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COUNCIL MEMBERS 2020

PRESIDENT

David Sterling

CHAIRPERSON

David Ferguson (From January 2021)

Heather Cousins (To December 2020)

VICE-CHAIRMAN

HONORARY TREASURER

CHIEF EXECUTIVE

Bertie Ellison

Michael Carson

Gerry Kelly

ELECTED REPRESENTATIVES

Lynda Sloan

Colin McWhirter

Brian Murphy

Val Russel

Caron Alexander

Tom Kennedy

NICS SOCIAL CLUB REPRESENTATIVE

Billy Gamble

AFFILIATED CLUB REPRESENTATIVES

Siobhan Smyth

Kitty Brown

Karen McConnell

Brian Vincent

Geraldine Heaney

PAVILION BASED SPORTS CLUB REPRESENTATIVE

Chris Heatley



I am delighted to present the Association's annual report and financial statements for 2020 in what has been by far the most challenging year in the organisation's 70 year history.

Despite the difficulties presented by the global pandemic I am particularly pleased with how the Association and its staff have adapted to the very challenging operating circumstances to continue to deliver services and activities to members and NICS staff across the country.

Our health and wellbeing initiatives, particularly the WELL Programme, continued to make a valuable contribution to the physical and mental health and wellbeing of members and NICS staff, and this was particularly important through the lockdowns during the year when the vast majority of the NICS worked from home.

Due to social restrictions we moved our services and activities to online platforms and delivered over 400 online courses throughout the year to a range of government Departments, agencies and organisations in the wider public, private and voluntary sectors. This included over 250 online exercise classes which were delivered to members and NICS staff using Facebook and Zoom. We also increased to 170 the number of workplace WELL champions now involved in promoting the WELL programme within their respective workplaces, and we succeeded in attracting just under 40,000 viewers to the new WELL website.

To complement the online services we launched our Steps to Fitness Initiative to provide an opportunity for members and staff to get physically active through the completion of a walking challenge. The first challenge, launched at the latter part of the year, was a tremendous success with over 600 participants completing it within the 12 week target period.

To reflect the restrictions on High Street shopping and dining we developed and delivered a range of online offers and initiatives for members through the Membership Plus scheme. These included access to a range of discounted takeaway food offers and discount cards for several leading supermarkets to facilitate online grocery shopping.

We continued to play an important role in supporting local and wider community objectives by hosting a number of local and international events at The Pavilion, Stormont. The most notable of these was the international teams representing football, hockey and cricket in the run up to vital international fixtures. We also played host to Stoke City Football Club who spent a week at the Pavilion as part of their pre-season training preparations. All of these events were successful in raising our profile in the area of event management and in showcasing and promoting the facilities at the Pavilion to a local and wider community and international audience.

We continued to support local community and charitable initiatives, evidenced during the first lockdown in March 2020 when members of Activ donated over £1200 to the Trussell Trust Foodbanks and a number of our affiliated clubs donated a proportion of their grant to a range of local charities.

The FindOut educational and training initiative delivered over 20 online resilience and other courses to a range of organisations within and outside the NICS. We also launched our new health and wellbeing assessment initiative which provides assessment, education and intervention

in a range of health-related areas including cardio health, body composition, metabolism and functional movement.

We developed our facilities at the Pavilion for members through the upgrade of the bowling green, the replacement of floodlighting at the Playball facility and the upgrade of the tennis club pavilion. Looking to the future, we also worked closely with a range of stakeholders and architects to take forward the design process for a proposed new capital development project for the Pavilion Complex.

Despite the unprecedented economic and trading conditions and a significant reduction in income we recorded a surplus of £105k for the year and succeeded in reducing our short and long term liabilities with the repayment number of loans in respect of the carbon trust, capital works at the Playball offices, and the payment of VAT in respect of the capital goods scheme.

It has been without a doubt a very challenging year professionally and personally for all those involved in the work of the Association. I would like to take this opportunity to pay tribute to the staff, Council, club representatives and members for their continued support and loyalty to the Association during the year and express my hope for a resumption of our activities in 2021.

David Feynsen

Chairman





7932
NICSSA MEMBERS
THROUGHOUT
NORTHERN IRELAND

59 WORKPLACE CLUBS THROUGHOUT NORTHERN



£52,150
PROVIDED IN WORKPLACE CLUB GRANTS

CLUB GRANTS WERE USED BY WORKPLACE CLUBS TO:

- Donate money to food banks and charities
- Buy Cinema tickets and Tayto Park tickets from NICSSA to distribute to members
- Hold prize draws for members to win prizes including vouchers for shops in their local areas
- Contribute towards members availing of days out in their local areas with their families including Christmas Santa trails



REWARDING NICSSA MEMBERS

2020 has been a challenging year and the lockdown has had a significant impact on the health and wellbeing of our members. So we rewarded a number deserving members who were nominated by their clubs for their endeavours to improve the lives of others. The winners received a range of gifts including Apple Watches and Christmas Cheer Hampers



261003 SOCIAL CLUB MEMBERS

127
MEMBERS
RECRUITED
IN 2020



This years sporting calendar was severely curtailed due to the COVID-19 pandemic. The majority of sports taking place at The Pavilion are deemed as "contact sports" and therefore the associated clubs had limited playing time in order to reduce the risk of spreading COVID-19.

We have used the time when the facility was closed to users to improve the facilities for the benefit of all our sports teams and users.

NICSSA would like to acknowledge and thank members for their the continued loyalty and understanding of our members during the year.

Improvements to Sports Facilities 2020

- Tennis Clubhouse refurbished
- Bowling Green lawn reseeded
- Replaced faccia & guttering on Bowling Pavilion
- Rejuvenated cricket wickets
- Implemented Pavilion access system
- Installed sanitising stations around the Grounds



138 EVENTS HELD AT THE PAVILION

PEOPLE ATTENDED CONFERENCES, CHARITABLE & SOCIAL EVENTS



The global pandemic caused many events to be cancelled due to restrictions on numbers allowed to gather indoors and because of travel restrictions.

In order to comply with NI Executive guidelines regarding COVID-19 the facility was equipped with hand sanitising stations, signage and one way systems. Internally The Pavilion was painted, new windows were fitted in Whistles and a sheltered outdoor area was constructed on Whistles balcony.

A Social Distancing Conferencing and Events Booklet was developed to market the facility.

DAYS WHISTLES OPENED IN 2020

SAVINGS MADE BY MEMBERS IN WHISTLES



In August 2020 Whistles took part in the Eat Out to Help Out Scheme which gave members and customers 50% off their meal up to £10 value per person each Monday to Wednesday in August.

DAYS WHISTLES SCHEME WAS VALID 1761 MEALS WERE SERVED







HEALTH & WELLBEING

HEALTH PROMOTION

63 HEALTH PROMOTION EVENTS DELIVERED

170 WELL CHAMPIONS BASED ACROSS NI

Due to the COVID-19 pandemic the number of WELL Events were limited in order to adhere to NI Executive guidelines. When it was safe to do so the WELL team delivered 63 events and facilitated events such as smoking cessation and a sexual health seminar for LGBT+ community as well as attending NICS Live events.









ACTIV HEALTHCLUB

182
ACTIVE HEALTH MEMBERS

Activ Health Club was significantly impacted by COVID-19 closures.

The club catered for members by:

- Delivering over 300 Online classes
- Providing Activ gym equipment to Activ members to use at home

During the closure of Activ Health Club the Activ team painted the facility, serviced spin bikes and implemented an access control system for better exclusivity, security and contact tracing.



NICSSA AT HOME



Used digital communications to sign post members to the relevant health and wellbeing help they required.

Provided online health and wellbeing articles via WELL Website to promote Personal Resilience to members.



Provided Food Diary's and over 21 recipes including "Fakeaway" meals

Website shares advice on eating well, recipes and how to fuel the body with the right nutrients



SAVINGS

Increased Amount of Online Savings for Members

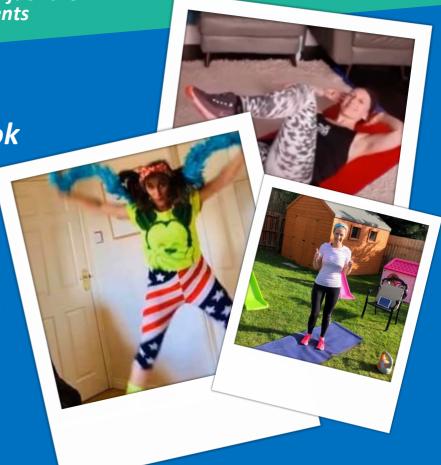


11 Classes per week via @Activ Healthclub Facebook Live, Microsoft Teams and Zoom

You Tube

145 Fitness Classes Posted4638 Views137 subscribers

All are available for NICS Staff





The WELL team developed the Steps2Fitness initiative to improve Health and wellbeing of NICS staff during what was and continues to be a very challenging time in so many peoples lives.

The Team Challenge to "walk around Ireland" getting rewards along the way over 12 weeks was completed by participants individually then combining steps virtually to reach milestones.

Benefits:

- Encouraging NICS staff to get Active.
- Encouraging interaction between groups to give people a sense of connection especially whilst working at home.
- Motivating people to work together.
- Participants working towards a goal and getting a sense of achievement for their efforts.

The Steps2Fitness challenge began in December 2020. Initially there was 500 spaces; however due to popular demand we had to increase this to 600 spaces.

To date there are over 100 people on our expression of interest list for Steps2Fitness Spring 2021 Challenge.

On completion each participant received a WELL branded high visibility vest, water bottle and hoodie.





I am pleased to report on the performance of the Association against the key priorities which are set out in the 2020 Business Plan. A more detailed analysis is set out at pages 22 and 27 of this report.

The year was marked by a significant disruption to business activity across all the areas of the Association's business as a result of Covid-19 pandemic. As a consequence all of our facilities were closed, many staff furloughed and a number of services had to be adapted for delivery to our members through online platforms.

Despite the operating difficulties we successfully progressed to the final stage of SportNI funding process for the development of a new indoor multi-sports facility at the Pavilion Complex.

We worked closely with the Stormont Estate to promote the outdoor facilities within the estate to members and more widely worked in conjunction with a range of organisations to promote outdoor recreational facilities to our members in affiliated clubs throughout NI.

In the area of people our aim is to encourage more people to get involved in activity and keep them involved into later life. Despite the difficulties in meeting this target we:

- Delivered over 400 online physical and mental health and wellbeing activities throughout the year ranging from yoga and bodyburn classes to resilience and mindfulness classes.
- Launched our Steps to Fitness Initiative and secured over 600 participants in the Steps to Fitness Walking Challenge which involved walking 821 miles over a

12 week period.

- Worked closely with the WELL Champions to get more people involved in health and wellbeing activities and this was reflected in an increase in the number of people taking part in the online courses and the Steps to Fitness Challenge.
- Worked with a range of organizations within the three sectors in the delivery of Resilience training-most notably HSCNI, SIB as well as a range of NICS departments and Agencies.

In terms of the product and services that we offer our members we:

- Adapted the membership plus scheme for delivery through a range of online platforms and included a greater number and range of discounts to facilitate members shopping online.
- Launched a new health and wellbeing assessment initiative which provides cardio health, Body Composition and functional movement assessment.

To enable the delivery of our services, activities and further develop our facilities we:

 Introduced a new access control system at the Pavilion in conjunction with a new CRM system. We also developed a greater presence on a number of social media platforms to develop a better connection with members who were working from home.

- Used the opportunity presented by lockdown to refurbish the tennis pavilion, relay the Bowling Green and carry out maintenance to the Pavilion and Grounds.
- Improve our operational efficiency, reduced operational running costs and increased overall turnover through a number of income generating initiatives including developing a new health assessment programme and developing a coffee facility for the new Stormont Playpark-all of which helped us secure a modest surplus for the year and succeed in reducing our long term liabilities on the balance sheet.

On behalf of the staff team I would like to take this opportunity to thank all those who supported us during what has been a very challenging year for all involved with the organisation. In particular I would like to thank the Executive Board, the Council and of course all the volunteers who give so freely of their time to support others.

Chief Executive

Places: Provide fit for purpose spaces where people can participate in sport and leisure activity

Objective	Priority	Performance Measure	Performance Target	Progress
To develop high quality fit for purpose sporting and leisure spaces to meet the	Further develop the facilities at the Pavilion Complex, Stormont for members and customers.	The number of facilities developed.	Complete the business case for new multi sports facility at the Pavilion by August 2020.	Business case to secure Sport NI funding completed and ready for submission to SportNI.
	Develop wellness spaces for our members within workplace affiliated clubs.	The number of fit for purpose wellness spaces established.	Secure 2 new wellness spaces in work- place affiliated clubs as part of the NICS Accommodation standards by December 2020.	Work of the Agile Work- ing Group complete. Continuing to work with departments on secur- ing NICS wellness facili- ties in affiliated clubs.
needs and expectations of our members and customers.	Develop new outdoor spaces for the provision of sport and leisure activities	Number of outdoor sport and leisure spaces developed.	Develop 2 new outdoor activity spaces to facilitate new activities.	Working with key stake- holders to develop additional outdoor recreational space. These include: IFA Outdoor Rec Sport NI Cricket Ireland, Dof

People: Encourage more people to get involved in more activities and keep them involved into later life

Objectives	Priority	Performance Measure	Performance target	Progress
By 2021 to have greater participation in sport and leisure activity by a great- er number of people.	Increase the number of members participating in NICSSA events and activities.	% increase in participa- tion levels.	To increase by 5% the number of people participating in sport and leisure activity by December 2020.	All outdoor events rescheduled due to Covid-19. Over 400 activities e.g. Classes, Competitions etc. delivered through online social media platforms. Virtual classes continuing following third lockdown. Steps to Fitness Initiative launched 1 December 2020 with 600 participants.
	Increase footfall in all of the services and activities at the Pavilion Complex.	% increase in footfall in all areas of the business	Secure a 10% increase in footfall in all areeas of the business at the Pavilion by December 2020.	Footfall decreased as a direct result of Covid- 19.

Product: Meet and exceed member and customer expectations in the delivery of our services

Objectives	Priority	Performance Measure	Performance Target	Progress
Develop a greater num- ber and range of activi- ties for members.	Increase the number and range of activities that we deliver across all our affiliated clubs.	Number of new activities developed and delivered.	Develop and deliver 2 new activities which can be accessed by all members by December 2020.	Over 400 Online classes delivered to all members-March -Dec 2020. Steps to Fitness Initiative launched Dec 2020 with 600 participants.
Increase the number and range of services that we deliver to members and customers.	Introduce new services to meet the needs and expectations of members and customers.	No of new services	Increase by 5% the take up on membership exclusives, extras, and experiences. Launch new Health and wellbeing Assessment Centre by January 2020. Introduce mobile catering unit to facilitate catering for ongoing activities and major events at the Pavilion Complex.	Assessment Centre opened and ready to be rolled out once current Covid restrictions are lifted. Secured a contract to deliver assessments to Health Service and NICS Agreed in principle- working with Stormont Estate re positioning.

Enablers: Develop strategic enablers to support the delivery of the strategic and business plan

Objectives	Priority	Performance Measure	Performance Target	Progress
Staffing Ensure that the right staff are in the right places at the right times.	Develop organisational and individual capacity and capability to support the delivery of the strategy.	Level of staff awareness about business areas	Implement by January 2020 staff job rotation to promote individual and team capacity and capability.	Rescheduled in light of Covid-19
Systems Develop fit for purpose communication and information systems to improve connection between and with members.	Develop and implement a Customer Relationship Management System (CRM)	Introduction of new system.	Introduction of CRM system by April 2020.	System introduced and fully operational. New access control system introduced at the Pavilion Complex Sep 2020.
Structure Have a fit for purpose staffing structure to support the delivery of the strategic plan	Introduce a fit for purpose staffing struc- ture to meet the current and emerging business needs.	New staffing structure.	New staffing structure fully implemented and operational by January 2020.	New staffing structure implemented on 1 January 2020 and temporarily revised in light of Covid-19.

Enablers: Develop strategic enablers to support the delivery of the strategic and business plan

Objectives	Priority	Performance Measure	Performance Target	Progress
Resources To be in a position to service what we want to do with the financial resources that we have and those that we generate.	Develop new sources of funding to provide for organisational growth. Improve efficiency in the delivery of services.	Number of new sources of funding secured. Increase in profitability	Develop a fundraising plan to support capital development by April 2020. Achieve a 20% increase in combined turnover by Dec 2020. Achieve a 10% increase in surplus by Dec 2020.	Meeting with DoF and SIB to explore the scope for securing Financial Transactions Funding took place September 2020. Turnover down and surplus up for the year. Cash position healthy following decisions to significantly reduce operational costs.

Enablers: Develop strategic enablers to support the delivery of the strategic and business plan

Objectives	Priority	Performance Measure	Performance Target	Progress
Style Ensure that we have appropriate branding which reflects the vision and mission of the organisation	Review corporate branding and sub branding to ensure that they are easily recognizable and consistently applied in our communication with members and stakeholders.	Report on review of Branding	Complete review by August 2020.	Work in progress
<u>Corporate Governance</u>	Collaborate with DoF representatives in the review of the relationship between DoF and NICSSA.	Revised licence for occu- pation of the Pavilion Complex Revised MOU for delivery of services to the NICS by NICSSA.	Complete review by December 2020.	First meeting of the review group took place on 28 October 2020.



This report should be read in conjunction with the summarised profit and loss and balance sheet accounts on pages 30 and 31 of this report.

In summary, income for the year was down by £124K and expenditure fell by £171k.

Turning to the detail there were a significant fall in income during the year across each area of the business as a direct consequence of the COVID restrictions. Most notable variations in income were from Playball which fell by £113k, Subscriptions fell by £21k, Activ Gym dropped by £36k, WELL down by £67k and FindOut down by £39k. These reductions were partially offset by HMRC's Job Retention Scheme grants of £158k.

The net result of these variations was a £124k decrease in revenue for the year.

Overall expenditure was down by £171k as a direct result of the closure of the facility for a significant proportion of the year and the absence of many services and activities.

Turning to the detail behind the expenditure, salaries were down £65k as a result of the restructuring of the staffing in December 2019, the streamlining of the Playball and Pavilion front of house functions and the decision to contract out the cleaning function.

Health Works costs were down by £17k due to the reduction in courses delivered in the year.

Activ Gym costs decreased (£5k) with a reduction in class fees. Grants to clubs also fell (£28k), reflecting a drop in activity levels as members worked from home.

The absence of competitions and events led to a reduction in associated costs of £13k and Pavilion costs also dropped by £5k showing the impact of a reduction in running costs.

Business support costs fell by £27k due to the reduction in overheads and the absence of the annual capital goods VAT scheme payments, which ended in 2019.

Interest on loans fell by £3k as the amount owing on the principal of loans reduces year on year.

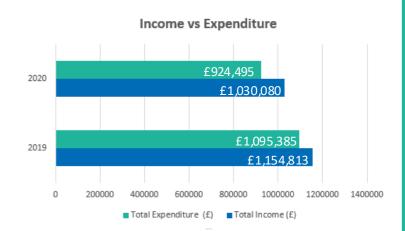
The net position of the movements in income and expenditure during the year resulted in a £106k surplus and an increase in total reserves to £1,036kK.

Turning to the balance sheet fixed assets reduced by £152k showing the impact of depreciation of assets in the year. Current assets increased by £25k as a result of an increase in the cash in bank at year end.

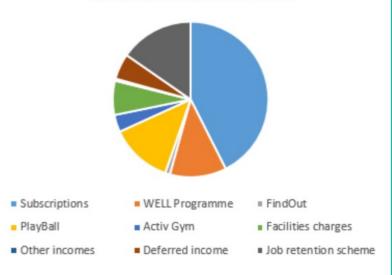
Current liabilities i.e. amounts due to be paid within one year decreased by £100k, which reflected the repayment of two small loans for the Carbon Trust Scheme, and the Playball office and the final payment of £27k in respect of the Capital Goods Scheme Tax.

Creditors due after one year is down by £135k which reflects the full payment of liabilities in 2020, including loans for Playball office £13k, Carbon Trust £15k, and Capital Goods Scheme Tax £27k.

The net result of the variations throughout the year is a surplus of £106k and total reserves of £1,036k.



Turnover Breakdown 2020



Accounts: Income and Expenditure

Detailed Income and Expenditure Account	2020	2019 £
Turnover Subscriptions Healthworks (including WELL grant) Find Out PlayBall (pitch hire, summer scheme, advertising) Activ Gym Facilities charges Other Income Deferred income (capital grants amortised) Job retention grants (furlough)	£ 438,312 121,030 10,138 132,952 36,921 73,161 4,425 54,981 158,108	459,253 188,737 49,454 245,157 72,373 79,064 5,748 54,981
Interest receivable Interest on deposits Total income	1,030,028 52 1,030,080	1,154,767 46 1,154,813
Expenditure Administrative expenses Staff costs Healthworks PlayBall Activ Gym Find Out Grants to Clubs Membership benefits Competitions - Civil Service Sports Council Competitions - NICS Sports Association Competitions - Regional activities Business support costs Pavilion complex costs Depreciation	472,768 17,153 6,898 7,828 1,331 55,458 20,660 57 1,045 60 79,396 94,042 159,739	537,164 34,420 4,900 12,676 12,296 83,485 21,206 1,921 1,964 10,324 107,170 99,470 156,823
Interest payable Loan interest Taxation Total expenditure	916,435 8,050 10 924,495	1,083,819
Surplus for the year	105,585	59,425

Accounts: Balance Sheet

Balance Sheet

Year Ended 31 December 2020

	Note	2020 £	2019 £
Fixed assets			
Intangible assets	5	9,199	11,039
Tangible assets	6	1,926,221	2,077,877
		1,935,420	2,088,916
Current assets	7	47,400	79,678
Debtors due within one year Cash at bank and in hand	,	117,867	60,760
		165,267	140,438
On disease amounts falling due within one year	8	(306,900)	(406,073)
Creditors: amounts falling due within one year	۰	(000,000)	(100,010,
Net current liabilities		(141,633)	(265,635)
Total assets less current liabilities		1,793,787	1,823,281
Creditors: amounts falling due after more than one year	9	(758,258)	(893,362)
Net assets		1,035,529	929,919
Capital and reserves			4.440
Share capital	10	1,426	1,449
Capital reserve	11	3,236	3,188
Unappropriated reserve	12	1,030,867	925,282
Total reserves		1,035,529	929,919



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