



Report of the Cabinet Member for Investment, Regeneration & Tourism

Cabinet – 15 April 2021

Leisure Partnerships Annual Report 2019/2020

Purpose:	To advise Cabinet of the partnership operations of key facilities within the Cultural Services portfolio
Policy Framework:	Creating an Active and Healthy Swansea; City of Sport; Medium Term Financial Plan
Consultation:	Legal, Finance, Access to Services.
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For Information	

1. Introduction

- 1.1 A report on the performance of partner operators of key Council facilities within the Cultural Services portfolio is reported annually.
- 1.2 This report details some of the key partnership arrangements in providing leisure and cultural services for the benefit of the residents and visitors to Swansea during 2019/2020 and identifies some significant achievements during the year along with some issues and challenges. Where available, reporting performance outturns for the previous period have been retained in the report for comparative purposes for these key partnerships.
- 1.3 The key arrangements outlined within this report include.
 - 1.3.1 Wales National Pool Swansea (WNPS)
 - 1.3.2 Leisure Centres – Freedom Leisure
 - 1.3.3 Plantasia – Parkwood Leisure
 - 1.3.4 National Waterfront Museum Swansea (NWMS)

1.3.5 Other high level information for Partnership facilities at:
Swansea Tennis Centre & Swansea Bowls Stadium

- 1.4 Each partnership has differing arrangements regarding reporting, monitoring and data collation. This report includes performance information for each partner and is an attempt to bring together the key financial and usage information to demonstrate the overall performance of each operation.
- 1.5 The data includes information on key income drivers, overall expenditure including staffing costs and repairs, net cost / profit and associated costs to the Council.
- 1.6 Due to the timings and financial years of all the partnerships, not all figures presented are the externally audited accounts, but represent the internal out-turns agreed with respective organisations.
- 1.7 The reporting period is 2019/20, but this report recognises that some partners financial year ended later than 31st March 2020. Each partners financial year is highlighted with an explanation of how it differs from the Councils financial years within each subsection.
- 1.8 Whilst the report highlights the 2019/20 financial year, the onset of the coronavirus pandemic is important to note. Depending on the partner and their reporting period, the coronavirus pandemic will have impacted their performance to a greater or lesser extent. Separate reports outlining the implications on the partners and requests for additional financial assistance have been put forward and acted on by the Council. Whilst the easing of the restrictions into 21/22 is likely, the impact of continued reductions in performance is likely and subsequent reports to Cabinet will highlight specific issues as required.
- 1.9 Overall usage of the facilities is shown and in general is presented as total usage by all users, including repeat visits. Membership information generally represents the number of enrolled members through a subscription.
- 1.10 Key service outcomes, highlights and snap shots from each partner during 2019/2020 have been included for information. However, the primary purpose of the report remains to evidence partner performance from a financial and quantitative perspective.

2. Wales National Pool Swansea

- 2.1 The partnership arrangement at WNPS is based on a tri-partite agreement between the Council, Swansea University and Wales National Pool Swansea Limited, underpinned by lease and management agreements.
- 2.2 WNPS operates within a financial year that is aligned to the University, therefore runs August 2019 to July 2020 within this report, as opposed to

the Councils, which runs April to March. The out-turn reflects the WNPS pools financial year and the contributory Council costs in their operating period.

- 2.3 WNPS is a not for profit organisation and is managed by a board of directors including three Council members and three University representatives, chaired by Anne Ellis MBE, with advice given by the Head of Cultural Services, and the University Financial Accounting Manager. The current Council representatives are Councillors Mark Child, Robert Francis-Davies, and Robert Smith.
- 2.4 Day to day management is through the General Manager who reports to the Board. The General Manager is supported by a Management Group with representation by the Council and Swansea University Officers.
- 2.5 The funding of WNPS is on a 50% share of net cost after income received, by both the Council and Swansea University. As part of the agreement, Swansea Council also provides the schools swimming programme under a Service Level Agreement (SLA), devolved funding for the Free Swimming Initiative (FSI) under the Welsh Governments Free Swim grant and support towards Swim Swansea's programme costs for use of the facility.
- 2.6 Performance at the start of the year was positive with a number of planned initiatives to improve the service to the customers and make the business more efficient, improve user experience and drive income
- 2.7 The second part of the year did not go as planned due to the Covid-19 pandemic, which impacted performance, reflected in the significantly reduced levels of income. Within the reporting period WNPS was closed from the 21st March 2020 to the 31st July 2020, incorporating 4 months of the financial year. Costs were managed with cuts in discretionary spend in areas such as maintenance but not all costs could be mitigated. Significantly, income was still down by 33% on the previous year causing a 20% increase in partner contributions overall.
- 2.8 Staff costs in 2019/20 were £1,009,493 however a number of employees were furloughed under the Job Retention Scheme for the period the facility was closed. WNPS took advantage of the Governments furlough grant receiving £144,634, reducing WNPS's actual cost of staffing to £864,859.
- 2.9 Due to the 4-month closure as a result of the pandemic total visitor numbers were significantly impacted and down 42% on the previous year.
- 2.10 2019/20 was due to see the new Leisure Management System go live, which has an overall objective to improve customer journey, bookings, memberships and other communication features, linking its neighbouring facilities within the wider Swansea Bay Sports Park. Its implementation has now been delayed due to the pandemic and will go live in early 2021.

- 2.11 A number of maintenance projects were undertaken through the period, including upgrades to the heating and ventilation system and the installation of variable speed drives, which provide better control over the ventilation and will allow for 100% fresh air to circulate the pool hall/building. The training pool has benefited from a new pump and refurbishment of its filter, and changes have been made to the acid dosing system to improve water quality.
- 2.12 It is anticipated that post Covid-19, WNPS will see more significant utility savings as a result of the upgrades.
- 2.13 Due to the pandemic and significant increases in partner subsidy, it was agreed at WNPS Board that there would be no allocation to the sinking fund during 2019/20 to limit revenue liabilities.
- 2.14 In 2019/20 the Welsh Government implemented changes to the Free Swim Grant for the Free Swimming Initiative (FSI) and the level of funding provided was reduced by 50%. These changes were likely to have most impact on participation across the over 60's who previously enjoyed free swimming during all public times. The changes meant that focus needed to change to other priority target groups such as U16 and those in poverty.
- 2.15 Despite the free swimming offer significantly reducing for over 60s, the amended offer was generally well received by the impacted customers, with excellent communication and customer service provided by staff at WNPS. The creation of a new Silver Swim membership at reduced rates resulted in a high level of take up of the new membership, meaning that over 60s could still swim at their chosen times/days but as part of a membership scheme.
- 2.16 WNPS have Service Level Agreements with the University and the Council for many support services. Through the SLA arrangements, the Council provides support for delivering HR, Payroll, PR/Media and Water Safety.
- 2.17 In addition to the regular swimming and lifesaving events, in September 2019 WNPS hosted the Water Polo North Sea Cup, which saw players from across the whole of the UK participate in the event
- 2.18 The pandemic has provided a wide range of challenges operationally with a reduced team to save costs, however through retained staff working remotely or on site during the first lockdown, staff worked incredibly hard facing the tasks of adapting to new ways of working and interpreting evolving guidance in preparation of reopening safely.
- 2.19 WNPS reopened to elite swimmers ahead of the wider public reopening of leisure facilities. Through a commercial arrangement and its relationship with Swim Wales, WNPS continues to support access for the Swim Wales team and this has continued through subsequent lockdowns/firebreaks. This has further highlighted the importance of this National facility and its key contribution of facilitating elite sport.

2.20 **Wales National Pool Swansea Performance**
Table 1

WNPS	2018/19	2019/20
Recreational Swim	£354,558	£227,417
Aqua School	£289,160	£176,629
Other Income	£677,898	£480,534
Total Income	£1,321,616	£884,580
Staff Costs	£950,754	£1,009,493**
Furlough grant	£0	(£144,634)
Repairs & Maintenance	£213,828	£117,292
Other Expenditure	£761,296*	£727,377*
Sinking Fund	£81,391	£0
Total Expenditure	£2,007,269	£1,709,528
Net Cost / (Surplus)	£685,653	£824,948
Council Contribution	£342,826	£412,474

Visitor numbers	240,429	138,577

*includes equipment depreciation

**offset by HMRC furlough recovery grant (80%) = £1444,634

3. Leisure Centres – Freedom Leisure Ltd

- 3.1 The operation of the LC and the Community Leisure Centres (Penlan Leisure Centre, Penyrheol Leisure Centre, Morryston Leisure Centre, Bishopston Sport Centre, Cefn Hengoed Leisure Centre and Elba Sports Complex) were transferred under a partnership arrangement to Freedom Leisure Ltd on the 1st of October 2018. The contract is for 19.5 years. This report details their first full year in operation. Data from their first 6 months of operating 1st October 2018 to 31st March 2019 has been included in table 3 for information. Freedom operate within the same financial year as the Council.
- 3.2 Each facility has slightly different arrangements in relation to proposed legal occupancy; The LC, Penlan Leisure Centre, Penyrheol Swimming Pool and the Elba Sports complex operated under a fully repairing lease as Freedom have exclusivity for their main use. The remaining dual school use facilities are to be under licences to operate or partial leases owing to the joint use nature of the buildings where it is not possible to provide exclusivity.
- 3.3 £5.16M Capital Investment was approved through prudential borrowing and a number of key major project works have been completed. To highlight a few of the works, 2019/20 saw the opening of new gym facilities, studios and reception areas at Bishopston, Penyrheol, Penlan and Morryston.
- 3.4 Penyrheol and Morryston have undergone significant improvements to upgrade the pool wet-side changing rooms and Penlan has benefited from a new Costa Coffee Café which has been incorporated into the newly remodelled reception area. Facilities have received an uplift to general décor throughout and extensive dilapidation works have been carried out.
- 3.5 The Council has worked with Freedom Leisure as part of the project team and some original proposed works have needed to be revised owing to pressures on the budget due to increased cost and unanticipated dilapidations. Work to improve the LC catering and waterpark have for now been reallocated to other areas where there was a greater need, such as new roofs and roof repairs at Penlan and Morryston. With schemes still ongoing, best value is being sought to ensure that the remaining funds are

directed most appropriately by Freedom into the facilities for long term sustainability.

- 3.6 Energy saving projects across the portfolio have been completed and reductions in energy consumption at sites is being realised. The projects include LED lighting within the sports halls, solar panels at Penlan and Morryston, low-flow showers at the LC along with new boilers at Penyrheol & Penlan. Air handling improvements in changing areas and the commissioning of the combine heat and power unit at Penlan.
- 3.7 Freedom funding to further develop the detailed design and planning phases for a new 3G barn and improved school and community leisure facility at Cefn Hengoed, with support from a number of key funding sources continues to progress. Key stages through 2021-22 will see further progress including application for planning and tendered costs being understood for a significant improvement to the leisure and PE offer at the site.
- 3.8 Across the Freedom sites, visitor numbers in 2019/20 were just short of 2 million and indication of a success and achievement for Freedom Leisure's first full year of operating. Gym memberships at 31st March 2020 stood at a new high of 9,012 members across the contract, an increase of 14% compared to the previous year.
- 3.9 March 2020 performance was significantly impacted with a full closure due to the pandemic, but was felt through the earlier months of 2020 as speculation of the virus grew and income and footfall started to reduce prior to government announcements. Despite the pandemic impact, Freedom Leisure exceeded bid income expectations by £98k and year-end accounts saw an operating surplus of £26k. Memberships and swimming were key contributors to this. Operating surplus' are recorded as part of the contract monitoring, with agreements for determining the sharing of cumulative years surplus' through the contractual term of the partnership.
- 3.10 In line with their bid submission and contractual terms, a management fee of £1,923,370 was paid to Freedom Leisure for 2019/20.
- 3.11 Citywide membership "One City, One Membership" launched on the 1st October 2019. This was achieved earlier than the original commitment of January 2020. Take up has seen a steady growth in members.
https://www.youtube.com/watch?v=_Qrq78loQdE
- 3.12 A new direct debit option and pricing structure for the Learn to Swim programme was implemented and well received across all sites. New sessions were developed within an expanding programme and there continues to be good growth within the programme. 2019/20 saw a 20% increase on participation in comparison to the previous year with 1,953 learn to swim uses enrolled.

- 3.13 Freedoms Active Communities Plan (Swansea) continued to develop and is considered to be fully aligned to the Wellbeing of Future Generations Act 2015 and the current Swansea Corporate Priorities and Wellbeing Objectives 2018-2022.
- 3.14 2019/20 has seen pre-existing programmes strengthen across the facilities, half term camps evolve and new partnership programmes such as 'Friday Night Kicks' introduced at both Penlan and Morriston. Working with the Councils Sport and Health Team, the Us Girls programme continues to grow and attracted both local and national media interest over the summer months and is offered at three of the councils leisure facilities operated by Freedom.
- 3.15 The LC continues to rank in the top 5 in Europe and holds the Travellers Choice and Centre of Excellence awards for 2019.
- 3.16 From a staffing perspective, Freedom have added three brand new permanent employee roles to the establishment which will be critical in supporting the business plan moving forward. Two new sales posts in Swansea East and West and a new contract wide marketing executive.

3.17 **Community Leisure Centre Performance - Per Facility Breakdown**
Table 2

	LC	Penlan	Penyrheol	Morriston	Bishopston	Cefnhengoed	Elba	Swansea Active Communities
	2019/20	2019/20	2019/20	2019/20	2019/20	2019/20	2019/20	2019/20
Total Income (Excluding Management Fee)	£3,104,418	£1,086,611	£1,016,931	£498,951	£271,944	£60,903	£68,038	£3,455
Total Expenditure	£3,589,396	£1,542,683	£1,282,425	£929,483	£380,847	£178,564	£148,719	£28,529
Management Fee	£325,098	£583,156	£231,519	£436,898	£146,863	£122,508	£77,328	N/A
Total Usage	630,273	359,064	494,403	312,391	109,056	53,532	36,294	N/A
Gym Membership	3,311	2,085	1,894	872	632	218	N/A	N/A
Learn To Swim Membership	218	745	601	389	N/A	N/A	N/A	N/A

3.18 **Community Leisure Centre Performance – Overall Contract**
Table 3

	2018/2019 (1.10.18 – 31.3.19)	2019/2020
Total Income (Ex Management Fee)	£2,901,051	£6,111,251
Total Expenditure	£3,848,590	£8,080,645
Management Fee	£964,596	£1,923,370
Total Usage	971,770	1,995,013
Total Membership	7,757	10,965

4.0 **Plantasia – Parkwood Leisure Ltd**

- 4.1 Parkwood Leisure Ltd were awarded a 15-year contract to operate Plantasia in 2018. They took over the operation from the Council on the 1st of February 2019.
- 4.2 Parkwood Leisure operates on a financial year that runs January to December, as opposed to the Council's. This report reflects Plantasia's financial year January 2019-December 2019 and the Council costs in that period.
- 4.3 Following the contract award, mobilisation and facility handover, Plantasia remained closed until April 2019 to complete significant capital improvement works and backlogged maintenance. This was enabled through prudential borrowing from the Council and a sum of £1.1m was agreed under the agreed contractual terms.
- 4.4 The financial information depicted in table 4 below represents January to December 2019, including 11 months of Parkwood managing the facility and 9 months of official trading and operation. The facility officially re-opened to the public on the 13th April 2019.
- 4.5 For comparative purposes, the last full year's operation by the Council was in 2017/2018, which has been presented within table 4. The Council operated the facility in 2018/2019, however operations were largely disrupted due to works being carried to the site and immediate business park by Hammersons, plus was impacted by the closure of the facility from January 2019. 2017/2018 therefore represents the best baseline comparison.
- 4.6 In line with their bid submission and contractual terms a management fee of £181,468 was paid to Parkwood Leisure in 2019.
- 4.7 Including the management fee paid above, Parkwood Leisure provided an outturn showing an operating profit of £74,357 in 2019, representing a strong start to the contract. Operating surplus' are recorded as part of the contract monitoring, with agreements for determining the sharing of cumulative years surplus' through the contractual term, including agreed provisions for continual joint investment into the attraction as a continued priority.
- 4.8 In comparison, the facility was operated by the Council in 2017/18 with an overall Net council subsidy of £275,332.
The cost to the Council in 2017/18 was £93,864 more than what has been provided as the year one management fee, representing a saving of 36% in operating subsidy.
- 4.9 Parkwood had a successful first year (9 months trading) with visitor numbers totalling 77,509, up by 73% when compared to the 17/18 visitor numbers (44,780).

- 4.10 The capital works have enabled an extensive refurbishment and major upgrade to the facility, providing a transformed offer with a more modern and welcoming experience, including physical and virtual interaction opportunities and additional animals to the already varied zoo collection. The existing café space has been transformed into a Rainforest Café to incorporate the theme throughout the facility adding to the improved guest experience from start to finish.
- 4.11 In addition to the £1.1m capital works, Parkwood Leisure invested in the installation of a new economic heating system and the introduction of a plant irrigation system. Cost savings have already been achieved through these upgrades.
- 4.12 Contract mobilisation resulted in 7.5 full time equivalent employees being TUPE transferred to Parkwood Leisure from the Council. Since contract start, Parkwood have recruited an additional 3 full time equivalent employees plus casual workforce.
- 4.13 New positions include a Visitor Attraction Manager, Operations Manager, Zoo and Education Manager and a Zoo and Education officer. All staff have received additional training and have been upskilled to be multi-disciplined to be able to work in different areas of the facility when required. Two members of staff have been enrolled on to a Level 3 Management NVQ.
- 4.14 A programme of themed and relevant events were extremely popular throughout the year, in particular the Dinosaurs in the Jungle events as sell out activities.
- 4.15 Additionally an extensive calendar of events and activities such as ranger trails, animal handling and zookeeper talks are now available daily; these have been introduced in order to increase the customer dwell time, providing an improved overall visitor experience and perceived value for money.
- 4.16 A new schools programme has been developed and an educational outreach programme has been introduced, attracting commercial sponsorship through a partnering with Admiral Insurance.
- 4.17 During 2019 Plantasia was awarded with the following achievements:
- VAQAS Accreditation by Visit Wales
 - Winner of Best New or Renewed Business in the Tourism Swansea Bay Awards
 - Achievement of the Learning Outside the Classroom Award
 - Shortlisted for – Best Tourist attraction in the Swansea Life Awards, Best Family Day Out in the Welsh Hospitality Awards and Best Attraction in the Tourism Swansea Bay Awards

4.18 Plantasia Performance

Table 4

Pantasia	2017/18 (April – March) Swansea Council	2019/20 (Jan – Dec) *Open from April* Parkwood Leisure
Income	£105,393	£445,977
Total Expenditure	£380,725	£553,088
NET expenditure/ Management Fee	£275,322	£181,468
Operating surplus	£0	£74,357*
Total Visitors	44,780	77,509

*Operating surplus' to be shared with the Council as part of contractual arrangements, reviewed on a cumulative and average basis based upon a number of years performance.

5. National Waterfront Museum Swansea

- 5.1 The National Waterfront Museum, Swansea (NWMS), operated by Amgueddfa Cymru-National Museum Wales, first opened to the public in October 2005. The Museum follows an identical financial year to the Council
- 5.2 The Museum is funded through an innovative public-sector partnership between Amgueddfa Cymru and Swansea Council, set up in 1999 to develop the museum and is fully defined in the Operational Agreement signed by both parties on the 6 October 2005. Under the terms of this partnership agreement, Swansea Council contributes a proportion of the museum's annual revenue costs.
- 5.3 The partnership is overseen at a strategic level by a not-for-profit company, NWMS Ltd, the Board of which is made up of three elected members of Swansea Council (Cllrs Robert Francis-Davies, Joe Hale and Erika Kirschner) and three trustees of Amgueddfa Cymru, together with an independent chair (Mr Roy Phelps). Operational issues are monitored by a group of officers from both the Council and Amgueddfa Cymru (the Operational Review Team). Both the Board and Operational Review Team meet at least twice a year.

- 5.4 Since opening the museum has enjoyed a high level of visitor support and this has steadily increased from an average of over 245,000 per year in the three years from 2006 to an average of 275,798 in the three years from 2017/18 (38% higher than was predicted in the original business plan).
- 5.5 By 31 March 2019 the museum had received a record number of annual visits during the previous 12 months, just over 285,000. This good performance is thanks largely to the museum's extensive programme of around 300 events each year and around 20 temporary exhibitions. Another factor in this success is that the museum continues to expand its links and informal partnerships with organisations; educational institutions and communities throughout the Swansea Bay region and beyond, resulting in a range of joint events that help showcase the area's vibrant cultural and intellectual life as well as its industrial heritage.
- 5.6 The onset of Covid-19 in the early months of 2020, resulted in reduced visitor number and eventually led to the museum's temporary closure to the public on 17 March. This reduced the annual figure for 2019/20 to 265,601 visits.
- 5.7 Earned Income in 2019/20 was down 30% on the previous year. There were two main contributors to this. 2018/19 had a high number of one off corporate hire bookings which helped to boost the previous year's income and 2019/20 Quarter 4 was affected from the early stages of the pandemic with the cancellation of exhibits and events from as early as December 2019
- 5.8 Major repairs, renewals and maintenance are the responsibility of Amgueddfa Cymru/National Museum Wales, funded from the Museum's core budget and its ring-fenced Renewals & Refurbishment Fund, as required.
- 5.9 During 2019/2020, a major overhaul was undertaken of the museum's computerised building management system, a detailed specification commissioned for a new CCTV array and a professional review begun of the building's heating and environmental systems.
- 5.10 The GRAFT community garden, occupying the open area between the two wings of the museum building was established in 2018, and has steadily created an attractive space and a dynamic learning facility for both children and adults. Much of the construction of the garden's raised-bed vegetable patches was undertaken by volunteers from a wide range of local community and care groups, overseen by the Swansea artist Owen Griffiths and the museum's Learning Team. Its ongoing maintenance attracts a growing number of volunteers from these organisations. The garden is now equipped with a clay oven, two bee hives and a poly-tunnel. The garden's produce is used for both educational and charitable purposes.

5.11 Some of the highlights in the exhibitions, events and learning programme during 2010/20 have included the following:

- The summer exhibition entitled *Pobl*, which provided a wide-ranging and multi-voiced view of the work of the museum and the many communities and organisations it serves.
- The Swansea Science Festival in October that is run in partnership with Swansea University.
- A joint programme for schools with Swansea Museum and Theatr na nOg throughout the Autumn term, combining drama performances and hands-on learning sessions based on the life of the pioneering naturalist, Alfred Russell Wallace.
- The autumn exhibition, *Innovate*, which celebrated contemporary Welsh scientific technical and design.

5.12 **National Waterfront Museum Swansea Performance (Table 5)**

National Waterfront Museum	2018/19 Actual	2019/20 Actual
National Museum Wales grant	£811,000	£827,000
Welsh Government grant	£550,00	£550,000
CCS contribution	£463,877	£475,776
Earned income	£266,870	£185,704
Total income	£2,091,747	£2,038,000
Staff costs	£1,225,263	£1,254,107
Repairs & maintenance	£324,577	£188,399

Other expenditure	£425,890	£410,850
Total expenditure	£1,975,730	£1,853,356
Carry forward (to)/from Renewals & Refurbishment Fund	(£116,017)	(£184,644)
Total visits	285,148 (Easter = 1 April)	265,601 (Easter = 12 April)

6.0 Other Partnership Facilities

- 6.1 The Local Authority has a number of other successful partnership arrangements with Leisure facilities. The most significant of these are the Swansea Indoor Bowls Centre and Swansea Tennis Centre.
- 6.2 The performance of each of these sites individually indicates a productive partnership with benefits to Swansea Council, our partners and Swansea's residents and visitors.
- 6.3 Each of the key partnerships operate in differing ways in terms of monitoring, data collection and facility operation. The flexible approach allows the partnership to operate in the most appropriate way, given the resources of partners, scale of operation and needs of the customers.

Swansea Indoor Bowls Stadium

- 6.4 Swansea Indoor Bowls enters its 7th year as a limited company. They operate under a fully repairing lease agreement and the Council provides zero subsidy towards the operation of the Bowls Stadium. The Bowls stadium follows the same financial year as the Council.
- 6.5 Income and usage were slightly impacted by the early stages of the Covid-19 pandemic with the stadium having to close for business on the 17th March 2020.
- 6.6 Whilst the club reported losses in 19/20, these were considerably less than in 18/19. Had it not been for the early closure, the stadium predicted they would have ended the year above their 2018/19 income and usage figures.
- 6.7 Membership as at the 31st March 2020 was 648 members. The Stadium continues to attract new members, 58 of the current memberships in that period were new and the majority of these joined after going through the Stadium's coaching clinics which have proven to be very popular.

- 6.8 The Stadium's leagues continued to flourish in both the winter and summer. Swansea Indoor Bowls Stadium remains the only stadium in Wales that runs a comprehensive summer league programme that is open to both members and non-members.
- 6.9 During 2019/20 Swansea Indoor Bowls Stadium entertained touring teams from Hereford County Bowls Club, London Welsh Bowls Club and Melton and District Bowls Club from Leicester.
- 6.10 During October 2019 the Stadium hosted a double rink tournament with participants from clubs in Jersey, Scotland and Ireland as well as the Stadiums own members.
- 6.11 The stadium saw some success with two members winning the Welsh Men's over 60's Pairs Title and the Men's over 60's team reached the final of the National Championships. Unfortunately, due to the pandemic the final is yet to be played.
- 6.12 The board continues to invest heavily in the upkeep of the stadium. The work which started in 2018/19 on the stadium's air handling and heating units has been completed. This was a significant capital investment for the future of the stadium.
- 6.13 In 2019/2020 all electronic rink score boards and totaliser boards were replaced and the CCTV system received an upgrade adding additional cameras. New computers and printers were also purchased for the facility administration.

Swansea Tennis Centre

- 6.14 Tennis Swansea 365 Ltd (TS365) are the operators of Swansea Tennis Centre. They operate under a fully repairing lease and the Council provide zero subsidy towards the operation of the facility.
- 6.15 TS365 provide a sustainable business model and service, delivering indoor, outdoor and outreach Tennis development within Swansea and for neighbouring counties. The facility has a thriving and busy programme, catering for all ages and abilities and considered as a Regional Performance Centre and are often used as a benchmark or case study for similar facilities across the UK.
- 6.16 TS365 operates on a financial year that runs June 2019 to May 2020, as opposed to the Councils financial accounting period.
- 6.17 The Covid-19 pandemic hit the facility in March 2020 prior to the end of the financial year, impacting revenue and usage. However, prior to the pandemic the facility performed well with 500 participants on the learn to play tennis programmes each term, with organised sessions thriving, recreational court hire in demand and peak court utilisation of over 90%.

Ace Fitness was performing well, as were the schools and outreach/parks programmes.

- 6.18 The Tennis Centre is the host of numerous successful events each year and in the summer of 2019 hosted the 75th Swansea Junior Championships (formally known as the Langland Tournament). Over 112 players took part in the 5-day event.
- 6.19 Overall, the financial performance of the Tennis Centre saw a small loss in 2019/20 with income down 5% on the previous year. However, it is evident that expenditure was tightly monitored and controlled, coming in lower than the previous year.
- 6.20 New court dividers and tennis nets were purchased in 2019/20 to give the courts an upgrade. The divider nets are a bespoke royal blue that match the business logo colour and have provided an uplift to the main hall. The old dividers were donated to a local football club for them to reuse as football nets.
- 6.21 2019/20 saw the return of the Swansea University Tennis Teams at the facility following 5 years of alternate use at David Lloyd Club and Swansea Squash and Racquets Club. The University team have now returned and the Swansea Tennis Centre, now considered their main hub.
- 6.22 **Other Partnership financial information**

Swansea Indoor Bowls Stadium Performance

Table 6

Swansea Indoor Bowls Stadium	2018/19	2019/20
Bowls Income	£94,636	£89,479
Bar & Catering Income	£17,127	£21,905
Other Income	£19,902	£13,488
Total Income	£131,665	£124,872
Staff Costs	£39,295	£43,619

Building and Maintenance	£50,333	£16,318
Other Expenditure	£67,084	£79,706
Total Expenditure	£156,712	£139,643
Total Use	64,796	59,528

6.23 Swansea Tennis Centre Performance

Table 7

Swansea Tennis Centre	2018/19	2019/20
Junior Course Income	£153,423	£132,501
Adult Course Income	£27,216	£22,264
Other Income	£162,176	£171,929
Total Income	£342,815	£326,694
Staff Costs	£116,242	£113,310
Repairs and Maintenance	£5,307	£6,968
Other Expenditure	£220,529	£216,593
Total Expenditure	£342,079	£336,871

Total Ace Fitness Members	2088	1392
Total Usage	68,076	57,985

7.0 Monitoring Arrangements

7.1 Officers will continue to monitor these facilities to ensure that they are complying with the terms of the various agreements and leases that are in place, as well as to ensure that they are contributing towards the objectives of the Council's ambitions as identified in the agreed Policy Commitments. Of particular interest are the contributions made to:

- The City of Sport and Culture
- Well-being of Future Generations
- A Healthy City
- The support of the tourism economy
- Creating an Active and Healthy Swansea

8.0 Summary

8.1 This report identifies the various agreements that are in place with each of the key partners operating Leisure and Cultural Services. The report also highlights the rationale for the variations due to the differing circumstances and requirements of other bodies involved in each partnership.

8.2 With the differing models it is also clear that standardising monitoring and reporting is not straight forward, but measures are taking place to use the accepted good practice, based upon compliance to the relevant agreement and performance management.

8.3 This report is also a mechanism of identifying the successes and challenges and a transparent approach to displaying the delivery of services by the various partnerships, the outcomes and the cost of supplying those services.

8.4 It also demonstrates that the Council is challenging the partners to maintain quality and improved services to which all partners reported are working towards delivering and achieving such improvements.

9.0 Equality and Engagement Implications

9.1 The Council is subject to the Public Sector Equality Duty (Wales) and must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

9.2 Our Equality Impact Assessment process ensures that we have paid due regard to the above. Any changes of service or introduction of new services are subject to the Council EIA process. This includes partnership operations of key facilities within the Cultural Services portfolio. EIA's have been or will be undertaken when appropriate.

10.0 Legal Implications

10.1 There are no further legal implications over and above those outlined in the body of the report and any future implications would be subject to separate reports in line with the Councils constitution.

11.0 Financial implications

11.1 There are no further additional financial implications over and above those outlined in the body of the report and any future implications would be subject to separate reports in line with the Councils constitution.

Background Papers: EIA Screening Form.

Appendices: None