



**Service Delivery
Committee**

**Tuesday, 27 June
2017**

**Matter for
Information and
Decision**

Title: Leisure Services Report

Author: Avril Lennox MBE (Health and Leisure Services Manager)

1. Introduction

This report provides Members with an update on the Council's Leisure Services, including the Health & Wellbeing Board, the Leisure Contract; Sport & Physical Activity Commissioned activities and Brocks Hill Country Park & Centre. In addition to approval requested for the proposed car park extension at Parklands Leisure Centre; access path from Tendring Drive into the Country Park; and the proposed removal of two items of play equipment at Brocks Hill.

2. Recommendations

- 2.1 That Members note the information provided within the Leisure Services report and endorse and promote the range of opportunities to the wider audience as set out in paragraph 3 of this report.
- 2.2 That Members approve in principle the proposed car park extension at Parklands Leisure Centre as set out at paragraph 4 of this report.
- 2.3 That Members note the position on progressing appropriate access into Brocks Hill Country Park from the Tendring Drive Path as set out at paragraph 5 of this report.
- 2.4 That Members note the removal of two pieces of play equipment from Brocks Hill Country Park for health and safety reasons as set out at paragraph 6 of this report.

3. Information - Leisure Services

3.1 Health & Wellbeing Board

The final of the four planned Oadby and Wigston Health & Wellbeing Board meetings was held on 4 April 2017. Angela Bright (Chief Operating Officer West Leicestershire CCG and SRO for Integrated Teams), provided an overview of the Sustainability and Transformation Plans (STPs)/new models of care. Mike Sandys (Director of Public Health) presented Public Health's 2016 Annual Report and also provided an overview of the Leicestershire Joint Health & Wellbeing Strategy.

The HWBB discussed the local achievements from 2016/17 and proposed priorities moving forwards in 2017/18. Further meeting to be held to finalise the priorities and provide direction moving forwards.

One key area identified by the Board is the need to help Public Health reduce the number of admissions to hospital. All will be aware of last winter's crisis experienced at many hospitals, including Leicester, where low-risk patients were clogging up A&E departments. We aim to do this by helping to educate local people to seek help early, as well as supporting people to avoid ill health through prevention e.g.

promotion of healthy lifestyles, as well as encouraging more residents to take up the free flu jab.

3.2 **Leisure Contract Update (February - April 2017)**

Participation

The period February, March and April 2017 saw over 220,000 attendances at Parklands Leisure Centre and Wigston Pool & Fitness Centre. There were the normal seasonal fluctuations experienced due to school holidays, as well as a new peak in Membership numbers for the gym and swim lessons. Participation in swimming, fitness, GP Referral and other target groups has been very pleasing.

Programmes & Events

New activities and/or events that took place during this period were:

- Blood donor sessions
- Rotary Club swim marathon
- Swim Teachers qualification training course
- Lifeguard qualification training course
- 3 day Loros Charity Awareness event
- Asian Sports Day
- Wedding and Birthday functions

This compliments all of the 'usual' diverse activities varying from the hugely popular dancing, ballet, gymnastics, swimming and various sports, to targeted sessions for girls, walking cricket, kurling and Active Life sessions.

Customer Feedback

Customer feedback at both centres has been really positive with the most compliments centred around the cleanliness of the facilities as well as how professional, polite and welcoming the staff are in engaging with customers.

Customer Service at Parklands Reception

SLM is investigating ways in which they can speed up the service customers receive at Reception, be it either in person or by telephone. They are doing this in 3 ways:

- (1)** SLM has installed an improved telephone system which distributes calls around other areas of the centre when they cannot be answered by reception. This system also has the ability to track the calls. Although it is early days SLM has identified they receive up to 700 calls per week.
- (2)** SLM has increased the messaging to customers to encourage them to use the online services. Indeed 10% of the transactions and 17% of new Members now join online.
- (3)** Lastly SLM is looking into automated services for fast-track entry. They already have turnstiles so Members can go straight in without queuing but SLM is also investigating the possibility of trialling automated kiosks so customers can make payment without having to queue.

Customer Engagement

SLM has been extremely proactive in engaging with the community, trying to make as many people as possible aware of the both the facilities and services SLM offer. There are now nearly 47,000 people in the community who have a free Everyone Active card. This has contributed significantly to SLM's ability to deliver a positive message about activity to the community.

Community Contributions

In the 3 month period SLM has given over £4,000 worth of free activity to the community in the form of activity passes, Memberships and free swimming to the less abled, those on the 'Supporting Leicestershire Families' scheme and to talented athletes in the Go Gold scheme.

Industry Accreditation/Acknowledgement

It is pleasing to note that in March Parklands Leisure Centre scored impressively in the industry leading Quest review. SLM achieved a score of 'excellent' in an assessment which covers all aspects of organisation and service delivery in areas such as business planning, health and safety, industry compliance, community outcomes, customer experience, cleanliness, maintenance, environment and team management.

3.3 Sport & Physical Activity Commissioning Plan Update

Grant Funding

The Council's Leisure Team has been successful in drawing down a total of £68,346 from LCC Public Health in order to develop sport and physical activity programmes which are designed to get local residents more active. The team has also been successful in drawing down an additional £10,000 which will contribute to supporting a Graduate Trainee (Legacy Maker) post. This role is vital in terms of experience for the successfully recruited candidate and for the development of opportunities across the Borough.

Local Sport Alliance

The Oadby and Wigston Local Sport Alliance has grown in Membership considerably during the past year with a range of voluntary and professional partners helping the group to develop. The group has recently become an unincorporated organisation which means as a partnership we are able to bid for up to £10,000 in external funding to continue to put on exciting projects in the area.

Sport England

There are a number of new funding streams available via Sport England that the local authority and local sport alliance can apply for, in order to increase the number of sport and physical activity projects in Oadby, Wigston and South Wigston. The Leisure Team is currently looking at new and existing partners to write joint funding bids/projects.

'This Girl Can' campaign

A new project was delivered in June as part of the 'This Girl Can' campaign. The aim was to encourage more women and girls aged 16+ to get active, by trying a variety of different sport and physical activity sessions, free of charge.

Led Cycle Rides

The leisure team will be running three led cycle rides during the school holidays in different locations across the Borough. Each cycle ride will engage with a different target audience (e.g. women only, adults only and one ride for families).

Something to Do

Due to the initial success of the Something to Do programme, which provides young people with free informal sport and physical activity sessions across the Borough, the leisure team has commissioned the existing organisations to continue their outside sessions until September. This is in addition to looking to add new opportunities to the project, including music and arts.

4. Tendring Drive path

The Health and Leisure Services Manager spoke during the Development Control Committee on 17 November 2016, to request the opening up of the Tendring Drive path to allow easy access 'to all', to the Brocks Hill Country Park.

As evidenced in the meeting minutes, she confirmed that this would better realise the Council's key priority of improving the health and wellbeing of its local residents and the Council's vision statement "inclusiveness" by providing easier access to disabled and disadvantaged residents and visitors. She also confirmed it would reduce the need for some vehicular use to/from the site, promoting walking as a carbon-friendly alternative and the importance to consider equality in decision-making processes.

As a result of the Committee's decision to grant temporary planning permission, a number of quotes have been obtained for contractors to carry out the necessary works to ensure the entrance into the Country Park is DDA compliant.

To connect Tendring Drive to the hard surfaced paths at Brocks Hill, the existing wooden boardwalk will need to be replaced with new materials and DDA compliant toe-guards, to connect with a new section of boardwalk to be installed to cross two small ditches. The materials for the boardwalk are to be recycled plastic, which is durable and long lasting.

The quotes range from £8,000 to £10,900 to carry out the works. There is no budgetary provision for this amount of costs, so it will be included as a capital project for the year 18/19 budget.

5. Extension to Car Park at Parklands Leisure Centre and Footpath from Wigston Road, Oadby to the Leisure Centre

The urgent need to increase car parking spaces at Brocks Hill/ Parklands Leisure Centre has become apparent over the last 18 months. The popularity of the leisure centre has increased with families and individuals of all ages wishing to access this superb facility. Brocks Hill's visitor numbers have also increased, particularly during the summer months.

This has clearly been positive with regards to the leisure contract's profit share scheme; the negative impact has been the number of complaints received from people having significant difficulty parking on site.

Whilst previously a number of small individual green spaces have been identified for potential additional car parking, these will not future proof the sites. Therefore an alternative scheme is proposed by SLM. This particular area is between Wigston Road and Parklands LC building (opposite to the Cedar Suite entrance) and is envisaged will act as an overflow car park. The scheme will incorporate the requested footpath, to enable residents to walk from Wigston Road (opposite the Depot entrance) to both Parklands and Brocks Hill. The costs which are awaited will need to be met through significant borrowing. In planning terms the identified area is acceptable in principle, subject to the consultation process and appropriate conditions, particularly for screening. A verbal update will be given at the Committee meeting.

6. Brocks Hill Children's Play Equipment

Two pieces of play equipment at Brocks Hill are now redundant; the sand play unit and the zip wire. It is intended to remove these as the sand was removed from the play unit some time ago due to health and safety reasons. The zip wire needs to be removed from its current position for health and safety reasons due to its close proximity to the entrance into the Amphitheatre. Due to the age of the equipment and ongoing maintenance requirements it is not suitable to relocate elsewhere in the park.

Background Documents:-

None.

Email: avril.lennox@oadby-wigston.gov.uk

Tel: (0116) 257 2673

Implications	
Financial (CR)	As set out in comments provided in the report on how projects in paragraphs 4 and 5 will need to be funded.
Legal (AC)	No significant implications.
Risk (AL)	CR1 - Decreasing Financial Resources CR8 - Organisational Change
Corporate Priorities (AL)	CP1 - An Inclusive and Engaged Borough CP2 - Effective Service Provision CP4 - Green and Safe Places CP5 - Wellbeing for All
Vision and Values (AL)	The actions within this report meet the Council's Vision 'A Stronger Borough Together'. In addition, they also meets all five values: Accountability, Respect, Teamwork, Innovation and Customer Focus.
Equalities (AL)	An Equality Assessment has previously been completed.
	Equality Assessment:- <input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable

