

The Health and Wellness Hub



VOSCAR winner 2016 for “Engaging Support Needs Volunteers”



Annual Report – 2018/19

The Health and Wellness Hub is a Scottish Charitable Incorporated Organisation
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Background

The Health and Wellness Hub prides itself on its innovation of engaging service users effectively through providing weekly community-based services within areas of North Lanarkshire that are in the top 10-15% data zones for multiple deprivation (SIMD, 2012).

Our aim is to improve the emotional and physical health and wellbeing of local people who are marginalised and disadvantaged by reason of age, ill-health, disability, financial hardship or other disadvantage in North Lanarkshire and by delivering a non-clinical approach to health and wellbeing, we provide a service which is grassroots led and each community based service is led by local people who are part of the organisations award winning volunteer programme

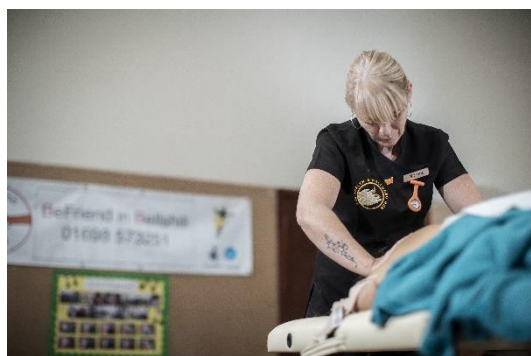
We are an accredited Living Wage Provider; we have 10 part time staff and 80% of them have been through the volunteer programme. The staff team currently support 24 volunteers and we operate 5 days per week.

Our New Vision Statement

To create a relaxing, welcoming, non-clinical and therapeutic space that works for everyone.

In this safe space, we guide and support people through a holistic process that is healing for body, mind and soul.

We support people to experience a sense of belonging, which helps them to connect and re-connect with their best self”



Chairpersons Report

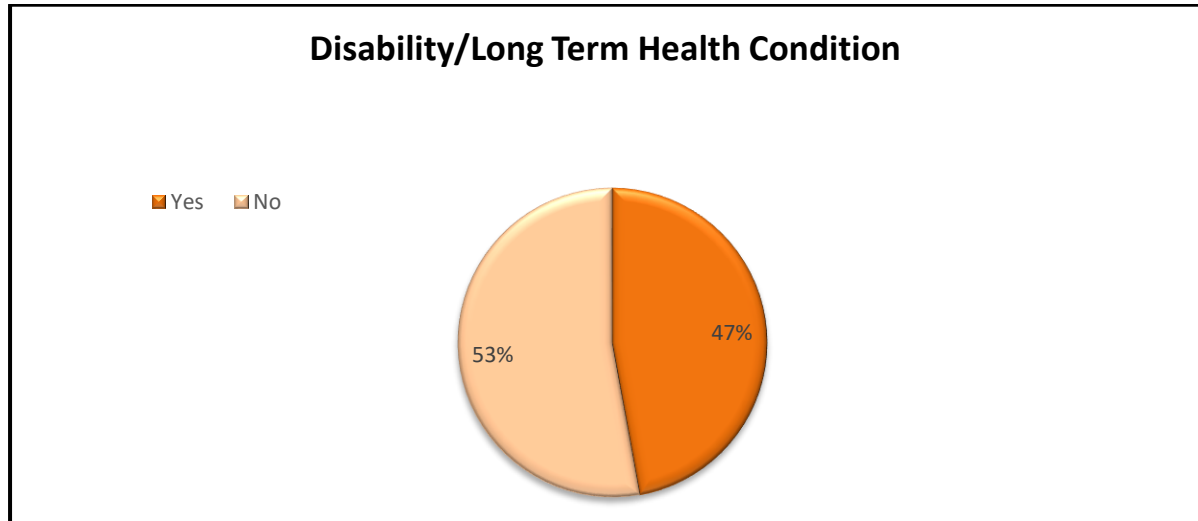
This has been another successful year for The Health and Wellness Hub, and I would like to share with you some of the Key Successes and Highlights.

- **Another Move for the Hub!** -in September 2018, we moved into a bigger building which has allowed us to develop and deliver a suite of new services, which will continue to engage with more people in need. Our new space has created a flexible, welcoming, informal space that addresses health and wellbeing in its widest sense and by using our non-clinical approach, we are encouraging social interaction and addressing the growing concerns around people feeling isolated and lonely.
- **North Lanarkshire Council Scottish Attainment Challenge and Pupil Equity Fund** -In November 2018, The Health and Wellness Hub were successful in being awarded and added to the framework to provide pupil workshops for a period of 4 years.
- **Opening of our Community Café** -One of the services we have been developing since we moved into our new building was the concept of creating a Community Café and this idea became a reality in April 2019. Our café is a Vegetarian Community Café run by our Volunteers and is open Tuesdays and Wednesdays from 12 noon to 2pm.
- **Lanarkshire Business Excellence Awards Finalist in the “Community Impact” Category** -in May 2019, we were shortlisted and selected as a top 3 Finalist in the Lanarkshire Excellence Business Awards category for Community Impact. The awards event takes place 31st May 2019 where the winner will be selected
- **North Lanarkshire Community Learning and Development Event - November 2018** – In recognition of our Volunteer Development Programme, we received the “volunteering” Award at the Community Learning and Development “Celebration of Learning” Event in November 2018.
- **Funding** -We secured VAF (now known as Impact Funders) funding over a period of 3 years to 2021 and Robertson Trust Continuation funding to 2020.
- **NLC Health and Social Care Partnership** – we have been commissioned by the Community Capacity Building & Carer Support structure within the partnership to deliver a 1-year project starting June 2019, which will be around working with high health gain individuals. Through this partnership, we have also been successfully selected in principle to host the Motherwell and Coatbridge “Shopmobility” service, which when formalised will mean we take operational responsibility for this on 1st July 2019

Our Services

In the last year there have been 1798 attendances across our Community Health Hubs and our Social Enterprise work (breakdown below)

From the 1798 attendances, 47% of participants stated that they have a disability and/or long-term health condition.



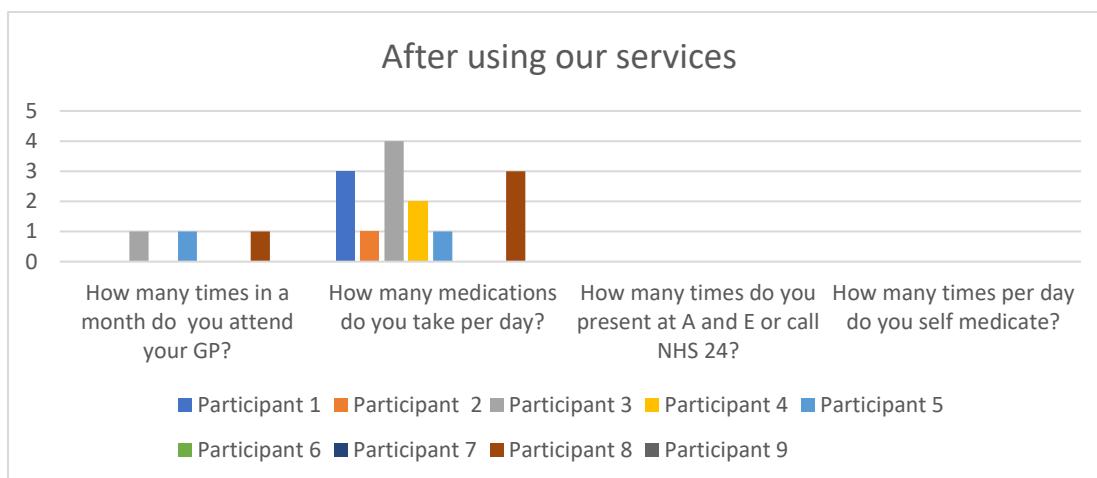
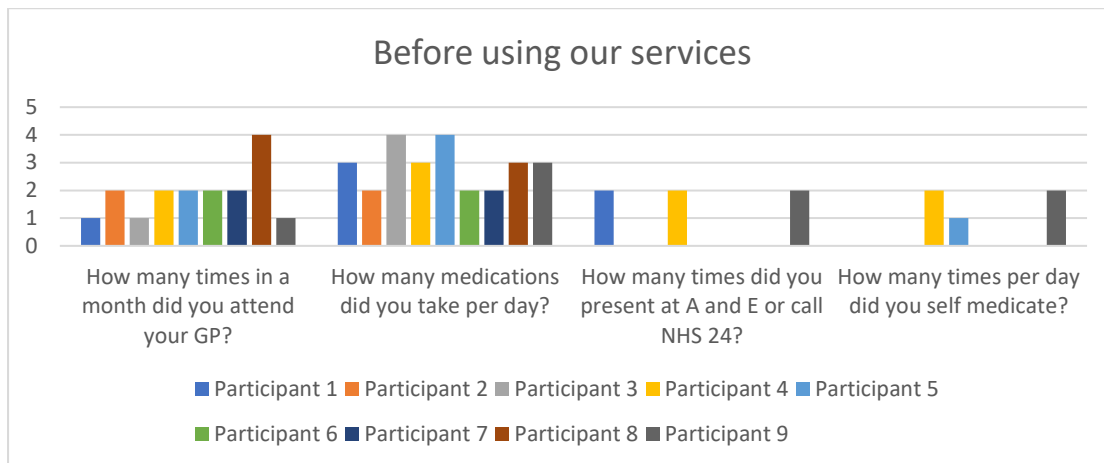
Some Service User Feedback

"I look forward to my Tai Chi class every week. I have found ways to make my own health better and improved my wellbeing. I hardly take painkillers now. I used to think I couldn't do without them. I had no idea Tai Chi would help me like this"

"I don't have the words to express just how much of a help The Hub and Claire have been for me. I attend weekly now and when the service was closed over the festive period, I was in so much pain all over my body and couldn't wait to get back when it re-opened and Claire got my muscles sorted again and I got relief for about five days afterwards. Thank you so much to everyone for the high standard of treatment that you provide for people in the community at such reasonable prices."

"I am so much happier than I was before, my depression has gone, and I have been off my anti-depressants for six months now and I no longer need to see my counsellor and occupational therapist. At home, I am back to my normal self and my children have noticed. I am back out shopping with my girls and spending quality time with them at home. They have said how much happier I am and know what days I go to work as they can see it in me in the morning"

Impact of our “Transforming Lives” Volunteer Programme



Collectively across all of the services we provide, volunteers are providing approx. 45 hours per week in volunteer hours.

During 2018, we had 23 volunteers registered on our “Transforming Lives” Volunteer programme, 18 of these volunteers were still actively volunteering by the end of December 2018. 3 volunteers have moved into employment with us and 2 volunteers left due to other commitments.

We have also provided 4 volunteers with placements through The Scottish Governments Community Jobs Scotland Initiative. In May 2019, we provided one of these individuals a 1-year fixed term contract with our organisation.

Over the last year, volunteers have been able to access the following training: -

- Active listening Training
- Person Centred Training
- Child Protection
- Stress Management
- REHIS (Food Hygiene) Training
- Dementia Training

Closing Comments

The Health and Wellness Hub have been providing an invaluable service within the local community now since August 2012. The organisation has grown from strength to strength over the past year. It is valued by the local community and respected by other third sector and statutory services who recognise the work and development opportunities the organisation offers.

At the heart of the organisation is the promotion of self-management and prevention. Joined up accessibility from primary & secondary care is essential and linking in with the local community work is of high importance. Also, the provision of a non-clinical approach to health and wellbeing (e.g social prescribing) is invaluable. People who access hub services tell us they feel better emotionally and physically and that regular participation in meaningful activities has a positive impact on their wellbeing. The volunteer programme has defined structures and processes and by providing support, mentoring, training and relevant qualifications individuals feel valued and empowered and are able to fulfil their short and long term goals and work towards achieving their full potential. The key findings from the “Transforming Lives” volunteer programme demonstrate the significant positive impact of the service and the contribution to the local community and individuals. The new partnerships we have formed with The North Lanarkshire Health and Social Care partnerships Community Capacity Building & Carer Support is dynamic and inclusive. The structure has commissioned us to be involved in a test of change in working with high health gain individuals and in principle hosting the Coatbridge and Motherwell Shopmobility service, so we are excited by these new ventures and we are motivated for the challenge.

The success of being added to the framework for a period of 4 years for North Lanarkshire Councils Scottish Attainment Challenge and Pupil Equity Fund is a great achievement for us and we look forward to delivering our pupil workshops across North Lanarkshire schools

The development of all of our new services will help us reach more local people and address effectively some of the issues that are prevalent in North Lanarkshire. The journey can be challenging and funding and resources remain an issue, but staff and volunteers continue to work tirelessly, with dedication and passion, as they believe in the key values of the organisation and the positive impact it has on people life to build a better future.

On behalf of all of the board, I would like to take this opportunity to say thank you to all of those who continue to support our work.

Lee Samuel, Chairperson