



Meeting	Winchester Sport & Leisure Park Advisory Board Meeting
Date and Time	Tuesday, 15th February, 2022 at 2.00 pm.
Venue	Via MS Teams

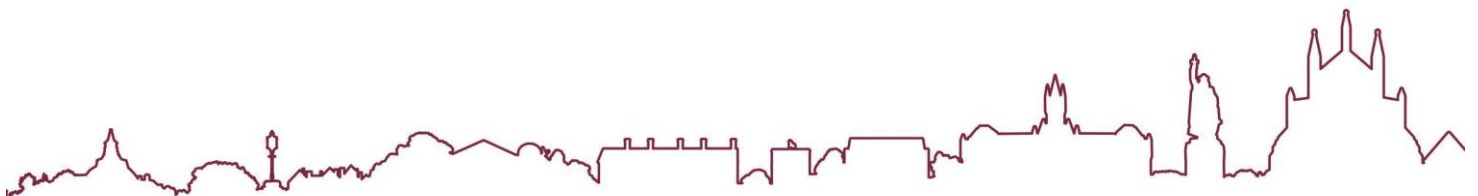
Note: *This meeting is being held in person at the location specified above. In line with relevant legislation and public health guidance the following arrangements apply. Members of the public should note that a live audio feed of the meeting will be available from the councils website (www.winchester.gov.uk) and the video recording will be available shortly after the meeting.*

For members of the public who are unable to utilise this facility, a limited number of seats will be made available at the above named location however attendance must be notified to the council at least 3 clear working days before the meeting. Please note that priority will be given to those wishing to attend and address the meeting over those wishing to attend and observe.

AGENDA

1. **Introduction by Chair (Cllr Angela Clear)**
2. **Performance Measures in Contract (Everyone Active)**
3. **Feedback by Everyone Active (Customer Surveys, Consultations) (Everyone Active)**
4. **Sport Development / Health & Wellbeing Update (Everyone Active) (Pages 5 - 28)**
5. **Discussions/ Questions & Answers (Cllr Angela Clear)**
6. **Date of Next Meeting (Cllr Angela Clear)**

Lisa Kirkman
Strategic Director and Monitoring Officer



All of the Council's publicly available agendas, reports and minutes are available to view and download from the Council's [Website](#) and are also open to inspection at the offices of the council. As part of our drive to minimise our use of paper we do not provide paper copies of the full agenda pack at meetings. We do however, provide a number of copies of the agenda front sheet at the meeting which contains the QR Code opposite. Scanning this code enables members of the public to easily access all of the meeting papers on their own electronic device. Please hold your device's camera or QR code App over the QR Code so that it's clearly visible within your screen and you will be redirected to the agenda pack.



Agenda Contact: Calum Drummond cdrummond@winchester.gov.uk

MEMBERSHIP

Winchester Sport & Leisure Park Advisory Board Meeting

Councillor Clear (Chairperson)
Councillor

Cllr Edwards
Cllr Radcliffe
Mitchell
Ferris
Cllr Cook

University of Winchester
Pinder Trust

Quorum = 4 members

TERMS OF REFERENCE

Winchester Sport & Leisure Park Advisory Board Meeting – Included within the Council's Constitution (Part 3, Section 2)

PUBLIC PARTICIPATION

A public question and comment session is available at 6.30pm for a 15 minute period. There are few limitations on the questions you can ask. These relate to current applications, personal cases and confidential matters. Please contact Democratic Services on 01962 848 264 in advance of the meeting for further details. If there are no members of the public present at 6.30pm who wish to ask questions or make statements, then the meeting will commence.

FILMING AND BROADCAST NOTIFICATION

This meeting may be recorded and broadcast live on the Council's website. The meeting may also be recorded and broadcast by the press and members of the public – please see the Access to Information Procedure Rules within the Council's

Constitution for further information, which is available to view on the [Council's website](#).

DISABLED ACCESS:

Disabled access is normally available, but please phone Democratic Services on 01962 848 264 or email democracy@winchester.gov.uk to ensure that the necessary arrangements are in place.

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EVERYONE

&

Winchester Sport & Leisure Park

Joint Advisory Board

February 2022

WSLP Team Introductions

Alison Norman

Area Contract Manager

Craig Budden

General Manager

Ashley Miles

Assistant General Manager (Health and Wellbeing)

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EA Presentation

- Overview - Performance Measures Alison
- Contract KPI's Craig
- Customer Insight Craig
- Moving Communities Craig
- Active Communities Ashley
- Health and Wellbeing Ashley

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Performance Monitoring System

Quarterly Performance Standards



Performance Monitoring System

Performance Standards

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Contract KPI's

Centre Attendances

Fitness Membership

Swimming Membership

Swimming Lessons

Concessions

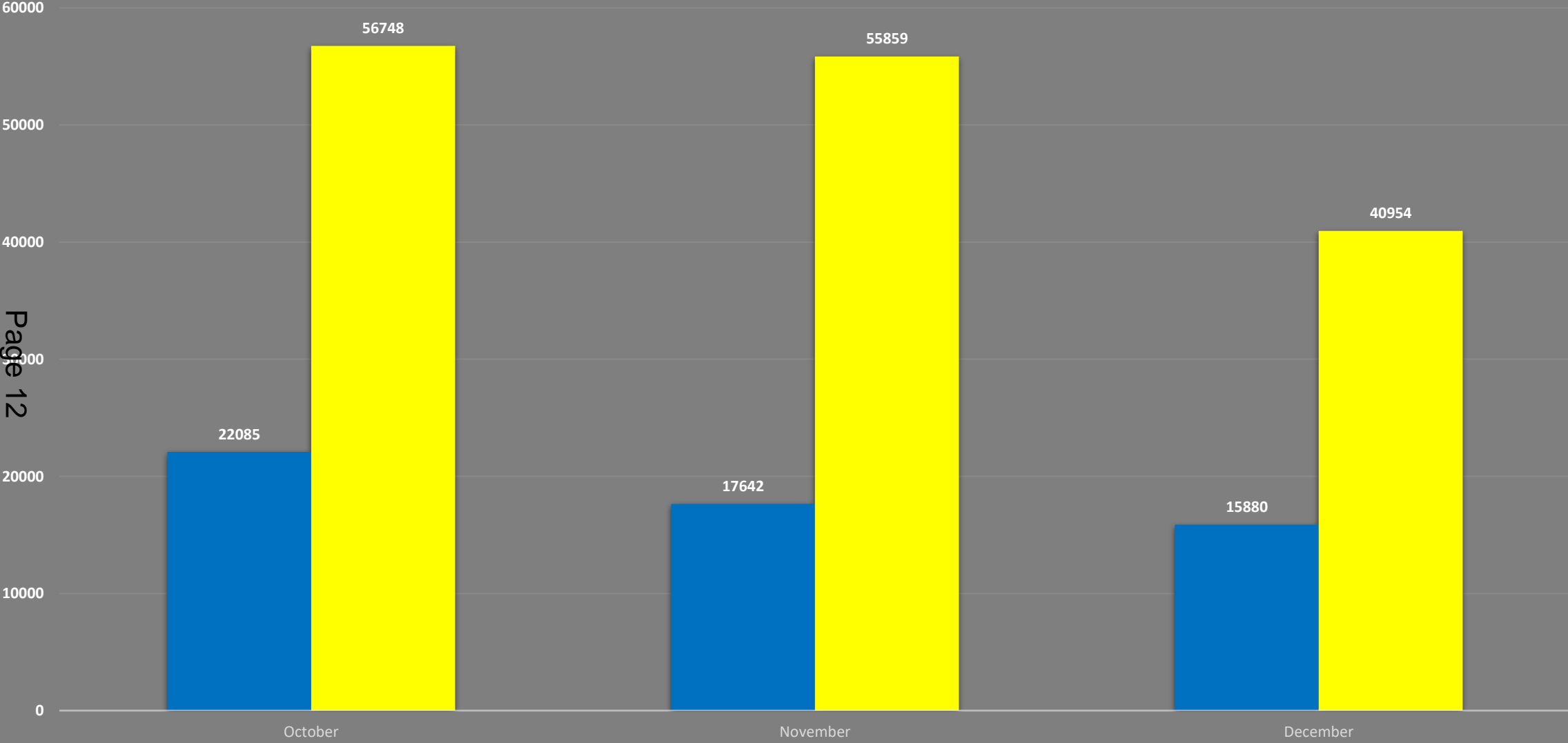
Accidents & Incidents

Utilities

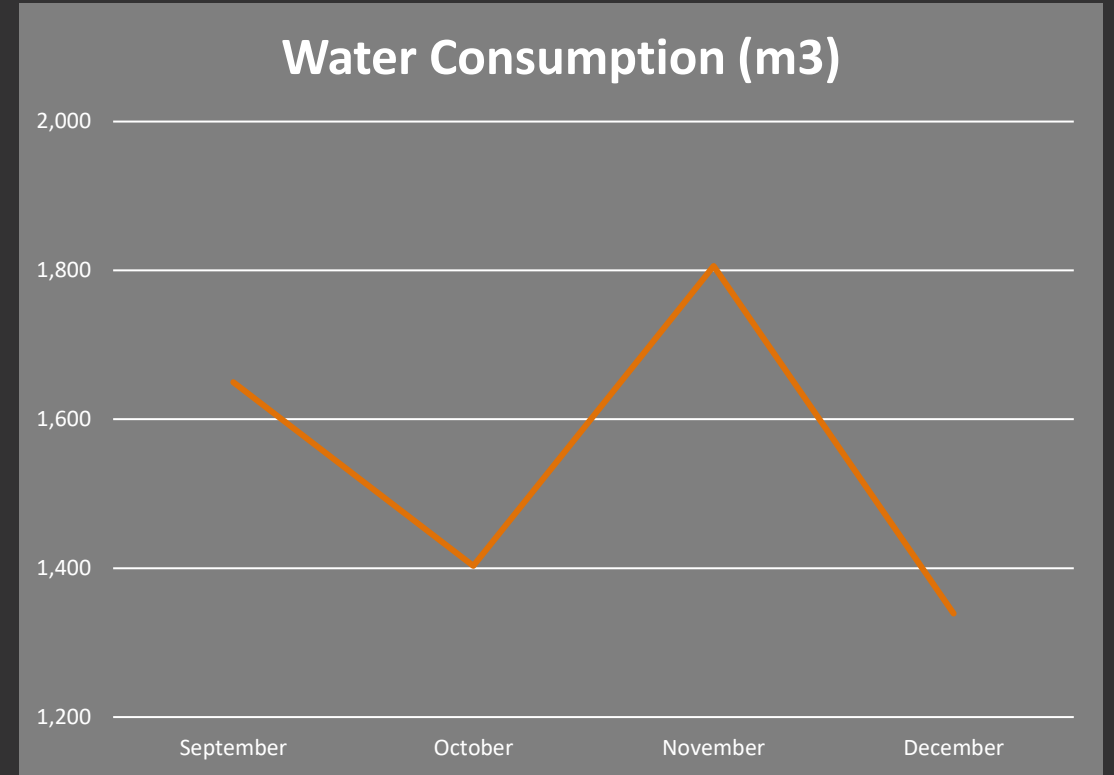
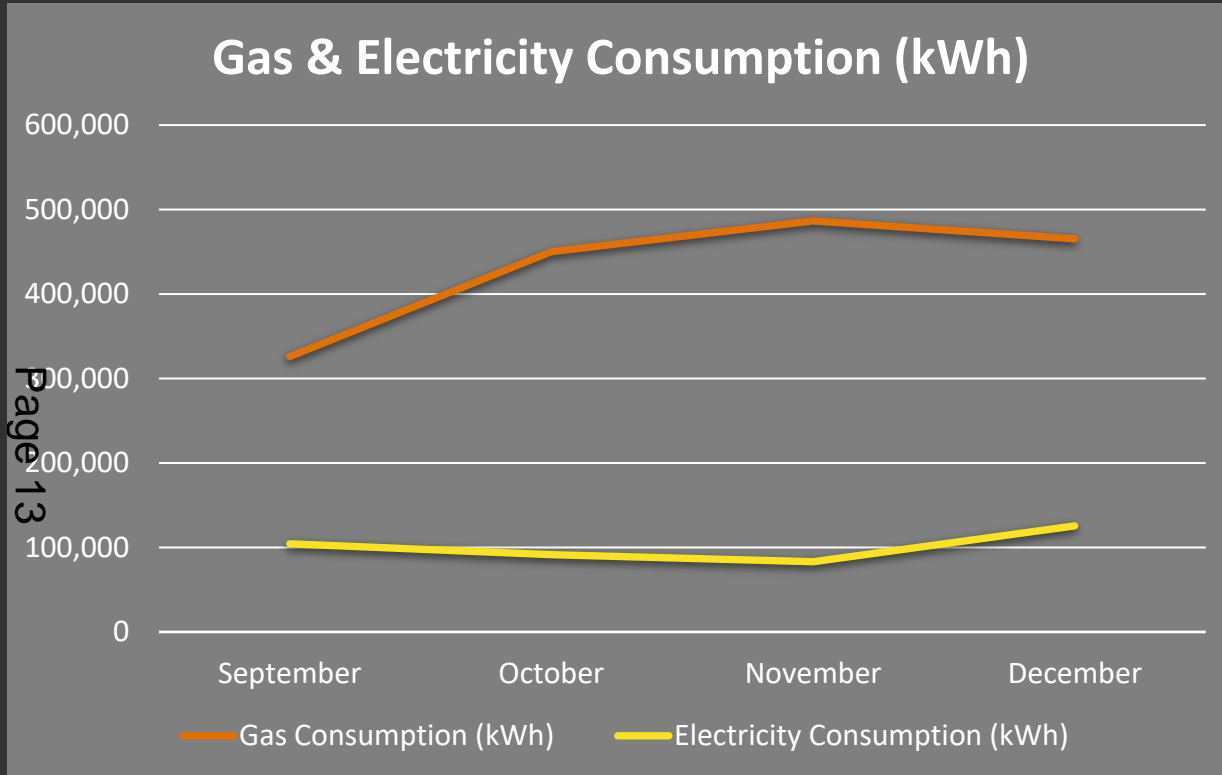
Contract KPI's to date – Q3

- Attendances 154,000 visits (October to December)
- Concessions 45,348 visits (October to December)
- Membership 4233 (September) 4465 (December) + 232
- Swim Only Membership 247 (September) 328 (December) + 81
- Swimming Lessons 1313 (September) 1400 (December) + 87
- Accidents & Incidents 46 (October to December)
 - 18 Sporting Injuries
 - 4 Natural Causes
 - 0 Pool Rescues
 - 20 Other
 - 0 RIDDOR

Casual & Overall Attendance



Utility Consumption



Customer Insight – Craig

- Gathered from daily feedback/ written/ verbal
- **Quarterly Customer Viewpoint sessions** – 2nd session held 27/01/22 – advertised on Facebook and via member email, 10 people attended
- Club feedback - really positive feedback from clubs on the facilities. Working with clubs on their events calendars for next season. A full review of the pool and sports hall timetable is underway for club sessions.
- **Monthly Surveys**
- **Mystery Shopper**

View Point Feedback summary

- Swimming – more sessions, sessions for over 50's and those with health conditions
- Group Exercise – additional classes at different times
- Defects – Group Cycling Studio Air Handling
- Cleanliness
- Customer Service – Improve Colleague Interaction
- Website – Information
- General Customer Information – additional notice boards
- Closure of pool for aquatic events – balance of events and community use

Online Monthly Surveys

Customers are asked how satisfied they are with:

1. Gym and group exercise
2. Overall swimming experience
3. Value for money
4. Standards of cleanliness
5. Booking Process
6. Customer Service
7. Overall visit
8. Accessibility

We also ask customers if there is any way in which we could improve their experience. On average we have around 50 customers completing surveys each month.

Mystery Shoppers

EA use a company called Pro Insight to complete these. Mystery Shoppers measure our performance in the following ways:

- Online (responding to queries)
- In person (how we 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.

WSLP Geographical data

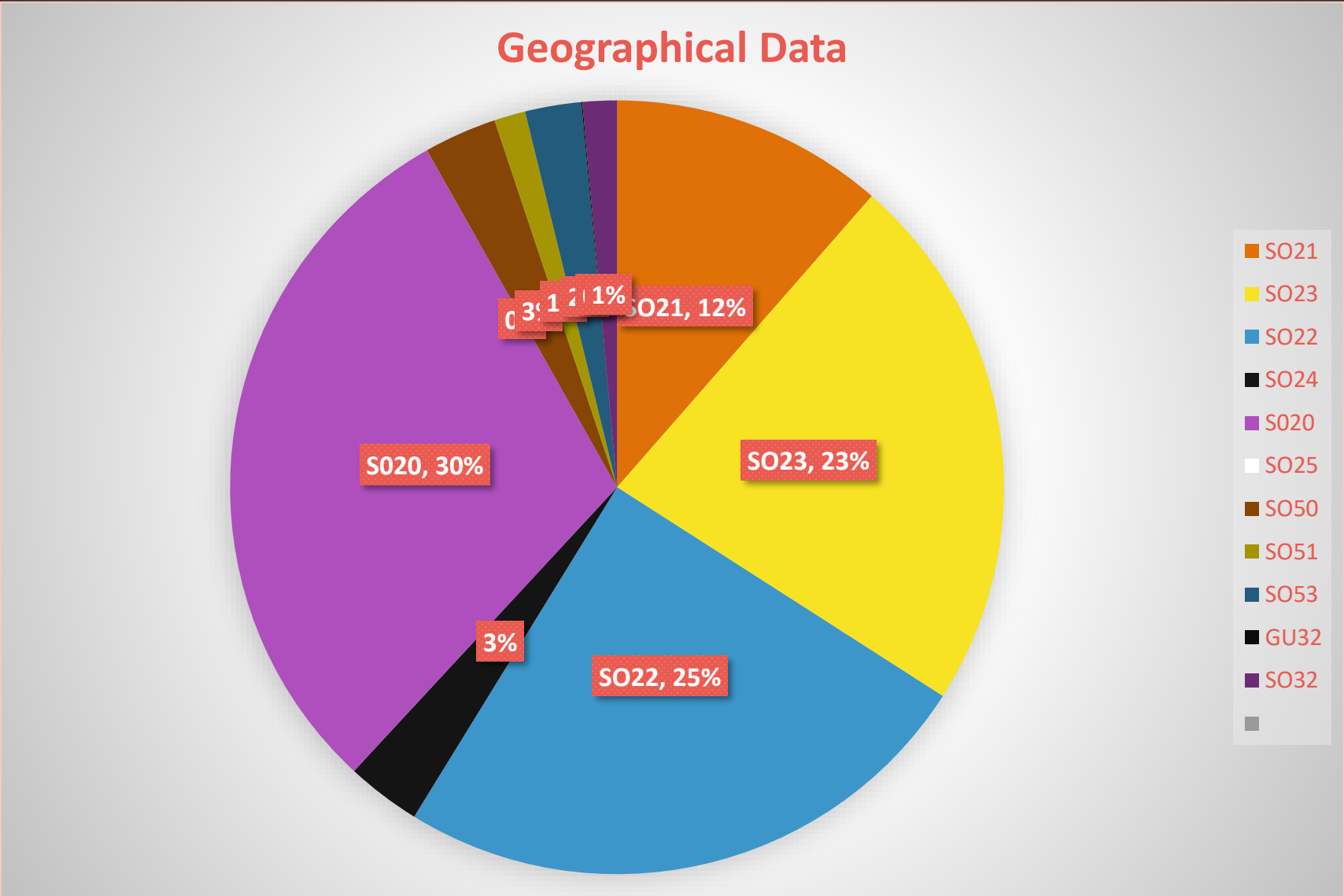
Where are our customers coming from?

This information helps us target areas of non users and helps us maximise marketing opportunities

Geographical Data



WSLP Geographical Data – EA Database



Active Communities Update

Key programmes EA launched:

Partnership with England Netball

- Walking Netball (Monday 1:00pm)
- BEE Netball (Friday 5:00pm)
- Back to Netball (Friday 12:00pm started 4 February)
- Disability Football (Monday 2:00pm) in partnership with Hampshire FA
- Low Level Circuits (Winchester Go LD)
- 50+ club (564 members)
- Southampton Youth Project (one a month)
- The Beacon Charity
- Adopt a School – All Saints
- This Girl Can Class

Upcoming AC Projects

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Consultation with Lanterns
Nursery around SEND
provision with the Centre

Consult with youth groups to
develop a wider range of
Junior Activities and promote
the activities taking place
within the centre

Develop an outreach
programme in priority areas

Developing Squash Stars in
partnership with Hampshire
Squash

SMI Programme launching in
April in partnership with CCG

Support WADSAD returning
to the centre or alternative
disability swimming provision

Look to support the
expansion on the Paralympic
Personal Best Event across
other Everyone Active sites

Train 3 employees in mental
health first aid

Club Development

WSLP has 14 Sports Clubs using facilities. Its nice to see new and more established clubs using the facilities.

The following club sports are represented at WSLP:

- Swimming
- Water Polo
- Cricket
- Martial Arts – 2 New Clubs
- Dodgeball
- Basketball
- Volleyball
- Athletics
- Triathlon
- Squash
- U of W Sports Teams (swimming, netball, basketball, trampolining, cheerleading)

Club Development Future Plans

- Host a club open day in 2022
- Organise club engagement meetings – to support club development.
- Club involvement in Centre events.
- Facilitate training for clubs (safeguarding, first aid, NGB workshops)
- Formulate Swimming Clubs/ EA Swimming Development Plan.

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Health and Wellbeing

Winchester Health and Wellbeing Programme

151 Referrals, 90 Active, 37 waiting to process, 15 completed and 6 did not participate.

202 Referral members
68 DD

6 specialised exercise classes a week

12 health providers currently referring into the programme

Healthcare Provision using the centre:

- Royal Hampshire County Hospital departments Cardiac Team and Pain Management.
- Southern Health – Health Visitors

Health and Wellbeing Programme

Scheme	Referrals		Activated Referrals			Non-Completing Referrals				Take-up
	Awaiting Processing	Awaiting Authorisation	Actively Participating	Intending To Participate	Completed	Not Participating	Left Early	Authorisation Rejected		
Health & Wellbeing Programme - Escape-pain	7	0	5	0	7	3	0	0	22	(12) 54.5%
Health & Wellbeing Programme - Falls Prevention	2	0	8	0	0	0	0	0	10	(8) 80%
Health & Wellbeing Programme - Long Term Health Conditions	24	0	66	0	8	3	3	0	104	(77) 74%
Health & Wellbeing Programme - Mental Health	3	0	8	0	0	0	0	0	11	(8) 72.7%
Health & Wellbeing Programme - Pre and Post Natal	1	0	3	0	0	0	0	0	4	(3) 75%
Totals	37	0	90	0	15	6	3	0	151	(108) 71.52%

Gender	Referrals		Activated Referrals			Non-Completing Referrals				Referrals	Take-up
	Awaiting Processing	Awaiting Authorisation	Actively Participating	Intending To Participate	Completed	Not Participating	Left Early	Authorisation Rejected			
Male	14	0	32	0	4	1	2	0	53	(38) 71.7%	
Female	23	0	58	0	11	4	1	0	97	(70) 72.2%	
Transgender	0	0	0	0	0	1	0	0	1	(0) 0%	
Totals	37	0	90	0	15	6	3	0	151	(108) 71.52%	

Age Range	Referrals		Activated Referrals			Non-Completing Referrals				Referrals	Take-up
	Awaiting Processing	Awaiting Authorisation	Actively Participating	Intending To Participate	Completed	Not Participating	Left Early	Authorisation Rejected			
Less than 18	0	0	1	0	0	0	0	0	1	(1) 100%	
18-24	2	0	3	0	0	1	0	0	6	(3) 50%	
25-34	0	0	5	0	1	0	1	0	7	(7) 100%	
35-44	8	0	10	0	0	0	0	0	18	(10) 55.6%	
45-54	5	0	13	0	0	0	0	0	18	(13) 72.2%	
55-64	5	0	11	0	0	3	0	0	19	(11) 57.9%	
65-74	10	0	31	0	10	1	2	0	54	(43) 79.6%	
75-84	6	0	14	0	4	1	0	0	25	(18) 72%	
85+	1	0	2	0	0	0	0	0	3	(2) 66.7%	
Totals	37	0	90	0	15	6	3	0	151	(108) 71.52%	

The Pinder Suite

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Hydro Occupancy

85% Mon – Fri

40% Sat/ Sun

Pinder Trust and
Hobbs delivering 1:1
and group Hydro
sessions

Hydro Group
Sessions: Back Care,
CFS Alliance, Next
Step Physio, UoW

Hydro Private Hire
(7 hours pw)

Hydro Self directed
exercise
(11 sessions per
week)

U of W
Physiotherapy
Service

Private GP Service
NHS Health Visitors

Health and Wellbeing Development

- Develop an additional assisted circuits class
- Work with the Pinder Trust to develop a pathway for clients into other leisure centre activities.
- Continue to build partnerships with health professionals.
- Improve marketing for our health and wellbeing programmes.
- Improve usage Monday – Friday (target 100%)
- Improve usage at the weekend (target 70%) by working with the Pinder Trust to spread awareness of the facilities.
- Support The University of Winchester Physiotherapy Service in engaging with local providers and members using the centre.
- Launch Stop Smoking Services