this report. |
| 8.2 | Legal Implications - there are no new legal implications arising from this report. |
| 8.3 | Equality Implications – there are no new equality implications arising from this report. |
| 8.4 | Risk Implications – there are no new risk implications arising from this report.  |

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| **Recommendation**It is recommended that Directors: 1. note the progress made to date; and
2. comment on the update.
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Designation: Chief Executive

Date: 16 August 2022

Author: Lynn Bauermeister, Head of Health and Wellbeing

**Appendix A: Health and Wellbeing Action Plan RAG Ratings**

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| Scotland’s Public Health Priorities  | Action | Date | RAG |
| Healthy places and community | * Deliver new and improved activities in HLH facilities including targeting older people and people with health conditions (inc. museums Health, Wealth and Happiness project and in libraries)
* Provide trusted health and wellbeing information, in digital and other media through the library and other services
* Continue to support the Highland Green Health Partnership through representation at partnership meetings and taking forward priority actions identified where possible
* Work with 3rd sector partners to facilitate, enable and attract voluntary groups such as walking groups to utilise HLH facilities and encourage engagement in HLH activities
* Deliver Prescribe Culture activities through museums and countryside rangers
* Deliver a range of programmes and activities through HLH Adult Learning and Youth Work teams
* Provide safe and inclusive spaces for people to meet in HLH café’s and catering services, maximising outdoor spaces for catering where possible (e.g. outdoor spaces at Café Aqua, Botanics and Highland Folk Museum)
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| Early Years | * Provide facilitated reading and storytelling for personal growth and therapeutic support in libraries including Book Bug sessions
* Develop provision of holiday activity programmes such as ‘Schools Out’ in summer
* Augment parent and toddler swim sessions to be programmed in all facilities
* Deliver the Youth Music Initiative Programme through KODALY music education including targeting the most vulnerable as part of inclusive delivery practices
* Provide family learning and literacy opportunities through Adult Learning and Youth Work team in targeted communities to improve educational outcomes
* Facilitate visits for childcare and school groups to cultural facilities including Highland Folk Museum outdoor classroom and at Inverness Museum and Art Gallery
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| Mental Wellbeing | * Continue to be a proactive partner in the CPP Mental Health Delivery Group to support the implementation of its action plan
* Deliver wellbeing initiatives for young people through the Youth and Sport Services
* Deliver and grow the HLH “You Time” programme in libraries and leisure centres with a focus on targeting older adults to enable reduced social isolation and loneliness
* Enable access to music instrumental tuition (which facilitates good mental wellbeing and personal development for participants)
* Provide short walks into nature and other wellbeing focussed walks/activities through countryside rangers
* Deliver targeted projects – using nature to improve mental health outcomes
* Help reduce social isolation and loneliness in vulnerable adults through Adult Learning team by providing accessible group work, digital skills and removing barriers to digital connectivity
* Deliver Learn with Lorna sessions through the archive service which support participants social connectedness and help to reduce loneliness
* Offer high quality volunteering opportunities through the archive and museums services
* Deliver initiatives through museums, art galleries and archives that support mental wellbeing through engagement with cultural opportunities.
* Support and assist people affected by dementia and their carers via a range of activities and programmes, including archives providing care homes with reminiscence resource packs and museums developing and delivering the House of and Shinty Memories projects
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| Harmful Substances | * Update internal policies and arrange training to reflect the ‘People First - Language Matters’ approach
* Resume support to Northern Stars event through Youth and Sport Service
* Enable delivery of smoking cessation clinics in HLH facilities
* Work closely with a range of referring partners to ensure that learning is available through the Adult Learning Service which is accessible for those living with the impact of harmful substances
* Programme learning opportunities for young people to enable them to make informed choices about substance us and work closely with Highland Drug and Alcohol Partnership on joint initiatives through Youth Services.
 | Mar 23Mar 23Mar 23Mar 23Mar 23 | GGGGG |
| Poverty and Inequality | * Provide training opportunities for the workforce in topics related to poverty and inequality
* Develop an approach to augmenting trauma informed practice across the workforce
* Promote and preserve the Budget offering for *highlife* membership
* Facilitate social interaction and empathic help and support – both face-to-face and digital through libraries
* Offer free to access and targeted programmes (towards communities which have locality plans as part of the work of Community Planning partners) to reduce inequalities through Adult Learning Service
* Provide free accessible youth work provision across the region and focus the work at those at risk of poorer outcomes.
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| Healthy Weight and Physical Activity | * Develop the Active Health programme targeting people with a range of health conditions including:
	+ cancer; chronic pain; Parkinson’s disease; type 2 diabetes; cardiovascular disease; people a at risk of falling; neurological conditions.
* Deliver commissioned services for NHSH such as:
	+ Live It healthy weight programme
	+ Digital Inclusion programme for people with Type 2 Diabetes
	+ Physiotherapy in leisure centres
* Support the development and implementation of the Active Highland Strategy and Disability Sport Strategy
* Embed physical activity and nutrition into existing Youth and Adult Learning programmes and activities wherever relevant, inc. healthy snacks at youth club settings, after school food provision to reduce food insecurity, health walks, bushcraft and outdoor activities (with HLH Rangers and Outdoor Activities colleagues).
* Collaborate with UHI on research studies relating to healthy weight and/or physical activity
* Implement Scotland’s Healthy Living Award in all HLH cafés and sustain existing awards in Highland Folk Museum and Inverness Museum and Art Gallery
* Maximise opportunities to provide healthy freshly made food for consumption in all HLH catering outlets
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