



# SOCIAL IMPACT REPORT 2023/24



South Downs  
Leisure

[www.southdownsleisure.co.uk](http://www.southdownsleisure.co.uk)

# Message from our CEO

We are delighted to present South Downs Leisure's annual performance report for the financial year 2023-2024. The year was marked by significant achievements and growth in various aspects of our operations. This report highlights key accomplishments and recognitions, demonstrating our dedication to excellence, community wellbeing and sustainability. To summarise 2023-24 was a year of investment, embracing opportunities for growth, whilst remaining true to the Triple Bottom Line and our Mission Statement, "To deliver an inclusive range of health and wellbeing initiatives whilst providing a clean safe and happy experience".

## In Conclusion

South Downs Leisure's performance in the financial year 2023-2024 has been exceptional, highlighted by remarkable membership & financial growth, reductions in our carbon footprint, and outstanding recognitions within the business and events industry. These achievements reflect our commitment to providing top-quality services, supporting sustainability, supporting our community and being a socially responsible organisation. We remain committed to our mission of providing inclusive health and wellbeing initiatives while maintaining a clean, safe, and happy leisure experience.

Our dedication to the triple bottom line of People, Planet, Profit guides our actions, ensuring a positive impact on our community and the environment. We look forward to continued success and progress in the years to come.



**Duncan Anderson**  
CEO



# Meet the Trustees

I am delighted to present the Social Impact report for South Downs Leisure, highlighting the remarkable achievements and milestones we have reached in the year 2023-24. Our organisation has continued to make significant strides in enhancing the well-being of our community, promoting inclusivity, and committing to environmental sustainability.

Firstly, we are proud to report that we have welcomed over 1.4 million visits across our facilities. This impressive number is a testament to the vibrant and engaged community we serve, as well as to the diverse and high-quality services and programs we offer.

Our commitment to supporting individuals in need has been unwavering. Over the last 18 months, we have provided free three-month memberships to over 700 people, giving them access to our resources and support systems. This initiative has helped these individuals improve their physical health, mental well-being, and overall quality of life.

In addition to our work with adults, we have continued to prioritise the health and safety of children in our community. We are thrilled to announce that over 3,000 children have participated in our swimming programme this year, learning this essential life skill. Our dedication to fostering these skills ensures that the next generation is not only safer but also more confident in the water and they remain safe living in our seaside towns and villages.

Environmental responsibility remains a core value for South Downs Leisure. We have made significant progress in reducing our carbon

footprint, achieving a reduction of over 350 tonnes of CO2e. This accomplishment demonstrates our commitment to sustainable practices and our role in combating climate change.

Looking ahead, we are excited to develop and implement a strategic plan that will guide South Downs Leisure towards 2030. This strategy will focus on further enhancing our social impact, expanding our reach, and continuing our environmental efforts. We are committed to adapting and evolving to meet the needs of our community and to making a positive difference in every aspect of our operations.

Finally, the success of South Downs Leisure in 2023-24 is a reflection of our collective efforts and dedication. I extend my heartfelt gratitude to our staff, partners, and community members for their unwavering support and contribution. Together, we are building a healthier, more inclusive, and sustainable future.

**Paula Newton**  
Chair of the Trust,  
South Downs  
Leisure



Our list of Trustees:

- **Paula Newton Chair** ■ **Jim Marshall OBE Vice Chair**
- **Andrew Fleetwood** ■ **Penny Greenwood Pearsons** ■ **Amanda Turner**
- **Steve Redman** ■ **Gerard Cronin** ■ **Jenni Finch** ■ **Rita Garner**

# Mission, vision and triple bottom line

## Mission:

To deliver an inclusive range of health and wellbeing initiatives whilst providing a clean, safe and happy leisure experience. Putting sustainability at the forefront of key decisions made across South Downs Leisure.

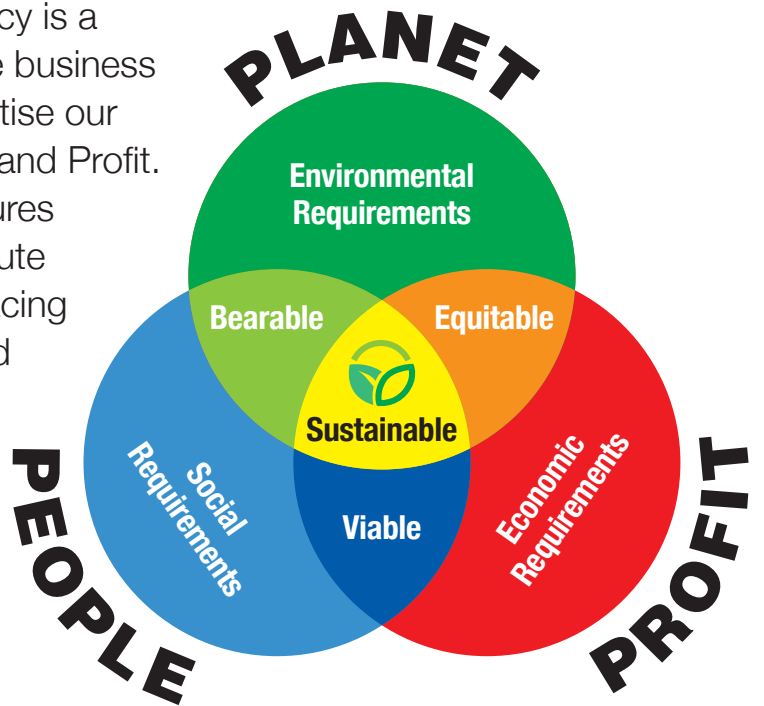
## Vision:

More People, More Active, More Often. With an aim to be carbon net zero across all our sites by 2040 (dryside by 2030).

## Triple Bottom Line:

Our Triple Bottom Line policy is a commitment to sustainable business practices that equally prioritise our 'three Ps': People, Planet, and Profit. This holistic approach ensures that our operations contribute positively to society, embracing ethical labour practices and community engagement; to the environment, by implementing eco-friendly policies and reducing our ecological footprint; and to economic performance, focusing on long-term profitability over short-term gains.

We believe that by valuing and balancing these three elements, we create a business that not only thrives financially but also fosters social equity and preserves the natural world for future generations. This philosophy is woven into every aspect of our operations, reflecting our dedication to a better, more sustainable future for all.



# Six core objectives

1

**Change lives through increasing health and wellbeing**

- > Health & Wellbeing
- > Fitness

2

**Grow an ethical and sustainable business**

- > Environment and Sustainability
- > Maintenance and Continuous Improvement
- > Finance

3

**Create an exceptional customer experience**

- > Customer Experience
- > IT
- > Food & Beverage

4

**Develop our staff and volunteers to be the best**

- > Staff Development

5

**Build strong communities and effective partnerships**

- > Events and Outreach

6

**Develop and grow the success of the Enterprise**

- > Weddings and Corporate Hospitality

# Impact in the local community 2023-24



**1,435,293**

participation levels across all facilities



**3,380**

runners in junior parkrun at WLC



**600**

people supported in our Mencap day



**105%**

increase in gym attendances



**103**

clubs across all our sites



**13.25%**

increase in Group Exercise classes



**29**

schools use our pools for School Swimming



**1780**

child participants in our holiday schemes



**360**

tonnes of carbon emissions reduced (equiv. to 250 houses)

# Free memberships for people in need

We have notably distinguished ourselves through our altruistic free FIT4 membership scheme, generously extending 748 memberships, equating to an impressive value of £116,000, to support individuals from Safe in Sussex, the homeless, refugees, and those from low-income backgrounds.

By providing complimentary access to our fitness and leisure facilities, we are contributing immensely to the wellbeing of these community members. This membership unlocks a myriad of benefits, including the use of swimming pools, gyms, and various fitness classes, which can significantly enhance physical health and emotional wellbeing. Additionally, it offers a valuable sense of community and belonging, vital for those who may often feel marginalised.



The availability of structured fitness regimes and leisure activities not only encourages a healthier lifestyle but also provides a constructive outlet for stress relief and mental health support. South Downs Leisure's commitment through this scheme offers a lifeline to many, fostering inclusivity, empowering individuals, and aiding in the betterment of their overall quality of life.

**748**  
free memberships  
Equivalent value:  
**£116,000**

It's amazing the huge benefits your offer is having on so, so many, it's truly changing people's lives and we're very grateful for having the opportunity to be able to help them at their most needed and vulnerable times.

Thank you for your generosity. I'm touched. It wouldn't be enough "thank you" to express how thank you I'm for everything you and others are doing for me. Thank you so much!

Thank you very much for your support. I will download the app and start my journey now. I've been isolated for a while now; Gym and swimming was my passion. Thank you very much for giving me the opportunity to start this journey.

I just wanted to take the opportunity to thank you for how supportive and quick you are supporting out clients with the gym membership. It really is a wonderful thing to be able to offer them.



# Free CPR sessions

During Drowning Prevention Week, we demonstrated a remarkable commitment to community safety by offering complimentary Child & Baby or Adult & AED (Automated External Defibrillator) CPR lessons. These vital sessions, expertly guided by Richard Divers and Erin Southam, aimed to equip individuals with essential life-saving skills. In total, 88 spaces were made available to the public, underscoring a significant investment in preventive education. The practical sessions took place across three locations: Lancing Manor Leisure Centre, Splashpoint Leisure Centre, and Worthing Leisure Centre. This initiative not only highlights our dedication to drowning prevention but also reinforces the importance of CPR knowledge in enhancing safety within the community.

By facilitating these free lessons, we have contributed significantly to the awareness and readiness of the public in emergency situations. The involvement of experienced instructors



88  
free CPR lessons

ensured that participants received high-quality training, preparing them to respond effectively in life-threatening scenarios. This initiative mirrors the organisation's broader ethos of fostering a safe and resilient community, where individuals are empowered to protect themselves and others. Through such proactive measures, South Downs Leisure stands at the forefront of promoting safety and preparedness, an effort that undoubtedly adds invaluable skills to the community's collective knowledge base.





# Exercise Referral programme

Our Exercise Referral programme is a key social initiative, offering a 12-week subsidised health regime for those inactive or with health issues. Running at Southwick, Lancing Manor, Splashpoint, and Worthing Leisure Centres, it provides a supportive route to better health. Currently, the programme proudly supports 220 users, showcasing an 18% increase from the 2022/2023 period, signifying its growing impact and acceptance.

By aligning physical activity with medical guidance, we not only enhances individual wellbeing but also significantly contributes to the broader health outcomes of the community. Moreover, by helping to reduce the need for more intensive medical interventions, this programme alleviates pressure on the NHS, thereby providing dual benefits of improving public health and supporting sustainable healthcare systems.



**220**  
Exercise Referral participants



**18%**  
increase on last year

# Swimming lessons for all

Swimming is much more than just a fun way to spend time; it's a crucial skill, especially for those living close to the sea. Being near the sea is great for leisure and beauty but also means it's important for everyone to know how to swim safely. Understanding this, we have actively worked to provide swimming lessons to the local youth. We've given over 106,000 swimming lessons in Adur and Worthing, teaching more than 3,000 kids to swim confidently and safely enjoy being near the water.

We've also tried to make sure that swimming lessons are available to everyone, including kids

who might not usually be able to afford them. We've set aside 24 places across three stages of swimming proficiency—Stage 1, Stage 1 (8+), and Stage 2 in our swimming classes at Wadurs Swimming Pool for kids who get Free School Meals, covering beginners and those a bit older or more advanced. This thoughtful action helps build a safer, more inclusive community where everyone can enjoy the water.

By doing this, we are helping to make sure swimming, a key life skill, is learned by everyone, keeping our community safe around the water for years to come.



**24**

free swim places



**3,000**

children learnt to swim



**106,000**

swimming lessons across Adur & Worthing





# Volunteers

We actively promote community engagement, encouraging staff to volunteer and providing diverse volunteering opportunities. Demonstrating commitment to inclusivity and professional development, we have facilitated a 12-week work experience placement for an individual with additional support needs, alongside offering internship placements. These initiatives not only enrich the community but also foster a supportive and inclusive environment within South Downs Leisure.



  
**11,000+**  
hours assigned to  
volunteering





# Podcasts

We have taken an innovative approach to engage with the community and address a variety of topical issues through the production of a series of podcasts. Covering a diverse range of themes such as Mental Health Awareness Week, Neurodiversity Week, Menopause, and Sustainability, these podcasts aim to educate, inform, and open up discussions on important topics.

By tapping into these different areas, South Downs Leisure not only offers valuable insights and information but also promotes understanding and awareness among our audience. This initiative reflects our commitment to inclusivity and supporting the wellbeing of the community in a modern, accessible way.

Whether it's providing helpful advice, sharing experiences, or discussing ways to live more sustainably, these podcasts serve as a vital resource for listeners seeking to learn more about these significant issues.

## Moving More for your Mental Health - Mental Health Awareness Week



- 9 plays
- 71 views
- 

## Sea Lanes Swimming Pool, South Downs Leisure Podcast, Episode 5



- 15 plays
- 2,212 views
- 852 views

## Joyful January, Saying No to New Year New Me, Episode 2



- 32 plays
- 132 views
- 251 views

## MenoPod, Episode 4



- 14 plays
- 55 views
- 

## Neurodiversity Celebration Week



- 23 plays
- 156 views
- 144 views

## Sustainability, Episode 1



- 31 plays
- 137 views
- 81 views



# Drop and shop Christmas sessions

We offered Christmas drop-and-shop sessions at Lancing Manor and Worthing Leisure Centres in December, offering parents and carers hassle-free shopping as children engaged in fun, supervised festivities, as well as toy sales at both sites, which presented budget-friendly gifts options while supporting community initiatives. We also offered FREE Mighty Mites sessions at Southwick Leisure Centre for families on low income.



**60**  
sessions booked at Lancing Community Christmas




**67**  
sessions booked at Worthing Community Christmas



# GreenDreams

GreenDreams Adur & Worthing is an annual community food and greenspace festival, hosted at Field Place Manor House & Barns. The event is designed and led by community-based groups and organisations, bringing together a wide variety of local community and social enterprise groups involved in small scale local food projects and greenspace initiatives from both Adur and Worthing.

Due to the popularity of the event, which is now in its 8th year, Lancing GreenDreams started in 2023 on Beach Green in Lancing. South Downs Leisure has key involvement in both events.




**2,500**  
visitors to Adur & Worthing Festival



**100+**  
community groups involved



**450**  
visitors to Lancing Festival



# Phoenix Club 50+



The Phoenix Over 50's Club at South Downs Leisure provides a crucial and much-valued social hub for the older generation, packed with engaging activities and opportunities for friendship. Established over 25 years ago and based primarily at Worthing Leisure Centre with additional sessions at Lancing Manor on Tuesdays, the club is a beacon of joy and community spirit.

It includes monthly Speaker Lunches with talks and meals, sing-alongs on every third Friday, and 'Outward Bound' excursions to places like Tangmere Museum and Glyndebourne Opera House. Alongside traditional events such as Remembrance Day, the club enjoys summer and Christmas festivities, plus a unique Christmas Panto created by its members.

This club demonstrates South Downs Leisure's commitment to fostering an active, social, and vibrant elder community.





# Donations to good causes

## Eastbrook Gardeners £250

They are a community group based who adopt small plots of land and plant trees and flowers in and around Southwick & Fishersgate.

## Worthing Counselling Centre £500

This charity aims to provide counselling at an affordable rate without profit. They help hundreds of local people and provide safe and confidential service by fully trained staff.

## Billy & Beyond £800 (match funded)

This organisation was established by a member of SDL who lost their son, Billy after taking drugs. They strive to support and enhance children and young people's mental wellbeing. Supporting individuals and families to thrive through drug awareness and support.

## Worthing Goodgym £200

Goodgym was set up by SDL in 2016 with the aim to support other local charities by encouraging volunteers to do good in the community. It is free and supports over 20 local organisations in and around Worthing including SDL.

## The Brain Charity £500

This is a national charity that supports people with neurological conditions to help them lead a longer, healthier, happy life. The money was raised from the our Pole Fitness show case. This was linked to a member of the team that organized

the event and recently lost a member of their family.

## Green Tides £250

This is a partnership across Adur and Worthing for friends of parks and green space volunteer groups. They provide shared knowledge and resources whilst promoting some amazing work from local groups. The money above was raised via fines from no shows.



# Disability and inclusion



**600**  
people with learning disabilities and carers at Mencap Day



**255**  
juniors attended the Disability Fun Days



**3**  
Co-Op funded Disability Fun Days

We have steadfastly proven our commitment to fostering an inclusive environment, where every individual is given the opportunity to thrive, irrespective of their abilities. A shining example of our dedication towards this cause was the hosting of the Mencap Day at Worthing Leisure Centre. This remarkable event offered support to 600 individuals with learning disabilities, alongside their caretakers, ensuring an engaging and supportive atmosphere for all attendees. It epitomised our aim to cater to the needs of each community member, reinforcing our belief in equal opportunities for enjoyment and engagement in leisure activities.

In a significant stride towards amplifying this inclusive ethos, we have also invested in the professional development of our staff, with 13 key members undergoing a comprehensive Learning Disability & Sport Workshop in association with Mencap. This initiative aims to help clubs, coaches, and providers of sport understand how to support people with a learning disability to access sporting opportunities in an

inclusive environment, ensuring that the staff are well-equipped to foster a welcoming and supportive atmosphere for participants across all activities.

Moreover, in an effort to integrate a holistic strategy for recruitment and workplace inclusion, we have implemented a thorough EmployAbility action plan. This plan is designed to ensure the integration of diverse talents into the organisation, providing opportunities for those facing employment barriers and embedding a culture that supports equality, diversity, and inclusion at every level of operations.

Furthermore, our efforts were augmented through the Co-op








**13**  
staff undertook a Learning Disability & Sport Workshop

funded Disability Fun Day sessions tailored for juniors, taking place at Lancing Manor Leisure Centre. These sessions, along with the monthly Mighty Mites gatherings for Mencap at the same location, illustrate the ongoing initiatives aimed at enriching lives through leisure and physical activities.

Additionally, the wide array of disability sessions across their sites, to name just a few include trampolining with Aiming High at Worthing Leisure Centre, Springboard, and Educate U fitness suite/gym sessions at Lancing Manor Leisure Centre, Mencap Fitness suite/gym sessions at Splashpoint Leisure Centre, and specialised swim sessions at both Splashpoint Leisure Centre and Wadurs Swimming Pool, further showcases our

commitment to creating inclusive, accessible, and engaging activities for all.

Through these diverse programs, South Downs Leisure is not just a facility provider; it's a beacon of inclusion, well-being, and community support.





# Charity and community groups

At the heart of South Downs Leisure's ethos lies a profound commitment to not only serve the community with exceptional leisure facilities but also to uplift and support other local charities and community groups.

Despite being a charity ourselves, we recognise the importance of solidarity within the charitable sector and the vital role we play in nurturing a thriving, cohesive community. By actively seeking partnerships and collaborative opportunities, such as offering complimentary advertising and promotional spaces to charities such as Chestnut Tree House and St Barnabas, we have become a linchpin in the local charitable network, providing support through events, fundraising activities, and shared resources. This support extends to myriad local clubs and organisations, even in smaller but significant ways like the use of toilets and changing rooms and the allocation of space for promotional materials in the lead-up to events for groups including Men in Sheds, Lancing Bowling Club, Sussex Orienteers, Lancing Eagles, and the facilitation of the Scout's St George's Day Parade and Worthing schools' Cross-Country runs.

Moreover, a key highlight of our dedication to supporting community initiatives is our significant involvement in organising and providing the venue for the Worthing edition of the GreenDreams community food and greenspace festival. This festival, which is deeply rooted in environmental stewardship and community engagement, exemplifies the multifaceted ways in which we extend our mission beyond traditional leisure services. By hosting GreenDreams, and working with a number of community groups, we not only enrich the local cultural landscape but also fosters

awareness and education around sustainable living and the importance of green spaces in urban environments, further cementing its role as a community-centric organisation.

This dedication to social responsibility underscores our understanding that a symbiotic relationship with local charities and community groups amplifies the impact we can make together, fostering an environment of mutual support, growth, and enhanced social impact. For example, allowing Lancing Manor Cricket Club to use facilities for waste disposal, provided they sort recyclables first, and offering space at Worthing Leisure Centre for Sid Youth's weekly 'Hangout' youth club, as well as skate sessions at Davison



Leisure Centre during school holidays, are tangible demonstrations of our inclusive support network.

This philosophy of collaboration and support extends beyond mere financial aid; it includes the provision of expertise, facilities, and platforms to raise awareness for various causes. Through these partnerships, We have not only broadened our service offerings but has also facilitated a unique space where the community can come together, support one another, and thrive.



This approach has not only enriched the community but has also set a commendable example of how charities can work in harmony towards the collective well-being and resilience of

society. We remain dedicated to continuing this support, firmly believing in the power of unity in achieving broader social objectives and fostering a stronger, more vibrant community.





# Clubs and partners

We work closely with a range of clubs and partners, illustrating our commitment to fostering a vibrant and dynamic community centred around health, fitness, and wellbeing. We collaborate with local sports clubs across various disciplines, from swimming with Worthing Swimming club and athletics with Worthing Harriers, to football and cricket, offering them facilities to train and host competitions. This not only provides these clubs with high-quality venues but also encourages community participation in a wide array of sports, promoting active lifestyles among all ages.

In June 2023, we unveiled the Sea Lanes Open Water Swimming Centre, a 50m open-air swimming pool on the picturesque Brighton coast, in partnership with QED and Sea Lanes.

Our collaboration extends to health and educational organisations across both Worthing and Adur areas, aiming to create inclusive programs that reach every corner of the community. Working with schools, we help integrate physical activity into children's routines, fostering lifelong commitment to health. Our partnerships with health services provide rehabilitative and specialised fitness programs, supporting individual recovery and wellbeing. These strategic alliances underscore South Downs Leisure's role as a central hub for community health and fitness, reflecting our dedication to improving the quality of life for our members and the wider community through collaborative efforts.

- Worthing and District Harriers
- Worthing Outsiders Badminton
- Centre Ladies Badminton
- Arcadians Badminton
- Feathers Ladies Badminton
- Hifliers Badminton Club
- West Worthing Badminton
- Sunday Recreation Badminton
- Worthing Juniors Badminton
- Nondescripts Badminton
- Worthing Thunder
- Mirage
- Worthing Croquet Club
- Real Rustington Football Club
- Leisure Leagues Football Club
- Play Football
- Worthing Minors Football Club
- Temple Dragon Warriors
- Rising Sun Judo
- Worthing Kung Fu
- Worthing Judo Club
- Worthing and District Society of Model Engineers
- Bee-Fit
- Sussex Martlets Trampoline Club (pre school)
- Teenie Tigers Pre-School Gymnastics
- Tumble Tots
- Arun Divers
- Worthing BSAC Scuba Diving Club
- 5th Sussex Rifle Club
- 50+ Rifle and Pistol Club
- Osteopath
- Sports Massage
- Slimming World
- Natural State Therapies
- Phoenix Club 50+
- Popmobility
- Outreach 3
- Worthing Leisure Squash Club
- Worthing Swimming Club
- Monofin Swimming Club
- Shiverers Swimming Club
- Sussex Martlets Trampoline Club
- Tuff Fitty Triathlon Club
- Worthing Powerlifters
- Goring Manor Bowls Club
- Pollinator Pioneers
- BHAFC Foundation
- Mencap
- Active Sussex
- GoodGym
- Community Leisure UK
- UK Active
- Billy & Beyond
- Let's Go Net Zero West Sussex
- Eastbrook Gardeners
- West Sussex Mind
- Alzheimer's Society
- Cancer United
- Worthing Counselling Centre
- Adur & Worthing Councils
- West Sussex County Council
- Right Directions
- Adur & Worthing Chamber of Commerce
- Worthing School Sports Association
- SidYouth
- Recorra
- Body Heaven
- PB Therapy
- Sussex County Cricket Club
- Worthing Town Football Club
- Davison High School
- SwimTrek
- QED
- Sea Lanes



# Employability

We are committed to enhancing employability for disabled individuals, integrating a holistic strategy for recruitment and workplace inclusion. Through our thorough EmployAbility Action Plan, SDL ensures access to employment opportunities and support throughout an individual's career with the company.

Key initiatives include broadening job access by using a variety of advertising platforms such as Indeed, our own website, social media, and partnerships with organisations like Mencap, MIND, and local colleges, alongside introducing an accessibility toolbar on our website for improved information access.

We take additional steps beyond the application process, promoting our status as a Disability Confident Employer and facilitating open communication with recruitment managers. Efforts to make the workplace welcoming include

accessible interviews, flexible working schedules, occupational health support, and infrastructural adjustments for better accessibility, including hearing loops and visual impairment-friendly designs.



We encourage job role flexibility and recognises transferable skills in hiring. The onboarding process and work environment are carefully tailored to support disabled employees, ensuring that everything from meetings to social events is accessible.

By valuing disabled staff and fostering an inclusive culture, we aim to not just raise awareness but actively promote inclusivity. Updates to recruitment policies, improved disability representation, and accessible resources underline our commitment to removing barriers and creating a truly welcoming workplace.



# People

At South Downs Leisure, we recognise the value of investing in our people, understanding that our staff are the cornerstone of our organisation.

We're committed to providing benefits and opportunities that reflect our appreciation and support their well-being and professional growth.

We celebrate their dedication with birthday days off and have enhanced our pension contributions to match up to 10%, ensuring financial security.



To ease financial burdens for those on minimum wage, we introduced a cost-effective Recycled Bike to Work Scheme. We also prioritise health by offering top-tier Vitality Health Care to senior management and above.

Our Learning & Development programme has been revamped to provide better opportunities for skill enhancement and career advancement, complemented by a relaunched mentoring programme for additional support.

In response to economic challenges, we've delivered significant pay increases averaging 23% since 2021, adhering to fair wage standards, reflecting Living Wage and Minimum Wages guidelines, thereby helping alleviate the cost-of-living pressures.

Our commitment to our staff is steadfast, and we remain dedicated to enhancing both their professional journeys and personal satisfaction at South Downs Leisure.



# People in numbers



### Staff in roles by gender

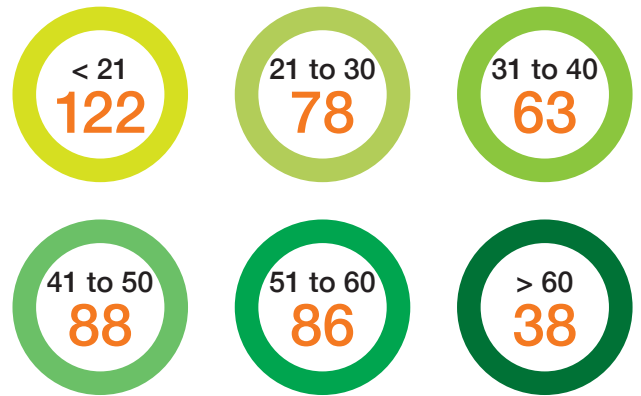


### Staff ethnic origin

Asian or Asian British	2	0
Black Caribbean	0	1
Chinese	0	1
Indian	1	0
Other Asian	0	1
Other White	2	2
White	16	25
White & Asian	2	3
White & Black African	0	1
White British	121	160

In 2021, Adur's population had grown to 64,500 and Worthing's to 111,400; combined, they total nearly 176,000, with 89% White British across West Sussex. Our ethnicity breakdown is based only on staff who have provided their details.

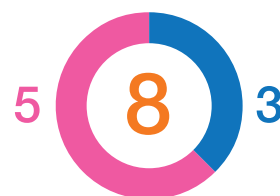
### Age brackets



### Staff with long term disabilities



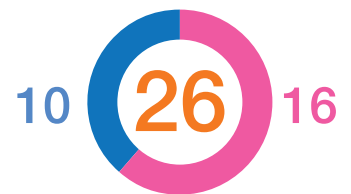
### Executive Team



### Trustees



### Senior Management



# Industry awards and recognitions

South Downs Leisure have received significant recognition within the business and events community during the last few years;

## 1. National Wedding Industry Awards 2023:

We are thrilled to announce that South Downs Leisure's Field Place was awarded the prestigious "Team of the Year" accolade at the National Wedding Industry Awards held in London's Globe theatre. This recognition underscores our commitment to delivering exceptional event experiences and showcases our team's outstanding dedication and professionalism.

## 2. Adur & Worthing Business Awards 2022:

South Downs Leisure was honoured to receive the "Sustainable Business of the Year" award at the Adur & Worthing Business Awards. This award highlights our commitment to sustainability and responsible business practices, reinforcing our role as a socially and environmentally responsible organisation.

## 3. CEO's Business Personality of the Year 2022:

Our CEO's leadership and contribution to the business community were acknowledged as he was awarded "Business Personality of the Year" at the Adur and Worthing Business Awards. This award is a testament to the visionary leadership of the Management Team and Board, and commitment to excellence within our organisation.

## 4. Active Sussex Sustainable Business of the year 2023

We were proud to be recognised in the industry and be awarded the sustainable Business of the year at the Active Sussex awards in December 2023.



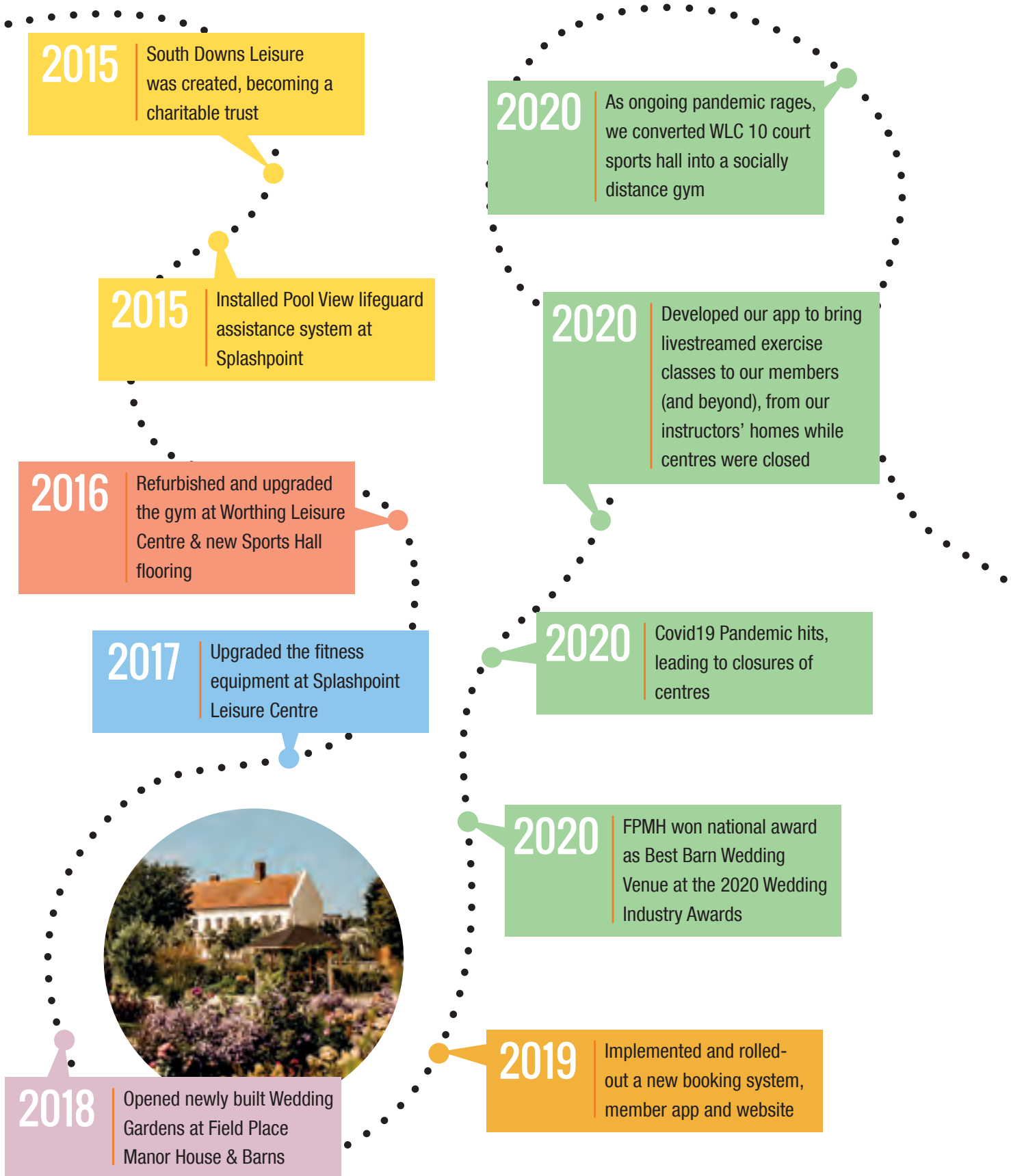
## 5. Staff awards night

We celebrate all our success with our wider team at our own awards night held at Field Place in March 2024.





# Timeline of events





**2022** Won the Inaugural Sustainable Business category at the Adur & Worthing Business Awards



**2023** Opened Sea Lanes, an open-air, heated, 50m swimming centre of excellence on Brighton Seafront



**2022** Refurbished and modernised the gym at Southwick Leisure Centre

**2023** Won inaugural Sustainable Business category at the Active Sussex Awards

**2021** Opened Adur Sites: Lancing Manor Leisure Centre, Southwick Leisure Centre and Wadurs Swimming Pool

**2023** FPMH won national award as Best Events Team at the 2023 Wedding Industry Awards

**2021** Won the Hospitality, Tourism & Leisure category at the Adur & Worthing Business Awards



**2024** Developed, trained and implemented AI chat to aid customer service and help with membership cancellations

# Profit reinvestment

Whilst we grow the business we will continue to reinvest our profits and make significant improvements into our facilities. During the last 2 years we have invested:

**£830,000**  
invested into our facilities over the last 2 years!

**£50,000**

investment in LED floodlights at Field Place and Worthing Leisure Centre

**£90,000**

on new Les Mills Body Pump equipment across all sites

**£40,000**

to improve our access control system

**£18,000**

on new shrubs for the community/wedding garden

**£10,000**

in improvements to male and female toilets and ventilation systems at Southwick Leisure Centre

**£20,000**

to develop a new recording studio to deliver podcasts and virtual classes

**£400,000**

on new Gym kit at Worthing Leisure Centre and Splashpoint

**£60,000**

on an I.T. upgrade

**£60,000**

converting an old boxing room into a new Spinning Studio at Lancing Leisure Centre

**£50,000**

refurbishment of changing rooms and toilets at Lancing Leisure Centre

**= £798,000**

total spend on large capital projects





### Staff Costs and Turnover 2019-2024 (excluding 2020-2021)

\*2023-2024 provisional figures.

	2023-2024*	2022-2023	2021-2022	2019-2020
<b>SDL</b>				
Income Total	7,673,081.07	5,605,891.20	4,629,793.73	6,004,855.72
Employee Total	3,215,169.98	2,765,774.16	2,634,094.73	3,572,514.88
	<b>42%</b>	<b>49%</b>	<b>57%</b>	<b>59%</b>
<b>Adur</b>				
Income Total	2,620,040.26	2,105,972.42	1,881,331.79	-
Employee Total	1,034,049.15	935,167.38	755,376.72	-
	<b>39%</b>	<b>44%</b>	<b>40%</b>	-
<b>Total Charity</b>				
Income Total	10,293,121.33	7,711,863.62	6,511,125.52	6,004,855.72
Employee Total	4,249,219.13	3,700,941.54	3,389,471.45	3,572,514.88
	<b>41%</b>	<b>48%</b>	<b>52%</b>	<b>59%</b>
<b>Ent</b>				
Income Total	683,836.88	687,571.54	401,558.50	556,998.90
Employee Total	143,388.24	130,606.60	90,103.95	168,795.72
	<b>21%</b>	<b>19%</b>	<b>22%</b>	<b>30%</b>

# Planned and reactive maintenance spends

## WORTHING

Planned maintenance .....£86,000  
 Reactive maintenance .....£170,000  
 New sports equipment .....£85,000

## ADUR

Planned maintenance .....£126,000  
 Reactive maintenance .....£99,000  
 New sports equipment .....£57,000

## SEA LANES

Maintenance combined .....£22,000  
 Pre-opening.....£72,000

## FIELD PLACE (Enterprise)

Planned maintenance .....£20,000  
 Reactive maintenance .....£5,000  
 New catering equipment.....£4,000  
 Grounds maintenance .....£34,000

**Combined total to improve or maintain our facilities was £780,000**

# Examples of projects we've re-invested our profits into:

New changing cubicles and lockers (SPLC)



New spin studio and virtual spin (SLC)



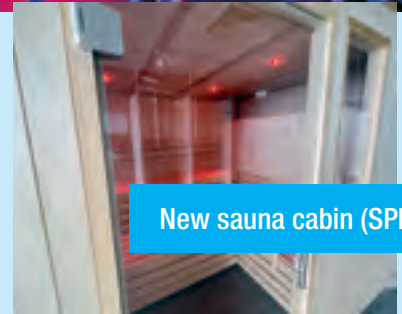
New reception area (WADURS)



New spin bikes (SPLC)



New sauna cabin (SPLC)



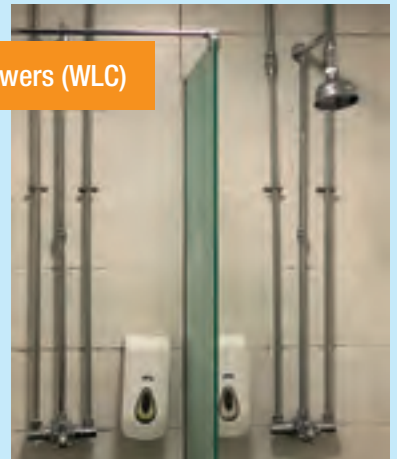
## Map of centres







New access control (SPLC & SLC)



New showers (WLC)



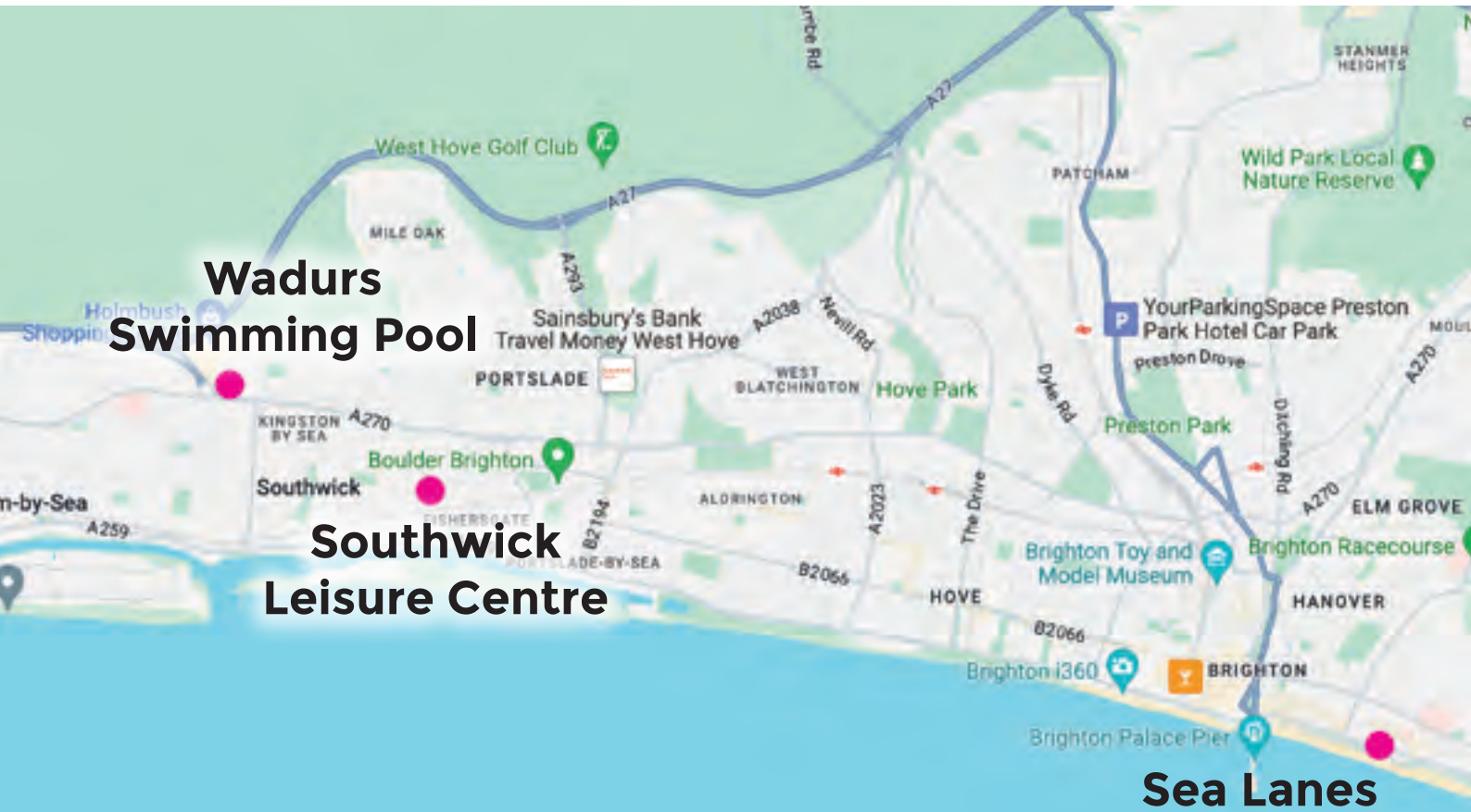
New Body Pump equipment (All Centres)



New underfloor heating (WADURS)



New accessible doors (WADURS)



# Environmental Sustainability



**With pressure from rising costs, we had to do a complete analysis of the business ensuring we are efficient and sustainable.**

This involved a review of opening times, our plant, and even reduced staff in our gyms at the quietest times between 12-3pm. Our positive actions meant that our use of utilities compared to 2019 was 360 CO<sub>2</sub>e tonnes of carbon lower, equivalent to 250 houses a year and over a 20% reduction in our carbon footprint.

Our overall CO<sub>2</sub>e utility usage remained static in 2023-24 compared to 2022-23, mainly due to

re-opening a Spa at Southwick and the Combined Heat and Power unit not working for 5 months at the end of 2023.

This substantial decrease in our environmental impact reflects our culture and dedication to preserving the planet and contributing to a more sustainable future. We have actively embraced sustainability practices, which have gone far beyond savings in utilities and have yielded positive results in reducing our carbon emissions, supporting our community and saving money, the Triple Bottom Line.



# Waste reduction initiatives

**Leisure Loop** scheme to **recycle any pool waste** including **Flip Flops, Pool Floats, Goggles, Armbands, Kickboards, Pull Buoy and Swim Caps.**



- **Experimented with using shredded wastepaper for the rabbit room at Brinsbury College.**
- **Recycled uniform made from plastic bottles.**
- **Vegan friendly cleaning products.**
- **Staff team building days:**
  - Treasure Hunt in Arundel.
  - Tree planting and skittles in Findon.
  - Walk over Seven Sisters.
  - Make planters at Lancing and grow plants from home.
  - Boat trip to the Rampion Wind Farm.
  - Sea Lanes beach clean.
- **Waste Audits** – Quarterly to continually push our recycling in the right direction.
- **Battery and Vape recycling.**
- **Crisp packet recycling in our offices.**

- **New Recycling bins around our facilities with education on recycling.**



- **Capturing our rubber crumb.**

Whilst we can not eliminate this we have significantly reduced the rubber crumb leaving the pitch area with an investment that solely focused on the environment.

**LET'S GO!**  
**NET ZERO**  
West Sussex

- **Our CEO is a LGNZ green Business Champion** – helping small and medium size businesses to start their journey to Net Zero.



# UN Sustainable development goals and our contribution

The United Nations Sustainable Development Goals (SDGs) are a global blueprint designed to achieve a better and more sustainable future for all. They address critical issues such as poverty, inequality, climate change, environmental degradation, peace, and justice. South Downs Leisure plays an active role in contributing towards the achievement of these goals through focused community engagement and environmentally responsible practices.

For instance, we promote health and well-being (SDG 3) by providing accessible and inclusive leisure facilities for all age groups and abilities.

Our initiatives to integrate more sustainable and eco-friendly operations directly support climate action (SDG 13), emphasising energy efficiency and waste reduction.

On social fronts, we foster community participation and support (SDG 11), ensuring our facilities serve as hubs for social interaction and community development. By aligning operations with these goals, South Downs Leisure not only enhances community well-being but also contributes significantly to broader global sustainability objectives.

## SUSTAINABLE DEVELOPMENT GOALS





# The circular economy model: less raw material less waste fewer emissions

We've partnered with **Leisure Loop**

which collects waste materials like pool noodles, goggles and more. You can find these collection points at our pools.

Leisure Loop then transforms these materials into storm boards or flip-flops, whereas Leisure Loop partner, **Aztec Washrooms**, turns these materials into panels for cubicles, lockers, benches, and waterside boxes, all used at our Brighton swimming pool - **Sea Lanes**.

This initiative not only helps us manage waste effectively but also reinforces our commitment to sustainability and environmental responsibility.



Sea Lanes > Splashpoint > Wadurs

# Plans for the future

South Downs Leisure is focusing on improving our facilities and services for the future. Our immediate priorities include a strong emphasis on sustainability, striving to implement environmentally friendly practices across all our venues to minimise our environmental impact. Our goal is to significantly reduce our carbon footprint, aiming for our 'Dry Side' sites to be carbon neutral by 2030, and our 'Wet Side' sites by 2040. We'll be upping our game in energy saving, using more renewable energy, and doing a lot more recycling.

We're also planning major updates to our digital services to make things better for our members. These upgrades include improving our mobile app with personalised fitness tracking, more online classes, adding fun gaming features, and improving our online booking system to make accessing our services easier and more appealing to everyone. By investing in the latest digital fit-tech, we're hoping to keep leading the pack in the leisure industry and provide top-notch services to our community.

These steps will help us offer the best value in fitness and wellbeing, and support our aim to encourage more people to be more active, more often.







# What's next...

Looking to the future, we are embarking on several thrilling projects to further improve our services and offerings. A major endeavour is the relaunch of our mentoring scheme, designed to offer valuable advice and support to our staff. This initiative will promote a culture of learning and development throughout the organisation, making sure our team is well-prepared to deliver the best experience for our members.

In line with enhancing our digital interface for customers, we are in the process of building a new website and online joining module. This development is aimed at improving our customers' digital experience, ensuring ease of access to our services and information.

We're dedicating substantial resources to upgrading our facilities, with a special focus on Worthing Leisure Centre in the short-term. Our plans include an extensive refurbishment, expanding the space, and developing a better layout for the gym. These improvements are aimed

at creating a more inviting and efficient space for our members' workouts.

Furthermore, we're moving and enhancing the Soft Play section at WLC, demonstrating our commitment to offering superior, family-oriented services. This enhancement will make certain that our youngest visitors and their families have a more enjoyable time during their stays.

As we progress, strengthening existing partner and community relationships as well as seeking opportunities to build new ones will remain a priority. We will also look at growth options accordingly, ensuring that our strategies align with our vision for the future.

These strategic plans underscore South Downs Leisure's continuous pursuit of excellence and our commitment to boosting the health and wellbeing of our community.





## Sustainability:

South Downs Leisure is taking significant steps towards enhanced sustainability, recognising the importance of environmental responsibility in shaping a healthier, more sustainable future for our community.

Moving forward, we are actively exploring innovative solutions and initiatives designed to reduce our carbon footprint and promote eco-friendly practices across all our facilities. This includes investing in energy-efficient technologies, minimising waste, and encouraging sustainable transport options for our members. By integrating sustainability into the core of our operations, we aim to not only contribute to the well-being of our planet but also inspire our community members to adopt more environmentally conscious lifestyles.

Our commitment to sustainability represents a key pillar in our mission to foster a healthier, vibrant, and more resilient community for generations to come.

## Community:

Our next community chapter involves enhancing connectivity and inclusivity across the various facets of local life. Anticipating a deeper collaboration with local charities, schools, and health initiatives, we aim to implement programs that not only promote physical health but also address mental well-being and social cohesion.

Efforts will be accelerated towards organising events and workshops that serve the wider community interests, including vulnerable groups, to ensure everyone can benefit from a healthy and active lifestyle. We are also looking to harness the power of digital platforms to reach a broader audience, encouraging community-wide participation and feedback in shaping our activities.

By rooting our actions in the core values of community support and engagement, South Downs Leisure is dedicated to strengthening the social fabric and building an even more resilient and vibrant community around us.

## Employability:

South Downs Leisure is poised to take ambitious strides in enhancing employability among our team and the wider community. Our next chapter focuses on creating comprehensive training programs and partnerships that offer valuable skills development, career advancement opportunities, and increased job accessibility.

We're committed to nurturing a workforce that is not only highly skilled but also diverse and inclusive, reflecting the community we serve. By investing in our team's growth and fostering a supportive environment, we aim to empower individuals to achieve their professional goals, ensuring South Downs Park remains a leader in providing outstanding services while contributing to the economic vitality of our region. This focus on employability underpins our dedication to excellence, community service, and the personal development of our staff.

## Digital Plans:

As South Downs Leisure continues to evolve, so too does our commitment to the digital experience we offer. In the pipeline are cutting-edge technological enhancements that promise to streamline and personalise how our members interact with our services. We're talking about mobile app improvements for seamless booking and management, virtual classes with top trainers to accommodate busy schedules, and interactive features that engage and motivate our users.

Additionally, we plan to harness the power of data analytics to better understand member preferences and tailor our offerings accordingly. By fortifying our digital infrastructure, we're not just keeping up with current trends; we're establishing ourselves at the forefront of digital innovation in the leisure industry, with the goal of delivering convenience, efficiency, and added value to both our existing and future members.

## Our Centres:

Looking ahead, South Downs Leisure's centres are poised for a vibrant phase of development, prominently featuring infrastructural upgrades and program expansions designed to elevate the user experience.

Our vision includes modernising facilities with state-of-the-art equipment, enhancing accessibility for all members of the community, and introducing a wider range of activities to cater to diverse interests and age groups. We are also placing a strong emphasis on creating multifunctional spaces that can adapt to different events and functions, thereby fostering a more dynamic community hub. These improvements are guided by a commitment to health, wellness, and social interaction, ensuring that our centres remain not just a place for physical activity, but also a cornerstone for community engagement and wellbeing.

With these initiatives, South Downs Leisure's centres are set to redefine what it means to be a leader in community leisure provision.

## Future Growth:

South Downs Leisure stands on the brink of an exhilarating era of expansion and innovation, aimed at not only enhancing the scope of our services but also reinforcing our commitment to community well-being and sustainability.

Looking towards the future, we are exploring opportunities to widen our geographical footprint by establishing more centres across the region, thereby making our holistic health and wellness programs more accessible to a larger segment of the community. Simultaneously, we are investing in sustainable practices and eco-friendly technologies to ensure our operations contribute positively to environmental stewardship.

Partnering with local businesses and community organisations will further amplify our reach and impact. By intertwining growth with sustainability and community engagement, South Downs Leisure is laying down a robust blueprint for a future where we continue to flourish as a beacon of health, wellness, and social responsibility.



centres

WORTHING LEISURE CENTRE

SPLASHPOINT LEISURE CENTRE

DAVISON LEISURE CENTRE

FIELD PLACE MANOR HOUSE & BARNES

LANCING MANOR LEISURE CENTRE

SOUTHWICK LEISURE CENTRE

WADURS SWIMMING POOL

PALATINE PARK FOOTBALL CENTRE

SEA LANES



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South Downs  
Leisure

[www.southdownsleisure.co.uk](http://www.southdownsleisure.co.uk)