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**To: Leadership Board**

**On: 23 February 2022**

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**Report by: Chief Executive**

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**Heading: Renfrewshire Leisure Limited – OneRen Annual Report**

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**1. Summary**

- 1.1 Renfrewshire Leisure Limited, now trading as OneRen, recently published its annual review of 2020/21 which highlights the contribution that the organisation makes to the achievement of Council Plan, Community Plan and National Outcome priorities through the wide range of projects, events and activities that it provides in the local community.
- 1.2 The annual review, included within appendix one, also outlines the organisation's main achievements, business performance and summary financial statements and forms part of the Council's performance monitoring arrangements. The review of 2020/21 is substantially influenced by the onset of the Covid pandemic.
- 1.3 OneRen is currently preparing its annual business plan, which will be submitted to the next Leadership Board cycle. The business plan will outline how the organisation will continue to recover its business as we move through the next stages of the pandemic. The plan will also highlight OneRen's role in recovery for local communities as well as next steps in progressing the organisation's transformation programme.

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## **2. Recommendations**

- 2.1 It is recommended that the Leadership Board:
- I. Notes Renfrewshire Leisure's annual review of 2020/21.
  - II. Notes the update on the development of Renfrewshire Leisure's annual Business Plan for 2022/23.
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## **3. Background**

- 3.1 The Services Agreement with OneRen sets out the terms for it to deliver cultural, leisure and sport services within Renfrewshire. This specification:
- relates to the management of the cultural, leisure and sport facilities operated by OneRen within the council area;
  - sets out standards, specifications, procedures and other requirements to be followed by OneRen in the provision of cultural, leisure and sports services.
- 3.2 One of the terms in the Services Agreement is the development of an annual Business Plan. The plan sets out OneRen's priorities to deliver its strategic objectives and demonstrates its commitment to deliver the related strategic priorities set out in the Council and Community Plans. Last year, the business plan for 2021-22 was approved by OneRen's Board in March 2021. It was presented to and approved by Leadership Board in April 2021.
- 3.3 Over the last year, quarterly monitoring meetings have taken place with Council/OneRen colleagues to review delivery of the service specification and contribution to Council Plan priorities. The annual review included as appendix one forms part of the Council's monitoring arrangements and is included with this report for noting.
- 3.4 As a result of the Covid pandemic, service provision has had to adapt in line with Government restrictions. OneRen moved swiftly to ensure continued provision of services through each stage of lockdown, restrictions easing and recovery, utilising a combination of digital channels and other delivery mechanisms to ensure that people, particularly those with underlying health conditions, or at risk from loneliness and isolation remained supported throughout the pandemic. Staff innovation has been central to this role, where new solutions and services have been required to meet community needs in these new circumstances.
- 3.5 OneRen staff have also played an important role in terms of the wider public health response to the pandemic by providing and staffing four mass vaccination centres.
- 3.6 Overall, OneRen's role within the overall Covid response, its adapted service delivery and successful reopening plans have been progressed through close dialogue with the Council in addition to the usual monitoring arrangements, in recognition of the exceptional circumstance impacting on service delivery throughout 2020/21 and 2021/22.

#### **4. Development of the Business Plan for 2022/23**

- 4.1 OneRen is currently drafting its annual business plan and budget for 2022/23 which considers the provision of cultural, leisure and sporting services. The organisation operates in a complex and challenging financial environment, which has been exacerbated by the Covid pandemic.
- 4.2 The charity is presently managing a range of significant priorities; particularly, the ongoing development of the Cultural Infrastructure Programme, Future Paisley cultural projects and the development of its transformation programme.
- 4.3 The business plan being drafted will reflect the financial challenges being experienced by OneRen, with particular reference to the uncertainties being experienced by the culture and leisure sectors as a result of the pandemic.
- 4.4 Discussions are ongoing with the Director of Finance and Resources to cover both the updated forecast of the level of support required in 2021/22 (in line with the position previously agreed by the Leadership Board) as well as the core service payment and principles around potential additional support which may be required over 2022/23 on the basis that the pandemic is likely still to have an impact on the charity's commercial/other income in the coming year.
- 4.5 The budgets are currently being developed for inclusion in the Business Plan which will be submitted to the next Leadership Board, following approval by the OneRen Board in March. Due to the retirement of two Board members, OneRen is currently recruiting for two new directors.

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#### **Implications of the Report**

1. **Financial** – not applicable
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** – N/A
5. **Property/Assets** – N/A
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 Change** – not applicable.

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#### **List of Background Papers**

- (a) n/a

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# ONE REN








Annual Report  
2020/2021

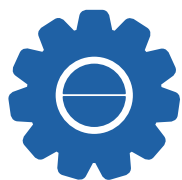


[oneren.org](https://oneren.org)



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# National Performance Framework

[nationalperformance.gov.scot](https://nationalperformance.gov.scot)

OneRen aligns itself with the  
Scottish Government's national  
outcomes, part of the National  
Performance Framework.



ONE  
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Start  
to  
heal.



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## CHAIRPERSON'S INTRODUCTION Changing lives for the better

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**Councillor**  
**Lisa-Marie Hughes**  
Chairperson of the Board  
OneRen

**This is an annual report that is probably unlike any other. Even at the time of publishing our report for 2019/20, the scale of the pandemic impact on us all was clear.**

One year on, and whilst we look to the future with a mixture of optimism and excitement for the difference we can make, we can't over-estimate the impact of COVID-19 on those for whom we work, the people of Renfrewshire.

Our vision is for everyone locally living lives which are healthy, happy and fulfilled. Against that ambition, the last 18 months have presented huge challenges.

After long periods of enforced relative inactivity, we are working with local people to rebuild their physical and mental wellbeing. To do that, we want to inspire everyone through our culture, leisure and sports programme.

As we work our way back from those dark lockdown periods, we can be proud of how the charity has adapted to serve. We have learned that we can deliver tangible impact through online leisure resources; we've learned that we can inspire a new generation of readers through library services – with downloadable content, remote click and collect and home delivery formats proving popular; and we've learned that there is a growing desire for artistic and cultural inspiration that we are ideally placed to meet.

We can, and will, hold on to the positives from the last two years. Every single day, every part of OneRen is playing its role in rebuilding health and wellbeing. I think you will see from the highlights in this Annual Report our clear determination to serve.

**We are here to change lives for the better.**



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## INTRODUCTION

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**OneRen – the new trading name for Renfrewshire Leisure is the local charitable trust providing culture, leisure and sporting opportunities to help people enjoy active and healthy lives.**

We are passionate about the part we play in improving life-long physical and mental health in every one of our communities.

Our trust provides a range of affordable, accessible

and ambitious services that are open to all and that improve personal, social and economic outcomes.

At the start of the pandemic in March 2019, with our operational buildings closed to the public, our team went all out to help ensure that priority services were delivered in the community and went above and beyond their normal duties – continuing to do so all year.

OneRen has provided complementary activities and services to support health and wellbeing throughout the coronavirus pandemic by providing a vital touchpoint for everyone in this time of social distancing and isolation.



## KEY STATS & TIMELINE

Between March 2020 and March 2021 our venues were open for less than a third of the year. Our physical venues were open for a third of the year yet we still delivered:



### ► 18 March 2020

All operational facilities closed to the public

### ► 29 May 2020

Re-opening of bowling and golf course

### ► 20 July 2020

Re-opening of libraries

### ► 14 September 2020

Re-opening of leisure centres and heritage Centre

### ► 9 October 2020

Closure of indoor fitness classes

### ► 20 November 2020

All facilities – except golf course – closed to the public

### ► 12 December 2020

Re-opening of leisure & libraries facilities

### ► 14 December 2020

Heritage centre re-opened

### ► 26 December 2020

All facilities – except golf course – closed to the public

### ► 26 April 2021

All facilities re-opened  
(gyms, pools, libraries & heritage centre)



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# Creative, vibrant and diverse cultures are expressed and enjoyed

## PAISLEY BOOK FESTIVAL

Paisley's second book festival went digital and attracted over 20,000 viewers in February 2020.



Inspired by people's engagement with the written word during lockdown, the theme of the festival was Radical New Futures, imagining the kinds of futures readers and authors would like to see post-pandemic.

The most popular events in the adult programme

in terms of numbers were Scottish Masculinities with Douglas Stuart, Graeme Armstrong & Andrew O'Hagan, Get the Door Frank with Janey Godley, Songs for a Scabby Queen with Kirstin Innes and Outi Smith, Melanie Reid and Chris Brookmyre & Dr Marisa Haetzman: UWS in Conversation with Ambrose Par.

**"Paisley Book Festival was the vanguard of digital book festivals"**

Jasper Sutcliffe, UK Publisher and Affiliate Manager Bookshop.org

**"You've made me so proud to be a buddy."**

Audience Member



**8,725**  
ticket  
sales

**20,296**  
total  
views

**75**  
artists

**£13,825**  
in  
donations

**54**  
events



## BLACK HISTORY MONTH

RENFREWSHIRE  
OUR CULTURE - OUR FUTURE



### BLACK HISTORY MONTH

#### Black History Month Cultural Programme 2020 – Our Culture, Our Future.

This event was delivered via online platforms and digitally through Jambo! Radio and was comprised of; ‘*Museum of Me*’ an online exhibition, as well as a range of online and digital performances on Ren TV and Jambo Radio, which included several ‘*Cultural Conversations*’.

The programme culminated with an online webinar on the representation of black, Asian and minority ethnic talent in the arts in Scotland and Renfrewshire. Over 350 people took part in various activities throughout the duration of the programme.

The cultural programme was created in partnership with: OneRen’s Cultural Services, Engage Renfrewshire, Jambo! Radio, Pachedu, University West of Scotland and Action for Culture and Ethics and the School of African Culture.



# ONE REN

## TINY REVOLUTIONS RENFREWSHIRE

A new creative arts project called Tiny Revolutions Renfrewshire was launched to encourage people to collaborate and engage in creative activities and to develop partnerships across the culture and health sectors during the pandemic.

The initiative maintained connections with and linked up a wide range of local partners under the umbrella of one project throughout lockdown. These included the Kairos Women's Space, NHS Arts at Leverndale, Dykebar and the Recovery Café, The STAR Project, Who Cares Scotland with Paisley Museum Reimagined, Erskine Arts, Right2Dance, ART Boss Young Producers, ReMode and CREATE Paisley.



## RENFREWSHIRE WRITERS FORUM

The first meeting of the Renfrewshire Writers' Forum took place online to open a dialogue with local writers, assess and meet their needs, and drive-up ambition in the writing sector locally.



**"Art Boss is loads of fun and inspires me to do new things every day."**

## ARTBOSS

ArtBOSS is a young producers programme for care experienced people aged between 14 and 18.

The project delivered various activities during this time including 18 workshops and digital sessions. Development tasks were produced such as poster design, character creation, elevator pitches, TikTok dance & sign language tutorials, and positive wellbeing tasks.

**"I like that Art Boss can be fun and creative as well as being able to freely participate in a local group where we share the same interests."**







## REN TV

- Stuck in the House began in April on Ren TV, featuring leading Scottish musicians performing from their homes on a Thursday evening.
- Story Time began on Ren TV with a range of professional childrens' storytellers and theatre makers delivering high quality engagements for children and families.
- The Arts Team has helped produce and broadcast a range of short films on Ren TV including 'When Renfrew Roared' and the 'Renfrew Rhymer'.

"Uch this made me smile from ear to ear! "



## LOCAL SHORT FILMS

During the pandemic we worked with local filmmakers by supporting or producing local short films with local interest at their heart.

18,998

total views for our local short film series

### Top Highlights

- |  |            |
|--|------------|
| • History of Paisley by Falconer Houston | 5112 views |
| • Watch the Birdie                       | 2389 views |
| • A Lion Rose in Paisley                 | 1555 views |
| • The Renfrew Rhymer                     | 2759 views |
| • When Renfrew Roared                    | 3840 views |
| • Renfrew on film                        | 2233 views |

## ONLINE PERFORMANCE HIGHLIGHTS

Lost in PantoLand – a collaboration between Paisley Arts Centre and PACE this online panto also featured 9 interactive performances, which sold out within a week.

**Pictish Trail:** Lost Map takeover – Part of the Stuck in the House music sessions on Ren TV.

**Carla J Easton:** Olive Grove Takeover – Another Stuck in the House music session, this was the first Olive Grove takeover session.

**Voyager: Out of Place** – The first Out of Place collaboration with Paisley FM, binaural piece about how sounds can define what means to be human.

## TALK OF THE TOWN

A series of outdoor visual arts projects designed to promote pride in Paisley and raise spirits featured on a large-scale billboard in Paisley's Gilmour Street.

"The idea of my piece of writing on the billboard was to try to get people in the town feel uplifted and to raise their spirits. It's an amazing idea to have creative writing on a billboard. When I heard my piece was chosen, I was blown away."

Roddy Scott







# ONE REN

## RENFREWSHIRE'S CULTURAL RECOVERY AND RENEWAL FUND

This is a three-strand fund developed to support the cultural ecology of Renfrewshire adapt to the impact of Covid-19. These included:

### CULTURAL ORGANISATIONS SUPPORT FUND

This fund was available to Renfrewshire's cultural organisations to allow them to make adaptations to protect income and to ensure their sustainability moving forward with over £100,000 being awarded to successful applicants.

### TOWN CENTRE AND NEIGHBOURHOOD CREATIVE INSTALLATIONS

This grant programme was set up to encourage people to return to town centres and enjoy their local neighbourhoods across Renfrewshire by creatively animating sites, stimulating the local economy, and improving quality of life.

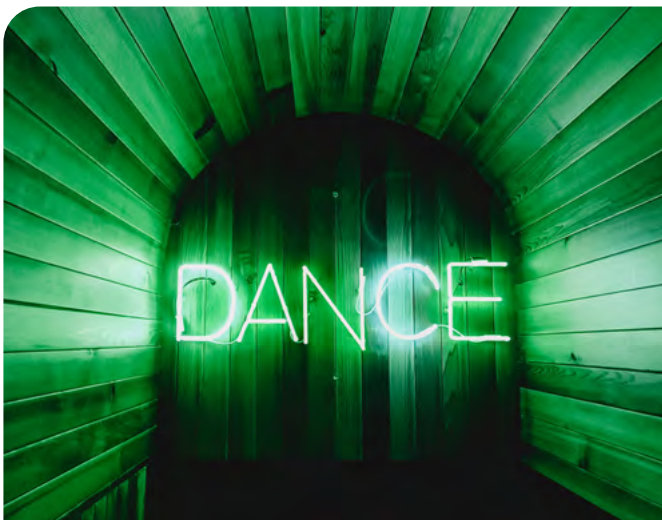


#### VACMA

The fifth round of OneRen's VACMA scheme, delivered in partnership with Creative Scotland took place in Feb 2021, with funds awarded to 6 artists.

**"Thank you, I am delighted ... and it's made me feel a bit more confident about applying for funding in the future."**

Award recipient



### MASTERCLASSES

This year the arts team delivered a series of successful masterclasses for local artists funded through Creative Scotland's Venue Recovery Fund.

They worked collaboratively with local artists across film, music, theatre and visual arts to create a programme of masterclasses that aimed to develop and discuss creative practice and promote skills development.

**"It was just really well put together. It just made me feel more confident in what to do when releasing music."**

**"First class guidance and practical toolkit on increasing and managing diversity in the rehearsal room."**







# Ensure children grow up loved, safe and respected so that we realise their full potential

## INSPIRED CHILDREN'S EXHIBITION

During lockdown the Museums and Heritage team developed the 2021 Inspired Children's Exhibition online, which generated huge social media engagement.

The 19th Annual Young People's Art Exhibition had 291 entries and showcased the very best creative talent from Renfrewshire schools and Early Learning and Childcare Centres. This year schools were encouraged to host their own 'opening events' in class. This year we were also delighted to welcome our guest Curator CREATE Paisley.

**"Thank you, I'm absolutely thrilled for the children. It's wonderful that all the pieces will be on display at the exhibition."**

Lochfield Primary School

**"This was definitely a needed pick me up for our department – such wonderful news."**

Park Mains Primary



# ONE REN

## ARTISTS AND RESIDENTS

An arts collaboration project with pupils from Paisley Grammar to create artwork for hoardings outside Paisley Museum and a project with Gallowhill Primary School to create a short film about P7 transitioning to S1.

The artwork was on display throughout the summer of 2020 and features the outcomes from two of the Artist & Resident projects produced in Gallowhill pre-lockdown.

**"Our School community has benefitted widely from the experience of having yourself, Richard and the artists engage with us in such a professional and co-operative, fun and exciting way."**

Lisa Cassidy, Art teacher

## OPEN MIND SUMMIT

This online event was held on 9th October with 155 registered to attend.

In its second year, the summit continued to attract individuals across many sectors to come together to explore the role of creativity and culture in improving mental health and wellbeing for children and young people.

This year the Summit specifically looked at the theme *'how can creativity help children and young people overcome isolation and loneliness'*.

## GALLOWHILL ARTISTS & RESIDENTS FEELGOOD CHILDREN'S FESTIVE ART TRAIL

Over the school winter holiday, the streets of Gallowhill were transformed into a Festive Art trail with 289 bright and joyous drawings and paintings.

These were created by the pupils at St Catherine's Primary School and Gallowhill Primary School lining the lampposts along the Active Communities 5k walking route in the area. The idea was dreamt up by the newly formed local community group - Feel Good Gallowhill - to bring some festive cheer to the area. The trail was also featured in the Light Up Renfrewshire film made by the events team in the run up to Christmas.

**"Brilliant idea and brilliant outcome – I love this"**

Social Media

**"Loved seeing this when I was out walking – well done all the kids"**

Social Media





## ACTIVE SCHOOLS

Active Schools support began in most schools from the 17th August with Active Schools Coordinators supporting delivery of outdoor physical activities.

In order to support recovery from Covid-19 and to strengthen sport and physical activity in schools, a range of new posts were created. For example, St Catherine's Primary School appointed an Assistant Active Schools Coordinator, and most primary schools contracted a coach to deliver a minimum of 5 hours of sport and physical activity per week.

Active Schools have continued to support all Renfrewshire schools by delivering over **7,691** hours of additional sport and physical activity opportunities within COVID-19 tier restrictions. These sessions have

**7,691**  
No. of  
hours

**130,632**  
No. of  
attendances

had over **130,632** attendances and covered a wide variety of outdoor activities and sports. Active

Schools are also continuing to support volunteer and coach development by offering sports leader and Renfrewshire School of Sport Education (RSSE) opportunities.

Due to current COVID-19 tier restrictions the RSSE programme has been adapted to offer more pupils the opportunity to take part. The programme has grown from 75 to 110 pupils for 20/21 and has also become more accessible, as more of the programme is completed through online learning.

## ACTIVE EVERYDAY

The Active Schools team undertook the SportScotland challenge of staying active every day in February.

All activities were showcased throughout the month via the Sport Services twitter account @RLSportServices and encouraged children to take part in each challenge.

**14**  
hours  
of yoga

**28**  
hours  
of fitness

**442**  
miles  
walked

**181**  
miles  
ran

**997**  
miles  
cycled

**21**  
hours of  
spin classes

## BIKEABILITY

The Bikeability programme has been delivered to 34 schools with support from Children's Services and Headteachers.

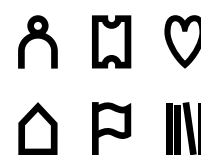
To date approximately 184 bikeability sessions were delivered in level 1/2/3 resulting in 388 young people completing the bikeability course. Approximately 64 people were recruited and trained as bikeability CTA Instructors. The team have also been working with Cycling Scotland and Wallace Primary to secure the Cycle Friendly Primary School Award.

**400**  
pupils

**64**  
teachers &  
volunteers



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# Healthy and Active

**9000**  
attendances  
to live virtual  
vitality classes

**173**  
classes

**1385**  
attendances  
to MacMillan  
Cancer Support  
Live Programme

**Health and Wellbeing services in OneRen have continued to offer innovative and trailblazing services to support Renfrewshire residents in partnership with Macmillan Cancer Support and NHS Greater Glasgow & Clyde.**

## HEALTH & WELLBEING

At the start of lockdown we moved our classes online and welcomed 1,217 attendances to our virtual live programme, with 12 classes delivered per week. Sixty-two clinical referrals have been made into our Health & Wellbeing team for support, with 254 consultations supporting new and existing service users having been held. Our NHS GGC partnership has continued to grow in this period, working with Royal Alexandra Hospital ICU to ensure covid-19 discharges and long-covidpatients have the support they need for returning into their communities.

**Our walking challenge** saw 154 community members sign up to walk the furthest distance in 10-days and there were 71 attendances to our Tier 3 community health walks. Sport & Health services have now been trained in mental health awareness in support to reduce stigma and support those impacted by mental health in our schools and communities.

The Health & Wellbeing team delivered 173 classes with 1,385 attendances to the virtual live Macmillan Cancer Support and NHS GGC programme. 187 clinical referrals have been made into our team for support, with 591 consultations supporting new and existing service users.

There have been 9000 attendances to live virtual vitality classes since lockdown began. The team also welcomed 58 new health and wellbeing members.



## CUSTOMER FEEDBACK

**"I am 76 and attend Gentle Movement, Easy Yoga and Step Up which are excellent for improving mental and physical health. Great instructors, great initiative, thank you."**

**"The programme of classes provided over the past year has been a godsend."**

**"I lost my wife earlier this year and have been very lonely. The classes have allowed me to feel part of something and have really helped me during lockdown."**

# ONE REN



Although our leisure centres closed from March 2019 our teams worked really hard to be ready for re-opening in September 2019. Strict government guidelines were adhered to with safety being our number 1 priority.

## RE-OPENING OF LEISURE CENTRES (SEPTEMBER 2020)

We were delighted to open our doors again on the 14 September.



**Fitness classes:** Although operating a slightly reduced timetable, these classes were well attended with **4100** places booked before the suspension of indoor fitness classes on 9 October.

**Swimming:** **15161** bookings, with additional swim sessions available during the October holidays.

**Clubs:** A total of **2754** attendees participated in 'dry' clubs at Renfrew Leisure Centre, Lagoon and Onx. **1,530** attended the Ren96 swim club.

**Football bookings:** **14,965** participants played at the football pitches at Renfrew Leisure centre and Johnstone hub.

*"All the rules in place and enforced with a smile. Big shout out to the staff at ON-X in Linwood. Now, if you could just get my muscles to stop complaining..."*

## OUTDOOR FITNESS CLASSES

After the suspension of indoor fitness classes in October, the leisure team quickly organised a timetable of outdoor fitness classes which proved very popular with customers.

In total, 2131 customers attended these classes before restrictions were back in place. These classes were resumed when restrictions were lifted on the 12 March, allowing the outdoor class timetable to resume.

**"RL leisure doing so well with the restrictions. Well done!"**



**"This has been the best experience of the new distancing measures that I have experienced. Well done - keep up the amazing work"**



# ONLINE FITNESS CLASSES

## ONLINE CLASSES

### WE LAUNCHED A NEW MICRO-SITE FOR MEMBERS TO ACCESS ONLINE FITNESS

classes, run by OneRen instructors. This included an on-demand fitness library which members could access at any time. The online fitness classes proved to be popular with members, with **109** videos available in total which gained **5,870** views and accessed by **769** members.

*"Amazing, thanks so much for doing this, it will be a real lifeline during the next 3 weeks or more of level 4, perfect timing"*

*"Thanks guys, I have been doing these all week, cheered me up seeing well missed faces"*

## COMMUNITY SPORT HUBS

The Sports Services team have continued to support the Hub Exec Group and Hub Clubs.

During this period, the team have promoted and organised online webinars/workshops to help clubs recover post lockdown. Funding was made available from sportscotland used to provide access to training such as First Aid (COVID Update), Coach Education, PPE, Safeguarding Child Protection, Mental Health Awareness and Scottish Disability Sport Coaching.

**5**

hubs

**55**

sports  
clubs

**10,245**

members

**30**

clubs  
accredited

## OUTDOOR LEISURE

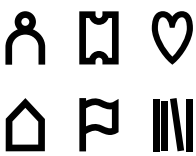
Following Government guidelines, we were delighted to re-open and welcome the community back to Barshaw Golf Course, Lochfield Bowling Green, and Robertson Park Bowling Green on Friday 29th May.

We received **2,835** bookings at Barshaw Golf Course between July – September – a **25% increase** in income from golf bookings compared to this point the previous year.





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# Live in communities that are inclusive, empowered, resilient and safe

## COLOURING RENFREWSHIRE



Colouring Renfrewshire was a book created for older residents to colour and reminisce while confined to their homes during Covid.

The book included 10 original drawings by 8 Renfrewshire artists depicting scenes and events which celebrate our rich culture and

architecture. 800 copies of the book were printed and all were allocated to care homes, sheltered housing complexes and older people's organisations.

The book was also available online to print and use and some organisations have printed copies themselves. Partner organisations are ROAR, Renfrewshire Care Homes, Renfrewshire Sheltered Housing, Williamsburgh Housing Association, OneRen Sports and Health services. This project is ongoing and is developing into walking tours and a work experience project for young adults with learning disabilities and autism.



## DIGITEERS

Since August 2020, libraries have provided digital skills support as part of the Scottish Government's Connecting Scotland initiative, the aim of which is to get 50,000 digitally excluded households online by the end of 2021.

Ten library staff members and five Digiteers were trained as Connecting Scotland Digital Champions and are currently supporting 25 learners on an ongoing basis.

## COVID-19 MASS TESTING

Johnstone Town Hall was used as a mass Covid-19 testing location in December.

Working with Renfrewshire Council, the One Ren venues team supported the delivery of the centre over a two-week period (the test centre was opened for a week). Approximately **4500** residents attended the centre.

## MASS VACCINATION CENTRES

Johnstone Town Hall and the Lagoon Leisure Centres have been operating mass vaccine centres (MVC) since 1st February.



## VOLUNTEERING

Staff have continued to volunteer to assist in the delivery of essential and priority services to the most vulnerable in our community.



# Open, connected and make a positive contribution globally

## PAISLEY MUSEUM RE-IMAGINED PROJECT

As part of Renfrewshire's multi-million pound investment in cultural services, work is under way on the £42m transformation of Paisley Museum into a world-class destination showcasing the town's unique heritage and collections.

## ACTIVE PLAN LISTENING PHASE

The process involved in-depth sessions listening to services, organisations and community groups across Renfrewshire. The aim was to understand their objectives and needs, potential challenges faced during the Covid/ lockdown period and what Paisley Museum could do for their audiences. The emergent themes from the 'Listen' phase will inform the 'Create' phase, where group discussion will define the activities and plans for the museum. 80 people reached through 66 conversations.

## PROJECT SEARCH 2020/2021 INTAKE

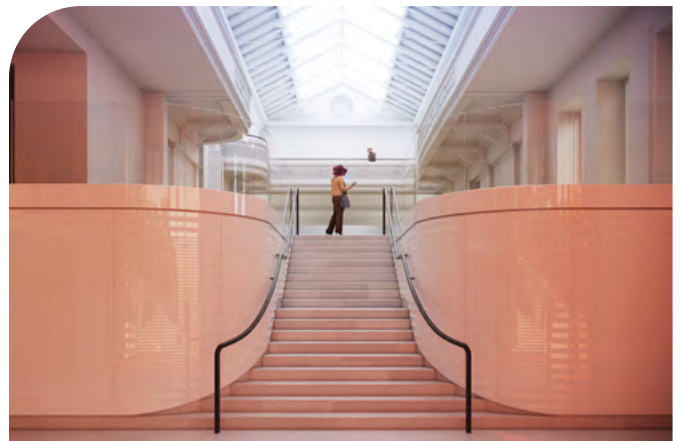
Paisley Museum led 11 online sessions looking at Renfrewshire's history and future with Project SEARCH, an employability programme for young people with additional learning needs. The group are co-producing a story display for the museum about the Paisley UK City of Culture 2021 bid.

## CONSERVATION ASSESSMENTS

Collections staff carried out assessments of 39 scientific instruments and 6 pattern books from the textile collection at the Secret Collection in the final quarter of 2020. These were carried out remotely, over three sessions on Microsoft Teams, with two different conservators. Conservators advised on the condition of the objects, and potential treatments to be carried before display. Carrying out the work over video link meant the assessments could go ahead safely with social distancing and travel restrictions in place.

## INTERNATIONAL OBSERVE THE MOON NIGHT

Science Curator John Pressly and Virtual Assistant Astronomer Matt Wilson delivered a highly popular online live Q&A and lunar viewing on 26th September, which attracted 14,000 'likes' to the Coats Observatory Facebook page, engaging directly with people across Renfrewshire and beyond. The Creative Learning team provided a range of online resources including storytelling and activities that families could enjoy during or after the livestream event. A programme of significant Celestial Events Above Paisley will continue to be delivered online live over the period 2019 – 2023.





## TIMELINE

- ▶ Interpretive planning for stories with digital interactivity – Batch 1 completed **June 2020**
- ▶ Stage 4 Technical Design approval for Main Works confirmed **August 2020**
- ▶ AV Hardware – Specialist Consultant Appointed for Phase 1 and 2 **August 2020**
- ▶ Interpretive planning for stories with digital interactivity – Batch 2 completed **August 2020**
- ▶ Main Works Contract – Invitation to Tender issued **September 2020**
- ▶ Exhibition Fit-out Contract – Publish Prior Information Notice (PIN) **October 2020**
- ▶ Conservation Treatment commenced **October 2020**
- ▶ Stage 4 Design approval for Exhibition Design confirmed **November 2020**
- ▶ Interpretive planning for stories with digital interactivity – Batch 3 completed **November 2020**
- ▶ Main Works Contract – Tenders received **November 2020**
- ▶ AV Hardware – Specification and Budget confirmed **December 2020**
- ▶ Exhibition Fit-out Contract – Contract Notice and Request to Participate (ESPD) – issued **December 2020** (subsequently reissued **April 2021**)
- ▶ Interpretive planning for stories with digital interactivity – Batch 4 completed **February 2021**
- ▶ Specialist appointed for the removal of the organ (1881 August Gern) instrument in the Lecture Hall **March 2021**
- ▶ Main Works Contract – Board approval **March 2021**





# Thriving and innovative businesses, with quality jobs and fair work for everyone

**We are a significant employer for people in Renfrewshire and are actively working to become an employer of choice.**

## **WE PROVIDE NUMEROUS EMPLOYMENT OPPORTUNITIES.**

For local people and pathways for young people.

We proactively engage with local bodies such as Invest in Renfrewshire, Skills Development Scotland, and the Adopt an Intern programme to boost local economic activity and tackle unemployment. We provide a pathway via Renfrewshire School of Sports and Education (RSSE) for secondary school pupils to train in fitness and coaching often leading to jobs within our Active Schools programme. Additionally, we support work placement requests from schools and colleges providing opportunities for young people in the community to experience a working environment helping them to shape their future.

## **WE EMPOWER & DEVELOP OUR EMPLOYEES**

The charity provides a wealth of opportunities for our staff to upskill and develop themselves in a number of different areas.

We provide on the job training and support a number of our staff with continued professional development.

## **WE OFFER WORK-LIFE BALANCE**

We are a flexible employer, which is particularly important in the current economic climate. We provide family-friendly policies which allow our staff members a positive work life balance, enabling them to fulfil caring responsibilities.

## **THE GENDER PAY GAP 2020-21**

This was the fourth year OneRen has collated this data on its responsibility under The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017. The snapshot date of 5th April 2019 contained 463 contracted employees which consisted of 193 males and 270 females. The results, once again, indicated a positive gender pay gap, demonstrating that equal opportunities exist for men and women when recruiting and promoting employees within One Ren.



## FURLOUGH

OneRen is committed to providing quality jobs and a good working environment.

As part of our commitment to supporting staff, we made extensive use of the UK Government's Coronavirus Job Retention Scheme. Indeed, we went further by voluntarily supplementing payments so that those on furlough received 100% of their earnings. Where it was possible within the terms of the scheme, everyone eligible was placed on furlough.

## KICKSTART



We successfully appointed 3 Kickstart Apprenticeships to work in Museums, Libraries and Sport Services, concentrating on social media for these service areas. We were delighted to offer 1 apprentice a contract within our marketing team after the 6-month period expired.



## COLLABORATION WITH TRADE UNIONS

We worked collaboratively with the Council, the trade unions and our insurers to make our venues as Covid-safe as possible

## RL HEROES OF 2020

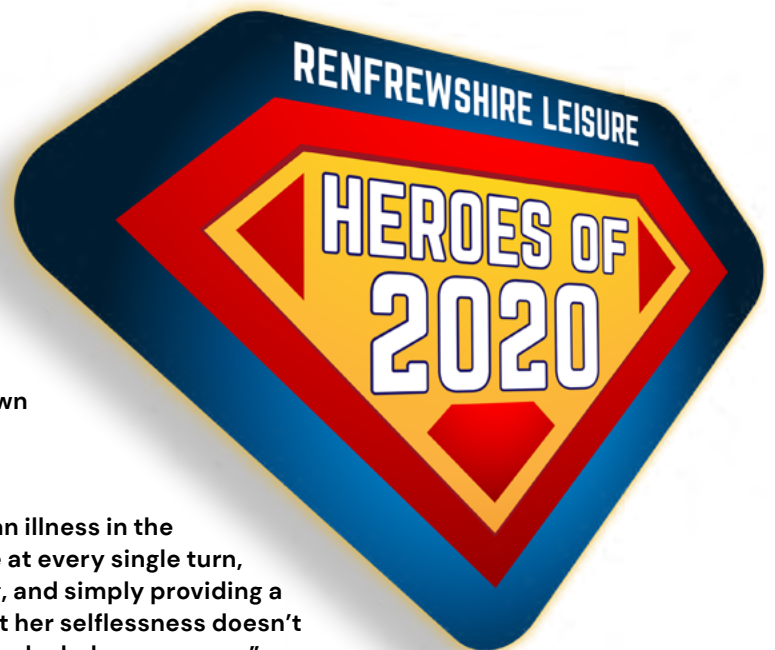
At the end of 2020, an internal campaign recognised and celebrated all members of staff who colleagues had nominated for having gone above and beyond during this unprecedented time.

### HERO TESTIMONIALS:

**"Natalie has continued to work tirelessly to support the teams and provided motivation, guidance and reassurance during the challenging times. What make Natalie a superhero? Her kindness to put her own work stresses/pressures aside to focus on others"**

**"My world has been turned upside down this year as an illness in the family threw life up in the air. Heather has been there at every single turn, providing a shoulder to cry on, helping with shopping, and simply providing a level of friendship that means the absolute world. But her selflessness doesn't stop there, she continues to volunteer at foodbanks – she helps everyone."**

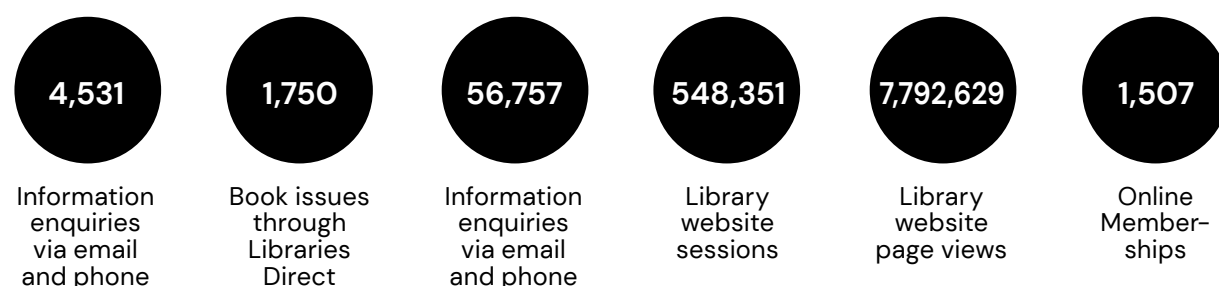
**"For administering first aid including use of the defibrillator to a leisure member in cardiac arrest at the On-x earlier this year. The gentleman went on to recover in hospital, later using RL facilities pre and post lockdown to aid him in his recovery."**







# We are well-educated, skilled and able to contribute to society



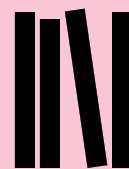
## LIBRARIES – KEY HIGHLIGHTS

Our libraries have been there for the people of Renfrewshire like never before during Covid.

*The team evolved and innovated to improve resident's wellbeing at a time like no other.*

- Libraries provided free CoderDojo @Home Sessions with Paisley YMCA. This is an online coding club for 8-17-year olds.
- They delivered online Bookbug sessions, and supported people who were shielding with direct home delivery of library materials with support from their volunteer cohort. This was viewed as a vital service, giving people a choice at a time where they had very limited choices over anything else.
- Library staff undertook friendship calls to people who were isolating.
- Weekly Poetry day with the Tannahill Makar and writing workshops (ran for 4 consecutive weeks)
- Thrice weekly book reviews – recommended by a librarian
- Weekly 'Authors Live watch-alongs', "Guess the book" quiz, and live library quiz on social media channels
- 71 online events were organised for children and young adults
- 51 online events for adults
- All 12 libraries opened for a click and collect service on 20th July, offering online selection or phone-in requests, including a "we choose for you" and "Grab and Go" options.
- Libraries Direct service has continued, which was a new innovation in response to lockdown and in partnership with Renfrewshire Council's neighbourhood hubs.
- The team are continuing to work with Renfrewshire Council to deliver the Scottish Government's Connecting Scotland programme, which aims to get digitally excluded households online.
- Libraries have delivered this year's Primary 1 book gifting programme and are currently working with West Primary School on a new Primary 7 Reading Challenge Project.

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Learn  
life  
skills.

## BOOK WEEK SCOTLAND 2021

A key project was collaborating with author Ross Collins. Sixty copies of his new book were distributed to families across Renfrewshire, alongside activity packs and 3 online events. The team also organised a series of 5 online Scottish book-themed quizzes and the Skoobmobile team arranged a series of online craft sessions. During the week 10,013 people were reached via social media with 1,317 engagements.



**"The staff was very helpful and mindful of Covid restrictions. It was a good experience and everything was clear."**



## RE-LAUNCH OF LIBRARIES DIRECT

The new service launched in February. Providing free book delivery to existing and new members of Renfrewshire Libraries who are over the age of 70, people with disabilities and families with children. 368 members of the community signed up to the service 640 items delivered by 1st April

## THE HERITAGE CENTRE

The Heritage Centre reopened to the public on Thursday 17th September with very encouraging comments from their customers.

**"Just to emphasise that in difficult times I think the service has been outstanding"**

**"Staff were all very friendly and put me at ease. Processes in place due to Covid made me feel safe and that others were protected and I was happy to follow them"**

**"This was my first visit since the Covid re-opening, and I was very impressed with the efficiency of the staff in relation to current health restrictions"**





**Victoria Hollows**  
Chief Executive  
OneRen

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**The publication of our Annual Report for 20/21 is an appropriate moment to look back at what has been achieved by everyone at OneRen. Two years ago, we could not have imagined the backdrop against which this financial year for our charity would have unfolded.**

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**Who could have conceived of a situation where we would have been instructed to close our facilities– and where the people of Renfrewshire were told to stay at home?**

It has been extraordinary, but the resilience of local people has been remarkable. Extraordinary circumstances demanded extraordinary solutions, and I am so proud of the way in which the whole team has responded.

We have focused on outcomes rather than processes and re-imagined the way we can meet the needs and expectations of the people of Renfrewshire. We have looked for ways in which we can adapt and improve what we do for the circumstances – and done so very successfully.

We have adapted our processes and venues to ensure everyone felt safe in using them. COVID-19 remains a challenge, and will do for some time yet, and safety remains our top priority across our facilities. We know how much our users and members have appreciated the work we have done, and continue to do, to keep them safe while they have a great time.

We have delivered classes and concerts online. We have worked with members to adapt and improve our leisure membership offering in challenging circumstances. We've worked with our extraordinary team to provide online resources to help locals maintain or rebuild wellbeing of mind and body.

Our support for our community has been evident

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## CHIEF EXECUTIVE STATEMENT

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time and time again – whether making available premises for the use as Mass Vaccination Centres, or through the check-in calls to shielding locals made by library service colleagues.

Launching RenTV has allowed everyone locally to enjoy the very best of Renfrewshire's blossoming arts and cultural output. Our online channel has been about much, much more than the streaming of fitness classes, and we have been proud to provide such a variety of content, celebrating local talent, in a form that larger numbers can access.

The legacy of the pandemic will be a long one, so whilst we can be proud of what we have done during a time of substantial COVID-19 restrictions, we need to be mindful of the creativity and determination that will be required to navigate the long period of recovery.

The period of lockdown, and extended restrictions have taken their toll, from the loss of volunteer-run clubs, to challenges in bringing our facilities back into full usage once more. We have worked hard, along with the local authority and our other local partners, to mitigate the financial implications of the last 18 months, but big challenges remain to ensure we help each other recover from the impact.

In facing up to these challenges, we will maintain a keen focus on delivering outcomes – that is what drives us as a charity. We want to change lives by delivering life-enhancing and accessible cultural, leisure and sporting opportunities that meet local needs. But

above all, our values will not change. We remain rooted in integrity, excellence, creativity and fairness.

Those values will guide us as we establish old and new ways of making lives locally healthy, happy and fulfilled. We will work hard to ensure that our work is accessible to all, particularly for those who need our help to access the best cultural and leisure opportunities, especially in such challenging times.

These values, and our experience of our staff supporting communities in a variety of ways through the pandemic have helped to shape our new operating brand OneRen, launched as we publish this review at the start of 2022. For the first time in our history, we have adopted a name that is truly inclusive of all our services and teams, and their shared aim of working for the whole community.

We want to meet local needs for the whole community. We are a charity determined to do everything we can to deliver life enhancing opportunities. This annual report will give you a rounded view of the sheer diversity and extent of our footprint across the county. As we look towards the part we will play in delivery of the major cultural investment planned for the coming years – we are well placed to continue to widen our scope and deepen our impact.

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**Against a challenging year in 2020/21, we are as inspired as ever by our mission and the developing role we play in helping everyone locally live lives that are healthy, happy and fulfilled.**

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## FINANCIAL STATEMENT

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**The charity is funded through a service payment from Renfrewshire Council, grant income and admission fees generated at its leisure and sports facilities and cultural venues.**

**The charity does not trade for profit. Any surplus generated by the charity is applied solely to the continuation and development of the charity for the benefit of the local community.**

The statement of financial activities for the year ended 31 March 2021 on page 33 shows net expenditure of £1,438,747 (2020 £2,003,369) before other recognised gains or losses.

In line with recommended accounting practice, the reported figures include a notional entry for future pension costs which are based on an actuarial review of future pension liabilities for current and previous OneRen employees. Employer superannuation contributions (pension payments) are paid over to Strathclyde Pension Fund for current employees to meet future pension liabilities.

# FINANCIAL PERFORMANCE

## OneRen

Consolidated statement of financial activities  
Including income and expenditure account

For the year ended 31 March 2021

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
<b>INCOME</b>				
<b>Operation of leisure and cultural activities</b>				
Income from charitable activities	17,280,878	-	17,280,878	19,317,277
Commercial trading operations	(280)	-	(280)	216,330
	-----		-----	-----
	17,280,598	-	17,280,598	19,533,607
Other incoming resources	-	-	-	-
	-----		-----	-----
<b>Total income</b>	<u>17,280,598</u>	-	<u>17,280,598</u>	<u>19,533,607</u>
<b>EXPENDITURE</b>				
Expenditure on charitable activities	18,715,826	-	18,715,826	21,449,581
Commercial trading operations	3,519	-	3,519	87,395
	-----		-----	-----
<b>Total expenditure</b>	<u>18,719,345</u>	-	<u>18,719,345</u>	<u>21,536,976</u>
Net expenditure before other recognised gains and losses	(1,438,747)	-	(1,438,747)	(2,003,369)
<b>Other recognised gains and losses</b>				
Actuarial gains/(losses) on defined benefit pension schemes	<u>(7,642,000)</u>	-	<u>(7,642,000)</u>	<u>5,893,000</u>
	-----		-----	-----
<b>Net movement in funds</b>	(9,080,747)	-	(9,080,747)	3,889,631
Total funds brought forward	(1,791,069)	-	(1,791,069)	(5,680,700)
	-----		-----	-----
<b>Total funds carried forward</b>	<u>(10,871,816)</u>	-	<u>(10,871,816)</u>	<u>(1,791,069)</u>
	=====		=====	=====

## FINANCIAL PERFORMANCE

### OneRen

Consolidated and charity balance sheets

At 31 March 2021

	Group 31 Mar 2021 £	Charity 31 Mar 2021 £	Group 31 Mar 2020 £	Charity 31 Mar 2020 £
<b>FIXED ASSETS</b>				
Tangible assets	722,155	722,155	943,594	943,594
Investments	-	1	-	1
	-----	-----	-----	-----
	722,155	722,156	943,594	943,595
<b>CURRENT ASSETS</b>				
Stocks	74,421	67,356	81,697	74,632
Debtors	4,403,239	4,385,988	4,403,829	4,390,377
Cash at bank and in hand	221,196	221,076	405,709	405,589
	-----	-----	-----	-----
	4,698,856	4,674,420	4,891,235	4,870,598
<b>CREDITORS:</b>				
Amounts falling due within one year	5,052,827	5,024,593	5,466,898	5,446,262
<b>NET CURRENT LIABILITIES</b>	(353,971)	(350,173)	(575,663)	(575,664)
<b>NET ASSETS EXCLUDING PENSION LIABILITY</b>	368,184	371,983	367,931	367,931
Defined benefit pension scheme liability	(11,240,000)	(11,240,000)	(2,159,000)	(2,159,000)
<b>NET ASSETS INCLUDING PENSION LIABILITY</b>	(10,871,816)	(10,868,017)	(1,791,069)	(1,791,069)
<b>INCOME FUNDS:</b>				
Unrestricted income funds	(10,871,816)	(10,868,017)	(1,791,069)	(1,791,069)
Restricted income funds	-	-	-	-
<b>INCOME FUNDS INCLUDING PENSION LIABILITY</b>	(10,871,816)	(10,868,017)	(1,791,069)	(1,791,069)
	=====	=====	=====	=====
<b>PENSION RESERVE LIABILITY</b>	11,240,000	11,240,000	2,159,000	2,159,000
<b>INCOME FUNDS EXCLUDING PENSION LIABILITY</b>	368,184	371,983	367,931	367,931
	=====	=====	=====	=====



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## BOARD OF DIRECTORS



Alan Cunningham, Staff Representative  
Anne Butterfield, Staff Representative  
Ann McMillian, Business Representative  
Bob Darracott, Business Representative  
Eileen McCartin Cllr, Renfrewshire Council  
George Clark, Business Representative  
John Rodger, Sports Representative  
Lisa Marie Hughes Cllr, Chairperson, Renfrewshire Council  
Mary Frances Felletti, Business Representative  
Tom Begg Cllr, Renfrewshire Council  
Valerie Ross, Business Representative

**Structure Governance and Management** – The charity is governed by the rules set out in the Charities and Trustees Investment (Scotland) Act, 2005 and operates as a private company limited by guarantee under the Companies Act. OneRen changed its legal status on 11th November 2014, from a Society under the Industrial and Provident Societies Act 1965 to a charitable company limited by guarantee, to assist with the expansion of OneRen which took place during 2015. The charity's directors are entitled to attend and vote at any General Meeting of the charity. The maximum number of directors is 11, 3 appointed by Renfrewshire Council, 2 employees and 6 from culture, sport and business communities. Board members are selected based on appropriate skills and experience.

**Risk Review** – The board has conducted its own review of the major risks to which the charity is exposed; systems have been established to mitigate those risks and a risk based audit programme is completed on an annual basis to assess and provide assurance on the controls in place. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and to ensure consistent quality of delivery for all operational aspects of the charity. These procedures are also periodically reviewed to ensure that they still meet the needs of the charity and form part of our quality management system.

**Funds held as Custodians** – None of the board members hold any funds as custodians for the charity. Responsibilities of the Board The Board is responsible for preparing the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice. The board is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities and Trustees Investment (Scotland) Act, 2005. The board is also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Statement as to Disclosure of Information to Auditors**  
– So far as the board is aware, there is no relevant information (as defined by section 234ZA of the Companies Act 1985) of which the charitable company's auditors are unaware, and each board member has taken all the steps that they ought to have taken as a board member in order to make them aware of any audit information and to establish that the charitable company's auditors are aware of that information.

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## FURTHER INFORMATION

For further information about  
**OneRen**, please visit our  
website at: [oneren.org](http://oneren.org)

You can contact us:  
**Lagoon Leisure Centre**  
11 Christie Street Paisley PA1 1NB  
Telephone: 0141 618 6351

**OneRen**, a trading name of Renfrewshire Leisure Limited  
Company limited by guarantee no: **490998**  
Registered Charity in Scotland: **SC033898**

**OneRen**, a trading name of Renfrewshire Leisure Trading Limited  
Company limited by guarantee no: **241310**  
VAT Registered Company: **210 0336 83**

[oneren.org](http://oneren.org)  
[#WeAreOneRen](https://twitter.com/weareoneren)  
[@weareoneren](https://www.facebook.com/weareoneren) 