

## Winchester Sport & Leisure Park

### Advisory Board Meeting

Thursday 6 October 2022

1:00pm

WALTON SUITE - GUILDHALL

#### Attendees

##### Board Members

Cllr Lucille Thompson (Chair)  
Cllr Chris Edwards

##### Non-Voting Board Members

Cllr Susan Cook  
Dawn Adey (WCC)  
Alison Lewis (Everyone Active)  
Claire Mitchell (University of Winchester)  
Ed Ferris (Pinder Trust)

##### Winchester City Council Members

Cllr Caroline Horrill

##### Winchester City Council

Susan Robbins  
Steve Lincoln  
Graeme Todd  
Calum Drummond  
Laura Jones

##### Everyone Active

Craig Budden  
Nigel Ashton  
Chloe Davanna

##### Panel/ Stakeholders

Julie Amies (Energise Me)  
Mike Thomas (Winchester 50's Club)  
Michael Bennet (Winchester 50's Club)  
Janet Berry (Highcliffe Community)  
Alison Oakley (CEO Winchester Penguins)  
Sue Falconer (Winchester SALT/ WCPSC)  
Ben Reid (WCPSC)  
Stuart Horsewood (WADAC)

#### Apologies

Cllr Russell Gordon-Smith  
Cllr Paula Ferguson  
Cllr Mark Reach  
Justin Ridgment (UoW)  
Andy Hickman (WCC)  
Simon Molden (The Sports Consultancy)  
Emma Back (Winchester SALT)  
Cllr Brian Laming  
Cllr Hugh Lumby  
Pete Robinson (Stage Coach)

## AGENDA

- |   |                       |
|---|-----------------------|
| 1. Introduction by Chair                                | Cllr Lucille Thompson |
| 2. Everyone Active Presentation<br>(Q1 Reporting)       | Everyone Active       |
| ➤ Performance Measures in Contract                      |                       |
| ➤ Customer Surveys, Consultations & Feedback<br>Reports |                       |
| ➤ Sports Development and Health & Wellbeing             |                       |
| 3. Discussions/ Questions & Answers                     | Cllr Lucille Thompson |
| 4. Date of Next Meeting                                 | Cllr Lucille Thompson |

WSP ADVISORY BOARD

## **MINUTES**

### **1. Introduction by Chair**

Cllr Thompson, welcomed everyone to the Winchester Sport & Leisure Park (WSP) Advisory Board.

All attendees introduced themselves to the group.

Cllr Thompson introduced the Board to Laura Jones (Contract Manager) for Winchester City Council who will be overseeing the contract of Everyone Active.

### **2. Everyone Active Presentation (Q1 Reporting: April – June 2022)**

#### **Overview & Performance Measures of Q1**

- Contract KPIs
- Customer Insight
- Active Communities
- Health & Wellbeing
- Focus for Q2

Figures will be compared to Q1 of last year, however EA only had one full operational month during this quarter. Comparisons will be made from June 2021.

#### **Successes:**

- Anniversary Event (May 2022) – 2,000 people attended over the weekend
- Big Splash Event – 100 local School Children swam with our Olympians.
- Queens Baton Relay (July 2022) visited Winchester. A great day celebrating the Commonwealth Games (in partnership with WCC and UoW).
- Swim England Regional and WSPSC events.
- Programme and participation growth across Fitness, Health and Wellbeing.
- Partnership development (Hydrotherapy, UoW Physiotherapy department).
- Colleague Training and Development (L2 Teachers/ CPDs/Exercise Referral).
- Employment opportunities for 10 UoW students joining us in September.

#### **Challenges:**

- Recruitment – EA are working hard to recruit more staff (things are improving all the time but still challenging).
- Defects (number of historical defects disrupting service and building presentation).
- Cleaning – current arrangements under review and are being addressed by Nigel and the EA team.
- Maintenance – additional resource now appointed to assist due to defects and ongoing PPM.
- Communication and Marketing – additional resource has been allocated.

## ➤ Overview & Performance Measures of Q1

### ○ Contract KPI's

There are a number of contract KPI's which are reported on;

- Centre attendances
- Fitness membership
- Swimming membership
- Swimming lessons
- Concessions
- Accidents and incidents
- Utilities

Overview of these KPIs (Q1 21/22 comparison with Q1 22/23)

- Q1 21/22 (June 2021) - 73,234 visits
- Q1 22/23 (April – June 2022) – 186,722 visits
- Concessionary visits (those under the age of 16 and seniors) Q1 June 21/22 – 21%
- Concessionary visits Q1 June 22/23 – 32%
- Fitness Members Q1 (April - June 21/22) – 14,720
- Swimming Membership Q1 (April – June 21/22) – 1,159

Activity attendance monitored:

- Health and fitness – gym activities
- Health and fitness – group workout
- Swimming – lessons
- Swimming – other activities

Accidents and Incidents:

- Q1 2021-22 – 27 (opened end of May 2021)
- Q1 2022-23 – 38
- These are in-line with the company benchmark

Utility Consumption (Gas & Electricity and Water Consumption)

- Electricity consumption has decreased
- Gas consumption has increased
- Water consumption has increased
- CO2 Emission saved: 57,832.14kg which is equivalent to 2,647.25 trees planted.
- Lifetime energy: 226.26 MWh

## ○ **Customer Insight**

EA gather feedback from their customers in a number of different ways; daily feedback (customer view portal), written and verbal.

### Statistics from Q1 21/22

- 2,323 written queries received through our online enquiries portal (Avg. 25per day).
- 20,164 incoming calls, 16,679 answered. 82.7% (Avg. 221 per day, 14 per operational hour).
- Themes: Booking Enquiries/ Events, Information Requests, Swimming Lessons, Complaints (Cleanliness/ Maintenance), Positive Feedback (swim teachers/ Instructors)

### Online Monthly Surveys

- Customers are asked how satisfied they are with - Gym and group exercise, Overall swimming experience, Value for money, Standards of cleanliness, Booking Process, Customer Service, Overall visit, Accessibility.
- 65% of our customers scored us 4 or higher out of 5 overall in response to the above.
- Action Points: Cleanliness and customer service, defect rectification and improve Net Promoter Score (NPS) with a target of over 80%

### Sales Mystery Shoppers

- EA use a company called Pro Insight to complete these which measure customer membership sales performance online (responding to queries) and in person (how staff interact & respond to the shopper). Results are fed back to GM and Heads of Department as well as individual colleagues for any action or additional training that might be needed.
- Q1 results Action Points: Response Times

### Geographical Data of Users

- SO20 – 30%
- SO22 – 25%
- SO23 – 23%
- SO21 – 12%
- SO50 – 3%
- GU32 – 3%
- SO53 – 2%
- SO32 – 1%
- SO51 – 1%

## ➤ Active Communities

Active Communities current projects:

- An additional assisted circuits class
- Rehab pilot programme with University Hospital of Southampton and waiting on referrals
- Chair Yoga sessions starting mid-October
- Pilot project with Winchester Beacon – Memberships for service users, currently have 5 members.
- Severe Mental Illness (SMI) Health Programme launched in October in partnership with the Clinical Commissioning Group (CCG). This is a free, 12 week programme of either gym or yoga. Once completed, participants will receive an additional three month free membership.
- Everyone Active Athletes: 49 from the Hampshire Talented Athlete programme and 12 from EA's Sporting Champions programme.
- Planning on expanded the Paralympic Personal Bests event across other EA contracts/ sites.
- A project for young people under the care of Southampton Hospital. 3 weeks were carried out in the summer (swimming, netball and gym), this will be available again in October and Christmas holidays. In-between these gaps, participants have had a free membership given to them, and all now have their own gym programmes.
- Launch of 'Goodboost' which is an aquatic session (started in September) partly funded by UKActive. This provides an additional aquatics programme outside of hydrotherapy.

Active Communities Memberships Q1 – 2022/23

- Ukrainian Refugee (11-15 year olds) – 42 Memberships
- Ukrainian Refugee (Adults) – 182 Memberships
- Ukrainian Refugee (Under 10s) – 65 Memberships
- Parkinson's – 24 Memberships

Active Communities Programme figures Q1 21/22 & 22/23

A majority of the active programmes did not take place in Q1 of 2021/22 due to lockdown and restrictions etc. Sessions include (with throughput figures):

- Disability Football – Q1 2021/22 = 10
- Disability Football – Q1 2022/23 = **38**
- Winchester Go LD Circuits – Q1 2021/22 = 3
- Winchester Go LD Circuits – Q1 2022/23 = **209**
- Disability Swimming – Q1 2021/22 = 0
- Disability Swimming – Q1 2022/23 = **101**
- School Holiday Programme – Q1 2021/22 = 8
- School Holiday Programme – Q1 2022/23 = **333**
- U5's Active Antz – Q1 2021/22 = 0

- U5's Active Antz – Q1 2022/23 = **2,317**
- Junior Gym Inductions – Q1 2021/22 = 19
- Junior Gym Inductions – Q1 2022/23 = **102**
- Junior Active Sessions – Q1 2021/22 = 0
- Junior Active Sessions – Q1 2022/23 = **1,352**
- Bee Netball – Q1 2021/22 = 0
- Bee Netball – Q1 2022/23 = **56**
- Walking Netball – Q1 2021/22 = 10
- Walking Netball – Q1 2022/23 = **69**
- Back to Netball – Q1 2021/22 = 0
- Back to Netball – Q1 2022/23 = **26**
- Over 50's Club – Q1 2021/22 = 219
- Over 50's Club – Q1 2022/23 = **999**

#### Health & Wellbeing Classes figures Q1 22/23

These session did not take place in Q1 of 2021/22. Sessions include (with throughput figures):

- Steady & Strong – Q1 2022/23 = 116
- Pulmonary Rehab – Q1 2022/23 = 76
- Assisted Circuits – Q1 2022/23 = 104
- Neuro Fit – Q1 2022/23 = 75
- Cardiac (Phase 4) – Q1 2022/23 = 65

#### Club Development

No changes on the clubs that access WSLP but continue to support 14 sports clubs which use the facility;

- Swimming
- Water Polo
- Cricket
- Martial Arts
- Dodgeball
- Basketball
- Volleyball
- Triathlon
- Squash
- UoW Sports Teams (Swimming, Netball, Basketball, Trampolining & Cheerleading)

Future plans for club development include;

- Club involvement in events
- Formulate swimming clubs/ EA development plan

## ➤ Health & Wellbeing

This reports on overall figures from 2021 open – current quarter.

- 198 referral members, of which 104 are on direct debit. This is a 4% increase from last quarter.
- 7 specialised exercise classes a week
- 40 health professionals currently referring into the programme. This is an 11% increase from last quarter.
- Healthcare provision using the centre – Royal Hampshire County Hospital departments (cardiac team and pain-management) and Southern Health.

Exercise referrals;

- Waiting – Q1 2021/22 = 0
- Waiting – Q1 2022/23 = 11
- Waiting – Overall = **43**
- Participating – Q1 2021/22 = 0
- Participating – Q1 2022/23 = 17
- Participating – Overall = **50**
- Completed – Q1 2021/22 = 6
- Completed – Q1 2022/23 = 1
- Completed – Overall = **116**
- Not Participating – Q1 2021/22 = 0
- Not Participating – Q1 2022/23 = 8
- Not Participating – Overall = **51**
- Left Early – Q1 2021/22 = 1
- Left Early – Q1 2022/23 = 1
- Left Early – Overall = **8**
- Total Referral – Q1 2021/22 = 7
- Total Referral – Q1 2022/23 = 38
- Total Referral – Overall = **268**

To combat the 43 which are waiting, EA have recruited an additional member of staff at the beginning of September. The system also allows people 6 months to get in contact with EA, if they decide they are not ready, they will stay in the waiting section. If they wish not to contact EA after the 6 months, they are moved to 'not participating'.

### Referrals by Decile Deprivation

There's been no change from 'all-time' data when comparing to Q1 2022/23. Please note when reading this slide that there is a different health and exercise referral service for individuals within the Winchester City Centre Primary Care Network which covers areas of deprivation. EA pick up all other referrals which sit outside the PCN.

A majority of referrals are from the areas of St Luke's, St Michael's, St Barnabas, St Bartholomew, St Paul's, The Worthy's and Wonston & Micheldever.



## Health & Wellbeing Development

- EA's charity of the year is Dementia UK and have partnered with St Johns to launch a Dementia service which will include a Dementia Café which will take place twice a month as well as activities for individuals to access.
- EA will be organising a health and wellbeing event for providers and health professionals in January 2023.
- Outreach health classes within the wider community – EA are looking into how a booking system can be created so people who would like to attend the community programmes can also book onto activities.
- EA have now launched their health and wellbeing booklet which explains what is on offer across the contract.

## The Pinder Suite

- The hydrotherapy has an occupancy of 90% Monday – Friday and 60% at weekends. The aim is to increase weekend usage.
- Working closely with the Pinder Trust and Hobbs Rehabilitation on the delivery of 1-1 and group sessions.
- EA have a strong partnership with Osborne School who bring some of their pupils to use the suite for an hour.
- The Hydro Group sessions are with Back Care, CFS Alliance, Next Step Physio, UoW and MoD.
- 12 private hires (predominantly at the weekend)
- Hydro self-directed exercise class with 8 sessions per week.
- UoW Physiotherapy service use the treatment rooms.
- Private GP Service, NHS Health Visitors and Hampshire Hospital Midwives who all use the treatment rooms.
- There are 2 Special Educational Needs (SEN) swimming sessions a week (Monday and Saturday). Provides participants to use the facility within a much quieter space.
- 1 Junior self-directed session a week.

## Hydrotherapy Figures (throughput Q1 2022)

- Self-directed – 379
- AI CHI – 53
- Aquatic Physiotherapy Courses – 2

## User Group Figures (throughput Q1 2021 & 2022)

- Private Groups Q1 2022 – 2
- Private Groups Q1 2023 – 12
- Private Hires Q1 2022 – 0
- Private Hires Q1 2023 – 25

## Areas for development

- Expanding the MoD usage during the week.

- Develop aquatic physiotherapy assessments with Winchester Health (launching in November).
- Develop a stronger partnership with special educational need schools.
- Increase weekend usage.
- Support with the Pinder Trust with their launch day.

#### Focus for Q2/Q3

- Nigel Ashton introduced himself to the Board as the new General Manager at WSLP and highlighted the following areas as a key focus for Q2/Q3;
  - Cleaning and presentation (decoration plan in progress)
  - Recruitment and retaining staff
  - Maintenance and rectification of Defects
  - Swimming Lesson Programme participation growth
  - Growth of new classes (Ex Referral/ Good Boost/ Disability Swimming)
  - Quest Application
  - Customer Newsletter Schedule - keep everyone informed
  - Health and Wellbeing events (with our partners UoW/ Pinder/ Clubs)
  - Organise Club contact sessions (for new and existing club partners)
  - Customer Meet the Manager sessions planned for the Autumn

### 3. Discussions/ Questions & Answers

Cllr Cook

1. What are the price increases for clubs, and will this be taken into effect immediately and what are the reasons for this?

EA are currently reviewing prices across the board, there is a process within the contract where prices are submitted by October ready for December. All the prices that are protected within the contract or core prices go through the Council and are approved. Everything else in terms of contractually, EA have their own discretion on. EA are in discussion with the Council on inflation. EA need to balance the pricing and don't want this to impact on those who might be struggling. There will be a balanced approach.

EA appreciate the challenges club have to operate and will be speaking to them individually about this process going forward. The added pricing will increase in April and therefore have time to notify those of any real change.

2. There have been a couple of events in the main hall, but only one attendant to help and direct people who are not users of the leisure centre – how will this be managed in the future? The floor was then cleaned and was left very slippery causing accidents the following day.

This was regarding the Antiques Fair in August. The organisers are always given instructions about parking, EA's first point is that they direct users/ participants to those events to the Park & Ride. Whenever EA have events they

provide marshals, and if it becomes a problem, EA may, if it becomes a problem ask organisations to also hire marshals for their events.

The second point regarding the flooring, is not an issue anymore. The was after EA laid their protective flooring. Once lifted, it 'polished' the floor and left a slippery feel, and since then EA have a process in place where the floor is lifted and then cleaned serval times to make sure the shiny surface has been removed.

3. The access gate is often left open which means anyone can enter the facilities who do not have passes – how will this be managed?

A very valid point, the gate should only be opened to let the UoW students in and then closed again. Another example, EA have a school using the site and the gates will be open for them, and then closed after. This is to prevent large crowds gathering at reception. All customers know that if they book onto an activity, they need to scan themselves in.

4. According to your presentation approx. 18% of your callers did not get their calls answered. Do you offer a call back system? Are you directing people to use the App?

This is a challenge for the whole company regarding the number of calls they receive. EA are looking at ways calls are re-routed and are trialling a number of systems at different sites at the moment to identify what the best process is if the call is not answered or picked up directly.

5. Is there an update on the Splash pad flooring?

EA had a tentative date in November for a replacement of the flooring which will take a few weeks. EA admit it has taken a long time for two reasons, one, to work out what the issue was, and two, to find a suitable solution to ensure this problem wont happen again. This should hopefully be sorted by the end of the year.

Cllr Edwards

1. One question around defects, can you explain more about the kind of defects; are these left over from the building contractors? How serious are they?

We have discussed the splash pad, and this will be replaced. There are also issues with the cricket net, missing tiling within the main pool which were moved because they were cracked – this needs to be rectified by the main contractor, there are a few showers out of action which again, are being delt with, the door handles of the changing room village have problems too which are also being looked at. EA are working with the Council to get these rectified as soon as possible.

2. You are operating a very sophisticated service, with a very complicated mix of offers to different communities to different groups with different means, which is fantastic but, the website is very hard to navigate and might put people off from regularly using the facility.

EA admit that the website can be difficult to use for some people, there are things they can do to direct people to the information they want. This will be added as a focus for the team moving forward. During COVID, everything had to be bookable, you can drop-in to the centre and phone to check if there are free spaces. The good thing about the booking system is that you can see where there is availability. EA will take this on-board and review the customer journey and see if there is anything that the team can do to improve this.

#### Ed Ferris (Pinder Trust)

1. The main question which will affect the Pinder Trust is the cost involved in rental, we have heard that there will be a 10% increase next year – has this decision been made?

The Pinder Trust is currently on a subsidised rate which is part of the agreement. EA do not want the rental rate to affect the business and will go back and review this.

2. The depth of the pool always seems to be quite shallow, great if you have small children but not for those who like to swim deeper.

EA need to find the balance of attracting non-swimmers to be able to attend the main pool. The teaching pool is normally a shallower depth, and the main pool has an increased depth with a 2m gradient to the deep end. This is something we can look to review but need to ensure non-swimmers don't go out of their depth.

3. Customer experience can be improved - I have found the online experience and using the website isn't very good, and for those who can't use the app – this can be very frustrating. For a business to run as well as it does, it's the one thing that lets you down.

Website has been discussed earlier and is an area EA know needs to be improved.

4. If we can help, be a part of your Pinder event we would love to.

EA have expressed interest in supporting the event.

#### Mike Thomas (Chair of over 50's Winchester Fitness & Sports Club)

1. We use the facility for a number of activities, these questions are more requests of things to consider on the fabric of the building. The sports hall ventilation – we feel the existing system is inadequate with no air conditioning. Can there be some improvement to this as the present temperatures are unhealthy?

EA's technical team fitted temperature loggers during the peak temperatures that we saw during the summer. The wind patches open automatically to allow fresh air into the space, but this depends on what the temperature is like outside. This information has been sent on to the relevant parties and EA need to follow this up.

2. In the sports hall, as it is mostly glass, there needs to be some shade. Can attention be made to improve this?

EA are working with the Council to improve this, EA have had the blinds repaired and these can now be used and they will be down for these sessions when needed but they will be retracted when not in use in order to protect them.  
EA

3. In regard to the swimming pool, the ladder is not adequate for senior to get in and out of the pool – can you provide steps that go much deeper?

EA are waiting on costs for a moveable set of gradual steps that go into the pool and will be keeping users informed of this.

4. We have noticed that the table tennis tables which we use for our sessions, are also used for children's painting classes and meeting tables. Can other tables be used instead of the table tennis tables?

This was an issue a while ago and EA now have more tables available to use for meetings and children activities.

5. We have been extremely satisfied by the management and operation, and the first aid services provided by EA staff.

Michael Bennett

1. Reiterated the point regarding ventilation and the problems that this causes.

EA explained that there is ventilation and there is fresh air which comes into the sports hall. There are wind patches on the roof which are working. The problem is that when it is hot outside, it brings in the outside temperature, so it doesn't feel like there is fresh air. There is ventilation but it is not air conditioning and is not cooling but there is fresh air. EA have logged temperatures over a 12 week period and understand there are issues and this has gone back to the main contractor. Although EA do not have a solution at this moment in time, EA have done as much as they can do at this stage with the information that they have.

Janet Berry

1. A question for the Council regarding the car parks – would it be possible to install a public recycling facility in the leisure centre car park? Can this be extended to tetra-pak recycling?

Cllr Thompson will get back to Janet on this

2. The WSLP closes at 11pm, but the lights in the car park, both overhead and at ground level appear to be on all night – is there a reason for that?  
Cllr Thompson will pass this on to Andy Hickman (WCC)
3. Will there be any more Antique Fairs?  
EA will not be hosting anymore Antique Fairs at WSLP this is due to the amount of down-time on the facility to host this type of event is quite constricted which means they are cancelling regular sessions. There has been so much disruption to clubs lately and regular users – EA are trying to balance this. The Antique Fairs do cause issues operationally, the amount of time it takes to set up and take down. The organisers are currently looking at alternative locations locally.
4. The website says that there are swimming galas at the weekends and the pool will be closed or have an adjusted timetable and at the moment, one every month – are you seeking to increase this as there are disability groups/ sessions which use the pool on weekends which may be affected?  
The pools are very much in demand to host events, EA try and have no more than one weekend gala and some may be on a Saturday night which may run past closing so this will not impact on general programming. The big weekend galas tend to take place on Saturday and Sundays and EA try and only host them once a month but there are pressures on EA to host due to the flagship facility. EA understand the impact it has on programming and are looking at ways to balance this.
5. Would it be possible for clarification on concessionary prices in particular those families on low income?  
Alison will send Janet an email with all the information on concessionary prices.
6. Is there any further consideration on reviewing the cashless arrangements  
EA have not had much more feedback on this since the previous quarter, EA are not against to this, but people are using their cards and phones a lot more now to pay for services. EA will keep this on their agenda.

Cllr Horrill - **NOTE**

1. Thank you to Alison and the team for sending over the presentation in advance. When the site opened, there was an objective that this facility would be available for all. At the moment there is a gap, and it is becoming hard work for people to just pop-in. The system/ online journey is not allowing open access.
2. It is a hugely expensive asset for the Council and we need to make sure we look after it well – the cleanliness and defects list need addressing. We need to make sure that these are the main focus.

Sue Falconer

1. Great to hear EA are organising club contact meetings so please expand – when they will start, how often will they be held, and also will you reach out to clubs that are not using the site at the moment?

This is something that EA will do quarterly around the Advisory Board.

2. A concern for clubs will be the increase in costings, can you explain the arrangements of core pricing and what these are?

This is a conversation that EA will have separately with the club, and a meeting is scheduled to discuss this. There are several core prices set out within the contract these relate to casual pricing i.e. a badminton court or a swim. This doesn't include club hire. Dry-side clubs receive a 10% discount off the headline rate.

3. We would like to increase awareness of disability sessions on a Friday evening, and improve access for those entering the pool.

EA and WCC have a meeting with Sue to discuss disability sessions.

Alison Oakley

1. All Penguins events have been well attended – so thank you to the EA team for your support. The pricing for our event hire has increased and are significantly above the level of inflation, and will have an impact on the club.

EA will go back and review this, and understand the reasons why. This is mainly due to the staffing of these events i.e. lifeguarding costs and various other factors but a breakdown can be sent over. This can also be looked at when the club meet with EA

Julie Amies

1. So much here to celebrate – the first time Energise Me used the facility was in June when you hosted the Hampshire School Games with us. The things that get in the way of people becoming active, and there are a couple of things that came up when in conversation with Winchester Go LD;

- The time of disability swimming and transport links
- The cashless system which causes issues with members as well as the App.

Cllr Thompson had email correspondence with Winchester Go LD, and WCC will be looking into the transport links.

#### **4. Date of Next Meetings**

Date TBC (likely to be held in January 2023 covering Q2 & Q3)

Time TBC

Winchester Sport & Leisure Park

Cllr Thompson closed the meeting – with thanks to all those that attended.

WSLP ADVISORY BOARD