

East Herts Council Report

Audit and Governance Committee

Date of meeting: 5 April 2022

Report by: Councillor Eric Buckmaster, Executive Member for Wellbeing

Report title: Leisure Annual Report 2021

Ward(s) affected: ALL

Summary

Following the restrictions and closures of leisure centres due to the COVID-19 pandemic, this is the first leisure annual report of the new 15year contract with Everyone Active which commenced in January 2020. This report provides a short summary of the highlights within Appendix 1 which provides detailed information on performance.

RECOMMENDATIONS FOR Audit and Governance Committee here:

- a) To receive and provide comments on the leisure annual report.

1.0 Proposal(s)

- 1.1 Not applicable.

2.0 Background

- 2.1 In January 2020, a new 15year contract was awarded to Everyone Active who were the Council's previous leisure operator. In March 2020, the nation went into lockdown

which included a series of closures, restrictions and further closures of leisure centres through the following 18 months.

- 2.2 From April 2021, which is quarter 2 of the second year of the contract; leisure centres were able to re-open under "Covid secure" guidelines.
- 2.3 Due to the closures of the centres it was agreed with the chairman of the Audit and Governance committee that a 2021 annual report will be provided to the committee with highlights from 2020 included.
- 2.4 The report covers the following areas:
 - 2.4.1 Health and Safety
 - 2.4.2 Operational Procedures
 - 2.4.3 Green Travel and Environmental plans
 - 2.4.4 Utility Consumption
 - 2.4.5 Customer Feedback
 - 2.4.6 Demographics
 - 2.4.7 Community and Social value
 - 2.4.8 Participation levels
 - 2.4.9 Marketing and promotions
- 2.5 A detailed report can be found in appendix 1. The following section provides highlights from the report.
- 2.6 Health and Safety – there were no major incidents during 2021 (April to December). There was however 53 accidents reported, which is a decrease of 16 accidents from the previous year. It should also be noted that an internal review highlighted that some additional training

is required for staff in relation reportable accidents versus minor first aid treatments.

- 2.7 Operational procedures – due to covid secure restrictions throughout the opening period lessons, classes and gym and swim all had reduced capacities. For example an exercise class capacity which would normally allow 28 users at Hartham was reduced to 12 to allow social distancing. This meant achieving performance targets would be very limited.
- 2.8 Green Travel and Environmental plans – around 35% of members use greener options to travel to work compared to 65% who use car as their mode of transport. Across the board at all centres recycling rates were 83% which is approximately a 1% increase to the previous year.
- 2.9 Utility Consumption – overall gas consumption increased whilst electricity and water consumption was lower. However it is important to note that some facilities were closed whilst others partially open i.e. Hartham Pool.
- 2.10 Customer Feedback – Overall customer satisfaction levels have remained similar to the previous year at above 80% satisfaction.
- 2.11 Demographics – key elements to note are 54% of managers are female and around 4% of staff have a disability. In relation to participants, levels of participation from Black, Asian and minority ethnic are low however it is

anticipated that the opening of Hartham Pool may have a positive impact on participation.

- 2.12 Community and social value – apprenticeship schemes are due to be developed however a number of other initiatives have progressed. Everyone Active have been working with Alzheimer’s UK, the Herts Sports Partnership and table tennis UK to provide a range of initiatives and activities to promote well-being and physical activity to attract a wider range of participants to leisure centres who may not normally consider using leisure centres.
- 2.13 Participation levels – given the leisure centres have not been open for a full 12 months of 2021, it is unrealistic to expect numbers to return to pre pandemic levels whilst facilities are closed due to refurbishment and customer confidence is still growing following the pandemic. However the total attendance for 2021 was 538,365, in 2019 this figure was 981,768. Numbers are anticipated to increase following the easing of restrictions and popularity of the new Grange Paddocks leisure centre.
- 2.14 Marketing and Promotions – a number of marketing campaigns have been promoted throughout 2021 including “Lockdown legends”, “Workout at home” and “Get back to it”. Examples of these can be found in appendix 1. In addition, the Everyone Active app has provided a virtual platform for members to exercise from and interact with the centres.

3.0 Reason(s)

3.1 The leisure annual report forms part of the Audit and Governance Committees' work programme to support the monitoring of the contract.

4.0 Options

4.1 Not applicable

5.0 Risks

5.1 The key risks associated to the performance of the leisure centres is the delivery of the capital projects for the 3G pitch at Grange Paddocks and Hartham Leisure Centre redevelopment. A project risk register is in place to monitor this risk.

5.2 Further restrictions and closures due to the pandemic are likely to have a negative impact on performance however the contractor is well positioned to adapt to changes having managed this several times before in the last 2years.

6.0 Implications/Consultations

Community Safety

Yes – vandalism and bins being set on fire at Hartham LC have been reported to the police and the contractor regularly liaises with the Council's community safety team

Data Protection

Any personal data is redacted from the report.

Equalities

Yes – some data provided on demographics and equalities.

Environmental Sustainability

Yes – described further in appendix 1

Financial

Not applicable in this report

Health and Safety

Covered in section 2.6 and appendix 1

Human Resources

Not applicable

Human Rights

Not applicable

Legal

The contract is monitoring in accordance to the performance management regime within the contract.

Specific Wards

ALL

7.0 Background papers, appendices and other relevant material

7.1 – Appendix 1/1a – Leisure Annual report 2021- Everyone Active

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