

East Herts Council Report

Audit & Governance Committee

Date of meeting: 31st May 2023

Report by: Cllr Sarah Hopewell, Executive Member, Wellbeing

Report title: Annual Leisure Contract Performance Report

Ward(s) affected: All

Summary – To present the annual review of East Herts Council’s fifteen-year leisure contract with Sport and Leisure Management Ltd (SLM) - trading as Everyone Active (EA).

RECOMMENDATIONS FOR Audit & Governance Committee:

- a) The views of the Audit and Governance Committee be received and noted.

1.0 Background

- 1.1 The fifteen-year contract with our leisure provider Sport and Leisure Management Ltd. (SLM), began on 1 January 2020. Now in year four of the fifteen-year contract, this report details the performance of Everyone Active (EA) throughout 2022 in delivering under the terms of the contract.
- 1.2 2022 has been a ground-breaking year for our leisure provision. It has been the first full operational year for the new Grange Paddocks leisure centre and operations post-Covid, and the new 3g pitch at Grange Paddocks leisure centre was completed in November 2022. In addition, the

newly refurbished pool at Hartham leisure centre was opened in May 2022. All are key factors that contributed to the highest visitor attendance of 1,134,239 in a calendar year.

1.3 There are four leisure centres which provide pool and gym facilities, and one facility with just a pool.

1.4 This annual report covers two main elements:

- Performance in relation to specifications within the contract
- Qualitative successes and improvements

Report

1.5 The following information provides a summary of the contract performance, including customer throughput, customer satisfaction, financial performance, public satisfaction, health, and safety management, added social value, and investments.

Customer throughput

1.6 The Council provides sector-leading leisure facilities and offers individuals the opportunity to participate in a range of sports and physical activities, regardless of age, ethnicity, gender, or level of physical activity. The benefits of an active lifestyle support the Council's commitment to health and wellbeing. Customer throughput refers to the number of attendances at the leisure centres.

Attendance

1.7 A key figure in assessing the performance of EA is the number of customers who used the facilities in 2022.

A total of 1,134,239 visits were made to our centres in 2022. The comparative figure for 2019 (the last full operational year due to Covid) was 1,043,152 visits. That makes the 2022 figure 91,087 visits higher than the previous record attendance, an increase of 8.7%. Within the 2022 figures, from July to November there were more than 100,000 visits per month, which is a fantastic achievement compared to previous years.

Sum of Total Site Attendance	TOTAL	YR on YR	YR on YR %
2019	1043152	18361	1.8%
2020	483389	-559763	-53.7%
2021	538365	54976	11.4%
2022	1134239	595874	110.7%

Activities included in the data are:

- Gym
- Casual swim
- Group exercise classes
- Swimming lessons (including 1:1 and school)
- Tennis
- Football

Swimming attendance

1.8 Swimming performance exceeded the contracts attendance target of 1% increase from the previous year. In 2022, there were 220,118 visits, which is over 43,000 more visits than the previous high in 2012. This figure is boosted by the new Grange Paddocks swimming pool which has greater water capacity compared to the old site. In 2022, Grange Paddocks saw a 150% increase in swim visits compared to any other period of the contract. The opening of Hartham pool also boosted figures for swimming attendance. To compare the

positive benefits of the new pool at Hartham across the same period, in June 2019 to December 2019 there were 30,702 swim visits, whilst in June 2022 to December 2022 there were 31,580.

Under-16 swim performance

- 1.9 Under 16s swimming attendance increased from 55,407 visits in 2022 from the historical average pre-2020 of 47,217. To ensure this level of participation continued to increase, EA focused on making swimming sessions fun and interactive. This has been achieved by investment from EA who have added lighting and interactive equipment to the splash lagoon, along with floats and toys to encourage play for families. Both Hartham and Grange Paddocks have window art to bring the pools to life.

Hartham and Grange Paddocks piloted aquatic inflatable weekend sessions, which were fully booked. The aim is to introduce regular sessions with the aquatic inflatables throughout 2023.

Family fun events also created opportunity and interest from new users and to ensure there are always inclusive activities within the swimming timetable.

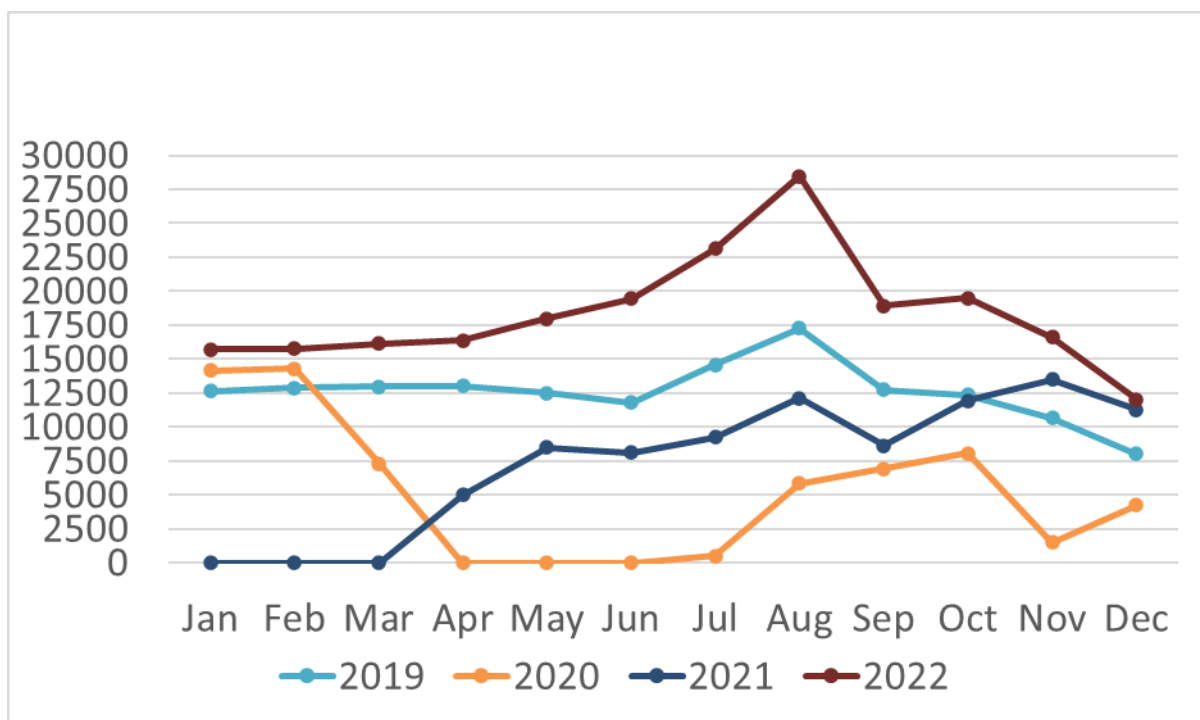
Adult swim performance

- 1.10 There were 132,623 adult swim visits in 2022, compared to the average between 2010 to 2019 of 91,379 across all sites. 2022 was the highest year for adult swimming attendance since 2012 109,546 adult swimming visits. From a site-by-site perspective, Fanshawe, Grange Paddocks, and Leventhorpe all achieved their highest annual adult swim attendance since EA first recorded attendance in 2010.

Senior swim performance (60 years plus)

1.11 Senior swimming is an area that historically has not seen the growth like other areas of swimming. There was also a knock-on effect from Covid, where senior members were unsure of being in an enclosed space. However, the opening of Hartham pool in May provided a boost for senior swimmers and a positive increase in overall attendance. In 2022 there were 32,212 visits, which is an increase of 36.1% from 2019.

Overall swim attendance for 2022 is highlighted in the graph below:



This highlights the upward trend of attendance from the opening of the Hartham swimming pool in May. The opening of Grange Paddocks in late 2021 also improved swimming attendance, firstly due to the sheer size of the new pool, which allows more people to use the facilities and it has now become a destination pool for users outside of Bishop's

Stortford. For the dual use sites, usage increases during term time, due to schools not using the facilities and therefore more swim time for the public. The graph also follows the leisure industry trend of swimming attendance reducing during winter months.

Gym attendance

1.12 There were 322,759 gym visits in 2022, which is 144,561 more than in 2021. This was an overall increase of 81%, however the leisure centres were shut until April 2021 due to lockdowns and not a true reflection. However, to compare to a pre-covid period the average annual gym attendance between 2010 to 2019 was 202,655. In 2022 Grange Paddocks recorded 217,205 gym visits, which is a significant increase from the pre-2020 annual average of 86,689.

EA have invested in new strength equipment, redecoration of the gyms, and LED lighting to boost new sales and retain existing members. New cardiovascular equipment was also installed in 2022 to grow attendance. The result was peak monthly gym attendance at Hartham increasing from 13,380 in 2021 to a peak of 27,138 in 2022.

The graph below shows gym attendance, including gender, age and

Section - Attendance	Sub Section	Target	2019	2020	2021	2022	YR on YR Variance	%
25-49 throughput by gender	Total	1%	259789	133512	169469	344577	175108	103.33%
	Male	1%	103343	58504	79742	156854	77112	96.70%
	Female	1%	155896	74834	89041	184457	95416	107.16%
	Other	1%	550	174	686	3266	2580	376.09%
50-59 throughput by gender	Total	1%	114994	62318	65574	110607	45033	68.68%
	Male	1%	47949	27742	29486	48813	19327	65.55%
	Female	1%	67003	34561	36014	61331	25317	70.30%
	Other	1%	42	15	74	463	389	525.68%
60-69 throughput by gender	Total	1%	68262	35155	35493	60834	25341	71.40%
	Male	1%	30488	16957	16370	24997	8627	52.70%
	Female	1%	37714	18162	19123	35636	16513	86.35%
	Other	1%	60	36	0	201	201	#DIV/0!
70+ throughput by gender	Total	1%	46742	18398	17268	29987	12719	73.66%
	Male	1%	21024	8091	7765	13203	5438	70.03%
	Female	1%	25709	10201	9449	16602	7153	75.70%
	Other	1%	9	106	54	182	128	237.04%
Older people 60+	Total	1%	115004	53553	52761	90821	38060	72.14%
	Male	1%	51512	25048	24135	38200	14065	58.28%
	Female	1%	63423	28363	28572	52238	23666	82.83%
	Other	1%	69	142	54	383	329	609.26%

target increases year on year of 1%.

Group participation

1.13 Group exercise is an area that EA developed throughout 2022 due to a drop in participation from pre-covid. There were multiple reasons for this, including people being wary of being in an enclosed space after covid, people's habits changing since lockdown and the capacity in the temporary studio at Hartham being 12 less than the new studio's maximum capacity. EA continued to enhance and regularly change their group exercise classes, which was met positively.

Most group exercise sessions were held at Grange Paddocks and Hartham, with a steady increase in total group exercise participation levels in 2022. There were 9,000 visits in October and November, which was on par with pre-covid levels. The annual number of group exercise visits was

105,626 in 2022, which is a growth of 123.4% since 2021. However, work is still required to exceed 2019's highest group exercise attendance of 127,149.

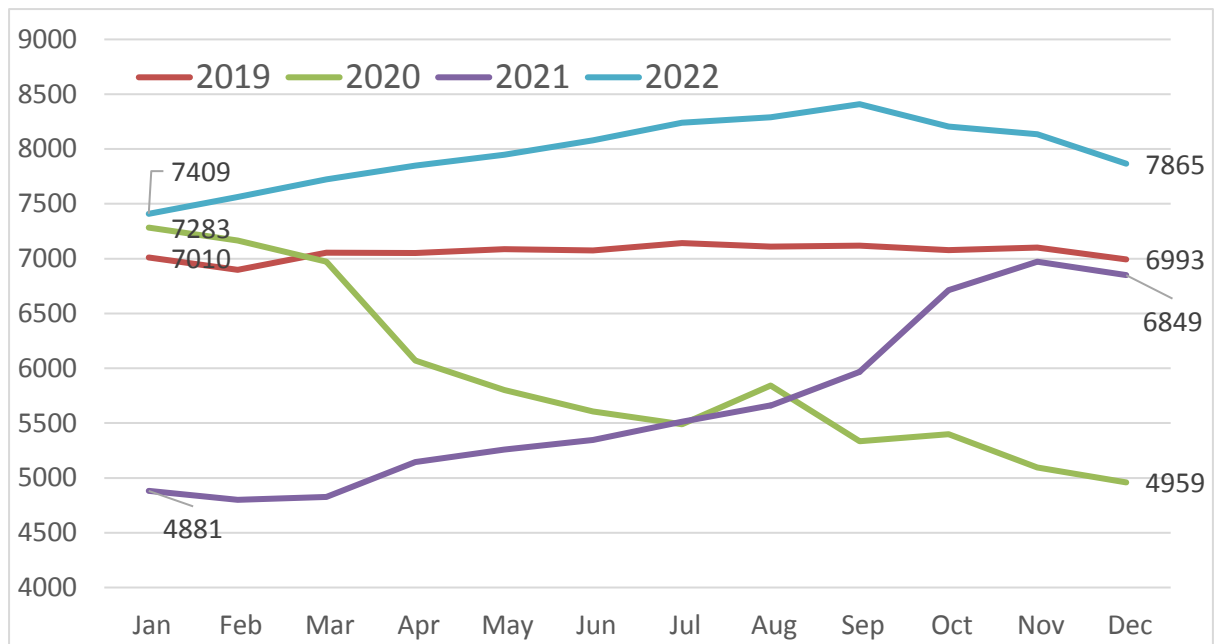
Membership

1.14 Membership increased month-on-month from January to September, EA saw a decrease in membership in Q4. Factors for this included the cost-of-living crisis, which has seen the annual renewal levels drop from 51% to 38% in the latter four months of the year, which accounts for around 240 members and a high level of cancellations.

Total membership

1.15 Membership has increased by 5% in 2022 across all sites, with Grange Paddocks membership peaking at 4,776 members in September. This dropped to 4,293 by December due to the one-year promotional membership price ending and an opening of a new gym in Bishop's Stortford which affected membership in the latter part of the year. Across the rest of the contract, EA has seen consistency with membership numbers at Fanshawe, retaining between 680-690 members.

The opening of the pool at Hartham boosted membership from 2,116 in January to 2,566 in December 2022. Similarly, EA saw an increase in total membership levels for Leventhorpe, which has grown by approximately 10% across the year.



Health and wellbeing initiatives

1.16 EA continued to serve the community with successful and vital engagement activities, ensuring everyone had access to take part in physical activity across the district. The ongoing work across the leisure centres continued to develop and deliver strategic community health and wellbeing programmes. Multiple community engagement activities were supported by EA throughout 2022, from local fundraisers to supporting the East Herts Council’s Love Parks Week events.

An area which has not been reinstated since 2019 is the work with Active East Herts, who organised regular Go-tri events at Grange Paddocks. However, EA continued to work closely with local swimming clubs across all sites and are partnering with Bishop’s Stortford Triathlon Club in 2023 for their first club event.

When the Hartham leisure project is completed, this will give EA greater ability to increase community engagement and activities in 2023.

Ukrainian refugee initiative

1.17 EA corporately provided free membership to Ukrainian refugees to support their integration into community life and to boost wellbeing and health. Across leisure centres in East Herts there were 213 users participating in the scheme during 2022.

Parkinson's programme

1.18 Parkinson's UK were the official charity of EA in 2022 and the partnership offered free membership to individuals with Parkinson's and their carers. Being physically active when living with Parkinson's can offer as much benefit as medication. Currently, in East Herts, a solid working group based at Grange Paddocks has been developed, which has grown into a supportive social group for those with Parkinson's and their families.

The project sees a neuro group, including Parkinson's, dementia, and other neurological conditions, holding regular Nordic walking, boxing, boccia, gym sessions and swimming teaching trials, plus their own Christmas party. This project is aspiring to further development in 2023, with a view to the community room at Grange Paddocks becoming a hub for the group.

Sporting champions

1.19 The Sporting Champions entered its seventh year in 2022. The scheme allows talented athletes to utilise training

support and mentoring sessions to further their budding careers. The scheme is three-tiered with gold, silver, and bronze levels.

In the April 2022, 20 local athletes were selected to join the Sporting Champions scheme in East Herts. These athletes received free access to the centres and online programmes from EA, along with a mentoring session with elite athletes and support days led by professional athlete Colin Jackson.

Partnership working

1.20 The value EA brings to the community through engagement activities provided at Council owned leisure centres is invaluable to customers and residents. Other partnerships include:

- EA working in partnership with Alzheimer's UK to promote the opportunities within East Herts leisure centres to be active and promote the facilities available for visitors to use.
- Weight Watchers are part of EA's corporate partnership. EA are working on providing space at Grange Paddocks for the community to have free access to space to hold weekly meetings.
- Herts Sports Partnership funded HAPPY activity camps which were held in the holidays between the festive period and New Year.
- EA also partnered with Stevenage Football Community Trust, providing coaching for walking football sessions at Hartham.
- EA linked up with Table Tennis England with junior table tennis to promote table tennis.
- The new 3g pitch launched at Grange Paddocks leisure centre in Q4 has provided multiple community engagement

partnerships, including Ipswich Town Football Foundation and Soccer Sixes for regular hirers.

- Herts Learning Enterprise group, Chartered Institute of Management of Sport and Physical Activity and Herts Sport Partnership along with Dan Humphries (Contract Manager) and EA worked on a skill and recruitment programme aimed at improving the attraction to young people for careers in the leisure and sports industry.
- Generation Broxbourne partnered with Herts Learning Enterprise group and attended careers fairs to promote careers and skills training in Broxbourne and East Herts.
- Dementia Awareness Week ran between 16th and 20th May, with several new activities and introduction sessions held at Grange Paddocks.
- EA worked to support and hold the annual Mencap (Grove Cottage) Santa Dash at Grange Paddocks.

Social Value

1.21 Social Value measures the positive value that an organisation creates for society, communities, and the economy, including the NHS. The Social Value indicators table below is part of the Social Value Calculator (SVC) dashboard, which is based on several factors.

Physical and Mental Health is calculated on the health care cost savings for eight health outcomes. These relate to reduced risk and prevent cases of illness, combined with the reduced GP visits and psychotherapy usage for physically active people.

The Subjective Wellbeing outcome refers to an increase in life satisfaction. It is calculated by multiplying the value of

increased wellbeing (derived from a participant's engagement in sport) by the number of unique people taking part.

Individual Development refers to the improvement in educational attainment and higher starting salaries gained through participating in sport at university.

The Social and Community Development (SVC) outcome represents the reduction in crime rates for young males and the social capital based on improved networks, trust and reciprocity.

From a Social Value perspective, the SVC concluded that EA generated a total Social Value across all centres of £4,762,034 for 2022. This figure was £2,211,966 2021, an increase of 115%.

The table below included figures from each of the sites' SVC. The dual-use sites provide less Social Value because EA are unable to access data during school time.

	Total Social Value	Total SV participation	Social value per person	2021	2022	% difference
ALL	£ 4,762,033	£ 29,891	£ 159	£2,211,966	£ 4,762,174	115%
FAN	£ 359,343	£ 3,288	£ 109	£ 271,089	£ 359,343	33%
GPP	£ 3,003,466	£ 16,436	£ 183	£1,174,055	£ 3,003,607	156%
HAR	£ 1,180,749	£ 7,577	£ 156	£ 614,744	£ 1,180,749	92%
LEV	£ 167,839	£ 1,690	£ 99	£ 117,504	£ 167,839	43%
WFR	£ 50,636	£ 900	£ 56	£ 34,574	£ 50,636	46%

East Herts leisure centres' SV figures are in the top quartile for values, both per person and per site in comparison to industry benchmarks.

Customer satisfaction

1.22 EA send out six-monthly customer satisfaction feedback surveys to all customers. The overall customer satisfaction score for 2022 was down 4.4% - the lowest score in six years. Please note no data was reported in 2020 due to covid.

	2022	2021	2019	2018	2017
How satisfied are you with the customer service you experienced during your visit?	Very Good to Good	% very satisfied or fairly satisfied	% very satisfied or fairly satisfied	% very satisfied or fairly satisfied	% very satisfied or fairly satisfied
All Sites	82.4%	86.9%	86.7%	87.3%	87.7%
FAN	62.9%	83.3%	81.0%	78.7%	87.0%
GPP	88.6%	87.9%	87.1%	77.7%	83.0%
HAR	77.0%	86.1%	86.4%	87.4%	84.2%
LEV	86.4%	88.2%	91.6%	94.1%	93.0%
WFR	54.5%	90.2%	87.9%	98.4%	91.0%

EA set in motion an improvement plan, including updating the changing rooms and cleanliness during swimming lessons. In addition to facility-related negative feedback, issues were raised over the process around checking ID to ensure that those claiming concessionary pricing were entitled to it. The increase in membership cost following the end of the promotional period at Grange Paddocks was highlighted by customers as a negative, as was the availability of swimming lessons for middle-stage swimmers.

To counter the latter, EA have added more lessons for these stages to meet demand.

7.1 Swimming experience

1.23 From the overall survey summary in 2022, the combined site results for satisfaction for swimming experience increased from 78.2% in 2021 to 84.1% in 2022. The 2022 scoring was boosted by a full 12 months of swimming in the new Grange Paddocks centre and by Hartham reopening, where scores increase to 83.7% from the previous year.

	2022	2021	2019	2018	2017
0.5.How would you rate the overall swimming experience in the leisure centre?	Very Good to Good	% very satisfied or fairly satisfied	% very satisfied or fairly satisfied	% very satisfied or fairly satisfied	% very satisfied or fairly satisfied
All Sites	84.1%	78.2%	80.2%	81.8%	80.8%
FAN	68.0%	81.7%	81.3%	58.4%	71.6%
GPP	88.7%	85.0%	73.8%	58.1%	72.1%
HAR	83.7%	81.7%	80.4%	84.1%	82.9%
LEV	84.1%	81.8%	81.3%	83.2%	88.3%
WFR	61.1%	84.1%	83.6%	93.7%	89.1%

At Fanshawe, the scoring decreased to 68%. There were several themes that were highlighted, including pool capacity. There were some negative responses about the lack of pool space for public swimming in the period before Hartham pool reopened and investment in changing areas (while Hartham pool was closed for refurbishment, customers were directed to Fanshawe pool). In response to the feedback, EA invested in new tiling and showers for the wet side changing as part of their site improvement plan.

From a Ward Freman perspective, there are ongoing issues with the pool floor that EA are working on smaller-scale improvements at this facility.

Fitness experience

1.24 Disappointingly the fitness experience scoring dropped from previous years in 2022. Several site-specific improvements are due from the review and improvement plans from EA. The table below reveals the customer survey results for 2022.

How would you rate the overall gym and group exercise experience in the leisure centre?	Very Good to Good	% very satisfied or fairly satisfied	% very satisfied or fairly satisfied	% very satisfied or fairly satisfied	% very satisfied or fairly satisfied
All Sites	78.3%	83.9%	81.8%	82.8%	87.2%
FAN	41.3%	80.7%	75.6%	62.9%	75.1%
GPP	89.1%	91.9%	77.3%	71.8%	85.3%
HAR	72.9%	82.3%	84.2%	92.6%	92.4%
LEV	37.5%	82.8%	75.5%	65.5%	96.0%
WFR	NA	N/A	N/A	N/A	N/A

Fanshawe and Leventhorpe results highlighted that gym equipment was in the latter stages of its lifecycle. Due to a change in EA's corporate fitness equipment provider, they will be looking to improve the gym equipment at Fanshawe and Leventhorpe using the equipment from Hartham when they finish the refurbishment, with new gym equipment throughout.

EA have now introduced several gym support sessions, which gym users can use to become more confident in different aspects of gym activity.

Impact on customer wellbeing

1.25 The customer survey question on impact to customer wellbeing continues to achieve 85% and above. For 2022, this level increased to 89.54%, which is a positive result and a consistent level of customer agreement.

	2022	2021	2019	2018	2017
Do you think coming to our centre's activities have improved your health and wellbeing?	Yes	Agree	Agree	Agree	Agree
All Sites	89.54%	88.4%	86.5%	84.6%	89.5%
FAN	89.34%	87.0%	81.5%	82.0%	98.0%
GPP	89.86%	90.2%	88.7%	74.3%	90.0%
HAR	89.23%	87.8%	87.7%	87.9%	88.0%
LEV	88.64%	83.5%	82.1%	84.2%	80.0%
WFR	86.36%	92.7%	87.4%	96.8%	91.0%

Value for money

1.26 Value for money remains important due to the cost-of-living crisis; this question was introduced in 2022 to reflect the current climate. The average score across 2022 for all sites was 78.37%.

How would you rate the activities at the centre in terms of Value of Money	Very Good to Good	Poor to Very Poor
All Sites	78.37%	5.08%
FAN	68.75%	7.81%
GPP	82.40%	3.81%
HAR	76.39%	6.01%
LEV	74.42%	2.33%
WFR	62.50%	25.00%

FanshaFanshawe scored 68.7 % which was less than the overall average, however EA have planned a refresh of the gym and wet side changing room in 2023.

It's worth noting the scoring for Ward Freman is based on less than eight responses.

Health and safety

- 1.27 EA have worked closely with the Council's Health and Safety Officer to streamline health and safety audits. As of 2022, documents have been prepared in advanced of inspections and using Sharepoint to view documents with more ease. Details include risk assessments and accident analysis.

EA carry out an overall audit of internal health and safety reviews, which is an annual process comprised of 12 months of monitoring, including compliance to the statutory and corporate standards, training and administration, and two review audits for each site.

Across the contract, EA scored 96.7% at Fanshawe, 92.7% at Grange Paddocks, 100% at Hartham, 92.7% at Leventhorpe and Ward Freman achieved 85.7% on compliance. These are carried out by EA regional and group health and safety teams.

Major incidents

- 1.28 No major incidents occurred during this period.

Accident summary

- 1.29 EA use benchmarking for accident performance analysis, by comparing the level against accidents per 10,000 visits. This provides a comparison where sites can be cross-referenced against benchmarked levels.

2022 Accident Analysis											
Contract	Site	Total Site Attendance	Total Accidents	Natural Causes	Sporting Injury	Other type of Injury	No of Customer Accidents	No of SLIPS (Non-Sporting)	No of Contractor Accidents	No of Colleague Accidents	Monthly Accident Rate per 10,000 Visits
East Herts 2022 only	Fanshaw Pool and Gym	87232	15	3	0	8	13	5	0	0	1.4903
	Grange Paddocks	691968	72	14	12	40	64	4	0	8	0.9249
	Hartham Leisure Centre	231911	17	2	3	8	13	3	0	4	0.5606
	Leventhorpe Pool and Gym	67425	7	2	0	3	6	2	0	1	0.8899
	Ward Freeman Pool	55703	10	3	1	5	9	0	0	1	1.6157
	TOTAL	1134239	121	24	16	64	105	14	0	14	0.9257

Overall, EA has a group threshold of four accidents per 10,000 visits. In 2022, there were 0.9257 accidents per 10,000 visits, compared to the previous year of 0.92 per 10,000 visits. This highlights a consistent approach to safety in the centres, especially as more people visited the centre in 2022.

Microbiology testing

- 1.30 All swimming pools are microbiologically tested by East Herts Council on a quarterly basis as well as independently tested by Kingfisher Environmental Services Ltd on behalf of EA monthly. All Kingfisher reports have come back with satisfactory and highly satisfactory grading.

Inspections

- 1.31 In addition to formal set monitoring arrangements, East Herts Council officers undertake a mixture of monthly unannounced and announced inspections, reviewing and recording service delivery, marketing, health & safety and monitoring procedure standards.

The inspections have shown an acceptable level of performance in the quality of the leisure service delivered across the areas inspected. A joint focus has highlighted some needs for improvement in terms of cleaning and redecoration schedules.

Utilities

1.32 The increased price of utilities nationally and locally in the latter end of 2022 has been a focal point for EA.

Across the contract, EA reduced pool temperatures between 0.5 and one degree, depending on the pool's usage. These lower temperatures aligned within the Pool Water Treatment Advisory Group standard guidance and provided 8-10% energy savings.

EA conducted regular environmental and energy reduction reviews from October to December 2022 to proactively drive marginal gains around lighting and changes to daylight hours and external temperatures.

EA worked on using their Customer Relationship Management system to highlight when there are programmed empty spaces in their activities studios to ensure, lighting and heating were reduced or switched off until the subsequent sessions.

EA also focused on timers, with the air handling unit (AHU) for the poolside at Fanshawe being upgraded to a 24/7-day timer, rather than just a 24-hour time giving them greater control of usage.

In addition, staff attended training for each with the Carbon and Energy Reduction Officer, who attends monthly online meetings to share best practices, new ideas, and plans to reduce energy and carbon emissions.

Utility reductions

1.33 EA held monthly reviews for the following aspects of operations to ensure that they were driving marginal reductions from energy:

- Building Management System timer reviews - ensuring start and end points for all sites mirrored the opening and closing plan. Where sites were closed over the festive periods, EA applied closed parameters to minimise energy consumption when sites were closed.
- Office/colleague air handling system/AC only operated during office hours when staff were in situ. AC has also been set at 20 degrees in winter and summer months.
- Changing room lighting – duty managers started turning lights off when the centre was not in use. This was more the case in the dual sites when schools were only using the pool for a certain number of hours per day.
- 3g pitch lighting has an external light timer, EA programmed the pitches at Hartham and Grange Paddocks leisure centre to have minimum overlap between booking starting and finishing.

Each site continues to improve ways of utility reductions, including LED lights throughout, air conditioning control and the replacement of inefficient doors.

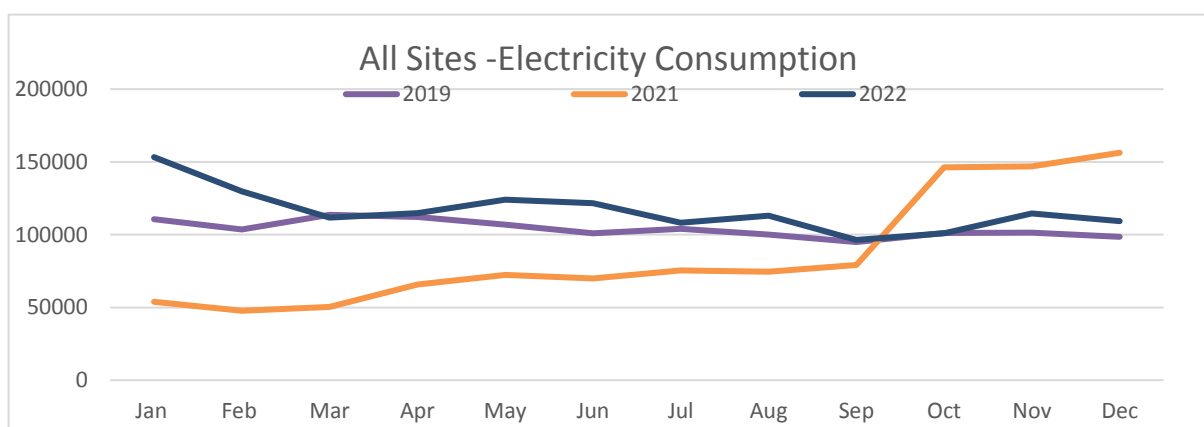
Environmental campaigns

1.34 EA introduced an awareness campaign for colleagues and customers to promote ways to help the environment with easy and simple actions.

From October to January, EA conducted a campaign to raise the profile of energy and water reduction savings. There was a new theme each month over four months, based on the following: colleague awareness, water reduction, energy reduction, and recycling.

Electricity consumption

1.35 The table below shows the combined sites' electricity consumption by month from 2019 to 2022.



EA saw an increase of 34.61% in electricity consumption compared to 2021, which is to be expected as leisure centres reopened April 2021 following the lockdowns. The new Grange Paddocks electricity consumption was also different from the old sites, due to sheer size of the footprint, for example the pool has 154% more water space than the old site.

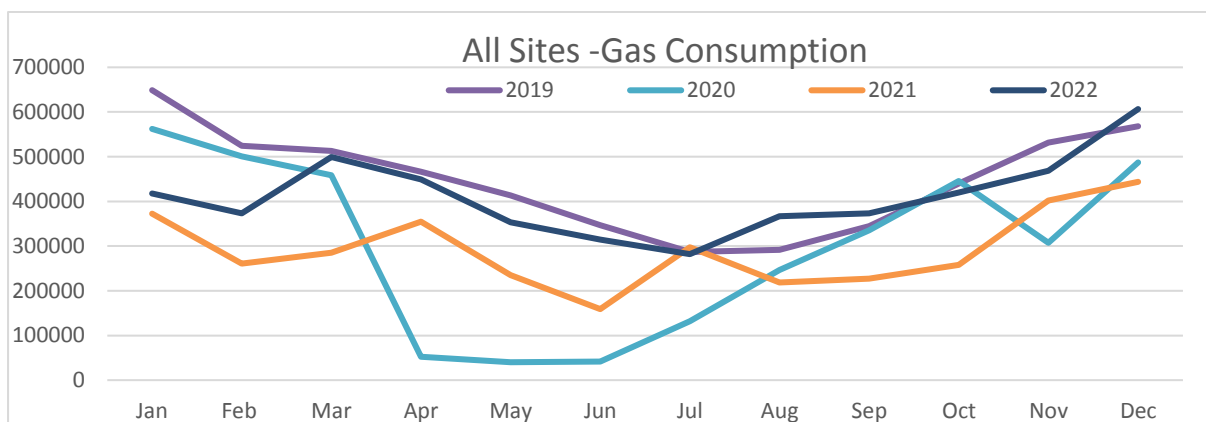
The graph above highlights that electricity consumption in Q1 and Q2 in 2022 were higher than in previous years. After refinement of consumption levels at Grange Paddocks and reduction plans at other sites working, Q3 and Q4 reduced to consumption trends in previous years. EA efforts to

decrease consumption can be found in appendix paragraph 1.37.

Gas

1.36 Gas consumption increased due to the combined heat power unit in the new Grange Paddocks, which uses more gas instead of electricity (as historically gas was cheaper than electricity).

The graph below indicates that in 2022, EA consumed 40.12% more gas than 2021, this was partially due to the centres being closed during lockdown, coupled with more pool space at Grange Paddocks and the Hartham pool project completion in May 2022, which increased attendance levels.



Whilst the consumption was higher in 2022 than the two years previous, the total consumption level of 4,923,123 kWh was around the pre-covid range.

1.37 Investments in East Herts Leisure centres:

Each month EA summarises their customer feedback by providing a section in the monthly report titled 'You Said We Did', in a bid to demonstrate what they are doing about

feedback or issues raised. Below is a summary of improvements made from customer comments in 2022:

Hartham

- Customer requests for toilets to be added to the temporary studio area; unfortunately, this is not possible. Instead, EA improved the pathway routes into the centre, so users can access the centre quicker.
- Temporary studio floor often slippery; this has been resolved through the air handling for the temporary studio being on all day and night to prevent dew from forming on the floor and becoming a hazard.
- More family swimming time in the learner pool, which was been added.
- Changing village cubicles were broken and bowing; this is an ongoing issue and being dealt with by Cadman.
- More space need in swimming lessons, these were added.
- More seating for parents when their children are swimming – a new area was added and welcomed by parents.

Fanshawe

- Pool temperature too warm – fitted with a new heating control valves and new activator that stabilised the pool temperature.
- Shower pressure in the changing rooms was poor due to the showers being fed from a gravity-led water tank; the water pressure struggled with a high number of users at any given time. EA installed boost pumps in these areas to improve the shower pressures and water flow.
- Air conditioning in the gym – installed in March 2022.
- More swimming times for public – EA added more lane swimming and reached full capacity, but due to the nature of

the dual-use agreement it's not possible to add the amount customers would like.

- Can EA have more Aqua sessions at Fanshawe – EA increased the capacities in existing sessions.

Ward Freman

- Pool floor is not in great condition – EA made the area safe to use and are awaiting further developments.
- Showers very dated – EA working to improve the cosmetics of the shower area.
- Hair dryers were dated – new ones have been added.

Leventhorpe

- The centre is looking old and tired – this is planned to be refreshed in summer 2023.
- Pool looking tired - EA spent £5,000 on redecoration around the site to improve small elements, new LED lights are due to be installed in 2023.

Grange Paddocks

- Price increase Grange Paddocks – EA received several negative feedback comments and cancellations from members who signed up on the £29.99 offer, which increased to £39.99, 12 months after the centre opened.
- Teen gym at Grange Paddocks – the 12 to 16-year-old sessions grew significantly. EA received feedback requesting more programmed sessions. However, some gym members were not happy with the volume of young people during adult sessions. Working with staff on site, EA worked proactively to resolve the issues.

- Toilets refilling in the ladies – this was a latent defect issue, and EA have weekly checks from our maintenance manager to ensure the issue doesn't resurface.
- Non-inclusive prices for the 3g pitch - pay and play was introduced, this includes off-peak prices for users to come and pay during school holidays.

6.0 Implications/Consultations

Community Safety

No

Data Protection

No

Equalities

No

Environmental Sustainability

No

Financial

No

Health and Safety

No

Human Resources

No

Human Rights

No

Legal

No

Specific Wards

No

7.0 Background papers, appendices and other relevant material

N/A

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