

EVERYONE

&

Winchester Sport & Leisure Park

Joint Advisory Board

July 2022

WSLP Team Introductions

Alison Norman

Area Contract Manager

Craig Budden

General Manager

Ashley Miles
Wellbeing)

Assistant General Manager (Health and

Chloe Davanna

Active Communities Manager

EA Presentation

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

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

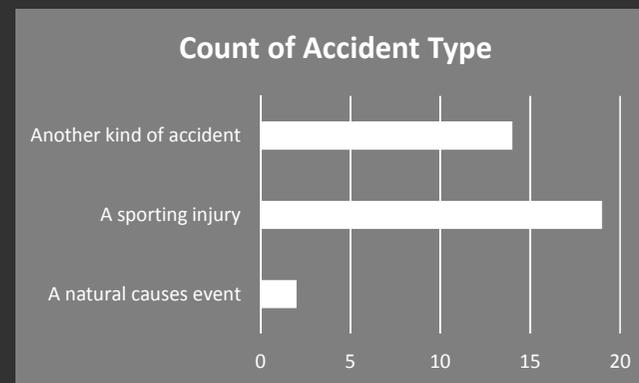
Accidents & Incidents

Utilities

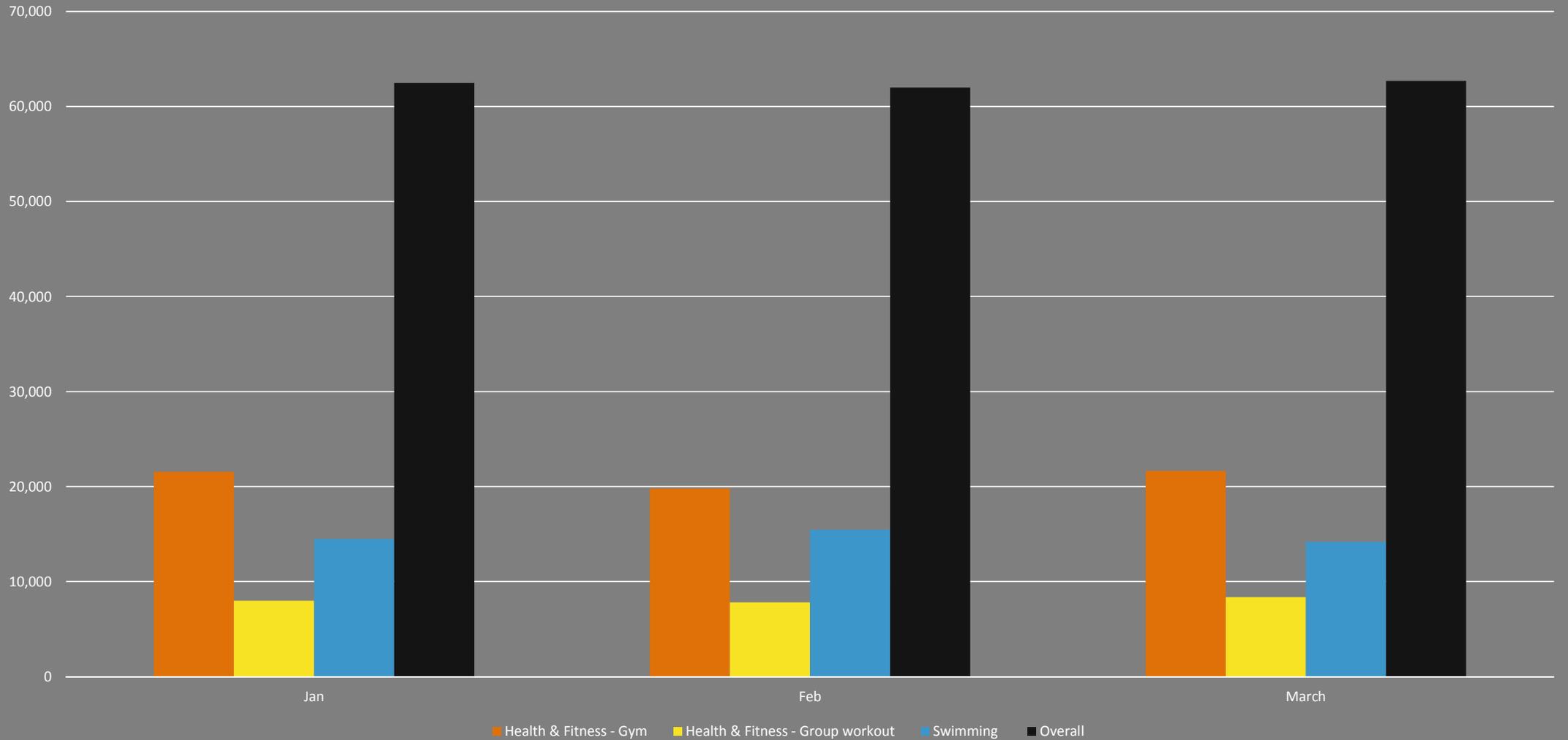
Contract KPI's to date – Q4

- Attendances 187,000 visits (January to March)
- Concessions 51,753 visits (January to March)
- Membership 4820 (January) 4913 (March) + 93
- Swim Only Membership 324 (January) 401 (March) + 77
- Swimming Lessons 1312 (January) 1332 (March) + 20
- Accidents & Incidents 35 (January to March)

19 Sporting Injuries
 2 Natural Causes
 0 Pool Rescues
 14 Other
 0 RIDDOR



Activity Attendance

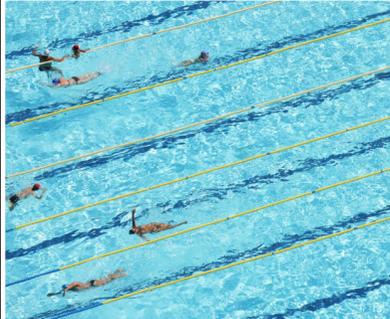


EVERYONE

Why Britain's swimming pools are shutting for summer

National chlorine shortage and rising energy costs blamed for closures and reduced services

Chiara Giordano • 5 days ago • Comments



Water disappointment: Leisure centres and swimming pools could CLOSE amid a national shortage of chlorine... just as the UK is set to swelter as temperatures hit a record-breaking 93F on 'fiery Friday'

- Brits brace for swimming pools to shut early during busiest period of the year amid national chlorine shortage
- The Met Office have warned that temperatures could hit a record-breaking 34C (93F) on 'fiery Friday'
- Forecasters issued an alert across London and South East this week with warm weather flowing in from Spain
- Millions of Britons are set to roast in glorious sunshine and clear blue skies in the latest 'June heatwave'

By JACOB THORBURN FOR MAILONLINE
PUBLISHED: 09:54, 16 June 2022 | UPDATED: 01:00, 16 June 2022

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NEXT Take a look at the latest girls' nightwear. [Shop now](#)

Britons are bracing themselves for a summer holiday disaster with public swimming pools shutting up early during their busiest period of the year over fears the national supply of chlorine could run dry.

Swimming pools in Essex, Staffordshire, Birmingham and Brighton were closed or operated on reduced timetables on Wednesday as much of the country bathed in the glorious summer sunshine.

Parents were being warned swimming lessons may be cancelled and pensioners were told to forget about aqua aerobics classes as the UK's pools battle to keep their doors open and businesses afloat amid a chlorine shortage.

Why is there a chlorine shortage forcing UK swimming pools to close?

Comment

1 Jun 2022 4:18 pm



A chlorine shortage which is causing swimming pools to close (Picture: Getty)

g pools, lidos, and spas across the UK are being forced to shy shut as the country faces a shortage of chlorine.

upcoming train strikes and a shortage of 99 ice cream flakes tough to put a damper on your summer plans - now chlorine use threatens to close swimming pools across the UK.

Leisure centres are the latest to be hit by a series of global crises as the chemical, which is used to treat bacterial nasties in pool water, starts running out.

But why is there a chlorine shortage?

Swimming pools under threat as operators fear industry collapse

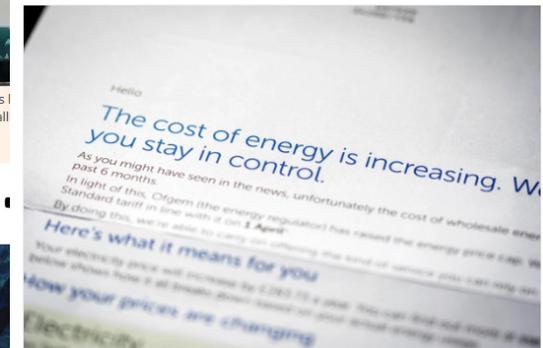
One of Britain's favourite physical pastimes hit by surging energy prices



Industry leaders write to government asking for help with soaring energy prices

Twitter Facebook LinkedIn

By Frances Marcellin 15 Jun 2022



A UK Active survey says energy costs will increase by up to 150 per cent in 2022 compared with last year. Credit: Shutterstock

- A new industry coalition has sent the government a letter requesting financial support amidst "energy crisis"
- Letter sent to Nadine Dorries, secretary of state for digital, culture, media and sport and Michael Gove, secretary of state for Levelling Up, housing and communities
- UK Active survey says energy costs will increase by up to 150 per cent in 2022 compared with last year
- Findings also reveal that in the next six months up to 79 per cent of facilities are "likely or extremely likely" to be forced to stop operating

Soaring costs lead swimming pool to limit opening hours

By Dylan Davies | News editor |
Thursday 16th June 2022 6:58 pm

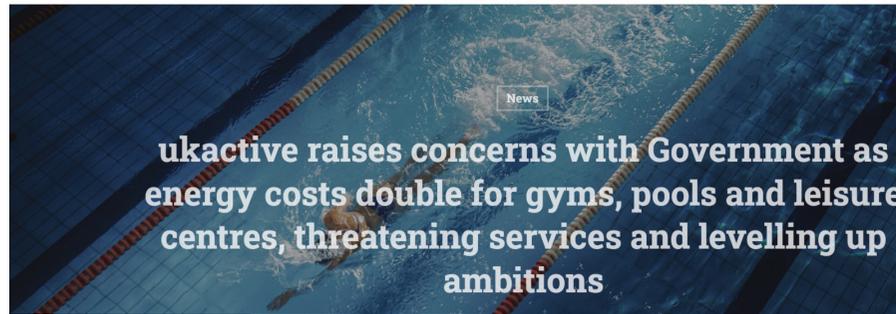
@dylansdavies1 | dylan@cambs-news.co.uk

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Calon Tysul is run by volunteers (Calon Tysul)

UK active More people More active More often



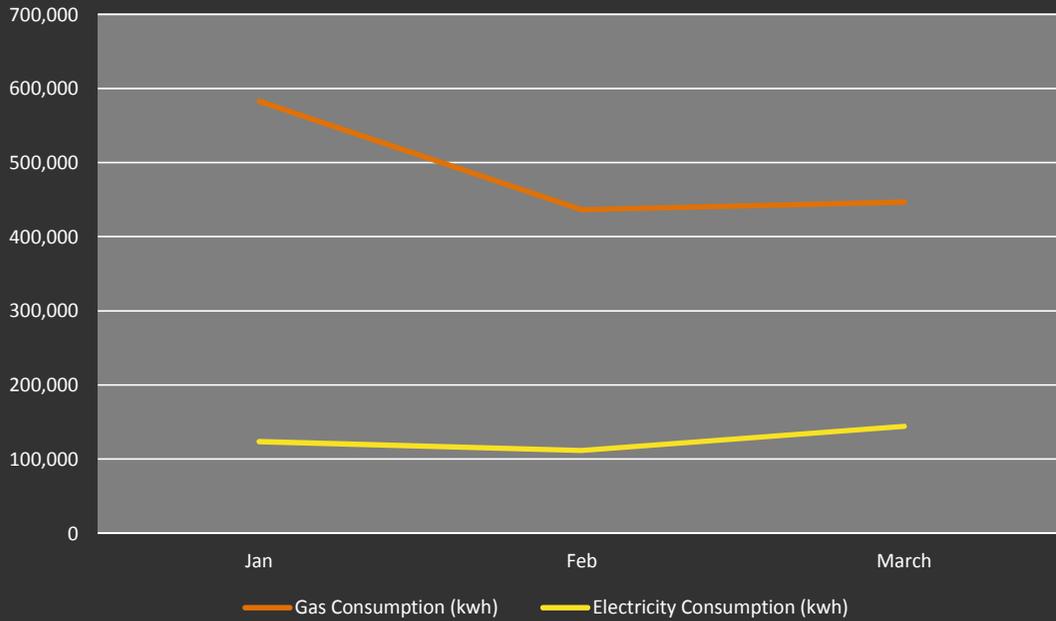
ukactive raises concerns with Government as energy costs double for gyms, pools and leisure centres, threatening services and levelling up ambitions

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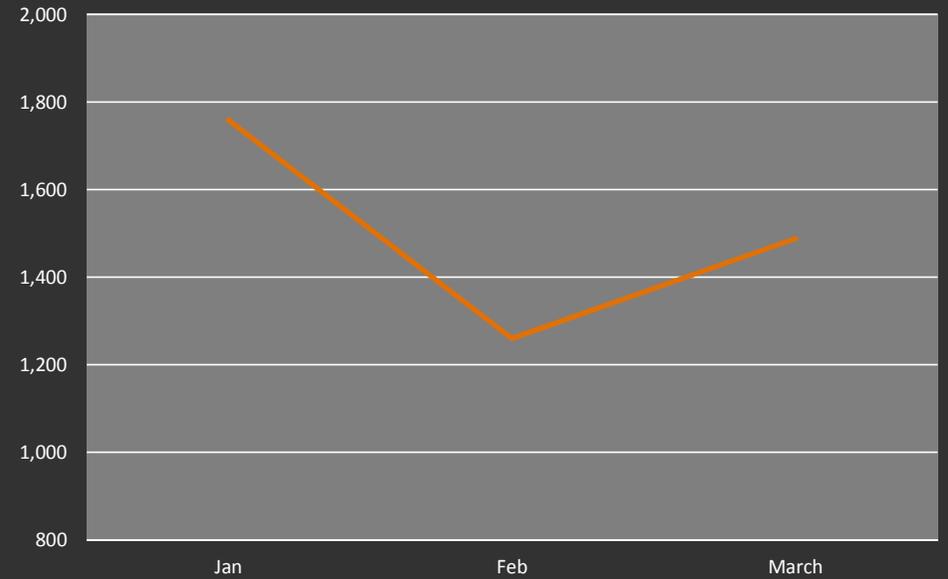
everyone ACTIVE

Utility Consumption

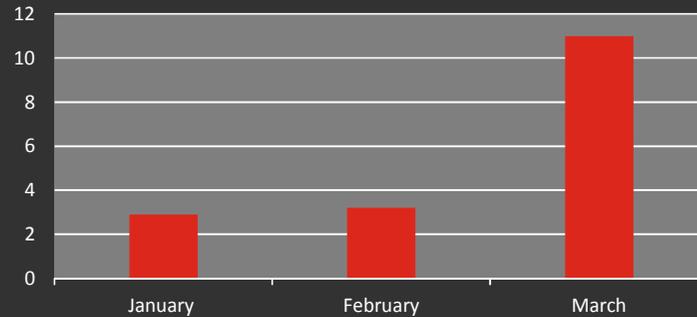
Gas & Electricity Consumption



Water Consumption (m3)



System Production (MWh)



Environmental Benefits

CO2 Emission Saved
44,039.34 kg

Equivalent Trees Planted
2,015.89

Lifetime energy
172.3 MWh

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Customer Insight – Craig

- Gathered from daily feedback/ written/ verbal
- **Quarterly Customer Viewpoint sessions** –three informal sessions held in reception foyer on 21st , 22nd & 25th June - advertised on Facebook
- Club feedback - really positive feedback from clubs on the facilities.
- **Monthly Surveys**
- **Mystery Shopper**

View Point Feedback summary

- Swimming – Adjustment to single lanes for medium and fast paced lanes
- Group Exercise – Additional classes early morning
- Defects – Closure of facilities/areas to accommodate
- Gym – Busy at peak times
- Customer Service – Positive feedback on staff across a number of departments
- 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

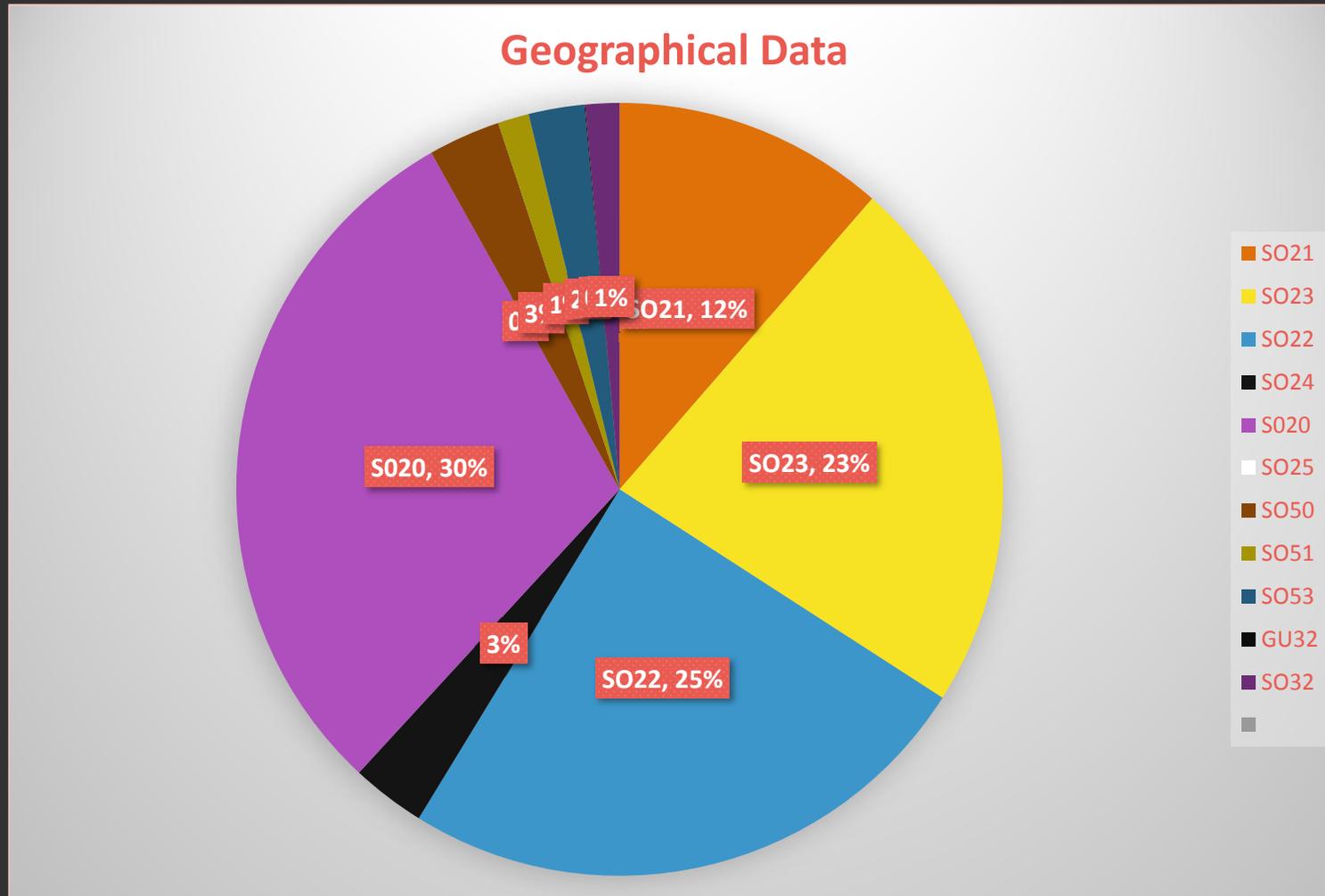
Where are our customers coming from?

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

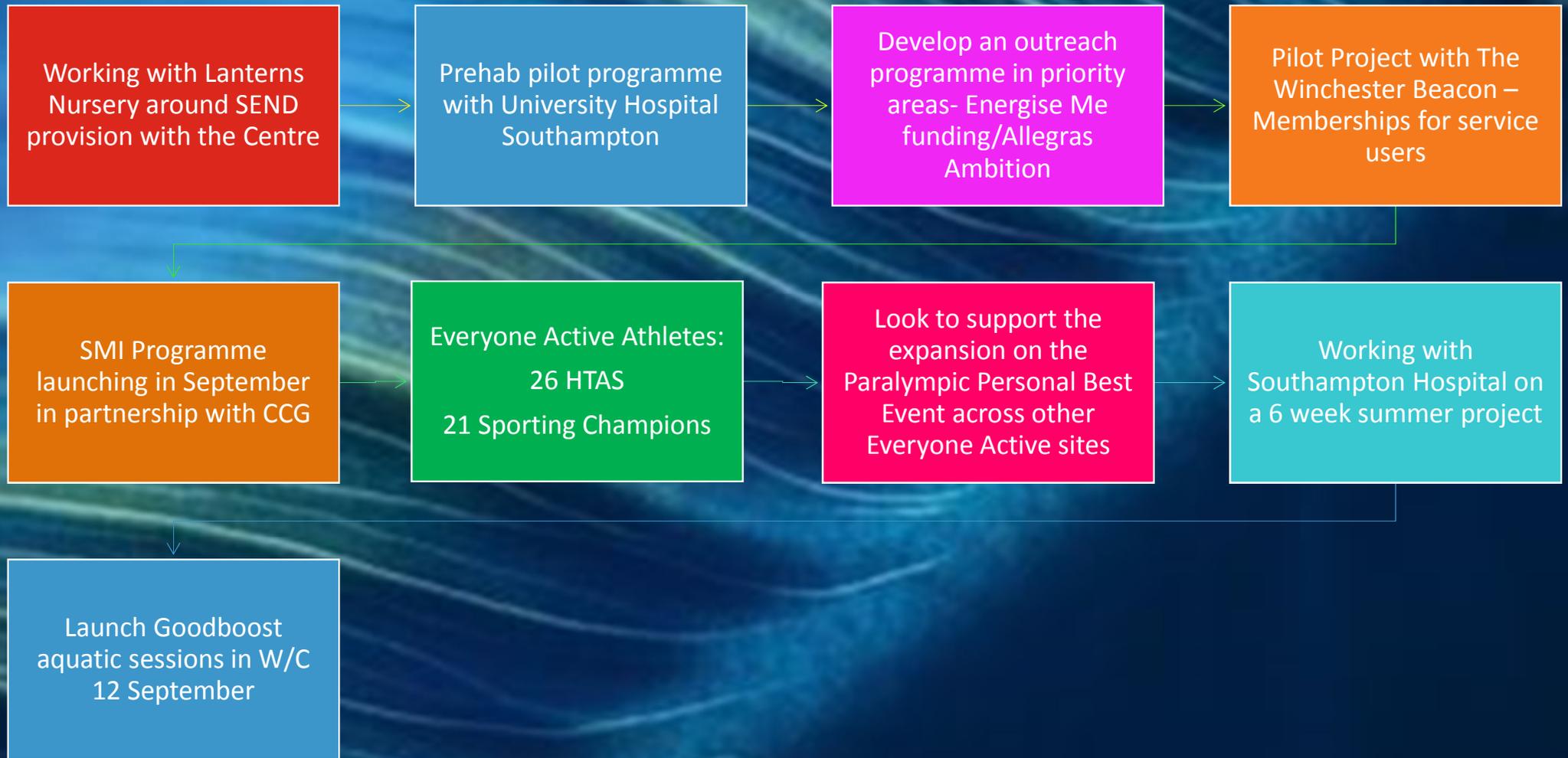
Geographical Data



WSLP Geographical Data – EA Database



Active Communities Projects

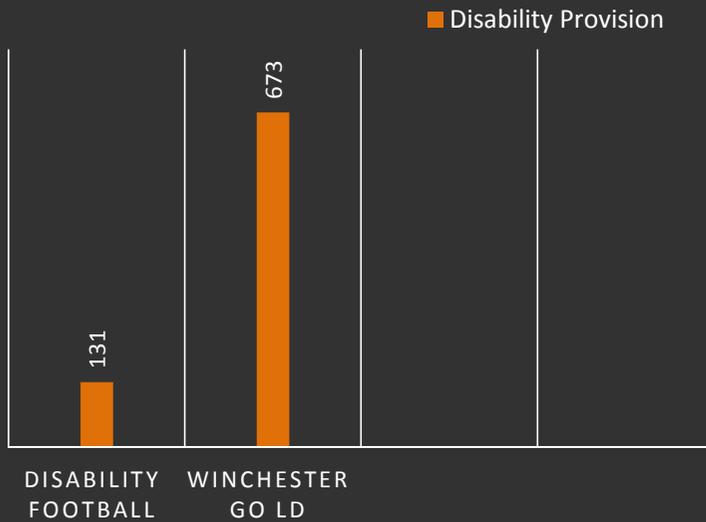


Active Communities Memberships



Active Communities Figures

DISABILITY PROVISION

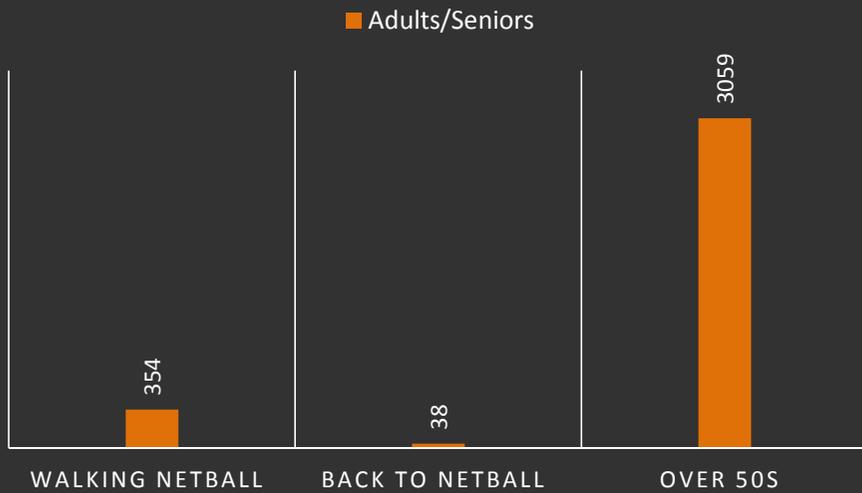


CHILDREN AND YOUNG PEOPLE

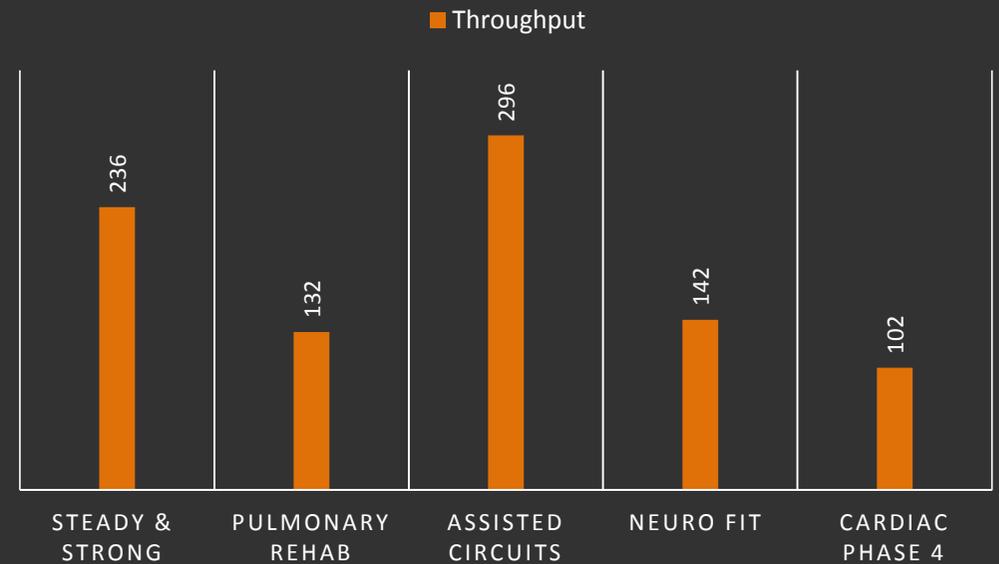


Active Communities Figures

ADULTS/SENIORS



HEALTH AND WELLBEING CLASSES



Club Development

WSLP has 14 Sports Clubs using 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

Club Engagement
Evening

Club involvement
in events

Formulate
swimming clubs/
EA development
plan

Health and Wellbeing

Winchester Health and Wellbeing Programme

179 Referrals, 48 Active, 10 waiting to process, 84 completed and 34 did not participate.

238 Referral members
17.7% increase
100 DD - 47% increase

6 specialised exercise classes a week

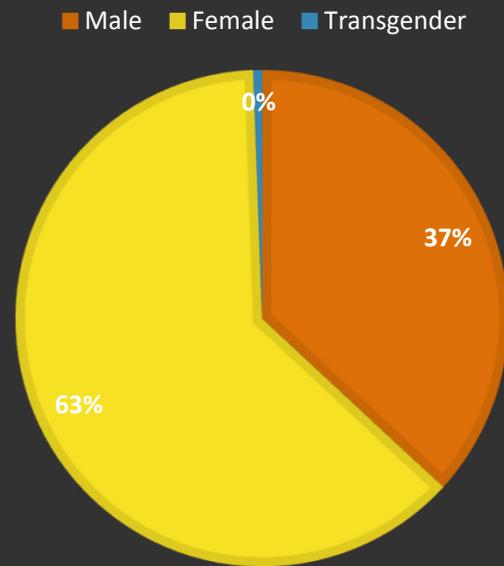
36 health professionals currently referring into the programme

Healthcare Provision using the centre:

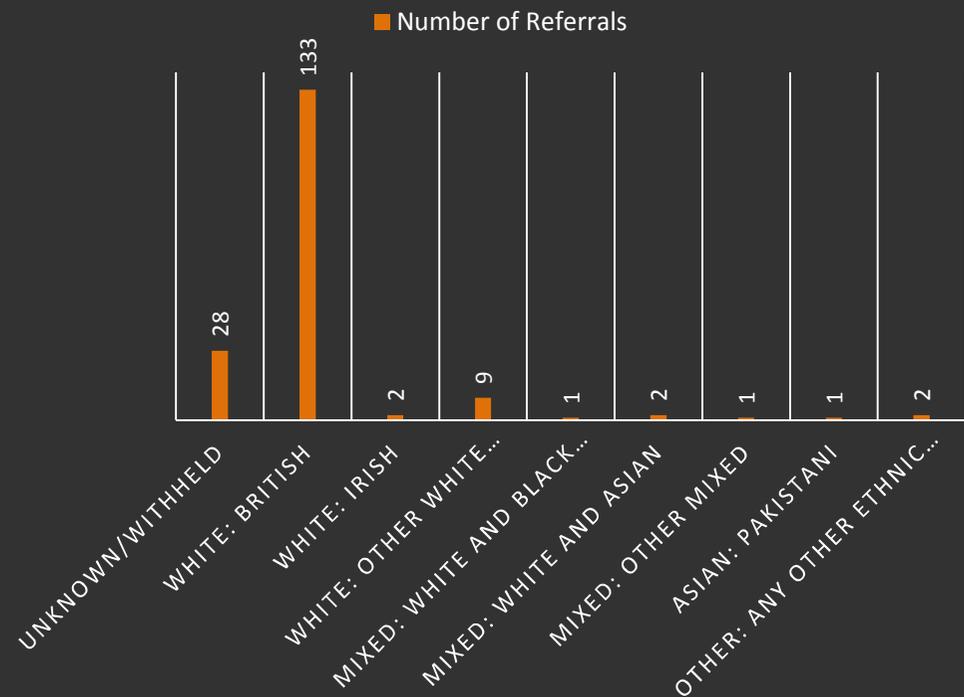
- Royal Hampshire County Hospital departments Cardiac Team and Pain Management.
- Southern Health – Health Visitors

Health and Wellbeing Programme

NUMBER OF REFERRALS



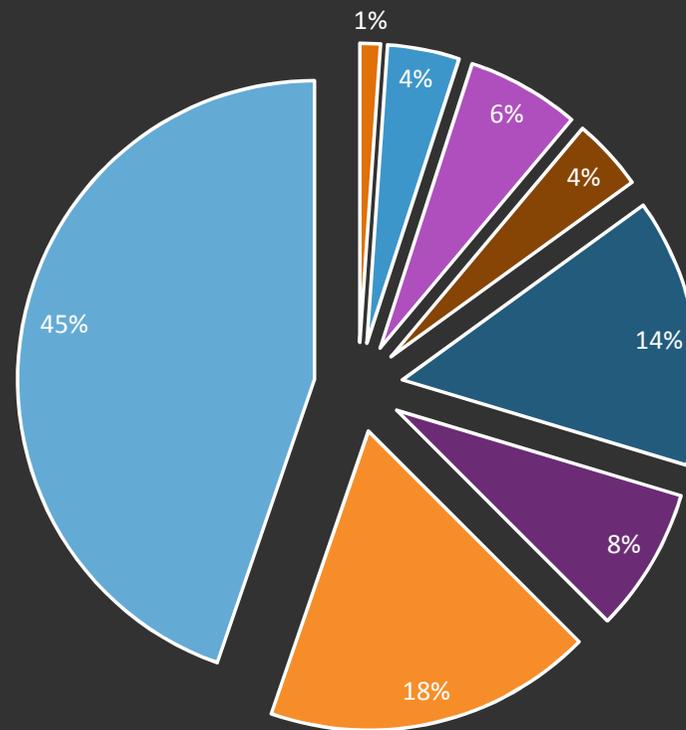
NUMBER OF REFERRALS



Referrals by Decile Deprivation

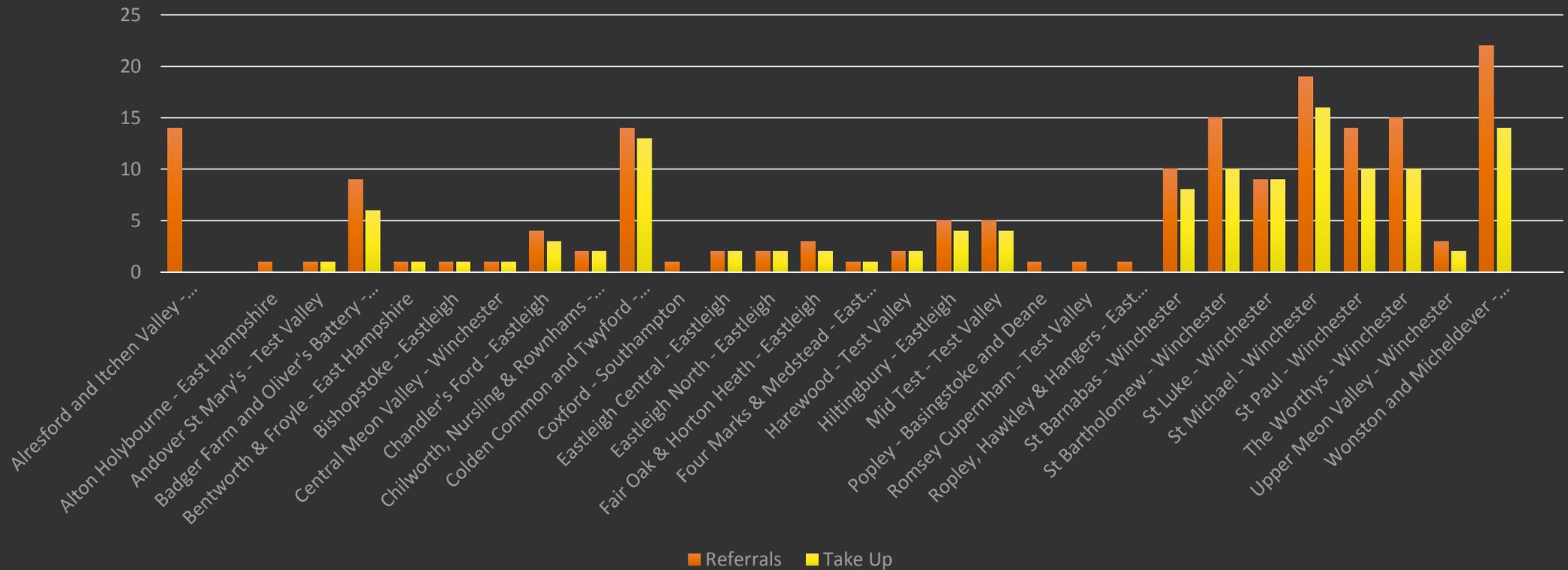
Number of Referral

3 4 5 6 7 8 9 10



Health & Wellbeing Referrals

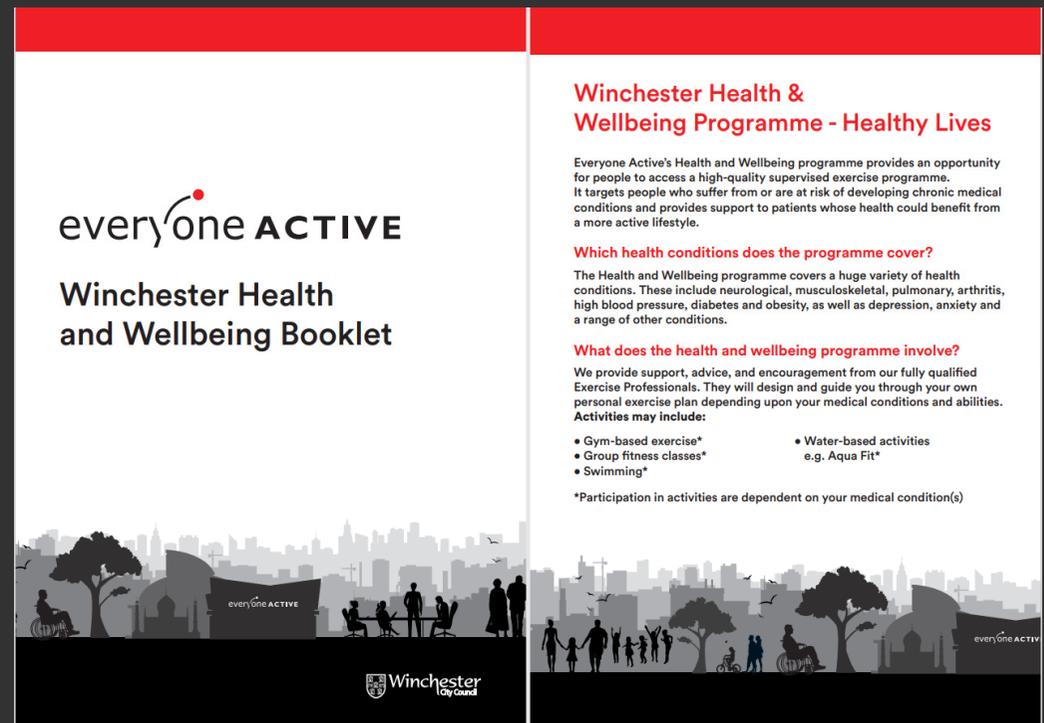
Referral on Electoral Ward



Health and Wellbeing Development

Development Opportunities

- Launch our health and wellbeing booklet for the contract within all health professional settings.
- Develop a wider programme supporting dementia
- Organise a health and wellbeing event for providers and health professionals
- Look to deliver health classes within the community



The Pinder Suite

Hydro Occupancy

90% Mon – Fri
60% Sat/ Sun

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

Osborne School

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

Hydro Private Hire
(10 hours pw)

Hydro Self directed
exercise
(8 sessions per week)

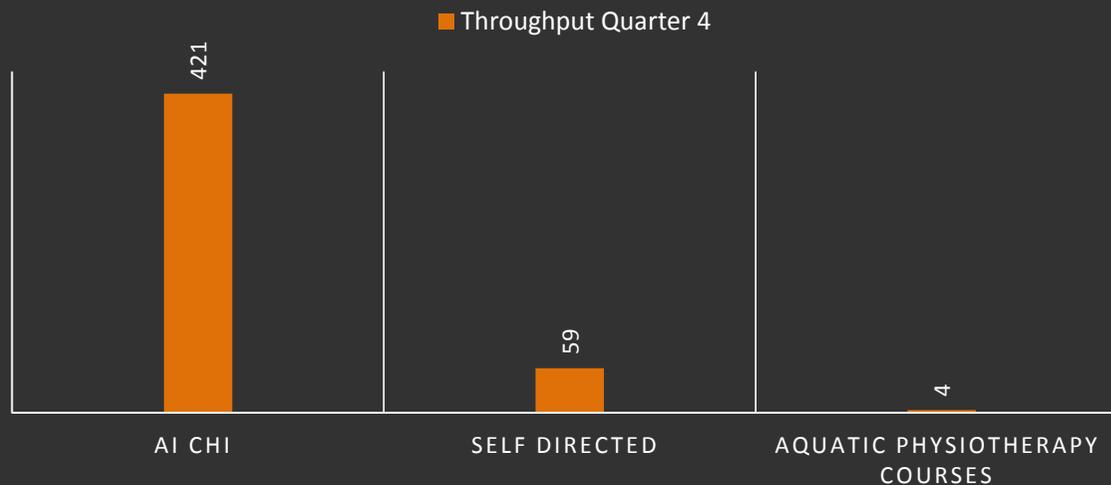
U of W Physiotherapy
Service

Private GP Service
NHS Health Visitors
Hampshire Hospital
Midwives

SEN Swimming
Sessions (2 per week)

The Pinder Suite

HYDROTHERAPY FIGURES



Development Opportunities

- Expand MoD usage throughout the week
- Secure long-term commitment for treatment room hire with the midwives
- Develop better partnerships with special educational need schools/departments to use the facility for students
- Increase usage at the weekends.

Big Splash



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everyone
ACTIVE

Hampshire School Games

- Over 1,000 school children
- 100 school's across Hampshire & Isle of Wight

