

**EVERYONE**

**&**

**Winchester Sport & Leisure Park**

**Joint Advisory Board 2021**

# SLP Team Introductions

on Norman

Area Contract Manager

ig Budden

General Manager

ley Miles  
(being)

Assistant General Manager (Health and

be Davanna

Active Communities Manager

# A Presentation

Overview - Performance Measures

Alison

Contract KPI's

Craig

Customer Insight

Craig

Moving Communities

Craig

Active Communities

Chloe

Health and Wellbeing

Ashley and Chloe

# Performance Monitoring System

## Quarterly Performance Standards

Marketing and  
Publicity

Catering and  
Vending

Customer Service

Access

Equipment

Opening Hours

Incident Reporting

Maintenance &  
Building  
Management

Activity  
Programme &  
Event Management

Legislation & Policy

Operational &  
Financial Reporting

Staffing

# Performance Monitoring System

Performance Standards



# Contract KPI's

Centre Attendances

Fitness Membership

Swimming Membership

Swimming Lessons

Concessions

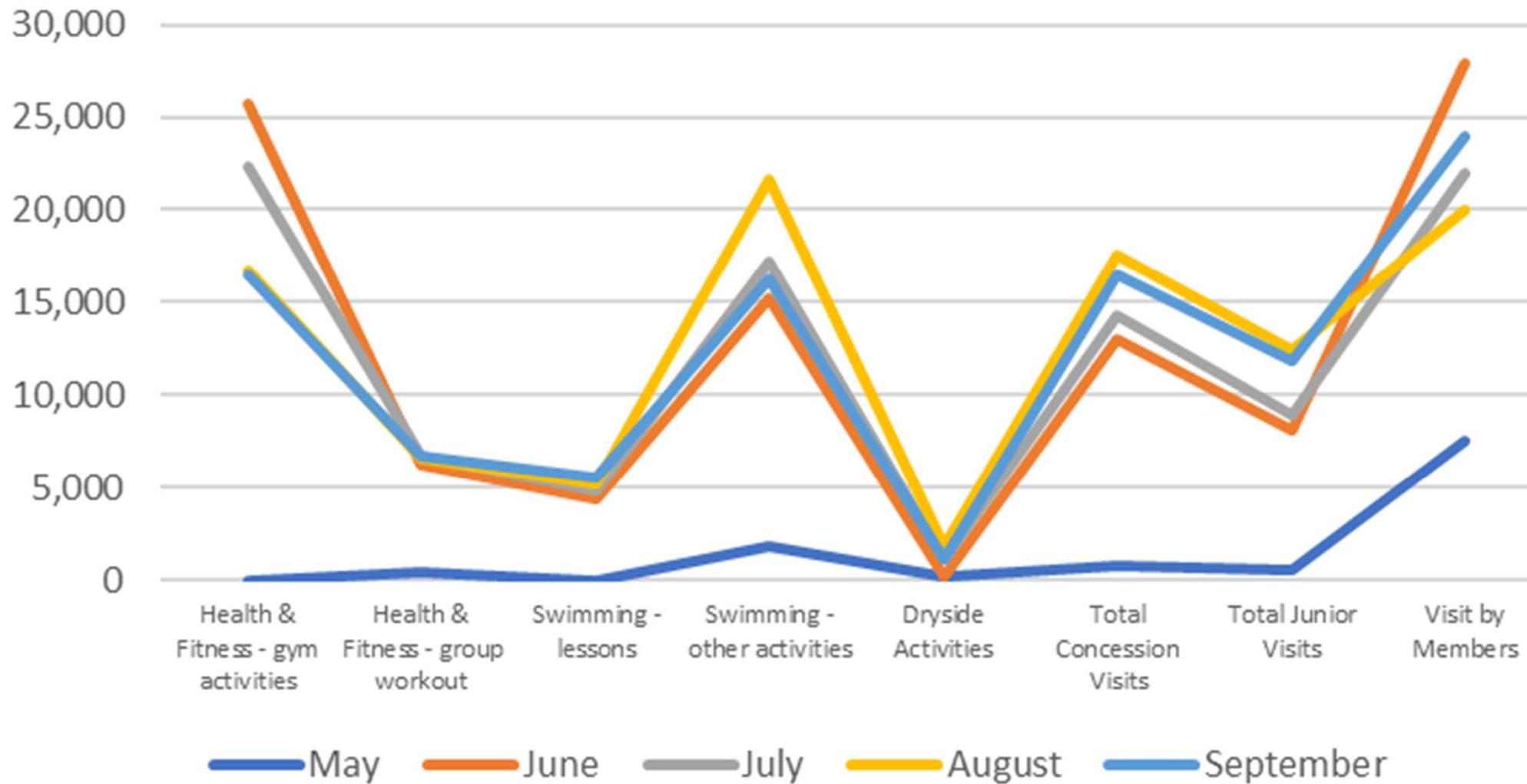
Accidents & Incidents

Utilities

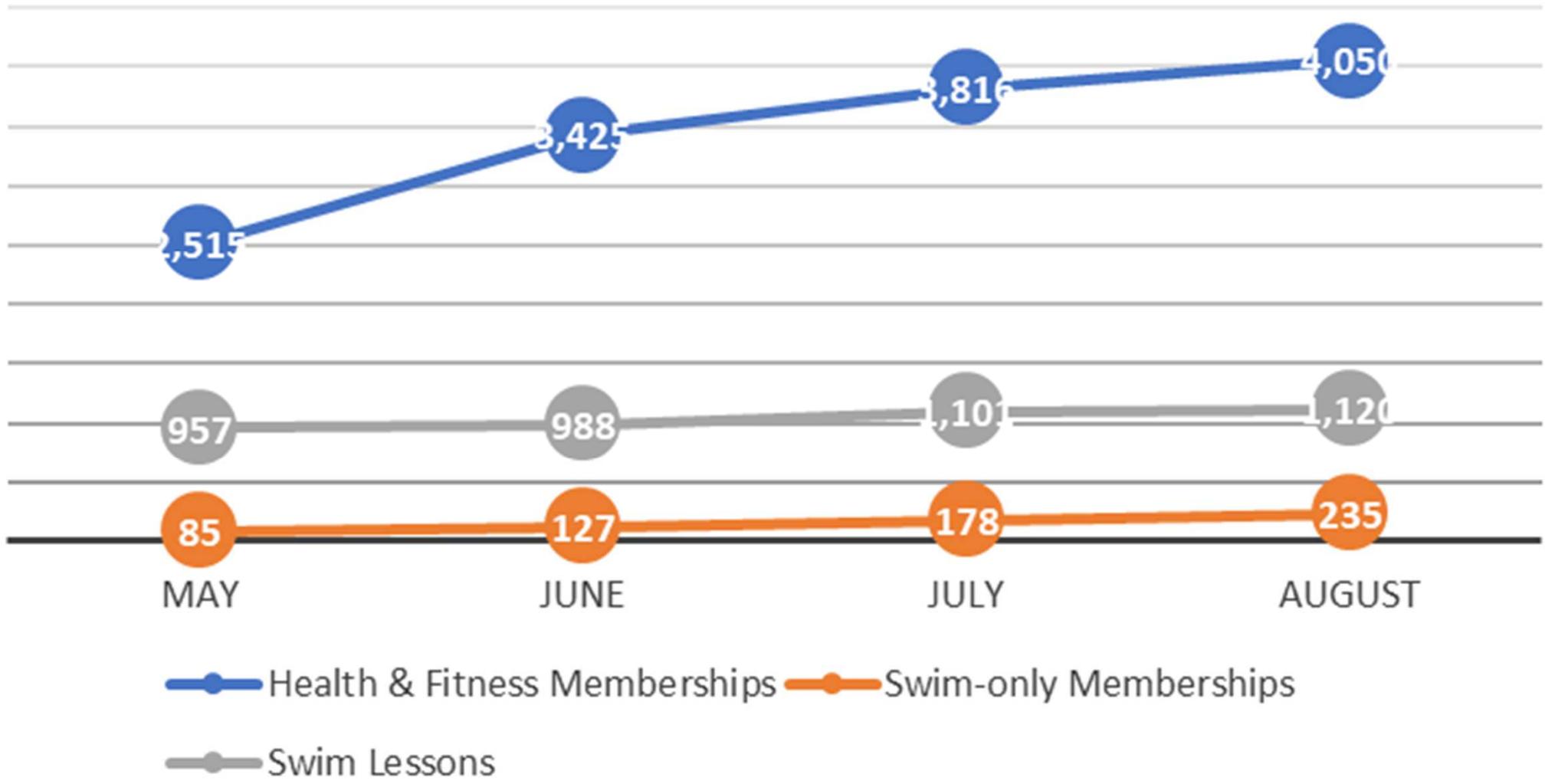
# Contract KPI's to date

Attendances	249,857 visits (May to September)	
Accessions	62,278 visits (May to September)	
Membership	2515 (May)	4325 (September) +1810
Swimming Only	85 (May)	248 (September) + 163
Swimming Lessons	647 (May)	1313(September) +666
Accidents & Incidents	52 (May to September)	
- Sporting Injuries		
Natural Causes		
Pool Rescues		
- Other		
RIDDOR		

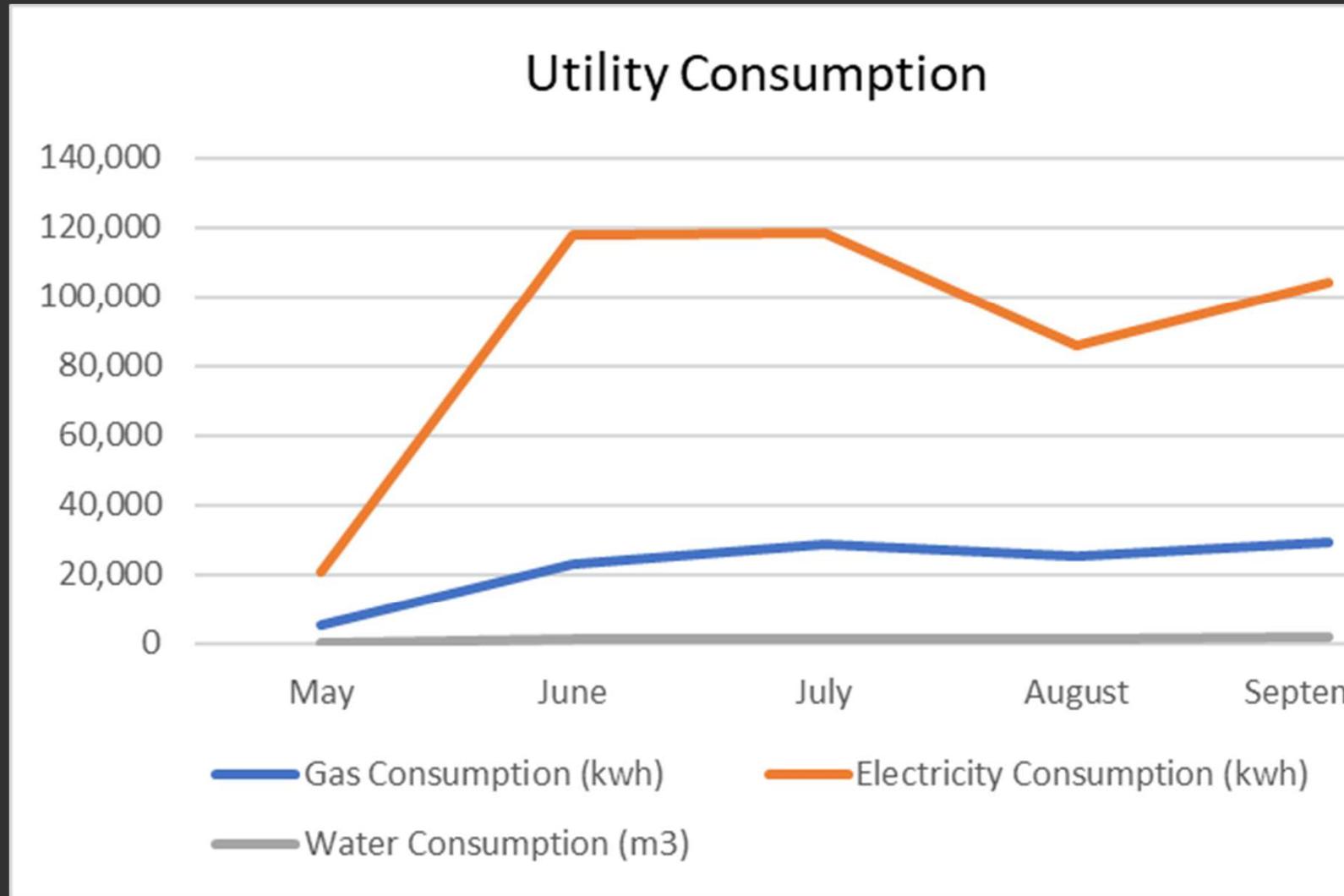
# Usage Figures



# Membership Growth



Final Commissioning  
Mott Dixon, in  
to aftercare system  
ess electrical and  
ical operation of the



# Customer Feedback Summary – Craig

gathered from daily feedback/ written/ verbal

Quarterly Customer Viewpoint sessions - Quarterly, first session held 10/21 – advertised on Facebook and via member email, sadly only 3 attendees.

Club feedback - really positive feedback from clubs on the facilities.

University of Winchester BUCS fixtures commenced as of 13/10/21.

Swimming galas held so far (25<sup>th</sup> September and 16<sup>th</sup> & 17<sup>th</sup> October 2021)

Swim England South East Championships Gala to be held 6 & 7<sup>th</sup> November 2021

As said, we did

**Customer Insight:** Sport England Moving Communities Survey results.

Summary of Geographical Locations

# Key Feedback Points

Summary of key feedback points since opening	Action Taken / When
Public swimming	50m swimming added to WSLP timetable as of August 2021. Implemented a split tank configuration to allow for swimming provision upon offer lane swimming and public swimming at the same time. Having not been able to swim since 24/12/2020. With reduced capacities with swimming and public swimming, adding in 50m sessions on opening would have reduced the availability of swimming to users.
Pool swimming sessions really busy	As restrictions have eased capacities have increased allowing further opportunity to swim. As of 9/8/2021 Teaching Pool - 22 -> 50, Main 75.
Lack of slow lane swims in morning	Following feedback public 50m sessions were introduced, leaving one wide lane available at 6am, slow lanes available from 7;30 and also following changeover to 25m set up. We regularly review our pool programme and use the data from pool sessions and customer feedback for this review
Too many children in classes during lessons	Following guidance lesson numbers were reduced during Covid restrictions and teachers not in water due to social distancing. Having had lifted, ratios returned to precovid in line with Swim England guidance and teachers now back in water as of 23/8/21
Body pump sessions	Since opening on 29/5/21, 14 additional group exercise classes have been added, including body pump on a Monday morning and Thursday
Proximity Access Gates	Gates ultimately designed to prevent unauthorised access. Since opening we have worked to educate users through signage and stickers and adjusted gate timing settings.
Doors in the upstairs corridor are heavy and not accessible for certain individuals	Accessibility feedback to Willmott Dixon re. building design - doors to be adjusted so are open and automatically closed through activation alarm - awaiting dates for works to be completed
Car parking	Car park operated by Winchester City Council and using the RingGo for parking control offers centre users 4hrs free car parking. RingGo app notification messages charged at 20p as parking reminders/confirmation. Whilst more convenient for users to use their smartphone to input details the reception team can also input details for those without the app or smartphone. Green Travel Plan promoted on our website and helped promote,

# Moving Communities Feedback

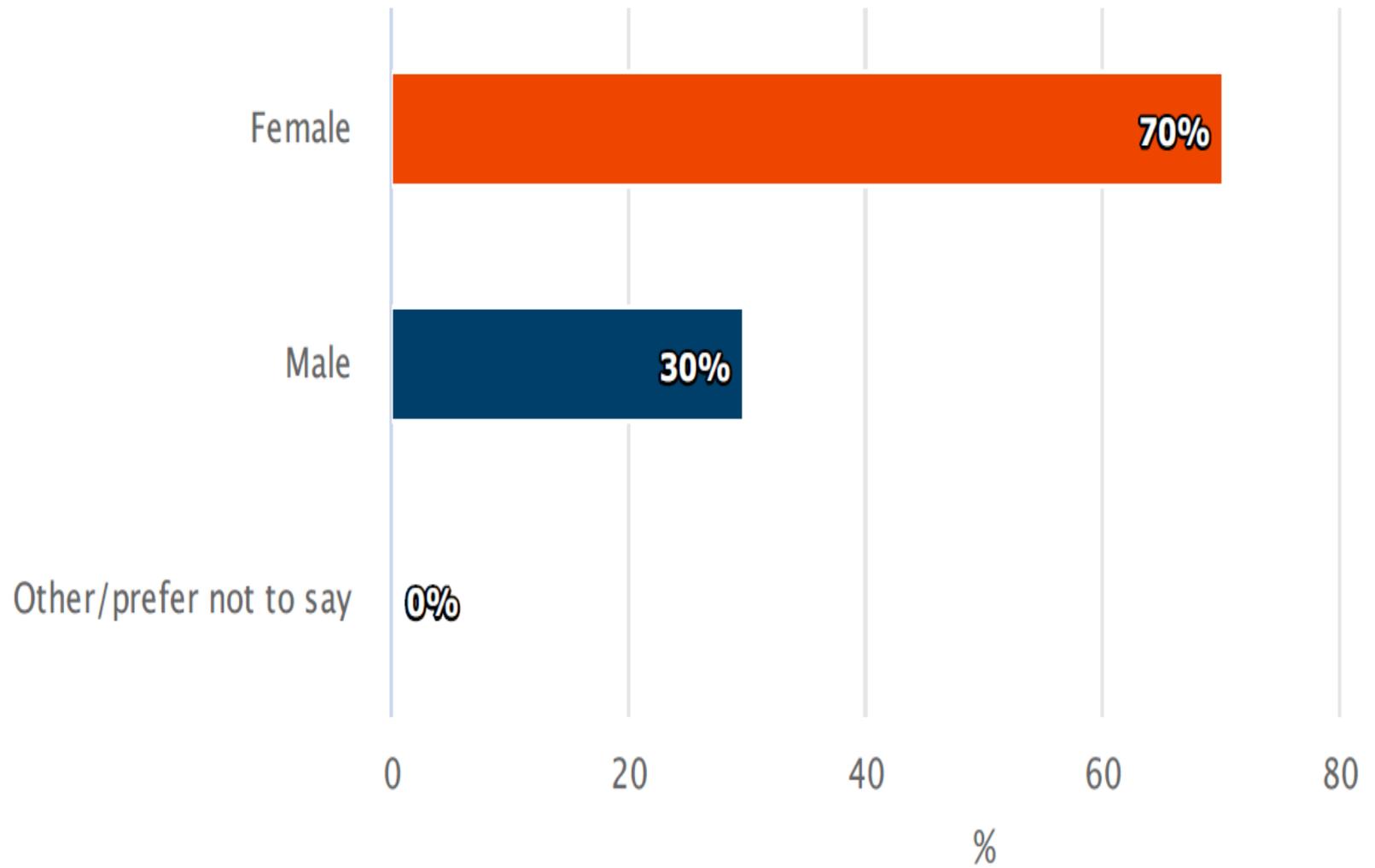
Moving Communities monitoring and evaluation tool has been launched by Sport England, to enable decision-makers to understand the impact of the government's £100m National Leisure Recovery Fund in helping public sector sports, fitness and recreation centres recover from the COVID-19 crisis.

Moving Communities tracks participation at public leisure facilities and provides new insights into the sector's performance, sustainability and social value. This data will assist local authorities, leisure providers and policymakers to support the recovery of public gyms, leisure centres, taking informed decisions to keep our nation active.

Manchester leisure centre users were surveyed in September 2021. We had 192 respondents.

# Gender

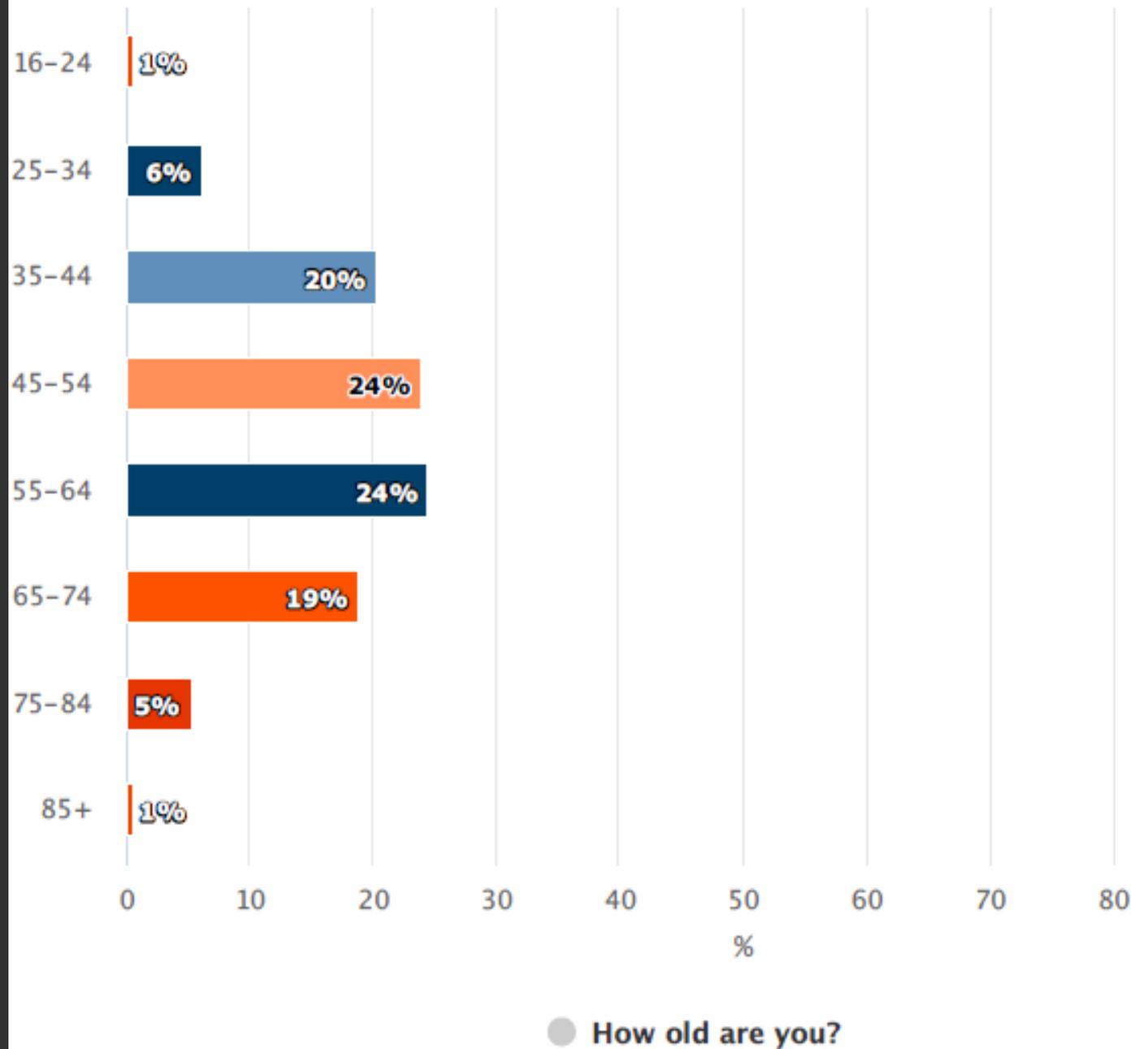
## Filters - 1



Are you.....? Please select one answer only

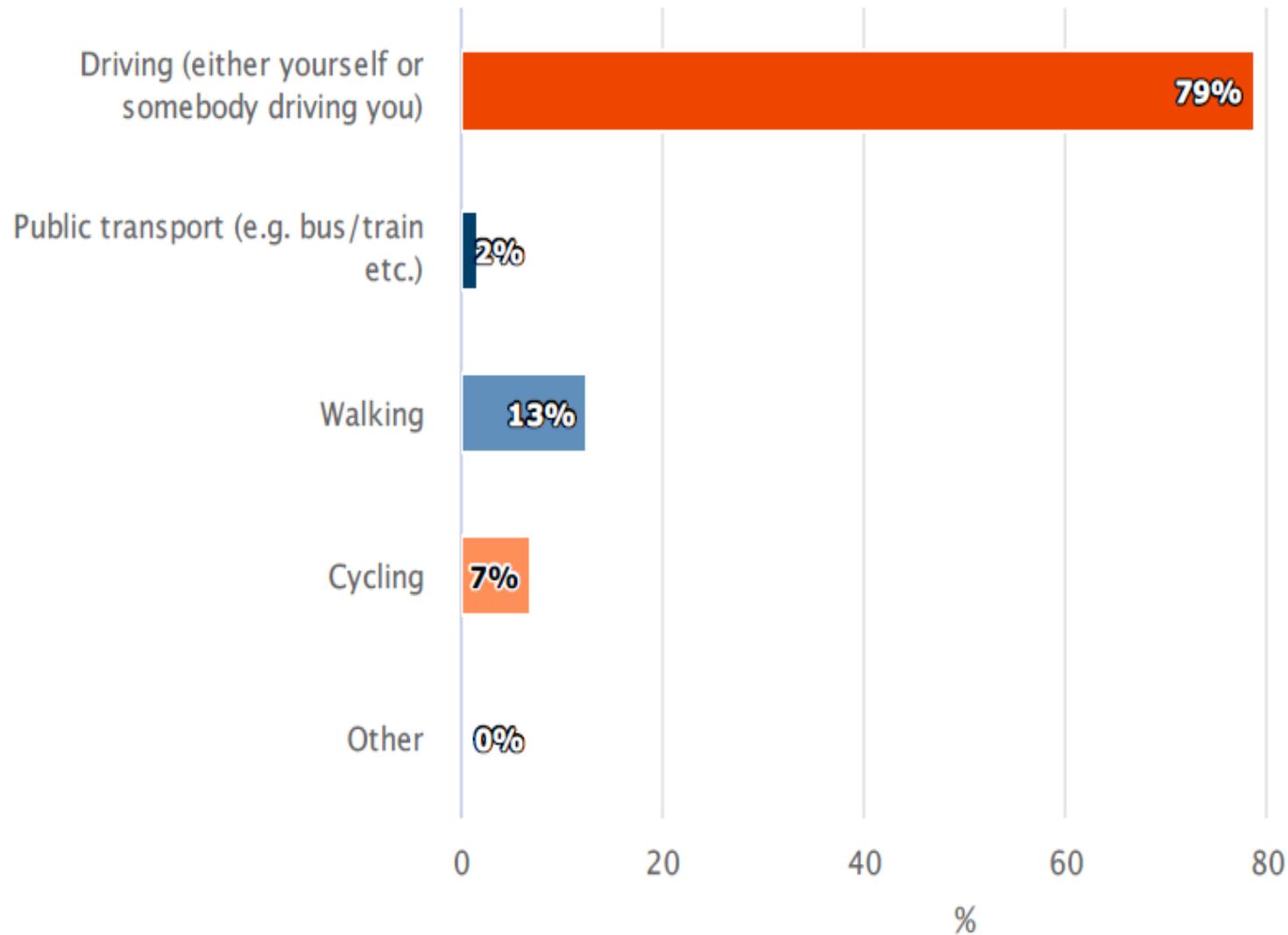
# Age of Respondents

Filters - 1



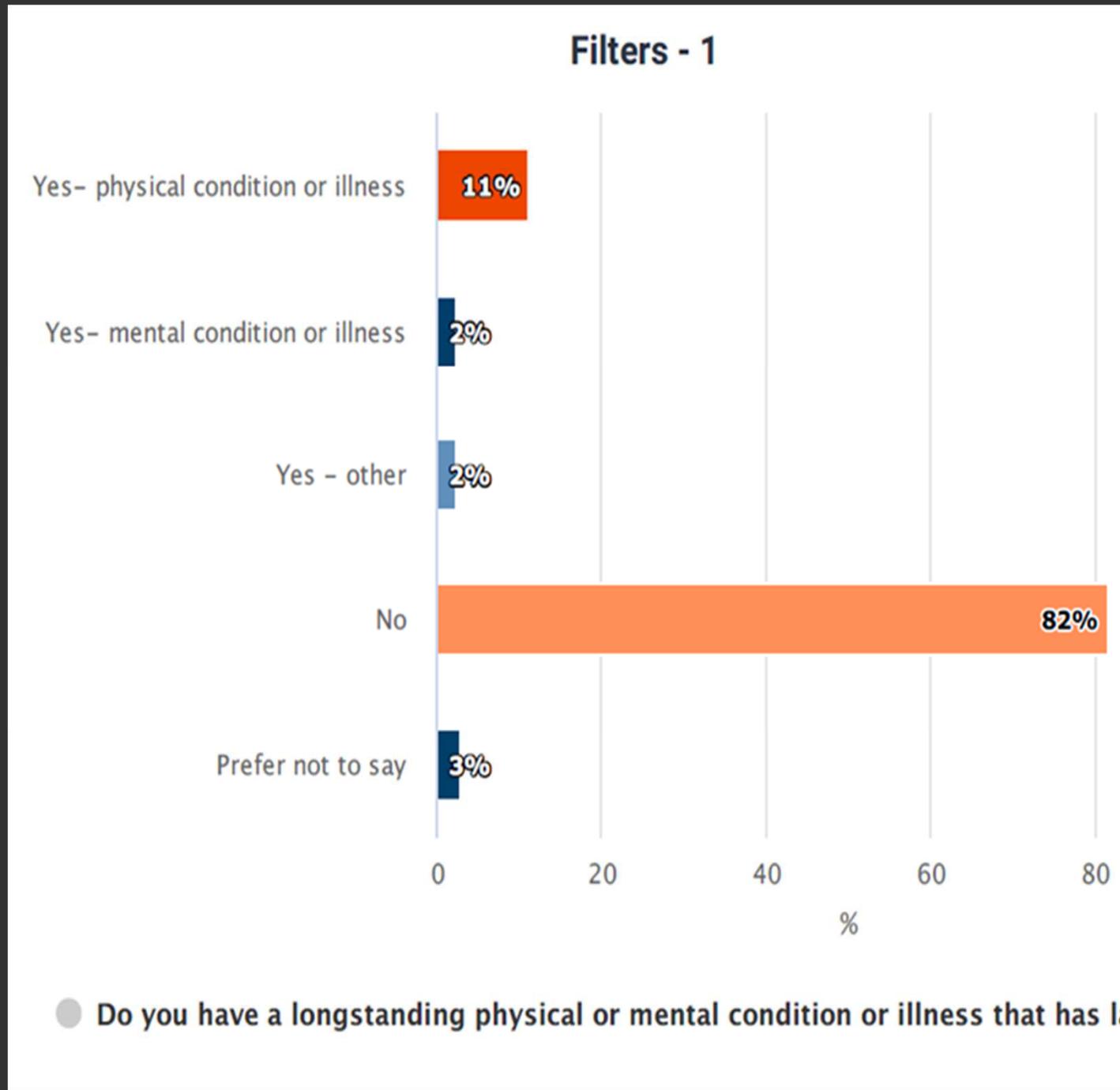
# Travel to Centre

## Filters - 1

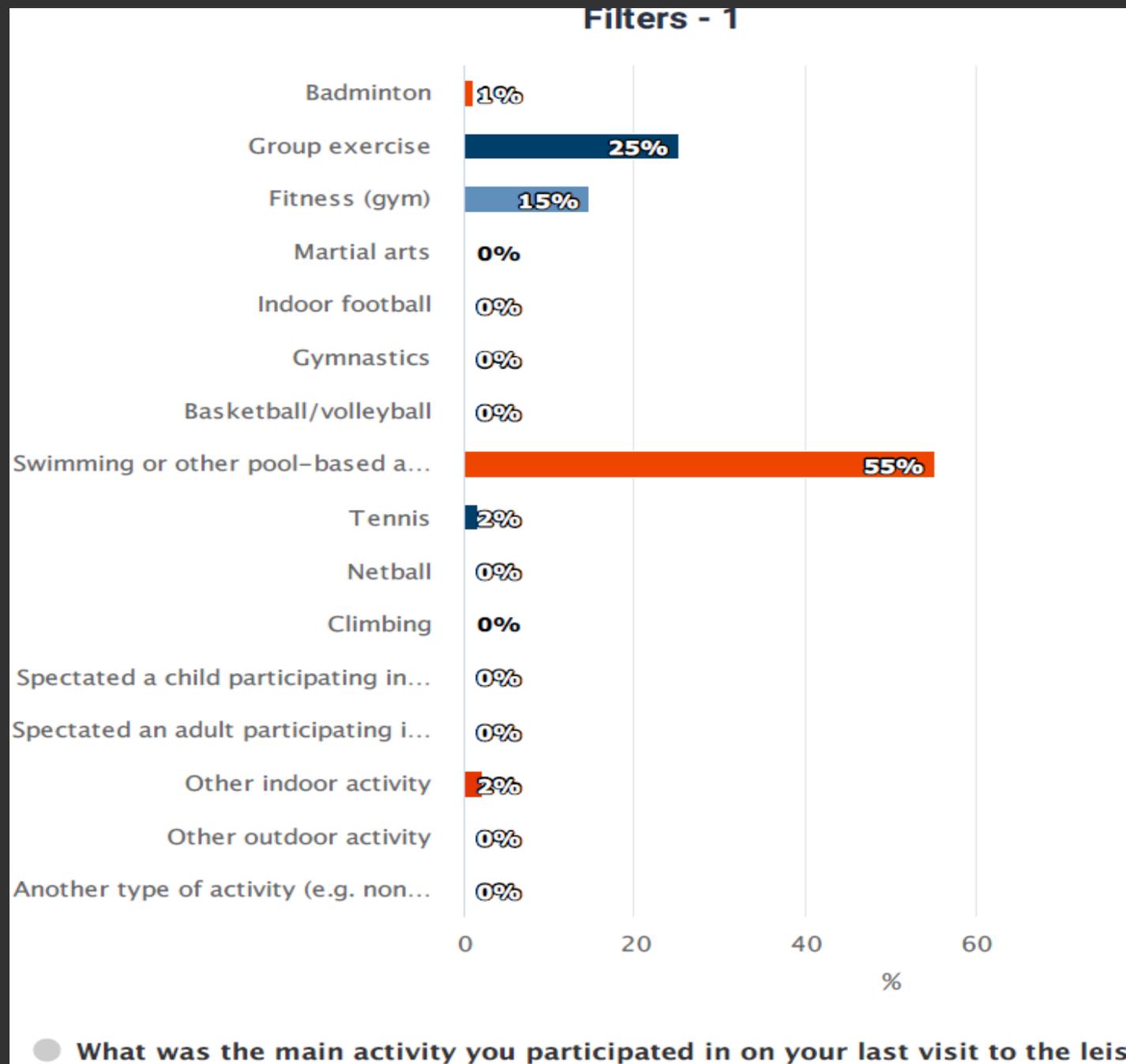


● Which method(s) of transport did you use on your last visit to the leisure centre?

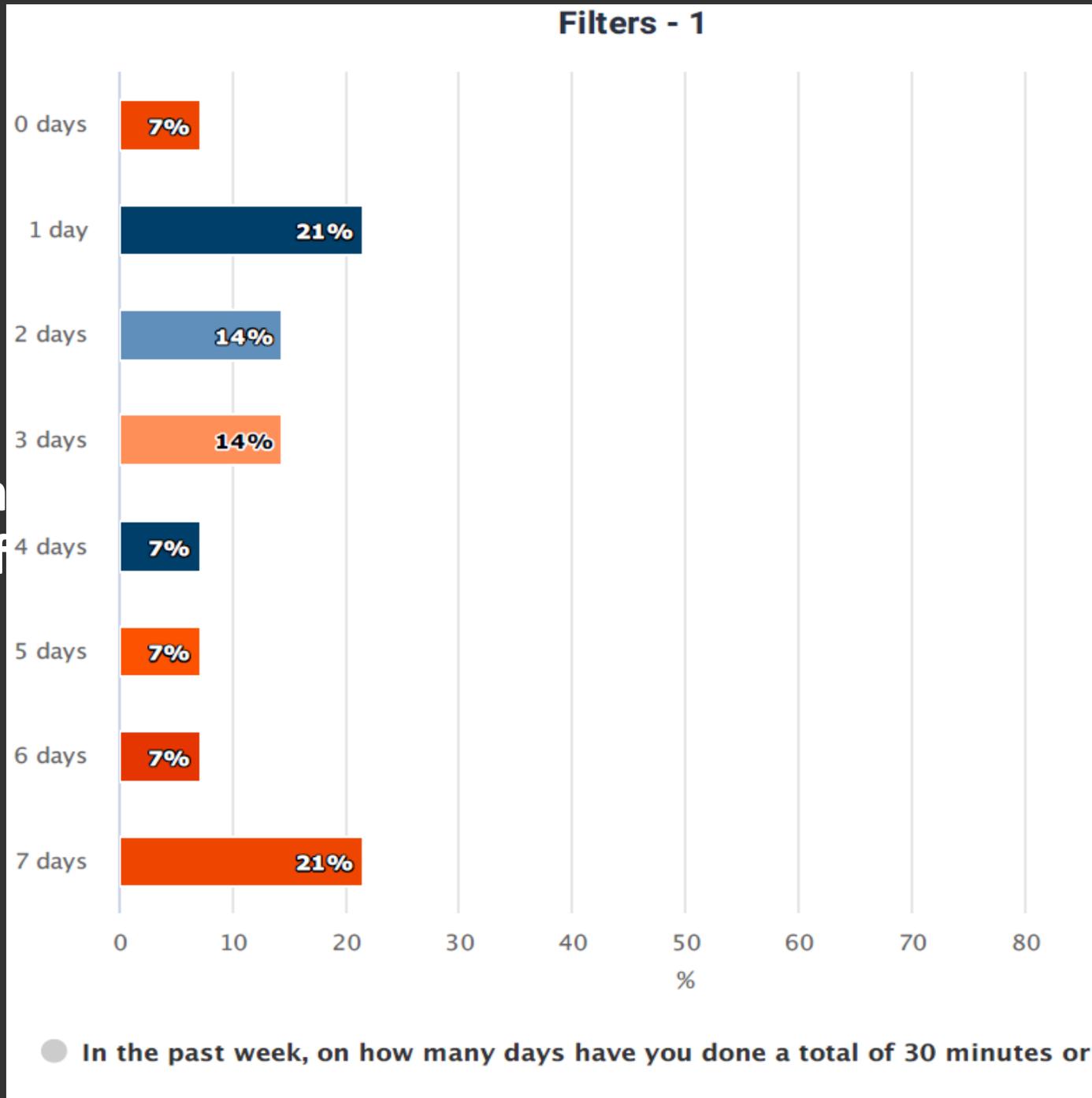
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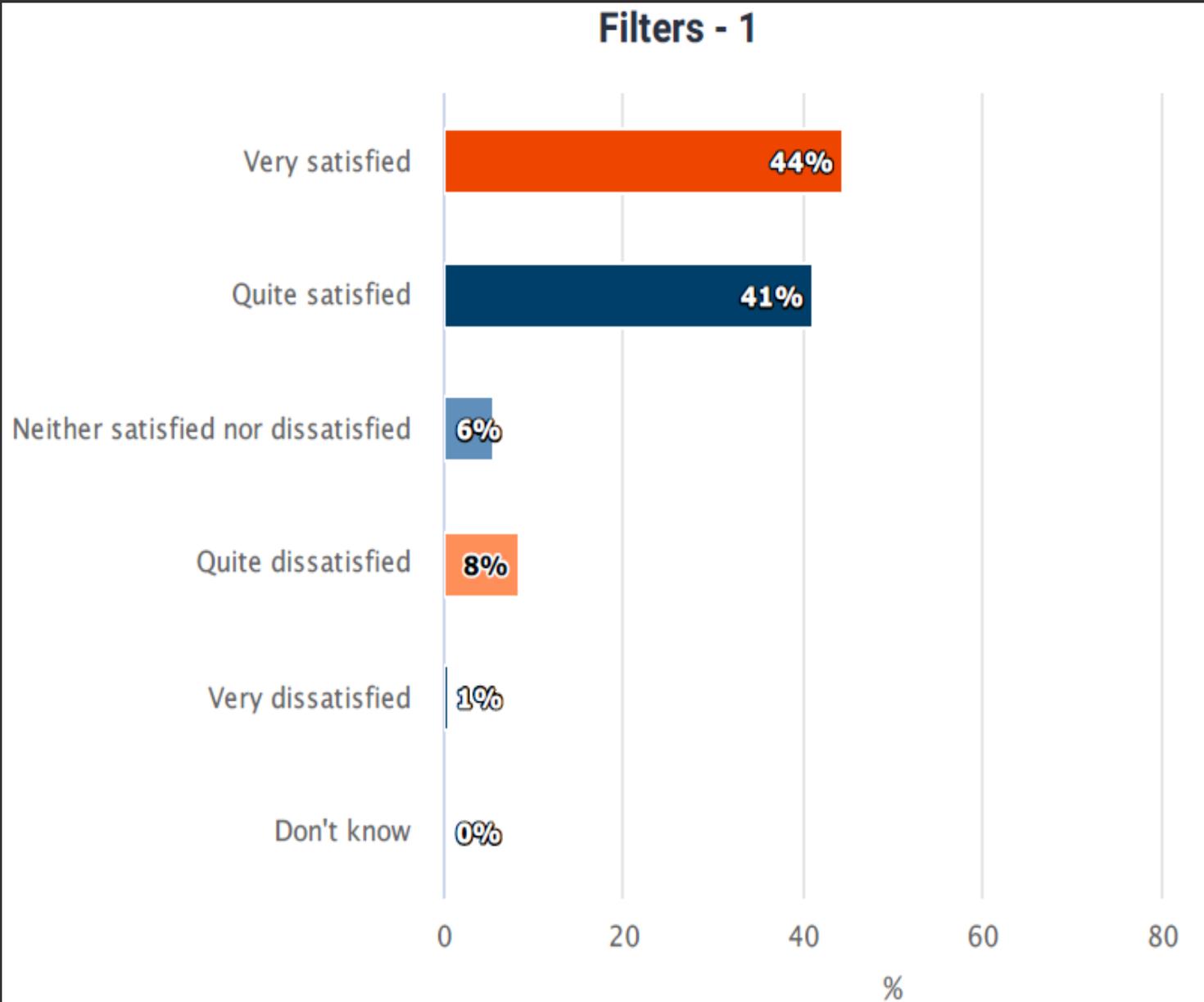
What was the main activity you participated in?



the past week how many  
have you done a total of  
of physical activity?



Overall how satisfied were you with the service you received at the Centre



● Overall, during your last visit to the centre, how satisfied or dissatisfied were

## /SLP Geographical data

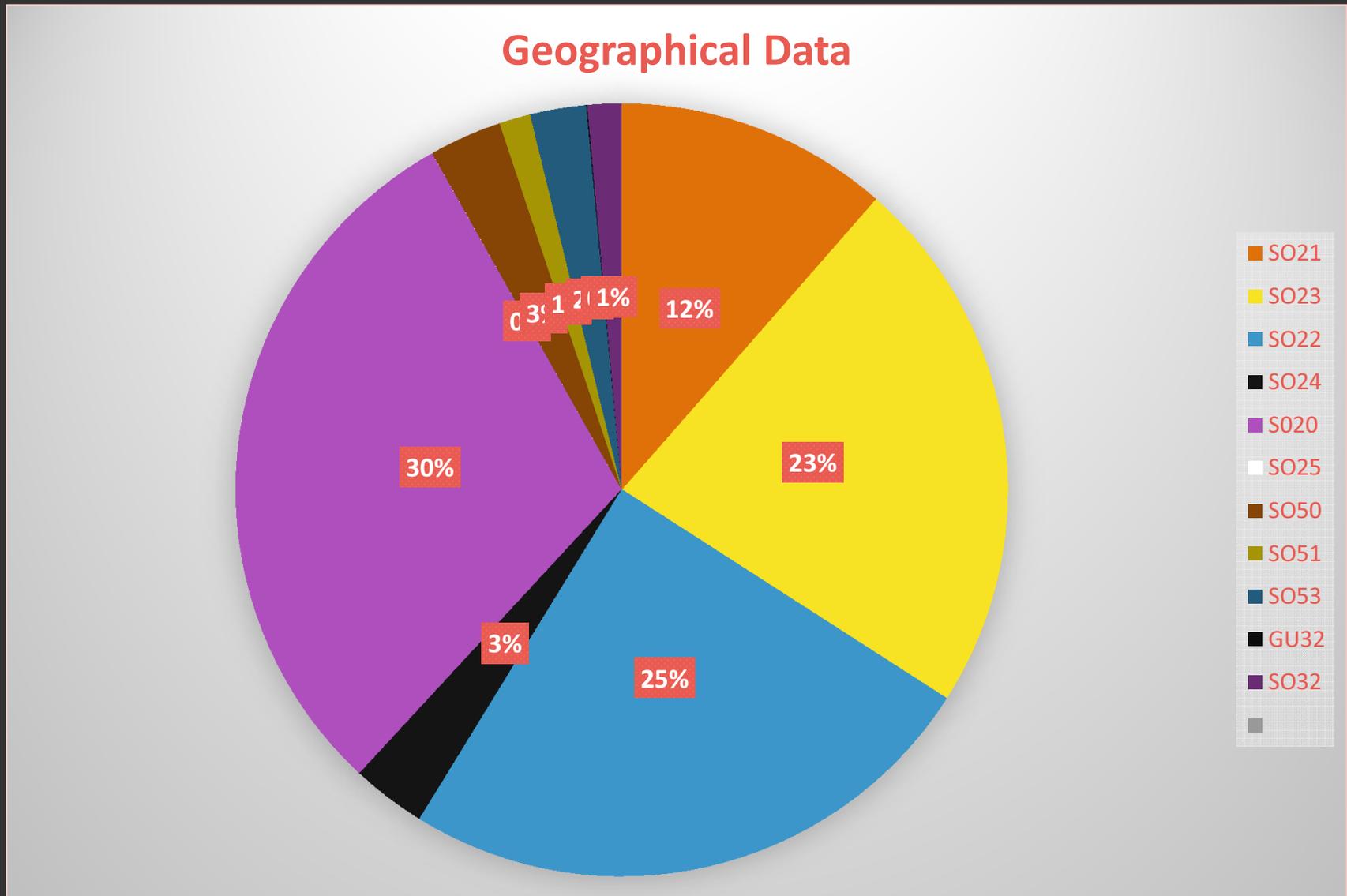
Where are our customers coming from?

Information helps us target areas of non users  
helps us maximise marketing opportunities

# Geographical Data



# SLP Geographical Data – EA Database



# Active Communities Update

launched the following programmes since opening:

Active Antz – under 5s

Recreational Gymnastics

Trampolining

Pop Rock after school club

Walking Netball (partnership with England Netball)

Disability Football (partnership with Hampshire FA)

Low Level Circuits (Winchester Go LD)

Prenatal and post natal programmes

60+ club

Winchester Paralympic Personal Best event

# Upcoming AC Projects



# Club Development

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

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.

# Health and Wellbeing

Winchester Health and Wellbeing Programme

98 Referrals, 72 Active, 23 waiting to process, 1 completed and 2 did not participate.

202 Referral Participants

5 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

# The Pinder Suite

Hydro Occupancy  
70% Mon – Fri  
30% Sat/ Sun

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

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

Hydro Private Hire  
(6 hours pw)

Hydro Self directed  
exercise  
(5 sessions per  
week)

U of W  
Physiotherapy  
Service

Private GP Service  
NHS Health Visitors

# Health and Wellbeing Development

Expand our health and wellbeing programme to include Cardiac Phase IV and other specialised classes.

Work with the Pinder Trust to develop a pathway for clients into 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.