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| HIGH LIFE HIGHLAND  REPORT TO BOARD OF DIRECTORS  28 AUGUST 2024 | AGENDA ITEM  REPORT No HLH/ /24 |

## **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:   1. comment on and note the updates. | |
| **1.** | **Business Plan Contribution** |
| 1.1 | High Life Highland’s (HLH) purpose is Making Life Better. The HLH Business Plan contains eleven Business Outcomes which support the delivery of this purpose, and this report supports the following highlighted outcomes from the 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 verbal updates on:   * Colleague Survey 2024 and Action Plan |
| **3.** | **Chair Update** |
| 3.1 | The Chair will reflect on the meeting and his first few months in the role of the Chair. |
| **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:   1. comment on and note the updates. |

Designation: Chief Executive

Date: 12 August 2024

Author: Steve Walsh, Chief Executive