

# High Life Highland Summer Newsletter

Cuairt-litir Samhraidh High  
Life na Gàidhealtachd



Volunteer and Staff Award Special



# Welcome

## Fáilte

### Chair's Introduction to Volunteer and Staff Awards 2019



2018/19 has been another challenging and exciting year for High Life Highland and there have been some significant changes and projects.

For example, we were very pleased to work with The Highland Council in a review of its Music Tuition Service which resulted in the adoption by the charity of 54 music tutors and, after just one year I am delighted that the team has increased the number of young people involved by a massive 21%!

And widening the appeal of signing up to be a High Life Member, the introduction of the LeisureLink Partnership sees members of fitness schemes in Highland, Moray, Orkney, the Western Isles and Argyll and Bute being able to access gym, public swimming and fitness classes at leisure facilities across all of these regions at no extra cost.

HLH recognises the importance of staff wellbeing in providing essential services to the Highland community.

Following a consultation with staff focus groups, a working group was established to work on better supporting staff health and wellbeing at work. The first practical result has been the introduction of a staff Health and Wellbeing week during May. Over

100 activities were organised by our talented staff throughout the week and 16 teams of 5 people entered into a four week Step Count Challenge with one team even conquering a Munro together as part of their step count.

For our Volunteer and Staff Awards, we continue to try to keep things fresh, ensuring that everyone across the services we deliver has an equal opportunity to be recognised, regardless of whether you work in a front facing role or in a support role behind the scenes.

HLH is privileged to have over 1700 volunteers supporting our work across all of our services. The organisation hugely values the enormous contribution made by each and every one of these volunteers, working tirelessly, week in and week out to assist our staff in delivering a wide range of activities in and for communities throughout the Highlands.

The Volunteer and Staff Awards is the Board's opportunity to recognise and applaud the contribution made by our volunteers and staff over the past year. Well done all of you.

**Chair Donald McLachlan**

#### Thank you to our Sponsors:

Volunteer Awards	Ulverscroft Books
Young Volunteer Awards	McCallums Bagpipes
Role Model	J Thomson Colour Printers
Collaboration Award	Technogym

Team Award  
Individual Award  
Innovation Award  
Public Awards  
Buffet Meal

Sportmax  
Macgregors Industrial Supplies  
Dynam  
Haydock Music Supplies  
Red Poppy Catering

## Volunteer

### Brian Parry

Brian was nominated by Roisin Irvine,  
Adult Learning Co-ordinator

Roisin said of Brian that he is a positive, professional and supportive volunteer who has volunteered with HLH Adult Learning for many years. In this role, Brian embraces every challenge. He works creatively with learners who have a varying range of goals, circumstances and needs. Brian gives up a full day per week to volunteer with Adult Learning. He often works with multiple learners at any one time, and has a huge positive impact on the capacity of the Adult Learning team.

### Ella MacRae MBE and Brian Parry





## Volunteer

### Lawrence Carlile

Lawrence was nominated by Willie MacLeod, Outdoor Activities Development Officer

Lawrence has been a committed and dedicated volunteer with High Life Highland's Outdoor Activities team for just over a year. During that time Lawrence has completed over 400 hours of volunteer work and has made many changes for the better during his time with the team. This has included great work in maintaining the equipment used for Outdoor Activities and also in reorganising the stores for the team.

Lawrence has been involved in planning and delivering many outdoor activities over the last year and the feedback from clients is that they all enjoy the sessions he delivers. As if that wasn't enough, during his period as a volunteer, Lawrence has also made great progress toward gaining many new national governing body qualifications.

Ella MacRae MBE and Willie McLeod; unfortunately Lawrence was unable to attend the ceremony



## Volunteer

### Douglas Rennie

Douglas was nominated by Aileen Simmonite, Active Schools Co-ordinator

In her nomination, Aileen explained that Douglas has been an Active Schools coach for approximately 2 years, running cricket sessions at the weekends.

Over the last year Douglas has gone above and beyond his duties by running extra sessions on his days off from work. Working with all 15 primary schools in Caithness, Douglas delivered sessions for pupils in P5, 6 and 7 that were a mixture of curricular and extra-curricular sessions so that the maximum number of pupils possible could take part.

These sessions, combined with Douglas' passion and enthusiasm, mean that the number of children attending the weekend sessions has doubled.

And it doesn't stop there: Douglas also organised a mini cricket tournament at the end of last year, and has attended other courses including first aid to improve his own skills for the job.

Finally, with an eye to the future, Douglas has been encouraging some of the older children who attend to take on a leadership role and help with running the session, with one going on to gain her cricket coach support worker course.

Ella MacRae MBE and Darren Reid; unfortunately Douglas was unable to attend the ceremony





## Young Volunteer

### Callum and Ross Kinnaird

The nominators included Jenny Murdoch, Network Librarian and Sharon Brown

Callum and Ross signed up for the HLH Leadership programme during their first week of S1. They were immediately recruited for High Voltage, the Library part of the High Life Highland Leadership programme. Since then they have both been reliable and keen volunteers in both Nairn Academy and Nairn libraries.

Callum and Ross run the weekly S1/S2 lunchtime Library Club at the Academy where they lead the activities, and proactively generate and implement new ideas.

In Nairn Library the duo have been running the twice monthly Lego Club, and have recently held their first

Technobot session. These events would not have happened without Callum and Ross.

Callum and Ross became the “faces” of High Voltage by doing a fantastic job of introducing and signing off the promotional video for the programme. To sum up, Callum and Ross are excellent ambassadors for HLH.

### Ross and Callum Kinnaird with Alison Matheson



## Young Volunteer

### John Munro

John's nominators included Clair Bale, Active Schools Co-ordinator and Wanda MacKay, Youth Worker.

John has been recognised for this award because he is a dedicated community volunteer, and one who has himself gained much from volunteering with Active Schools and Youth Development.

Each Monday after school, John goes to the Youth Café in Cromarty where he leads dodgeball, as well as helping out with all of the other activities.

During the past school year John decided to take an extra class, leading to a pass in his 'I Can Lead Sports Leaders Course'.

As if that was not enough of a challenge, John has completed his class learning for SCQF – Level 5.

John is always willing to say 'yes'. He has helped with many other community activities including Culbokie Community Trust, orienteering, Cromarty Coastal Rowing, the Choose to Lead Day at Inverness Airport, PEAS in Fortrose Academy and play schemes at Black Isle Leisure Centre. Such a wide variety of groups! We should also say thank you to John's parents who are always there to drive him home!

John has a ready smile, and always looks out for younger pupils, making sure they are enjoying themselves. John is proud to wear his HLH hoodies and talks frequently to others about his volunteering under the wings of Youth and Active Schools.

John Munro and Alison Matheson





## Young Volunteer

### Corrie Bell

Corrie was nominated by Andrea MacKenzie, Active Schools Co-ordinator

Corrie Bell is the ultimate Leadership Programme role model, according to his nominator, Andrea.

His impressive leadership journey from primary school saw him as one of the first Young Leaders awarded the gold hoodie, recognising his contribution of over 500 hours of

Leadership volunteering.

Corrie's can do attitude resulted in him experiencing many leadership opportunities, and this wider achievement was also recognised through the 500 hours Saltire Award, celebrating, recognising and rewarding the commitment, contribution and achievements of young volunteers in Scotland.

To date, Corrie has completed 12 courses, including basketball, gymnastics, competition organiser training, badminton and dodgeball leaders, and Child Protection.

He was selected as one of Nairn Academy's Young Ambassadors for Sport and is actively involved in Nairn Community Sports Hub, helping to organise the first "School Sports Fayre".

Corrie is now involved with the new partnership with Highland Hospice. As Hospice Leader he is involved in events, trained in Moving & Handling, Food Hygiene – and even dressed as an elf at Santa's Grotto!

Corrie took part in the HLH "Choose to Lead" residential conference where he increased his leadership skills in disability sports and took part in defib training.

Corrie is a model sports leader always going the extra mile!

Corrie Bell and Alison Matheson





## Role Model Staff Award

Alison Parfitt - Curator, Collections - Inverness Museum & Art Gallery

Alison was nominated for this role for many reasons, particularly her understanding of the value of literacies learning, as well as her sensitivity to museum visitors whose previous life experiences may make engaging with exhibitions and events more challenging.

Alison has facilitated several learning events and short courses in collaboration with HLH Adult Learning that have enabled learners to take steps towards achieving their learning goals by engaging with the museum's resources and collections.

However, it is more than just a vision for collaborative working that makes Alison a High Life Highland role model. Alison is flexible in her approach to partnership working, understands the complex needs of our service users, and never fails to go the extra mile to ensure projects are a success. Alison shows great commitment to working with internal partners and approaches new projects with great enthusiasm, even at busy times.

Alison Parfitt and John Murray



## Collaboration Staff Award

### Sutherland Community Partners for Employability Award

The Sutherland Community Partnership wanted to provide an SQA approved qualification in each of its secondary schools to enhance the employability of young people living in Sutherland by providing an insight into the employment opportunities and organisations operating in the area.

The Employability Award was developed by HLH staff in collaboration with the partners for S4 pupils and focused on developing the skills and attitudes that will help young people to make a successful move into the job market.

The year-long programme of activities in Golspie, Dornoch, Kinlochbervie and Ullapool included Police Scotland, Scottish Fire and Rescue Service, Scottish Ambulance Service, HM Coastguard, NHS, Highland Council, Armed Forces and Assynt Mountain Rescue as well as various activities provided by High Life Highland.

HLH staff have co-ordinated the timetable in each area on behalf of the Community Partnership. HLH brings together the employers with the schools to offer an exciting and rewarding addition to the curriculum on offer to the young people of Sutherland.

The HLH staff involved in this project have worked above  
Yvonne Ross, Cara Cameron, Chris Lonsdale and Kelly Skinner

and beyond their normal roles to bring this project to fruition and in doing so have significantly enhanced the reputation of HLH as a trusted partner with each of the Community Partners in the area and with the many other agencies and stakeholders involved.





## Individual Staff Award

### Jennifer Mitchell - Ben Nevis Visitor Centre

Jen has had responsibility for running the Ben Nevis Visitor Centre during the seasons of 2017/18 and 2018/19, supported by her Area Facilities Officer.

As well as managing the day to day running of the centre, Jen has been involved in reconfiguring the retail area and sourcing new stock items, including a range of Ben Nevis branded items.

Graham said: "Jen has a great work ethic and has led the team extremely well, is always positive and keen to do even better and is already looking to the coming season to look at ways to improve the operation, including creating an on-line shop mainly for Ben Nevis branded products."

A recent visit from VisitScotland gave the visitor centre ten out of ten 'in recognition of Jen's proactive, friendly and helpful service' and noted that Jen's handling of the enquiry was 'an example of professional, friendly and helpful customer service'.

Graham summed it up by saying, "Jen is a real example of someone who has totally embraced her job and moved it to the next level."

Alison Buchan and Jennifer Mitchell



# Innovation Staff Award

## LeisureLink Partnership

The LeisureLink partnership began with our Chief Executive, Ian Murray, putting forward an idea to develop a partnership with other trusts and local authorities to add further benefit for all-inclusive members, by arranging a reciprocal leisure access scheme.

Developing the idea began with an options appraisal look at technical solutions for checking member cards at each site, as well as the VAT and GDPR implications. This was

Alan Hoseason, Alex Johnson, David Finlayson and  
Graeme Ross

followed by the preparation, costing and development of a web-based database system. While this was going on, potential partners for the scheme were approached.

Staff across the organisation contributed their expertise to bring this exciting project to life, including senior management, business support, ICT, marketing and leisure management.

Five trusts had committed to LeisureLink at the time of launching, including: High Life Highland plus independent trusts Mallaig Pool and Assynt Leisure, Moray Council, Moray Leisure Centre, Comhairle nan Eilean Siar, The Pickaquooy Centre Trust, Orkney Islands Council and LiveArgyll. Discussions are ongoing to expand the scheme to other areas.





## Team Staff Award

### Business Support Central Team

Since the formation of HLH, the central Business Support team has reduced in size but the support provided has significantly increased.

There have now been 40 transfers of business to the organisation since it was set up, and increasingly more and more tasks are being done centrally.

Everyone in the team is committed to expanding their knowledge, and taking on more to further HLH's development as required, supporting all of HLH services on a daily basis.

Lorraine Hendry, Joyce Donaldson, Duncan Macpherson, Marion Hasson and Steve MacDonald

One of the main aims of the team is to ensure business continuity and this is possible through having robust and standardised systems and procedures in place and continuously reviewing these and looking at alternative ways of doing things.

The vast amount and extensive range of work undertaken by this small team behind the scenes supports all of the HLH services. As well as carrying out their regular duties and tasks, the team also responds at short notice to provide support for vacancies, sickness or other projects and pressures as needed, reprioritising other tasks to accommodate – and never complaining.



## Team Staff Award

### Step Count Challenge Winners Step into the Past

During the Health and Wellbeing Week in May some staff took part in a Step count Challenge. 16 teams from across all services took part.

The Step Count Challenge was an activity challenge that allowed teams of up to five staff members to record the number of steps they achieved in a day. During the Health and Wellbeing Week each team member recorded their steps using their own devices or through pedometers supplied as part of the challenge. The team steps were then entered onto the HLH Step Count Challenge online portal – and so the inter-departmental competition ensued.

The Leader Board was constantly changing throughout the challenge – there was tough competition and it was a very close run thing right up to the finish.

The total number of steps from all HLH teams was a mighty 23 million steps, the equivalent to 11,500 miles or the distance from Inverness to Sydney, Australia!

Congratulations to a team from Archives called 'Step into the Past' who ended up topping the Leader Board with a huge 2,210,080 steps!

Lorna Steele, Anne Fraser, Iain Stewart, Carrie Farnell





## Public Nomination Awards

### Lochbroom Leisure Centre

The many nominators highlighted many reasons why Lochbroom Leisure Centre deserved this recognition, including:

“Everyone at Lochbroom Leisure Centre not only goes the extra mile to make you feel safe and welcome but they also go a hundred more to make it a special place.

“They are always trying to put on new events and fundraisers to help the local community and keep the centre open. Most recently the team organised a triathlon which was extremely well organised and attended.”

“They recognise that the centre is more than just a workplace but also a local hub in the community.”

Tom Grant, Matthew Haughey, Joanne MacPherson, David Finlayson and David MacKay



# Public Nomination Awards

## Music Instructors

The nominators had the following glowing words to say about each of the winners:

- Mr Macgregor is a fantastic teacher, he encourages his pupils and is inspiring children with his love of traditional music ensuring it is carried on to the next generation. Mr Macgregor is a great role model not just to the children but to colleagues too.
- Mr Bell is an amazing educator with a genuine enthusiasm and love for music. I feel that his dedication to music is truly infectious and this is why his bands groups/pupils have a real joy of playing.
- Debbie Ross is an outstanding music tutor, who patiently teaches the strings pupils in the Tain ASG. She gives up hours of her own time to the primary school junior strings group, the Tain Royal Academy school orchestra, junior Gizzenbriggs, Gizzenbriggs and is a tutor for the regional group 'snas, the Highland Schools Ceilidh Band.
- Sandra Hollingdale teaches violin and always goes above and beyond what is expected and required of her as a music teacher, committing much of her spare time to helping her pupils. Her passion and dedication is outstanding, from weekly lessons to pupil participation in music festivals, school concerts and Highland Young

Jim Macgregor, Sandra Hollingdale, Ken Nicol, Debbie Ross & Drew Caldwell

Musician groups, all the while encouraging parents to be a part of their child's musical education. Sandra always recognises the achievements of her pupils.

- Rob Farmer is always willing to help and lead. His support of the Inverness Wind Band is fantastic. It couldn't run without him. He gives his time freely and is always cheerful and gives great guidance to our young musicians – and his sense of humour is always a bonus, especially on performance nights!
- Drew Caldwell dedicates his life to teaching young ones drumming and making sure they can be the best they can be. He gives 100% in everything, he's an amazing instructor, he has provided exceptional service to the local youngsters, being a massive influence for so many people – as well as winning championships himself and with pipebands he's taught!





## Public Nomination Awards

### Garance Warburton and Gordon Reid

Garance and Gordon were nominated by Alan McIvor, Jacqueline McGregor and Gemma Sutherland.

The nominators said "Gordon's cheerful nature is a real asset to High Life Highland."

"Garance goes above and beyond to provide a fantastic, warm, welcoming service at Nucleus and through her community outreach events."

"Nucleus is an award-winning venue in design, and its staff are also more than worthy of an award. It is having frontline staff like Gordon, Garance and the team that not only make the Caithness Archive what it is, but High Life Highland. This is the second time I have voted for them because their service is consistently excellent."

Ella MacRae MBE and Garance Warburton



## Public Nomination Awards

### Anne Fraser - Family Historian

Anne was nominated by Linda MacRitchie Graf

Linda said: "Anne Fraser worked hard to help me find information about my family ancestry on the Isle of Lewis. She introduced me to various members of the Mackintosh clan at the AGM and Moy Field Day where I was made to feel so welcome. Anne made me feel as though my family ancestry search was very important and her cheerful demeanour was like a ray of sunshine every time I encountered her during our stay in Inverness. I hope that you know what an outstanding jewel she is for your organization!"

Anne Fraser and John Murray





## Public Nomination Awards

### Puffin Hydrotherapy Pool

The team was nominated by Ellie Souter

Ellie explained in her nomination that The Puffin Hydrotherapy Pool staff work for High Life Highland but they also work alongside a Board of Directors in a local charity run rehabilitation centre. This year the pool has been fund raising for a new heating system, and the Puffin Pool staff have taken a huge part in fundraising, holding and participating in many fundraisers – such as sponsored walks, quiz and games nights - to help support the pool.

Lauren Gallacher, Alison Matheson, Lisa MacDonald, Kris Thomas



# Special Recognition Award

## Moray Leisure

Team nominated by the Moray Leisure Limited Board

High Life Highland has been working as management consultants supporting and assisting the Board of Moray Leisure Limited at Moray Leisure Centre in Elgin.

In discussion with HLH, the Moray Leisure Board of Directors wished to mark the significant progress achieved since HLH became involved in their organisation and to acknowledge the various sections and HLH staff involved in the process with a special recognition award.

John Duguid, Andrew Wood, John O'Kane





## Chair's Special Award

Helen Brook - Inverness Leisure

Helen was nominated by her mother, Moyra Brook, and I think this story is best told in Moyra's own words. When she made the nomination, Moyra said:

"Helen is my daughter however I feel she should be recognised in assisting to save the life of her father. Six weeks ago her dad collapsed at home and required immediate CPR. I commenced this and shouted on Helen. Due to Helen's CPR training as a lifeguard she remained phenomenally calm, spoke to the ambulance service, and assisted me by calling out the timing of compressions, instructed me to tilt the head back to ensure air reached the lungs. She reassured me and in doing so saved her Dad's life. She was incredibly impressive and knowledgeable. I believe this was fully down to the excellent training she has received. All this and only 16 years old. I truly believe Helen should be recognised as a credit to High Life Highland. Thank you."

Donald McLachlan and Helen Brook





## Other News

### 2019 Long Service Awards

2019 saw High Life Highland's first Long Service Awards. As an organisation we are passionate about recognising employees who show commitment and dedication to High Life Highland.

The Long Service Awards have been designed to recognise the loyalty and hard work for anyone who has been in service with High Life Highland or one of its predecessor organisations for 20, 25, 30, 35 and 40+ years.





## Other News

### Staff Health & Wellbeing week 2019

High Life Highland recognises the importance of staff wellbeing in providing essential services to the Highland community.

Following a consultation with staff focus groups, a short life working group was established by HLH to take forward key recommendations.

As a result of the discussions taking place at the group, the inaugural Staff Health and Wellbeing week took place between 13th - 19th May. The week saw a huge range of activities from dog walking and meditation to biking and quizzes.

During the course of the week, 106 activity places were

booked and 68 staff enjoyed booked activities in addition to a number of staff who attended drop in sessions.

Additionally, 80 HLH staff took part in a 4 week step challenge with the top team being 'Step into the past' with a huge 2.2 million steps.

As well as the activities on offer, a 10% discount was announced on Highlife membership to staff - you can still receive your discount by visiting the Staff Health & Wellbeing site at [Staff.highlifehighland.com](http://Staff.highlifehighland.com).



## Other News

### Leadership Programme Wins National Award

High Life Highland's Leadership programme for young people won a national award for Innovation at the annual Community Leisure UK Awards ceremony held in Manchester.

The Leadership programme fought off competition from over 150 similar organisations across the UK to win the Innovation category.

The Leadership programme is open to all young people aged 12 to 25 and offers training opportunities and qualifications to enable young people to lead activity with the peers, with each young leader being allocated a dedicated mentor to support their leadership journey

within their own community.

The programme now has a full time Development Officer with sportscotland funding in place for the next four years.

The excellent work achieved so far has also been recognised academically with HLH and the University for Highland's & Islands working in partnership to create a bespoke SQA accredited qualification, the Choose to Leadership award – Level 4 available from August 2019.

Young leaders are involved in various projects across Highland working with other organisations such as Inverness Airport Leader's day Highland Hospice leaders, Movers and Shakers – Girls participation and the SFA VIP Inspire coaching pathway with more planned throughout 2019.





## Other News

### LeisureLink Partnership

LeisureLink is a new partnership with five other areas of Scotland that will see Highlife members able to access free use of leisure facilities outside the Highland region for the first time since the low cost access card was introduced over 15 years ago.

Believed to be the first of its type in Scotland, Highlife members will now be able to access gym, public swimming and fitness classes at leisure facilities across, Moray, Orkney,

The Western Isles and Argyll and Bute and the Borders at no extra cost.

The LeisureLink Partnership means that when working away from home or on holiday members from participating areas can, at no extra cost, use the local facilities as part of their existing home based membership.

Chair of Community Leisure UK and High Life Highland Chief Executive Ian Murray said, "I am delighted to see the Leisure Link Partnership come to fruition as we have been working on this project for some time with colleagues in Moray, the Western Isles, Orkney and Argyll and Bute.

We are constantly looking for ways to widen the services offered to High Life members and the LeisureLink Partnership is a major step forward enabling them and their family the flexibility to use their cards at one of the partnership sites, and most importantly...at no extra cost.

We are also pleased to have initiated what we understand to be the first ever multi-area reciprocal card scheme in Scotland.

Although the initial participants in the partnership are primarily across the north of Scotland, we are in ongoing discussions with other areas in Scotland as well as in both Northern Ireland and Wales which have also adopted the Highlife model across their own culture and leisure services. So we are hopeful that the LeisureLink Partnership may soon be available not only in the Highlands and Islands and Borders but also further afield!"



## Other News

### UHI Research Study

The University of the Highlands and Islands, in collaboration with High Life Highland, are conducting a research study and would like to invite you to take part. The study aims to develop a web-based educational tool kit that can be successfully integrated into a community setting. We are looking for men and women, aged 18-75 years, with type 2 diabetes to participate. If you are eligible, you will be assigned a High Life Highland exercise advisor and, following an initial consultation, you will have the opportunity to contact the exercise advisor for support over a 6 month period, usually through email and/or phone calls. The exercise advisor will use the educational toolkit to help you to increase your physical activity levels. Your physical activity will be measured for 7 days using a physical activity monitor at the start, middle and end of the study.

If you are interested in finding out more, then please contact Dr Daniel Crabtree using the contact details below:

Dr Daniel Crabtree

Email: [daniel.crabtree@uhi.ac.uk](mailto:daniel.crabtree@uhi.ac.uk)

Tel: 01463 279405



## Do You Have Type 2 Diabetes?

### Are you looking to increase your physical activity levels?

We are looking for adults diagnosed with type 2 diabetes to take part in a research study in collaboration with High Life Highland. The study would involve you having an initial referral to and further support from an exercise advisor from High Life Highland over a period of 6 months. We would ask you to take recordings of your activity levels at the start, middle and end of the study. If you are interested and want some more information please get in touch using the contact details below.



For more information contact Dr Daniel Crabtree on ([daniel.crabtree@uhi.ac.uk](mailto:daniel.crabtree@uhi.ac.uk)) or on (01463 279405)



## Other News

### The History of Health and Wellbeing

13th -19th May 2019 was significant for health and wellbeing awareness both nationally and locally, being both High Life Highland's Staff Health & Wellbeing Week and national Mental Health Awareness Week.

In addition to putting on events for staff at all four archive centres the Highland Archive Centre also supported Merkinch Primary School's Health & Wellbeing week.

On Monday 13th May Community Engagement Officer, Lorna Steele, spent the day speaking to over 120 pupils across five

classes about health and wellbeing from a historic perspective. Using a PowerPoint display of documents from the Highland Archive Centre collections, the pupils looked at the development of hospitals and medical care across the Highlands, learned about the historic importance of herbal medicines and superstitions, discussed historic health inequalities, and chatted about why things as diverse as exercise, friendship, fresh air and learning (amongst many other things!) can contribute to good health and wellbeing. We're looking forward to working with Merkinch again after our lovely email of thanks which said "hopefully we'll have you here again because the pupils really enjoyed it!"



## Other News

### Service Improvements in Libraries

High Life Highland uses the Customer Service Excellence framework to continuously improve its libraries. The framework is accredited by the UK's Cabinet Office.

Over the past four years, visits to libraries have increased from 2M to 3.5M and savings of £1M have been made. The most recent external CSE assessment was in May 2019 where the accreditation was renewed, 41 areas of good practice were identified and 19 areas of sector leading Compliance Plus were identified. There were no partial compliances.

Following the assessment the feedback from the Senior Lead Assessor, HM Cabinet Office, was that with 19 compliance pluses HLH libraries are the highest performing service (of any kind) in the country





# Arrivals and Departures (Jan-June 2019)

## A' Tighinn agus a' Fàgail

### Welcome to our newest arrivals:

Calum Brown	Leisure Assistant (Wet)	Alness Swimming Pool
Ewan Thorburn	Facility Manager	Ben Nevis Visitor Centre
Lewis Matheson	Leisure Assistant 1	Inverness Leisure
Fergus Macrae	Leisure Assistant 1	Inverness Leisure
Ann Mackay	Archive Assistant	Caithness Archive
Lesley Davies	Leisure Assistant (Dry)	Craig MacLean Leisure Centre
Steven Wharton	Leisure Assistant	Craig MacLean Leisure Centre
Ewen MacBean	Leisure Assistant 1	Inverness Leisure
Alan Gray	Youth Worker (Qualified)	Ardnamurchan High School
Catherine Ann MacPhee	(Trainee) Archivist	S&L Archive
Lois Bonner	Leisure Assistant (Wet)	Sutherland Swimming Pool
Heather Manson	Youth Support Worker	Wick High School
Rebecca Ross	Cashier/Receptionist	Lochbroom Leisure Centre
Thomas Munro-White	Leisure Assistant (Wet)	Dingwall Leisure Centre
Chloe Hunter	Leisure Assistant 1	Inverness Leisure
Fiona Richardson	Library Assistant	Dornoch Library
John Beattie	Active Schools Co-ordinator	Ardnamurchan High School
Annie Hall	Leisure Assistant (Wet)	North Coast Leisure Centre

# Arrivals and Departures (Jan-June 2019)

## A' Tighinn agus a' Fàgail

### Welcome to our newest arrivals:

Adam Smith	Leisure Assistant 1	Inverness Leisure
Rachel Inglis	Adult Learning Support Worker	Spectrum Centre
Thomas Weir	Leisure Assistant 1	Inverness Leisure
David Highet	Trainee Records Officer	Highland Archive and Registration Centre
Pamela Sutherland	Head Gardener	Inverness Botanic Gardens and Nursery
Kira Macdonald	Leisure Assistant (Wet)	Lochaber Leisure Centre
Holly Cantrill	Leisure Assistant	Lochaber Leisure Centre
Amy Disher	Leisure Assistant (Wet)	Lochaber Leisure Centre
Ross Cameron	Leisure Assistant (Wet)	Invergordon Leisure Centre
Simon Schultz	Caretaker/Steward	Duthac Centre, Tain



# Arrivals and Departures

## A' Tighinn agus a' Fàgail

### Departures

Graham Watson	Inverness Castle Project Development Mgr	HLH Office, Ardross St, Inverness
Dean Macfadden	Leisure Supervisor	Invergordon Leisure Centre
Georgia Brown	Leisure Assistant (Dry)	Lochbroom Leisure Centre
Anna Aalders	Music Instructor	Invergordon Academy
Konibagbe Johnson	Leisure Assistant (Wet)	Lochaber Leisure Centre
Jasmine MacLennan	Leisure Assistant (Wet)	Dingwall Leisure Centre
Kim Gray	Play Worker	Averon Leisure Centre
William Brown	Active Schools Co-ordinator	Millburn Academy
Claire Bellshaw	Cashier/Receptionist	Inverness Leisure
Theo Burke	Outdoor Centre Assistant	Torrin Outdoor Centre
Alexandra Scott	Outdoor Centre Assistant	Torrin Outdoor Centre
Drew Dawson	Leisure Assistant	Nairn Leisure Centre
Shannon Field	Cashier / Receptionist	Lochbroom Leisure Centre
Rhys Leonard	Leisure Assistant (Dry)	Gairloch Leisure Centre
Izaskun Puente Henales	Catering Assistant	Inverness Leisure
Catriona Campbell	Variable Cashier/Receptionist	Inverness Leisure
Jamie Barron	Variable Assistant Coach	Inverness Leisure
Jamie Barron	Variable Leisure Assistant 1	Inverness Leisure
Becky Carson	Variable Leisure Assistant 1	Inverness Leisure
Lois Colvin	Variable Leisure Assistant 1	Inverness Leisure

# Arrivals and Departures

## A' Tighinn agus a' Fàgail

### Departures

Shona Ramsay	Variable Leisure Supervisor	Inverness Leisure
Rainer Zabel	Variable Leisure Assistant 1	Inverness Leisure
Mikey Wemyss	Variable Leisure Assistant 1	Inverness Leisure
Ross McWilliam	Variable Assistant Coach	Inverness Leisure
Rosa Shepherd	Leisure Assistant (Wet)	Dingwall Leisure Centre
Karen Delaney	Tutor/Coach	Lochaber Leisure Centre
Mhairi Stewart	Variable Assistant Coach	Inverness Leisure
Mhairi Stewart	Variable Catering Assistant	Inverness Leisure
Nick England	Variable Leisure Assistant 1	Inverness Leisure
Beth Macdonald	Variable Catering Assistant	Inverness Leisure
Katie McKenzie	Variable Leisure Assistant 1	Inverness Leisure
Sarah Maree Macdonald	Variable Swim Teacher	Inverness Leisure
Wendy Brown	Variable Catering Assistant	Inverness Leisure
Kai Taylor	Variable Leisure Assistant 1	Inverness Leisure
Paul Spence	Variable Leisure Assistant 1	Inverness Leisure
Joanna Shepherd	Variable Leisure Assistant 1	Inverness Leisure
Steven Archer	Leisure Assistant 1	Inverness Leisure
Simon Riddell	Variable Leisure Assistant 1	Inverness Leisure
Alexander Clunas	Variable Leisure Assistant 1	Inverness Leisure
Sarah-Jane England	Variable Catering Assistant	Inverness Leisure



# Arrivals and Departures

## A' Tighinn agus a' Fàgail

### Departures

Scott Brian Stewart	Variable Leisure Assistant 1	Inverness Leisure
Andrew Elliot	Variable Leisure Assistant 1	Inverness Leisure
Andrew Gallie	Variable Leisure Assistant 1	Inverness Leisure
Danny Ogilvie	Variable Leisure Assistant 1	Inverness Leisure
Nora Anderson	Library Assistant	Millburn Academy
Terri MacDonald	Catering Assistant	Inverness Leisure
Alison Callanan	Leisure Assistant	Culloden Academy Leisure Centre
Louise Graham	Assistant Coach	Invergordon Leisure Centre
Michelle McMenemy	Leisure Assistant (Wet)	Tain Royal Academy Community Complex
Anna Stephen	Library Assistant	Kinlochleven Library
David Shaw	Active Schools Co-ordinator	Auchtertyre
Kenneth Russell	Active Schools Co-ordinator	Thurso Education,Cultural & Sport
Dana Robinson	Cashier/Receptionist	Dingwall Leisure Centre
Chloe Bisset	Catering Assistant	Inverness Leisure
Sheena Paterson	Network Librarian	Fortrose School & Community Library
Irek Grochowski	Caretaker/Steward	Dingwall Town Hall
Steven Anderson-Harrison	Caretaker/Steward	Canal Parks and Pavilion
Johnny Fowler	Leisure Assistant 1	Inverness Leisure
Fredrick Mackenzie	Caretaker/Steward	Culloden Library

# Arrivals and Departures

## A' Tighinn agus a' Fàgail

### Departures

Jeremy Usher Smith

Customer Service Assistant

Aviemore Community Centre



# On the move

	From:	To:
Eilidh Maclean	Programme Manager	Activities Development Officer
Kensa Robertson	Leisure Supervisor	Acting Facility Manager
Duncan Gillespie	Leisure Assistant	Programme Manager (secondment)
Sarah Ralph	Library Assistant	Archive Assistant
Julie Corcoran	Senior Network Librarian	Principal Libraries Manager (secondment)
Shannon Fulton	Leisure Assistant	Senior Leisure Assistant
Siobhan Templeton	Leisure Assistant	Senior Leisure Assistant
Mairi Mcarthur	Relief Leisure Assistant	FT Leisure Assistant
Steven Wharton	Relief Leisure Assistant	PT Leisure Assistant
Lesley Davies	Relief Leisure Assistant	PT Leisure Assistant
India Poe	Relief Leisure Assistant	PT Leisure Assistant
Lois Bonner	Various Relief Leisure posts	PT Leisure Assistant
Robbie Linklater	PT Library Assistant, Inshes Library	PT Library Assistant, Inverness Library
Maree Steadman	Leisure Assistant	Leisure Supervisor
Helen Clarkson	Leisure Assistant	Leisure Supervisor

## On the move

Carrie Farnell	Trainee Conservator	Conservator
Emma Walters	Active Schools Co-ordinator	Youth Worker (Qualified)
Thomas Munro-White	Relief Leisure Assistant	PT Leisure Assistant
Pauline Campbell	Various Relief Leisure posts	PT Leisure Supervisor
Sarah Matheson	PT Leisure Supervisor	PT Leisure Assistant
Jenny Murdoch	Network Librarian	Senior Network Librarian (secondment)
Jack Anderson	Relief Tutor/Coach	PT Leisure Assistant
Sarah Aitchison	PT Leisure Assistant	PT Leisure Supervisor
Rowan Campbell	PT Leisure Assistant	PT Leisure Assistant
Amanda Gordon	Relief Tutor/Coach	PT Leisure Assistant
Amy Disher	Relief Leisure Assistant	FT Leisure Assistant
Holly Cantrill	Relief Leisure Assistant	PT Leisure Assistant
Andrew Lucas	PT Library Assistant	FT Library Assistant
Hazel Kidd	Relief Heritage Assistant	PT Heritage Assistant
Chris Whateley	Relief Heritage Assistant	PT Heritage Assistant
Harriet Broomfield	Relief Library Assistant	PT Library Assistant



## On the move

Aiden Dunkley	Various Relief Leisure posts	FT Leisure Assistant
Pamela Bradley	PT Library Assistant	Additional PT Library Assistant
Tracy McNaught	Various Relief Leisure posts	Temp PT Leisure Assistant
Chloe Young	PT Cashier/Receptionist	Temp Macmillan Project Support Assistant
Siobhan Templeton	Senior Leisure Assistant	FT Leisure Supervisor
Ross Cameron	Relief Leisure Assistant	FT Leisure Assistant
Juvenal Dufaur	Active Schools Co-ordinator Farr	Active Schools Co-ordinator
Shirley Macintosh	Relief Cashier/Receptionist	Temp PT Cashier/Receptionist
Kirsty Baird	Community Sports Hub Officer	Active Schools Co-ordinator
Samantha Scott	Leisure Assistant (Inverness Leisure)	Leisure Assistant
Emily Stewart	Relief Tutor/Coach	FT Leisure Assistant
Kirsty Mackay	Relief Tutor/Coach	FT Leisure Supervisor
Elizabeth Coull	Relief Library Assistant	PT Library Assistant
Ian Davidson	Various Relief Leisure posts	FT Customer Service Assistant
Joshua Brannan	Various Relief Leisure posts	FT Leisure Assistant
Finlay McBain	PT Leisure Supervisor	FT Active Schools Co-ordinator