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| HIGH LIFE HIGHLAND  REPORT TO BOARD OF DIRECTORS  31 August 2023 | AGENDA ITEM  REPORT No HLH/ 7 /23 |

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

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| **Recommendation** 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. | |
| **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. |
| **2.** | **Chief Executive Update** |
| 2.1 | The Chief Executive will give a verbal update on “Making Life Better” and the 2023 i-care awards. |
| 2.2 | Inverness Castle Experience |
| 2.2.1  2.2.2  2.2.3 | The construction schedule remains on programme and the costs are still within budget.  The procurement of the fit-out contract is progressing as planned and the work to develop the Energy Centre on Castle Street started at the beginning of August.  The refurbishment of the Rose Window has commenced and work to install its casing in the castle is being planned. The window has been ‘broken up’ and the stonework has gone to the stone masons’ yard and the glass has been taken to the stain glass studio for refurbishment.  Work to remove the roof of the South Tower to install the new lift is due to take place in the next couple of weeks.  The Spirit of the Highlands and Islands (SOTHI) project, supported by the Natural and Cultural Legacy Fund, concluded in June 2023. The content created and collected during the project will be incorporated into the physical interpretation within the castle and within the digital assets supporting the promotion of the Inverness Castle Experience. In addition, the Tapestry of the Highlands and Islands has been created by over 660 community-based stitchers across the region, comprised of 56 individual panels which can be toured across the Highlands and Islands in advance of the castle opening and which will form the first exhibition in the new gallery in the North Tower when the castle opens.  The Operating Plan and Marketing Plan which sets out the activity required to open the visitor attraction in 2025 are being finalised and the operating revenue budget is being retested. Work has also been initiated to draw up the Service Level Agreement between HLH and the Council to set out the roles and responsibilities of both parties when the new visitor attraction opens. |
| 2.3 | Levelling Up Fund Projects |
| 2.3.1  2.3.2  2.3.3 | Work to construct the Castle Street Energy Centre commenced at the beginning of August and is due to be complete by November 2024.  The Northern Meeting Park project is currently in RIBA Stage 4 Tender Action and on programme to complete on the original completion date.  The tender is due to return in September 2023.  Planning approval was granted in February 2023 and ongoing discussions will continue with the Planning and Conservation Officer over the next months and into the construction stage.  A revised cost estimate from the Quantity Surveyor was completed in February 2023 with the project still being on budget.  The Bught Park project is currently in RIBA Stage 4 Tender Action and on programme to complete on the original completion date. The tender is due to return in August 2023.  Planning approval was granted in December 2023 and ongoing discussions will continue with the Planning and Conservation Officer over the next months and into the construction stage.  A revised cost estimate from the Quantity Surveyor was completed in February 2023 with the project still being on budget. |
| **3.** | **Chair Update** |
| 3.1 | The Chair will give a verbal update at the meeting on future planning. |
| **4.** | **Implications** |
| 4.1 | Resource Implications – there are no new resource implications arising from this report. |
| 4.2 | Legal Implications - there are no new legal implications arising from this report. |
| 4.3 | Equality Implications – there are no new equality implications arising from this report. |
| 4.4 | 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: 14 August 2023

Author: Steve Walsh, Chief Executive