
To: Leadership Board

On: 1st December 2021

Report by: Chief Executive

Heading: Six Monthly Monitoring Report – Renfrewshire Leisure Limited

1. Summary

- 1.1 On 28th April 2021, the Leadership Board approved Renfrewshire Leisure's annual business plan priorities and the arrangements in place to monitor the delivery of the plan. Core aspects of the monitoring arrangements are the monitoring meetings with Renfrewshire Leisure and the six-monthly progress reports submitted to the Leadership Board.
- 1.2 This report aims to provide the board with an update on the performance of Renfrewshire Leisure: to provide a summary of the environment in which the organisation is operating within and to highlight key achievements over the last six months.
- 1.3 The Head of Policy and Commissioning is the Council officer nominated to monitor Renfrewshire Leisure and along with Head of Finance is an observer at Renfrewshire Leisure's Board meetings. The Head of Policy and Commissioning has met with senior officers from Renfrewshire Leisure to review performance on a quarterly basis.
- 1.4 Section 6 of this report contains a table with the national performance indicator data for cultural and leisure services. The table separates digital engagement to show how the pandemic context is currently changing the balance of how people are interacting with Renfrewshire Leisure service areas.

2. Recommendations

- 2.1 It is recommended that the Leadership Board:

- Notes the progress being made by Renfrewshire Leisure in the delivery of the Business Plan for 2021/22 and the change in operating context for performance statistics.
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3. Background

- 3.1 The Services Agreement with Renfrewshire Leisure forms the basis of the funding arrangement and sets out the terms for Renfrewshire Leisure to deliver cultural, leisure and sport services within Renfrewshire. This specification:
- relates to the management of the cultural, leisure and sports services and facilities operated by Renfrewshire Leisure within the council area; and
 - sets out expected standards, specifications, procedures and other requirements to be followed by Renfrewshire Leisure in the provision of cultural, leisure and sport services.
- 3.2 One of the terms in the Services Agreement is for the development of an annual Business Plan. Renfrewshire Leisure's Business Plan for 2021/22 was approved by the Leadership Board in April 2021. The Business Plan is closely aligned to the strategic priorities set out in the Renfrewshire Council Plan 2017-2022 and Renfrewshire Community Plan 2017-2027. The quarterly monitoring reports submitted to the Council have provided a review of financial, operational and customer related performance information which demonstrate Renfrewshire Leisure's delivery of services and its contribution to Council Plan priorities. Currently this performance information is reviewed whilst taking account of the deeply challenging operating context of the pandemic.
- 3.3 Through the course of the pandemic, Renfrewshire Leisure has maintained delivery through the adaptation of its service provision in line with Government guidance, revised health & safety protocols, and an altered financial position.
- 3.4 Since April, Renfrewshire Leisure has reopened services for in-person access at each stage of lockdown easing. It has opened all sites where possible and in line with safe operating procedures and continues to actively manage the safety of staff and public. It has expanded in-person services carefully, in line with customer feedback and safety measures, whilst also maintaining alternative means of access to services to provide choice and comfort for customers.
- 3.5 As facilities reopened, Renfrewshire Leisure's primary concern has been to ensure safety of staff and public using facilities and services, and this will remain its priority as it works to re-engage services and customers in line with any restrictions, government or sector guidance, whilst ensuring the charity remains viable for ongoing and future service delivery.
- 3.6 Prior to the pandemic Renfrewshire Leisure operated in a complex and challenging financial environment, carefully balancing the provision of community needs with the delivery of some of its services in a commercial setting. In 2019/20, the organisation returned to a small surplus position for the first time in a number of years. The journey to return to this position again, given the ongoing impact of the pandemic, is a key focus.

- 3.7 Renfrewshire Leisure continues to feel the impact of COVID-19 on its ability to earn income through 2021-22. Government support packages have stopped and it is working in line with the financial strategy agreed with the Council. Renfrewshire Leisure's business plan for 2021-22 set out the key priorities for the year ahead. The plan is based on the needs of stakeholders and outlines the activities to achieve its vision to improve the health, wellbeing and quality of life of Renfrewshire communities through accessible leisure, cultural and sporting activities. In 2021/22, the Business Plan's focus is on:
- Building health and wellbeing programmes across culture, leisure and sport services through effective pathways between programmes and services, creating a core social prescribing offer, focusing on the most socially isolated and inactive, in collaboration with partners.
 - Progressing the development of our transformation programme in connection with the Council's Right for Renfrewshire programme, reviewing current operating models to ensure our culture, sport and leisure services play a meaningful, pivotal, yet sustainable, role for the health and wellbeing of local communities.
 - Continually working to ensure delivery for Renfrewshire by looking for ways in which to transform outcomes by being open to delivering services in new ways.
 - Continuing to transform the charity's business model to be sustainable and high performing by building on the initiative, drive and professional development of staff, and in partnership with the Council and other stakeholders, action the key recommendations from review work undertaken 2019-20 and 2021.
 - Effectively partnering with the Council on the cultural infrastructure programme and Future Paisley, enhancing Renfrewshire's key attractions for local residents whilst placing them on a national and international stage to encourage direct and indirect benefit to communities through the provision of ambitious new services and related inward investment.

4. Six-month Progress Report

- 4.1 At the mid-year review point, Renfrewshire Leisure is making good progress against its business plan for 2021/22. Key pieces of work, such as the transformation programme, are substantial and will develop into further actions for its business plan in 2022/23 in line with the new business strategy. However, the charity continues to operate in a challenging environment, managing the demands of the pandemic through the necessity to adapt provision of services as well as ongoing requirements to deliver Renfrewshire's vaccination centres.
- 4.2 At the same time, the charity is driving forward a substantial transformation programme to address previously documented historic issues as well as readiness to operate the cultural infrastructure projects, whilst building pathways to sustainability.
- 4.3 At the start of the financial year, the charity was operating within Scottish Government Level four restrictions which required most services and facilities to remain closed. The gradual easing of restrictions to Level three from 26th April, moving to Level two from 17th May and then to Level 0 from 19th July, allows further services to resume and more facilities to re-open. The charity is operating in a dynamic environment and needs to remain alert to changes in lockdown restrictions, customer demand, income levels and spend pressures arising throughout the year.

Financial support arrangements are in place with the Council for 2021/22 and the charity will necessarily need to remain agile in adapting to the changes and proactive in addressing financial challenges as they arise.

- 4.4 This transitional period as services re-open and expand is being managed to ensure that the operating model complies with government guidelines and operational safety requirements, it broadly meets customer requirements and remains affordable. Similar to other trusts across the country, leisure membership levels to the end of September are showing some recovery but remain below pre-Covid levels. Direct debit leisure membership income is down but six month/annual membership income is higher than expected. Swimming membership levels are also higher than target, reflecting the increase in popularity experienced since re-opening.
- 4.5 The assumptions built into the financial model for the 2021/22 budget remain broadly valid at the end of quarter two, reflecting the ending of the Job Retention Scheme, easing of lockdown restrictions and lower income levels, due to the restrictions and anticipated drop in customer confidence. As in 2020, a letter of comfort will be provided by the Council for the charity's external auditors enabling Renfrewshire Leisure to maintain its status as a going concern. The charity's financial statements for the year ending 31 March 2021 have been approved by the external auditors.
- 4.6 The outlook for the charity will remain challenging into the medium term, due to inflationary supply cost and pay pressures; reduced income and an extended period of recovery to regain customer confidence, customer numbers and income; loss of Government support measures; and ongoing COVID-19 safety measures and restrictions in service delivery arrangements.

5. Key achievements

5.1 Library and digital services:

- 5.1.1 All 12 of Renfrewshire's public libraries were re-opened simultaneously, and over the past six months opening hours and service levels have gradually increased, whilst still maintaining access to online services, click and collect, friendship calls, online digital support, and the new home delivery service.
- 5.1.2 The Home Delivery service operates Renfrewshire-wide for everyone over the age of 70, anyone with a disability or health condition which limits their ability to access libraries, and to families with school-age children. The home delivery service was a new, additional service initiated during lockdown in recognition that, for many people, visiting in-person was still not possible, or preferable, and this remains the case. The first six months' figures indicate that this type of service has almost double the reach of the traditional mobile library model.
- 5.1.3 In public libraries Renfrewshire Leisure has continued to increase opening hours, reintroducing Bookbug sessions and other community support time, and increased access to pc terminals. In School libraries it has increased pupil browsing and participatory activities in both High school libraries and Primary School settings, with the outreach librarian providing on-site support to primary schools. The Skoobmobile is delivering a programme of school and community visits, working with Head Teachers and Education Services to ensure integration into school operations.

5.2 Leisure:

- 5.2.1 Following the re-opening of leisure facilities from 26th April Renfrewshire Leisure has experienced a significant shift in activity participation trends. Pre-pandemic, leisure swimming activity was experiencing year on year decline whilst gym and studio- based exercise participants were consistent. Since April 2021, there has been a significant increase in the number of leisure swimming participation, reflecting a 31% increase in comparison to the first re-opening of leisure services in September 2020.
- 5.2.2 The positive shift in swimming uptake reflects an increase in family swim activity of over 300% accounting for 29% of the total number of swimmers. The Learn To Swim Programme has recovered to 68% of pre-pandemic participation levels accounting for c.2.2k attendances weekly.
- 5.2.3 Gym usage continues to recover slowly with -32% of pre-pandemic membership base, which is in line with the experience of other local leisure trusts and local authorities. Factors impacting on this loss include at home workouts due to the move to home working and online content use. Studio exercise participation is also down by 54% due to similar factors. In contrast, Renfrewshire Leisure's Vitality and Easy Exercise classes have experienced very positive recovery levels.

5.3 Renfrew Victory Baths – Centenary Celebrations 19th-26th September:

- 5.3.1 Following work undertaken to improve the overall presentation of the Victory Baths facility, Renfrewshire Leisure launched a week of celebrations in collaboration in partnership with Renfrew Community Development Trust. Launching the event on Sunday 19th September, it offered swimming access for 100p resulting in a 40% increase in session footfall. The opportunity to have a nostalgic guided tour of the venue and centenary exhibition brought 121 tour bookings throughout the week of the celebrations. Celebrations concluded with the screening of a specially commissioned film in Robertson Park.

5.4 Summer Camps:

- 5.4.1 Renfrewshire Leisure's Sport Services delivered the summer camps at On-x, Johnstone Sports hub and Park Mains. The camps ran for the 7 weeks of the summer holidays and had a total of 4,599 attendances. The camps offered a variety of sporting opportunities and were also supported by Renfrewshire Leisure's Libraries through the Skoobmobile. In addition, Sport Services also offered both football and dance sport-specific camps over a 2-week period with 1,080 attendances.

5.5 Get in To Summer:

- 5.5.1 Sport Services were awarded additional £44,776 external funding from Sport Scotland to allow for additional summer activities to be offered free of charge throughout Renfrewshire. This funding allowed for an additional 78 activity sessions to be offered over the 7 weeks of summer. Some of these sessions included outdoor activities such as archery, football, multi-sport, dance, colour runs and disability sport sessions. Approximately 1750 attendances were recorded. This funding also allowed for 11 local clubs to receive £500 to grow memberships and support residents of Renfrewshire to engage with community sport. These clubs were Storm Gymnastics, Twist and Hit, Castle Semple Sailing Club, Kelburne Hockey Club, Paisley Barbell Club, Glenvale FC, Basketball Paisley, Evro Pro Football, Kelburne Cricket Club, Langcraigs FC, Paisley Rugby Club.

5.6 Young leaders:

- 5.6.1 Over the past two years Renfrewshire Leisure's Active Schools have supported pupils from Mary Russell and Riverbrae to engage with the Renfrewshire School of Sport Education young leader's programme by addressing a number of barriers. In the 20/21 cohort of Renfrewshire School of Sporting Excellence, 2 pupils from Riverbrae school have graduated and have continued their sporting pathway to become paid deliverers within Renfrewshire Leisure. The success of this hard work has been recognised by the Scottish Disability Sport forum and in partnership with them, Renfrewshire Leisure's Active Schools will continue to improve the opportunities for all pupils to inspire others to take part in sport and physical activity.

5.7 Bikeability:

- 5.7.1 During June to August, Renfrewshire Leisure's Bikeability programme was delivered to 20 schools Level 1/2/3 on road training, several for the first time with support from Active Schools, RL Instructors and Bikeability Coordinator. During this period 1,018 pupils completed the Bikeability programme. Renfrewshire Leisure secured a further £8,500 to purchase a fleet of bikes to loan out to schools to assist in the delivery of the programme and support children who do not have access to a bike. Teacher training also continued with 27 teachers attending the 3 training courses run over the months of July/August. Refresher training also took place in August for 12 staff/helpers attending. Ralston Primary and Barsail Primary were also awarded Cycling Friendly Primary School status through Cycling Scotland.

5.8 Active Schools:

- 5.8.1 From mid-May, the Active schools team established an after-school programme of activities in a number of schools, increasing after the summer break and again following October break in line with school readiness. Schools were also offered the opportunity to engage in activity days where pupils were involved in a range of outdoor activities. Approx. 29 activity days were delivered which offered an opportunity for our volunteers to gain hands on experience. The feedback from the pupils and the school staff was very positive and plans are in place to offer the same next year.

5.9 Health & Wellbeing team:

- 5.9.1 Renfrewshire Leisure's Health and Wellbeing team including Macmillan and NHS funded programmes are continuing to deliver virtual provision for all new and existing users. Our virtual live classes have reached over 1700 attendances, since commencing. Classes are specifically designed for people living with medical conditions such as Parkinson's disease, MS, stroke, cardiac conditions, cancer, bone/joint/muscular conditions, cognitive impairments, and COPD. As restrictions eased, outdoor health and wellbeing classes and local community health walks have also become part of the offer. This year has seen the highest number of referrals since pandemic began, peaking at 350% increase. People can be referred via their health professional or can self-refer into the service. Clients can also access discounted membership options. Since its launch in January, the Health & Wellbeing membership has had 163 new signups.
- 5.9.2 Renfrewshire Leisure continues to work closely with Royal Alexandra Hospital (RAH) to offer community support through the pandemic. As non-urgent care continues, prehabilitation for surgical patients and rehabilitation for those experiencing long-

COVID symptoms are referred into its health and wellbeing services. It also continues to work closely with ICU physiotherapists to support those being discharged from the RAH having attended ICU due to severe COVID complications and requiring rehabilitation.

- 5.9.3 Renfrewshire Leisure received £33,750 to deliver two projects in partnership with Active Communities and Linstone Housing Association. Both projects are currently operational for a 10-month period. One project will provide permanent signage for two local walking routes, paired with an interactive map and exciting information of local points of interest. The other project aims to reduce inactivity amongst those at risk of developing severe COVID symptoms and delivering rehabilitation to those affected by COVID or long-COVID. Our 'RISE Project' (Reducing Inactivity and Supporting Engagement) has seen over 41 referrals, all experiencing financial hardship as a result of COVID and requiring support into physical activity opportunities.

5.10 Museums:

- 5.10.1 Site progress: The main contract is now underway with the contractor making progress on site working through the 78-week construction programme. Work to date includes scaffolding erection to both the main Museum building and the Oakshaw properties, preparatory roof work, internal down takings and asbestos removal. The tender process to appoint the exhibition fitout contractor is currently underway with the intention to appoint in February 2022.
- 5.10.2 Recruitment: Caroline Scott joined the PMR team in September as Project Design Coordinator to assist in the delivery phase of the design work, with a particular focus on the exhibition and graphics elements. Caroline held a similar role on other capital projects including the Burrell Project. She has also worked on a range of live events including installations, parades and performances, frequently working with volunteers, in the UK and in Denmark, including contributing to the Sma' Shot parade.
- 5.10.3 Conservation consultant, Lyndsay MacKinnon has joined the team and will carry out smaller scale treatments across a range of collection areas as well as train and upskill the internal team. She has already completed treatments to two of the sculptures in the collection. Lyndsay was previously the Conservation Officer for the decant of the collections from Whitehaugh.
- 5.10.4 Following the departure of Christine McLean, Dr Neil Ballantyne joins Renfrewshire Leisure as Museums and Collections Manager for Renfrewshire Museums. Neil joins us from Glasgow Museums where he has been the manager for Kelvingrove Museum & Art Gallery for the past thirteen years. Neil brings significant experience of delivering a service post-capital investment, maintaining funder relationships as well as managing the multiple demands of a major civic asset.
- 5.10.5 Conservation: Work is well under way to prepare the re-install in 2023. Conservation studio Egan, Matthews and Rose based in Dundee will begin treatment of works from the art collection in early November. Art handling company Constantine Ltd were appointed in summer 2021 to pack the 17 artworks ahead of their transport to the conservation studio. External funding of £66,500 from Museums Galleries Scotland, the Henry Moore Foundation and the Gordon Fraser Foundation has been awarded for the conservation of the shawls, works on paper and sculpture.

5.10.6 Documentation: The collections team have imported all available object records into Adlib. This includes: Archaeology, Archives, Arms & Armour, Numismatics, Transport, Science, Natural History and covers 33,000 objects, which equates to 4 years' worth of inventory records in 8 weeks.

5.11 Heritage:

5.11.1 Renfrewshire Museums has secured £25,909 funding from Museums Galleries Scotland's Covid-19 Development Fund for Heritage On Your Doorstep, a project to work with target audiences and communities to create digital online content.

5.11.2 Renfrewshire Museums is partnering with Jambo! Radio for Our Heritage, a National Lottery Heritage Fund project led by Jambo! Radio, to empower four trainees to become museum sector ambassadors. Jambo! Radio is the only radio station for people of African and Caribbean heritage in Scotland, serving Glasgow, Edinburgh, and Aberdeen. Based in Renfrewshire they make broadcast programmes in multiple languages that are commonly spoken by people of African and Caribbean heritage in Scotland. The trainees will be recruited from existing Jambo! Radio volunteers and will spend 18 months learning about the museum sector in Scotland, types of job roles within museums and the range of collections held within those museums.

5.12 Arts

5.12.1 The Arts Team have delivered a number of projects over the last six months including:

- The Cycle Arts Festival piloted an innovative approach to culture and wellbeing, animating a section of the cycle path from Johnstone to Lochwinnoch.
- The extensive digital programme funded through Creative Scotland's Performing Arts Venue Relief Fund concluded with nearly 40,000 views over nine months. Much of its strength lay in the cultural development work carried out with local artists, providing support at a challenging time and growing the cultural ecology.
- Project Search developed an innovative partnership with Clyde College to connect young students with learning difficulties with elderly residents in Hunterhill care home via a colouring book of local scenes.
- Following their Young Scot Award, the number of care-experienced young people benefitting from ArtBOSS has grown and during this period there were 103 attendances at workshops.
- Arts Connection – building on the Arts team support for Renfrewshire's cultural sector, in 2020, Vis-à-vis consultants began working with Renfrewshire Leisure and the seven CODF funded organisations. They are Renfrewshire's major cultural employers and responsible for contracting a significant number of local artists and creatives. The group has come together under the banner Arts Connection.
- Open Mind Summit development – a three-year partnership with CREATE to deliver an annual conference on young people, mental wellbeing and culture. This year's event was streamed live online on the 8th October 2021.

5.13 Social Prescribing:

5.13.1 Renfrewshire Leisure's new Social Prescribing Coordinator started at the end of August. The post is funded by Future Paisley on a part time basis for a one-year contract and is part of Renfrewshire Leisure's Health & Wellbeing Team. The role will expand the referral pathways into a variety of services making it easier for people to access support as well as championing the diversity of what's on offer for people

living in Renfrewshire who need support living with long term health conditions or dealing with loneliness and isolation, low mood and poor mental health.

- 5.13.2 Support for people who need help to access physical activity has been available for a number of years through our GP referral programme, but the range of services on offer from Renfrewshire Leisure has now more than doubled due to staff working collaboratively across sport, health, arts, libraries and culture teams.

5.14 HSCP and Children's Services partnership development:

- 5.14.1 Since the launch of Renfrewshire Leisure's new strategic outcomes earlier this financial year, it has engaged with colleagues from Renfrewshire's Health and Social Care Partnership and Children's Services on three workstreams to review how they can collaboratively address key health issues relating to: support for carers, mental health and recovery, and children's health inequalities. The first outcomes currently underway are a pilot Carers' Passport scheme, which is running for 12 weeks for referrals from HSCP teams and which be evaluated to inform a developed design; and working with the Council's team supporting The Promise, Renfrewshire Leisure is developing a secondment opportunity to embed skills between teams and working with the Council's psychology led team to provide alternative spaces for their work with vulnerable families.

5.15 Water safety working group:

- 5.15.1 Renfrewshire Leisure is working in partnership with the Council and other stakeholders including emergency services in building a water safety strategy in light of recent open water fatalities reported both locally and nationally. Renfrewshire Leisure have committed to practical interventions which include:

- Practical water survival awareness being re-introduced into our LTSP participants
- Re-introduction of Lifeguard rookies into school holiday activity programmes
- Emergency First aid /CPR / DEFIB training to 12-15yrs cohort within schools
- CPR / Defib awareness training to primary school cohort (p6-p7)
- Cold water exposure session – delivered by Sport Services staff

5.16 Job Retention Scheme close:

- 5.16.1 Prior to the cessation of the final phase of the Job Retention Scheme on 30th September 2021, employees were formally notified that they were no longer on flexible furlough and would return to their contracted hours. In the last few months of the scheme, the number of flexible furlough hours claimed reduced as the teams supported the mass vaccination programme and services and facilities gradually reopened in line with Government guidelines.
- 5.16.2 Over the last nineteen months, Renfrewshire Leisure has claimed over £3.1 million through the Job Retention Scheme, with the highest claim of over £300,000 occurring in June 2020 in the first phase of the scheme. The final claim of £11,329 for September 2021 was submitted to HMRC on 14th October 2021.

5.17 Cultural Infrastructure business planning:

- 5.17.1 Over the last few months, the operating models for the four cultural assets under construction have been developed to provide an attractive offer for visitors and tourism, to support the ambition outlined in the Future Paisley strategy of cultural led regeneration in the area. A business plan outlining the proposed operating models and the related financial implications for each venue is now at an advanced stage of development. This will need to remain subject to regular review in light of COVID and any potential impact on usage of facilities as a result over the longer term. The learning experience by Renfrewshire in terms of reopening facilities as restrictions have eased will also continue to inform the business plans for these specific facilities as well as Renfrewshire Leisure's organisational business plan

5.18 Transformation programme:

- 5.18.1 Renfrewshire Leisure's transformation programme addresses key historic and future challenges for the trust. Through this period Renfrewshire Leisure has been progressing an organisational redesign and concluding the refreshed brand identity informed by community needs through the pandemic and based on stakeholder research. This work will launch in the new year.
- 5.18.2 The significant change to the organisational design is to operate across functions, benefiting from expertise that can be applied throughout the organisation rather than discreet teams to maximise outcomes for communities and other key stakeholders, improve efficiencies of service delivery, and address current gaps in competencies for optimal service delivery. The organisational redesign work has assessed both historic and future cost and opportunities, benchmarking with other organisations, whilst the revised business strategy approved by its Board in March 2021, has been a critical guide.

5.19 Mass Vaccination Centres:

- 5.19.1 Renfrewshire Leisure has continued to work with Council partners to facilitate the Mass Vaccination Centres within Johnstone Town Hall, Lagoon Leisure Centre and Renfrew Sports Centre. Leisure and venue teams have worked to map staff provision enabling the trust to facilitate the reopening of Leisure and Library facilities whilst continuing to service the vaccination programme. Following the rollout of the Covid vaccine to 12-15yrs, the Covid booster and Flu vaccine programmes, Renfrewshire Leisure teams are also supporting the addition of Tweedie Hall as Renfrewshire's fourth venue on behalf of the Council.

6. Performance Monitoring

- 6.1 Renfrewshire Leisure currently reports on approximately seventy operational performance indicators to meet the terms of the services agreement; five of which are reported nationally on behalf of the Council through the Local Government Benchmarking Framework.
- 6.2 Performance reports are provided quarterly to the Renfrewshire Leisure Monitoring Officer and Renfrewshire Leisure also participates in the Chief Executive's six-monthly performance review process. Renfrewshire Leisure's annual report for 2020/21 is available to access on their website.
- 6.3 The main cultural and leisure performance indicators for Renfrewshire Leisure are summarised in the table below:

Indicator	Q 1 & 2 2019/20	New operating context resulting in total /severe /partial operating restrictions in place Covid-19 pandemic –	Q1 & 2 2020/21	Q1 & 2 2021/22
Number of attendances at indoor sports and leisure facilities excluding pools	410,472		20,097	187,338
Number of online attendances to leisure services	N/A		6,842	3,886
Number of attendances at pools	226,910		6,101	68,441
Number of attendances outdoor facilities	46,322		10,130	58,258
Number of people engaged with Sport Services (online and offline)	145,185		66,052	273,596
Number of people engaged in Health & Wellbeing service	11,695		6,433	11, 356
Number of REN TV views	N/A		16,935	34,505
Number of visits to museums – digital & social stats	428,258		582,542	506,412
Number of visits and engagements with libraries (includes digital)	318,770		229,333	1,438,185
Number of books and e- books issued	196,003		41,372	119,460
Total engagements	1,783,615		985,837	2,701,437
% of adults satisfied with libraries	91%		N/A	N/A
% of adults satisfied with museums and galleries	89%		N/A	N/A

Note: The closure of Paisley Museum during 2019/20 is reflected in the figures reported above.

6.4 Performance Context:

- 6.4.1 Renfrewshire Leisure's current operating model means that typical comparisons of annual performance is not like for like from 20/21 onwards. It is therefore advisable to consider the performance of 21/22 as a new baseline, where digital engagements have significantly expanded the reach of the trust. As soon as policies, guidance and Renfrewshire Leisure's financial position is more stable, the trust aims to achieve pre pandemic levels of in-person attendance, therefore comparisons to pre pandemic levels are still useful for the organisation.

6.5 Notes/Commentary for 2020/21

- 6.5.1 All Renfrewshire Leisure's operational facilities were closed to the public on 18 March 2020. Renfrewshire Leisure was permitted to re-open some facilities gradually from May 2020 (golf) followed by libraries in July and all available leisure centres in September. However, operations were impeded by further lockdowns throughout Q3 followed by full closure again on the 26 December through the remainder of the financial year.

6.6 Notes/Commentary for 2021/22

- 6.6.1 Renfrewshire Leisure was permitted to re-open facilities on the 26 April 2021, however in line with Government guidelines and local restrictions, our operating models were limited by opening hours and the number of sessions available, as well as types of activity, for example not all pool activities returned at the same time e.g. Learn To Swim programme has only recently been able to restart.

Implications of the Report

1. **Financial** – as detailed in the report.
2. **HR & Organisational Development** – not applicable
3. **Community/Council Planning** –
 - *Our Renfrewshire is thriving* – Our services recruits and trains volunteers and creates a pathway into employment;
 - *Our Renfrewshire is well* – Our cultural, leisure and sport services and programmes help to maintain positive physical and mental health and well-being;
 - *Our Renfrewshire is fair* – our services and programmes are accessible to all our citizens;
 - *Reshaping our place, our economy and our future* – development and delivery of the cultural infrastructure investment programme supports the regeneration aspirations for the area;
 - *Building strong, safe and resilient communities – Tackling inequality, ensuring opportunities for all* – our services and activities are accessible to all our citizens;
 - *Creating a sustainable Renfrewshire for all to enjoy –our programmes build sustainability through volunteer and community development;*
 - *Working together to improve outcomes* – partnership working to deliver shared outcomes remains a key priority in our company strategy.
4. **Legal** – not applicable
5. **Property/Assets** – not applicable
6. **Information Technology** – not applicable

7. Equality & Human Rights

(a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – not applicable.

9. **Procurement** – not applicable.

10. **Risk** – not applicable.

11. **Privacy Impact** – not applicable.

12. **Cosla Policy Position** –not applicable.

13. **Climate Risk** – not applicable.

List of Background Papers

(a) n/a

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