



Healthier, happier, more connected lives.

South Lanarkshire
Leisure and Culture

Annual

Strategic Report
2024-2025



SOUTH LANARKSHIRE
Leisure & Culture





Message from the Chair

It is my privilege for the third year, to give some opening comments to the Annual Report. I can only start by saying that the year 2024 to 2025 saw some significant challenges. We were faced with an almost perfect storm of increasing costs, a general cost of living crisis and significant pressure on all public sector services. In turn we saw a reduction in our service range, although we were able to retain all the staff in our employment, and we continued to provide high standards of services. It is noteworthy that customer comments consistently referred to the respect with which the public views our staff contribution.

With challenge, of course, comes opportunity. Our leadership team was well established during the year; we at Board agreed a restructuring of the organisation's management in line with ambitious visions for the future; we worked between the Board and the strategic leaders to plan towards a sustainable, high quality service, one that will meet all the health and wellbeing objectives that we believe are at the heart of all that we do.

We worked and continue to work in collaboration with senior officers of South Lanarkshire Council and with their elected members to develop financial and estate strategies for the longer term. And we moved towards a new formal relationship with the Council, as the main provider of leisure and culture services, contributing to the Council's Strategic Commissioning Plan - a plan that will shape our alignment of services to both the Council's Strategy and that of our Board.

At Board, we recognise the resilience, flexibility and patience of our staff - our biggest asset - as we have gone through these challenging times. We are grateful to our Chief Executive Kay Morrison and her leadership team for working to sustain a positive culture and a sense of vision for the future.

Although it was announced at the start of this incoming year that Kay has been appointed to a new post, I know that the Board would want to put on record our appreciation for not only how she steered the service over past years, but for her resilience in shaping our future strategic direction. Kay's successor, Nick Lansdell, and I will take forward the strategic direction of the Board into 2025 and onwards.

And to the Trustees of the Board, I would thank them for their support of the Chair and for the collegiate approach they have collectively taken to the responsibilities that sit with them.

We enter 2025 to 2026 with a strong sense of opportunity ahead for our leisure and culture services.

Dr Avril Osborne
Chair of the Board



Message from the Chief Executive

It is with great pride and optimism that I present this year's Annual Strategic Report for South Lanarkshire Leisure and Culture. The period from April 2024 to March 2025 has been one of transformation, resilience, and renewed purpose.

Despite the economic pressures and sector-wide challenges we've faced, our organisation has continued to deliver high-quality, inclusive services that make a real difference in the lives of our residents. From health interventions and cultural programming to outdoor recreation and digital innovation, our teams have worked tirelessly to ensure that our facilities and services remain accessible, impactful, and welcoming.

This year, we've seen record engagement across our health and wellbeing programmes, expanded our digital infrastructure, and launched new initiatives that connect communities - from podcasting in libraries to inclusive sailing sessions at James Hamilton Heritage Park. Our customer satisfaction remains high, with over 9 million visits to our venues and 83% of respondents reporting a positive impact on their health and wellbeing.

We've also made significant strides in organisational sustainability. The launch of our new SLLC App, the rollout of Oracle Fusion for people management, and the completion of key projects under the Council's Transformation Fund are just a few examples of how we're modernising and future-proofing our services.

I want to thank our dedicated staff, volunteers, and partners for their unwavering commitment. Their creativity, compassion, and professionalism continue to inspire me. I also extend my gratitude to our Board of Trustees and South Lanarkshire Council for their strategic guidance and support.

As we look ahead to 2025/26, we do so with a clear vision and a strong foundation. Together, we will continue to champion health, culture, inclusion, and community, ensuring that South Lanarkshire remains a vibrant place to live, learn, and thrive.

Nick Lansdell
Chief Executive

Introduction to South Lanarkshire Leisure and Culture

South Lanarkshire Leisure and Culture SCIO is a not-for-profit Scottish charity responsible for the operation, management and development of indoor and outdoor sport and leisure facilities, community halls, arts venues, country parks, libraries and a museum and associated initiatives and events throughout South Lanarkshire.

We work in close partnership with our main funder, South Lanarkshire Council, to ensure the highest possible service is offered to residents and visitors to the area.

The business delivers services in the following main areas:

- Sport and Physical Activity (leisure centres, swimming pools, Development Services, ice rink and Active Schools)
- Cultural Services (community halls, venues, school lets and Arts Development)
- Libraries and Museums Service
- Outdoor Recreation (outdoor pitches, Outdoor Learning and Adventure, water sports centre, country parks and golf)

Key to delivering on our **Vision** and **Mission** are the **Values** that we hold:

Vision:
Healthier, happier, more connected lives.

Our
Vision
Mission
Values

Mission:
Improve health and wellbeing by offering **attractive, affordable** activities delivered with **warmth, friendliness** and individual **pride**.

Values:

• Do the right thing	Even when no one's looking.
• Be a great team	Work together. Share ideas. Share mistakes. Share successes.
• Own it	Be accountable for outcomes good and bad. Don't pass the buck.
• Be positive	Be hospitable. Make people feel good.

7



Customer satisfaction

Our leisure centres, cultural venues and outdoor spaces continue to grow in popularity, with **over 9m visits** to our facilities this year...up **over 300,000** on last year!

SPORT and PHYSICAL ACTIVITY

2023-24 2,760,062

2024-25 down 151,731 to 2,608,331

CULTURAL SERVICES

2023-24 1,647,469

2024-25 up 150,402 to 1,797,871

LIBRARIES and MUSEUM

2023-24 1,739,118

2024-25 up 167,299 to 1,906,417

OUTDOOR and COUNTRY PARKS

2023-24 2,575,033

2024-25 up 427,268 to 3,002,301

'Brilliant idea to have these annual events.

Good value for money and very enjoyable.'



Hamilton Mausoleum tour

'We were not sure what to expect... (been) telling everyone how wonderful our experience was. Tour guide made the day.'

What our customers think*

95% rated our staff fair to excellent

93% said our overall service
(value for money, cleanliness, and
quality of equipment) was fair
to excellent

80% of respondents said they would recommend us to a friend

83% said their visit had a positive impact on their health and wellbeing saying they felt:

- healthier
- better
- happier
- satisfied
- energised, and
- achieved their goal

83% said our website and booking processes were easy to navigate

85% thought it was easy to interact with our social media pages

* We invited our service users to participate in a series of short surveys throughout the year with approximately 2,300 customers responding.



Comedy night at Rutherglen Town Hall

'This was my first time here and I was sooo impressed... I can't fault my experience tonight... I will happily go there again.

Other establishments should visit Rutherglen Town Hall to see how to do disabled access at its best.'

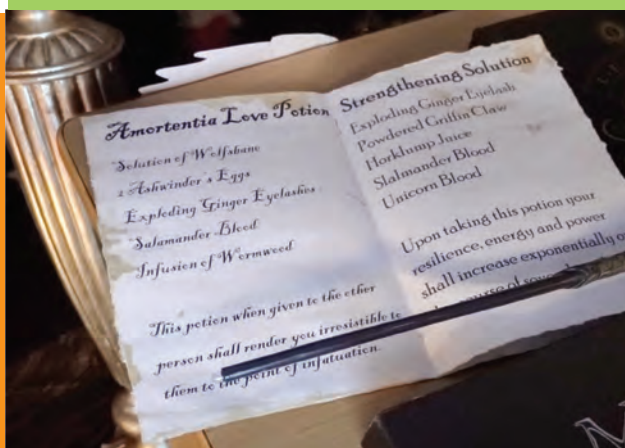


Calderglen Country Park

'I enjoyed the gardens in the zoo area. They are beautifully kept and obviously cherished.'

Libraries

'Attended the Harry Potter Experience in Uddington Library today - spectacular event. Thanks to staff.'



SLLC Strategy 2022-2027

In line with our Vision, Mission and Values, the South Lanarkshire Leisure and Culture Strategy 2022-2027 was published in June 2022, outlining our strategic objectives.

The creation of the strategy was the result of extensive consultation with our staff, partners and stakeholders who provided input via a range of surveys and workshops.

During the development of the strategy we also worked closely with our Council partners and in particular we made use of the evidence provided by the Council including social, economic and health related data.

Objectives

Health and Wellbeing

Help the people of South Lanarkshire to live healthier, happier lives with a focus on physical and mental wellbeing

Connected and Engaged

Enable people to connect with each other and with their community through the services we provide

Equality and Inclusion

Provide accessible wellbeing and learning services through targeted interventions

Organisational Sustainability

Develop a business model that allows sustainable provision of quality services in priority areas

Cross Cutting Themes

- Reduce inequality
- Recover, progress and improve
- Work towards a sustainable future

Our objectives sit alongside the cross-cutting themes of 'reduce inequality', 'recover, progress and improve' and 'work towards a sustainable future' identified by the Council Plan and Community Plan.



Our objective:

Health and Wellbeing

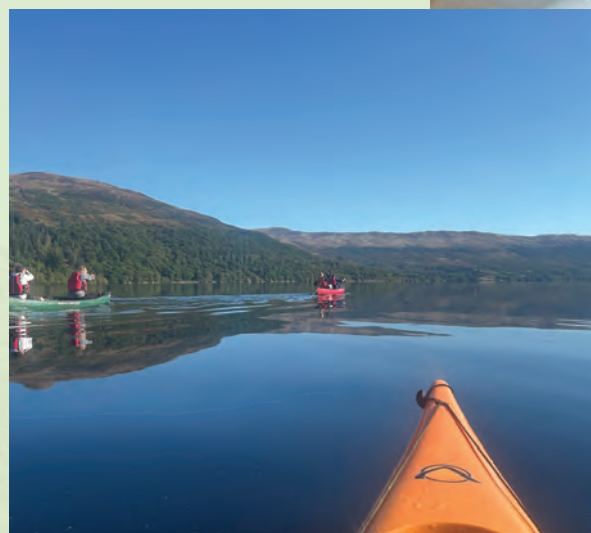
We will: help the people of South Lanarkshire to live healthier, happier lives with a focus on physical and mental wellbeing

Outdoor learning

As an Approved Activity Provider for The Duke of Edinburgh's Award (DofE) scheme, staff from our Outdoor Resource Base (ORB) recently enabled a small group of boys and girls from Kear Campus in Blantyre to complete their Bronze Duke of Edinburgh Award.

Their experience involved canoeing in the Trossachs National Park and being assessed whilst paddling along the Falkirk to Edinburgh stretch of the Union Canal.

For some of the young people it was their first proper experience of being out in the wilds of the mountains and lochs. They worked well as a team and used the opportunity to reflect and enjoy the stunning surroundings. As well as canoeing, the young people wild camped at Loch Chon, cooking their food on the beach in a fire pit. All participants displayed a great attitude towards each other, and the environment they were in, and made lots of positive choices along the way.



Support when it's needed

In addition to our established weekly Macmillan Cancer Information and Support Service, East Kilbride Central Library runs a monthly Peer Support Group for anyone affected by cancer. The group is run in partnership with Macmillan Cancer support, the Improving the Cancer Journey Team and Library staff. The library team also visit Kilbryde Hospice monthly to provide information on digital library resources for people receiving palliative and respite care.

Furthermore, colleagues at Hamilton Town House Library hosted a lunchtime event to mark Demystifying Death Week, featuring live music from local duo Cardie's Brig. The event created a relaxed space for open conversations about bereavement and hospice staff were available to offer support and answer questions with the live music bringing smiles to the faces of customers and staff alike.





Promoting positivity

Our Arts Development Team contributed once again to the Scottish Mental Health and Film Festival (SMHFF). The theme was 'IN/VISIBLE' with the aim of promoting positive attitudes towards mental health, mental illness, support and recovery, through the influence of the creative arts.

Feedback was positive including -

'Excellent class, excellent environment and calm environment too. Tutor was amazing'.

'Very relaxing and therapeutic class. Great tutor. Made the group welcome and able to explore a new and exciting craft'.

In addition, our Young at Heart dance project explored dance and exercise in a weekly one hour workshop over three weeks of the festival. It is recognised that dance can improve our self-esteem and confidence and allow us to easily express ourselves.

Healthy lives

Our Health Development team continues to deliver positive impacts for the residents of South Lanarkshire with a number of new and ongoing initiatives attracting **6,281 referrals** this year to our health intervention programmes, our highest ever number.

Following a trial by NHS Lanarkshire, a new model of care for Musculoskeletal (MSK) Physiotherapy was developed by our Health team. This new model, in partnership with the NHS, will support large waiting lists and improve the access and rehabilitation of patients via health intervention programmes.

We introduced our new Weigh to Go - PREVENT programme in partnership with the NHS. This clinically developed referral-only programme will support individuals to make meaningful, long-lasting changes to their lifestyle by setting achievable goals. Combining education, exercise and group support, the aim is for participants to significantly reduce their risk of developing Type 2 diabetes and other serious health concerns.

And we haven't forgotten our staff as we have introduced a direct pathway between our Human Resources team and our Health team, seeing referrals for employees whose physical and mental wellbeing may improve by engaging in our existing health programmes.

Libraries continue to work with colleagues in NHS Lanarkshire Public Health on campaigns such as Child Smile Month, health promotions such as Smoking Cessation, and Mental Health Awareness Week, promoted on social media.

Finally, rebound therapy is a therapeutic trampoline exercise for individuals with physical or learning disabilities. Engaging in a gravity-free environment enhances physical ability and provides recreational opportunities for people across a wide spectrum of needs. It has also benefitted the business as five additional staff have been trained to deliver the programme thus increasing capacity to meet demand with **180 individual sessions** delivered throughout the year.



Lanarkshire

Our objective: Connected and Engaged

We will: Enable people to connect with each other and with their community through the services we provide

Community learning

Our commitment to community learning is transforming lives across the region. This year alone saw over 3,500 participants engage in 171 learning programmes, resulting in almost 9,000 learning outcomes being achieved. From digital skills to sports leadership, first aid to mental wellbeing, the range of opportunities has empowered people of all ages to grow in confidence and capability.

Many previous participants now volunteer on a regular basis within local schools, sports clubs and community organisations, supporting others while building and enhancing their own employability.

With 14 external practitioners helping shape these programmes, the impact extends beyond individuals; it strengthens community ties, creates new social connections, and fosters a culture of support and shared growth. By focusing on life skills, mental health, and inclusion, SLLC is not only addressing immediate learning needs but also equipping communities to thrive, connect, and lead their own development. It's learning that lasts and ripples outwards.



Find your feel good

Our Activage-focused campaign showcased the comprehensive benefits of our over 60's membership, emphasising additional perks like golf, active days, performance and show discounts, and more. We featured our own members and centres in our advertising imagery with the central theme being 'Find your feel good' and embrace a vibrant, active lifestyle with Activage - the ultimate membership for the young at heart! Our goal was to engage with as many residents of South Lanarkshire as possible, encouraging them to embrace an active lifestyle in alignment with our mission statement.

Digitally the message reached approximately 15,000 individuals on Facebook, with our adverts displaying over 80,000 times on both Google and Facebook. In addition, we had posters and external banners displayed across our whole estate. A total of 645 individuals clicked on our 'Join online' button, resulting in over 700 new or renewed Activage memberships.



Connecting our communities

This year saw significant progress across multiple community initiatives. We successfully delivered phase 1 of the Club SL data management service and the management of outdoor pitch block booking requests using Microsoft Power Automate. Our digital infrastructure was further strengthened with Wi-Fi installations at Eddlewood Public Hall to support NHS partners; Willie Waddell Sports Centre to enable new on-site library services, and Hillhouse and Earnock Community Centre - bridging the digital divide in key areas while supporting educational, health, and community development goals.

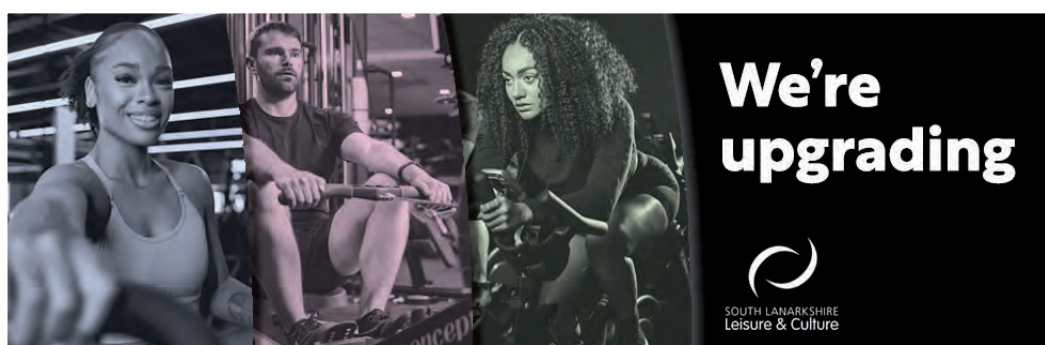
Additionally, we secured vital funding from South Lanarkshire Council for the Control Access and Remote Access Projects, ensuring safer and more efficient facility management. These accomplishments reflect our ongoing commitment to innovation, connectivity, and community empowerment.

Customer consultation

This year saw us consult with our health and fitness members on an upgrade of gyms and fitness studios across our leisure centres. This project, in partnership with South Lanarkshire Council, represents a major investment in the future of health and wellbeing across South Lanarkshire.

We engaged with members through our website, social media, onsite materials, email communications, and direct engagement from staff. **Over 3,000 responses** were collected from our members via an online consultation, with paper copies also available for those who preferred.

Look out for the results next year!



Our objective:

Equality and Inclusion

We will: Provide accessible wellbeing and learning services through targeted interventions

Confidence building...

May and June 2024 saw a six week series of Sailability sessions at James Hamilton Heritage Park involving pupils from Sanderson and Rutherglen High Schools. These sessions, part funded by South Lanarkshire Disability Sport and RYA Scotland, gave young people with disabilities the opportunity to get afloat and master some basic sailing skills.

Over the six weeks young people with a range of cognitive and communication challenges came together to learn to sail. Practice time on the water buoyed their determination and gave them the skills and confidence to build on their abilities to sail. In the process they gained their RYA Accredited qualifications which allowed them thereafter to sail independently at the Heritage Park Thursday Club sessions.

The sessions also provided Heritage Park staff with valuable RYA Disability Awareness Training, enhancing their understanding of how to support people with a disability to be involved in sailing.



Quote from South Lanarkshire Disability Sports Chairperson

‘This has been a really successful programme and we need to make sure this is not a one off for a single group of people. Lots to think about and lots of planning ahead. Thanks for everything’.

... and building resilience

This year saw our Outdoor Learning team deliver a 10 week block of certificated outdoor activities for the Calderside Pathfinders Project operating within Calderside Academy, Blantyre.

The Pathfinders Project is a South Lanarkshire Council Youth Family and Community Learning initiative, working with young people identified by their school as requiring additional support with classes and who would also benefit from a modified timetable.

The first block of taster activities covered skiing, walking, climbing and mountain biking. Thereafter, the young people collectively chose to concentrate on climbing. The aim of this was to give them more say in their timetable and help promote engagement with the programme, and introduced them to the NICAS climbing award, a national award scheme for disabled and neurodivergent learners.

Mountain biking followed for a few weeks, giving the young people an opportunity to develop their off-road skills via an introduction to the non-competitive Go Mountain Bike Award Scheme.

The remaining weeks saw the youngsters take to the water for recreational canoeing and paddleboard fun.

Feedback was positive, with many of the participants asking if the programme was going to run again next year!



At the heart of our communities

Our Arts Development team has been providing a regular programme of craft activities for Rutherglen Community Carers, a group supporting older people living with dementia, mental ill health or disabling conditions, and their carers.

This weekly club sees the participants take part in activities such as glass painting and card making, as well as encouraging social interaction and communication, activities which meet Alzheimer Scotland's post diagnostic model of support, enabling people with dementia to live as well as possible.

‘The ladies love Emily coming, she is invaluable and puts a lot of thought into the crafts for them’.

Fiona Holding
Rutherglen Community Carers





Lending voices

Lending Voices is an exciting initiative devised with the aim of making podcasting accessible to everyone, and with portable podcasting kits and expert support we have everything needed to allow individuals, schools and local groups to record their own podcast and share their voice. Our 'Lending Voices Podcast' episodes feature voices from the local community, showcasing a diverse range of topics including local news, education and entertainment.

Some of the great podcasts recorded so far - 'Charlie's adventures' and 'EBSA storytelling' - are featured here. Other recorded podcasts included 'Gulag to Glasgow' where a local writer explored his father's journey from a Soviet gulag to Glasgow and 'shared stories, laughter and insights into resilience

and friendship' from the Lanark women's support group Saoirse.

Last year's annual report featured a mock news report from the Battle of Bannockburn by Lanark Grammar School ASN pupils, which in turn led to an ongoing series. So far their inclusion podcasts have generated three episodes -

Mirrors and Windows covers subjects related to neurodiversity and inclusive practices at the school.

Places and Spaces celebrates how Lanark Grammar is ensuring that young people with additional support needs feel included, supported, and celebrated.

And the **Crossroads and Connections** podcast discusses support and coping strategies for teachers and pupils.



MIRRORS & WINDOWS



Award season

The Lending Voices initiative goes from strength to strength and this year has seen the project nominated and been a finalist in three prestigious industry awards.

The Community Leisure UK (CLUK) Seriously Social Awards held in Manchester saw the project reach the final in the 'Community' (social) category.

At The SLIC Project Excellence Award 2024, hosted by the Scottish Library and Information Council in Edinburgh, the project received a Highly Commended in the Project Excellence category.

And finally, at the EDGE Awards 2025, hosted by the EDGE Conference in association with Edinburgh City Libraries, the project was awarded Runner-up in the Social Category.

Well done to everyone involved in bringing this initiative to life and in showcasing just one aspect of the great work done by our libraries team.



Iain Robertson, Digital and Information Services Officer (left) and Dave Young, Digital Children's Assistant (right) with a Highly Commended award in the Project Excellence category at the SLIC Project Excellence Awards 2024.

Charlie's* adventures

We were approached by Alan* from Scottish Autism, who hoped our equipment could help engage Charlie, a young man who is autistic and mostly non-verbal. Charlie already took part in a weekly journalism activity, and recording at the library soon became a regular and valued extension of this. Each week Alan brings Charlie in to record episodes where he shares stories, reads poems, reviews films, and talks about his week. Over time, Charlie has grown in confidence and looks forward to each session.

Alan said:

'We discovered Lending Voices through the library, and this has been really meaningful for Charlie. Realising his voice has given him more autonomy in a social space that suits him. In a short space of time, we have discovered a new avenue for expression that has allowed me to learn more about my supported individual in a deeper way and allows him social engagement with people'.

*names have been changed.



EBSA storytelling

Using one of our libraries as a safe, neutral space, allowed a teacher to meet with a pupil experiencing Emotionally Based School Avoidance (EBSA).

Through a choose-your-own-adventure format, he interacted with an AI storyteller that dynamically responded to his decisions, creating a world where he overcomes challenges, solves puzzles, and drives the narrative forward. The sessions have sparked genuine enthusiasm and curiosity in a learner previously disengaged.



Dave Young, Digital Children's Assistant (middle left) and Julie Howard, Community Librarian (middle right) receive the Social category Runner Up award at the EDGE Awards.

Our objective: Organisational Sustainability

We will: develop a business model that allows sustainable provision of quality services in priority areas

A first for Chatelherault... and Scotland!

Chatelherault Country Park hosted Lidl's launch of Scotland's first-ever neep picking patch, reviving the traditional craft of tumshie lanterns. **Over 1,500 people attended** the three-day event, which offered a Scottish twist on the classic pumpkin patch—featuring neeps (swedes), a tradition that pre-dates the American use of pumpkins.

The event was a celebration of family fun rooted in Scottish heritage. Activities included Neep Shy, Neeps and Crosses, Neep Bowling, a straw bale slide, and a Tattie Bogle trail through the Chatelherault grounds - all accompanied by live Scottish music from a local accordionist.

STV was onsite, bringing valuable TV exposure to Chatelherault. The hire generated substantial income, along with additional revenue for the cafe and gift shop.

Sustainability at the core...all neeps were locally grown and harvested by an independent, family-run farm. Lidl also collaborated with a neighbouring farmer to responsibly clear the site - hay bales and leftover neeps were repurposed as animal feed, ensuring minimal waste.



Making a splash

We are proud to share the success of a new community-focused initiative now underway at Coalburn Leisure Complex, where eleven local children are taking part in a full year of swimming lessons, free of charge.

This programme, developed in partnership with local group CoalPlay, and funded via local wind farm development, reflects our shared commitment to improving community wellbeing and widening access to life-enhancing opportunities. The lessons aim to build water confidence, teach essential safety skills, and encourage regular physical activity in a fun, supportive environment. Already, participants are growing in skill and self-assurance - a testament to the positive impact of targeted, community-driven programming.

SLLC and CoalPlay remain committed to growing this partnership and exploring further ways to support children, families, and residents in Coalburn and beyond.



Transformation

Following the 2023 approval by South Lanarkshire Council of a £13 million Transformation Fund to support the modernisation of the leisure and culture estate managed by SLLC, we are pleased to highlight the successful completion of two key projects under Phase 1 of this initiative.

Changing room refurbishment

James Hamilton Heritage Park, a recognised teaching centre for both the Scottish Canoe Association (SCA) and Royal Yachting Association (RYA), has seen vital refurbishment of the wet side changing rooms, which were previously in poor condition.



LED floodlight upgrades

As part of our commitment to sustainability and improved facility standards, Hamilton Palace Sports Ground has undergone a full upgrade of its floodlighting systems, seeing pitch and tennis course lighting upgraded to energy-efficient LED sports lights. These upgrades not only reduce energy consumption but also enhance visibility and safety for users.



Our people

At the Scottish Leisure Network Annual Conference in November 2024, SLLC had two representatives picking up awards in their categories.

Freddie Hughes, a dedicated lifeguard at Lanark Lifestyles, was honoured with the Rising Star Award after being nominated in recognition of his outstanding commitment, professionalism, and positive impact on both colleagues and customers. As an invaluable member of the Lanark team, we are absolutely delighted for Freddie. This recognition also highlights SLLC's ongoing commitment to nurturing young talent and promoting excellence across our facilities.

Our other award winner was David Matheson, who won the award for Outstanding Achievement. David, aged 84, has been a volunteer at Coalburn Leisure Complex for many years, delivering activity sessions for those aged 60 plus. He is a much-loved figure among participants and staff alike and this honour reflects not only his personal contribution, but the wider value of volunteering.

We are proud to celebrate David's remarkable achievement...he is a true inspiration to us all.



Freddie and David with Operations Officer Marc Lloyd

Our online portfolio

We're thrilled to share that our online presence is on the rise once again!

This incredible growth fuels our mission to boost brand visibility, deliver real-time updates on our services, and foster a vibrant, engaged online community. We're more committed than ever to keeping the momentum going - delivering fresh, relevant content that keeps our audience informed, inspired, and coming back for more.

Six main Facebook accounts

76,409 followers

Children's activities in South Lanarkshire
Cultural activities in South Lanarkshire
Leisure in South Lanarkshire
Libraries South Lanarkshire
Low Parks Museum
South Lanarkshire Leisure and Culture

Five X accounts

16,388 followers

@ActiveSchoolsSL
@blantyreleisure
@LibrariesSL
@SLLeisCulture
@SportnHealthSL

Three YouTube channels

2,206 subscribers

South Lanarkshire Leisure and Culture
SLLC Libraries Children's Team
SLLC Online Arts Classes and Courses

Two Instagram accounts

2,502 followers

Libraries South Lanarkshire
SLLeisCulture

We're just getting started on TikTok -

150 followers and counting!

We've got big plans to turn up the fun with bold, creative content that'll have you tapping 'follow' in no time.

Our website continues to perform strongly, attracting **1,359,607 visitors!**

www.slleisureandculture.co.uk

We've been busy enhancing the customer experience - including the launch of our new SLLC App, which lets users receive direct notifications and stay better connected than ever and, through our mobile app, we're right in your pocket!

Booking classes and activities is now quicker and easier than ever. You'll also stay in the know with the latest updates, explore all our facilities, and get instant push notifications for important announcements.

We're focused on creating a smarter, smoother, and more connected experience - wherever you are!



Our app burst onto the scene on 17 September 2024 - and it's been gaining momentum ever since!

With over 18,000 downloads and 10,000 active users,

the buzz is real - and it's all happening in the app!

From our 18 leisure centres, East Kilbride Ice Rink, and six stunning golf courses to our libraries at Blackwood, Kirkmuirhill Community Centre, and Fairhill Lifestyles - everything our customers love is just a tap away!

And this is only the beginning... we're just getting warmed up! Even more venues and activities are on the way as we continue to grow and upgrade the app in future phases.

Get ready - the best is yet to come!

Working for SLLC

In line with our Vision, we continue to ensure we have a healthier, happier and more connected workforce.

Healthier

The emphasis on health and wellbeing in the workplace has gained significant momentum over recent years. This shift reflects a broader understanding of how employee health impacts not only individual performances but also the overall success of an organisation. With an increasing focus on workplace wellbeing SLLC continues to support our employees with a raft of well-being policies such as the Mental Health and Wellbeing Policy and the Maximising Attendance Policy aimed at assisting employees to achieve a work-life balance.

Supporting women through the menopause ensures they have the help and necessary adjustments in place to allow them continued success in their roles. The policy can also assist in reducing menopausal related absenteeism. As 52% of our workforce are female it is hoped having a policy and support in place to allow women to be open about their experiences will equip line managers with the necessary tools to support our female employees.

Workplace Mediation Policy

Dignity at Work Policy

Managing Stress at Work Policy

Equality and Diversity Policy

Healthy Working Lives

Domestic Abuse Policy

Addiction Policy

Flexible Working and Leave Policies

Menopause Policy

Performance Management Policy



Happier

Disconnecting from work is vital for an individual's wellbeing, and to help them achieve a healthy and sustainable work-life balance. It refers to a period of time in which employees are expected to be conducting no work on behalf of the business, including being available for related communications such as receiving phone calls or emails.

The right to disconnect means that every employee is entitled to switch off outside of their normal working hours and enjoy their free time away from work without being disturbed, unless there is an emergency or agreement to do so, for example, while 'on call'.

To encourage and support our employees in balancing their working and personal lives, whether they work traditional hours in the workplace, work remotely or flexibly, we have adopted this right to disconnect policy.

...contd Working for SLLC

More connected

Effective systems play a critical role within SLLC, helping everyone to get things right first time. This year, we rolled out the Oracle Fusion People Management System, the latest technology designed to help manage the entire employee lifecycle, from recruitment to termination, in a more streamlined and efficient way.

The self-service function allows managers to carry out day-to-day admin such as approving requests for annual leave, overtime or employee flexible working requests while employees can request leave, view payslips, claim expenses and submit requests for, among other things, maternity and paternity leave.

Training for managers and staff before, during and after the rollout of the new Fusion system included demos of the system delivered via MS Teams, access to quick reference pictorial guides and line manager in-depth user manuals.



Staff survey

We're listening! In October 2024 we conducted an organisational-wide staff survey, gathering the opinions of colleagues across a wide range of issues. The results have led to the development of action plans addressing issues raised with the hope that improvements will be seen and filter through at the next staff survey.



Gender pay gap

SLLC reported on our Gender Pay based on data as at 5 April 2024. We had **1,401 full pay relevant employees (561 male and 840 female)** who were included in our findings. The company has a mean gender pay gap of 3.0%, which we are pleased to note is over 10% less than the national average of 13.2%, as stated on the website of the Office of National Statistics. We have a 0.0% median pay gap, compared to the official UK government figure of 14.2%.



Health and safety

The transition of systems and processes onto a digitised platform designed to speed up access to internal health and safety documentation continued this year.

SLLC has completed **23 internal audits of facilities with a further 31 landlord audits** conducted by South Lanarkshire Council (including Fire Risk Assessment audits) throughout the course of the year.

An upsurge in unacceptable customer behaviour was identified this year and led to the implementation of a Conflict Management training programme for staff to help support them in their daily duties.

IOSH (Institute of Occupational Safety and Health) training remains a mainstay for staff with two four-day courses and eight refresher courses having taken place this year, ensuring SLLC maintains our relevant statutory compliance.



Karen and her daughters

Family friendly policies

Karen McNally, Strategy and Projects Manager, recently returned to work following the birth of her second child. She shares her story below:

Returning to work after my first maternity leave felt pretty daunting. Like many new parents, I was unsure how I would juggle the demands of a full-time job with the responsibilities of early parenthood.

During my keeping-in-touch days, I shared my thoughts with my line manager. Their understanding and support led to a flexible working arrangement that made an enormous difference. It gave me the confidence to return to work knowing I could still be there for my daughter in those early months. Reducing my working days and the ability to work agilely not only eased the logistical challenges of childcare but also allowed me to continue breastfeeding and return to work with greater confidence and peace of mind.

The flexibility also had a significant impact on my wellbeing. I was able to be more present at home and more focused at work - something that benefited both my family and my team.

After my second pregnancy, I chose to return to work a bit earlier than first time round, knowing that the same supportive policies were in place. The reassurance of a flexible working culture encouraged me to continue growing in my career while fulfilling my responsibilities as a parent.

I've felt supported, not just as an employee, but as a parent.

Financial Review

On 3 April 2023, SLLC converted to a Scottish Charitable Incorporated Organisation (SCIO) and is now known as South Lanarkshire Leisure and Culture SCIO. All assets and liabilities of the Limited Company were transferred to the SCIO on this date and existing funding arrangements with South Lanarkshire Council remained in place. The financial statements have been prepared for the period 1 April 2024 to 31 March 2025 but the comparatives are for the period 3 April 2023 to 31 March 2024, as SLLC converted to a Scottish Charitable Incorporated Organisation (SCIO) on 3 April 2023. As highlighted as part of the 2023/2024 accounts, the charitable company decided to decrease the reporting period by two days which was different to that of the comparatives, as allowed by the Companies Act. Reporting periods for the organisation going forward now align to the 12 month period to 31 March.

The principal funder for the year 2024/25 was South Lanarkshire Council (SLC). The service fee we receive allows the Company to set its annual revenue budget to achieve a break-even position. There have been a number of pressures during the year including pay increases, inflation, and income generation which were actively managed. During the period, the organisation continued to undergo significant transformational change and despite a challenging year financially, the organisation was able to retain £2,239k in unrestricted general reserves. The net movement in this reserve shown in the 2024/25 Statement Of Financial Activities was £1,715k.

SLL Trading Limited

The Company's wholly owned subsidiary, SLL Trading Limited, generated turnover of £1,227k (2023/24: £1,197k) and a profit before taxation of £27k (2023/24: £30k). The subsidiary company has gifted its profits from 2024/25 in full to the parent company through the Gift Aid scheme. The principal activity of the trading company is the provision of vending and catering services within the leisure and cultural facilities operated by South Lanarkshire Leisure and Culture SCIO.

Reserves Policy

The Board monitors the reserves position of the Company on a regular basis. The target balance for general reserves per the SCIO's policy is one month's income, rounded to the nearest £100k. As at 31 March 2025, the General Fund excluding pension reserve amounts to £2,239k (2023/24: £524k).

The Repairs and Renewals Fund is used mainly to fund the replacement of health and fitness equipment and other asset improvements across the Company's facilities. As at 31 March 2025, the Repairs and Renewals Fund amounts to £437k (2023/24: £333k).

Free reserves (including designated funds) at 31 March 2025 amount to £2,222k (2024: (£466k)). Free reserves have been calculated as unrestricted funds excluding the pension reserve, adjusted for fixed assets and related long term creditors.

As at 31 March 2025, total Restricted Funds held amount to £770k (2024: £882k). This relates to balances held on projects and initiatives for which grant funding is received from external bodies and organisations.

The Group Balance Sheet shows a net asset position of £2,139k (2024: £259k). This is attributable to a net (liability) asset of the pension fund of (£1,307k) (2023: (£1,480k)). This increase relates to the rise in unrestricted general funds due to charitable activity income being higher than expenditure in year.

Investment Powers and Policy

The Board is permitted through the Constitution to invest and deal with funds not immediately required in such investments as may be thought fit. Surplus cash this year was deposited with the Bank of Scotland. For comparison purposes, the performance of the account is benchmarked against the SONIA (Sterling Overnight Index Average) which is the average of the interest rates that banks pay to borrow sterling overnight from other financial institutions and other institutional investors. During 2024/2025 the average interest rate achieved was 4.79%. (2023/24: 4.57%) against a benchmark rate of 4.90% (2023/24: 4.97%).

Disclosure of information to the auditor

In so far as the charitable trustees are aware:

- there is no relevant audit information of which the Company’s Auditor is unaware; and
- the charitable trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the Auditor is aware of that information.

Five Year Financial Performance

Group Results	20/21 000s	21/22 000s	22/23 000s	23/24 000s	24/25 000s
Unrestricted General Funds					
Expenditure	29,350	32,541	40,112	41,571	34,585
Income	29,562	33,137	39,947	41,387	36,404
Surplus/(Deficit)	212	596	(165)	(184)	1,819
General Reserve	321	959	806	524	2,239
Repairs and Renewals Fund	289	247	235	333	437
Restricted Funds					
Expenditure	1,484	1,472	1,703	1,673	1,502
Income	1,101	1,606	1,591	1,678	1,390
Restricted Fund Balances	899	765	877	882	770

Governance

South Lanarkshire Leisure and Culture SCIO is a Scottish Charitable Incorporated Organisation (SCIO) and an Arm's Length External Organisation of South Lanarkshire Council, our principal funder.

SLL Trading is a subsidiary of the SCIO.

Trustees:

Dr Avril Osborne (Chair)
Councillor Maureen Devlin (Vice Chair)
Councillor John Anderson (resigned 13 September 2024)
Dr Angela Beggan
Neil Brown
Councillor Andrea Cowan (resigned 13 September 2024)
Robert Craig (resigned 29 May 2024)
Craig Cunningham
Chris Goudie
Dr Gordon Jack (appointed 2 October 2024)
Councillor Ross Lambie (resigned 24 September 2024)
Lisa Maule
Alan Morrison
Councillor Mo Razzaq
Stephen Smellie

Chief Executive: Kay Morrison (resigned 4 July 2025),
Nick Lansdell (appointed 19 August 2025)

Company Secretary: Nick Lansdell

External Auditors: **Azets Audit Services**

Internal Auditors: **South Lanarkshire Council**

Legal Advisers: **Shepherd and Wedderburn LLP**

Bankers: **Royal Bank of Scotland**

Charity Number: SC032549

Registered Office: Floor 5,
Council Offices, Almada Street,
Hamilton, ML3 0EW





Annual Strategic Report for the period ended 31 March 2025.

Further copies of this report are available in PDF format on our website or by emailing:
customer.services@southlanarkshireleisure.co.uk

or alternatively, by contacting us at: South Lanarkshire Leisure and Culture SCIO
Floor 5, Council Offices, Almada Street, Hamilton ML3 0EW

If you need this information in a different format or language,
please contact us to discuss how we can best meet your needs.

Telephone: 01698 476262

Text phone: 18001 01698 476262

or email: customer.services@southlanarkshireleisure.co.uk



SOUTH LANARKSHIRE
Leisure & Culture

www.slleisureandculture.co.uk

South Lanarkshire Leisure and Culture SCIO is a recognised Scottish Charity, NO.SC032549

SLLC: 4370A(WEB)



2024-2025

South Lanarkshire