



**Service Delivery
Committee**

**Tuesday, 17 January
2017**

Matter for Information

Title: Leisure Services Update

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1. Introduction

- 1.1 This report provides Members with an update on the Council's Leisure Services, which includes the Leisure Contract; Sport & Physical Activity Commissioned activities; and Brocks Hill Country Park and Centre.

2. Recommendations

- 2.1 That Members note the progress in relation to Leisure Services.

3. Information

3.1 Leisure Contract

Participation

Participation has remained impressively high. There have been nearly 244,000 visits in the period August to November, which is more than 2,000 per day!

Currently 1,800 children and adults are learning to swim every week, with swimming participation reaching 80,000 for the whole period.

This period has seen significant growth in specific participation due to the activities delivered as part of the Sports Development and Reducing Health Inequalities plans. The activities are specifically aimed at increasing participation of targeted community groups. There has been substantial growth in GP referrals, Active Life (Older Adults) and Falls Prevention. Participation has remained consistently high for Under 5's, children's sports courses and disability swimming. Particularly pleasing has been the positive response to the introduction of activity sessions for diabetes sufferers. Free swimming for children in the school holidays was an impressive 2,400 and the expanded holiday camps attracted over 1,600 participants.

Events

There have been a number of events in the period, for example:

- OWBC Awards Evening
- Blood donor sessions
- Weddings
- Breast Care unit stationed at Parklands
- Pool lifeguard course
- Targeted programmes for girls, walking cricket, gymnastics

Customer Feedback

Customer feedback has been really pleasing, with emphasis on the delivery by the

frontline staff, in particular the Swim Teachers, Receptionists, Fitness staff and Coaches/Instructors. The other area of repeatedly positive feedback was the children's holiday camps in August. The comments particularly emphasised value for money and generated frequent repeat custom.

Phone Call Handling

SLM has made a concerted effort to manage the amount of phone calls by taking the following action:

1. SLM has heavily promoted the opportunity to book activities online via the leisure centre website and app. This has resulted in an increase in online bookings, meaning there are less customers booking in person or by phone.
2. SLM has changed the telephone answering service by adding a voicemail feature for those who want to cancel classes. They have also changed the 'hunt group' structure so that more staff have the opportunity to answer calls, in a quicker time period.
3. Parklands Leisure Centre is currently trialling a new software package which supports an automated central supporting system for phone calls. If this is successful it will be rolled out across all SLM run leisure centres. The system provides information on call volumes and waiting times. The system is very much in its infancy, but SLM hope to have some tangible data to analyse starting from January 2017

New Staff/Posts

Recruitment has continued at a pace, in particular swim teachers, lifeguards and childrens Activity Leaders as well as Apprenticeships and Work Experience placements.

Food Hygiene rating – Parklands Cafe and Brocks Hill Cafe

Parklands Leisure Centre 'Cafe' and the Brocks Hill 'Cafe' have recently undergone a food hygiene inspection. The scheme is run by the Food Standards Agency.

The food hygiene rating given to a business reflects the standard of food hygiene and enables consumers to choose where to eat; the information is published on the Food Standards Agency website.

A business can be given one of the following star ratings (0 to 5)



It is pleasing to note that both Parkland Leisure Centre Cafe and Brocks Hill Cafe facilities have both been awarded the **4* rating**.

3.2 2016/17 Sport & Physical Activity Commissioning

The following information provides a brief update on progress and future plans for the delivery of targeted interventions across the borough, utilising external funding

September – December

Oadby and Wigston Council Health Event

The OWBC Staff Health Event, organised in partnership with the HR team in October, was extremely well received. Staff had the opportunity to undergo a health check; try out some unusual fruits; make a smoothie drink; and have a go at table tennis. In addition, there were a range of health information stands and a survey was carried out to identify what future physical activity taster sessions staff would like implemented.

External Workplace Challenge Programme

Local businesses were given the opportunity to nominate a member of staff to attend the Workplace Challenge Champion training course. The aim of the course was to train individuals to promote being healthy at work e.g. by setting up physical activity sessions; encouraging people to have a walk at lunch time; and encouraging active travel.

BME Engagement

Continuing on from previous work in this area, the Oadby Oshwal Association were successful in their bid for funding to run some outdoor pursuits sessions, which benefited their members (with nearly 30 people attending each session). In addition, members of the Oadby Mosque were successful in receiving funding to set up a men's football project at Parklands Leisure Centre and the ladies group are planning to start a healthy eating course next year.

Other work includes partnership working with various local agencies to provide a bike to those living at Kennedy House in South Wigston, to enable them to keep healthy and get around easier. They also have the opportunity to access football sessions at Aylestone Park Football Club.

LEAP – Adult Weight Management Programme

The LEAP sessions have continued to be well received with 9 -11 participants attending each week. Three blocks of 11 sessions have been delivered so far, with one more planned in early January.

Falls Prevention

The Strong and Steady Falls Prevention programmes have been a resounding success with 15 participants completing the 24 week course. An additional social element to the sessions has emerged; in addition the attendees of the group have been recognised by winning an award last November at the O&W Awards Evening.

Inactive Young People Projects

Working with the local School Sports Partnership on a range of projects to increase activity levels. One of the focus target groups was young boys who do not actively seek out, or take part in formal team sports. A series of weekly fun sessions took place within their school setting to increase participation levels, culminating in a 'LADs Day' event at the local leisure centre. This was followed up with monitoring and evaluation in order to influence future projects.

Young People Survey

A young person's survey has been produced and designed for youngsters aged 11-18 years to complete, in order to identify gaps in provision. The results from the survey together with the Club Database information, will not only influence future provision, need and demand, but will be used in future funding bids.

School Games

Regularly support is being provided by OWBC's Sports Development Assistant, with multiple school games competitions currently taking place. These include table tennis, gymnastics, athletics, netball and basketball at primary and secondary level.

January – March

Back to Sport Sessions

There will be a range of 'Back to Sport' sessions starting in January for adults who would like to start something new or get back into sport. There will be Football, Basketball, Cricket, Table Tennis and Badminton.

Retirement Project

We have previously set up Walking Football and Cricket at Parklands Leisure Centre aimed at residents 50+. In addition some Conservation Volunteering projects are planned at Brocks Hill Country Park to build items such as benches and bird boxes.

Led Cycle Rides

A range of Family Led Cycle rides will be delivered across the borough in February and March. This will give local residents a chance to just turn up and enjoy a pre-planned cycling route, led by two qualified leaders.

Dementia Day Service

The leisure team will be working in partnership with J and S Dementia Day Service in South Wigston in January. This will provide the service users with an opportunity to try some different physical activities on a weekly basis e.g. Boccia, Kurling, Table Tennis and Seated Exercise.

ASB Diversionsary Project

A range of informal drop-in sessions will take place in January for 12 – 18 year olds, to help address ASB in the borough. Working in partnership with the Impact Team from LCC activities will include Boxing, Football, Basketball and Dodgeball. The aim of this project is to get more young people off the streets and into sport/physical activity.

3.3 Oadby and Wigston 2016 Awards Evening

The Borough's 7th annual Awards Evening was held on 23rd November 2016 at Parklands Leisure Centre. This was a partnership event organised and jointly funded by OWBC, Everyone Active and the Local Sports Alliance.

Over 180 people attended the evening, which was held to celebrate and recognise the achievements of our local resident in sport and physical activity.

A welcome address was provided by the Mayor Councillor Rob Eaton, which was

followed by a cheerleading demonstration by local club RDC Cheeleaders, who hold numerous Regional, National and Grand Championships titles.

Tom Brady from Leicester Tigers presented a range of community and sports awards, which was in addition to a special presentation by Sport England's Local Government Manager, Russell Turner, to South Wigston High School pupil Jarrod Hands, for his outstanding commitment to sport and physical activity. The highly regarded Compère for the evening was once again Gaynor Nash, who was extremely well received by all.

3.4 Brocks Hill Update

Conservation Activities / Natural History Projects

A range of conservation programmes and activities have taken place at Brocks Hill. The following list provides information about school engagement and half term projects, in addition to community activities.

School Engagement:

- Sparkenhoe Community Primary School – 60 children and 11 adults took part in Den Building and Orienteering.
- Barley Croft Primary School's visit included a Nature walk and den building.
- Launde Primary School - 86 children + leaders learnt about Den Building.
- 24 young people from Birkett House Special School – learnt about 'Centre' and Solar power'; and another year group from Birkett House School came on a separate occasion to carry out a self-led visit, with 11 students and 10 leaders.
- 55 children and 8 adults from Hazel Community Primary School also took part in Solar power activities.
- Holycross Primary School – took part in a self-led visit with Nature walk and den building, to provide awareness of the natural environment.
- Evington Valley Primary School was also a self-led visit with Nature walk and use of the play area for 90 of their pupils, to gain an understanding and awareness of the natural environment.
- Charnwood Primary School – carried out a self-led visit with 60 pupils
- 60 children attended from Little Hill Primary School – with a self-led visit including Orienteering.

Outreach – Teachers Day for Leicestershire Schools

Two members of the Brocks Hill team provided a morning session 'teaching the teachers' outdoor environmental activities. A total of 40 teachers benefited from the two workshops, this experience will enable them to bring environmental and conservation awareness into their individual schools.

Half Term Activities:

A range of children's half term activities were delivered:

- Making an Owl costume, bringing awareness of wildlife and the natural environment through craft and fun (24 children with adults)
- The Big Draw, linked the theme of this year's National Big Draw to the natural environment (30 children + adults)
- Brilliant Bats activities - bringing awareness of wildlife and the natural

- environment through craft and fun (44 children with adults)
- Mini Professors - Focused on spiders and butterflies bringing awareness of wildlife and the natural environment through craft and fun (35 children with adults)

Other conservation activities:

The 3rd Oadby St Peters Guides and their leaders took part in a Den Building exercise. This provided the group with an awareness of safety outdoors as well as the skills to create a safe, protective space.

Bat Walk - Leics and Rutland Bat Group led a talk and walk around the Country Park for 26 adults, finding out about bats and learning how to use a bat detector.

Plant Galls of Brocks Hill

Chris Leach, of the British Plant Gall Society, led a walk around the Country Park showing different types of galls and how to identify them. Brocks Hill is a Leicestershire hot spot for Galls. With the specialist on site it raises the profile of Brocks Hill in its recognition of this plant anomaly as well as educating the general public to find out more.

Food Fayre

A Food Fayre, promoting healthy eating, was held in October organised by the Friends of Brocks Hill. The event was very well received by the 200 attendees on the day.

3.5 Conservation Volunteering

Regular attendance by the Conservation Volunteers on Wednesdays at Brocks Hill is continuing. Communication channels are in place to discuss the schedule of works, via the Super Volunteer's monthly meetings and during the weekly volunteer's briefings.

Filming by Leicestershire & Rutland Sport took place last September, as part of a campaign to highlight the benefits of volunteering.

A new link to conservation volunteering is being made through the OWBC Leisure Team's sport and physical activity commissioning plan. One of the projects in the planning process is a retirement project, in order to recruit those who are nearing retirement age or have retired. Once these new volunteers have completed the project, the aim is to signpost them to opportunities at Brocks Hill and the borough's other green and open spaces. This project meets a number of the Oadby & Wigston Health & Wellbeing Board's priorities; to improve the health and wellbeing of residents, including addressing mental health.

The two new Officers recruited are now in place. Jamie Gould, (Park Warden) and Hollie Standall (Natural Discovery Volunteer Officer) started with OWBC on 15 December 2016.

3.6 Car parking – Brocks Hill / Parklands Leisure Centre

The need to increase car parking spaces at Brocks Hill/ Parklands Leisure Centre has become apparent over the last 12 months. The popularity of the leisure and the increase of visitors to Brocks Hill Centre and Country Park have also increased, particularly during the summer months.

The OWBC Planning Control Manager is currently working through the planning

application to develop small areas of land identified by the Service Delivery Committee. In addition, and in particular whilst considering the long-term and future-proofing of the sites, the Planning Control Manager is considering other areas of land across the leisure sites that would be appropriate to develop into car parking spaces.

At the time of writing this report (Christmas 2016) the update with regards to planning has not yet been confirmed.

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Implications	
Financial (CR)	The above schemes/projects can be met within budgetary provision including external funding/support identified, with the exception of the costs associated with increasing car parking spaces.
Legal (AC)	No significant implications, however planning will be applicable to increase car parking spaces.
Risk (AL)	CR1: Decreasing Financial Resources CR8: Organisational Change
Equalities (AL)	Current EIA Commissioning Action plan completed in July 2015. Next assessment due in 2018. Brocks Hill Equality Assessment completed June 2016.
	Equality Assessment
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable