



Service Delivery Committee	Tuesday, 20 November 2018	Matter for Information
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Report Title: Health, Wellbeing & Leisure Services Update (Q2 2018/19)

Report Author(s): Avril Lennox MBE (Head of Leisure & Wellbeing Services)

Purpose of Report:	To provide Members with an update on: <ul style="list-style-type: none"> - The Sport & Physical Activity Commissioning Plan; - Health & Wellbeing Board; - Community Engagement and Events; and - The Borough's leisure contract and the Brocks Hill Centre.
Report Summary:	This report provides details of the range of projects that have taken place during Quarter 2 (July to September 2018), as well as details of future plans.
Recommendation(s):	That the contents of the report be noted by Members.
Responsible Strategic Director, Head of Service and Officer Contact(s):	Anne Court (Chief Executive) (0116) 257 2602 anne.court1@oadby-wigston.gov.uk Avril Lennox MBE (Head of Leisure & Wellbeing Services) (0116) 257 2673 avril.lennox@oadby-wigston.gov.uk
Corporate Priorities:	An Inclusive and Engaged Borough (CP1) Effective Service Provision (CP2) Wellbeing for All (CP5)
Vision and Values:	"A Strong Borough Together" (Vision) Accountability (V1) Respect (V2) Teamwork (V3) Innovation (V4) Customer Focus (V5)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	Decreasing Financial Resources (CR1)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable.
Human Rights:	There are no implications arising from the report.
Health and Safety:	There are no implications arising from the report.

Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None
Appendices:	None.

1. Sport and Physical Activity Commissioning Plan

- 1.1 The following information provides an update and progress on how the Leicestershire County Council Public Health and Leicestershire & Rutland Sport funding for 2018/19 has been used during Quarter 2 (July to September 2018):
- 1.2 **Steady Steps** - OWBC has successfully drawn down an additional £6,600 this year to deliver two more Steady Steps 'Falls Prevention' programmes between October 2018 and March 2019. These programmes have already been very well received and the additional funding will help to address the waiting list, which stands at 78. After the initial pilot scheme it became apparent that there was more of a need for this type of programme, therefore the additional funding will help to engage with more residents, but further funding will be required to keep up with demand.
- 1.3 **Exercise Referral and Heartsmart** - Both the Exercise Referral and Heartsmart programmes continue to attract large numbers of participants. From April 2019 onwards the programme will use the online referral system called First Contact Plus. This will enable a smoother sign up process and will provide the ability to evaluate the programme more efficiently.
- 1.4 **FLiC** - Two family Lifestyle Club programmes have now been completed for this year. This programme aimed to engage with overweight and underweight children and their families to help them make better choices with regards to healthy eating and physical activity habits. There were a total of 150 attendances over both programmes and 32 individual participants.
- 1.5 **J and S Day Service** - After previously working with J and S Day Service in South Wigston on a project to enable adults with Dementia to be more active, the leisure team has recently worked in partnership with Leicestershire and Rutland Sport (LRS) to film their activity sessions. This video/case study will be shown at the forthcoming LRS conference in November 2018.
- 1.6 **Consultation** - The leisure team has continued to consult with local residents who either live in areas of deprivation or are on low incomes. The results will enable the team to identify ways to help these residents become more active. This area of work is particularly beneficial in providing real insight into the behaviours of different target audiences, as well as influencing future programmes.
- 1.7 **Oadby and Wigston Awards Evening** - The Oadby and Wigston annual awards evening will be held on the 21 November 2018 at Parklands Leisure Centre. This is a partnership event with support from Everyone Active and Women Today. The nomination process started over the summer; shortlisted nominees will be invited to the event, with winners

being announced on the night.

- 1.8 **OWBC Staff Health Day** - Future planning includes the annual OWBC Staff Health Day, which will be held in November 2018. The event has proved to be successful in the past couple of years and feedback from staff members has helped to shape future events. This year there will be a range of information and activities relating to mental health, physical health and nutrition.
- 1.9 **OWBC - New Member of the Leisure Team** - Working with Loughborough University, the leisure team has been able to recruit a full-time member of staff as Sports Development Assistant for a 45 week voluntary position. Charlie Clarke is currently studying Sport and Exercise Psychology at Loughborough University where he has just completed his second year. The work experience with Oadby and Wigston Borough Council will act as Charlie's 'Year in Industry' placement, which will be followed by a final year at University to complete the degree course. Charlie started with Oadby and Wigston Borough Council in September 2018. His main focus is assisting with the Oadby and Wigston Awards Evening, consultation, workforce development, funding bids and assisting with the Commissioning plan delivery. Those Councillors attending the forthcoming Awards Evening at Parklands Leisure Centre on 21 November will have the opportunity to meet Charlie.



Charlie Clarke

2. Health and Wellbeing Board (HWBB)

- 2.1 The HWBB held its annual health summit in April 2018, which identified the following three key priorities for 2018/19.

Ageing Well
Healthy Weight
Mental Health

The Board's meeting in July 2018 focused on the Ageing Well agenda. As a result of feedback from attendees representing specialist health organisations, service providers and individuals with an interest in this agenda, a double-page spread was produced in the Autumn edition of Letterbox. This provides details of services, local groups and opportunities covering this health topic area.

Another outcome from the meeting was that attendees were interested in meeting as a sub-group to take forward other opportunities to support the local community. The first meeting of this new group will take place on 07 November 2018.

3. Events

3.1 **Supersonic Boom 2018**

The Borough's annual Supersonic Boom event took place on Wednesday 15 August at Blaby Road Park, South Wigston. The event officially opened at 1:00 p.m. and saw 1,600 people attend over its 4 hour duration. Attendance was down on last year (1,700) but it was noted that attendees stayed on site for significantly longer periods this year compared to previous years. A total of 42 stalls representing a number of local businesses, youth groups and charities participated in the event and 12 performers, (including young people from the Youth Education Project performing as part of their qualification certification), took to the stage to entertain the crowd. A meeting has been held with the Council's Communications Officer and a strategy devised to improve promotional opportunities for 2019. A debrief/evaluation meeting with key stakeholders is also planned to identify 'lessons learnt'.

The overall feedback from this year's event has been overwhelmingly positive, with the majority of stallholders (86%) in particular rating the event as a 7 out of 10 or higher. A total of £143.50 was taken in cash donations for the 'Young Minds' charity which will be presented to charity representatives at a future Oadby & Wigston Youth Council meeting.

It is noted that the income is lower than previous years (£300 in 2017, £225 in 2016) which is directly attributed to the event hosting two inflatable attraction suppliers; one as the event's standard supplier, and another invited separately to attend by one of the local youth groups as part of their stall. The standard supplier usually donates a percentage of their takings from Supersonic Boom, less their costs, which is typically around £100 per year. Due to competition between the two suppliers this year the standard supplier did not make enough money beyond covering their costs, and was unable to make a donation. The funds raised by the additional supplier, less their costs, were given directly to the local youth group who invited them to attend.



Supersonic Boom 2018

3.2 **Brocks Hill Amphitheatre**

Brocks Hill's Amphitheatre once again hosted the Folksy Theatre group for one of their popular open air theatre productions. Two performances of the Princess and the Giant were held on 16 August 2018.

Over 200 people attended the performances. One parent commented that having attended last year's performance of the Smartest Giant in Town, she was keen to bring her family

back again this year. She said the performance was brilliant.

The rain held off for the morning performance, and attendees in the afternoon were treated to bright sunshine! Part of the performance included an interactive element with the children. According to the Folksy Theatre actors, who have been performing all over the UK from Scotland to Kent, the Oadby audience was one of the best interactive audiences they had encountered so far!

A box office ticket share arrangement was negotiated with Folksy Theatre, with £525 profit share provided to Oadby and Wigston Borough Council.



Brocks Hill Amphitheatre Performance

4. Community Engagement

- 4.1 The following provides a brief update about the range of engagement opportunities that have recently taken place.
- 4.2 The Engagement Officer met with members of the Oadby, Wigston and South Wigston Multi-Cultural Group to provide support on the design and delivery of a local diverse and inclusive festival of culture, planned for 2019. Support and engagement for the Group is being developed with assistance from De Montfort University.
- 4.3 Development work with local community groups and organisations is ongoing. During July the focus was on reaching those people who are seldom heard, for example, disabled people who are deaf or blind, have a special educational need, or have little in the way of access to resources such as funding. A new disability group will be set up and supported in the Autumn.
- 4.4 A workshop to encourage community groups and voluntary organisations improve their bid writing and funding skills is in development with Leicestershire County Council and Voluntary Action Leicestershire. This will be the second year this local workshop has been organised. It will be held on Wednesday 14 November 2018 at Oadby and Wigston Council offices.
- 4.5 In August, planning took place with the Oadby and Wigston Community First Responders to offer local residents training on how to use a Defibrillator. The following dates have been set: 08 November in Oadby, 22 November in South Wigston, and 29 November in Wigston.

Venues to be confirmed.

- 4.6 The Community Engagement Forum met on 25th September 2018, attended by 20 people representing a range of voluntary organisations and community groups. The meeting focussed on the Campaign to End Loneliness and Isolation, Dementia Friends training and funding to address unmet need in the Borough, particularly the needs of vulnerable people. It also covered future training around Third Sector development.

Andy Nazer, the England lead Officer for the Campaign to End Loneliness, gave a presentation on developments in this campaign area. His presentation explored the causes of loneliness and isolation and addressed how local agencies could work together to deliver supportive activity through shared resources. It also identified there is a void in addressing isolation and loneliness in some Black and Ethnic Minority communities. Local groups shared examples of positive work currently taking place locally with people from diverse age ranges, this included Dementia Friends training and Natter & Chatter tables located with agencies across the Borough.

- 4.7 **Changemakers Programme** - Recruitment of individuals for the National Open College Network (NOCN) level 1 accredited community development course continues. NOCN is a grassroots movement developed to recognise informal learning achieved by adults. This intervention is through a local Changemakers approach supported by Oadby and Wigston Borough Council and funded by the Community Safety Partnership and the Pakistani Community Youth Association (PCYA) Leicester, which is the regional NOCN assessment centre.

The 10 week course is free to volunteers who are part of an Oadby, Wigston or South Wigston community group, who on completion of the course will be trained to further support and benefit their group in community engagement. The course will start in the New Year.

5. Leisure Contract Update (August and September 2018)

- 5.1 **Participation** - This two month period saw over 158,000 visits at Parklands Leisure Centre, Wigston Pool and Fitness Centre and the Brocks Hill Centre. This is compared to 151,000 for the same period last year; a 5% increase overall. Particular highlights were participation in:

- Holiday camp activities (422 in Aug),
- Falls prevention classes (500 in Aug & Sep)
- Diabetes course (60 in Sep)
- Free swimming in the school holidays (1,062 in Aug)

- 5.2 **Programmes & Events** - A large increase was experienced during this period with regards to party bookings. A total of 44 softplay parties were held, 15 climbing parties, 10 pool parties and a further 9 parties at Brocks Hill.

- 5.3 **Community Engagement** - Targeting specific groups to help meet the Council's 'inclusive and engaged' agenda is important to SLM as they try to encourage people who might not otherwise take part in activity. Additional classes have been organised to address the diabetes agenda, with attendances of 60 in September alone. The same can be said for the falls prevention classes which go from strength to strength. Also very pleasing has been the uptake in free swimming, for residents under 16 years of age, in the school holidays with 1,062 visits in August alone (compared to 804 in August 2017). In addition, SLM has engaged heavily 'out in the community' with nearly 300 free passes to encourage people in the community who might not otherwise take part in physical activity. Along with the free swimming the total committed by SLM during this period, to engage with the community, is

over £6,000.

- 5.4 **Customer Feedback** - Customer feedback in two particular areas has excelled in this period. Feedback on the holiday camp provision was excellent as was the feedback on swim teaching instructors and climbing instructors, commenting on their enthusiasm and expertise.
- 5.5 **Brocks Hill Café** - When SLM refurbished the café they decided to offer a higher quality coffee bean than in the leisure centres as they felt it was a higher class experience. SLM benchmarked the prices against Costa, Chesnuts and Palmers to ensure competitiveness, a process they will undertake again to ensure prices are not discouraging repeat visits.
- 5.6 **Brocks Hill Bookings** - SLM is really pleased with the uptake in the number of bookings at Brocks Hill. In the 6 week period, 1 September to 11 October 2018, they had 95 bookings (72 regular + 23 'casual'). This includes regular weekly bookings by clubs such as cheerleading and karate, from the NHS with Chronic Obstructive Pulmonary Disease (COPD) and Diabetes classes, and other activity classes such as Disability Sport and Baby Sensory. The 23 'casual' bookings were mainly parties and local organisations holding training courses.

What has also been pleasing is the positive feedback SLM has received about the events/activity hall. Indeed after the Pride of the Borough Awards evening, the Chair was moved to say that the hall looked great and "you've made a great space that is usable for so many activities and it has worked perfectly (for the event) tonight".

- 5.7 **Brocks Hill School Visits** - The following schools attended Brocks Hill during the month of September to gain experience of outdoor learning:

Date	Name of School
03/09/18	Children's Hospital School
05/09/18	Leicester High School
07/09/18	Millgate School
19/09/18	Land of Learning Primary
26/09/18	Launde Primary
26/09/18	Emmanuel Christian School, Leicester
26/09/18	Land of Learning Primary

- 5.8 **Future Plans** - Looking forwards and planned for Quarter 3 is a programme of 'free' activities for children during the October half-term holidays, which are family orientated. These activities include pond dipping, den building and wildlife recognition.
- 5.9 **SLM Performing in Excess of their Predicted Attendances** - Finally, and of particular interest to Councillors, is the exceptional increase in overall footfall at Parklands Leisure Centre and Wigston Pool since the contract began. The pre-procurement figures for the borough's leisure centres, (which was published when OWBC originally went out to tender) was **271,436**. The last full year 2017/2018 recorded **897,921** which as you can see is an increase of well over triple the pre-procurement figure.