

The Health and Wellness Hub



Annual Report – 2021/2022

Social Enterprise Awards Scotland 2021 Finalist in the “Social Enterprise Champion”
Category

NLC Provosts Citizenship Award 2021 in Recognition of Outstanding & Dedicated
Service to Community

NatWest Social Enterprise top 100 list for 2020

Lanarkshire Business Excellence Awards 2019 Finalist (Community Impact
Category)

VOSCAR winner 2016 for “Engaging Support Needs Volunteers”



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The Health and Wellness Hub is a Scottish Charitable Incorporated Organisation
(SCIO) No. SC047372

Background

Deprivation and poverty go hand in hand with poor health and wellbeing outcomes and people with medical and social problems are often unable to access the very services which will support and address these issues. Often, they are unaffordable, inaccessible or there are confidence barriers to accessing them. In 2012, our organisation recognised this in North Lanarkshire and wanted to address the gap by providing a health and wellbeing service which was non-clinical, therapeutic, holistic and was also affordable, accessible, and most importantly inclusive so in the June of that year, a health fayre was run to confirm this need and 100 local people showed up, telling us that there was a need for a locally based community health and wellbeing service. Since 2012, the organisation has built up a good local reputation in North Lanarkshire with local people and organisations and we have a good grasp on continuing to address local challenges within our community. This has been further evidenced during the Covid 19 crisis.

We have a particular focus on helping people who are marginalised and disadvantaged by reason of age, ill-health, disability, and financial hardship and we provide community-based services in areas of North Lanarkshire that are in the top 5-15% data zones for multiple deprivation according to Scottish Index for Multiple Deprivation (SIMD stats 2020) thus working towards trying to reduce health inequalities.

The Health and Wellness Hub operate as a Scottish Charitable Incorporated Organisation (SCIO) and some of the key services we provide which address the issues outlined above include:

- A Holistic centre -providing specialised programmes for people with a range of health issues, provision of therapies, classes, training, workshops etc, a volunteer led community café and multipurpose rooms for hire and lease.
- Volunteer led weekly health and wellbeing “Hubs” in community settings within North Lanarkshire where multiple deprivation exists. Hubs provide access to proven nonclinical/holistic type activities such as Tai Chi, yoga, mindfulness, relaxation classes, holistic therapies, which help improve emotional and physical health. Participants also have the opportunity to meet new people, develop skills, create circles of mutual support and reduce social isolation levels. Currently running weekly in 6 areas of North Lanarkshire that are within the top 10-15% data zones for multiple deprivation. Since 2012, have operated in 18 other areas of North Lanarkshire.
- A Volunteer Development Programme (Transforming Lives) aimed at people with a diverse range of health needs where they can learn new skills, be part of a peer support network with others who have similar lived experiences and

share their skills and support local people by contributing in a volunteer capacity in our other services e.g “hubs”, Café etc.

- Hub Buddies Programme – a tailored befriending service which includes telephone, face to face and peer support for those facing isolation and loneliness. Run presently by staff but with the aspiration it becomes volunteer led, run by volunteers from the “Transforming Lives” volunteer programme
- A scooter and wheelchair hire service aimed at people with mobility issues and/or other health issues which enable them with the use of mobility equipment to be an inclusive part of their communities and lead an independent life.
- A health and wellbeing service (social enterprise activity) to various community groups and organisations (third and statutory sector) across North Lanarkshire

The Charity is an accredited Living Wage Provider and currently employs 15 staff. The charity identifies as a Supported business (employs a percentage of people with barriers and are furthest removed from the labour market) Since 2015, there have been 19 volunteers who have been employed by the charity and 8 of our current staff are currently still employed with the charity

Our 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

2021 and into the start of 2022 has still provided us with many challenges due to Covid but as we learn to live with Covid, we are pleased to be able to start offering our services and activities again and serve the local community in a way which we have been unable to do in the last few years. We have also been able to offer some new services too and we look forward to working with more and more people in our local communities and provide a service to those who need it most.

Some highlights from 2021/2022:

Scottish Government Acknowledgements – Letters of congratulations were received from both Marion Fellows MP and Clare Adamson MSP on receiving funding from The National Lottery Community Fund, “Awards for All” fund. This funding is being used to provide 2 new community hubs in Craigneuk and Muirhouse.

Funding Update – From July 2021 – April 2022, we have secured the following funding: Life Changes Trust, Postcode Trust, Bank of Scotland Reach, Awards for All, Tudor Trust, Corra Communities Recovery Fund, Community Solutions, Community Mental Health and Wellbeing Fund, Community Based Adult Learning Fund, NLC Flexible Digital, Agnes Hunter, Children and Young People Mental Health and Wellbeing and Airdrie LAF.

Refurbishment works – : In October we officially launched “The Studio@TheHub” This is a recently refurbished space which is now available to rent. The space is a relaxing and welcoming multiple-purpose space where organisations and individuals can rent out the space for classes, workshops, training or hold meetings etc. We have also refurbished our therapy rooms and café and are in the process of marketing all these spaces and opening these up to the local community.

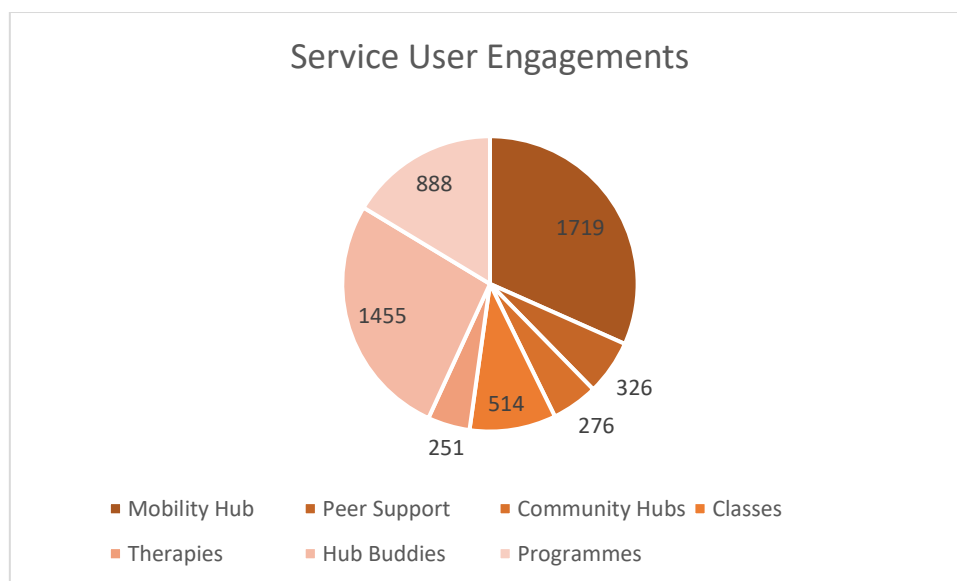
Rebranding of “Shopmobility” - In January 2022, members agreed to change the name to “Mobility Hub” and a working group consisting of members, staff and volunteers continue to work on other action to ensure Mobility Hub becomes sustainable, as the initial funding received from NLC has now finished. “Mobility Hub” continues to remain a vital service for local people with mobility issues.

Children and Young Peoples Mental Health and Wellbeing Empowering Clusters Project – In the last year, our charity has provided children and young people in 16 Primary and Secondary schools in Airdrie and Motherwell access to a variety of health and wellbeing activity which has helped them improve their mental health and wellbeing.

Community Solutions – Airdrie Locality Host Role –In the last year, we have supported the Consortium to award £22,500 to local groups so that they can establish and develop a range of projects. Also, as part of the host role, we worked with NLC Financial Inclusion Team to administer the Financial Insecurity Fund and were able to distribute £46,600 to 172 households in Motherwell and Airdrie localities.

Continuation and Development of Partnership working -We continue to build new partnerships and strengthen our existing ones across North Lanarkshire.

Our Services – In the last year, there have been 5429 engagements across all of our services which include our “Hub Buddies” Project, outreach/ social enterprise work, our online and face to face classes, weekly walking groups and our Mobility Hub service.



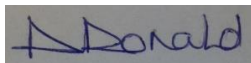
Some Service User Feedback

- *“We really enjoyed the yoga from last week, it was something new that we would like to try again. My muscles feel better and I’m looking forward to coming back.”*
- *“I have increased emotional wellbeing, I feel relaxed and I’ve opened up in the group about my struggles. This is my first time having reiki and I feel so relaxed and at ease. I can’t wait to come back next week and get it again!”*
- *“In a school last week and one of the teachers told me the pupils are really enjoying the sessions. Two of the pupils told me they’d used mindfulness techniques before important events in school this week to calm down and they’re really pleased with how well this worked for them and will continue to use these techniques where needed”*
- *“Playing bingo in our group was better than going to any therapy, I’ve never laughed so much and I even got a prize!”*

Future Plans – Over the next year, we will be looking at all of our services and ensuring these still meet the needs of our local community. We are also keen to become more place based and focus on providing more of a local service in the Motherwell area. We continue to look at expanding our Social Enterprise activity, so we can become less reliant on external funding.

Closing Comments

It's often said that a community is only as good as the people that create and build it. And with the staff, volunteers, service users, partners and supporters of The Health and Wellness Hub, we are making our communities a truly better place to live. Your dedication and commitment to our vision continues to provide great benefits not only to the Health and Wellness Hub but to our local area and that's thanks to all our staff, volunteers, service users, partners, and supporters of our charity. We couldn't have achieved the last years milestones and overcome the many challenges that another year with Covid presented us with if it wasn't for your dedication and commitment to the work we do, so thank you and we look forward to our continued partnerships and working together in serving our local community to the best of our ability and making our communities a better place for all.

A handwritten signature in blue ink that reads "A Donald". The signature is written in a cursive style and is placed on a light grey rectangular background.

Ann Donald, Chairperson