



Review of Performance 2020/21



Message from the chair

I am pleased to present the Annual Review of Fife Sports and Leisure Trust for the year 2020/2021. This review reflects that, despite the significant disruption to trust service delivery due to the Coronavirus pandemic, there is much from which we can derive encouragement. I have been particularly impressed with the way in which the trust has responded to the challenges of lockdowns and associated COVID protocols, which, for an organisation such as the trust with its diverse range of facilities and programmes, is a fantastic achievement.

The pandemic has sharply brought into focus the need to support the health and wellbeing of local communities, both mentally and physically. I am confident that the trust is well placed to meet this challenge thanks to its experienced staff and quality of facilities. The valuable work delivered by our health and wellbeing team with its wealth of experience of supporting those living with long-term conditions is a great example of how the trust can support local people at this time. I am also equally pleased with the work which has been carried out in support of our staff and colleagues through Mental Wellbeing initiatives and the introduction of a Mental Wellbeing Policy and supporting guidelines.

The strengthened partnership and collaboration with Fife Council is also a positive development which will help the trust emerge from recent challenges even stronger. Ongoing development work with the council examining how best to deliver physical activity opportunities across Fife will be key to the trust's recovery plans and will help cement a long-term, sustainable future for the organisation. I would also like to thank Fife Council for their ongoing support and also to acknowledge the support received from the UK Government's furlough scheme.

Thanks are also due Emma Walker, the executive management team and all of our staff for their resilience over the past year together with their hard work and determination to meet the challenges of the pandemic so that we can continue to provide sports and leisure services to the communities of Fife.

Lastly my thanks go to my fellow directors for all their support during what can only be described as yet again a very difficult and challenging year.

Ritchie Campbell
Chairman



Message from the chief executive

It is fair to say that this performance review covers a period like no other in the trust's history, and although challenging, the year demonstrated the commitment and innovation of staff as well as support and loyalty of local communities.

During the reporting period, the doors on trust sites remained closed for 270 of days – this meant that we were unable to serve local communities and deliver on our charitable commitments, and, the majority of our staff could not fulfil their usual roles, doing what they do best.

However, I have been immensely proud of the efforts of teams who maintained communications and engaged with customers, providing updates, useful resources and online fitness sessions while our doors remained shut. This activity undoubtedly helped encourage customers back to our centres when permitted, and, the consistently high level of customer satisfaction with our COVID health and safety measures is a fantastic reflection of the hard work of staff preparing buildings and implementing COVID guidance professionally and consistently.

As we move on from the lockdowns, and the associated impacts they have had on the business, I particularly welcome the support of our partner Fife Council in recognising the challenge the trust now faces. The support recognises the value of community leisure opportunities for the communities of Fife and the role the trust plays in delivering quality programmes and facilities by highly-qualified, experienced staff. By working more closely together to better deliver sports and leisure across Fife, we can ensure more people access physical activity and enjoy the associated health and wellbeing benefits associated with being active.

Emma Walker
Chief Executive

Review of Performance

The Directors are pleased to present their Report and Financial Statements for the year ending March 31, 2021. These reports are also prepared to meet the requirements for a Directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended), the Companies Act 2006, the Memorandum and Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Charitable Objects

The principle activity of Fife Sports and Leisure Trust (FSLT) is the provision of sport, recreation and health and wellbeing services delivered from 14 facilities on behalf of Fife Council in accordance with the following charitable objects:

- To advance public participation in sport, primarily within the local authority area of Fife Council ("the Operating Area");
- To provide recreational facilities, and organise recreational activities, primarily within the Operating Area, with such facilities/activities being made available to members of the public at large with the object of improving their conditions of life;
- To advance education, primarily within the Operating Area, in particular in relation to sports, active recreation and physical activity;
- To advance health, primarily within the Operating Area, and in particular through sports, active recreation and physical activity;
- To advance citizenship and or/community development, in particular, within the Operating Area;
- To relieve those in need by reason of age, ill health, disability, financial hardship or other disadvantages; and
- To promote, establish, operate and/or support other similar schemes and projects which further charitable purposes.



Services Specification

FSLT provides sports and leisure services on behalf of Fife Council under the terms of a services specification. This is a detailed specification which is used to measure the organisation's performance.

FSLT is required to deliver on specific aims and objectives under three separate but linked strategic priorities:

→ Widening Opportunities

Widening opportunities is the level of participation in sport and active recreation that is experienced by the majority. It happens at the grass roots, where people take part in physical activity simply for fun and enjoyment or to improve their health and fitness.

→ Developing Potential

Developing potential is a process that creates opportunities and pathways which allows individuals to take up and fulfil their potential in sport. It is not just concerned with elite athletes but recognises that the opportunities to progress are important in sustaining the interest and enjoyment which will encourage people of all ages and abilities to maintain a long-term involvement with sport.

→ Resources for Sport

FSLT is committed to the ongoing development of sport and active recreation through the provision of good quality, adequately resourced facilities and services that meet the needs and aspirations of both residents and visitors to Fife. It is evident that any progress in developing sport and active recreation in Fife will be dependent on the physical, human and financial resources which are made available by a number of public, private and voluntary sector agencies, but most importantly by Fife Council and FSLT.

Vision and Mission

FSLT is a company whose purpose is to make a positive difference to communities by creating opportunities for people in Fife to become more active more of the time. This is achieved by the services delivered from sport centres, swimming pools, outdoor facilities and an athletics centre. Through this property portfolio our employees and partners deliver a wide range of programmes and services on a weekly basis.

Our vision is

Making a difference by delivering opportunities for people in Fife to become active

Our mission is

- Growing the Business
- Improving the Customer Experience
- Making a Difference

Our vision and mission shape the strategic context in which FSLT will operate during 2020/21. The strategy provides a high-level overview of what we aim to achieve and the priority actions we need to take measured against a range of desired outcomes.

Review of the Year

All FSLT venues were closed on March 18 to all customers due to Covid-19.

- Following the announcement from the Scottish Government in August that gyms and leisure facilities could reopen from August 31, we re-opened our doors with a phased approach starting on September 14 – the date previously indicated by the Scottish Government's Covid-19 Route Map.
- Michael Woods Sports and Leisure Centre, Carnegie Leisure Centre, Pitreavie Athletics Centre, Lumphinnans Sports Hub and Kirkcaldy Leisure Centre opened their doors on September 14, followed by East Sands Leisure Centre, Levenmouth Swimming Pool and Sports Centre, Cowdenbeath Leisure Centre and Dalgety Bay Leisure Centre on September 28.
- On October 12, Duloch Leisure Centre, Cupar Leisure Centre, Bowhill Swimming Pool and Waterstone Crook Leisure Centre welcomed customers back.
- The Beacon Leisure Centre was unavoidably delayed in the re-opening programme. The facility's layout presents significant challenges making delivering social distancing requirements difficult. The delay did not affect the facility's synthetic turf pitches which were made available to customers as scheduled on October 26.
- Following the announcement from the Scottish Government that we were entering Level 4 local protection measures, we closed all facilities from December 26, 2020 and did not reopen in the financial year 2020-2021.

General Attendance Information

- Before Covid, FSLT facilities would normally have on average over 49,000 attendances during the course of a week. With Covid restrictions, reduced opening hours and closure of facilities there were a number of challenges to overcome in order to achieve the benchmark of last year's weekly attendances.
- In week one and two, we had five venues open to the public with a limited range of services available, public swimming, gym use, fitness classes, outdoor activities, racket sports and club swimming. Through week one we achieved 16% (7,721) of normal throughput and 17% (8,299) in week two in comparison to the normal weekly attendances.
- In week three and four, we had nine venues open to the public offering the same services we offered in week one and two, however, it now included the additional venues. Through week three we achieved 27% (13,479) of normal throughput and 34% (16,679) in week four in comparison to the normal weekly attendances.
- In week five and six, we had 13 venues open to the public and we were able to build on the services we had provided through weeks one to four by starting children's swimming lessons, activity camps and extending the programme for fitness classes. Through week five we achieved 47% (23,264) of normal throughput and 49% (24,439) in week 6 in comparison to the normal weekly attendances.
- In week seven and eight, we continued the progress from week five and six of the service offering. Through week seven we achieved 50% (24,605) of normal throughput and 53% (26,550) in week eight in comparison to the normal weekly attendances.
- In week nine the continued improvement was affected by Fife entering Level 3 restrictions from November 13, this impacted on fitness classes, health programmes, adult swimming lessons, outdoor sports for adults and indoor sports. In week nine we achieved 50% (24,874) of normal throughput, that was a decrease of 3% from week eight. In week 10, we achieved 47% (23,594) of normal throughput, that was a decrease of 2.5% from week nine.
- In week 11 and 12, we started to see a flattening out of figures. Through week 11 we achieved 49% (24,156) of normal throughput and 53% (23,404) in week 12 in comparison to the normal weekly attendances.
- In week 13 and 14, we re-introduced our private swimming lesson partner into the programme. This led to an increase in week 13 of 3% in comparison of week 12 and we achieved 50% (25,083) of normal throughput. In week 14 we achieved 47% (23,346) of normal throughput.
- Week 15 was our final week before entering Level 4 local protection measures, during this week we only open for three days and we achieved 11% (5,427) of normal throughput.

Through the 15 weeks of being operational, we had 294,894 visits to the 14 venues we had open, with 134,216 visits to wetside services and facilities, 96,038 visits to indoor services and facilities and 64,640 visits to outdoor services and facilities.



14 members of staff received training and are now qualified Mental Health First Aiders

They are here to listen, talk and can help find the right support.

Leisure Active: Membership type



720

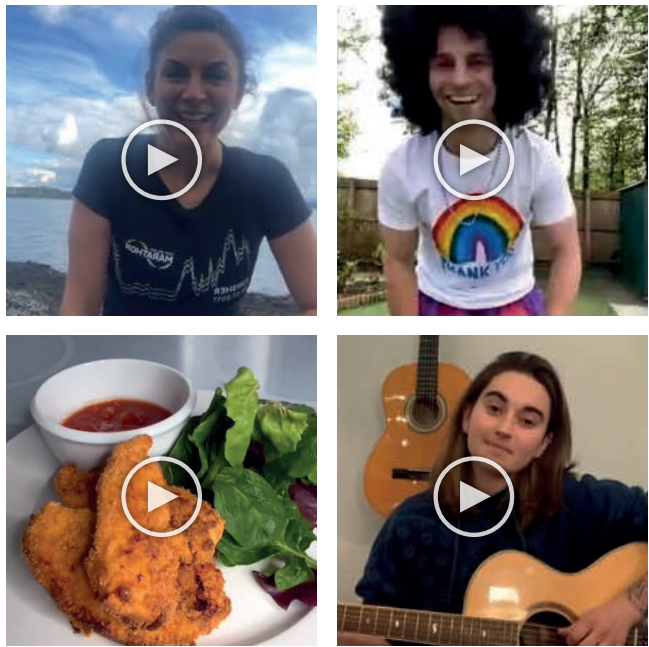
live and pre-recoded group fitness classes, delivered by

40

different instructors!

While customers were unable to visit leisure centres, engaging content for all was shared on social media pages.

- Some of these included;
- The 100 Mile Step Challenge,
 - Fitness Tapas Event
 - Burns Night live music
 - 9-week Couch to 5K programme
 - Valentine's Day live music
 - Home Cooking with Genarro
 - Running Tips with Jamie



64,640 outdoor visits

96,038 indoor visits

134,216 wetside visits

294,894 total visits

Main Activities Attendance Information

- The activities established for customers when reopening the facilities included lane swimming, gyms and fitness classes. This was to ensure that we supported customers who used the Leisure Active Membership product.
- There were eight swimming pools open to the public throughout Fife. Through the first 15 weeks there had been a steady rise in the occupancy rates per hour for public swimming from week one - 31% to week 15 - 57%.
- There were 11 gym facilities open to the public, with social distancing measures in place. The occupancy rate for the gym remained consistent over the first 15 weeks. We had an hourly average of 32% occupancy, with Monday to Friday 5pm to close being the most popular time for customers to use the gym.
- The fitness programme in week nine was providing over 100 classes per week with occupancy rate of almost 52%. However, due to Fife entering Level 3 restrictions from November 13, the programme in centres was placed on hold and online offering was re-instated. The online offering came into place on Monday, November 16, delivering around 10 live classes per week

Leisure Active

- Leisure Active was directly impacted by the Coronavirus pandemic. In March 2020 there were 14,075 Leisure Active members, as of January 4, 2021 this figure reduced to 7,613 - a 46% loss.
- Broken down by category, there was a loss of 50% annual members, 52% direct debit members and 89% monthly pass members. The membership base was made up of 89% direct debit members, 10% annual members and 1% monthly passes - the monthly pass figure is roughly 3% lower than normal rates due to the current closure.
- The average monthly income of Leisure Active went from approximately £366,000 to £198,000 due to Coronavirus restrictions. This has been calculated using an average £26 per member, per month income. All membership payments were frozen and Leisure Active had no monthly income.
- Since March 2020 the Leisure Active attrition rate has risen to 5.1%, well above the trigger level of <2.4%, the retention rate fell due to the high cancellation levels over the period.
- Communication strategies were put in place for members to ensure they were kept up to date and aware of the status of their membership.
- New member and monthly pass campaigns were launched. Monthly pass sales were encouraged due to public confidence being at a low and the four-month contract period of a membership potentially off-putting.

Learn to Swim

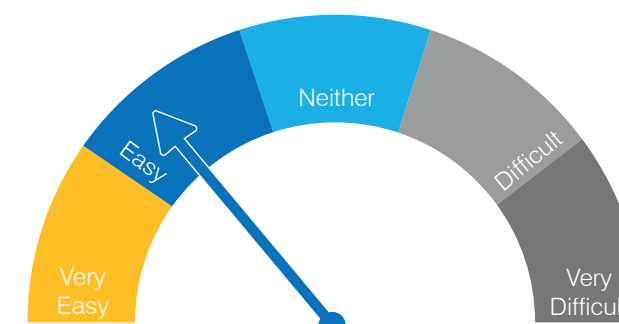
- The programme returned on October 12 with eight venues delivering the Learn to Swim scheme. Due to the on-going closure of the Beacon Leisure Centre, we re-located its programme to Kirkcaldy Leisure Centre on November 16, 2020.
- Over 300 families chose to relocate to either Kirkcaldy Leisure Centre or surrounding venues. The customers who did not relocate retained their space at the Beacon Leisure Centre at no cost.
- Due to the restrictions placed upon us we are unable to deliver adult swimming lessons and rookie lifeguard classes.
- Building confidence in our programme and maintaining attendances was key to our recovery and when we broke off for the festive period (December 2020) we had 6,024 customers enrolled in our programme. This figure is -7.59% from our position in March 2020.
- We carried out a campaign during our closure period to build upon our waiting lists, continued with our customer confidence building and aimed for full classes on return.

Health Programmes

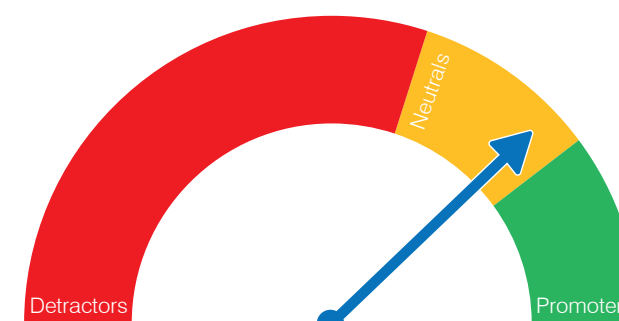
- All participants who returned under Level 2 and the majority of those who were planned to start once Level 3 restrictions were imposed, were contacted by their instructor and offered options as to how they could be supported by their instructor to remain active.
- The Zoom classes were live interactive classes where all participants could see each other and the instructor. The Facebook and YouTube videos were pre-recorded; the instructor sent these to each participant. The telephone calls were made to keep connected with people who were not able/did not want to use technology but wanted to keep in touch. Written exercises were emailed to those who requested these and who had an email address.

99% of customers are happy with the Covid related health and safety measures put in place within the leisure centres.

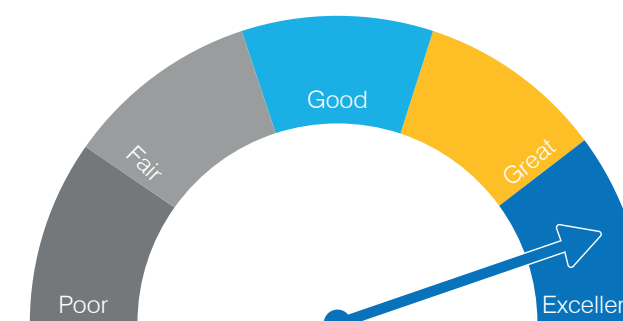
99%



Customer Effort Score: 1.2



Net Promoter Score: 75



Customer Satisfaction Score: 79



Everything is clean and spotless, easy access and a good variety of equipment.

There's nothing to be nervous about, you get an induction, and instructors are here for guidance and help at all times.

Lee Slimmings



Sandra and Neil swim most days and have really missed the pool over lockdown.

We are delighted to be back, the staff are very welcoming. The process from booking to arriving is well organised and we feel very safe.

Sandra and Neil McGovern



It was great to be back doing group exercise and to actually see people in person and not via a screen. The workout was brilliant, Covid safe and well organised.

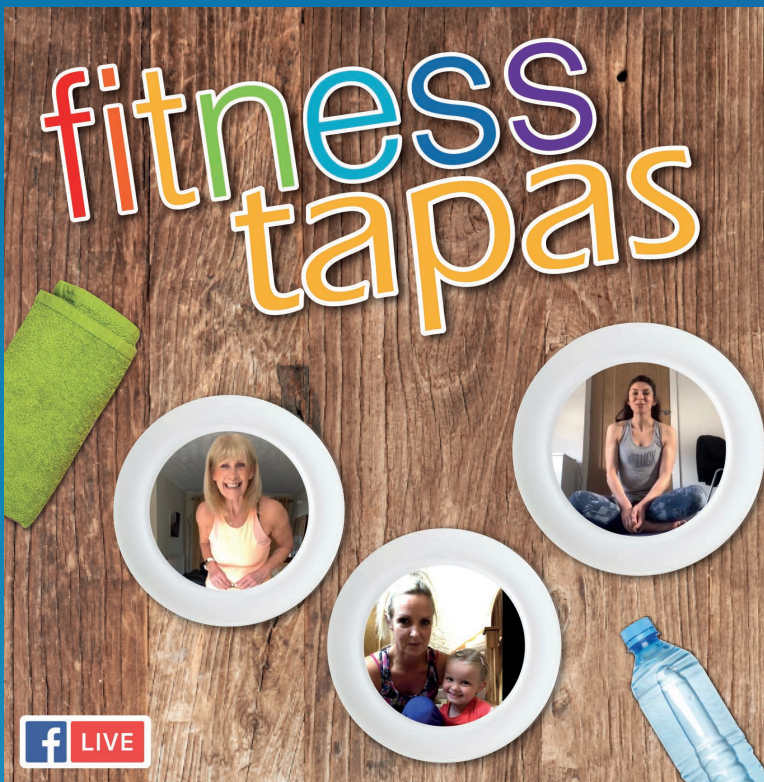
I'm feeling the benefits of getting out of the house and breaking the Groundhog Day of working from home.

David Cunningham

98%

98% of customers found staff helpful and informed about the Covid related health and safety measures in place.

F S L T NEWS



CHARITABLE TRUST OFFERS TASTY VIRTUAL FITNESS SESSIONS

We're hosting a live Fitness Tapas event to get people moving in a colourful celebration of fun, fitness and feeling great.

We'll be streaming a range of 10 minutes workouts to give you a flavour of our most popular fitness sessions, the event will be led by a team of our qualified group fitness instructors with participants encouraged to make a £5 donation towards the Fife Health and Wellbeing Fund – our fund designed to support the delivery of our health and wellbeing programme to local people living with long-term health conditions such as cancer, diabetes, dementia and COPD.

Evelyn Crichton, Fife Sports and Leisure Trust health and fitness co-ordinator, said: "As a charitable trust, we're passionate about making

a difference to local communities. We'd encourage participants to make a donation to help us deliver classes to those in our communities living with long-term health conditions – providing real health benefits that help keep them out of hospital, easing pressure on critical front line services.

The pandemic has shown us all how valuable our mental and physical wellbeing is, and, that physical activity plays an enormous part in helping us all feel better. We are also very proud of the wonderful work our NHS and Keyworkers have been doing and to celebrate this we would love them to get involved in Fitness Tapas for FREE"

We'll finish off with a Q&A session so participants can tell us what they think of our fitness sessions, ask any questions and get some tips from our team."

CHARITABLE TRUST APPOINTS NEW CHIEF EXECUTIVE

We have appointed Emma Walker to lead the organisation and continue our success of getting more local people more active more of the time.

With a proven track record in the sports and leisure industry, Emma is committed to driving the organisation forward to make a difference to local communities. She brings over 20 years of experience from previous roles with Edinburgh Leisure and most recently, North Lanarkshire Leisure. Originally from Northern Ireland, Emma is a black belt in Judo and previously competing at international level representing her country three times at the Commonwealth Games.

Emma Walker, chief executive for Fife Sports and Leisure Trust said: "I have been an admirer of the work delivered by Fife Sports and Leisure Trust for some time so when the position came up, I was very keen to bring my experience to the organisation and to build on the great services and programmes it provides for the local community.

"Undoubtedly, the challenge of the Coronavirus pandemic has had an impact on my new role. But, the team have been fantastic and I am working closely with them to deal with current issues such as preparing facilities for reopening in line with the Scottish Government's Covid-19 route map, ensuring the safety of customers and staff.

"We are also facing the financial consequences of the lockdown and the impact it will inevitably have on the trust and I will be in discussions with our partner, Fife Council, to reinforce the importance long-term sustainable sports and leisure services for the health and wellbeing of local people, particularly as we face a national public health crisis.

"It is clear that the trust's customers think very highly of its facilities and programmes and have displayed a fantastic amount of loyalty during the lockdown. A recent survey showed that 68 per cent of customers are keen to get back to our facilities and we are really going to need that level of support so that we can continue to reinvest into the local community and ensure a long-term future."



CHARITABLE TRUST GETS BALL ROLLING ON RE-OPENING

We're announcing the opening of some of our synthetic turf pitches for the first time since we were forced to close operations due to the Coronavirus pandemic.

Bookings are being accepted for a four-week period for juniors and we are also contacting club users who had regular bookings before the lockdown to ensure players can get back to regular training as soon as possible.

Scott Urquhart, sports and physical activity team manager for Fife Sports and Leisure Trust, said: "Our teams have been working hard to get our centres up and running with the highest health and safety protocols in place, and, despite not being able to open our indoor facilities, we are very pleased to be in a position to welcome bookings for our STPs.

We are following measures set out by the Scottish Football Association and will require anyone making a booking to provide contact information for track and trace purposes. Access currently will be restricted to the outdoor pitches only while changing rooms and toilets remain closed.

"The use of the pitches is restricted to registered clubs at the moment and they will be required to adhere to Covid-19 track and trace obligations, but, we are hopeful we will open access to casual bookings in the near future."

The trust's wider re-opening programme will see Michael Woods Sports and Leisure Centre in Glenrothes, Carnegie Leisure Centre and Pitreavie Athletics Centre, in Dunfermline and Kirkcaldy Leisure Centre opening doors first, followed by East Sands Leisure Centre, Levenmouth Swimming Pool and Sports Centre, Cowdenbeath Leisure Centre and Dalgety Bay Leisure Centre.

The next phase will see Duloch Leisure Centre, Cupar Leisure Centre, Bowhill Swimming Pool and Waterstone Crook Leisure Centre welcoming customers, followed by the Beacon Leisure Centre.



APRIL 2020



CHARITABLE TRUST SUPPORTS LOCAL BUSINESSES

Better known for our health, fitness and wellbeing support in the local community, we are now extending our reach to local businesses during the Coronavirus lockdown and hoping to share our online success with businesses. So far, our offer has been taken up by local tradespeople, estate agents, restaurants, solicitors and Fife's cultural trust.

Laura Crielly, ONFife, said: "We were delighted to be asked if would like to take up a free advertising campaign - which involved promoting our #ShineOnFife campaign. This really helped underline that while the doors to our venues are closed, OnFife is still very much open and promoted the fantastic programme of online activities, useful resources and entertainment that we are delivering."

Scott Urquhart, sports and physical activity manager for Fife Sports and Leisure Trust, said: "onsiteadvertising offers businesses the chance to raise their profile to customers both at our facilities and online – however, since the lockdown came into effect, we wanted to show our support for organisations across Fife who are having to adjust to a new business environment. So, although we can't offer our physical indoor and outdoor venues for advertising at this time, we can give them an online platform which has a wide demographic of users in the local area."

MAY 2020



SURVEY SHOWS LOCAL COMMUNITIES EAGER TO GET ACTIVE

A survey by Fife Sports and Leisure Trust has shown that people across Fife are eager to get active again after the government's Coronavirus lockdown, with 90% of respondents saying that visiting its facilities is vital in supporting physical wellbeing, 64% that it was vital for mental wellbeing. In addition, 68% said they are keen to use the facilities when doors open with social distancing measures in place.

Scott Urquhart, sports and physical activity manager for Fife Sports and Leisure Trust, said: "The survey was to help our plans for reopening – it was important that we listened to our customers and meet their expectations. We had a great response, with

1,200 participants, and, to discover that the trust's services and programmes are vital to local is very rewarding.

We are mindful of those who are less confident about returning, and, of those who need to shield, so we will continue to deliver online fitness sessions for all ages and abilities which have received great feedback during the lockdown. I'd like to thank everyone who took part in the survey and I'd encourage customers to visit the trust website and social media pages to keep informed of our timetable for reinstating facilities."

JUNE 2020

JULY 2020

AUGUST 2020



SEPTEMBER 2020

CHARITABLE TRUST CONFIRMS DATE FOR THIRD PHASE OF RE-OPENING PROGRAMME

We have been working hard behind the scenes to get our facilities Covid-ready with eight of our facilities across Fife already welcoming customers.

Now, we are set to open doors on Monday, October 12, to Duloch Leisure Centre, Dunfermline Cupar Leisure Centre, Bowhill Swimming Pool and Waterstone Crook Leisure Centre, Newport-on-Tay.

We've seen a positive reaction from customers following the re-opening of our centres, with customer surveys showing that 99% of those who have visited facilities are satisfied that on arrival there are adequate social distancing and health and safety measures in place, 97 per cent are happy with the protocols for their chosen activity and 100 per cent report that staff are helpful and well-informed about the new Covid measures.

Emma Walker, chief executive of Fife Sports and Leisure Trust, said: "We've had a fantastic reaction from customers following the re-opening of our facilities - feedback has shown that users are confident in the health and safety measures that are in place and that guidelines are easy to follow.

"I'd encourage customers to download the trust's new app, it's a really simple and convenient way to book time in the gym, pool or space in one of our fitness classes - the app also supports customers to monitor their personal goals and get the maximum health and wellbeing benefits from physical activity."

OCTOBER 2020

CHARITABLE TRUST WELCOMES FIRST CUSTOMERS BACK

We are very excited to be welcoming active locals back to our facilities for the first time in 180 days following the Coronavirus lockdown.

We opened four of our facilities on Monday, September, 14 with eager customers arriving early to enjoy facilities. Our phased re-opening programme has seen Michael Woods Sports and Leisure Centre, Carnegie Leisure Centre, Pitreavie Athletics Centre, and Kirkcaldy Leisure Centre opening doors first.

Visiting Michael Woods Sports and Leisure Centre, Glenrothes, customer Gemma Craig, Methil Hill said: "Absolutely amazing to be back - I love seeing the instructors and so glad to be getting back to fitness. I feel really safe coming into the centre and particularly like the space in the sports hall."

At Kirkcaldy Leisure Centre, the sports hall welcomed group fitness participants including John Doherty, he said: "I'm really grateful for the trust's online classes since the lockdown but I am delighted to be back - the layout and easy-to-follow safety protocols are great. Staff are really helpful and I've missed being in a live classes with instructors."

Ahead of the phased re-opening we have released our online booking system, timetables, and, will soon launch an app so that customers can easily access facilities with the new Covid measures in place. Emma Walker, chief executive of Fife Sports and Leisure Trust, said: "It's hugely rewarding to be able to welcome customers back - it's been a long wait and we'd like to thank customers for their patience and support throughout the lockdown. We've had a fantastic response with over 2,700 bookings in the first seven day of launching our online booking system."



NOVEMBER 2020

CHARITABLE TRUST CONNECTS WITH HEALTH PROGRAMME PARTICIPANTS UNDER LEVEL 3 RESTRICTIONS

Level 3 restrictions have seen Fife's leading provider of sports and leisure services close its doors on its award-winning health programme designed to support those living with long-term health conditions - but now, steps are underway to stay connected with participants.

Charitable trust, Fife Sports and Leisure Trust in keeping with the Scottish Government's announcement regarding protocols to be followed in relation to the spread and containment of the Coronavirus (COVID-19) in Level 3 local protection measures, is unable to provide indoor group exercise classes or sports for adults.

The measures have affected the delivery of the trust's health programme that supports people living with long-term conditions such as cancer, diabetes, dementia and COPD and means that participants are missing out for a second time since the March lockdown.

Following consultation with participants, the trust has identified that staying connected with instructors and fellow class members is as vital as the specially-designed physical activity



DECEMBER 2020

CHARITABLE TRUST LAUNCHES FAMILY AND INCLUSIVE SWIM SESSIONS

We will be delivering family and inclusive swimming sessions which meet with current COVID-19 regulations so that more people across Fife can enjoy time in the pool.

Since the re-opening of our swimming pools, COVID protocols meant only lane swimming was possible. Now, following thorough risk assessments we are making available pool time for swimmers such as families, disabled and older adults during non-lane swimming sessions.

Emma Walker, chief executive of Fife Sports and Leisure Trust, said: "We have had a great response from local communities since we re-opened centres. We have been working hard to make our pools accessible to those who are not able, or prefer not to, swim in the lane sessions. And, following fantastic work by our teams, we are very pleased to be extending our swim programme to allow families, older adults and disabled customers more choice.

"We continue to receive high satisfaction ratings for our health and safety and social distancing measures which are in place and feel confident that those who have not yet been able to enjoy time in the pool, will welcome these sessions."

sessions. The trust is using funds from its Fife Health and Wellbeing Fund to support a weekly outreach programme where instructors will make weekly contact with participants.

Fiona Prendergast, wellbeing and programming manager for Fife Sports and Leisure Trust, explains: "The trust has had a successful track record of engaging older adults in its health and wellbeing programme and we took action during the first lockdown to stay engaged with users with daily online physical activity sessions to support those living with long-term health conditions.

"We were really happy to see participants, many of whom are elderly, come back to centres when we were able to re-open, so the Level 3 restrictions are a real blow for those who were enjoying getting out of the house and seeing their fellow classmates again. We carried out a survey to find out what we could do to keep supporting participants this time around and overwhelmingly they said that staying connected was vital to their mental and physical wellbeing.

"Our instructors will contact users of the health programme weekly either by phone call, Zoom class, WhatsApp video call, or, a socially distanced walk outdoors. The trust's own charitable fund was designed to support the communities of Fife and we are very pleased to be able to invest in this outreach service while Level 3 restrictions remain in place.



CHARITABLE TRUST HOSTS BURNS CELEBRATION SHOWCASING STAFF TALENT

We are offering customers a free online Burns celebration showcasing the talents of our own staff. We're encouraging people to visit our Facebook page on January 25 at 3.30pm to join in the celebrations.

JANUARY 2021

CHARITABLE TRUST DELIVERS OUTREACH PROGRAMME FOR PEOPLE LIVING WITH LONG-TERMS CONDITIONS

We are continuing to support people across Fife living with long-term health conditions despite doors being closed to our facilities.

We are maintaining contact with participants of our award-winning health and wellbeing programme by delivering an outreach programme with over 200 contacts made per week.

Our self-funded health and wellbeing programme supports local people living



with long-term health conditions such as cancer, dementia, diabetes and heart incidents with specially-designed physical activity sessions which usually take place in its facilities and community venues across Fife. However, because of Level 4 COVID restrictions, participants have been unable to take part in their usual classes, talk to trust instructors or enjoy morale support from fellow participants. We are delivering the outreach programme through a mixture of socially distanced one-to-one outdoor walks, Zoom, classes via social media, phone calls or emails with suggested physical activity sessions. Participants of the health and wellbeing programmes have been issued with their own exercise bands which were purchased with funds raised by our own charity,

FEBRUARY 2021

Fitness instructors Adele Ward and Bernie Hewitt, well known to our regular fitness class participants, will forgo Lycra and trainers to pay homage to the bard. Dunfermline-based Bernie will offer his experience as a ceilidh musician and band leader for the afternoon, and, Adele from Leven will be singing and playing acoustic guitar.

The family-friendly event will see a recital of Robert Burns' poems performed by Rob Adamson, our Learning & Development Manager, with sixteen-year-old Daniel Stennett from Cowdenbeath playing the bagpipes. Daniel, a Leisure Active member is a frequent user of Cowdenbeath Leisure Centre.

The event is being organised despite doors being closed on our facilities in line with the Scottish Government's protocols in relation to the spread and containment of the Coronavirus (COVID-19).

Evelyn Crichton, health and fitness coordinator for Fife Sports and Leisure Trust, said: "We have a fantastic, very enthusiastic group of regular customers who we want to maintain contact with – we are hoping that this Burns celebration will offer a fun way of staying in touch. We are offering a variety of free online fitness sessions while our centres are closed, but we hope this event will be a bit different and customers will enjoy seeing people they know performing and showing off hidden talents. Of course, if anyone wants to dance along to the music that would be a great way to stay physically active!"

the Fife Health and Wellbeing Fund, and, and we are working hard to raise more funds so that even more people who usually attend can benefit from the equipment.

Fiona Prendergast, health and wellbeing programming manager for Fife Sports and Leisure Trust, explains the purpose of the outreach programme: "The people who attend our programme tend to be older adults who have been referred to the classes by their GP or hospital-based clinician – the programme has a proven track record of alleviating participant's symptoms as a direct result of taking part in supervised, specially-designed physical activity sessions. But, it's just not about physical results, participants regularly report that they experience mental wellbeing benefits because of the interaction with others who are experiencing similar situations. "We are very grateful to people who have contributed to our Fife Health and

Wellbeing Fund as this has helped us deliver the outreach programme and maintain contact with this very important user group."

Pat Parker, from Glenrothes who usually attends Michael Woods Sports and Leisure Centre, said: "Before lockdown I was more active which helped manage my underlying health issues. As I'm no longer able to do the same level of exercise from home, your videos are like having a personal trainer in the house – thank you so much for the support."

Michael Low, who regularly attends Duloch Leisure Centre, said: "Brilliant to get going again and see familiar faces after a long break. Can't wait for next week's class!"

PEOPLE ACROSS FIFE ARE TAKING UP CHARITABLE TRUST'S 100 MILE CHALLENGE

We recently launched a 100 Mile Step Challenge to walk or run the equivalent distances between 12 of our sites across Fife. The challenge can be completed by steps indoors or outdoors, following current COVID regulations, in stages to suit participants.

Those taking up the challenge are being asked to record their progress by completing our online registration form, with photos, videos and testimonials to share among other steppers. Anyone interested in taking part has until April 3 to clock up as many steps as possible.



So far, participants, which include the trust's own staff, are pacing around 500 miles per week and are keeping track of their steps through our own app.

Some of those taking part are taking the opportunity to raise funds for our Fife Health and Wellbeing Fund which helps deliver our health and wellbeing programme supporting local people living with long-term health conditions such as cancer, dementia, diabetes and heart incidents with specially-designed physical activity sessions.

Stuart Bizzari, gym manager for Fife Sports and Leisure Trust, is the first to complete the 100 miles in just nine days.

He said: "I think I may have been making up for the lack of training in the gym by walking my dogs Kiera, who loved the snow, and Duke, my lab puppy."

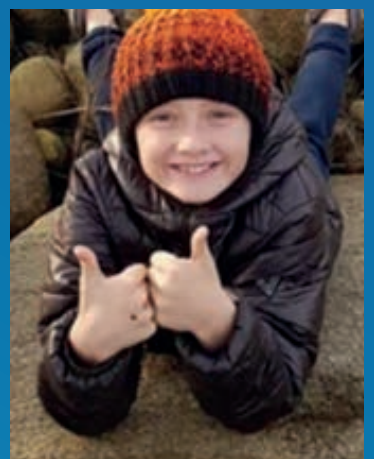
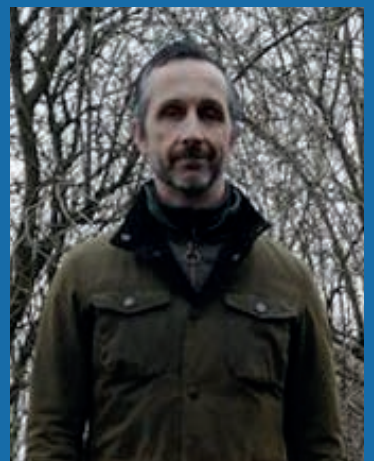
Jane Mason from Dunfermline has beaten her fundraising target and has raised £255 so far, she said: "The trust provides sports, fitness and health opportunities for all ages and abilities across the communities of Fife – I am walking for my health and wellbeing to raise funds so it can provide services to do the same benefits for others."

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Lynn Knox from Cupar has walked over 50 miles and raised £195 so far. She said:

"I know like others, I am missing the gym and the benefits it brings me, both physically and mentally.

Walking has helped me to keep fit and stay well in the interim. But, not everyone can get out and about which is why I want to raise funds which will enable the trust to continue to deliver its fantastic health and wellbeing programme for people living with long-term health conditions."





Message from our key funding partner Fife Council

The COVID 19 pandemic has brought into sharp focus how important participation in physical activity, sport and leisure is to the people of Fife, both physically and mentally.

Its unlikely we'll really know and understand just how the impact of that provision being taken away has had on many people as facilities had to close.

However, from adversity has come opportunity, and a chance to reflect, rebuild and restart. One of the really pleasing things over the last 12 - 18 months has been the great joint working and collaboration between the council and the trust. We have implemented a new Sport and Leisure Leadership Team, jointly chaired by Fife Council and Fife Sports and Leisure Trust and are starting to drive and lead improvements; we will see more joined-up programming at local level, sharing our assets and resources.

I'd also like to pay tribute to all the work and effort put into making sure our leisure centres were compliant, adhering to the new physical distancing and enhanced hygiene measures, to ensure our customers could return safely.

I'm delighted that going forward we will have more opportunities to work together. We look forward to continuing to work together to deliver the best public sport and leisure services to the people and visitors of Fife.

Councillor Judy Hamilton.
Convener - Community & Housing Services Sub-Committee, Fife Council

Plans for the Future

The Covid-19 pandemic will result in FSLT having to review its business model in order to continue to deliver public services on behalf of Fife Council. This will be a very challenging time for the organisation and will require a substantial amount of forward planning to counter the loss of public confidence and an initial reduction in opening hours of facilities. FSLT will require to focus on a recovery plan that will outline how the organisation will gradually generate the levels of income achieved pre-Covid-19. There remains a commitment to focus on efficiency, business improvement, value for money and performance management, including rationalising and eliminating under-utilisation, wherever possible, and by taking a more commercial approach to achieving sources of new income.

A recovery plan has been developed with the following themes:

1. *Governance and Leadership*
2. *Aligning Financial and Operational Performance*
3. *Service Delivery and Reviews*
4. *Workforce Management and Deployment*
5. *Facility Investment*
6. *Plan for Fife and our Role in Supporting Council Ambitions*

The challenge for a business like FSLT will always be achieving and maintaining a balance between providing services that are commercially viable with those that are socially worthwhile or need to be delivered. FSLT has a strong foundation to build on, and, as the leading provider of sport, leisure and physical activity services in Fife, a key priority will be to ensure that activities and programmes are made accessible, affordable and customer-focused, and, delivered through the effective use of investment and resources whilst maximising the benefit of not-for-profit distributing status.

Capital investment will remain a key priority across the portfolio of sport and leisure centres and a long-term funding package will need to be in place to deliver on this to ensure the facilities remain fit for purpose and provide an inclusive environment for sport and leisure.

At a national level, FSLT will work with other Scottish Trusts to strengthen links between NHS Scotland, community planning partners, charities and health and social care partnerships. As an organisation which is committed to improving the health of the nation, FSLT will promote and raise awareness of the links between inactivity and physical activity and mental health and wellbeing across every community in Fife.

FSLT is working closely with Fife Council to establish a sustainable model for the trust going forward and a soft-opening programme has been agreed for implementation during 2021/22.

