

The Health and Wellness Hub



Annual Report – 2019/2020



***NatWest Social Enterprise top 100 list for 2020
Lanarkshire Business Excellence Awards 2019 Finalist (Community
Impact Category)***



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

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Background

Established in 2012, 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 2020) Currently operating in 6 areas of North Lanarkshire that are within the top 10-15% data zones for multiple deprivation, we have operated in 15 other areas of North Lanarkshire over the last 8 years.

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.

An accredited Living Wage Provider, we have 15 staff, 75% of whom were on the volunteer programme. In the last year, we have supported approx. 40 volunteers. We operate 6 days per week

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

No one could ever have predicted the enormous impact COVID 19 would have on all our lives. It was inconceivable that when we went into lockdown mid-March, that we would still be working from home nearly 4 months on! But as we start to move into a new “normal” myself and our Trustees felt it was important to now share some of the key highlights and successes over the last year. It is worth noting that what I am outlining below does not detract away from the reality that The Health and Wellness Hub services may be changed forever but our identity has not. We are and will continue to be here to serve and support local people who are marginalised and vulnerable, and our work has become even more important as we imagine what a world will look like post COVID 19. Although we are proud to share our key achievements, we know the journey ahead for us and almost everyone else is going to continue to be an ongoing challenge.

- **North Lanarkshire Council Scottish Attainment Challenge and Pupil Equity Fund** -In November 2018, we were successful in being awarded and added to the framework to provide pupil workshops for a period of 4 years. During 2019, we had difficulties engaging with schools however getting access to funding through the Motherwell Locality Activity Fund allowed us to provide 3 free sessions to 5 North Lanarkshire schools with the feedback being positive from all sessions provided. This evidence will help us engage more meaningfully with schools going forward.
- **Community Café** -The Community Café has been a challenge due to it being under resourced (staff and volunteer time and funding) so the decision was made to operate only 1 day a week. There is still a bit of work to be done in promoting the café, to increase usage and bring it in line with the new COVID 19 restrictions, however we do feel we have the right staff and volunteers leading on it now and look forward to the future of how it can operate to the best of its ability.
- **NatWest Social Enterprise top 100 list for 2020 and top 100 Wise list 2019.** We are proud of making it into the top 100 for the NatWest Social Enterprise of 2020 and we are equally as proud of our Founder Ayesha Khan making it into the top 100 WISE (Women In Social Enterprise) in the category for “Social business leader of the year” at the annual awards ceremony held in London in November 2019.
- **North Lanarkshire Social Enterprise Network.** The Health and Wellness Hub has taken a lead role in conjunction with NLC Community Learning and Development in setting up an independent Social Enterprise Network that will ensure Social Enterprises can support one another in making an impact socially and economically in North Lanarkshire. This has been

supported by Senscot (now known as Social Enterprise Network Scotland) NLC SE framework members and VANL. A steering group consisting of NLC reps and third sector reps are finalising the terms of reference of the network, which due to COVID 19 will now take place later in the year.

- **Funding** -We secured Impact Funders funding over a period of 3 years to 2021 and Robertson Trust Continuation funding to 2020. Other funding secured in 2020 includes The Tudor Trust, NLC Business Transformation Fund, NLC Grant award and LNER –“Customer and Community Improvement Fund” We have also secured funding from various funds which have helped support us through the COVID 19 crisis. This includes extension funding by the National Lottery Community Fund, Funding from the Scottish Government Wellbeing Fund, Foundation Scotland and the Scottish Government 3rd sector resilience fund. We also received funding from the Scottish Communities Fund and VANL (Motherwell commissioned service by North Lanarkshire Carers Together) and William Grant funding, to provide a community response and anchor role during COVID 19 crisis to support other local organisations providing a similar service in Motherwell and Airdrie. Through the Scottish Communities Fund, we have been able to allocate £50,000 to other organisations providing COVID 19 services.
- **NLC Health and Social Care Partnership -Community Solutions Programmes** – the North Lanarkshire wide test of change project working with High Resource Users with the aim of reducing presentations to Health & Social Care services which started in July 2019 has been partly a success. The project finished April 2020 and it is uncertain if we will receive investment to develop the project further. We took over the North Lanarkshire Shopmobility service from Town Centre Activities (An ALEO of North Lanarkshire Council) in July 2019. Initially this service had some operational challenges but has now proven how vital a service it is to its users. A successful development day took place just before the lockdown and from this the action plan will be re-visited later into 2020, to look at how we develop the service towards sustainability beyond the end of the grant funding which runs out in March 2021.
- **Appointment as Locality Partnership Development Plan Hosts for the Airdrie Locality** - we were successful in an application submitted to the Community Solutions Governance Subgroup and from 1st July 2020, we will be the new host organisation for the Airdrie locality.
- **Growth of our staffing structure.** In the last year, the organisation has grown from employing 11 to 15 employees. 75% of these employees were participants on our award winning “Transforming Lives” volunteer

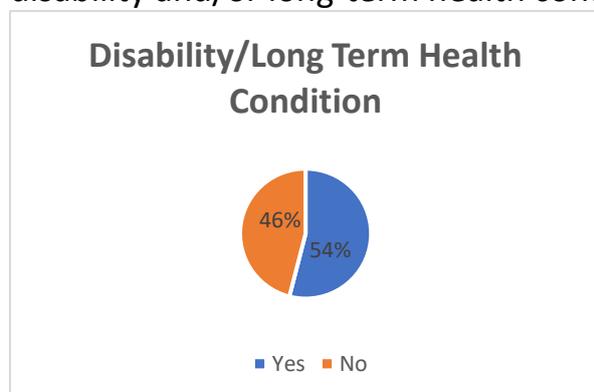
programme. We are proud of our volunteer programme and that we can identify ourselves as a Supported Business, who employ people who are furthest removed from the labour market.

- **Accredited Holistic Therapies and Future Plans for SQA centre.** In the last year, we have trained staff who can now design and deliver accredited holistic therapies and other training courses. We are also working towards becoming an SQA centre.
- **Continuation and Development of Partnership working** -partnership working has become even more important during the COVID 19 crisis and we have built new partnerships and strengthened existing ones, as we all work together to provide a community response to this crisis. Before the crisis, we were being recognised widely as a key health and wellbeing service provider and we want to continue building on this reputation during and post COVID 19, so we can continue to provide an invaluable service to local people who need it most.

Our Services

In the last year there have been 5914 attendances across our Community Health Hubs and our Social Enterprise work (breakdown below)

From the 5914 attendances, 54% of participants stated that they have a disability and/or long-term health condition.



Some Service User Feedback

“Tai Chi has let me move more easier, it helps keep me agile and my joints always feel good after it. I look forward to my weekly Tai Chi classes as they help me”

“Shopmobility helps me to get out and about and to get away from my four walls. It helps me to take my mind off things and gets me out of my own head. It breaks the monotony of my day and stops me from getting too depressed, as I can get so down and fed up in the house. Shopmobility Staff are always there to talk to and give advice. I can get a scooter and go out and talk to people & shop which helps me share and care with other people who know how I feel. Shopmobility keeps me alive”

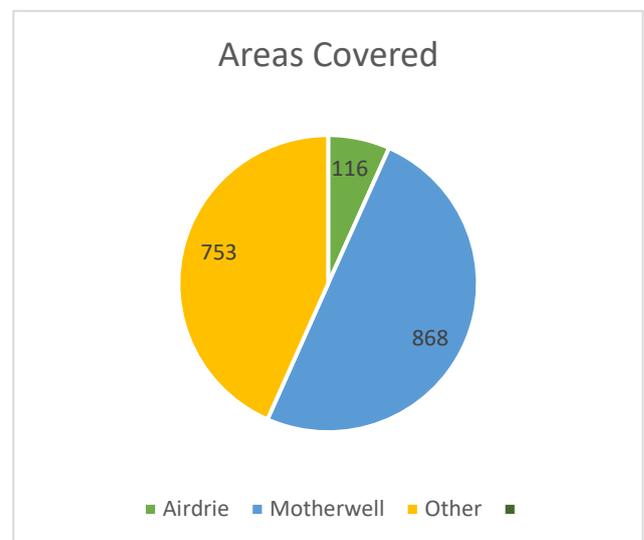
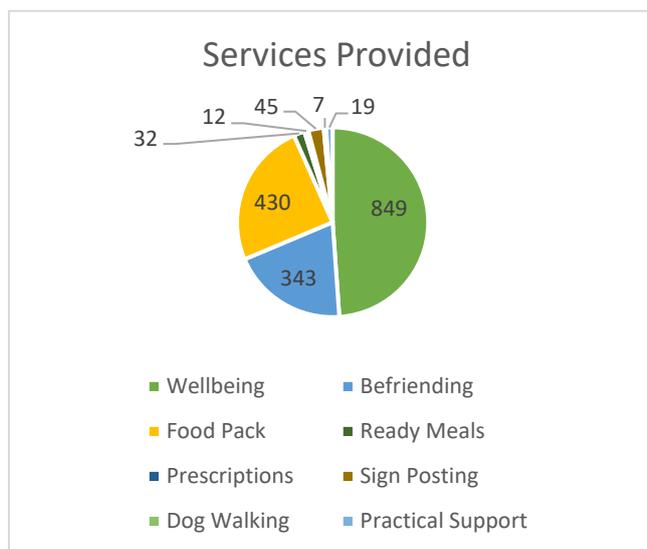
“I started getting weekly back massages for my pain and my anxiety and have felt such a difference. I was getting back pain nearly every day and taking pain killers regularly but now I hardly get any pain and I am not taking any pain killers now and my anxiety is a lot better too. I feel so relaxed after my massage. Claire makes me feel so comfortable and relaxed”

COVID -19 Services

Since the beginning of the COVID -19 crisis, from 17th March 2020 to 26th June 2020, we have helped a total 1737 people in North Lanarkshire. This has included our existing users and 260 new users.

We have provided 849 Telephone Wellbeing calls, 343 Befriending calls, delivered 430 food packs and 140 ready meals (this service started w/c 15th June) We have provided a prescription pick up and dog walking service for users on a weekly basis too. We have signposted 45 people to other organisations and provided 19 separate instances of practical support.

From the 1737 people we have helped, 868 reside in Motherwell, 116 reside in Airdrie and 753 reside in other areas in North Lanarkshire.

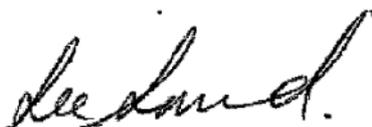


Closing Comments

I want to close by saying a thank you to all staff, volunteers, Trustees, Service Users, Partners and Supporters of The Health and Wellness Hub.

Even though we are living in unprecedented times, it is the collective act of people coming together in this crisis that has shone a light on the power of people and the altruistic acts they have shown to others. It has also become apparent that our sector is needed even more than ever!

So, thank you to all of those who continue to support our work and support the local communities in which we serve.



Lee Samuel, Chairperson