

Meeting of:	Healthy Living and Social Care Scrutiny Committee
Date of Meeting:	Tuesday, 10 January 2023
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Leisure Management Contract – Year 10 Performance Report
Purpose of Report:	To provide an update on the performance of the Leisure Management Contract.
Report Owner:	Report of the Cabinet Member for Leisure, Sport and Wellbeing
Responsible Officer:	Miles Punter - Director of Environment and Housing
Elected Member and Officer Consultation:	Accountant Environment and Housing Legal - Committee Reports Operational Manager - Property Operational Manager - Accountancy
Policy Framework:	This report is a matter within the Policy Framework and Budget
<p>Executive Summary:</p> <ul style="list-style-type: none"> • This report relates to the final year of the initial 10 year leisure management contract. The contract was recently extended to 2030. The delays to signing the extension agreement have been mainly due the impact of Covid-19. • Legacy Leisure, the Council’s Leisure management contractor, is required to produce an annual report detailing performance, service improvements and any operating issues. This Report is presented to the Healthy Living and Social Care Scrutiny Committee to allow Committee to assess the performance of the Leisure Management Contract over the past 12 months. • The year 10 report is different to previous reports as it details the performance from August 2021 to July 2022 and therefore reflects the recovery the service has had to undergo as a result of the end of Covid restrictions. • The Report details further actions that have been taken in response to the work undertaken by Audit Wales on the Sustainable Development Principle in their review of Outsourced Leisure Provision in November 2020. 	

Recommendations

1. That Committee notes the performance of the Legacy Leisure Contract for year 10.
2. That a year 11 performance report for the Leisure management contract be presented to Scrutiny in late 2023.
3. That Committee considers the actions proposed to embed the Sustainable Development Principles contained within Well Being of Future Generations Act, for the remaining years of this contract.

Reasons for Recommendations

1. To note the performance of the contractor during this period.
2. To keep Scrutiny informed of progress on the Leisure Management Contract
3. To ensure that the Service responds to the findings of the Audit Wales report and in particular to ensure that the work underway on the Leisure Management Contract strengthens the application of the Sustainable Development Principle as detailed in the Audit Wales report.

1. Background

- 1.1 Committee will be aware that the Council's Leisure Management Contract was awarded to Parkwood Community Leisure and commenced on 1st August 2012 for a period of ten years with the potential for a further 5 year extension. Due to Covid restrictions and the overall excellent performance of the contract the period of the extension has now been extended until 2030. The award of the contract followed an extensive procurement process and set out to significantly reduce the revenue cost to the Council of its Leisure Centres operation. The contract was subsequently sub-contracted to Legacy Leisure, a not for profit charitable organisation, in October 2014 and this provided the opportunity for further savings to be made.
- 1.2 The Contract, prior to Covid restrictions, was the only Leisure Management contract in Wales to be providing a revenue income to a local authority in Wales. Whilst the contractor has required financial support during the Covid restrictions periods and during the recovery phase, which is still on-going, the flexibility of the contract has kept these costs considerably lower than other Welsh Councils as staff were able to be furloughed, the service has been able to react quickly to changes to the restrictions applied and the contractor has retained a large customer base.
- 1.3 Audit Wales undertook a review of the Council's Out-sourced Leisure Services and a report was published in November 2020. The report challenged the Council to assure itself that the contract is providing value for money and strengthen its application of the Sustainable Development Principle as part of extending the contract.

- 1.4** Whilst officers have been able to demonstrate that the contract provides value for money by undertaking a comparative exercise against all other Councils in Wales, further work was acknowledged to be required to strengthen the application of the Sustainable Development Principle. However, Audit Wales raised concerns that this was not fully addressed in the extension of the contract. Subsequently the Council has committed to working with Parkwood / Legacy Leisure on these challenges and this report sets out the progress made to date alongside the annual report from Legacy.

2. Key Issues for Consideration

- 2.1** Attached at Appendix 'A' is the year 10 (1st August 2021 – 31st July 2022) Annual report from Legacy Leisure. A summary of the main outcomes in this report is attached at Appendix B.
- 2.2** The annual report highlights that the service hosted 406,353 paying customer visits. This, as expected, is significantly down on previous years where attendances close to 800,000 have been recorded as the aftereffects of Covid continue and the emerging cost of living crisis impacts on disposal income. In addition the report details that the Centres have over 4,000 fitness members, over 2000 people, mainly children, on regular swimming lessons and had 62,000 people attend a fitness class during the year.
- 2.3** Although trading conditions have been challenging, the development, introduction and acceptance of the Legacy Leisure App has continued to be accelerated. This has proved vital in keeping customers aware of developments and allowing bookings to be made quickly and easy. Significant upgrading works are now also underway at the main contract sites as a result of the extension agreement being agreed. This new investment will ensure that the facilities are fit for purpose for the remainder of the contract. Initial feedback on these works, where they have been completed has been very positive and seen an increase in usage.
- 2.4** One area that Legacy has acknowledged as challenging has been retaining and recruiting staff, particularly for management roles. There appears to be a combination of reasons for this including the effects of the pandemic, the furloughing of staff reducing income, opportunities to develop careers with the skills gained working in the Leisure Centres and a staff not wishing to work traditional shifts associated with the leisure industry.
- 2.5** The overall finding of the November 2020 report by Audit Wales was that “the Council is receiving an income from its leisure contract with Legacy Leisure, but needs to assure itself that the contract is providing value for money, and strengthen its application of the sustainable development principle when it extends the contract’. We found that ‘there is significant scope for the Council to apply the sustainable development principle and focus on delivery of its well-being objectives through its contract with Legacy Leisure”.

2.6 In response, a set of actions was agreed with Parkwood that formed a key part of the discussions in the extension of the contract until 2030. Primarily these build upon the information reported to Scrutiny previously and relate to:

- Further specific areas of collaborative working between Council departments and Parkwood Leisure. These will include exploring closer synergies between the Council's Sports Development Service and our leisure centres. The Summer of Fun and the development of the new outdoor area at Barry Leisure Centre are practical examples of this is in action.
- Increasing the involvement of service users in shaping the Council and Parkwood Leisure's 'offer' in the leisure centres and our wider leisure work. Work in this arena has already commenced, with the Public Service Board's survey of over 1,000 residents and other Council consultation activities being used to identify areas of opportunity for further collaboration. However, some of the ideas for this area of work have been directly affected by Covid 19 constraints such as customer panels but it is expected that these will feature in the future.
- Parkwood Leisure's impact and involvement on the Cardiff and Vale Move More, Eat Well plan. This Plan was developed by the Cardiff and Vale Regional Partnership Board and the two Public Services Boards and is led by colleagues in public health. Elements of the plan designed at increasing physical activity have seen initiatives such as the summer of fun, the golden pass and further development of the national exercise scheme already implemented in the Leisure Centres with further initiatives planned linked to the appointment of the new Active Communities Manager appointed by Legacy Leisure.
- Reviewing the approach to reporting on performance, to reflect the contribution to the well-being objectives and the five ways of working. Parkwood Leisure are in the process of developing their performance reports following this request and the negotiations relating to the contract extension. The full details of this will be reflected in the year 11 Annual report.
- Details of the measures of performance for the contract extension are shown at Appendix C. The attention of members is specifically drawn to Strategic Priority D and Strategic Outcomes 8 and 9, however all of the outcomes will have full regard the 5 ways of working contained within the Well-being of Future Generations Act 2015.
- In the Audit Report the WAO raised concerns about the absence of sufficient local community mapping and analysis to identify individuals in key groups, understand their interests and needs, and effectively tailor sport and physical activity programmes around this information. Concern was also raised regarding the service's integration with existing well-being plans and

increasing the range of service partners to better address community needs and increase participation.

- To assist in addressing the above WAO concerns Legacy Leisure has appointed an additional outreach worker to work within the Community and the post holder will specifically champion this aspect of work. As previously stated this new role, the Active Community Manager, has already undertaken a number of initiatives and, in addition, is linking up with the Council's own Sport and Play team to develop further physical activity opportunities in the Communities. Projects currently being worked on in partnership include training up Leisure Centre staff as sports leaders, a new inflatable pool session for teenagers and a 'just play' turn up football session.
- Examples of what can be achieved by Legacy: Leisure and such a specifically targeted approach to improving well-being within the community can be seen in the Appendices D and E. Though these documents are produced in the context of the current legislation in England, the main principles of the Active Community Plan for Hengrove (Appendix E), contains many of the aspects of the 5 ways of working and a similar document will be developed for the Vale of Glamorgan in 2023, in conjunction with the work currently being undertaken to introduce new performance indicators aimed at demonstrating better the Sustainable Development principles of the Council's Leisure Partnerships.

2.7 Officers will also set out detail to the strategic context within which the leisure contract operates, drawing linkages with relevant other Council work including our Reshaping programme and the Annual Delivery Plan. This will include a review of how we scrutinise the Contract and related activity. Further engagement and the re-establishment of the Scrutiny Leisure working party that stopped during Covid will assist in this process.

2.8 The Council's Leisure Strategy will be also be subject to review, to better reflect the five ways of working throughout the Strategy, commencing in 2023. This work has been partly delayed due to the time taken to agree the contract extension given the complications with the energy cost increases and cost of living crisis. However, as reported in February this review will:

- Set out in further detail how the role of Council departments and external partners, (such as Public Health Wales and Parkwood Leisure), can be demonstrated in a more integrated way, emphasising how the objectives of these departments/organisations are inextricably linked and drawing out examples of further integration that can be pursued over the lifetime of the Strategy.
- Update the profile of service users accessing different forms of leisure provision. This will enable the identification of any groups within our community who may not be accessing services (but would particularly benefit

from doing so, for example from a preventative perspective), or where there may be barriers to accessing services that need to be addressed. For example, information in relation to age, gender and ethnicity will be analysed to inform this work.

- Actions will be reviewed to ensure that they adequately design, target and promote different forms of provision and to any groups where potential gaps in provision or barriers exist. This will be undertaken in partnership and with residents having the opportunity participant in the process.
- The opportunity will be taken as part of the review to identify the longer-term ambition for leisure in the Vale of Glamorgan (by necessity, wider than the leisure centre contract) in the context of the Council's well-being objectives and the national Well-being goals.
- A greater distinction will be drawn in the revised Strategy between the objectives of the Strategy, their contribution to our well-being objectives and the wider well-being goals for Wales and the action plan to pursue these commitments.

2.9 In addition, committee members will also be aware that the recent Sport and play annual report, presented to this committee on 6th September 2022 (minute 224 refers) that was subsequently referred to Cabinet, contained details of many initiatives that have a significant impact on local communities and directly impact on many of the issues raised in the original Welsh audit report. The same is also true of many events organised either directly or in partnership by the department. A notable example is the Barry 10k that is now the biggest single charity fund raising event in the Vale of Glamorgan and also the highest mass participation event. The organisers of this event, in partnership with the Council, have produced a benefits presentation that is attached at Appendix F which is structured around the Wellbeing of Future Generations Act.

2.10 The work described above is already moving at pace, with the Policy & Business Transformation Service working to support leisure service colleagues. The opportunity will be taken throughout this process to identify the transferable lessons which can be shared more widely across the organisation to ensure the Sustainable Development Principle is guiding of the Council's work and embedded in practice.

2.11 As in previous years a representative from Legacy Leisure will be at the Committee Meeting and there will be an opportunity for members to ask questions. Parkwood have also requested to deliver a short presentation to the committee demonstrating their commitment to working collaboratively with the Council to address the issues raised in the Audit Wales report.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1** The long-term future of the Leisure Centre is being safeguarded by both the proposed contract extension and the continuing upgrading works.
- 3.2** The Leisure Centres already make a significant contribution the Council's well-being objectives and further investment will provide new opportunities for residents to take up new physical activities. Remaining fit and healthy is the best prevention known for residents to enjoy healthy lives and the partnership with Legacy Leisure demonstrates the Council's commitment to long term health objectives for its residents and visitors.
- 3.3** Leisure Centres link with health services with services such as the GP referral scheme and provide a base for many Sports Clubs to offer opportunities to residents for both competitive sport and well-being activities.

The Leisure management contract is a good example of a collaboration project within the Council demonstrating how an external 'not for profit' organisation, Legacy Leisure, and the Council can work together to provide quality services.

- 3.4** Legacy Leisure regularly consults with customers about future requirements and many of the initiatives presently offered at the sites are as a direct result of this.

4. Climate Change and Nature Implications

- 4.1** As part of the ongoing refurbishments, agreed as part of the contract extension, any new equipment being installed is more energy efficient than the equipment it is replacing. Further opportunities are also being investigated to reduce the energy costs in the centres such as the recent installation of PV panels at Cowbridge and more efficient boilers at both Barry and Penarth.

5. Resources and Legal Considerations

Financial

- 5.1** Under the terms of the original contract, which is commercially confidential, Legacy Leisure was paying the Council for the delivery of this service. However due to the time taken for the service to fully recover from Covid, the cost of living crisis and the increase in energy costs, financial support was provided to Legacy throughout the pandemic and is still being provided for energy costs. The Council has however been able to partially reclaim the losses associated with Covid from Welsh Government.

Employment

5.2 There are no direct employment implications associated with this report.

Legal (Including Equalities)

5.3 There are no specific legal implications associated with this report. Legacy Leisure are aware of the Councils equality policies and the need to be compliant with these in the delivery of Leisure services.

6. Background Papers



Vale of Glamorgan Leisure Centres
Annual Services Report
Year 10
August 1st 2021 to July 31st 2022

FINANCIAL (Protecting the investment)

1 “The Contractor shall supply to the Council forthwith and upon each renewal date of any relevant policy a certificate from its insurers or brokers confirming that the Contractor's and PCL’s insurance policies comply with this paragraph 17”

A copy of Legacy Leisure’s Insurance documents can be found in **Appendix 1a & 1b**

2 “On the date one year after the completion of that part of the Council Works (and the installation of a Combined Heat and Power unit at Penarth and Barry) the actual usage of each of the Utilities for each of such Premises for that Year shall be substituted for the corresponding figure in Appendix E and shall thereafter be the Base Usage in respect of such Premises”

This information is not required in the annual report.

3 “Within three months of the end of each Year the Contractor shall provide to the Council an audited calculation of the Operating Surplus made by the Contractor during the said Year”

This information is not required in the annual report.

4 “After each Year the Contractor shall carry out a separate calculation for Utilities (as provided for in paragraph 19 of Schedule 2) to identify whether an adjustment is required for any of the items”

This information is not required in the annual report.

5 “The Council will pay the contractor or the contractor will pay the Council the contract price in the monthly instalments specified in Appendix F (subject to para 1.3) on the last Business day of each month”

This information is not required in the annual report.

6 “The Contractor shall provide each year to the Authorised Officer a copy of its audited accounts and those of PCL within six months of the relevant accounting reference date subsequent to those provided in accordance with any tender requirements”

This information is not required in the annual report.

7 “By 30th November in any Year the Contractor shall submit proposals to the Council for changes to fees and charges”

The Contract Year 1 fees and charges are available to view in **Appendix 2**. The next anticipated price increase is on or after January 2023, subject to approval.

Section 1 PROPERTY (Protecting the asset)

8 “ Carry out Planned Preventative Maintenance as agents in accordance to schedule 12”

Example templates of the Planned Preventative Maintenance (PPM) Schedule can be found in **Appendix 3a & 3b**.

9 “Professional Indemnity Insurance from commencement until 6 years after completion of Council works as Schedule 12 – provide copy of PL insurance”

A copy of Parkwood Leisure’s Insurance document can be found in **Appendix 1**.

10 “Utilities and Carbon

- provide energy reading and costs
- Re-base each year as Schedule 4
- Reduce landfill and promote recycling
- Carbon Reduction

Legacy Leisure’s Environmental Management Policy can be viewed at **Appendix 4**.

A review of the centre's electricity and gas consumption is found at **Appendix 5**.

A copy of each of the Leisure Centred Display Energy Certificates is displayed in reception of each site and a copy is available upon request.

11 “Register of Training. Provide evidence of training log”

Appendix 6a shows a dashboard view of the new internal training module system for annual renewal modules. The current snapshot is reflective of the efforts to upskill new staff and renew training for existing staff since the launch of this system in Mid 2022.

Appendix 6b shows the number of internal training modules completed via an online training platform.

12 “Performance Monitoring regime”

In year 2 of the contract a change was made in regards to how the contract was monitored.

This information is not required in the annual report.

13 “Repairing Obligations - Planned Preventative Maintenance (PPM)”

A copy of a Planned Preventative Maintenance (PPM) Schedule can be found in

Appendix 3

14 “Redecorate the interior of the building in every third year and in the last 6 months of term and exterior every 5 years.

Redecoration of areas continues on a needs assessment basis. Areas improved during contract year 10 include front of house areas in Barry and Penarth, repainting of gym areas in need of attention across the centres, Squash court refurbishments at Barry Leisure Centre, changing areas and redecoration of the swimming pool area in Llantwit Major.

Additionally some areas are pending completion of works, such as Cowbridge first floor gyms (following roof works project completion) external areas at Penarth (following commencement of roof works project and its completion) and areas planned for refurbishment as part of additional improvement works planned in late 2022.

15 “To carry out in good workmanlike way, same standards and type at the beginning of the term”

We have included our Purchasing Policy in **Appendix 7.**

16 “To keep all machinery and equipment properly maintained, to renew all parts as required”

This information is not required in the annual report.

17 “The Contractor will ensure that all Premises should be available for use by the public and/or school, according to the minimum opening hours”

The Leisure Centre opening times continued to exceed the contractually minimum opening hours as per **Appendix 8**.

18 The Contractor will implement cleaning and housekeeping approaches and processes based on the Quest Management Core Issue Module OPS1. Reference should be made to Schedule 10 of the Contract which identifies the arrangements in relation to the Joint Use facilities.”

Examples of cleaning schedule sheets are available upon request.

19 “The Contractor shall undertake water quality tests on site for all pools at a minimum of 4 tests daily when there are no problems. This is the minimum standard when open to the public. When problems arise or the Authorised Officer requests the frequency of testing should be increased until consistent levels are regained. All such results must be recorded and retained on site for a minimum of 3 months.”

Pool Water Quality tests are undertaken above the industry best practice and ACOP guidance (e.g. PWTAG / SPATA) by a qualified member of staff at the following intervals across the Vale of Glamorgan Leisure Centres:

- Swimming Pools = Every three hours (minimum requirement for standard / stable readings is three times a day for automatically controlled monitoring systems)
- Health Suites = Every two or four hours (minimum requirement for every four hours for commercial light use, during periods of heavy use this should be increased to every 2 hours)

It is not a requirement to include test data although records are available for inspection. During contract year 10 we also moved across to a pool testing app to report our swimming pool reading information and actions.

20 “The Contractor shall detail in their Method Statement – Health Safety and Environmental Management their approach to delivering the Council’s requirements and the treatment of Swimming Pool Water. The contractor will also be required to demonstrate compliance with the other requirements in this part of the specification”

The Management of Health and Safety at Work Regulations 1999 (specifically Regulation 5) requires a planned and proactive approach to Health and Safety. **Appendix 9** outlines the Swimming Pool Water Management and Treatment procedures (PP1-PP10) in line with industry and PWTAG guidance. Each Leisure Centre will have its own specific copies of these for its use.

21 “The Contractor shall report to the Council annually as part of the performance management meetings (as set out in Part 3 of Schedule 5 of the Contract) on changes to environmental practices to show where improvements are being made, making best use of the sustainable measures built into the Premises. The Contractor shall be required to highlight where new initiatives could be adopted and to advise the Council of the benefits of such initiatives.”

The Leisure Centres continue to maintain a focus on energy saving initiatives and Legacy Leisure prides itself on promoting good practice. Company wide utility league tables are shared monthly as a measure of comparing utility consumption year on year and against other similar facilities. An example of this league table for June and July 2022 is included in **Appendix 10**.

New initiatives that could be adopted to strive towards the goal of Net Zero include:

- Installation of Variable Speed Drives (VSD's) for the newly installed Penarth Dryside & Wetside AHU
- Installation of a Building Management System (BMS) and lifecycle upgrades to AHU systems at Cowbridge Leisure Centre
- Refurbishment of boilers at Cowbridge and Llantwit Major (dry side only) Leisure Centres
- Installation of LED Sports Hall Lights at Colcot Sports Centre and inclusion of PIR sensor in changing rooms and toilets.
- Controls to the newly installed Water Boilers at Penarth Leisure Centre serving the football changing rooms

22 “The Contractor shall ensure the following documents are in place throughout the Contract, meet national best practice and make available to the Authorised Officer upon request the following documents for the Premises”;

- Contractor's Health and Safety Policy and related Procedures
- Normal Operating Procedure (NOP)
- Emergency Action Plan (EAP)
- Comprehensive Risk Assessments
- Record of reportable and other injuries that require treatment to staff and customers

I can confirm that all listed documents remain available to share with the Authorised Officer upon request.

23 “The Contractor shall procure an independent audit of health and safety procedures and systems at the Premises at the times agreed with the Authorised Officer and the Contractor shall make the findings available to the Authority. This shall be as a minimum of one audit of each entire facility every year”

The Leisure Centres are subject to a bi-annual rolling programme of internal Health and Safety audits, completed in March and September of each year. The latest audit scores complete in March 2022 are as follows:

- Barry Leisure Centre = 93.95%
- Colcot Sports Centre = 93.26%
- Cowbridge Leisure Centre [follow up audit score] = 87.88%
- Llantwit Major Leisure Centre = 88.08%
- Penarth Leisure Centre = 87.48%

External health and safety audits are also completed on a rolling programme, during contract year 10 the following audits and scores were completed:

All health & Safety audits are available for inspection by the client officer upon request.

24 “The Contractor shall maintain a secure environment to protect: Users of, and visitors to, the leisure centres; Staff; and the equipment and sports equipment in a manner which does not compromise the personal privacy of users.”

Legacy Leisure confirms that it has management systems in place to monitor and ensure all elements of statutory compliance. During contract year 7 the Vale of Glamorgan Council introduced its own independent checks of statutory compliance items.

Statutory compliance items are an area of shared responsibility between the Vale of Glamorgan Council and Legacy Leisure. Ongoing visits undertaken by the Vale compliance team have resumed.

25 “The Contractor will implement customer relationship management processes, techniques and standards based on the Quest Management Core Issue People 1, Quest Glus6 and customer expectations. The Contractor shall detail their approach and Customer Care Plan in their Method Statement – Customer Care.”

A copy of our customer care policy in **Appendix 11**.

26 “The Contractor will operate the reception services based on the Quest Management Core Issue People 1, Quest Gplus 8, 11 and customer expectations”.

Legacy Leisure continues its commitment to affording all staff the necessary tools and training in order to meet the expectations of our customers. The contract does not undergo QUEST assessments; it adopts its principles and good industry practice. We have a commitment to deliver ongoing training to our front of house staff and adhere to dedicated processes. Our sales teams are on hand across the centres to welcome new customers to our facilities, understand their needs, show them what is available and offer the best possible value of service.

27 “The Contractor will maintain a balance between casual bookings, pay and play activities, programmed courses, club use, school use and events at the facilities and in accordance with Quest Management Core Issues Gplus2, 3, 4, 5, 10”

The Vale of Glamorgan Leisure Centres offer facility hire either on a pay & play or block booking basis, accommodating clubs that have been with us for many years and others that have returned following the pandemic closures.

We also deliver successful aquatics and swimming lesson programmes across our wet site facilities.

As an operator we try to keep a balance between block bookings, group exercise occupation, casual bookings and events to enable all members of the community to access the facility when convenient to them. This is also essential to remain competitive and commercially viable, without becoming dependent on a minority of clubs / customers.

Detail programme inspections are available for review by the Authorised Officer upon request.

28 “The Contractor will be expected to clearly set out in their Method Statement for Fees and Charges the proof that will be expected in order that customers can easily claim any proposed concessions.”

A copy of the core fees and charges is available in **Appendix 2**.

29 “The Contractor will work closely with the Council and play an active part in the Local Authority Partnership Agreement including attendance at meetings and full partnership involvement, appropriate to the major operator of sports facilities in the local area”

Legacy Leisure can confirm that it continues to contribute and actively participate in its positive partnership with the Vale of Glamorgan Council. We have recently appointed a new Active Communities Manager starting 1st September 2022 with the

objective of directly supporting the local and national wellbeing objectives of the communities that we serve.

30 “The Contractor will at all times comply with the Council’s Welsh Language Scheme (Welsh Language Act 1993)”

Legacy Leisure wherever possible complies with the Welsh Language Scheme.

Legacy Leisure remains open and available to expand its programme to meet demand for all activities delivered in the medium of the Welsh Language.

31 “The Contractor will be required to implement the free swimming programme and liaise with the Council with regards the annual review process and provide information and support where appropriate.”

The free swimming programme has been implemented and is integral to the wet side centres swimming pool programmes. Legacy Leisure has provided full representations in partnership with the Council through the FSI programmes, evaluation, relaunch and consultations.

32 “Free use of the facilities by Armed Forces personnel will be honoured by the Contractor for the duration of the Contract. There will be no claim to the Council for compensation with regards this arrangement”

Legacy Leisure can confirm that it continues to offer free use of the facilities to Armed Forces personnel. We also comply with the funding regulations relating to the AFFS (Armed Forces Free Swimming) Scheme.

33 “The Contractor is required to detail their approach to the delivery of a catering service for the Premises as part of their Method Statements - Catering. The Method Statement should identify the proposed product range and the Service availability”

A streamlined service is available across all of the Leisure Centre’s in the form of fresh coffee and packaged confectionery items.

34 “The Contractor will as a minimum be expected to maintain the current levels of ICT equipment and server system in place to support the current levels of service delivery at the leisure facilities”

The Vale of Glamorgan Leisure Centres ICT equipment has been maintained at the same level as afforded before handover in 2012. In a number of cases this equipment has been replaced with new upgraded equipment in line with

technological advances e.g. PC replacements, barcode scanners, tablets, routers etc.

35 “The Contractor will be responsible for ensuring that the changing facilities are available and are clean prior to any use to the standards outlined in this Specification and the Contractors relevant Method Statements”

Cleaning schedules and records are available for review by the Authorised Officer upon request.

36 “In accordance with Quest Management Core Issues Ops 1 and Ops 4. The Contractor will ensure that the directional and required DDA signs to and around all the premises are visible, clear and accurate, based on customer perception and any regulatory requirements including the Council’s current Welsh Language Scheme where appropriate. The Contractor’s Inventory shall include reference to mandatory and advisory signage within the leisure facilities which shall include type and location of the individual signs.”

The Authorised Officer is invited to inspect during site visits the installed signage that is used within each of the Vale of Glamorgan Leisure Centres. Any feedback following inspection can be progressed.

37 “The Contractor shall implement, produce and submit to the Council a policy and practices for ensuring the protection of children, young people and vulnerable adults, including appropriate screening of staff at all times in line with the Council’s policy and any legislative or regulatory bodies”

Legacy Leisure has a duty of care to provide a safe, friendly environment where young people and children can take part in activities with confidence whether for fun, developmental, social or educational purposes.

Legacy Leisure requires an enhanced Disclosure Barring Service (DBS) submission for all staff working within a regulated position. Furthermore all staff are required to complete mandatory training on safeguarding.

The client officer is kept informed of any concerns or potential risks to safeguarding as soon as reasonably practicable from within the Leisure Centres.

We have included a copy of our child protection policy in **Appendix 12.**

Senior Management within the Leisure Centres have undertaken further training on Child Protection in Sport supported by the NSPCC.

38 “The Contractor shall implement a no smoking policy throughout the Premises”

Please find included at **Appendix 13** a copy of our smoking procedure confirming that Legacy Leisure does not permit the use of cigarettes or E-cigarettes at its facilities.

39 “The Contractor will produce and implement an annual schedule of external communication activity, including a mix of advertising, promotional and public relations activities, based on the shared strategic outcomes and objectives and the identified needs of the various parts of the community. The Quest Management Issues Gplus 11 should be adopted in the marketing and promotional plans”

Legacy Leisure strives to reinvent its marketing strategies and remain competitive within the leisure sector. A core marketing strategy is centrally arranged by the Parkwood Leisure Head Office Marketing Department which is supplemented by local initiatives and activities. Effective marketing strategies have adapted since the pandemic to be more focused digitally online; communicating with members and potential customers through online services.

40 “The Contractor shall implement a system to ensure continuous improvement at the Premises and in the Services throughout the Contract. The Council requires the Contractor to fully cooperate and assist the Council in any statutory assessment. The systems should meet the Quest Management Core Issue Purpose 2. The Contractor will carry out an annual customer satisfaction survey, covering all aspects of the service”

The year 10 report period did not include an offline local 2022 Vale of Glamorgan Leisure Centre customer survey questionnaire.

41 “The Contractor shall (and shall procure and ensure that PCL shall) display appropriate statutory notices in all areas where potentially dangerous and hazardous chemicals or gases are stored and handled and shall additionally retain COSHH data sheets for all chemicals to be used”

Legacy leisure can confirm that both hazardous chemicals & gases are stored and handled correctly and welcome inspection from the authorised officer when requested. This is an item that is reviewed twice annually as part of the internal health and safety audit programme.

42 “The Contractor shall produce and implement comprehensive written instructions for the safe use delivery handling and storage of all chemicals and cleaning materials”

Legacy Leisure can confirm that we have site specific and comprehensive written instructions on the safe use, storage and handling of all chemicals that are included under COSHH regulations. These are available for review by the Authorised Officer upon request.

43 “The Contractor shall (or shall procure and ensure that PCL shall) throughout the Contract Period maintain the necessary processes and documented procedures to provide the Council with the performance monitoring information required by this Contract in such a format as the Authorised Officer shall reasonably require and without prejudice to the generality shall based on the Council’s financial year provide quarterly updates and forecast projections indicative benchmarking indicators) and the performance monitoring information”

This is not a requirement of the annual report, however available upon request by the client officer.

44 The Contractor shall (or shall procure and ensure that PCL shall) ensure that every person employed or engaged by the Contractor or PCL in and about the provision of the Services or carrying out subcontracting or third party provision from the Premises is at all times complies with and is properly and sufficiently trained and instructed with regard to:

2.3.1 the task or tasks which that person has to perform including but not limited to the use and operation of equipment and/or the supervision of persons using equipment;

2.3.2 any relevant provisions of the Contract

2.3.3 all relevant rules codes policies procedures and standards of conduct of the Council which are set out in paragraph 13 of Schedule 2 and Schedule 13 or are referred to or notified to the Contractor by the Council from time to time and

2.3.4 all relevant rules procedures and statutory requirements concerning health and safety at work and the Equalities Act 2010 and the Contractor shall (and shall procure and ensure that PCL shall) implement a programme of training and instruction on all matters concerned with the Services and related tasks so as to ensure that only well trained and knowledgeable persons or staff are engaged in the provision of the Services or carry out sub-contracted or third party provision from the Premises.

This is not a requirement of the annual report, however Legacy Leisure can confirm its ongoing compliance with adherence to items of safety, standards and procedures.

45 The Contractor shall (or shall procure and ensure that PCL shall) maintain an up to date register of all training given to staff or any other person which shall be

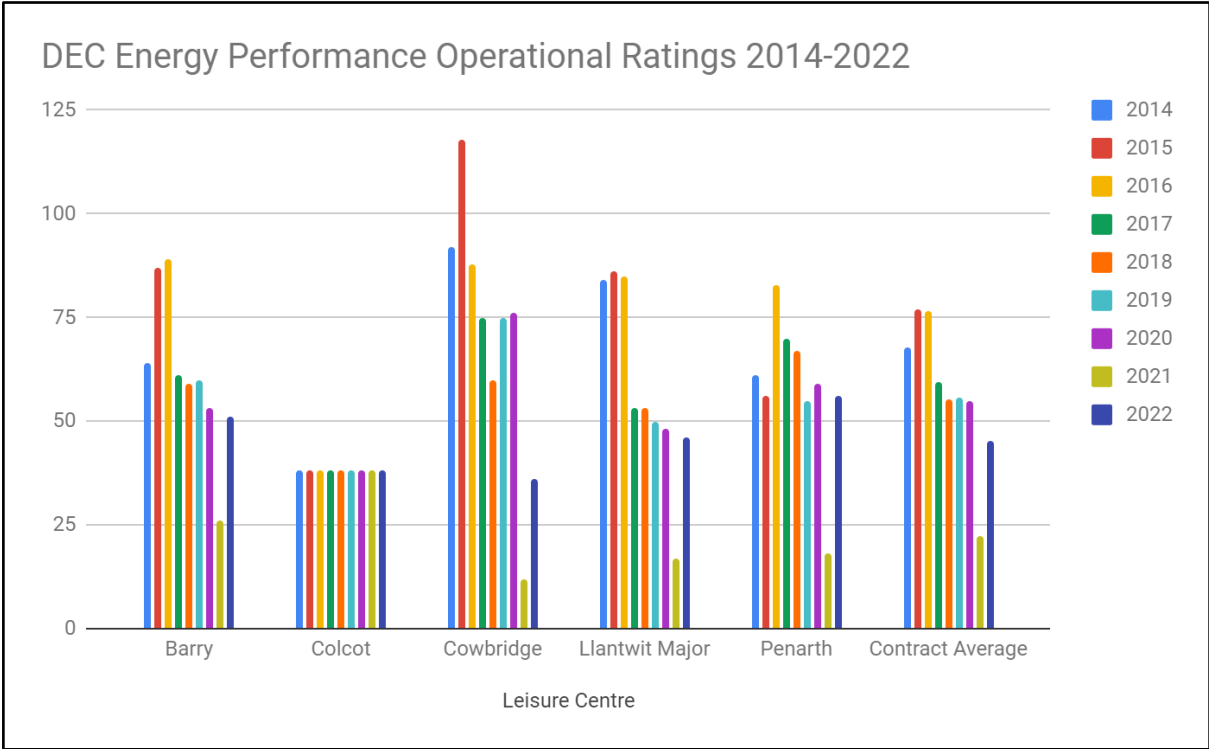
made available upon request to the Authorised Officer or the Council’s Health and Safety Officer or any other duly authorised Council representative

Training records are available upon request by the Authorised Officer. Details are also available to view in **Appendix 6a & 6b.**

A) Safeguarding the environment for now and for the future

1) “The Contractor actively promotes the reduction in energy consumption within the new facilities”

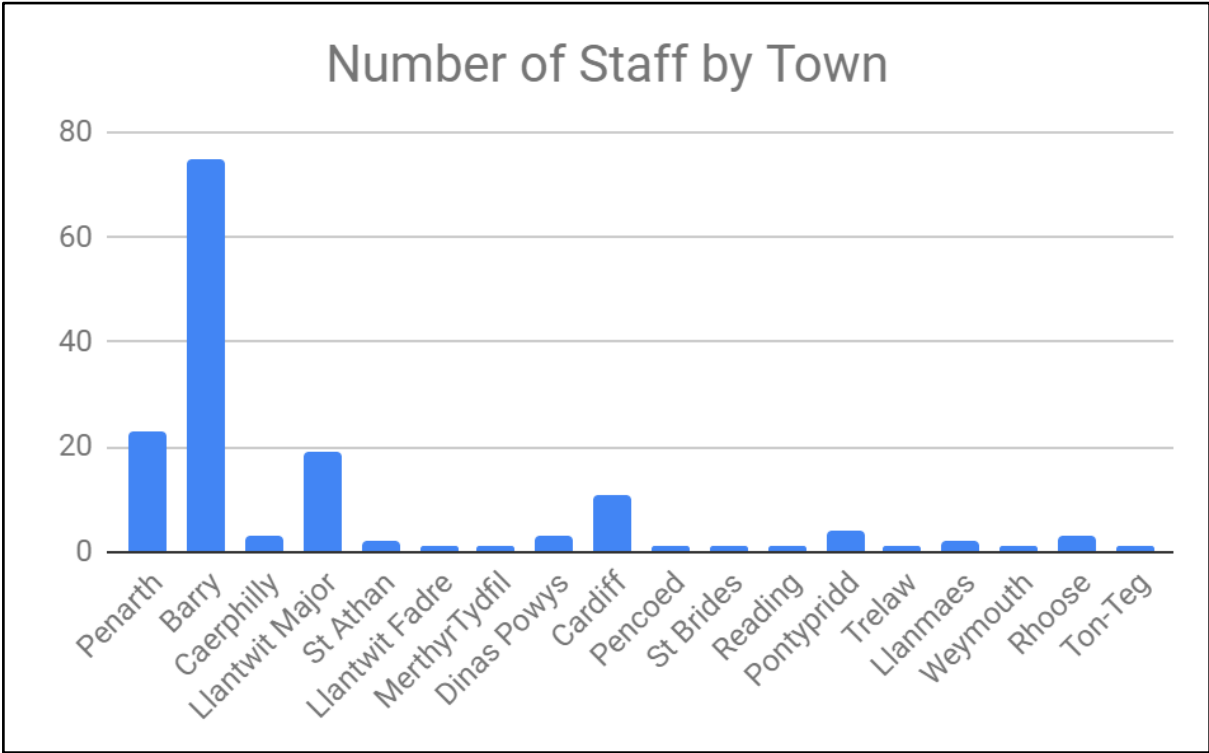
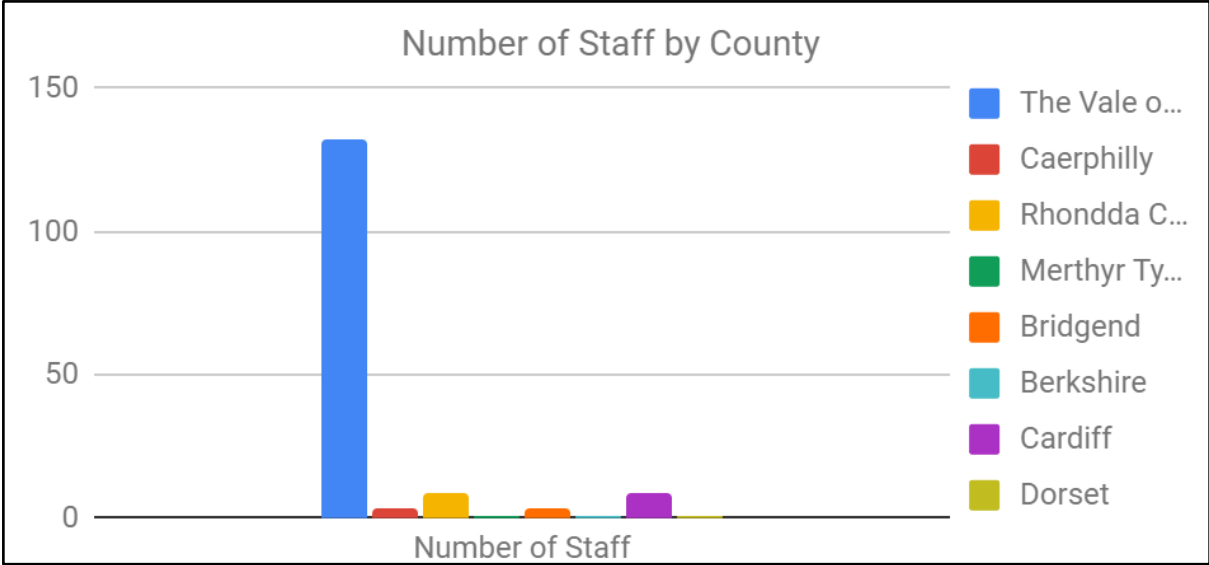
The energy performance operational ratings can be viewed in the graph below:



B) Local Employment

2) “The leisure centre provides a wide range of sustainable jobs for local people”

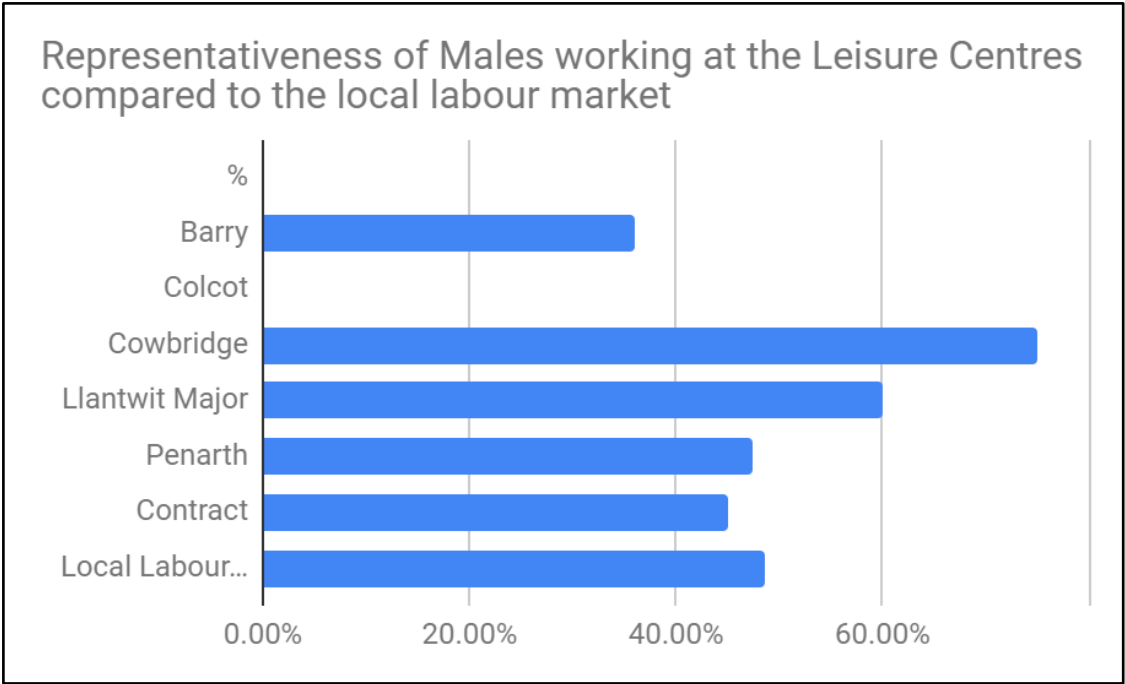
The statistical majority of employees working with the Vale of Glamorgan Leisure Centres live within the Cardiff and the Vale of Glamorgan areas. A small minority are located further west towards Swansea or north towards Caerphilly and Rhondda Cynon Taff. There is currently on exception of a Dorset address for a university student who works during the holidays. For further breakdowns please see below charts:



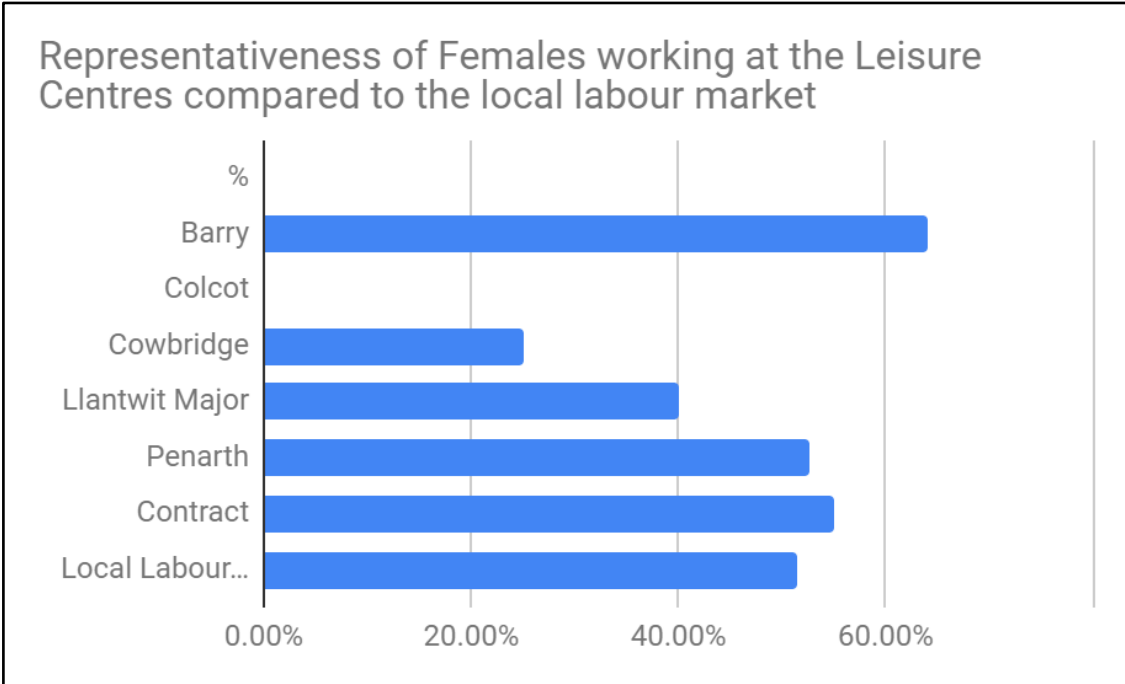
3) “All parts of the community are encouraged to work at the leisure centre and barriers are removed”

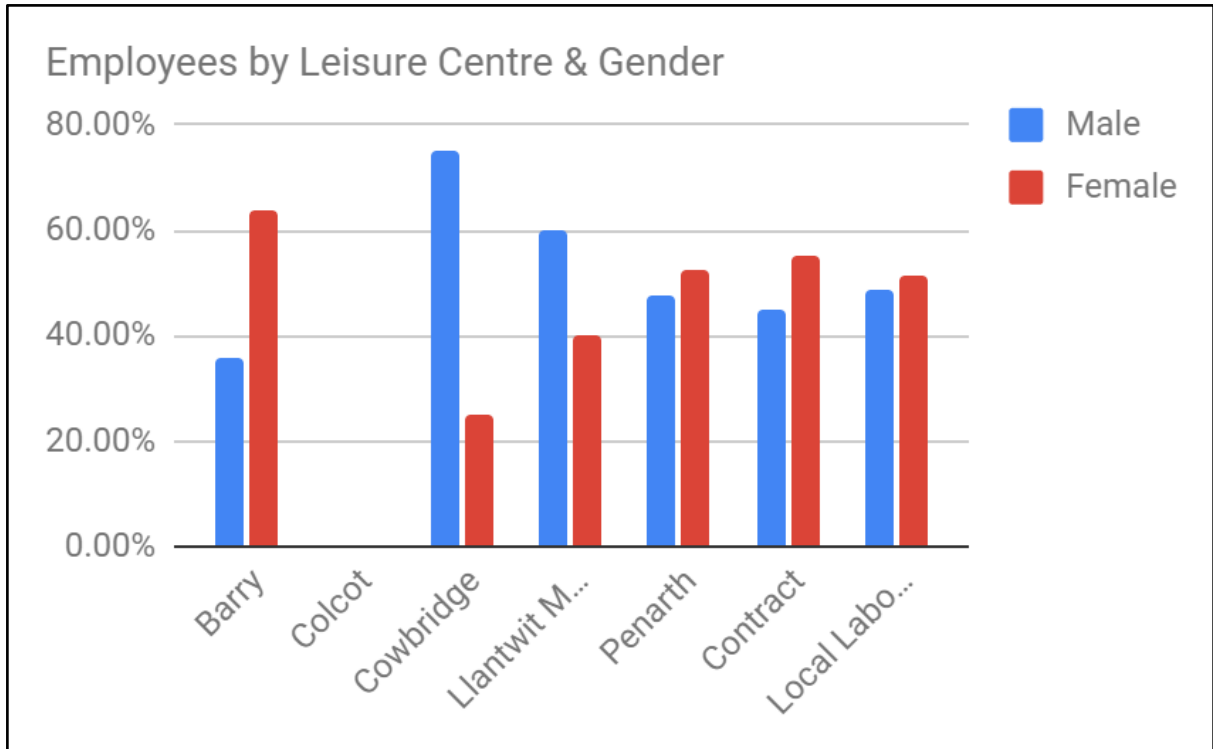
Appendix 14 contains the full data set for the official Labour Marketing Statistics (2020).

- Representativeness of males working at the leisure centre (compared with the local labour market):

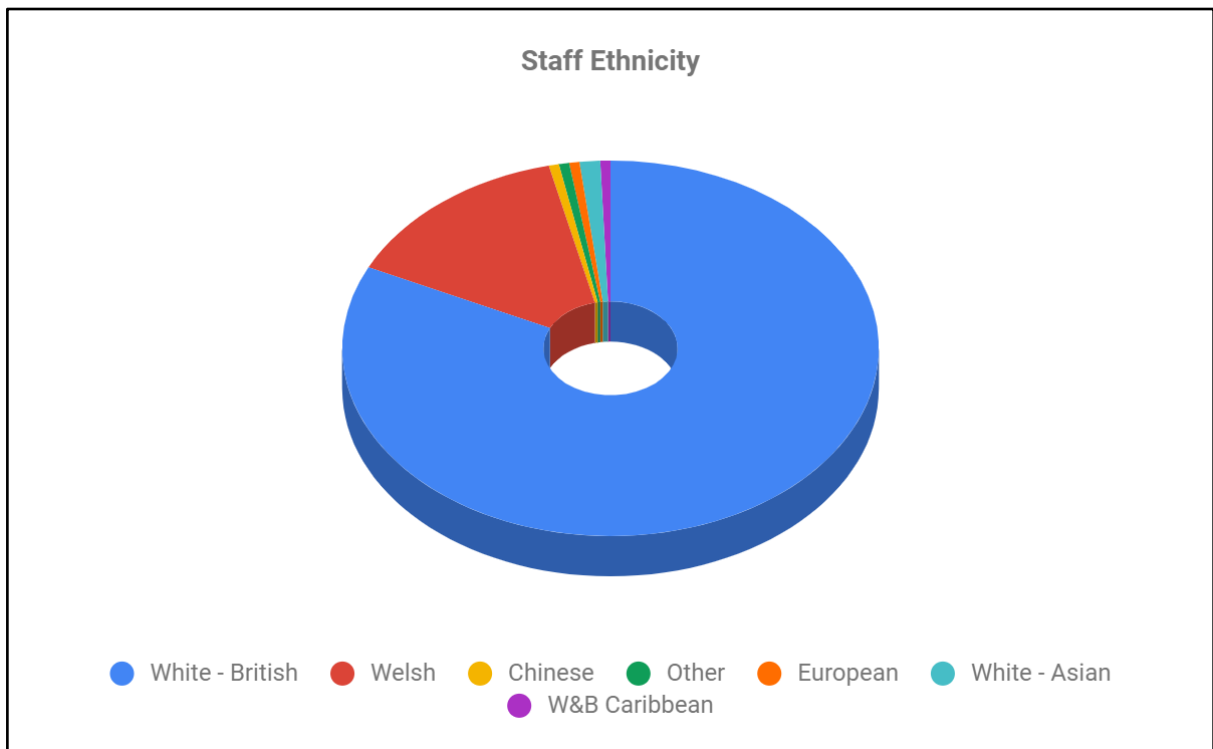


- Representativeness of females working at the leisure centre (compared with the local labour market):





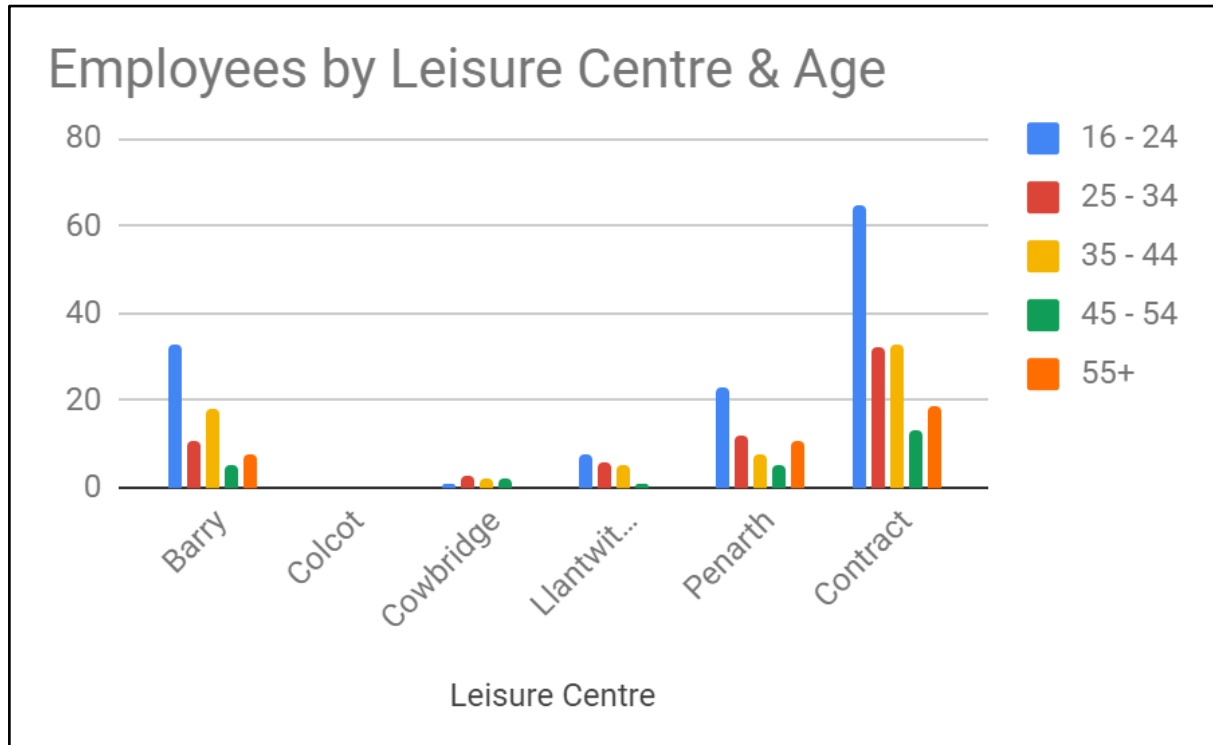
- Representativeness of BME working at the leisure centre (compared to the local labour market):



- Representativeness of people with a disability or long-term limiting illness working at the leisure centre (compared to the local labour market):

During contract year 10 Legacy Leisure employed one member of staff with a disability.

- Age profile of the workforce at the leisure centres (compared with the local labour market).

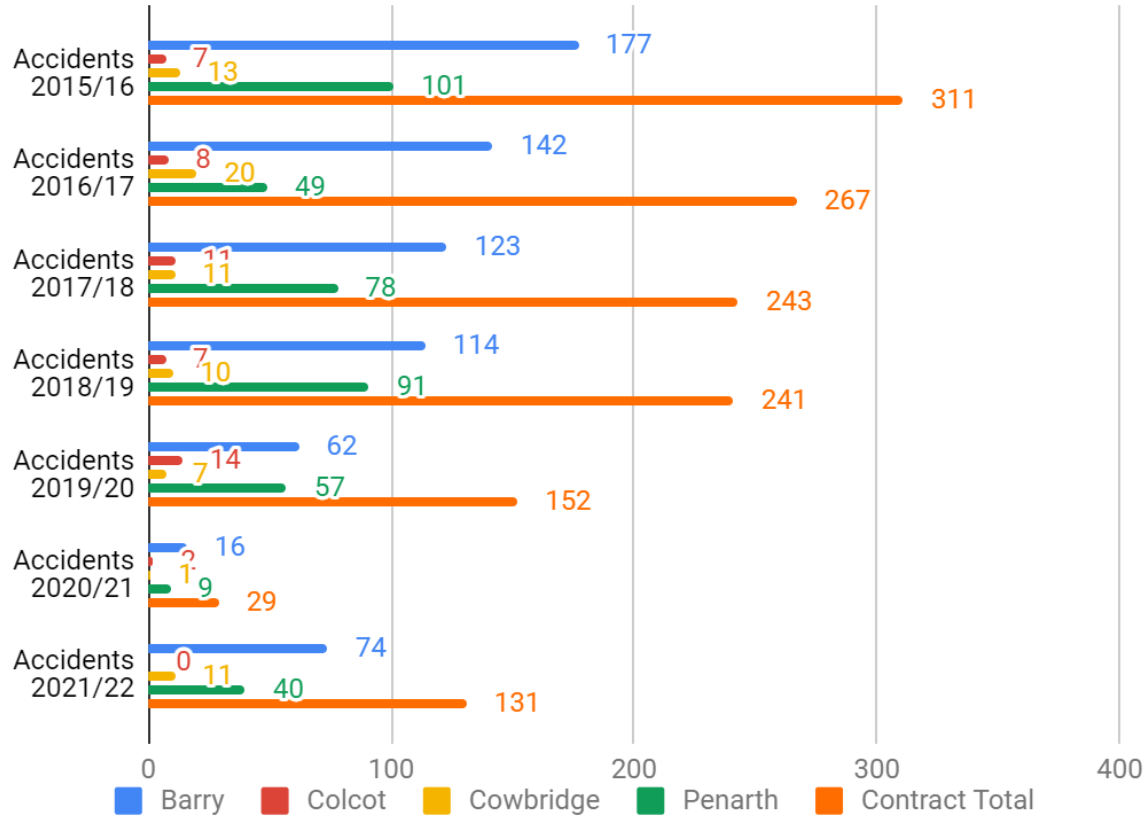


C) Supporting Health, wellbeing and safer communities

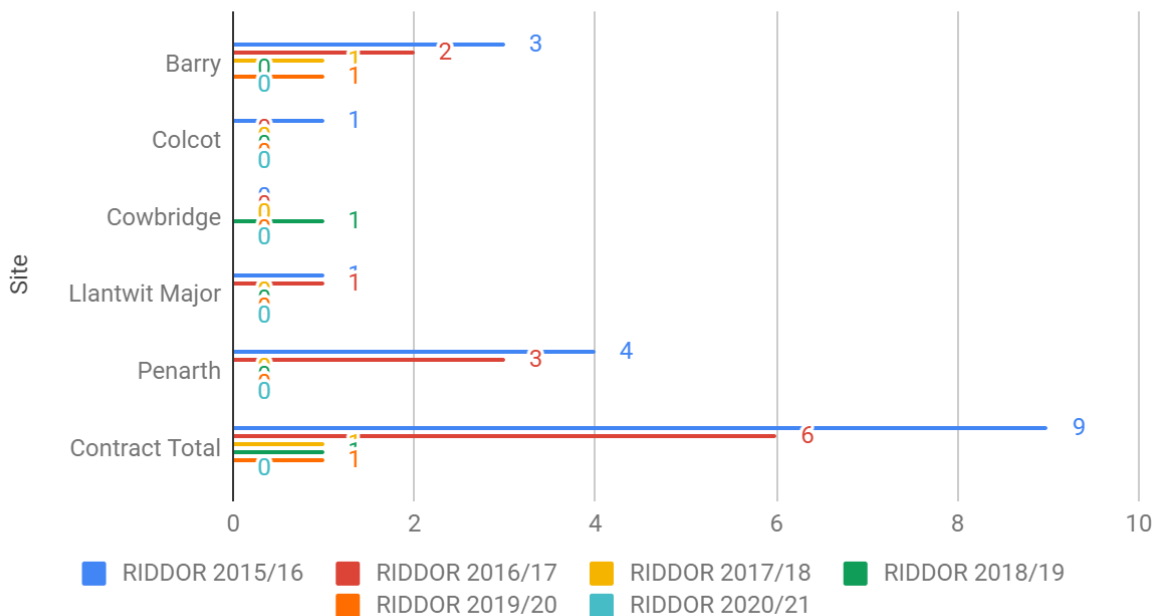
4) “The leisure centre facilities and activities are safe for all members of the public”

- No of customer accidents (requiring completion of accident report form)
- No of accidents reported to the Health and Safety Executive e.g. RIDDOR

Accidents - Contract Years 4 to 10



RIDDOR - Contract Years 4 to 10

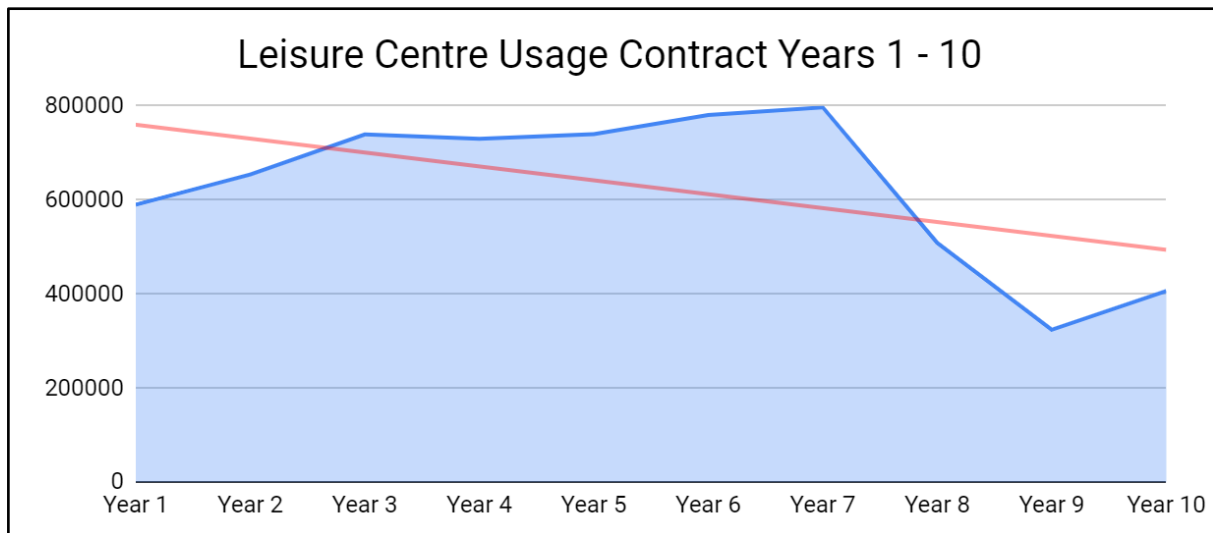


One RIDDOR was reported during Contract Year 10 for a period of extended absence of an employee at Barry Leisure Centre. They have since returned to work.

5) “There has been a 10% increase in the number of people participating in sport and active recreation at the leisure centre”

- The number of participants in activities at the leisure centre.

Leisure Centre Usage endured a decline in participation during contract years 8 and 9 during the pandemic where the Leisure Centres were closed. Contract year 10 has represented a period of participation recovery across all of the facilities. In August 2021 at the start of the period we recorded a contract wide participation of 44,499 visits, a year later in July 2022 we recorded 53,512, significant growth of 9,013 additional monthly visits. This growth is consistent and increasing where August 2022 (although outside of Contract Year 10) recorded 54,260 as a direct year on year comparison. We have not yet returned to pre-pandemic total participation levels, this is primarily due to a continued reduction in health and fitness member visits.



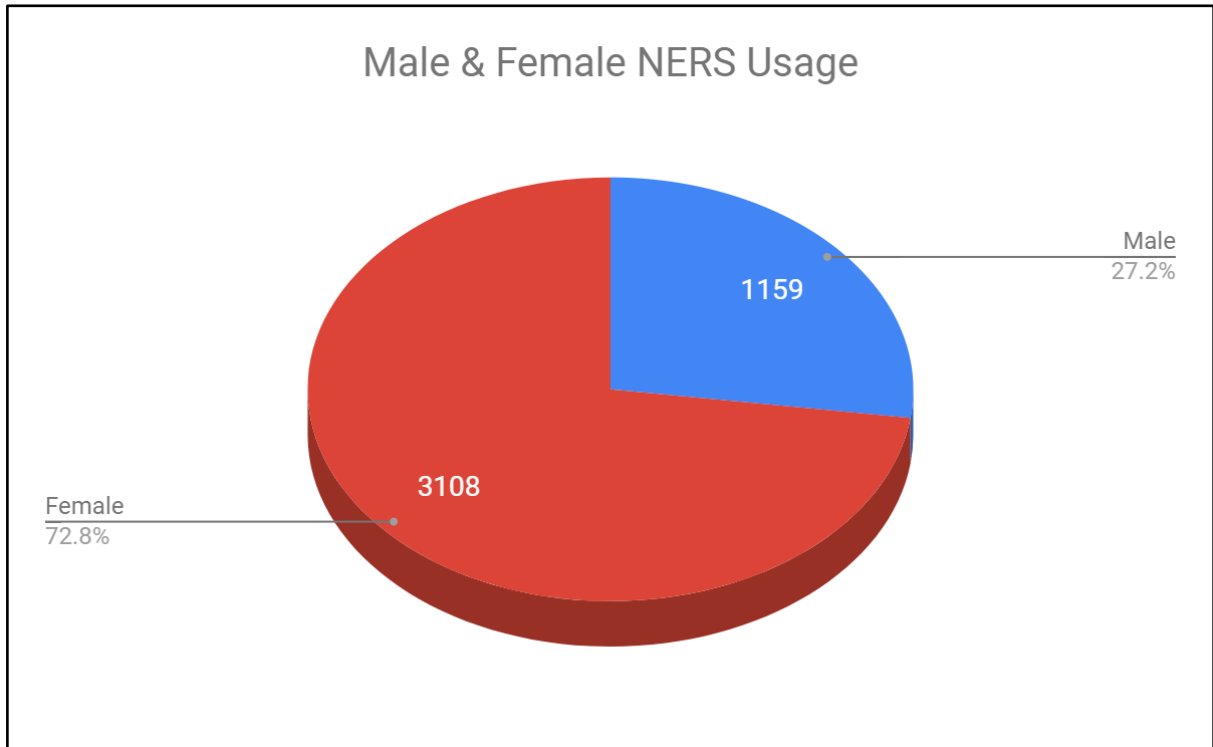
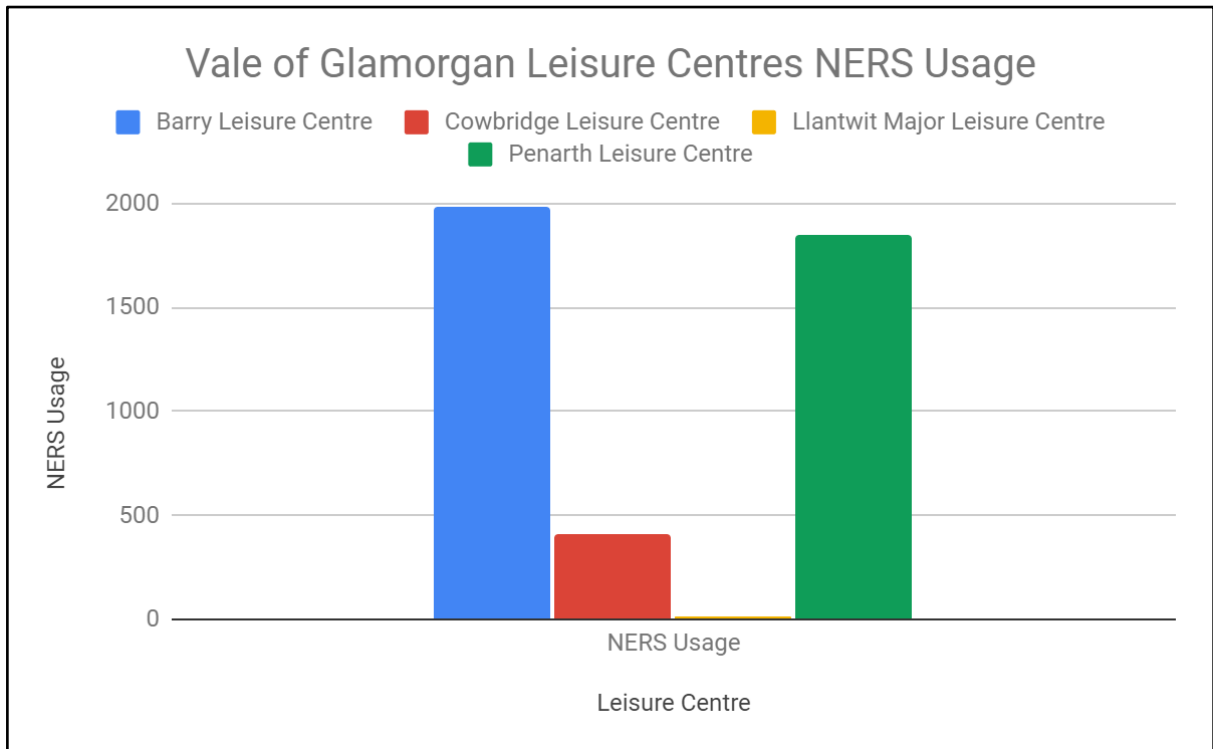
- The number of 60 and over and 16 and under who have participated in free swimming during public times:

A breakdown of FSI participation is available upon request by the client officer. Figures are bi-annually reported to Sport Wales and the client officer.

For the latest six month submission period (September 21 to March 2022), participation during public open splash sessions (excluding structured sessions, lesson referrals etc) were recorded at 7,419 total (2,930 for under 16's and 4,489 for over 60's).

- The number of people using the GP Referral scheme is divided into male and female.

The GP referral scheme (NERS) was host to a total of 4,267 customers in Contract Year 10. This is proportioned across the Leisure Centres and into Male and Female as shown below:



- The % of GP Referral clients who take out further membership at Leisure Centre after completing their initial 3 month referral

The opening August 2022 direct debit collection identified nine clients that had taken out further membership.

A review was undertaken to establish the reason for uptake of the further membership being low. Conclusions reached identified that some customers like to remain on scheme / attending sessions after the 3 month referral period and an unattractive price point. As a result of these findings, launching in October 2022, the price point has decreased for the NERS referral membership both for existing and new clients to £20 per month. This is combined with an improved method of confirming eligibility that is hoping will enhance the reporting data (without the inclusion of personal data) to allow us to report on the number of clients that take up the further membership over time, and how long they stay.

6) “People in the community have enhanced enjoyment and feel-good factor due to participation in leisure centre activities”

- % of annual survey respondents who feel they are meeting what they set out to achieve by using the leisure centre

Customers were not successfully surveyed on this question during Contract Year 10.

D) Building strong & inclusive communities

7) “The leisure centre services reflect the best possible value for money”

The contract has operated a monthly open book policy throughout Contract Year 10.

Fees and charges are reviewed annually and proposals submitted to the authority for comment and authorisation.

Membership prices are set based on market forces and assessed on this basis prior to any increases.

8) “Percentage of customers of the leisure centre are satisfied with the service”

- % of customers satisfied or very satisfied with overall service / % of customers dissatisfied or very dissatisfied with overall services

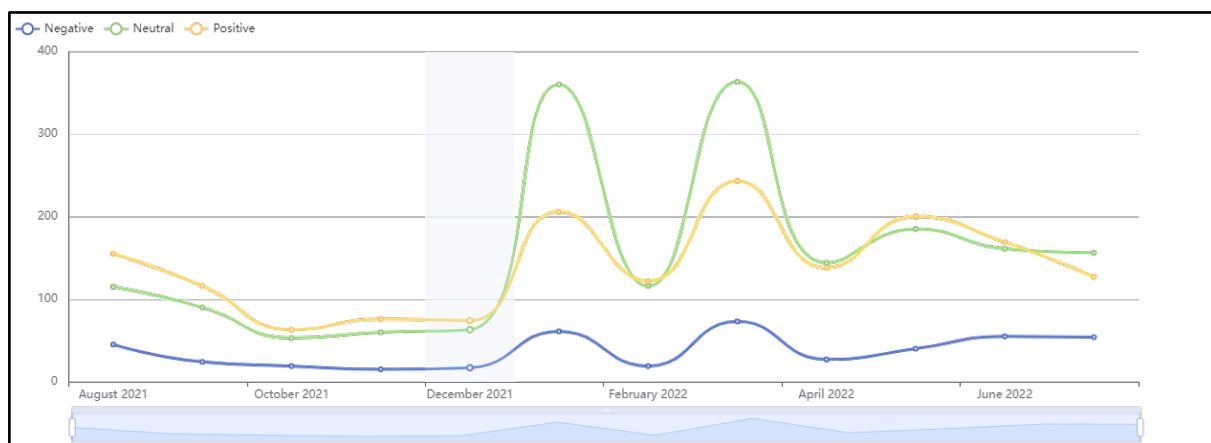
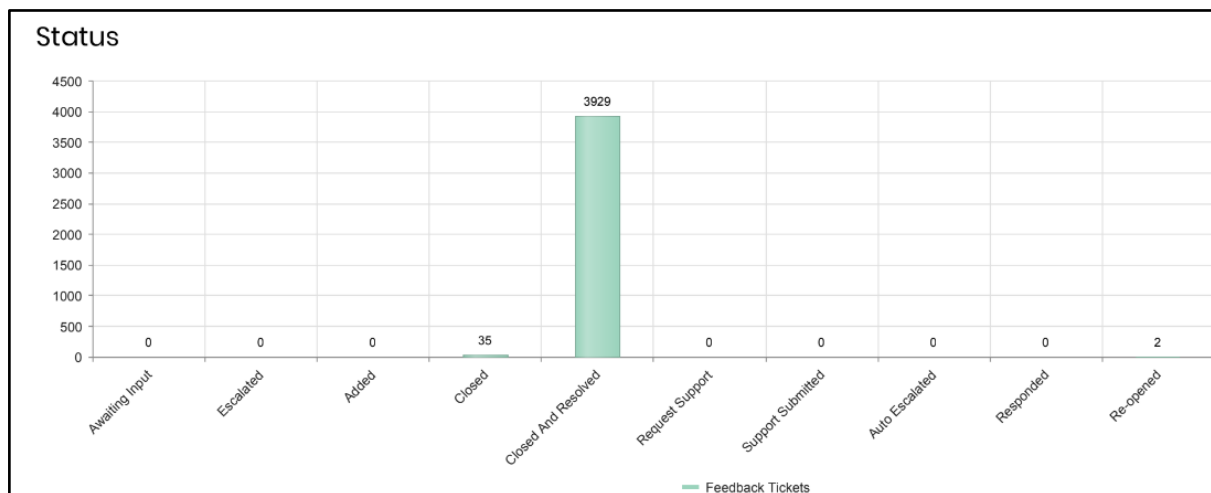
Satisfaction data for Contract Year 10 is made available from our customer management system, Atreemo, as follows:

Site	Positive	Negative
Barry Leisure Centre	40.08%	11.83%
Colcot Leisure Centre	74.39%	10.98%
Cowbridge Leisure Centre	51.54%	10.08%

Holm View Leisure Centre	73.08%	3.85%
Llantwit Major Leisure Centre	36.97%	13.33%
Penarth Leisure Centre	40.61%	10.21%
Grand Total	42.05%	11.18%

- No of complaints (written and verbal) / No of compliments (written & verbal)

Legacy Leisure receives customer feedback in numerous different methods including: direct email, letters, website feedback, social media, verbally at reception & via correspondence directly to Legacy Leisure Head Office or the Vale of Glamorgan Council. The majority of customer communication is now via online platforms, more so than ever following the pandemic. Online feedback for Contract Period 10 was a total 3,966:



- Average speed of written response to written customer complaints (days) / Number of letters not responded to in 10 working days / Average response time to letters from the public (days)

Legacy Leisure's customer complaint procedure stipulates that all customer complaints / correspondence requiring a response are answered within 10 working

days. This procedure has been adhered to within contract year 10, wherever possible and more often than not exceeded. In any event where a response is due to take longer, a holding correspondence is issued to advise the customer on the cause of the delay and when a full response should be expected.

- Percentage of telephone calls answered within 15 seconds

Telephone call statistics for the period January 2022 to July 2022 are available to view at **Appendix 15.**



“CERTIFICATE OF EMPLOYERS’ LIABILITY INSURANCE (a)

(Where required by regulation 5 of the Employers’ Liability (Compulsory Insurance) Regulations 1998 (the Regulations), one or more copies of this certificate must be displayed at each place of business at which the policy holder employs persons covered by the policy)

Policy No YMM902604
Reference No 703157

- | | | |
|----|---|-------------------------------|
| 1. | Name of policy holder | Legacy Leisure Limited |
| 2. | Date of commencement of insurance policy. | 31 st October 2021 |
| 3. | Date of expiry of Insurance policy. | 30 th October 2022 |

We hereby certify that subject to paragraph 2:-

1. the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney**(b)**; and
2. (a) the minimum amount of cover provided by this policy is no less than £5 million **(c)**.

Signed on behalf of Royal & Sun Alliance Insurance plc (Authorised Insurer)

A handwritten signature in black ink, appearing to read 'Scott Egan', is written over a light blue horizontal line.

Scott Egan
Chief Executive, UK & International
Royal & Sun Alliance Insurance Ltd

Notes

- (a) Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.
- (b) Specify applicable law as provided for in regulation 4(6) of the Regulations.
- (c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.’
paragraph 2(b) does not apply and is deleted.

THIS IS YOUR CERTIFICATE OF EMPLOYERS' LIABILITY INSURANCE.

A copy of the certificate must be displayed at all places where you employ persons covered by the policy. THE EMPLOYERS' LIABILITY (COMPULSORY INSURANCE) (AMENDMENT) REGULATIONS 2008 permits the display of this certificate in an electronic form, provided persons covered by this policy have reasonable access to it.

The employer is strongly encouraged to retain all records related to this insurance.

To Whom It May Concern

29 October 2021

Dear Sirs

Legacy Leisure Ltd

We act as Insurance Brokers for the above named client and in that capacity we can confirm the following covers are in existence:

Employers Liability Insurance

Insurer: Royal & Sun Alliance
Policy Number: YMM902604
Period of Insurance: 31 October 2021 to 30 October 2022
Limit of Indemnity: £20,000,000 any one occurrence
£5,000,000 in respect of Terrorism
Principal Condition Indemnity to Principal

Public and Products Liability Insurance

Insurer: Royal & Sun Alliance
Policy Number: YMM902604
Period of Insurance: 31 October 2021 to 30 October 2022
Limit of Indemnity: £20,000,000 any one occurrence (and in all in Any One Period of Insurance for Products Liability)
Principal Condition Indemnity to Principal

Excess Public and Products Liability Insurance

Insurer: AIG Europe Limited
Policy Number: 24652068
Period of Insurance: 31 October 2021 to 30 October 2022
Limit of Indemnity: £10,000,000 any one occurrence (and in all in Any One Period of Insurance for Products Liability) in excess of £20,000,000

Continued

Manchester: Cobac House, 14-16 Charlotte St, Manchester M1 4FL

T: +44 (0)161 236 6969

London: 65 Leadenhall Street, London EC3A 2AD

T: +44 (0)203 928 1200

enquiries@bridgeinsurance.co.uk | bridgeinsurance.co.uk



Page 2

Property & Loss of Revenue

Insurer: Royal & Sun Alliance Insurance
Policy Number: RKL214263
Period of Insurance: 31 October 2021 to 30 October 2022
Cover: "All Risks" of physical loss of or damage

Hired in Plant Insurance

Insurer: Royal & sun Alliance
Policy Number: RSAP663567200
Period of Insurance: 31 October 2021 to 30 October 2022
Limit of Indemnity: £100,000 any one accident including hiring charges
Cover: "All Risks"

I trust you find this to be in order but should you have any queries then please do not hesitate to contact me.

Yours faithfully

**Amanda Tilbury ACII MIRM
Client Service Executive**

E-Mail: amanda.tilbury@bridgeinsurance.co.uk
Telephone: 0161 234 9353

All information is provided on the basis of the information currently available to us and we do not warrant its accuracy or completeness,

Insurance cover is subject to the terms, conditions, limitations and exclusions etc of the relevant policy(ies) and any expiry date provided represents the normal expiry date of the policy(ies) and neither we nor Insurers are responsible for notifying you of any material change in or cancellation or voidance of the policies.

Neither we nor Insurers shall be liable to you or to any party who seeks to rely upon the information provided for any loss caused, including for the avoidance of doubt indirect or consequential loss however caused, whether arising under contract, misrepresentation, mis-statement or any tortious act or omission including negligence.

Annex 3 – Agreed Fees and Charges for 2022

Vale of Glamorgan Contract	
CORE PRICES (Client Approval)	Cost 2022
Gym – Peak	£7.00
Gym - Off Peak	£5.90
Gym - Concession Peak	£6.60
Gym - Concession Off Peak	£3.75
Swim – Peak	£4.00
Swim - Off Peak	£4.00
Swim - Concession Off Peak	£2.40
Swim - Concession Carer Off Peak	£2.40
Racket Sports – Peak	£8.00
Racket Sports - Off Peak	£6.50
Racket Sports - Concession Peak	£7.20
Racket Sports - Concession Off Peak	£4.40
Classes – Peak	£5.30
Classes - Off Peak	£4.30
Classes - Concession Peak	£4.50
Classes - Concession Off Peak	£2.50
Party Mania - Sports Hall / Swimming Pool Party	£105.00
Colcot 3G lights	£12.00
Main Hall Commercial Hire 1 hr	£85.00
Main Hall Hire 1 hr (6 Court Sports Hall) - Barry & Penarth	£50.00
Main Hall Hire 1 hr (4 Court Sports Hall) - Colcot, Cowbridge & Llantwit Major	£46.00
Half Main Hall Hire 1 hr (3 Court Sports Hall) - Barry & Penarth	£35.00
Half Main Hall Hire 1 hr (2 Court Sports Hall) - Colcot, Cowbridge & Llantwit Major	£24.00
Group Exercise Studio Hire 1 hr	£32.00
Meeting Room Hire 1 hr	£17.00
Barry/Llantwit/Penarth Main Pool Hire 1 hr	£81.00
Barry / Penarth Small Pool Hire 1 hr	£49.00
Barry/Penarth Both Pools Hire 1 hr	£130
Barry/Llantwit/Penarth Lane Hire 1 hr	£23.50
VOGC Sports Development Facility Hire 1 hr	£20.00

Appendix 3A

Month	Barry Leisure Centre														
Year															
Summary of Maintenance Sheets															
#	Equipment	O&M Manual	Locations	Action Required	Frequency	Internal / External	PPM / STAT COMP	Monthly Due	Date Completed	Comment / Reading	Signature of Completer				
1	AHU Air Coils	Y	Various AHU x 7: AHU 1-5 Roof Plant Room / AHU 5-6 Balcory Plant Room	Check coil matrix is clean and unobstructed and air flow is evenly distributed. Clean coil matrix with soft brush and mild detergent solution	Six Monthly	Internal (Maintenance)	PPM	February / August							
2	AHU Air Filters	Y	Various AHU x 8: AHU 1-5 Roof Plant Room / AHU 5-6 Balcory Plant Room / Catering Extract x 1	Check condition of filters. If fringed, replace the filter. If dirty, clean the filter, retaining channels and frames. Record Manometer readings before and after cleaning (a differential pressure of >150Pa requires attention. Max of 200Pa)	Six Monthly (ALTERNATE WITH SERVICE VISIT)	Internal (Maintenance)	PPM	February / August							
3	AHU Air Terminals / Dampers / Drains	Y	Various AHU x 7: AHU 1-5 Roof Plant Room / AHU 5-6 Balcory Plant Room	Check that grilles and diffusers are clean and not being fully obstructed. Clean & ensure condensation trays, sills and mesh screens. Remove any debris found. Clean damper blades. Ensure condensate drains are clear so that water can flow freely from the unit (ALTERNATE WITH EXTERNAL CONTRACTOR SERVICE VISIT)	Six Monthly (ALTERNATE WITH EXTERNAL CONTRACTOR SERVICE VISIT)	Internal (Maintenance)	PPM	February / August							
4	AHU Coppered Ceiling Tile Fan Convectors	N	Gym x 16 (B supply & 8 extract) / Studio x 2 (1 supply & 1 extract) / Reception x 6 (local supply x supply & 4 extract)	Removal of all dust and dirt from ceiling tile vents (Supply & Extract)	Annually	Internal (Maintenance)	PPM	February							
5	AHU Ductwork	Y	Various AHU x 8: AHU 1-5 Roof Plant Room / AHU 5-6 Balcory Plant Room / Catering Extract x 1	Check all duct joints and access panels for air tightness. Check door edge seals are secure and undamaged. Check ductwork supports are tight and free of corrosion. Ensure that flexible connections are undamaged and air tight.	Six Monthly	Internal (Maintenance)	PPM	February / August							
6	AHU Energy Recovery Ventilator (Lossnay)	Y	Gym x 2 / Reception x 1	Air Filters: Use a vacuum cleaner to remove light dust. To remove stubborn dirt wash in a mild solution of detergent and warm water. Lossnay Cores: Use a vacuum cleaner with soft brush attachment to suck up the dust and dirt on the exposed surfaces.	Annually	Internal (Maintenance)	PPM	February							
7	AHU Energy Recovery Ventilator (Lossnay)	Y	Gym x 2 / Reception x 1	Remove build up of dust and dirt with a dry cloth (do not introduce moisture / oil / lubrication to the damper)	Annually	Internal (Maintenance)	PPM	February							
8	AHU Extract Fans & Controllers (Rusair XS Wall Fan Supply / Extract Units)	Y	Main Dry changing room x 2 (male X0 and unit above ceiling). Female dry changing room x 2 (male XS and unit above ceiling). Cafe x 1 (out of service). Old Health Suite x 1 (out of service)	Remove dirt and encrustation from the grilles, fan impeller, motor casing and rear ductwork areas as far as reasonably practicable	Annually	Internal (Maintenance)	PPM	February							
9	AHU Fire Dampers	Y	Plant Room - Roof x 7 (AHU 1 & 2, AHU 3 x 2, AHU 4 x 1 & AHU 5 x 2)	Perform visual check of the damper, ensuring it is free of any kinks / items	Quarterly	Internal (Maintenance)	PPM	February / May / August / November							
10	AHU Fire Dampers	Y	Plant Room - Roof x 7 (AHU 1 & 2, AHU 3 x 2, AHU 4 x 1 & AHU 5 x 2)	Remove build up of dust and dirt with a dry cloth (do not introduce moisture / oil / lubrication to the damper)	Quarterly	Internal (Maintenance)	PPM	February / May / August / November							
11	AHU Insulation	Y	Plant Rooms - Balcory / Roof	Inspect insulation for water absorption / staining / cracks and crushing / compression of the insulation (insulation should be as soft as possible when touched). Check that insulation is securely in place and return insulation that has been removed for repair.	Annually	Internal (Maintenance)	PPM	February							
12	AHU Inverter / Variable Speed Drive (VSD)	N	Plant Rooms - Balcory / Roof / Pool	AHU Fan Motors: Isolate from the power and remove casing. Clean the bearings and cooling fan with compressed air and remove any excess dust / dirt	Annually	Internal (Maintenance)	PPM	November							
13	AHU Speed Control Units (Toilet Extracts)	Y	Plant Room - Roof	Clean and visually inspect the exterior. Remove cover and clean out any dust deposits. Clean fan filters and replace if necessary	Annually	Internal (Maintenance)	PPM	February							
14	AHU Volume Control Dampers (Lossnay) duct	Y	Various AHU Plant / Ductwork	Testing of volume control dampers (e.g. fully open to closed)	Annually	Internal (Maintenance)	PPM	October							
15	Air Conditioner Indoor Unit	Y	Various ACU x 15: ACU Main Gym x8, ACU Gym Office x1, ACU Cycle Workout Studio x2, ACU Group Fitness Studio x3 (combined ACU's at gym office & x1, GP reform office x1, dryside male x1, dryside female x1)	Air Filters: Use a vacuum cleaner to remove light dust. To remove stubborn dirt wash in a mild solution of detergent and warm water. Check for damage and replace if necessary	Six Monthly (ALTERNATE WITH SERVICE VISIT)	Internal (Maintenance)	PPM	February / August							
16	Asbestos		Whole Building	Review of facility asbestos management plan to be completed annually by competent person. External service requirements to be completed in accordance with CDM guidelines / periodically as necessary	Annually	Internal (Centre Management)	N/A	April							
17	Disabled Alarms	N	Total Disabled Alarm x1: Disabled Small Pool Access Change x1, Main Hall Corridor Dryside Change x1, Dryside Cafe Toilet x1, Dance Studio Disabled Toilet x1	Inspection & Testing of Disabled Alarm Call Points (Audible)	Daily	Internal (Duty Management)	PPM	Daily							
18	Drainage	Y	Dryside Changing Rooms - Male / Female / Accessible	Clean Traps / U-bends to urinals / sink basins	Six Monthly	Internal (Duty Management)	PPM	February / August							
19	Drainage	Y	Wetside Changing Rooms - Male / Female / Family	Clean Traps / U-bends to urinals / sink basins	Six Monthly	Internal (Duty Management)	PPM	February / August							
20	Drainage	Y	Toilets - Male / Female / Accessible	Clean Traps / U-bends to urinals / sink basins	Six Monthly	Internal (Duty Management)	PPM	February / August							
21	Drainage	Y	Outside Rainwater outlets / downpipes	Clean all outside rainwater outlets and downpipes (External Contractor Required for High Access Areas)	Six Monthly	Internal (Maintenance)	PPM	November / May							
22	Electrical Control Panels	N	Plant Rooms - Balcory / Roof / Pool	Check panel door is tightly closed. Check panel is live, that indication lamps are working and that no alarms are present. Check timeswitch is correct	Monthly	Internal (Duty Management)	PPM	January / February / March / April / May / June / July / August / September / October / November / December							
23	Emergency Lights	N	Various (refer to site plan / emergency lighting green book records)	Inspection of emergency lighting to ensure operational. If not in order, replacement of bulb or fitting (if LED)	Monthly	Internal (Duty Management)	PPM	January / February / March / April / May / June / July / August / September / October / November / December							
24	Emergency Lights	N	Various (refer to site plan / emergency lighting green book records)	Emergency light should be energised from its battery for a continuous period of at least one hour	Quarterly	Internal (Duty Management)	PPM	March / June / September / December							
25	Fire Alarm Call Points	N	Various (refer to site plan)	Inspection & Testing of Fire Alarm Call Points (Audible)	Weekly	Internal (Duty Management)	PPM	Weekly							
26	Fire Equipment: e.g. External Fire Doors / Fire Panels	N	Various	Inspection and testing of external fire doors and fire panel to ensure compliance and functioning as required	Daily	Internal (Duty Management)	PPM	Daily							
27	Fire Extinguishers	N	Various (refer to site plan)	Inspection of Fire Extinguishers	Monthly	Internal (Duty Management)	PPM	January / February / March / April / May / June / July / August / September / October / November / December							
28	General Pipework	Y	Dryside Changing Rooms - Male / Female / Accessible	Inspect taps / valves for leaks and rectify if possible. Visually check all pipe hangers and supports. Check condition of all flexible pipe connections. Operate all normally open valves and stock cloths fully closed to fully open. If still repeat until clear (always shut slightly off fully open to avoid sticking open)	Six Monthly	Internal (Maintenance)	PPM	February / August							
29	General Pipework	Y	Wetside Changing Rooms - Male / Female / Family	Inspect taps / valves for leaks and rectify if possible. Visually check all pipe hangers and supports. Check condition of all flexible pipe connections. Operate all normally open valves and stock cloths fully closed to fully open. If still repeat until clear (always shut slightly off fully open to avoid sticking open)	Six Monthly	Internal (Maintenance)	PPM	February / August							
30	General Pipework	Y	Toilets - Male / Female / Accessible	Inspect taps / valves for leaks and rectify if possible. Visually check all pipe hangers and supports. Check condition of all flexible pipe connections. Operate all normally open valves and stock cloths fully closed to fully open. If still repeat until clear (always shut slightly off fully open to avoid sticking open)	Six Monthly	Internal (Maintenance)	PPM	February / August							
31	General Pipework	Y	Plant Rooms - Balcory / Roof	Inspect taps / valves for leaks and rectify if possible. Visually check all pipe hangers and supports. Check condition of all flexible pipe connections. Operate all normally open valves and stock cloths fully closed to fully open. If still repeat until clear (always shut slightly off fully open to avoid sticking open)	Six Monthly	Internal (Maintenance)	PPM	February / August							
32	Internal & External Fire Doors	N	Various (refer to site plan)	Monthly Door Inspection complete remedial work where required	Monthly	Internal (Duty Management / Competent Person)	PPM	March / September							
33	Internal Redecoration	N	Various	Assess area, paint walls & skirting if required. Replace damaged or stained ceiling tiles where necessary	Annually	Internal (Maintenance)	PPM	February							
34	Ladders / High Level Access Equipment	N	Plant Room - Roof / Balcory & Mobile Ladder	Condition assessment completed and recorded from PAT	Six Monthly	Internal (Duty Management)	PPM	January / July							
35	Legionella - Running of Little Used Outlets	N	Various (refer to Legionella risk assessment)	Locate each identified little used outlet / tap and flush through and purge to drain for one minute	Weekly	Internal (Duty Management)	PPM	Weekly							
36	Lockers	N	Dry and Wet Changing Rooms / Expressions Corridor	Record the number of lockers operational and out of service in each area. Repair broken locker mechanisms, keys and straps	Six Monthly	Internal (Maintenance)	PPM	March / September							
37	Pool Plant: Inverter / Variable Speed Drive	N	Plant Rooms - Pool	Pool Circulation Pumps: Isolate from the power and remove casing. Clean the bearings and cooling fan with compressed air and remove any excess dust / dirt	Annually	Internal (Maintenance)	PPM	December							
38	Poolside Alarms	N	Main Pool x 3 & Leaman Pool x 1	Inspection & Testing of Poolside Alarm Call Points (Audible)	Daily	Internal (Duty Management)	PPM	Daily							
39	Poolside Rescue Equipment	N	Main & Leaman Pool (equipment list TBC)	Inspection of poolside rescue equipment (e.g. lifebuoy, rescue bag, throw bag etc) to ensure it remains fit for use	Daily	Internal (Duty Management)	PPM	Daily							
40	Portable Electrical Appliances (PAT)	N	Sports Hall Store, Studios and Wetside Changing Rooms	Formal visual inspection of high risk portable electrical appliance items including heat dryers, inflatable blowers and sound systems	Quarterly	Internal (Duty Management)	PPM	February / May / August / November							
41	PPE	N	Various	Inspection of PPE to ensure it remains fit for purpose and free from defects	Monthly	Internal (Duty Management)	PPM	January / February / March / April / May / June / July / August / September / October / November / December							
42	Refrigerators	Y	None	Check condenser coils are clean / vacuum for leaks. Remove any dust build-up from back or hidden surfaces	Six Monthly	Internal (Maintenance)	PPM	N/A	N/A	N/A	N/A				
43	Water Fountain / Boilers	N	Expressions Gym	Inspect the filter / record the display reading for the filter and replace if necessary	Quarterly	Internal (Maintenance)	PPM	March / June / September / December							

Appendix 3B

Site	Penarth Leisure Centre																	
Month																		
Year																		
Summary of Maintenance Sheets																		
#	Equipment	O&M Manual	Locations	Action Required	Frequency	Internal / External	PPM / STAT COMP	Month(s) Due	Date Completed	Comment / Reading	Signature of Completion							
1	AHU: Air Coils	Y	Various AHU x 6: AHU 1 Pool / AHU dry & wet change-out of service / Health Suite Vapo AHU x 2 / Health Suite AHU x 1	Check coil matrix is clean and unobstructed and air flow is evenly distributed. Clean coil matrix with soft brush and mild detergent solution	Six Monthly	Internal (Maintenance)	PPM	June / December										
2	AHU: Air Filters	Y	Various AHU x 6: AHU 1 Pool / AHU dry & wet change-out of service / Health Suite Vapo AHU x 2 / Health Suite AHU x 1	Check condition of filters. If damaged, replace the filter. If dirty, clean the filter, retaining channels and frames. Record Manometer reading before and after cleaning (a differential pressure of >150Pa requires attention. Max of 300Pa)	Six Monthly [ALTERNATE WITH SERVICE VISIT]	Internal (Maintenance)	PPM	June / December										
3	AHU: Air Terminals / Dampers / Drains	Y	Various AHU x 6: AHU 1 Pool / AHU dry & wet change-out of service / Health Suite Vapo AHU x 2 / Health Suite AHU x 1	Check that grilles and diffusers are clean and not smutting surrounding surface. Clean external louvers, slats and mesh screen. Remove any debris found. Clean damper blades. Ensure condensate drains are clear so that water can flow freely from the unit [ALTERNATE WITH EXTERNAL CONTRACT SERVICE VISIT]	Six Monthly [ALTERNATE WITH SERVICE VISIT]	Internal (Maintenance)	PPM	June / December										
4	AHU: Coppered Ceiling Tile Fan Convectors	N	Gym x 21 (12 supply & 9 extract) / Gym Extension x 3 (2 supply & 1 extract) / Easyline Studio x 3 (2 supply & 1 extract) / Cycle Studio x 5 (4 supply & 2 extract) / Front of House & Corridor x 2 / Wetside & Dryside Changing (Various)	Removal of all dust and dirt from ceiling tile vents (Supply & Extract)	Annually	Internal (Maintenance)	PPM	March										
5	AHU: Ductwork	Y	Various AHU x 6: AHU 1 Pool / AHU dry & wet change-out of service / Health Suite Vapo AHU x 2 / Health Suite AHU x 1	Check all duct joints and access panels for air tightness. Check door edge seals are secure and undamaged. Check ductwork supports are tight are free of corrosion. Ensure that flexible connections are undamaged and air tight.	Six Monthly	Internal (Maintenance)	PPM	June / December										
6	AHU: Energy Recovery Ventilator (Lossnay)	Y	Main Gym x 2 / Gym Extension x 1 / Cycle Studio x 1	Air Filters: Use a vacuum cleaner to remove light dust. To remove stubborn dirt wash in a mild solution of detergent and warm water.	Annually	Internal (Maintenance)	PPM	March										
7	AHU: Energy Recovery Ventilator (Lossnay)	Y	Main Gym x 2 / Gym Extension x 1 / Cycle Studio x 1	Lossnay Cores: Use a vacuum cleaner with soft brush attachment to suck up the dust and dirt on the exposed surfaces.	Annually	Internal (Maintenance)	PPM	March										
8	AHU: Extract Fans & Controllers (Nuair X5 Wall Fan Supply / Extract Units & Vent Axia 8 Fans)	Y	Upstairs Studio x 4 / Downstairs Studio x 3	Remove dirt and encrustation from the grilles, fan impeller, motor casing and clear ductwork areas as far as reasonably practicable	Annually	Internal (Maintenance)	PPM	March										
9	AHU: Fire Dampers	Y	Plant Room - Main Pool AHU Ductwork x 6 Fire Dampers TBC	Perform visual check of the damper, ensuring it is free of any foreign items	Quarterly	Internal (Maintenance)	PPM	January / April / July / October										
10	AHU: Fire Dampers	Y	Plant Room - Main Pool AHU Ductwork x 6 Fire Dampers TBC	Remove build up of dust and dirt with a dry cloth (do not introduce moisture / oil / lubrication to the damper)	Quarterly	Internal (Maintenance)	PPM	January / April / July / October										
11	AHU: Insulation	Y	Plant Room	Inspect insulation for water absorption / staining, cracks and crushing (compression of the insulation should be avoided as it reduces thermal efficiency). Check that insulation is securely in place and return insulation that has been removed for maintenance.	Annually	Internal (Maintenance)	PPM	March										
12	AHU: Inverter / Variable Speed Drive (VSD)	N	Plant Room	AHU Fan Motors: Isolate from the power and remove casing. Clean the heatsink and cooling fan with compressed air and remove any excess dust / dirt	Annually	Internal (Maintenance)	PPM	March										
13	AHU: Speed Control Units (Toilet Extracts)	Y	Various (Wetside and Dryside Changing Room Toilets)	Clean and visually inspect the exterior. Remove cover and clean out any dust deposits. Clean fan filters and replace if necessary.	Annually	Internal (Maintenance)	PPM	March										
14	AHU: Volume Control Dampers (Lossnay duct)	Y	Main Gym x 2 / Gym Extension x 1 / Cycle Studio x 1	Testing of volume control dampers (e.g. fully open to fully closed)	Annually	Internal (Maintenance)	STAT COMPLIANCE	March										
15	Air Conditioner Indoor Unit	N	Various ACU x20: ACU ceiling cassettes x9 in main gym / ACU in upstairs group fitness studio x4 / ACU in downstairs studio x2 / ACU in electrical switch room x1 / ACU in gym extension x2 / ACU in spin studio x2	Air Filters: Use a vacuum cleaner to remove light dust. To remove stubborn dirt wash in a mild solution of detergent and warm water. Check for damage and replace if necessary	Six Monthly [ALTERNATE WITH SERVICE VISIT]	Internal (Maintenance)	PPM	June / December										
16	Asbestos	N	Whole Building	Review of facility asbestos management plan to be completed annually by competent person. External service requirements to be completed in accordance with CDM guidelines / periodically as necessary	Annually	Internal (Centre Management)	STAT COMPLIANCE	April										
17	Disabled Alarms	N	Total # Disable Alarms TBC	Inspection & Testing of Disabled Alarm Call Points (Audible)	Daily	Internal (Duty Management)	PPM	Daily		Refer to Duty Managers Building Tour Check Sheets								
18	Drainage	Y	Dryside Changing Rooms - Male / Female / Accessible / Outside	Clean Traps / U-bends to urinals / sink basins	Six Monthly	Internal (Duty Management)	PPM	February / August										
19	Drainage	Y	Wetside Changing Rooms - Male / Female / Family / Accessible	Clean Traps / U-bends to urinals / sink basins	Six Monthly	Internal (Duty Management)	PPM	February / August										
20	Drainage	Y	Toilets - Male / Female / Accessible	Clean Traps / U-bends to urinals / sink basins	Six Monthly	Internal (Duty Management)	PPM	February / August										
21	Drainage	Y	Outside Rainwater outlets / downpipes	Clean all debris from rainwater outlets and downpipes (External Contractor Required for High Access Areas)	Six Monthly	Internal (Maintenance)	PPM	March / September										
22	Electrical Control Panels	N	Various (e.g. plant rooms / stores etc)	Check panel door is tightly closed. Check panel is live. that indication lamps are working and that no alarms are present. Check timeswitch is correct.	Monthly	Internal (Duty Management)	PPM	January / February / March / April / May / June / July / August / September / October / November / December										
23	Emergency Lights	N	Various (refer to site plan / emergency lighting green book records)	Inspection of emergency lighting to ensure operational. If not in order, replacement of bulb or fitting (if LED).	Monthly	Internal (Duty Management)	PPM	January / February / March / April / May / June / July / August / September / October / November / December										
24	Emergency Lights	N	Various (refer to site plan / emergency lighting green book records)	Emergency light should be energised from its battery for a continuous period of at least one hour	Quarterly	Internal (Duty Management)	PPM	March / June / September / December										
25	Fire Alarm Call Points	N	Various (refer to site plan)	Inspection & Testing of Fire Alarm Call Points (Audible)	Weekly	Internal (Duty Management)	PPM	Weekly		Refer to Duty Managers Building Tour Check Sheets								
26	Fire Equipment: e.g. External Fire Doors / Fire Panel	N	Various	Inspection and testing of external fire doors and fire panel to ensure compliance and functioning as required	Daily	Internal (Duty Management)	PPM	Daily		Refer to Duty Managers Building Tour Check Sheets								
27	Fire Extinguishers	N	Various (refer to site plan)	Inspection of Fire Extinguishers	Monthly	Internal (Duty Management)	PPM	January / February / March / April / May / June / July / August / September / October / November / December										
28	General Pipework	Y	Dryside Changing Rooms - Male / Female / Accessible / Outside	Inspect taps / valves for leaks and rectify if possible. Visually check all pipe hangers and supports. Check condition of all flexible pipe connections. Operate all normally open valves and stock clocks (fully closed to fully open, if stiff, repeat until clear (always shut slightly off fully open to avoid sticking open)	Six Monthly	Internal (Maintenance)	PPM	February / August										
29	General Pipework	Y	Wetside Changing Rooms - Male / Female / Family / Accessible	Inspect taps / valves for leaks and rectify if possible. Visually check all pipe hangers and supports. Check condition of all flexible pipe connections. Operate all normally open valves and stock clocks (fully closed to fully open, if stiff, repeat until clear (always shut slightly off fully open to avoid sticking open)	Six Monthly	Internal (Maintenance)	PPM	February / August										
30	General Pipework	Y	Toilets - Male / Female / Accessible	Inspect taps / valves for leaks and rectify if possible. Visually check all pipe hangers and supports. Check condition of all flexible pipe connections. Operate all normally open valves and stock clocks (fully closed to fully open, if stiff, repeat until clear (always shut slightly off fully open to avoid sticking open)	Six Monthly	Internal (Maintenance)	PPM	February / August										
31	General Pipework	Y	Plant Rooms - Balcony / Roof	Inspect taps / valves for leaks and rectify if possible. Visually check all pipe hangers and supports. Check condition of all flexible pipe connections. Operate all normally open valves and stock clocks (fully closed to fully open, if stiff, repeat until clear (always shut slightly off fully open to avoid sticking open)	Six Monthly	Internal (Maintenance)	PPM	February / August										
32	Internal & External Fire Doors	N	Various (refer to site plan)	Monthly Door Inspection complete remedial work where required	Six Monthly	Internal (Duty Management / Competent Person)	PPM	March / September										
33	Internal Redecoration	N	Various	Assess area, paint walls & skirting if required. Replace damaged or stained ceiling tiles where necessary.	Annually	Internal (Maintenance)	PPM	May										
34	Ladders / High Level Access Equipment	N	Plant Room - Roof / Balcony & Mobile Ladder	Condition assessment completed and recorded (Form FS12)	Six Monthly	Internal (Duty Management)	PPM	January / July										
35	Legionella - Running of Little Used Outlets	N	Various (refer to Legionella risk assessment)	Locate each identified little used outlet / tap and flush through and purge to drain for one minute.	Weekly	Internal (Duty Management)	PPM	Weekly		Refer to Duty Managers Building Tour Check Sheets								
36	Lockers	N	Dry and Wet Changing Rooms / Expressions Corridor	Record the number of lockers operational and out of service in each area. Replace broken locker mechanisms, keys and straps.	Six Monthly	Internal (Maintenance)	PPM	April / October										
37	Pool Plant Inverter / Variable Speed Drive (V)	N	Plant Rooms - Pool	Pool Circulation Pumps: Isolate from the power and remove casing. Clean the heatsink and cooling fan with compressed air and remove any excess dust / dirt	Annually	Internal (Maintenance)	PPM	February										
38	Poolside Alarms	N	Main Pool x 3 & Leamner Pool x 1	Inspection & Testing of Poolside Alarm Call Points (Audible)	Daily	Internal (Duty Management)	PPM	Daily		Refer to Duty Managers Building Tour Check Sheets								
39	Poolside Rescue Equipment	N	Main & Leamner Pool (equipment list TBC)	Inspection of poolside rescue equipment (e.g. spineboard, torpedo buoy, throw bag etc) to ensure it remains fit for use	Daily	Internal (Duty Management)	PPM	Daily		Refer to Duty Managers Building Tour Check Sheets								
40	Portable Electrical Appliances (PAT)	N	Sports Hall Store, Studios and Wetside Changing Rooms	Formal visual inspection of high risk portable electrical appliance items including hair dryers, inflatable blowers and sound systems.	Quarterly	Internal (Duty Management)	PPM	February / May / August / November										
41	PPE	N	Various	Inspection of PPE to ensure it remains fit for purpose and free from defects	Monthly	Internal (Duty Management)	PPM	January / February / March / April / May / June / July / August / September / October / November / December										
42	Radiators	Y	Various	Check radiator valves and connection for leaks. Remove any dust build-up from back or hidden surfaces	Six Monthly	Internal (Maintenance)	PPM	February / August										
43	Water Fountain / Boilers	N	Expressions Gym & Café	Inspect the filter / record the display reading for the filter and replace if necessary.	Quarterly	Internal (Maintenance)	PPM	March / June / September / December										

ENVIRONMENTAL POLICY

Our Goal for 2022

Parkwood Leisure, partner and subsidiary companies, seek to be respectful custodians of the environment whilst carrying out our business activities, by reducing our negative impacts on the environment. Our commitment to maintaining an Environmental Management System (EMS) that meets the requirements of BS EN ISO 14001 aids our dedication to best practice and continual improvement in all aspects of our work and of the environment we work in. We shall demonstrate to our employees, partners and other stakeholders our commitment to the environment by promoting environmentally responsible practices and incorporating sustainable principles into our work.

Our Business

Is to provide specialist leisure and facilities management services, including the operation of - swimming pools, sports centres, fitness gyms, golf courses, catering facilities and theatres in partnership with our clients.

Our Environmental Policy

We shall:

- Develop an awareness and understanding with our employees, partners/clients and the wider community of the many interactions between the company's operations and the environment;
- Maintain a healthy working environment for all our customers, employees and the community;
- Working towards protecting the environment by preventing or mitigating adverse environmental impacts;
- Comply will all relevant environmental legislation and other requirements to which the company subscribes, and achieve continual improvements in our overall environmental performance;
- Reduce the amount of energy we use through good management, training and informed purchasing practices and decisions;
- Reduce vehicle emissions generated by our business activities by monitoring the types of vehicles we purchase, proactive vehicle maintenance and by efficient work scheduling, purchasing practices and decisions;
- Achieve continual improvements to enhance our environmental performance and EMS.

Our Environmental Strategy

We shall deliver our environmental policy by:

- Setting clearly defined objectives and targets along with demonstrating continual improvement in our management of environmental issues;
- Taking account of environmental issues in our commercial decision making;
- Working constructively with organisations concerned for the environment;
- Promoting our environmental activities with our staff, partners and other stakeholders and letting them know of our concern for the environment;
- Complying with the legislation, regulations and codes of best practice aimed at protecting and improving the environment;
- Providing support and advice to staff, suppliers and other stakeholders on environmental matters relating to our operations and ensuring that all staff and subcontractors will be made aware of this policy and associated procedures concerning our impact on the environment (including making this policy publicly available), and;
- Monitor, audit and review our performance, and ensure this policy is reviewed for continuing suitability during the management review process.

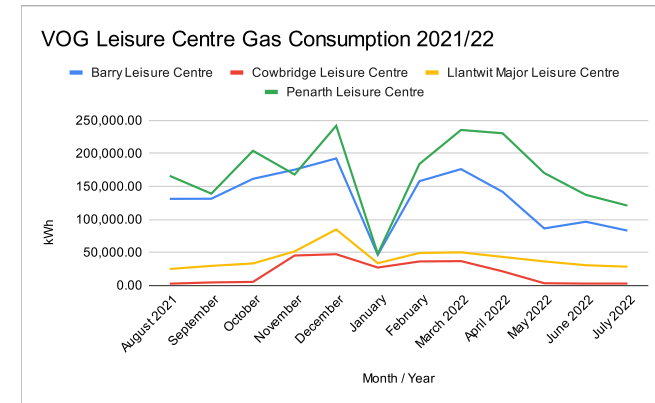
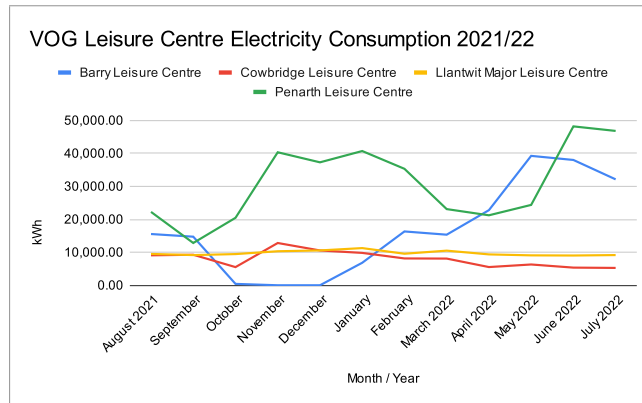


Glen Hall
Managing Director

Document: Environmental Policy	Page 1 of 1
Author: Paul Nangle, Assistant Regional Director	Issue: 20
Approved by: Glen Hall, Managing Director	Date: February 2022

Appendix 5

Site	Utility	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	Total 2021/22
Barry Leisure Centre	Electricity	15,538.50	14,728.65	418.59	0.00	0.00	6,819.76	16,322.27	15,337.21	22,777.15	39,238.62	37,997.33	32,117.02	201,295.09
Cowbridge Leisure Centre	Electricity	9,077.00	9,254.92	5,507.25	12,816.99	10,554.76	9,814.32	8,134.25	8,090.88	5,521.15	6,302.06	5,351.68	5,260.18	95,685.44
Llantwit Major Leisure Centre	Electricity	9,500.52	9,150.77	9,454.64	10,313.92	10,566.02	11,272.58	9,560.29	10,497.21	9,360.18	9,070.75	9,023.01	9,156.09	116,925.97
Penarth Leisure Centre	Electricity	22,246.31	12,818.81	20,455.33	40,329.23	37,279.89	40,704.75	35,315.10	23,098.47	21,218.54	24,369.17	48,181.63	46,803.74	372,820.97
Barry Leisure Centre	Gas	131,007.00	131,205.00	161,384.00	175,248.00	192,305.00	46,224.60	157,805.49	176,107.40	141,626.52	86,159.51	96,351.15	82,870.34	1,578,294.03
Cowbridge Leisure Centre	Gas	2,434.00	4,298.00	5,102.00	45,102.00	47,083.00	26,869.47	36,116.52	36,613.18	21,080.79	3,076.56	2,528.56	2,577.90	232,881.98
Llantwit Major Leisure Centre	Gas	24,728.00	29,390.00	33,062.00	51,275.00	84,625.00	33,377.07	48,949.63	49,878.24	43,004.50	36,158.99	30,380.95	28,161.05	492,990.44
Penarth Leisure Centre	Gas	165,886.00	138,892.00	203,886.00	167,940.00	241,827.00	47,585.74	183,904.34	235,477.12	230,432.93	170,203.24	137,087.62	120,809.75	2,043,931.73



Appendix 6A

Leisure Dashboard 20 - Training and Compliance

20.1 Summary

Site -

Contract -

Region -

Company -

Compliant Percentages

No Employees
162

Safeguarding **73.8%**
[20.4 Safeguarding](#)

Pool Supervision **82.3%**
[20.5 Pool Supervision](#)

COSHH **84.9%**
[20.6 COSHH](#)

GDPR High Level **76.7%**
[20.7 GDPR High Level](#)

GDPR Operative **78.2%**
[20.8 GDPR Operative](#)

Risk Asmt CPD **100.00%**
[20.9 Risk Asmt CPD](#)

Charity Status **92.0%**
[20.10 Charity Status](#)

Energy Mgmt 1 **87.0%**
[20.11 Energy Mgmt 1](#)

Energy Mgmt 2 **87.0%**
[20.12 Energy Mgmt 2](#)

Right To Work **82.6%**
[20.13 Right to Work](#)

Code of Conduct **71.9%**
[20.14 Code of Conduct](#)

Equality **71.3%**
[20.15 Equality](#)

Bridge Coffee **35.0%**
[20.16 Bridge Coffee](#)

Training and Compliance Summary Table

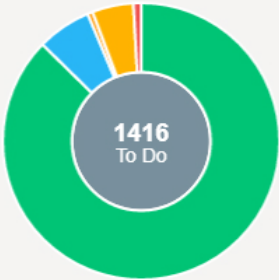
Site	Safeguarding	Pool Supervision	COSH H	GDPR High Level	GDPR Operative	Risk Asmt CPD	Charity Status	Energy Mgmt 1	Energy Mgmt 2	Right To Work	Code of Conduct	Equality	Bridge Coffee
Barry Leisure Centre	68.5%	76.7%	76.3%	87.1%	73.8%	100.0%	100.0%	75.0%	75.0%	66.7%	79.5%	80.82%	53.33%
Contract Wide	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	-
Cowbridge Leisure Centre	100.0%	-	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100%	100%
Llantwit Major Leisure Centre	89.5%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	75.0%	75.0%	75.0%	78.9%	73.68%	25%
Penarth Leisure Centre	71.2%	81.0%	85.2%	60.0%	72.4%	100.0%	75.0%	100.0%	100.0%	100.0%	55.9%	54.24%	11.11%

Grand total 73.8% 82.3% 84.9% 76.7% 78.2% 100.0% 92.0% 87.0% 87.0% 82.6% 71.9% 71.25% 35%

Appendix 6B

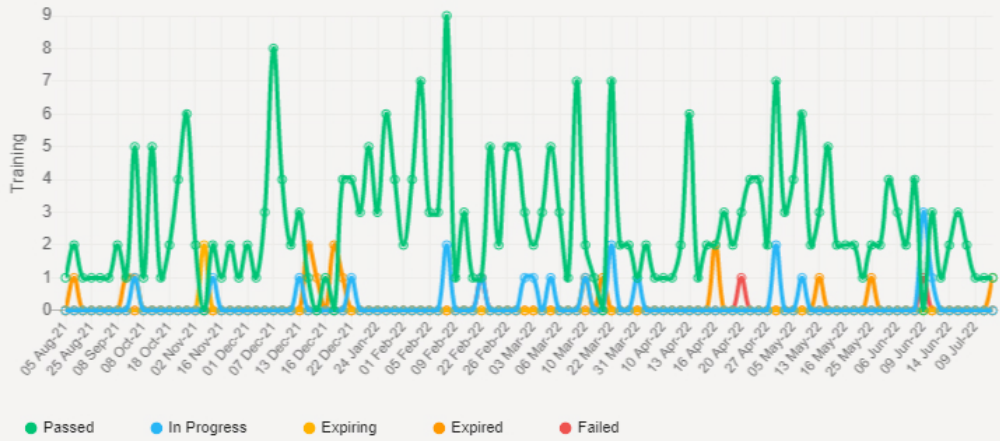
Site Location: Vale Of Glamorgan

Status Overview from 01-08-2021 to 31-07-2022
Total Training: 1748

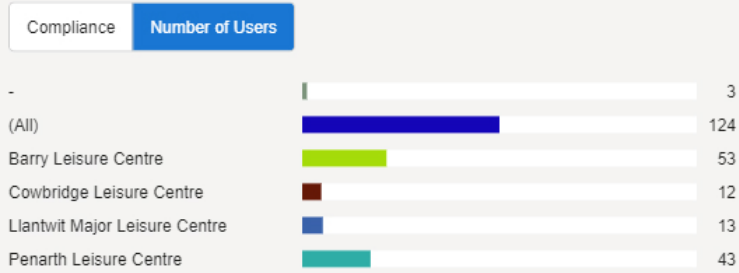


Passed In Progress To Do
Expiring Expired Failed

Timeline from 01-08-2021 to 31-07-2022



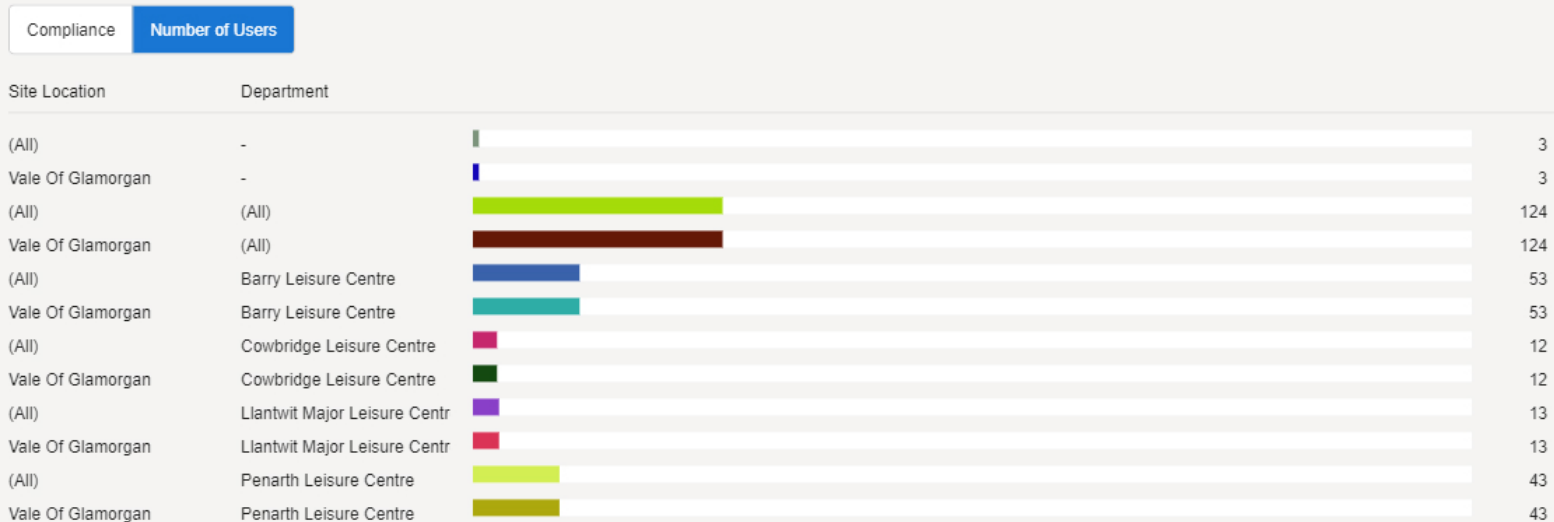
Department ⓘ



Site Location ⓘ



Site Location & Department ⓘ



PURCHASING POLICY

Document Owner

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Related Documents

Version	Reference	Name	Date
	FP02	Purchase Orders	
	FP03	Purchase Invoices	
	FP35	Petty Cash	
	FP10	Competitive Bidding Procedure	

Version	Reason for change	Date	Changed by
10	Date Of issue	22.Jan.2014	NJC on behalf of AJAW
	Review - Date Only	29 Jan 17	AW Review - no change
	Review - Date Only	8 Oct 18	AW Review - no change
11	Review - Content update	3 Jan 2020	RG Review - changes completed
11	Review- Date Only	24/01 2020	RG Review - No Change

Aim of Policy

The aim of this policy is to set out the framework within which the purchasing function is undertaken by Parkwood, Subsidiary companies and partners and provide the principles within which Directors and Senior Managers can make purchasing decisions.

Role / Definition of Purchasing

To acquire the right quantity of goods and services, at the right time, of the right quality, from the right source at the right price.

Principles

Understanding the true costs of purchasing activity as a whole will inform the correct balance between national, regional, area and local contracts. The presumption must be that the majority of suppliers must be under contract and that these contracts should be national or regional in nature and that local suppliers are only used where it is contractually required, economically beneficial and demonstrates corporate social responsibility.

There following are the basic objectives that will be met under this policy:

- (i) To supply the organisation with a flow of goods and services to meet its needs.
- (ii) To ensure continuity of supply by maintaining effective relationships with existing sources and developing other sources of supply either as alternatives or to meet emerging or planned needs.
- (iii) To buy efficiently and wisely, obtaining by an ethical means the best value for money.
- (iv) To maintain sound co-operative relationships between departments, providing information and advice as necessary to ensure the effective operation of the organisation as a whole.
- (v) To develop staff, policies, systems, procedures and organisation to ensure the achievement of these objectives.

Purchasing Categories

Purchasing Categories are set out in Annex A.

Purchasing Manual

The Parkwood subsidiary companies and partners' Purchasing Directory is the authoritative document for contracted, preferred and recommended suppliers, held on the intranet for use by all those involved in purchasing. Where contracts and agreements are in place sites must purchase items using those suppliers unless express permission has been granted by the Commercial Department. This directory will include:

- Details of all Group purchasing arrangements
- Details of all Company purchasing arrangements nationwide.

Requirement for Competitive Bidding (Tender), Benchmarking and Request for Quotes

For competitive bidding or requests for quotes, a minimum of 2 suppliers shall be invited to provide tender prices and wherever possible, 3 or more. Exceptions to this rule shall only be authorised by the Managing Director. (There may be exceptional situations where a single source supplier is appropriate).

Competitive bidding or benchmarking should be undertaken for:

- all company wide contract categories listed at Annex A, at least every 3 years.
- the purchase of any expenditure item or service where no contract exists and where there is a total projected company annual cost above £40,000 (net of VAT). In such circumstances the competitive bidding process may be conducted at regional level and must take a view of the contract covering the respective region as a minimum and the whole company as a preference.
- Specific circumstances where an independent tender is contractually required (refurbishment of centres, new build etc)

Requests for quotes must be made for the supply of all goods and services that are not covered by an existing contract or company agreement where the annual projected cost is in excess of £1,000 and less than £40,000 (net of VAT).

The Competitive Bidding Procedure will be maintained in the Oracle ([FP10](#)).

All other items should be purchased at the best possible prices on a site by site basis.

Supplier Monitoring

Supplier performance monitoring procedures will be developed and improved as the (ABS) e5 implementation progresses.

Corporate Social Responsibility

The Parkwood subsidiary companies and partners' are committed to choosing environmentally friendly suppliers and products where possible; it will seek sustainable products and source locally where it is practical to do so. Statements on sustainability and environmental impacts are required from companies bidding for our contracts.

Authorisation Levels

Authorisation levels are contained within the Purchasing Procedures and shall be approved by the Managing Director ([FP 02](#))

CapEx

Procedures for purchasing of CapEx are outlined in the Purchasing Procedures ([FP 02](#))

Lifecycle

Procedures for purchasing of equipment lifecycle items are outlined in Purchasing Procedures ([FP 02](#))

Advance Business Solutions (ABS) e5 software system.

Now the system is in place the greater availability of purchasing data should improve the rate of progress. The required end states are:

- a. Improved policing of adherence to corporate supplier agreements.
- b. Regular performance of supply base analysis to ensure that spend categories are reviewed and consolidated list of contracted, preferred and recommended suppliers from which to produce tender lists for corporate supply contracts.
- c. Increased number of corporate supply contracts.
- f. Statistical supplier performance monitoring.
- g. Improved supplier risk reduction.

Review of the Policy

The policy will be reviewed every 2 years by the Commercial Director in conjunction with the Financial Controller, or more frequently if required.

Giles Rawlinson
Finance & Commercial Director
January 2022

Annex A

PURCHASING CATEGORIES

Supplier Category (a)	Type of Contract (b)
Postal / Delivery Courier	National
Letterheads & Compliment slips	National
Membership Cards	National
Postage inc franking	National
Office Stationery	Group
Till & Credit Card/PDQ Roll supplier	National
Office Furniture	National
Photocopier rental & copy charges	National
Press / Media - Advertising	National
Press / Media - Recruitment	National
Café Furniture	National
Cash Handling	National
PDQ Charges	National
Finance System(s)	Group
Finance System(s)	National
Beers Wines and Spirits	Group
Compresses Bottled Gas	National
Catering Disposables	Group
Catering Equipment	Group
Freezers and POS Equipment	Group
Vending - Cold Drinks	Group
Vending - Hot Drinks	Group
Vending - Cold Drinks	Group
Vending - Snack Machines	Group
Vending - Confectionary	Group
Vending - Sports Nutrition	Group
Ice Cream	Group
Catering - Fresh/Dry	Group
Catering - Frozen	Group
Party Bags	National
Party Consumables	National
Gym Equipment – CV	National
Gym Equipment – Resistance	National
Gym Equipment – Loose Items	National
Gym Equipment – Spin Bikes	National
Sports Hall Equipment – Loose Items	National
Soft Play	National
Pool Chemicals	National
Dosing Equipment	National
Cleaning Chemicals and Materials	National
Spa Treatment Consumables	National
Cleaning Machines	National
Pool Vacuums	National

Retail Sports Goods - Swimming Badges	National
Retail Sports Goods - Spinning Merchandise	National
Retail Sports Goods - Sway Dance Clothing	National
Retail Sports Goods – S Dance Merchandise	National
Retail Sports Goods - Goggles	National
Retail Sports Goods - Swimming Costumes	National
Retail Sports Goods - Swimming Aids	National
Retail Sports Goods - Sports Equipment	National

Electrical Contractor	3 per Area
Builders Merchant	National / Regional
Plumber	Allowance per Region / Area
Glazier	Allowance per Region / Area
Window Cleaning Contract	Allowance per Region / Area
AHU Plant Maint - Electrical/Controls	Allowance per Region / Area
AHU Plant Maint - Mechanical	Allowance per Region / Area
BMS – Maint and Servicing	National
Intruder Alarms – Maint and Servicing	National
Tools, Ironmongery and Hardware Supplies	National
Pool Plant	Allowance per Region / Area
Pest Control	National
PAT	National
Water Treatment Testing	National
Fire Testing	National
Plant Hire	National
Audio Hi-Fi / Video	National
Light Bulbs & Electrical Fittings	National
Training – Fire	National
Training – First Aid	National
Training - Catering	National
Clothing and Uniform	National
Safety Clothing	National
Name Badges	National
Professional Services - Auditors	Group
Professional Services - CRC Auditor	Group
Professional Services - Energy Consultants	National
Professional Services - Legal	National
Professional Services - Surveyor	National
Professional Services - Utility Consultant	National
National Non-domestic Rates	Group
CHP Scheme Consultant	National
CHP Maintenance	National
Utilities - Biomass Fuel Suppliers	National
Utilities - Gas	Group
Utilities - Electricity	Group
Utilities - Comms Lines	Group
Utilities - LL Call Charges	Group
Utilities - Telephone Rental	Group
Utilities – Mobile Call Charges	Group

Dryside Inflatables	National
Wetside Inflatables	National
First Aid Supplies	National
Personnel Hygiene Services	National
Hand Driers	National
Air Fresheners	National
Marketing - Design	National
Marketing - Print	National
Marketing - Advertising Revenue	National
Car Leasing	Group
Confidential Waste	National
General Waste	National
Hazardous Waste Disposal	National
Recycling	National
Statutory Compliance Testing	National / Regional

Appendix 8

2022 Centre Opening Times												
	Barry		Penarth		Cowbridge		Llantwit Major		Colcot		Total	
Monday	6:00 am - 9:00 pm	15.00	6:30 am - 9:00 pm	14.50	7:00 am - 9:00 pm	14.00	7:00 am - 9:00 pm	14.00	8:00 am - 9:00 pm	13.00	70.50	
Tuesday	6:00 am - 9:00 pm	15.00	6:30 am - 9:00 pm	14.50	7:00 am - 9:00 pm	14.00	7:00 am - 9:00 pm	14.00	8:00 am - 9:00 pm	13.00	70.50	
Wednesday	6:00 am - 9:00 pm	15.00	6:30 am - 9:00 pm	14.50	7:00 am - 9:00 pm	14.00	7:00 am - 9:00 pm	14.00	8:00 am - 9:00 pm	13.00	70.50	
Thursday	6:00 am - 9:00 pm	15.00	6:30 am - 9:00 pm	14.50	7:00 am - 9:00 pm	14.00	7:00 am - 9:00 pm	14.00	8:00 am - 9:00 pm	13.00	70.50	
Friday	6:00 am - 9:00 pm	15.00	6:30 am - 9:00 pm	14.50	7:00 am - 9:00 pm	14.00	7:00 am - 9:00 pm	14.00	8:00 am - 9:00 pm	13.00	70.50	
Saturday	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	45.00	
Sunday	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	45.00	
Total		93.00		90.50		88.00		88.00		83.00	442.50	
Bank Holidays	9:00 am - 7:00 pm	10.00	9:00 am - 7:00 pm	10.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	Closed	0	38.00	
Minimum Contract Requirement												
	Barry		Penarth		Cowbridge		Llantwit Major		Colcot		Total	
Monday	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	65.00	
Tuesday	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	65.00	
Wednesday	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	65.00	
Thursday	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	65.00	
Friday	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	65.00	
Saturday	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	45.00	
Sunday	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	45.00	
Total		83.00		83.00		83.00		83.00		83.00	415.00	
Bank Holidays	Closed		Closed		Closed		Closed		Closed		0.0	

Appendix 9

Parkwood Leisure, Subsidiary Companies and Partners	Ref No. : PP1
Leisure Centre Operating Procedure	Page : 1 of 5
	Issue : 1
	Date of Issue : December 2021
Title: Pool Plant Management	Approval : HSC Manager

1. **PURPOSE & SCOPE**

- 1.1 To manage swimming pool plant effectively and safely.
- 1.2 This procedure details how swimming pool plant and water quality is managed. It details our policy commitment, staff structure, plant room environment,
- 1.3 It is supported by a suite of detailed operational procedures.

2. **REFERENCES**

- 2.1 Swimming pool water treatment and quality standards for pools and spas (Pool Water Treatment Advisory Group-PWTAG)
- 2.2 Oracle procedures
- 2.3 Managing health and safety in swimming pools- HSG179:2018
- 2.4 BSEN15288:2018 Parts 1&2 Swimming pools for public use

3 **DOCUMENTS**

- 3.1 Pool Plant Procedures- PP2 onwards
- 3.2 HS05- Monitoring of Standards
- 3.3 HS04- Risk Assessment
- 3.4 Safety Policy

4 **LOCAL INFORMATION**

- 4.1 This procedure is corporate, but may generate site specific records.

5 **RESPONSIBILITIES**

Centre Manager- Overall responsibility for pool water quality and development and implementation of site specific procedure based on this template.

Duty Manager- Shift responsibility for pool water quality and plant room housekeeping.

Trained pool plant operator- Responsible for carrying out specific tasks including inspections, water tests and backwashing to maintain water quality. Plant room housekeeping.

6 **PROCEDURE**

6.1 **Policy Statement**

Parkwood Leisure, Subsidiary Companies and Partners	Ref No. : PP1
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	Issue : 1
	Date of Issue : December 2021
Title: Pool Plant Management	Approval : HSC Manager

The company is committed to maintaining high standards of water quality in line with industry and PWTAG guidance in line with the company Safety Policy. Risk assessments are conducted in accordance with Procedure HS04.

The company is committed to operating all services safely in line with our safety policy statement.

6.2 Staff Structure

The Health, Safety and Compliance Manager oversees the revision and document control of the template of procedures.

General/Centre Manager coordinates standards and systems on site.

Duty Manager coordinates the operation of the pool on a shift basis.

Pool Plant Operator is a trained person to conduct specific tasks e.g. backwashing.

Recreation Assistants report water quality problems and conduct pool water tests.

Pool Plant Training Policy

- Pool plant maintenance e.g. backwashing, cleaning injectors, filling day tanks should be done by Pool Plant Operator trained personnel (PPO). There may be exceptions where the process is automated and the technical understanding requirement may be lower.
- Conducting pool water quality tests does not require a PPO qualification.
- Broadly there are two PPO qualifications, one that lasts for 3 years and one for 5 years. Wherever possible training in the 5 year option should be organised.
- Course should be level 3 on the national occupational standards framework, e.g. PWTAG, CIMSPA, STA approved.

6.3 Measuring and monitoring performance

A series of daily, weekly and monthly checks are detailed in the Pool Plant Procedures along with the corrective action processes.

Internal 6 monthly audits of performance and periodic external audits are conducted in accordance with procedure HS05.

6.4 Plant Room environment

The following housekeeping rules are to be followed in the plant room:

- Keep secure to prevent unauthorised access

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- Keep emergency routes clear
- Do not allow rubbish and broken items to build up
- Maintain floors in a tidy condition, including preventing build up of split chemicals.
- Excess water is removed via a sump pump
- Any protruding hazards at head height are highlighted and cushioned if necessary.
- Keep PPE accessible, personal and well maintained.
- Ensure lighting fully working.
- Ventilation ok.
- Are there adequate warning signs & notices related to personal protection, e.g. Noise, hazardous chemicals?
- Are machinery guards fitted and serviceable where appropriate?

6.5 Lone Working, COSHH and Personal Protective Equipment (PPE)

To maximise safety due to gas inhalation or other injuries all tasks involving plant room operations must comply with the following procedure:

- Staff member alerts another staff member that they are going to the plant room
- Staff will only undertake tasks and handle chemicals and equipment for which they have received full and documented training in.

Each site will have identified (as part of the risk assessment) certain tasks which should not be completed by a lone worker. These tasks must only be completed when two members of trained staff are available.

6.6 Pool Plant procedures

A suite of pool plant operating procedures details the essential processes for safe and proper operation;

Title
PP1- Pool plant management
PP2-Filtration and backwashing

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	Date of Issue : December 2021
Title: Pool Plant Management	Approval : HSC Manager

PP3- Pool chemical deliveries
PP4- Pool Chemical storage, dosing and good practice principles
PP5- Pool water standards & testing
PP6-Water quality problems
PP7- PAC coagulant and injector cleaning
PP8-Cleaning HTH hopper
PP9-Pool plant technical information
PS21- Faecal Contamination

Review

New Document April 2019- HSC Manager
Reviewed by HSC Manager -Sept 2020- no changes

Appendix One- Glossary of Terms

Glossary of plant equipment and terminology

Filter – A device using a sand/glass base where water is forced into at high pressure causing polluted particles to be taken from the water. It is recommended that the sand is changed a minimum of every seven years. Although annual inspection may change the frequency.

Strainer Basket – A gauze basket located inside the pump to catch larger particles of pollution.

Calorifier – A device used for indirectly heating the water controlled via a heat bypass valve. Many different types of calorifiers exist and may vary between facilities. Common types are non storage calorifiers, plate heat exchanger and run around coil.

Chemical Control Panel – A computerised panel that measures the constant pH and chlorine/disinfectant levels of the water using ampermetrics. These probes must be cleaned and calibrated at least monthly and the probes are generally replaced every three years. Cleaning and calibration of this unit will vary between sites and it is recommended that operators consult their individual operating guides for this.

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Title: Pool Plant Management	Approval : HSC Manager

Day Tank and ‘Bund’ Container – A day tank is the vessel responsible for holding automatically added chemicals through the dosing system. They will usually hold the following chemicals – ‘Sodium Hypochlorite’, ‘Calcium Hypochlorite’, ‘Sodium Bisulphate’ and in extreme cases ‘Hydrochloric Acid’. In certain larger pools there may be a container holding Poly Aluminium Chloride, Spa Pools may use a brominated product fed through an erosion feeder.

Gas Cylinders – Some sites may be using carbon dioxide cylinders (CO₂) as a pH balancing agent. It is important to ensure that the gas supply is turned off at the chemical control panel and at the cylinder prior to disconnection. In reconnection it is imperative that the gas has a good seal and is not over tightened before being turned on. CO₂ alarms should be in place and serviced annually.

Injector – This is a device used for supplying chemicals to pool water via the pipework.

Infusion Rod - This is a device used for infusing gas into pool water via the pipework.

Self Levelling Unit and Automatic Top Up Valve – This is a device used for ensuring that the water is maintained at a constant level. The self levelling valve is in essence a ball cock or an electrical sensor that measures the water level, any shortfall in water is made up by the automatic top up valve (also used for freshwater dilution).

Liquid Metering Instruments (LMI) pumps – These are the pumps that are responsible for delivering chemicals to the pool water.

Filtration – This relates to the normal flow of water through the pipework and associated equipment throughout the operational day where water is pumped through from the top of the filter to the bottom and back to the pool.

Backwashing – This term relates to diverting the filtration flow from the bottom to the top of the filter and out to the drain. By doing this pollution is removed from the filters and freshwater dilution replenishes the pool.

Flocculant- Trickle dosed into the filter (normally PAC) to coagulate solid pollution to aid effective filtration.

Utility League Tables - July 2022

ELECTRICITY BUDGET (July 2019) vs July 2022

[Elec leagues calculation](#)

2 Cowbridge Leisure Centre	-62.8%	Solar panels installed November 2021
8 Colcot Leisure Centre	-33.2%	
30 Llantwit Major Leisure Centre	-16.7%	
50 Penarth Leisure Centre	20.5%	11/07/2022 CHP on. 15/07/2022 CHP off for safety
59 Barry Leisure Centre	170.0%	CHP off for boiler works since 16/04/2022

GAS BUDGET (July 2019) vs July 2022

[Gas leagues calculation](#)

19 Cowbridge Leisure Centre	-36.0%	Low weekend consumption. High gas usage 12/07/2022- please investigate.
20 Colcot Leisure Centre	-36.0%	
25 Barry Leisure Centre	-30.2%	CHP off for boiler works since 16/04/2022
29 Llantwit Major Leisure Centre	-23.1%	
31 Penarth Leisure Centre	-16.4%	11/07/2022 CHP on. 15/07/2022 CHP off for safety

Utility League Tables - June 2022

ELECTRICITY BUDGET (June 2019) vs June 2022

[Elec leagues calculation](#)

1 Cowbridge Leisure Centre	-61.1%	Solar panels installed November 2021
7 Colcot Leisure Centre	-46.5%	
29 Llantwit Major Leisure Centre	-16.0%	
39 Penarth Leisure Centre	-8.5%	CHP off 28/05/2022-11/07/2022
60 Barry Leisure Centre	142.3%	CHP off for boiler works since 16/04/2022

GAS BUDGET (June 2019) vs June 2022

[Gas leagues calculation](#)

18 Barry Leisure Centre	-32.6%	CHP off for boiler works since 16/04/2022
19 Llantwit Major Leisure Centre	-32.4%	
33 Colcot Leisure Centre	-19.4%	Low usage June 2019 (base consumption)
42 Penarth Leisure Centre	-8.3%	CHP off 28/05/2022-11/07/2022
45 Cowbridge Leisure Centre	3.6%	Low weekend consumption

Appendix 11

CUSTOMER CARE POLICY

December 2021

Document: Customer Care Policy	Page: 1 of 8
Responsibility: Glen Hall (Managing Director)	Version: 13.0
Date of Approval: December 2021	Status: Approved
Date of Issue: December 2021	Review date: December 2022

Document Owner

Glen Hall

Managing Director - Parkwood Leisure

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Document Status

Version	Reason for change	Date	Created by
5.0	Version number & date amend	16 January 2009	Matthew Roberts
6.0	Version number & date amend	31 January 2011	Matthew Roberts
7.0	Version number & date amend	1 June 2012	Matthew Roberts
8.0	Review only	1 March 2016	Matthew Roberts
9.0	Review & date amend	1 May 2017	Glen Hall
10.0	Review & date amend	1 June 2018	Glen Hall
11.0	Review & date amend	1 October 2019	Glen Hall
12.0	Review & Format Change	1 December 2020	Glen Hall
13.00	Review & date amend	15 December 2021	Sara Rawlinson

Related Documents

Version	Reference	Name	Date
	A04	Health & Safety Policy	1 January 2020
5.0	A06	Environmental Policy	18 March 2019
12.0	A07	Admission, Care & Protection of Children Policy	1 December 2020
3.0	A09	Media & Public Relations Policy	1 April 2016
13.0	A13	Programming Policy	1 December 2020
13.0	A12	Fees & Charges Policy	1 December 2020
8.0	MA18	Customer Behaviour Management Procedure	1 April 2020

13.0	R01a	Customer Care Principles & Guidelines	1 February 2020
	R19	Customer Comment Scheme	1 April 2020
	F712	Customer Care Training Module - HF	
13.0	HS5	Violence to Staff & Lone Working Procedure	1 August 2020
	HR01	Employee Handbook	1 October 2020
4.0	A03	Internal Marketing Standards	1 August 2013
11.0	R20	Customer Complaints Handling	1 April 2020
	F3000	Customer Service Charter	1 December 2020
	A	Quality Policy	1 December 2020

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1. Policy Statement

Parkwood, Subsidiary Companies and Partners' places the highest priority on meeting and exceeding Customer and Client requirements in customer care. We pride ourselves in our **DNA which sets out our approach for *Driving Innovation, Nurturing People & Achieving Excellence*** in all aspects of service delivery to ensure the highest standard of customer care.

Our mission is to ***create strong, lasting partnerships, built on a foundation of efficient and effective delivery, to encourage happier and healthier lifestyles.*** Our collaborative approach is based on honesty and transparency, working closely with local authorities to deliver against their own corporate, commercial and social objectives.

The Parkwood, Subsidiary Companies and Partners' Customer Charter sets out our five priorities:

- To create the right impression
- To display a positive attitude
- To deliver consistently high standards
- To deliver a safe environment
- To determine & deliver your needs

Our customers are considered to include members of the public, our employees and other organisations the company comes into contact with from time to time. This policy has been formulated in response to the Company's ambition to become a market leader in this sector.

2. Terms of Reference

Customer Care **is the assistance and advice provided by a company to those people who buy or use its products or service and** is defined by the company as achieving high customer satisfaction in the following areas **before, during and after purchase:**

- Attitude of staff
- **Customer Communication** & Response Times
- Cleanliness, hygiene, environmental conditions
- Value for money
- Programme variety
- Healthy & Safe Environment
- **Accessibility**

Our aim is to:

- Embed NPS (Net Promoter Score) in the business and monitor comments and scores
- Establish customer needs for our products and services
- Provide customers with effective and innovative solutions to their problems
- Facilitate a teamwork approach with customers to ensure expectations are realised
- Provide communication links, processes, procedures and systems at all appropriate levels in order to maximise customer responsiveness and cooperation
- Facilitate customer feedback to improve the quality and delivery of service with the aim of developing continuous improvement to all added value aspects of our service

- Conduct regular NPS surveys and welcome feedback whether positive or negative
- Regularly review any feedback to improve our service levels made by both our customers and our staff
- Record and review all dissatisfactions raised in order to improve what we do, wherever possible
- Deliver our customer services fairly, reasonably and without prejudice
- Ensure our employees treat customers in a professional, courteous and helpful manner. Customers can expect us to respect their privacy and dignity. We are fully committed to treating people as individuals, providing equality of opportunity for all our employees and equal treatment for our customers
- Value diversity which will enable us to realise the full potential of all our employees and help provide the best possible service to our full range of customers
- Strongly promote customer focus within our entire organisation
- We provide a wide range of services and aim to deliver the best possible experience to all our customers. We will strive to ensure that no customer is unable to use, or is disadvantaged in accessing, our facilities. We will consult regularly to review customer needs and requirements. We will act to avoid and eliminate discrimination against any customer.

Standards of customer care are reported objectively via a series of performance monitoring systems, which avoids unnecessary bureaucracy and does not impinge upon employee autonomy.

- Site based performance indicators
- Internal benchmarking
- External, industry benchmarking
- NPS ratings

To achieve the required standards of customer care the company adopts the principles highlighted below.

3. External Communication

The Company adopts a range of formal and informal communication systems and procedures to ensure that customers' views and comments are monitored throughout the management period. These will include, but are not limited to:

- User surveys
- Non user surveys
- NPS surveys to members
- Customer comment feedback forms, letters and verbal reports
- Customer forums & management question times
- Press, public relations and new media communications
- Social Media data gathering
- Website feedback

The Company sets out clear timescales, responsibilities and performance/tolerance levels for each of these processes to ensure that its customer care standards are achieved. In some

circumstances the Company may support the use of external agencies to carry out research functions.

These modes of communication are designed to ensure that all views (across genders, race, ability, cultural etc.) and trends (national, regional and local) are taken into account for all facilities and services provided.

4. Internal Communication

A series of regular meetings between employees in all designations will be implemented to ensure that employees at all levels feel both knowledgeable enough and empowered to accept responsibility for addressing customer requests and concerns.

The frequency, nature and delegation of employee meetings will be set out in each centre's operating procedures.

The Company will also operate a number of internal communication networks to keep employees informed of local and corporate issues. This will include the regular updating of the Company intranet, publication of corporate newsletters, memos and on site operation logs for each area of work, i.e. Duty Managers, Recreation Assistants, Receptionists. Shifts will be designed to include an over-lap time, allowing staff time to discuss recent amendments and pass over information.

5. Training

Customer Care will form an integral part of the training process. This ensures that all staff receive both general and specific training. From the point of induction (within the first 4 weeks of employment) through a personalised development scheme that ensures continued personal development for each individual. Each employee will be provided with details of the company's expectations in respect of their responsibilities for maintaining quality, care and excellence in customer care via the employee handbook

The policy requires that procedures and policies put great emphasis on providing a quality service to the users and ensuring that staff are fully aware of facilities, programming and pricing structure.

All employees will be required to complete the E Learning customer care session on commencement of their employment and refresher courses throughout their employment. This ongoing approach to training ensures staff remain abreast of updates in standards, legislation and safety systems.

The Company's approach to customer care looks to draw on the skills and experience of long serving staff including the transfer of skills between contracts where opportunities arise.

In terms of standards of customer care, Parkwood, Subsidiary Companies and Partners' is committed to the standards set out in the National Vocational Qualifications in areas such as Sport & Recreation/Customer Care and Catering.

The Company adopts a policy of encouraging and rewarding employee initiatives that will result in customers experiencing improved levels of customer service (e.g. Employee of the month etc). All staff will be made accountable for delivering high standards of customer care.

6. Quality Management System

To ensure that there are minimum standards of service and customer care across all products and services, the Company adopts a core range of operating procedures. These are divided into health and safety, financial, human resource and operational procedures. The latter covers all aspects of service delivery for the core products, services and facilities operated by the Company. These procedures are all designed to be responsive and subject to continuous improvements identified by changes in customer expectations at national, regional or local variations, legislative changes and amendments to industry guidelines.

Parkwood, Subsidiary Companies and Partners' Quality Management System is about far more than providing a high level service: it is also about continual awareness of changing customer needs and feedback, getting the best out of resources, effectively communicating the service on offer, delivering the determined service effectively, efficiently, economically, and consistently and then analysing the success of the service provided.

Parkwood, Subsidiary Companies and Partners' Quality Management System adopts the principles of QUEST and where appropriate supports the local application for accreditation. Similarly, we monitor performance at centres where contractually required by clients through the National Benchmarking Survey (NBS), which quantifiably reports customer satisfaction levels.

7. Safety, Cleanliness & Hygiene

The Company recognises that there is a need to provide a clean, safe and hygienic environment at all times. Procedures and systems have been instigated to provide this including safety audits, a specific health and safety policy etc. All procedures associated with safety and environmental conditions will set out response times and acceptable standards of service.

8. Smoking - Including E Cigarettes (Customers & Staff)

The Company adopts a no smoking Policy throughout all its centres, aimed at reducing smoke related death, disease and disability among people working and visiting the Centres.

9. Complaints Handling

Parkwood, Subsidiary Companies and Partners' will receive and deal with all feedback in a positive and constructive manner; adopting procedures that ensure all complaints are treated seriously, recorded, monitored and reported. By responding proactively to complaints, the company maintains the highest standard of service through the principle of continuous improvement.

If any complaint should be so serious in nature that it raises issues of the specification, and can not be rectified without the assistance of the Client representative, then they shall be informed immediately. Copies of all complaints made to Parkwood, Subsidiary Companies and Partners' will be made available to the Client, along with the response made.

Any complaints received from a Client will be responded to within 2 working days. Where this does not permit a full investigation of the matters raised, this may be in the form of a holding letter confirming the actions to be taken and a date for further information to be supplied.

10. Reviews

This policy will be reviewed annually or following significant changes to the operation. Any changes to this policy must be agreed in writing with the Managing Director.

ADMISSIONS, CARE & PROTECTION OF CHILDREN/VULNERABLE PERSON POLICY

February 2022

Document: Admissions, Care & protection of Children/Vulnerable Person Policy	Page: 1 of 11
Responsibility: Glen Hall (Managing Director)	Version: 9.0
Date of Approval: February 2022	Status: Approved
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Managing Director - Parkwood Leisure

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1.0	Update and Inclusion of Vulnerable Adults	1 July 2008	Matthew Roberts
2.0	Update of Legislation & Guidance	1 December 2009	Paul Nangle
3.0	Review only	1 October 2012	Alan Tucker
4.0	Update of Legislation & Guidance	1 November 2013	Alan Tucker
5.0	Review & Minor Updates	1 November 2014	Glen Hall
6.0	Review only	1 March 2016	Glen Hall
7.0	Review & date amend	1 May 2018	Glen Hall
8.0	Review & Format Change	1 December 2020	Glen Hall
9.0	Review only	1 February 2022	Glen Hall

Related Documents

Version	Reference	Name	Date
2.0	HR023a	DBS Policy	1 October 2020
	HR023b	DBS Procedure	1 October 2020
	HR011a	Disciplinary Policy	1 October 2020
	HR011b	Disciplinary Procedure	1 October 2020
	HR006a	Induction Policy	1 October 2020
	HR006b	Induction Procedure	1 October 2020
	HR034a	Recruitment & Selection Policy	1 December 2020

	R19	Customer Charter	1 December 2020
	HS06	Holiday Scheme Childcare Information	1 December 2020
	HS05	Holiday Scheme Registration Forms	1 December 2020
5.0	AD31	Photographic permission/licensing	1 August 2019
	F079	Photographic Agreement Form	1 December 2020

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1. Introduction - Vulnerable Groups including Children

Parkwood, Subsidiary Companies and Partners' are particularly aware of its social responsibility as a provider of sports and leisure facilities and activities for Vulnerable Groups which includes children less than 18 years of age and those with special educational needs.

As a company, we want to make a positive contribution to a strong and safe community, abiding by our duty to assist in the right of every individual to stay safe.

2. Purpose to follow Local Authority Safeguarding

This policy has been designed to protect Vulnerable Groups which includes Children, Adults and its employees using services and facilities provided by the Company. The policy communicates the principles by which the Company and its employees operate and provides a framework to ensure that services are delivered in a good, safe and reputable manner through high calibre personnel.

The policy also provides guidance on how the Company responds to evidence of abuse or bullying being experienced by children whether in or out of the responsibility of the company.

3. Policy Statement

Parkwood, Subsidiary Companies and Partners' has a duty of care to provide a safe, friendly environment where vulnerable adults and children can take part in activities with confidence whether for fun, developmental, social or educational purposes. An environment where parents and guardians can happily empower trusted staff with the responsibility for the health, safety and welfare of their children.

The values derived from different backgrounds; racial, cultural, religious and linguistic are recognised by Parkwood, Subsidiary Companies and Partners'. Their welfare, development and education are paramount.

Parkwood sites are required to abide by the Safeguarding Policies and Procedures of the Local Authority.

The designated member of staff who coordinates Safeguarding issues on site is the Centre Manager and will be responsible for liaising with their Local Safeguarding Board, and where applicable OFSTED on any safeguarding issues.

The Centre Manager as the coordinator will ensure the Centre operates to the required Policy and standards. The Centre Manager will need to ensure that this Policy document reflects their Local Authority Policy and procedures and be aware of any future updates.

The Company will operate a set of systems to be followed by all employees, self employed individuals, clubs or teams using or hiring the facilities when dealing with vulnerable groups including children.

4. Legal Framework

All agencies that work with children and families share a commitment to safeguard and promote their welfare and for many agencies that is underpinned by statutory duty or duties.

Set out below is the statutory context, and guidelines, that underpins the roles of practitioners in working together to safeguard and promote the welfare of Vulnerable Groups including children.

4.1 Primary Legislation

- Protection of Freedoms Act 2012
- The Children Act 1989 – s 47 Note much repealed in favour of Childcare Act 2006
- The Protection of Children Act 1999, Note minor amendments in favour of Childcare Act 2006
- Data protection Act 1998
- The Children Act 2004 (Every Child Matters) minor amendments in favour of Childcare Act 2006
- Childcare Act 2006
- [The Adoption and Children Act 2002](#)
- Police Act 1997
- [Mental Health Act 1983](#)
- Safeguarding Vulnerable Groups Act 2006
- The Health & Safety at Work Act (1974) and associated regulations.
- Human Rights Act 1998 Note in relation to Working Together to Safeguard Children 2010.

4.2 Secondary Legislation

- Sexual Offences Act (2003)
- Criminal Justice and Court Services Act (2000)
- Race Relations (Amendment) Act (2000)
- Race Relations (Amendment) Act (1976) Regulations
- Rehabilitation of Offenders Act 1974 and associated regulations
- [Counter-Terrorism and Security Act 2015](#)
- [Public Interest Disclosure Act 1998](#)

4.3 Guidance

- Working Together to Safeguard Children guidance 2015
- What to do if you are worried a Child is Being Abused (2004)
- The Framework for the Assessment of children in Need and Their Families (2000)
- The Common Assessment Framework 2005
- Local Conditions set out by Social Services Departments
- CIMSPA Info Note 008: CRB checks and when to use them
- ISRM Guidance Note No 340: Roles, skills, knowledge and competencies for safeguarding and protecting children in the sports sector
- Factsheet on Safeguarding Vulnerable Groups Act: Available at [URLwww.isa.homeoffice.gov.uk/PDF/283896_ISA_A4_FactSheetNo1.pdf](http://www.isa.homeoffice.gov.uk/PDF/283896_ISA_A4_FactSheetNo1.pdf)
- CIMSPA risk assessment guidance for child admission policies 2005 (2002)
- Early Years Foundation Stage reform 2012

5. Liaison with External Bodies

Centres will work to the guidelines set out by their Local Safeguarding Board. Training, as a minimum, in local operating procedures will be given and guidance in accordance with the local authority requirements will be sought where possible, from the local Safeguarding Board and incorporated into the training for staff. In addition, appropriate staff will complete our E Learning safeguarding module on commencement of employment and at appropriate review periods thereafter. **No person belonging to a vulnerable group including children will be left under the individual control of any staff member who has not undertaken this training.**

Where a site is registered separately, they will notify the registration authority (OFSTED) of any incident or accident and any changes in our arrangements that may affect the wellbeing of children. (OFSTED telephone number is 08456 404040).

It is important to remember that confidentiality is critically important at all stages of the reporting procedure. This is necessary to safeguard all parties including the potential perpetrator. Employee responsibilities are to inform only those people identified within the policy and not to discuss the case casually with their colleagues.

The important statutory duties in relation to safeguarding children cannot be met without effective and appropriate sharing of relevant information, some of which may normally be regarded as confidential between an employee and customer or client.

The Company will ensure that systems are in place in order that staff is suitably qualified to coach or supervise in the activity for which they are employed with the appropriate level of first aid qualification.

6. Employees

Parkwood, Subsidiary Companies and Partners' recognises and complies with its legal responsibility under relevant acts and guidance including as outlined in section 4 the Protection of Children Act 1999, the Criminal Justice and Court Services Act 2000 and the Safeguarding of Vulnerable Groups Act 2006 to prevent certain people from working with children or vulnerable adults and meets the requirements of the Police Act 1997 and the Protection of Freedoms Act 2012. In accordance with this legislation the Company sets out a detailed DBS Policy. The definition of regulated positions has been changed under the Protection of Freedoms Act 2012 and the position applied for needs to be that defined by the DBS. As an example the position of Receptionists is not recognised, a more accurate description for DBS purposes would be Coach, Instructor or Children's Party Host etc.

It should be noted that in some cases, Local Authorities may require all staff to undergo DBS checks. Employees are not permitted to individually supervise a member of a vulnerable group including children unless they have complied with this Policy.

Candidates are informed of the need to carry out DBS Enhanced disclosure checks with the Criminal Records Bureau before posts working directly with children or vulnerable adults can be confirmed, as required by the Local Authority procedure. If this is not applicable we will follow the Divisional policy and procedure, which is the minimum legal requirement.

We abide by OFSTED requirements, where we are registered, in respect of references and DBS for staff to ensure that no disqualified person or unsuitable person works at the crèche or has access to the children.

It is likely that the Local Authority Safeguarding Policy will require one of [our facilities](#) to refer an individual to the Disclosure and Barring Service if action has been taken against an individual for a serious Safeguarding Issue. In these circumstances other bodies such as the Local Authority Safeguarding Board, Social Services including Children Protection and the Police would be involved and a multi agency approach would be in place.

We have taken reasonable steps to ensure we have control over who comes into our Centres to ensure no unauthorised person has access to vulnerable groups including children.

We work in partnership with Educare to provide a comprehensive E learning package in safeguarding, which will help staff involved in activities with vulnerable groups including children within the centres to ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect and so that they are aware of the local authority guidelines for making referrals.

7. Reporting Abuse

The Children Act 1989 introduced Significant Harm as the threshold that justifies compulsory intervention in family life in the best interests of children. Physical abuse, sexual abuse, emotional abuse and neglect are all categories of significant harm. There are no absolute criteria on which to rely when judging what constitutes significant harm. Sometimes it may be a single violent episode, but is more often an accumulation of events.

We acknowledge that abuse of members of vulnerable groups including children can take different forms – physical, emotional, sexual as well as neglect.

Where such evidence is suspected, the member of staff makes a dated record of the details of the concerns on the formal incident report form (F3032) and discusses what to do with the Centre Manager immediately. The Centre Manager will seek guidance in the first instance from the local Safeguarding Board and then report the issue to the client.

Where a member of staff is accused of any abuse the Regional Director will be informed and an initial investigation under the Company's Disciplinary Procedure will be carried out immediately. The Company treats allegations of abuse of a member of a vulnerable group including children as a serious matter and may report any individual who is identified as having committed any act of indecency or abuse in any situation.

We will ensure that all Parents and Guardians are directed to the complaints procedure (Ref Customer Care Policy A7, Customer Service Charter F3000 and Customer Comment Card F145) to comment on the service provided by the Centre, which may include an allegation of abuse. We will follow the local Safeguarding Board guidance when responding to any complaint that a member of staff or volunteer has abused a member of a vulnerable group including children. We will respond to any disclosure by a member of a vulnerable group including a child, adult or staff

member that alleged abuse by a member of staff may have taken, or is taking place, by first recording the full details of any such alleged incident using the Incident Report Form (Ref F3032).

All notified cases of abuse of a member of a vulnerable group including a child, will be reported by the Centre Manager to the Local Safeguarding Board. The Regional Director must be informed and they will ensure that the Client is made aware of the situation. We will also notify OFSTED, where the Centre is registered, about any allegations of serious harm or abuse while a child is in our care.

8. Disclosure

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is usually done so under the guidance of the local Safeguarding Board. See section 5 for further information.

9. Support to Families

Parkwood, Subsidiary Companies and Partners' believes in building trusting and supportive relationships with families and staff in the Centre.

Parkwood, Subsidiary Companies and Partners' will make it clear to parents and carers its role and responsibilities in relation to safeguarding members of vulnerable groups including children.

A decision of whether continued access to the Centre whilst investigations are being made in relation to any alleged incident will be made following guidance/direction from the Local Safeguarding Board.

10. Play

OFSTED require that for registered crèche or playschemes we introduce key elements of child protection into our programme to promote the personal, social and emotional development of all children, so that they may grow to be 'strong, resilient and listened to' and so that they develop understanding of why and how to keep safe.

We create within the crèche and playscheme a culture of value and respect for the individual, having positive regard for children's heritage arising from their colour, ethnicity, languages spoken at home, cultural, religious and social background.

We will ensure that this is carried out in a way that is developmentally appropriate for the children.

We promote acceptable behaviour according to each child's level of maturity and understanding. Physical punishment will not be used. We will set a good example and help children to learn self respect and respect for others. We will aim to help children understand the rules that are in place for their safety and that of others through simple explanation.

11. Anti-Bullying

Parkwood, Subsidiary Companies and Partners' believes that bullying of any kind is unacceptable. The Company has a responsibility to respond promptly and effectively to issues of bullying and will have in place at each centre procedures, training and systems to identify and react to or simply prevent its occurrence.

12. Registration of Facilities

If registered, all childcare facilities will be provided in accordance with the relevant requirements of the local Social Services or OFSTED and will submit to regular inspections by the same (Ref CR/01 Pre school, nursery procedures - responsibilities).

Any hirers and sub-contractors using facilities managed by the Company will also be required to provide evidence to demonstrate that they also meet these requirements where they are involved in the activity of working with or directly supervising children through the Centre Terms & Conditions of Hire.

13. Registration & Control of Children or Vulnerable Adults - On Site for Organised Activities

All parents & guardians leaving children or vulnerable adults on site for an organised activity must complete the necessary registration forms (Ref HS02, HS03 or HS05) to give full details of the child and their needs as well as contact details for parents & guardians. All centres will identify collection points and procedures to ensure that no children are left unsupervised at the start, during or after organised activities have taken place. (CR/01 Pre School and nursery procedures)

The Company recognises that it has a duty for a member of a vulnerable group including children to reasonably use means to discourage them from leaving the supervision of the Centre or their appointed staff of their own accord and/or without giving notification of their departure or intended destination. We cannot hold a member of a vulnerable group including a child against their will if they so insist they wish to depart. When the Centre staff become aware of the departure of any member of a vulnerable group including children under their care they will make every effort to immediately inform the Centre Manager who will advise the next of kin or guardian straight away. Where this is not possible the police and the Local Safeguarding Unit (or any other body as defined in the Local Authority Safeguarding Board Policy) will be advised of the departure.

14. First Aid, Medicines & Medication

The Company will display notices at reception areas to advise customers of their responsibility to inform staff of any medical conditions or medication that may affect a child or Vulnerable Adult. This is reinforced by the Child Registration Forms.

Parkwood, Subsidiary Companies and Partners' will discourage medicines and medication to be left with staff whilst children or vulnerable adults attend activities on site. However, it is important to recognise that in certain cases storage and administering may become necessary (E.g. Asthma inhalers etc.). In these cases the centre will apply a clear set of procedures to control access,

storage; labeling and issue of use such medication to ensure safe use. The Company reserves the right not to issue certain medication or modes of medication (injections) where specialised training may be required.

15. Day Trips & Excursions

The Company does not carry out any organised activity which is a Day Trip or Excursion, without prior consent from a Divisional Board Director and confirmation of cover by the Insurance Broker – this will include appropriate risk assessments and supervision requirements.

16. Photographing of member of Vulnerable groups including Children

The taking of photographs using videos, photographs, and mobile phones is expressly forbidden without the formal authorisation and evidence of authorisation as set out in the procedures for taking photographs (Ref [HS06](#) Childcare information for parents; Photographic Permission/Licensing AD31; Photographic Agreement F079). Should any person not abide by this requirement, the Centre Manager will be informed who will then take immediate and appropriate action.

17. Customer Notices

Each Centre will ensure it has erected a 'Welcome to your Leisure Centre' poster, which will clearly outline visitor guidelines in regards Admission and Protection of all Patrons, including Children and Vulnerable Adults.

18. Reviews

This policy will be reviewed in two years or following significant changes to the operation or legislation. Any changes to this policy must be agreed in writing with the Managing Director.

NON SMOKING POLICY

February 2022

Document: Non Smoking Policy	Page: 1 of 5
Responsibility: Glen Hall (Managing Director)	Version: 7.0
Date of Approval: February 2022	Status: Approved
Date of Issue: February 2022	Review date: February 2023

Document Owner

Glen Hall

Managing Director - Parkwood Leisure

Telephone:07720 038592

Document Status

Version	Reason for change	Date	Created by
1.0	New Policy issued	9 January 2009	Sophie Baylis
2.0	Issue Number & Date Change	10 January 2011	Sophie Baylis
3.0	A briefing from the BMA Occupational Medicine Committee and the Board of Science (March 2012)	1 August 2013	Matthew Roberts
4.0	Review	1 March 2016	Glen Hall
5.0	Review & Update	23 April 2017	Glen Hall
6.0	Review & Format Change	1 December 2020	Glen Hall
7.0	Review Only	1 February 2022	Glen Hall

Related Documents

Version	Reference	Name	Date

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1. Policy Statement	Page: 4
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3. Implementation	4
4. E-Cigarettes	5
5. Responsibility	5

1. Policy Statement

The purpose of this policy is to comply with **The Smoke-Free (Premises and Enforcement) Regulations 2006, guidance from the British Medical Association 2012 and the Company Environmental Policy**. The policy has been developed to protect all employees, customers and visitors from exposure to secondhand smoke and to reduce the risk of fire. The Policy has also been reviewed in light of the growing use of e-cigarettes which are considered to undermine smoking prevention and cessation by reinforcing the normalcy of cigarette use in public and workplaces.

This policy forms part of the company's commitment to the health, safety and wellbeing of its employees.

2. Statement of Commitment

Exposure to secondhand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non smokers within the same airspace does not completely stop potentially dangerous exposure.

From 1st July 2007 all Parkwood, Subsidiary Companies and Partners' premises (including Regional Offices and Head Office) became "Smoke-Free" in line with The Smoke-Free (Premises and Enforcement) Regulations 2006.

Parkwood, Subsidiary Companies and Partners' recognises it has a duty to its staff to ensure that as far as is reasonably practicable all employees, customers and visitors have the right to a smoke free environment. Smoking is therefore prohibited in all enclosed and substantially enclosed premises of the company including shared company vehicles and grounds. This policy applies to all employees, customers, contractors, members, visitors and consultants.

3. Implementation

All staff will be aware of the national legislation regarding the Smoke Free Laws, however the company's Smoking Policy will be communicated to all employees during their induction.

All employees are asked to assist with ensuring that customers, visitors and contractors comply with the policy by explaining the principles in a polite and positive manner. Employees should seek assistance from a manager if a situation becomes challenging or confrontational.

Site inspections and audits will check the provision of signage, a designated area and bins etc.

Staff who fail to follow this policy will be subject to the staff disciplinary procedure.

Site management will decide the appropriate action to take on customers and visitors who fail to follow this procedure.

Appropriate "No Smoking" signs are clearly displayed at each site and in all smoke free vehicles (i.e. the company pool car).

4. E-Cigarettes

As e-Cigarettes are unregulated and have a great deal of variance in their chemical composition, the company considers their usage to be in line with all other smoking practices outlined within this policy. This position will be reviewed in line with guidance from relevant bodies, as e-Cigarettes continue to be developed.

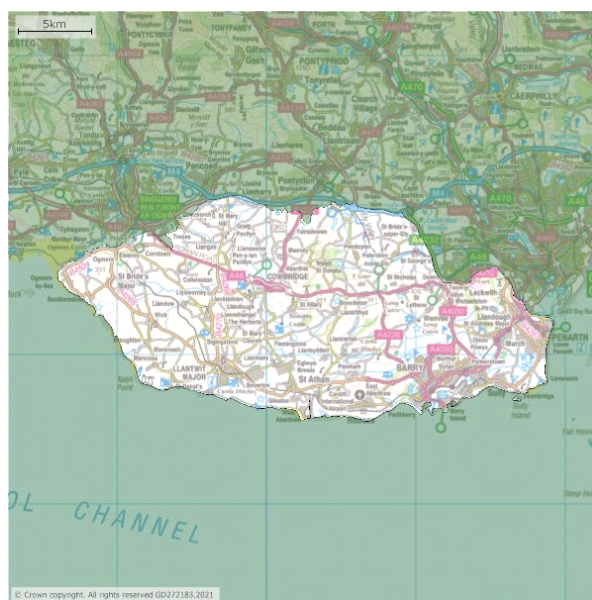
5. Responsibility

Overall responsibility for policy implementation and review rests with the Directors and Managers of the Company, however all staff are required to fully adhere to and support the implementation of the policy.

This policy will be reviewed annually or following significant changes in law, medical guidance in the use of cigarettes and similar. Any changes to this policy must be agreed in writing with the Managing Director.

Labour Market Profile - Vale Of Glamorgan

The profile brings together data from several sources. Details about these and related terminology are given in the definitions section.



Resident Population

Total population (2020)

	Vale Of Glamorgan (Numbers)	Wales (Numbers)	Great Britain (Numbers)
All People	135,300	3,169,600	65,185,700
Males	65,700	1,563,500	32,211,600
Females	69,600	1,606,100	32,974,200

Source: ONS Population estimates - local authority based by five year age band

Population aged 16-64 (2020)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
All People Aged 16-64	81,500	60.2	61.2	62.4
Males Aged 16-64	40,200	61.2	61.8	63.1
Females Aged 16-64	41,300	59.3	60.5	61.7

Source: ONS Population estimates - local authority based by five year age band

Notes: % is a proportion of total population

Labour Supply

Employment and unemployment (Jul 2020-Jun 2021)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
All People				
Economically Active†	62,000	79.3	75.4	78.4
In Employment†	58,600	74.9	72.0	74.4
Employees†	53,000	69.3	62.7	64.7
Self Employed†	5,500	5.5	8.9	9.4
Unemployed (Model-Based)§	2,800	4.5	4.4	5.0
Males				
Economically Active†	31,600	83.5	78.4	82.0
In Employment†	29,900	78.9	74.6	77.6
Employees†	26,400	71.5	62.2	65.2
Self Employed†	3,500	7.5	12.0	12.1
Unemployed§	#	#	4.7	5.3
Females				
Economically Active†	30,400	75.4	72.3	74.8
In Employment†	28,700	71.0	69.4	71.2
Employees†	26,600	67.3	63.3	64.3
Self Employed†	2,000	3.7	5.8	6.7
Unemployed§	#	#	4.0	4.7

Source: ONS annual population survey

Sample size too small for reliable estimate

† - numbers are for those aged 16 and over, % are for those aged 16-64

§ - numbers and % are for those aged 16 and over. % is a proportion of economically active

Economic inactivity (Jul 2020-Jun 2021)

	Vale Of Glamorgan (Level)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
All People				
Total	15,300	20.7	24.6	21.6
Student	5,000	32.7	27.6	28.5
Looking After Family/Home	2,200	14.5	16.1	19.3
Temporary Sick	!	!	1.8	2.0
Long-Term Sick	2,500	16.3	28.9	23.8
Discouraged	!	!	0.5	0.8
Retired	3,300	21.7	13.6	13.5
Other	#	#	11.5	12.0
Wants A Job	2,900	19.1	19.1	20.7
Does Not Want A Job	12,400	80.9	80.9	79.3

Source: ONS annual population survey

Local authority profile for Vale of Glamorgan

Sample size too small for reliable estimate

! Estimate is not available since sample size is disclosive

Notes: numbers are for those aged 16-64.

% is a proportion of those economically inactive, except total, which is a proportion of those aged 16-64

Workless Housholds (Jan-Dec 2019)

	Vale Of Glamorgan	Wales	Great Britain
Number Of Workless Households	5,800	178,200	2,854,000
Percentage Of Households That Are Workless	15.1	18.4	13.9
Number Of Children In Workless Households	#	73,800	1,184,900
Percentage Of Children Who Are In Households That Are Workless	#	13.5	9.6

Source: ONS annual population survey - households by combined economic activity status

Sample size too small for reliable estimate

Notes: Only includes those households that have at least one person aged 16 to 64.

Children refers to all children aged under 16.

Employment by occupation (Jul 2020-Jun 2021)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
Soc 2010 Major Group 1-3	32,300	55.4	45.9	50.0
1 Managers, Directors And Senior Officials	6,600	11.3	9.6	10.9
2 Professional Occupations	14,900	25.4	20.8	23.3
3 Associate Professional & Technical	10,800	18.5	15.3	15.6
Soc 2010 Major Group 4-5	9,300	16.0	20.5	19.2
4 Administrative & Secretarial	6,000	10.2	10.2	10.2
5 Skilled Trades Occupations	3,300	5.7	10.2	9.0
Soc 2010 Major Group 6-7	9,500	16.2	17.6	16.1
6 Caring, Leisure And Other Service Occupations	4,800	8.2	9.9	9.0
7 Sales And Customer Service Occs	4,700	8.0	7.7	7.1
Soc 2010 Major Group 8-9	7,200	12.4	16.0	14.7
8 Process Plant & Machine Operatives	3,700	6.3	6.3	5.6
9 Elementary Occupations	3,600	6.1	9.6	9.1

Source: ONS annual population survey

Notes: Numbers and % are for those of 16+

% is a proportion of all persons in employment

Qualifications (Jan 2020-Dec 2020)

	Vale Of Glamorgan (Level)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
NVQ4 And Above	39,000	52.5	38.5	43.1
NVQ3 And Above	51,800	69.7	58.3	61.3
NVQ2 And Above	63,800	85.8	76.5	78.1
NVQ1 And Above	69,500	93.5	86.7	87.7
Other Qualifications	2,300	3.1	5.6	5.9
No Qualifications	2,500	3.3	7.7	6.4

Source: ONS annual population survey

Notes: For an explanation of the qualification levels see the definitions section.

Local authority profile for Vale of Glamorgan

Numbers and % are for those of aged 16-64

% is a proportion of resident population of area aged 16-64

Earnings by place of residence (2020)

	Vale Of Glamorgan (Pounds)	Wales (Pounds)	Great Britain (Pounds)
Gross Weekly Pay			
Full-Time Workers	555.1	541.7	587.1
Male Full-Time Workers	582.0	562.4	622.9
Female Full-Time Workers	516.9	515.4	544.3
Hourly Pay - Excluding Overtime			
Full-Time Workers	14.39	13.83	15.18
Male Full-Time Workers	14.73	14.12	15.64
Female Full-Time Workers	13.83	13.49	14.42

Source: ONS annual survey of hours and earnings - resident analysis

Notes: Median earnings in pounds for employees living in the area.

Out-Of-Work Benefits

Under Universal Credit a broader span of claimants are required to look for work than under Jobseeker's Allowance. As Universal Credit Full Service is rolled out in particular areas, the number of people recorded as being on the Claimant Count is therefore likely to rise.

Claimant count by sex - not seasonally adjusted (September 2021)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
All People	3,145	3.9	4.4	5.0
Males	1,915	4.8	5.3	5.8
Females	1,230	3.0	3.6	4.1

Source: ONS Claimant count by sex and age

Note: % is the number of claimants as a proportion of resident population of area aged 16-64 and gender

Claimant count by age - not seasonally adjusted (September 2021)

	Vale Of Glamorgan (Level)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
Aged 16+	3,145	3.9	4.4	5.0
Aged 16 To 17	10	0.3	0.4	0.3
Aged 18 To 24	655	6.8	6.1	6.5
Aged 18 To 21	370	7.2	6.2	6.5
Aged 25 To 49	1,775	4.3	5.1	5.6
Aged 50+	710	2.6	3.1	3.9

Source: ONS Claimant count by sex and age

Note: % is number of claimants as a proportion of resident population of the same age

Local authority profile for Vale of Glamorgan

Working-age client group - main benefit claimants - not seasonally adjusted (November 2016) [Discontinued]

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
Total Claimants	9,610	12.2	14.4	11.0
By Statistical Group				
Job Seekers	960	1.2	1.4	1.1
ESA And Incapacity Benefits	5,420	6.9	8.4	6.1
Lone Parents	860	1.1	1.2	1.0
Carers	1,360	1.7	2.2	1.7
Others On Income Related Benefits	160	0.2	0.2	0.2
Disabled	710	0.9	0.7	0.8
Bereaved	140	0.2	0.2	0.2
Main Out-Of-Work Benefits†	7,390	9.4	11.3	8.4

Source: DWP benefit claimants - working age client group

† Main out-of-work benefits includes the groups: job seekers, ESA and incapacity benefits, lone parents and others on income related benefits. See the Definitions and Explanations below for details

Notes: % is a proportion of resident population of area aged 16-64
Figures in this table do not yet include claimants of Universal Credit

Labour Demand

Jobs density (2019)

	Vale Of Glamorgan (Jobs)	Vale Of Glamorgan (Density)	Wales (Density)	Great Britain (Density)
Jobs Density	48,000	0.60	0.77	0.87

Source: ONS jobs density

Notes: The density figures represent the ratio of total jobs to population aged 16-64.

Total jobs includes employees, self-employed, government-supported trainees and HM Forces

Employee jobs (2019)

	Vale Of Glamorgan (Employee Jobs)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
Total Employee Jobs	40,000	-	-	-
Full-Time	25,000	62.5	65.0	67.8
Part-Time	14,000	35.0	35.0	32.2
Employee Jobs By Industry				
B : Mining And Quarrying	50	0.1	0.2	0.2
C : Manufacturing	3,500	8.8	11.3	8.0
D : Electricity, Gas, Steam And Air Conditioning Supply	300	0.8	0.6	0.4
E : Water Supply; Sewerage, Waste Management And Remediation Activities	200	0.5	1.0	0.7
F : Construction	2,250	5.6	4.7	4.9

Local authority profile for Vale of Glamorgan

G : Wholesale And Retail Trade; Repair Of Motor Vehicles And Motorcycles	5,000	12.5	15.4	15.0
H : Transportation And Storage	1,500	3.8	3.4	4.9
I : Accommodation And Food Service Activities	4,000	10.0	9.4	7.7
J : Information And Communication	700	1.8	2.2	4.3
K : Financial And Insurance Activities	500	1.2	2.5	3.5
L : Real Estate Activities	600	1.5	1.3	1.7
M : Professional, Scientific And Technical Activities	3,000	7.5	5.1	8.8
N : Administrative And Support Service Activities	1,500	3.8	6.6	8.9
O : Public Administration And Defence; Compulsory Social Security	2,250	5.6	7.6	4.4
P : Education	4,000	10.0	9.1	8.7
Q : Human Health And Social Work Activities	8,000	20.0	15.8	13.1
R : Arts, Entertainment And Recreation	1,250	3.1	2.2	2.5
S : Other Service Activities	700	1.8	1.5	2.0

Source: ONS Business Register and Employment Survey : open access

- Data unavailable

Notes: % is a proportion of total employee jobs excluding farm-based agriculture

Employee jobs excludes self-employed, government-supported trainees and HM Forces

Data excludes farm-based agriculture

Earnings by place of work (2020)

	Vale Of Glamorgan (Pounds)	Wales (Pounds)	Great Britain (Pounds)
Gross Weekly Pay			
Full-Time Workers	499.4	537.8	586.7
Male Full-Time Workers	542.0	556.7	622.9
Female Full-Time Workers	463.0	515.4	544.0
Hourly Pay - Excluding Overtime			
Full-Time Workers	13.32	13.73	15.17
Male Full-Time Workers	14.22	13.98	15.63
Female Full-Time Workers	12.35	13.39	14.41

Source: ONS annual survey of hours and earnings - workplace analysis

Notes: Median earnings in pounds for employees working in the area.

Civil service jobs as a proportion of employee jobs (2018)

	Vale Of Glamorgan (Headcount)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
Total civil service jobs	310	0.8	2.7	1.5
Full-time	270	0.7	2.0	1.1
Part-time	50	0.1	0.7	0.3

Source: ONS Annual Civil Service Employment Survey

Note: Percentages based on % of total jobs in area that are civil service jobs

Composition of civil service jobs by sex and hours worked (2018)

	Vale Of	Vale Of	Wales	Great Britain
--	---------	---------	-------	---------------

Local authority profile for Vale of Glamorgan

	Glamorgan (Headcount)	Glamorgan (%)	(%)	(%)
Total civil service jobs	310	-	-	-
Full-time	270	87.1	74.0	76.9
Part-time	50	16.1	26.0	23.1
Male	170	54.8	42.3	45.7
Full-time	160	51.6	38.2	41.5
Part-time	10	3.2	4.1	4.2
Female	140	45.2	57.7	54.3
Full-time	110	35.5	35.8	35.4
Part-time	40	12.9	21.9	18.9

Source: ONS Annual Civil Service Employment Survey

Note: Percentages based on % of Total Civil Service Jobs made up of each category

Businesses

UK Business Counts (2021)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (Numbers)	Wales (%)
Enterprises				
Micro (0 To 9)	3,975	91.1	95,995	89.6
Small (10 To 49)	330	7.6	9,305	8.7
Medium (50 To 249)	50	1.1	1,470	1.4
Large (250+)	5	0.1	315	0.3
Total	4,365	-	107,085	-
Local Units				
Micro (0 To 9)	4,365	85.8	108,110	83.6
Small (10 To 49)	625	12.3	17,400	13.5
Medium (50 To 249)	85	1.7	3,270	2.5
Large (250+)	15	0.3	510	0.4
Total	5,090	-	129,295	-

Source: Inter Departmental Business Register (ONS)

Note: % is as a proportion of total (enterprises or local units)

Definitions And Explanations

Resident Population

The estimated population of an area includes all those usually resident in the area, whatever their nationality. HM Forces stationed outside the United Kingdom are excluded but foreign forces stationed here are included. Students are taken to be resident at their term-time address.

Labour Supply

Labour supply consists of people who are employed, as well as those people defined as unemployed or economically inactive, who can be considered to be potential labour supply. Information in this section relates to the characteristics of people living in an area.

Most labour supply data comes from the Annual Population Survey (APS). The APS is the largest regular household survey in the United Kingdom. It includes data from the Labour Force Survey (LFS), plus further sample boosts in England, Wales and Scotland. The survey includes data from a sample of around 256,000 people aged 16 and over.

As APS estimates are based on samples, they are subject to sampling variability. This means that if another sample for the same period were drawn, a different estimate might be produced. In general, the larger the number of people in a sample, the smaller the variation between estimates. Estimates for smaller areas such as local authorities are therefore less reliable than those for larger areas such as regions. When the sample size is too small to produce reliable estimates, the estimates are replaced with a #.

Economically Active

Economically Active

People who are either in employment or unemployed.

Economic Activity Rate

People, who are economically active, expressed as a percentage of all people.

In Employment

People who did some paid work in the reference week (whether as an employee or self employed); those who had a job that they were temporarily away from (eg, on holiday); those on government-supported training and employment programmes; and those doing unpaid family work.

Employment Rate

The number of people in employment expressed as a percentage of all people aged 16-64.

Employees And Self Employed

The division between employees and self employed is based on survey respondents' own assessment of their employment status. The percentage show the number in each category as a percentage of all people aged 16-64. The sum of employees and self employed will not equal the in employment figure due to the inclusion of those on government-supported training and employment programmes, and those doing unpaid family work in the latter.

Unemployed

Refers to people without a job who were available to start work in the two weeks following their interview and who had either looked for work in the four weeks prior to interview or were waiting to start a job they had already obtained.

Model-Based Unemployed

As unemployed form a small percentage of the population, the APS unemployed estimates within local authorities are based on very small samples so for many areas would be unreliable. To overcome this ONS has developed a statistical model that provides better estimates of total unemployed for unitary authorities and local authority districts (unemployment estimates for counties are direct survey estimates). Model-based estimates are not produced for male or female unemployed.

The model-based estimate improves on the APS estimate by *borrowing strength* from the Claimant Count to produce an estimate that is more precise (i.e. has a smaller confidence interval). The number of people measured by the Claimant Count is not itself a measure of unemployment but is strongly correlated with unemployment, and, as it is an administrative count, is known without sampling error. The gain in precision is greatest for areas with smaller sample sizes.

Unemployment Rate

Unemployed as a percentage of the economically active population.

Economically Inactive

Economically Inactive

People who are neither in employment nor unemployed. This group includes, for example, all those who were looking after a home or retired.

Wanting A Job

People not in employment who want a job but are not classed as unemployed because they have either not sought work in the last four weeks or are not available to start work.

Not Wanting A Job

Workless Households

Households

A household is defined as a single person, or a group of people living at the same address who have the address as their only or main residence and either share one main meal a day or share living accommodation (or both). For the purposes of this table, estimates only include those households where at least 1 person is aged 16 to 64.

Workless Households

Households where no-one aged 16 or over is in employment. These members may be unemployed or economically inactive. Economically inactive members may be unavailable to work because of family commitments, retirement or study, or unable to work through sickness or disability.

Children

Children refers to all children under 16.

Occupation

Occupations are classified according to the Standard Occupation Classification 2010. Descriptions of the job titles included in each code are available in the [SOC manuals](#).

Qualifications

Qualifications data are only be available from the APS for calendar year periods, for example, Jan to Dec 2005. The variables show the total number of people who are qualified at a particular level and above, so data in this table are not additive. Separate figures for each NVQ level are available in the full Annual Population Survey data set (Query data).

The trade apprenticeships are split 50/50 between NVQ level 2 and 3. This follows ONS policy for presenting qualifications data in publications. Separate counts for trade apprenticeships can be obtained from the full APS data set (Query data).

No Qualifications

No formal qualifications held.

Other Qualifications

includes foreign qualifications and some professional qualifications.

NVQ 1 Equivalent

e.g. fewer than 5 GCSEs at grades A-C, foundation GNVQ, NVQ 1, intermediate 1 national qualification (Scotland) or equivalent.

NVQ 2 Equivalent

e.g. 5 or more GCSEs at grades A-C, intermediate GNVQ, NVQ 2, intermediate 2 national qualification (Scotland) or equivalent.

NVQ 3 Equivalent

e.g. 2 or more A levels, advanced GNVQ, NVQ 3, 2 or more higher or advanced higher national qualifications (Scotland) or equivalent.

NVQ 4 Equivalent And Above

e.g. HND, Degree and Higher Degree level qualifications or equivalent.

Earnings By Residence

The figures show the median earnings in pounds for employees living in the area who are on adults rates of pay and whose pay was not affected by absence. Figures for earnings come from the Annual Survey of Hours and Earnings (ASHE). The ASHE is based on a 1 per cent sample of employees, information on whose earnings and hours is obtained from employers. The survey does not cover self-employed. Information relates to a pay period in April.

The earnings information collected relates to gross pay before tax, national insurance or other deductions, and excludes payments in kind. It is restricted to earnings relating to the survey pay period and so excludes payments of arrears from another period made during the survey period; any payments due as a result of a pay settlement but not yet paid at the time of the survey will also be excluded.

Out-Of-Work Benefits

Claimant Count (Experimental Statistics)

The Claimant Count is the number of people claiming benefit principally for the reason of being

Local authority profile for Vale of Glamorgan

unemployed. This is measured by combining the number of people claiming Jobseeker's Allowance (JSA) and National Insurance credits with the number of people receiving Universal Credit principally for the reason of being unemployed. Claimants declare that they are out of work, capable of, available for and actively seeking work during the week in which the claim is made.

The measure of the number of people receiving Universal Credit principally for the reason of being unemployed is still being developed by the Department for Work and Pensions. Consequently this component of the total Claimant Count does not yet correctly reflect the target population of unemployed claimants and is subject to revisions. For this reason the Claimant Count is currently designated as Experimental Statistics.

The Claimant Count is mostly derived from DWP administrative systems. For various reasons, e.g. a claimant's National Insurance number is not known, a small number of claims have to be dealt with manually. These clerical claims do not have as much detail as the computerised claims and therefore, whilst part of the claimant count by sex table, cannot be included the age breakdown.

Rates By Age

Unemployment benefits normally only apply to people aged 18 years and over. They can only be claimed by 16 and 17 year olds in exceptional circumstances. Consequently the counts for this age group are typically very low.

DWP Working-Age Client Group

From August 2017 DWP discontinued this dataset when they changed the way they publish their benefit statistics. The last period of data is the November 2016 figures published in May 2017.

The number of working-age people who are claiming one or more main DWP benefits. The main benefits are: bereavement benefit, carer's allowance, disability living allowance, ESA and incapacity benefit, severe disablement allowance, income support, jobseeker's allowance, and widow's benefit. The age at which women reach State Pension age is gradually increasing from 60 to 65 between April 2010 and April 2020. Throughout this period, only women below State Pension age are counted as working age benefit claimants."

The total count is broken down by statistical groups. These categorise each person according to the main reason why they are claiming benefit. Each client is classified to a single group.

Benefits are arranged hierarchically and claimants are assigned to a group according to the top most benefit they receive. Thus a person who is a lone parent and receives Incapacity Benefit would be classified as incapacity benefits. Consequently, the group lone parent will not contain all lone parents as some will be included in the incapacity benefits group and Job seekers groups.

Main out-of-work benefits consists of the groups: job seekers, ESA and incapacity benefits, lone parents and others on income related benefits.

These groups have been chosen to best represent a count of all those benefit recipients who cannot be in full-time employment as part of their condition of entitlement. Those claiming solely Bereavement Benefits or Disability Living Allowance (DLA) are not included as these are not out-of-work or income based benefits. DLA is paid to those needing help with personal care. These people can, and some will, be in full-time employment. If DLA claimants are also in receipt of JSA, IS, ESA or Incapacity Benefits in addition to DLA they will be counted under the relevant statistical group. In addition, we exclude those claiming solely carer's benefits or claiming carer's benefits alongside income support, as DWP does not pursue active labour market policies for this group. Carers benefits are paid to those with full time caring responsibilities. The group entitled to Carer's benefits alongside Income Support (IS) includes around 86,000 claimants and has been stable over time.

This Nomis series is different to that published in the Office for National Statistics (ONS) Labour Market Bulletin. The Nomis series uses DWP Jobseeker's Allowance numbers, whilst the Labour Market Bulletin uses the Claimant Count, using different methods, coverage and reference periods

Labour Demand

Labour demand includes jobs available within the area.

Jobs Density

The level of jobs per resident aged 16-64. For example, a job density of 1.0 would mean that there is one job for every resident aged 16-64.

The total number of jobs is a workplace-based measure and comprises employee jobs, self-employed, government-supported trainees and HM Forces. The number of residents aged 16-64 figures used to calculate jobs densities are based on the relevant mid-year population estimates.

Employee Jobs

The number of jobs held by employees. Employee jobs excludes self-employed, government-supported trainees and HM Forces, so this count will be smaller than the total jobs figure shown in the Jobs density table. The information comes from the Business Register and Employment Survey (BRES) - an employer survey conducted in September of each year. The BRES records a job at the location of an employee's workplace (rather than at the location of the business's main office).

Full-Time And Part-Time:

In the BRES, part-time employees are those working for 30 or fewer hours per week.

Note

All figures exclude farm-based agriculture

Earnings By Place Of Work

The figures show the median earnings in pounds for employees working in the area who are on adults rates of pay and whose pay was not affected by absence. Figures for earnings come from the Annual Survey of Hours and Earnings (ASHE). The ASHE is based on a 1 per cent sample of employees, information on whose earnings and hours is obtained from employers. The survey does not cover self-employed. In 2004 information related to the pay period which included 21 April.

The earnings information collected relates to gross pay before tax, national insurance or other deductions, and excludes payments in kind. It is restricted to earnings relating to the survey pay period and so excludes payments of arrears from another period made during the survey period; any payments due as a result of a pay settlement but not yet paid at the time of the survey will also be excluded.

Annual Civil Service Employment Survey

The Annual Civil Service Employment Survey (ACSES) is based on a census of civil service departments on 31 March. ACSES counts all home Civil Service employees. It excludes the Northern Ireland Civil Service, other Crown servants and employees of the wider public sector. There are home Civil Service employees based in Northern Ireland and Overseas. Headcount statistics are based on the number of employees with an employment contract who are being paid by the organisation. Employees can be permanent, on a fixed-term contract or employed on a temporary basis. The self-employed, contract workers and agency workers are excluded. Employees not on the payroll and not being paid during the reference period are also excluded, for example, those on unpaid maternity leave, unpaid sick absence and career breaks. Full-time employees are those who are contracted to work 37 hours per week (36 hours per week in London for employees employed prior to 2013. Employees in London substantively promoted since 2013, or who have joined the Civil Service subsequent to this date, are now contracted to work 37 hours per week if on a full-time basis). Part-time employees are those who work less than the normal contracted hours.

Note ACSES data is currently only available for local authorities in England and Wales.

UK Business Counts

The data contained in the table are compiled from an extract taken from the Inter-Departmental Business Register (IDBR) recording the position of units as at March of the reference year. The IDBR contains information on VAT traders and PAYE employers in a statistical register which provides the basis for the Office for National Statistics to conduct surveys of businesses.

The table presents analysis of businesses at both Enterprise and Local Unit level. An Enterprise is the smallest combination of legal units (generally based on VAT and/or PAYE records) which has a certain degree of autonomy within an Enterprise Group. An individual site (for example a factory or shop) in an enterprise is called a local unit.

The employment information on the IDBR is drawn mainly from the Business Register Employment Survey (BRES). Because this is based on a sample of enterprises, estimates from previous returns and from other ONS surveys have also been used. For the smallest units, either PAYE jobs or employment imputed from VAT turnover is used.

Estimates in the table are rounded to prevent disclosure.

Local authority profile for Vale of Glamorgan

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Site

Contract

Region

Company

VOIP Summary

Total Calls 84,303 Avg Total talktime 00:01:31

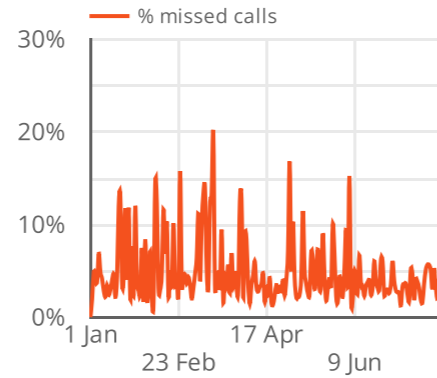
Avg Outgoing Talktime 00:01:09 Avg Incoming Talktime 00:01:34

Total Outgoing Calls 12,953 Total Answered Calls 47,795

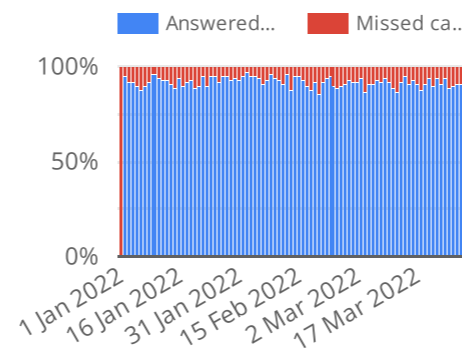
Total Missed Calls 4,539 Total % of missed calls 4.92%

Total Internal Calls 19,016 Total Mobile Calls 6,830

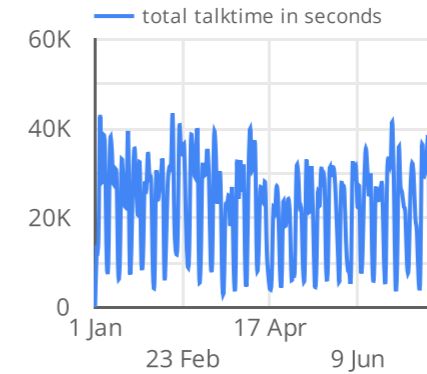
% of missed calls



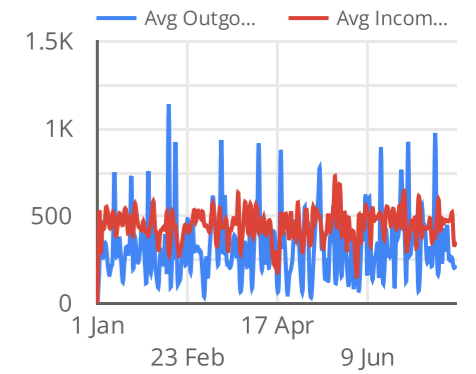
Incoming Calls vs Missed Calls



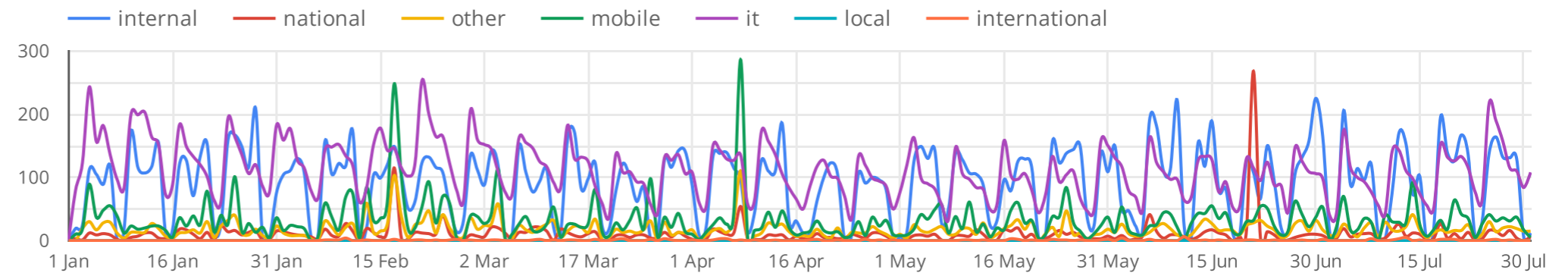
Total talktime



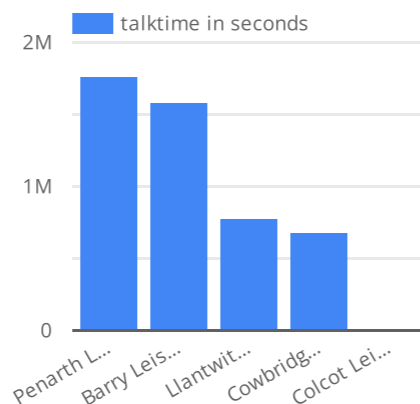
Incoming and Outgoing Talktime over time



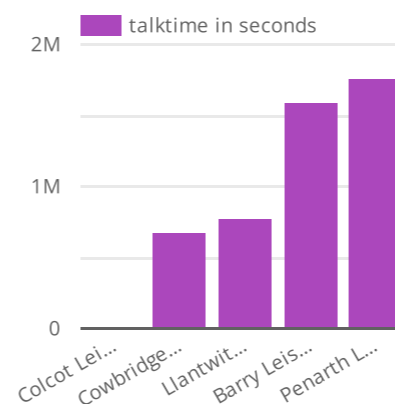
Calls by Type



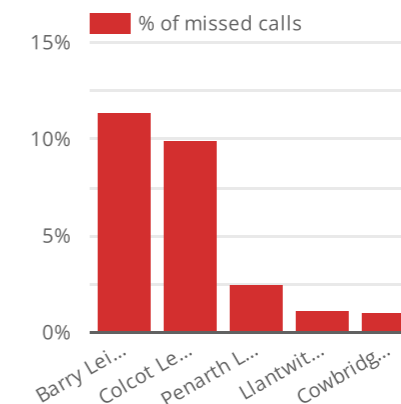
Total talktime by site (highest)



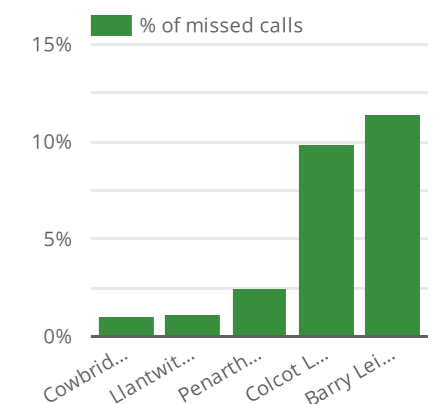
Total talktime by site (lowest)



% of missed calls by site (highest)



% of missed calls by site (lowest)



This dashboard shows call data from our VOIP system from Claranet within the custom time frame in the top right (Month to date is the default selection. Use the drop down boxes at the top to filter down the data to look at your specific region, contract or site.

Vale of Glamorgan Leisure Contract

Annual Report 2021/22 (Year 10)

Leisure Contract Summary

The Vale of Glamorgan Council's leisure facility provision has been operated under contract to Parkwood Community Leisure since August 2012. A ten year contract was awarded, with the option to extend the contract by a further five years. The contract was subcontracted to Legacy Leisure in April 2015. The contract was successfully extended in July 2022 for a further seven years and five months ending on 31st December 2029.









Executive Summary

This report covers the annual service period from 1st August 2021 to 31st July 2022.

Legacy Leisure and The Vale of Glamorgan Council have continued to work closely together. This was key in being able to successfully extend the Leisure Management Contract in July 2022 that secures the future of local authority owned leisure provision in the Vale of Glamorgan for years to come.

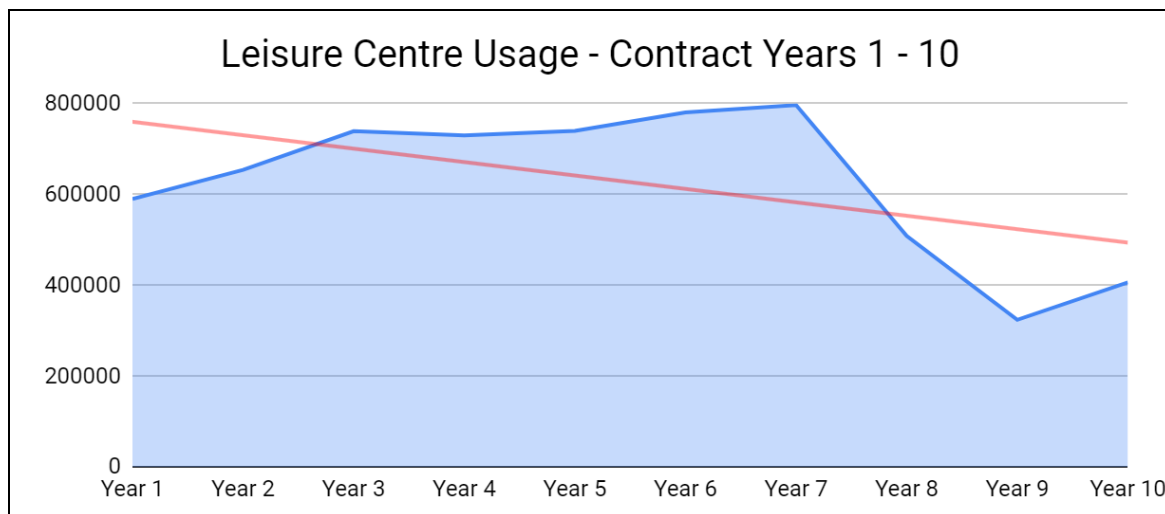
Contract year 10, the final of the original ten year contract period, from a leisure service standpoint was focused on recovering its participation and community engagement to pre-pandemic levels. This journey continues. As we look to the future, escalating utility prices and the cost of living crisis pose a real challenge in the months ahead for the whole leisure sector. Nonetheless, we strive to deliver on local and national health and wellbeing objectives by introducing and enhancing referral partnerships, launching junior fitness activities, expanding aquatic activities and reaching out to the local communities more than ever before with the appointment of a new Activity Communities Manager.

Key Usage Statistics

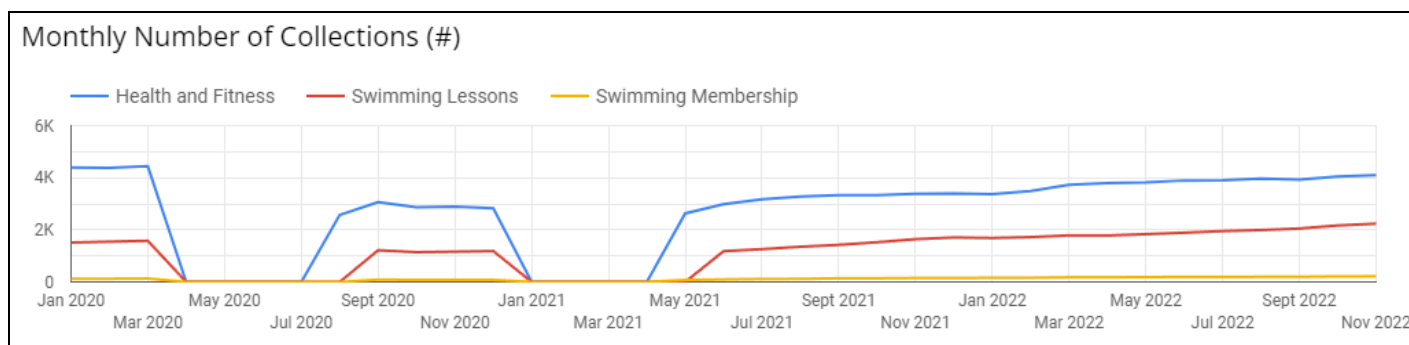
	406,353 Total Visits
	4,096 Fitness Members (per month)
	2,152 Swimming Lesson Customers (per week)
	62,086 Classes attendees
	131 Minor accidents and 1 RIDDOR
	591,118 Website page views
	153,035 Total Bookings (123,685 Online / 24,916 Front of House)
	6,966 Facebook likes 1,379,114 Total Reach (Instagram & Facebook)

Participation

The Vale of Glamorgan Leisure Centres was host to 406,353 customer visits from 1st August 2022 to 31st July 2022 days of Contract Period 10. This represents a significant decrease versus pre-pandemic footfall levels, however recovery continues. This is demonstrated best when reviewing year on year figures, for example; August 2021 hosted 44,499 total visits but an increase of 21.94% was experienced in August 2022 which hosted 54,260 visits. This trend of increasing participation is continuing.



Health & Fitness members is the area requiring the largest recovery to pre-pandemic levels however Swimming Lesson growth has already surpassed early 2020 numbers and is a real success. The below graph shows the direct debit collection position over time from before the pandemic, periods of closure and the following Leisure Centre's reopening:



Facility Developments

A number of projects were delivered to improve the service over the past year this include most notably the Outdoor Exercise Area at Barry Leisure Centre. Others include Front of House Area renovations, Barry First Floor Gym Audio Visual Upgrades, Cowbridge and Llantwit Major Group Exercise Sound System Upgrades and various functional fitness equipment additions.

Additionally projects completed with the Leisure Centres directly supported by the Vale of Glamorgan Council include a roof replacement project including PhotoVoltaic panels at Cowbridge Leisure Centre, Lift refurbishments at Penarth and Llantwit Major Leisure Centres and boiler system upgrades to the outdoor footballing changing rooms at Penarth and at Barry Leisure Centre.

Annex 2 – Performance Indicators & Measures

Strategy Priority	Strategic Outcome	Performance Measure / Indicator
A. Safeguarding the environment for now and for the future	1. The Contractor actively promotes the reduction in energy consumption within the new facilities	<ul style="list-style-type: none"> • Electricity Cost • Gas Cost • Water Cost • % reduction in energy consumption per annum
	2. The leisure centre provides a wide range of sustainable jobs for local people	<ul style="list-style-type: none"> • Number of local people working at the leisure centre
B. Local employment	3. All parts of the community are encouraged to work at the leisure centre and barriers are removed	<ul style="list-style-type: none"> • Representative-ness of males working at the leisure centre (compared with the local labour market) • Representative-ness of females working at the leisure centre (compared with the local labour market) • Representative-ness of BME working at the leisure centre (compared to the local labour market) • Representative-ness of people with a disability or long-term limiting illness working at the leisure centre (compared to the local labour market) • Age profile of the workforce at the leisure centre (compared with the local labour market).

Appendix C

<p>C. Supporting Health, wellbeing and safer communities</p>	<p>4. The leisure centre facilities and activities are safe for all members of the public</p>	<ul style="list-style-type: none"> • No of customer accidents (requiring completion of accident report form) • No of accidents reported to the Health and Safety Executive
	<p>5. There has been a 10% increase in the number of people participating in sport and active recreation at the leisure centre</p>	<ul style="list-style-type: none"> • The number of participants in activities at the leisure centre. • The number of 60 and over and 16 and under who have participated in free swimming during public times, (broken into male and female) • The number of people using the GP Referral scheme divided into male and female. • The % of GP Referral clients who take out further membership at Leisure Centre after completing their initial 3 month referral
	<p>6. People in the community have enhanced enjoyment and feel-good factor due to participation in leisure centre activities</p>	<ul style="list-style-type: none"> • % of annual survey respondents who feel they are meeting what they set out to achieve by using the leisure centre

Appendix C

D. Building strong and inclusive communities	<p>7. The leisure centre services reflect the best possible value for money</p>	<ul style="list-style-type: none"> • Total annual revenue cost of the Contractor contract • Total level of income derived by the Contractor from the operation • Total level of expenditure incurred by the Contractor from the operation • Total visits to the centre broken down by activity. • Operational recovery rate (excluding Contract Price)
	<p>8. Percentage of customers of the leisure centre are satisfied with the service</p>	<ul style="list-style-type: none"> • % of customers satisfied or very satisfied with overall service • % of customers dissatisfied or very dissatisfied with overall services • No of complaints (written and Verbal) • No of compliments (written & verbal) • Average speed of written response to written customer complaints (days) • Number of letters not responded to in 10 working days • Gym Equipment and Gym Facility down-time (hours) per month • Percentage of telephone calls answered within 15 seconds • Average response time to letters from the public

Appendix C

		(days)
	9. Health and wellbeing outcomes (linked to Future Generations Act	<ul style="list-style-type: none">• Information as required to assist the Council with Welsh Government and/or Welsh Audit Office requests to show commitment to Health and well-being outcomes with reference to the Future Generations Act where applicable



ACTIVE COMMUNITIES BRISTOL

HENGROVE PARK LEISURE CENTRE



LEXLEISURE

Lex Leisure
working in partnership
with Bristol City Council



ParkwoodLeisure.co.uk



BACKGROUND

A collaborative partnership was formed under contract between **Bristol City Council and Parkwood Leisure** in April 2008 to oversee the brand new development of Hengrove Park Leisure Centre and community outreach activities. The contract period is for 25 years. Employees TUPE transferred from the Council to Parkwood Leisure and the service includes;

- **HENGROVE PARK LEISURE CENTRE**
Supported with the design and Build of the new Hengrove Leisure facility which offers; a 50 x 25m pool with moveable floors and booms to section the pool into 3 smaller swimming pools, a teaching pool, sports hall, fitness gym, group exercise studios, cycling studio, climbing wall, health suite, healthy living zone and large cafe.
- **A SPORTS AND WELLBEING MANAGER**
A full time position to develop initiatives to improve the health and wellbeing of the local community.



**YOUR PLACE TO BE A PART OF
OUR COMMUNITY**





CONTRACTUAL OUTCOMES

Through our facility and active community offering, we deliver initiatives which contribute to 5 key outcomes for Bristol City Council:

- **Foundation**
To support the development of sports clubs and school/ club links.
- **Equity**
To ensure an equitable programme at the council's sports and leisure facilities.
- **Participation**
To increase participation in sport and recreational physical activity through club development.
- **Performance**
To provide the opportunity for talented individuals to develop their skills within a club structure.
- **Training**
To increase the number and quality of coach and volunteers to support sport.

AN EVIDENCED BASED APPROACH AND CUSTOMER INSIGHT

Parkwood Leisure undertook robust due diligence during the bid phase and this included using industry leading benchmarking and customer insight, mosaic profiling and latent demand assessment of the potential growth in Fitness. This approach shaped the investment and programming proposals committed to as part of the bid. We identified a number of opportunities and innovative new activities that would increase the reach and appeal of these much-loved community leisure facilities. Prior to the Covid pandemic, across the Bristol Contract we annually engage with **c. 60,000 people per year**.

THE ROLE OF THE SPORT AND WELLBEING MANAGER

The Sport and Wellbeing Manager role was developed as part of Parkwood Leisure's bid submission as a way to guarantee greater engagement with local communities across Bristol. Based at Hengrove Leisure Centre, the Sports and Wellbeing manager leads on the development of all sport and wellbeing provision at the leisure centres and across local communities including neighbouring towns and villages of Hartcliffe, Knowle West and Whitchurch Park which are the most deprived areas in Bristol.



WHAT OUR CLIENTS, STAFF AND CUSTOMERS SAY...

Our relationship with Bristol City Council has gone from strength to strength over the contract period. The investment in the facilities has been fantastic and we continue to prioritise outreach work with local communities. The Sport and Wellbeing Manager role is invaluable in order to deliver local authority outcomes, benefitting all residents across Bristol including essential engagement with hard to reach groups.

COLLEEN TUMELTY
Regional Director
Parkwood Leisure

The partnership with Parkwood Leisure is going from strength to strength.

KATHERINE MORAN
Client Officer
Bristol City Council

Since attending the Aqua Rehabilitation programme I no longer require crutches to walk, and have completely weaned myself off pain medication over the last 8 months. I feel like a new woman. I have lost 3st 4/12 lb. It has changed my life. The programme and support has been really good for me socially and personally and it's easy to use and I can really see a difference when I'm in the water and out of it.

MARIA
Aqua Rehabilitation
Programme User

We have a very strong relationship with our client [Bristol City Council] who values all the additional projects and positive work that I continue to do at the centre where I am able to positively influence and work collaboratively with. The work I do is incredibly important for getting those inactive and participating in not only the local community but to engage in sport and PA and providing this as an accessible way of life.

CHARLOTTE KIMBER
Sport and Wellbeing Manager
Parkwood Leisure



VIBRANT SPORT AND PHYSICAL ACTIVITIES

Across Bristol, we have developed a broad range of vibrant sport and physical activity programmes for communities, some examples include:

- At Hengrove, we have grown Swimming and Fitness Memberships and casual community usage- We are ahead of our financial projections, Fitness and Swimming memberships have grown to 2,932 by March 2020 with 338 new swim memberships. Our programming at Hengrove engages c. 60,000 per year.
- Delivered **Back to Netball** sessions for those that have previously played or had an interest in the sport. Run at a reduced rate to encourage participation. This linked to the netball club who attended the centre whereby those that attended back to Netball could then continue to join a club and continue to play once they had got back into the sport.
- Supporting and aiding GB synchro team and duet with training, selection and camps.
- Hosting and developing regional Para training and competitions and camps.
- Introduction of **Jump into Gymnastics** programme on site to help feed into local clubs but also about developing core stability needed for all sports.
- Delivering a range of **This Girl Can** and **Bristol Girls Can** opportunities; step class, women only swims and health suite access along with current public health initiatives including free Swimming for Pregnant women.
- Delivering the **Are You Game** Campaign as part of the Core Cities project: Bristol European City of Sport 2017
- Implementation of a **new pool programme at Hengrove** [with extended opening hours] to increase participation in swimming as well as producing international athletes in swimming, synchronised swimming and water polo. £38,000 was invested by Swim England to support the City of Bristol Swimming Club to develop aquatic performance.
- Delivered Bat and Chat table tennis sessions with a socialisation element attached - tea and coffee for those who wouldn't usually come to site for *traditional* sports.
- Other activities offered and clubs include; Dance, Climbing, Swimming, Synchro Waterpoplo, Freediving, Octopush, Badminton, Netball, Gym, Basketball, Taekwondo, Cricket.



POSITIVE EXPERIENCES FOR CHILDREN AND YOUNG PEOPLE

We deliver many activities to get children, young people and families active across Bristol, some examples include:

- Working with local schools, colleges and the University of the West of England we have pupils and students accessing our facilities. 35 local schools are currently on our swimming lesson programme. We have links with Ashton Park School providing free facilities for their Inter-school events, as well as other schools and colleges utilising dry side facilities and gym space for students for Physical Education, Sports Courses and Wellbeing.
- Host leagues and competitions including School partnership Galas, Teacher training for swimming, Basketball tournaments and Pentathlon events as well as an annual disability school Gala.
- Delivering Holiday Camp programmes providing a range of sport and activities for children.
- Delivering Learn to Swim with 1,800 children on the swimming lesson programme- The swimming lesson programme is going from strength to strength following the transfer from the Swimming Teachers Association [STA] swimming lesson framework to the Swim England national framework for swimming.
- Delivering a free *Save a baby / child / adult's life* Lifesaving courses with the RLSS every 3 weeks to raise awareness for lifesaving with practical training in choking, CPR and how to correctly use a Defibrillator. Sessions were advertised out to local groups, maternity groups and attended frequently by new parents.



AGEING WELL

To develop and deliver local programmes and initiatives, the Sport and Wellbeing Manager actively facilitates and strengthens links with a large number of national and local partners:

- Delivering the weekly Dementia friendly swim project and host the monthly Dementia Cafe [funded by the Good Care Group], providing games and singing [through the local choir] and social time over tea and coffee
- Delivering active ageing Badminton, Table Tennis and Swim Sessions [engaging c. 8,500/ year]
- Working with England Netball to help grow and sustain walking netball
- Working with the BCFC Community Robins foundation and Bristol City Football Club Community Foundation, developed walking Football to increase participation in sport in those that are not active enough to play the full game
- Leading on free health walks twice each week, meeting in a cafe and then walking around the local area, led by members of the team. This engages people who may not necessarily come to the centres for other activities
- Supporting with falls prevention, delivering the Staying Steady exercise programme for those that are not steady on their feet. Starting with an assessment of their ability and confidence and then weekly sessions to build confidence and abilities to continue to be active.



CONNECTING COMMUNITIES

- Deliver **Community events and Open days** helping the surrounding community to engage in the centre with taster sessions and offers, involving a range of stakeholders and groups and clubs to showcase and promote in centre activities.
- Fundraising for **Cancer Research** through Race for Life and Movember campaign promotions.
- Delivering activities to celebrate and encourage participation on **National Fitness Day**.
- Delivering climbing and trampolining activities as part of **Care leavers week**, working with Barnardos and their care leavers.
- Working with Gloucestershire Cricket Board development of **Chance To Shine Street** to further develop interest around cricket within the immediate community-is a FREE cricket initiative that brings together young people from diverse communities in Bristol and gives them the opportunity to learn and play cricket. Youngsters are provided with the opportunity to develop themselves through working towards positive outcomes: helping to improve leadership, personal skills and future employability.
- Sites playing the role as a community hub, hosting a local **Breastfeeding Group** with healthcare professional speakers sharing information to parents whereby new mothers can meet for a coffee and ask questions.
- Working with Bristol Community Health and relevant NHS teams we host monthly **Diabetes prevention** sessions and checks for those at risk and those who have recently been diagnosed with Diabetes.
- Providing £100k of investment to transform the swimming pool at Hengrove into the **largest indoor pool inflatable setup in the UK**, designed to bring the fun to swimming with the goal of increasing participation.
- Delivering free Eat right, Train right drop in sessions to members with information on nutrition for weight loss, maintenance, muscle building, fitness development etc.
- Supporting the Period Poverty Bristol campaign, providing free sanitary products and a place for people to donate period products in the ladies toilet.



CONNECTING WITH OUR HEALTH AND WELLBEING

- Previous delivery of hosting weight management programmes including Alive and Kicking (children) and Fit Club (adults with learning difficulties). Free sessions and incentives provided to encourage continuation of a healthy active lifestyle.
- Delivering the GP Referral Steps to Health Programme currently operating at maximum capacity (142 members and c.7000 engagements), addressing various health conditions; MS, Parkinson's, Stroke, Cardiac (Healthy Hearts), Cancer (Energise Project and Macmillan Tokens and after-care groups), and Arthritis (Escape Pain Programme) Mental Health (Badminton/Gym) Falls Prevention Programme land and water based included in programme.
- Delivering the Good Boost Aqua rehabilitation programme for those with all health conditions and age-related impairments (including knee and hip operations) or younger participants who require sports related rehabilitation. Using portable tablets, users complete an initial assessment for their injuries which allows the software to design a bespoke rehabilitation programme to best suit the individual.
- In addition through a Postural Stability Instructor, we provide strength and balance sessions for more members of the community as an early intervention programme for those who are at risk of or who have had 1 or more falls along with the Aqua Staying Steady project.
- Host weekly health checks for members on a Wednesday.
- Support with mental health campaigns including the 'Man Alive' mental health swimming project at Knowle West Health Park and badminton mental health programme.
- Working with Social prescribers and Social Care to provide carers and young carers with free access to activities and discounted memberships.
- Free swimming for Pregnant women.

A UNITED AND ACTIVE WORKFORCE

- All staff and volunteers have access to a free membership across sites.
- Providing the site for Bedminster Fire Station to train additionally to improve the crews ability in the water.
- Supporting the local youth group 'Young Bristol' with discounted RLSS NPLQ courses to provide opportunities for disadvantaged young adults to provide routes into jobs they may not consider such roles. Trainees can then go on to become lifeguards but also look into other areas after given the level of training and content surrounding health and safety law, first aid qualifications etc.
- Current partnership with the local college, providing students with placements and volunteering opportunities to gain valuable experience in the sector alongside their sports coaching qualifications.



BRISTOL

6 WEEKS - WEDNESDAY (10:00-12:30)

FREE 6 WEEK HOPE COURSE
HENGROVE LEISURE CENTRE
Hengrove Promenade, Bristol BS14 0DE

COURSE 1: 13TH FEB – 20TH MAR '19
COURSE 2: 3RD APR – 8TH MAY '19
COURSE 3: 22ND MAY – 26TH JUNE '19

WEDNESDAY (1.30-4:30 pm)

FREE 2.5 HOUR SESSION UNDERSTANDING CANCER RELATED FATIGUE
HENGROVE LEISURE CENTRE
Hengrove Promenade, Bristol BS14 0DE

COURSE 1: 13TH FEB – 20TH MAR '19
COURSE 2: 3RD APR – 8TH MAY '19
COURSE 3: 22ND MAY – 26TH JUNE '19

MONDAY (1:30-4:30)

FREE 3 HOUR SESSION - HOPE TAKE CONTROL
BAWA HEALTHCARE AND LEISURE
589 Southmead Rd, Bristol BS34 7BG

11TH FEBRUARY '19
25TH FEBRUARY '19
21TH MARCH '19
25TH MARCH '19
8TH APRIL '19
29TH APRIL '19
19TH MAY '19
30TH JUNE '19
17TH JUNE '19
15TH JULY '19

BOOK NOW, OR FOR FURTHER INFORMATION CONTACT US:
(T) 07920833641
(E) bch.macmilliansupport@nhs.net



Bristol Community Health **NHS**

Diabetes drop in
Supporting you to live well with diabetes

Third Friday of every month
10:00am - 12:00pm
The Dance Studio,
Hengrove Leisure Centre,
Hengrove Promenade,
Hengrove Park,
Bristol BS14 0DE

For patients with both
Type 1 and Type 2 Diabetes

Interactive sessions with
a Diabetes Specialist Nurse
and Dietitian

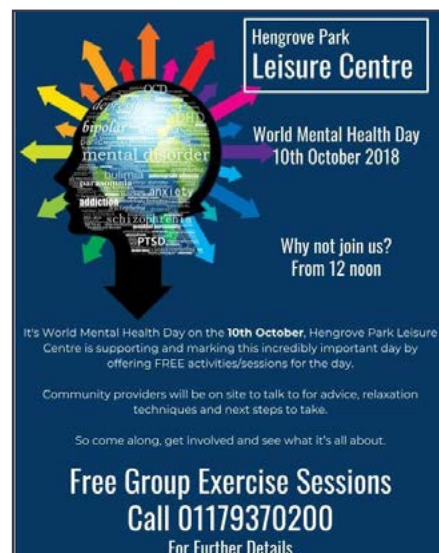
Learn more about the
opportunities within Hengrove
Leisure Centre.

Starts 19th October

An opportunity to
listen to talks and
ask any questions
you may have.

Talk topics may be subject
to change. Please phone
0117 959 8970 to check.
No booking is required.
Free parking for 3 hours.

www.briscomhealth.org.uk



Hengrove Park Leisure Centre

World Mental Health Day
10th October 2018

Why not join us?
From 12 noon

It's World Mental Health Day on the 10th October, Hengrove Park Leisure Centre is supporting and marking this incredibly important day by offering FREE activities/sessions for the day.

Community providers will be on site to talk to for advice, relaxation techniques and next steps to take.

So come along, get involved and see what it's all about.

Free Group Exercise Sessions
Call 01179370200
For Further Details

PARTNERSHIP WORKING

To develop and deliver local programmes and initiatives, the Sport and Wellbeing Manager actively facilitates and strengthens links with a large number of national and local partners:

• NATIONAL PARTNERS

Sport England, The Youth Sport Trust, RoSPA, National Governing Bodies, Badminton England, England Netball, Swim England, England Hockey, Tennis England, British Gymnastics, British Triathlon, The British Mountaineering Council, The LTA, RLSS etc.

• LOCAL PARTNERS

WESPORT [Active Partnership], Local Primary and Secondary Schools and their sporting coordinators, Healthy Schools and Extended Schools, Bristol and South West sport clubs and societies, community social groups, sports coaches, volunteers, Public Health Directorate, Bristol and North Somerset





For more information, contact
business.development@parkwood-leisure.co.uk

ParkwoodLeisure.co.uk



LEISURE CENTRE

UNITING THE MOVEMENT IN BRISTOL HENGROVE

Creating an active community through sport and physical activity to ensure that all Bristol Hengrove residents have the encouragement, opportunity and environment to lead active, healthy and fulfilling lives

LeisureCentre.com

Working in
partnership



LEISURE CENTRE

**An Active Communities Plan for
Hengrove Park Leisure Centre Working in
partnership with Bristol City Council
2022-2025**

INTRODUCTION

Sport and Physical Activity has a positive impact on mental, emotional and physical health and plays a key role as a facilitator of community cohesion. Undoubtedly this could help to play a significant role in reducing antisocial behaviour as well as increasing participation levels among priority groups by providing a range of opportunities, positive experiences and pathways from participation to performance. By creating an active community through sport and physical activity and addressing the needs of different user groups in Bristol, the aim is to continue to develop a supportive environment whereby sport, physical activity and wellbeing are central to people's lives.

The Active Communities Plan for Hengrove Park Leisure Centre aligns to the values and themes incorporated within Bristol's Sport and Physical Activity Strategy 2020-2025, Bristol's One City Plan 2020-2025 and Bristol's Health and Wellbeing Strategy 2020-2050. The aim of this Active Communities Plan is to bring together key priorities, shared objectives and actions in line with the plans outlined above to improve overall health and activity levels in Bristol Hengrove communities. Parkwood Community Leisure will be working in partnership with the Council to achieve this common goal by engaging both the active and inactive population to deliver high quality sport and physical activity provision. To successfully deliver this Active Communities plan, we will continue to work with local and national partners to increase participation in sport and physical activity in all key and priority groups creating impactful long term meaningful partnerships.

Inactivity and deprivation levels remain high within the surrounding wards of Hengrove Park Leisure Centre whereby working with the Council's Sport and Physical Activity Development Team, a full-time Active Communities Officer will work in synergy with the team and local partners to maximise programming in and around Hengrove Park Leisure Centre, whilst developing new partnership programmes across the City. Through a range of core and external funding, interventions will be developed to close the growing gap in health inequalities in areas of Bristol.

This Active Communities Plan will address the targeted populations set out in Bristol's Sport and Physical Activity Strategy 2020-2025; Children and Young People, Disabled Adults, Older Adults, Women and Girls and Those living in the most deprived areas of the City. The Active Communities Plan has been developed in line with Sport England's Uniting the Movement strategy, with programmes identified within six key themes: Vibrant sport & physical activities, Positive experiences for children & young people, Ageing well, Connecting communities, Connecting with our health & wellbeing and A united & active workforce.

Reporting on the Active Communities Plan will be provided as part of the wider contract reporting with all API data feeding into the Moving Communities Platform.

To refine this plan further, in line with Bristol's priorities, we will commission a full detailed Social Value report for Hengrove Park Leisure Centre to ensure we provide local people with an enhanced, balanced and affordable programme of activities, reengaging and uniting communities most affected by the Covid-19 pandemic.

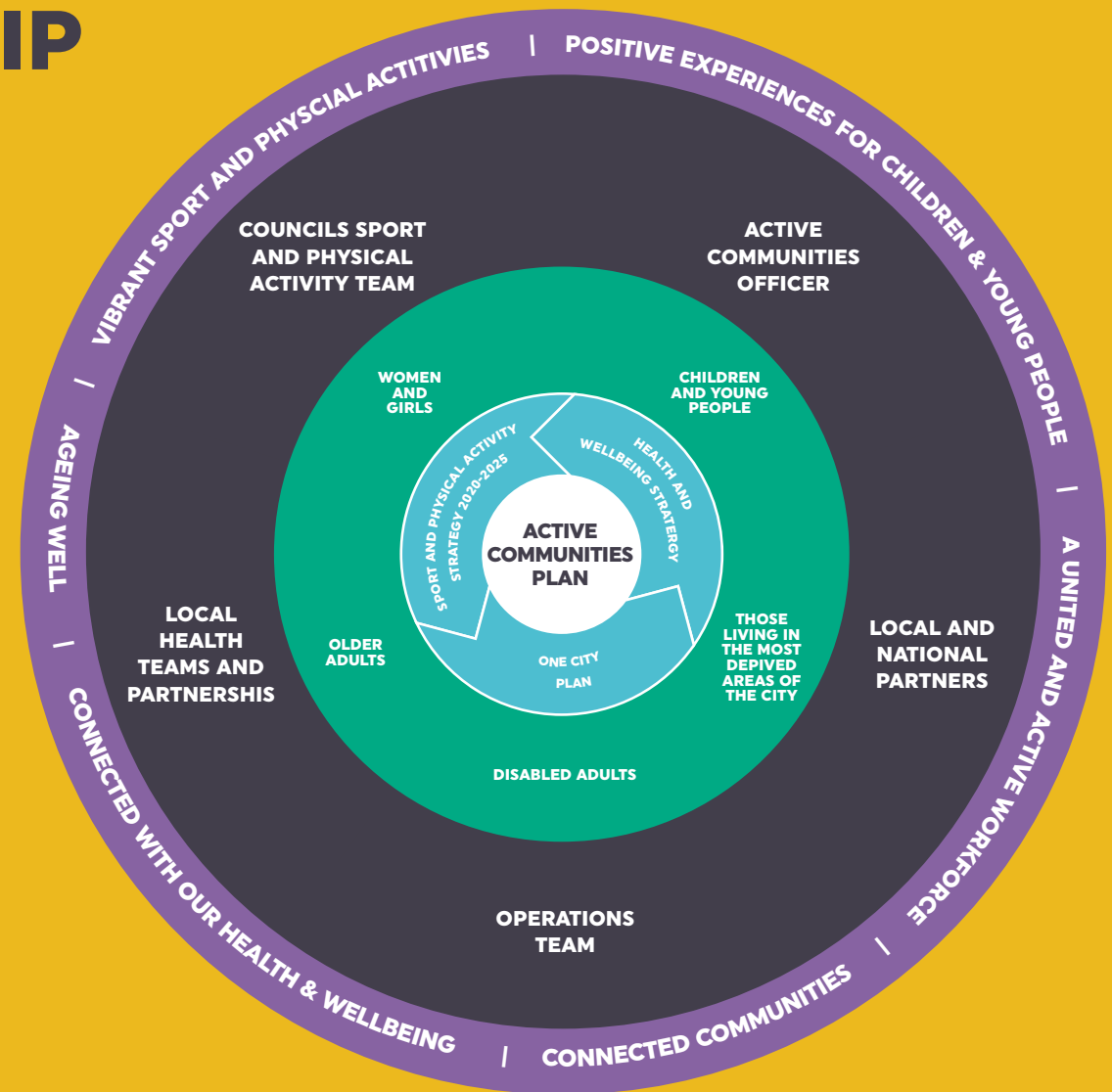
A TRUE PARTNERSHIP APPROACH IN HENGROVE, BRISTOL

Parkwood Leisure are committed to developing a true partnership approach with Bristol City Council and local partners to help 'create an active community through sport and physical activity to ensure that all Bristol Hengrove residents have the encouragement, opportunity and environment to lead active, healthy and fulfilling lives'.

To narrow the gap in health inequalities and inactivity levels across priority groups and communities whilst increasing activity levels of the whole population, the Active Communities Strategy and Plan will sit at the very heart of the local partnership throughout the contract period.

We are committed to resourcing programmes and initiatives effectively to achieve outcomes, enhancing the existing offer for residents across areas of the City, adding significant social value to local communities.

Local teams will continue to be supported by central teams including; marketing, operations, IT, HR and Business Development, adding significant experience from across the sector.



- Active Communities Plan
- Target community / demographic
- Local Strategic Plans
- Active Community plan themes
- Operations and Partnerships

BRISTOL'S SPORT AND PHYSICAL ACTIVITY PLAN: STRATEGIC PRIORITIES

We will contribute to achieving local strategic priorities within the Sport and Physical Activity Plan 2020-2025;

- **Active People:** To help increase physical activity levels amongst all adults and children helping to reach specific target groups including, older adults, women and girls and those with a disability. Supporting education, developing community programmes.
- **Active Partnerships:** Respond to community needs, engage in local networks. Engage with local schools and partnerships to further opportunities. Create impactful partnership working.
- **Active Environments:** Providing safe places to engage in physical Activity, help to increase physical activity in and around the centre and local community.
- **Active Places:** To help connect low socio-economic groups with accessible and affordable activities. As a leisure facility, to help increase participation for inactive people from the surrounding areas which are some of the least active areas of the city.

BRISTOL'S SPORT AND PHYSICAL ACTIVITY PLAN: STRATEGIC OUTCOMES

We will contribute to the local strategic outcomes within the Sport and Physical Activity Plan 2020-2025.

- **Outcome 1:** Through physical activity, reduce health inequalities and the Healthy Life Expectancy gap by 10% between the most affluent wards and deprived wards by 2025
- **Outcome 2:** 50% more people living in wards where there are the greatest levels of socio-economic deprivation, are doing more than 30 minutes of physical activity per week by 2025.
- **Outcome 3:** Halt the rise in levels of childhood and adult obesity by 2025.
- **Outcome 4:** Bristol will be the most active Core City in the country, with at least 65% of people in all parts of the city achieving the recommended amount of physical activity by 2025.

NATIONAL SPORTING OUTCOMES

We will support Sport England and wider National partners to help transform the nation's relationship with movement, physical activity and sport. We will contribute towards Sport England's new 10- year Strategy; 'Uniting The Movement', working to support with their 3 key objectives including; t

- Advocating for movement, Sport & Physical Activity
- Joining forces on 5 big issues
 - 1 - Recover & Reinvent
 - 2 - Connecting Communities
 - 3 - Positive Experiences for Children & Young People
 - 4 - Connecting with Health & Wellbeing
 - 5 - Active Environments
- Creating the catalyst for Change

WESPORT ACTIVE PARTNERSHIP: KEY STRATEGIC OBJECTIVES

We will work with Westport to support their 2020-2025 strategy and vision to 'Inspire active lives, creating the conditions wherever possible to help everyone to move more'. We will act with purpose for our people and place across Hengrove towards Westport's strategic themes;

- Influencing the local ecosystem including; Physical & Mental Health, Individual & Personal Development, Community Cohesion, Economic Growth and Improved Environment
- Information and measurement- Increasing awareness through Communication and Impact
- Influencing decision makers at all levels, exploring opportunities for collaboration, working to develop and improve high quality, inclusive opportunities for sport and physical activity
- Establish the conditions for long-term change, enabling more people to be physically active, inclusive of all.

OUR COMMITMENT IN BRISTOL 2022- 2025



INVESTMENT IN FACILITIES, SERVICES AND PROGRAMMES TO INCREASE PARTICIPATION



ALL ACTIVITIES BOOKABLE ON THE MOBILE APP, WEBPAGE, QR CODES, THROUGH TABLETS AND RECEPTION AT SITES



USE OF TARGETED PROMOTION AND CONCESSIONS AND APPROPRIATE PROGRAMME TARGETING SURROUNDING WARDS



ANNUAL COMMUNITY, FITNESS AND HEALTH DAYS



NURTURING TALENT THROUGH THE PAP SCHEME WITH BRISTOL INTERNATIONAL ATHLETES SCHEME TO PROVIDE FREE FACILITY ACCESS



SUPPORTING EDUCATION FOR PRIORITY SCHOOLS AND COLLEGES



DELIVER A COMPREHENSIVE LEARN TO SWIM PROGRAMME



COMMITMENT TO COMMUNITY USE HOURS



PROVIDE FULLY INCLUSIVE FACILITIES AND PROGRAMMING



DELIVER A COMPREHENSIVE STEPS TO HEALTH SCHEME AND SUPPORTING WIDER PUBLIC HEALTH INITIATIVES



ENGAGE LOCAL COMMUNITY GROUPS, LOCAL AND NATIONAL PARTNERS



BREASTFEEDING FRIENDLY FACILITIES



NEEDS VOLUNTEER, PLACEMENT & APPRENTICESHIPS



HE/ FE STUDENT / APPRENTICE DEVELOPMENT PROGRAMME



DELIVERING HOLIDAY CAMPS, COURSES, PARTIES, EVENTS, SOFT PLAY AND FAMILY SWIMMING PROGRAMMES



SUPPORT WITH REDUCING ANTISOCIAL BEHAVIOUR ACROSS THE SURROUNDING COMMUNITY



ENCOURAGE A HAPPY AND HEALTHY WORKFORCE, AND PROVIDE A COMPREHENSIVE TRAINING PROGRAMME TO STAFF, APPRENTICES AND VOLUNTEERS

OUR APPROACH TO UNITE THE MOVEMENT IN HENGROVE, BRISTOL

With continued investment across; Hengrove Park Leisure Centre, staff, programmes and marketing, we will ensure that we will deliver an excellent joined up offering for both members and non-members.

We will continue to implement a robust whole system approach which ensures those from under-represented groups are engaged including; disabled people, low socio-economic communities, those with long term health conditions, women and girls, children and young people, BAME communities and older adults.

Our whole system approach enables us to continually review, refine and improve our community offering across Hengrove in line with local strategic priorities and resources.



LEISURE CENTRE



HOW WE WILL DEMONSTRATE SUCCESS IN HENGROVE, BRISTOL

Monitoring and evaluation of the Hengrove Active Communities Plan will be completed monthly, quarterly and annually and in line with contract reporting. Through robust evaluation, we want to understand the effectiveness of the interventions and programmes for greater impact in the long-term. For quality assurance, we will carry out annual Quest Assessments at Hengrove Park Leisure Centre. Future Active Communities programmes will be developed in line with Quest Active Communities modules.

We will ensure there is a regular and planned review of all programmes in order to guarantee quality, determine impact and ensure that there is responsiveness to recreational trends to provide a proactive and forward thinking service. Within the Active Communities Development plan, we have established annual targets for 2022- 2023, 2023- 2024 and 2024-2025. These annual targets (and baseline targets for new programmes) will be agreed annually with the Council on review of the previous year's performance.

To gather accurate data, all Active Communities and leisure centre programmes will be bookable on the Leisure Centre app and web pages as well as calling or booking at reception in the centres.

SOCIAL VALUE

Throughout 2019, Parkwood Leisure helped prevent more than 7,000 cases of stroke, dementia, depression and type-2 diabetes, saving the NHS £16 million. Legacy Leisure generated £43.8m of social value (c. £7m- improved health, c£36.2m- improved subjective wellbeing, c £830k- increased educational attainment and over £23k-reduced crime. Legacy Leisure generates more Social Value per individual user compared to the national average across the sector.

The estimated total value lost due to Covid-19 pandemic is £28,179,937, a 58% loss of social value, therefore it is more important now than ever to increase our engagement with local communities, narrowing the gap for vulnerable and underrepresented groups.

We will commission a Social Value report for Hengrove Park Leisure Centre and we work closely with Bristol City Council and local partners, to demonstrate our true social value through the delivery of wider social, economic, and environmental benefits.

WHAT WILL WE MEASURE

API Participation Data

Users, Throughput, Age, Gender, Location (postcode), Disability, Ethnic origin, Frequency of participation (3+ times per week/1-3 times weekly/1-3 times monthly/1-11 times annually. Breakdown across a number of activities as required using Customer Insight & Participation Dashboard

Programming

Provided to BCC, AC Plan developed and agreed by BCC one month prior to the start of each subsequent Contract Year

Workforce

Numbers, volunteers, apprenticeships and training provided to BCC

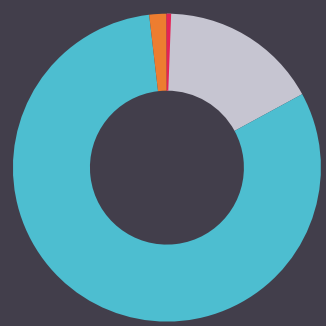
Impact

Case Studies, Consultation feedback and Social Value

PARKWOOD LEISURE SOCIAL VALUE

£92,540,393

SOCIAL VALUE PER CUSTOMER **£425.09**



Category	Value
Subjective Wellbeing	£75,029,213
Health	£15,807,062
Education	£1,660,783
Reduced crime	£43,335

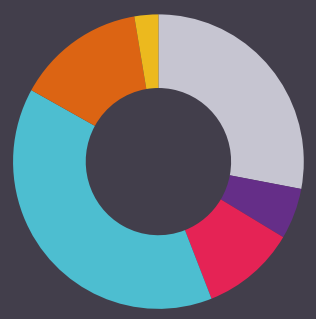
NUMBER OF CASES PREVENTED



Health Variable	Number of Cases Prevented
Depression	3,237
CHD stroke	2,584
Diabetes	976
Dementia	401
Breast cancer & colon cancer	40

TOTAL 7,238

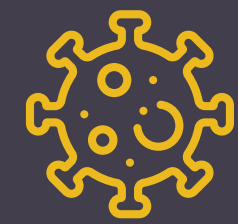
SOCIAL VALUE BY HEALTH VARIABLE



Health Variable	Social Value
Dementia	£6,167,838
CHD stroke	£4,422,066
Reduced GP visits	£2,256,540
Diabetes	£1,655,183
Breast cancer & colon cancer	£885,456
Depression	£419,979

TOTAL £15,807,062

SAVING FOR THE NHS



Estimated total Social Value lost due to COVID

£58,755,956

58%

2019 vs 2020



Total number of customers*

217,694

*Users hitting the Social Value threshold

UNITING THE MOVEMENT IN BRISTOL 2022-2025

LEISURE CENTRE



Local Strategic Outcomes

- Outcome 1: Reduce health inequalities and the Healthy Life Expectancy gap by 10% between affluent and deprived wards by 2025.
- Outcome 2: 50% more people living in low-socio economic wards completing more than 30 minutes physical activity per week by 2025.
- Outcome 3: Halt the rise in levels of childhood and adult obesity by 2025.
- Outcome 4: Bristol will be the most active Core City in the country, with at least 65% of people achieving recommended physical activity levels by 2025.

Vibrant Sport & Physical Activities

- Investment in facilities, services and programmes to increase participation with new technology and ease of booking.
- Establish new and existing activities and national governing body initiatives to implement at site.
- Use of targeted promotion and concessions by example providing taster sessions and incorporating active communities programming into the leisure membership offer.
- Continue to promote and deliver swimming including free under 3's, inclusive pool programming and public casual swims.
- Work with key sporting partners across Bristol and local clubs.
- Support talented athletes locally through free facility access.
- Support clubs providing discounted club rates, priority bookings, promotion.
- Nurturing talent through integration of our own PAP scheme with Bristol international athletes scheme to provide free facility access.
- Host annual events throughout the year maintaining a balanced programme.

Positive Experiences for Children & Young People

- Deliver balanced programme of activities and programmes for CYP aged 4-11 years, i.e. Gymnastics, Badminton, Dance and Climbing.
- Provide/ facilitate toddler / programmes, Parent and Baby swim session, dance etc.
- Targeted promotion of all children, young people and families activities.
- Support with reducing antisocial behaviour across the surrounding community by looking to deliver specific programmes to enhance social cohesion.
- Deliver holiday camps, courses, parties, family swimming programmes, inflatable sessions and community events, and host stay and play.
- Deliver a comprehensive learn to swim programme, increasing the number of children who can swim within stages 1-7 including club link sessions.
- Help to engage NEETs from nearby neighbourhoods to develop volunteer, paid, placement or apprenticeship opportunities.
- Provide opportunities for school sport and use of the centre's facilities.
- Provide opportunities for improved mental and physical health for young carers and care leavers.

Ageing Well

- Provide all over 65's with a concession for programmes activities and casual use.
- Host/ facilitate a range of programmes to encourage active ageing i.e. Walking Sports, Tennis, Netball, Football, Badminton and Table Tennis. Zumba, Walking for Health etc.
- Engage local community groups and partners (i.e. Linkage, Bristol Ageing Better/ Bristol Age UK, Active Ageing Bristol, Bristol City Council's Adults and Older People Strategic Team etc.) who support the ageing demographic to consult on local needs, developing required active ageing programmes.
- Hengrove Park Leisure Centre will continue to be 'dementia friendly' with trained staff, and dementia friendly programming .
- We will continue to engage National Governing Bodies of Sport to improve access into adapted sports.

Connecting Communities

- Continue to support Community Use agreement, Allocating up to free 30 hours per week for local groups to access the centre.
- Engage further with BAME groups across various programmes.
- Host community/ fitness/ family, health and clubs days across facilities delivering a range of activities to inspire people to be active.
- Engage Hengrove community and surroundings to improve community cohesion and reduce antisocial behaviour.
- Provide fully inclusive facilities and programming- upskilling staff and enhancing facilities to increase participation levels. i.e disability cricket.
- Provide caregivers and care leavers with discounted membership and free sessions.
- Encourage families from deprived wards to be active together delivering mother/ parent and baby activities, ie delivering parent and baby Spin/LBT sessions.

Connecting with our Health & Wellbeing

- Work in partnership with local public health providers, Bristol Community Health Partnerships, Bristol Clinical Commissioning Group to continue to develop health initiatives.
- Develop mental health initiatives with MIND and Sport in Mind, using sport and physical activity as a tool.
- Deliver a comprehensive Steps to Health scheme i.e. GP Referral, including stepping stone sessions and membership to encourage retention and continued activity.
- Support wider public health initiatives including; Weight Management/ Obesity, Diabetes, Falls Prevention, Cardiac Rehab, Cancer Rehab, Musculoskeletal conditions, Long Covid, Parkinson's Escape Pain etc.
- Deliver weekly walking for health scheme, linking to programmes / STH on site.
- Deliver Aqua Wellbeing and Rehabilitation sessions to support a range of health conditions.
- Host and promote health awareness days in partnership with key organisations and groups providing free health checks and information.

A United & Active Workforce

- Encourage a happy and healthy workforce, providing staff with a free membership, mental health and wellbeing support and staff benefits.
- Providing a comprehensive training programme to staff, apprentices and volunteers through lifetime training to upskill them in the workplace in line with CIMSPA and national accreditations.
- Ensure all external deliverers are quality checked through Minimum Standards of Deployment and Service Level Agreements.
- Champion inclusion, providing equal opportunities for placements/work for people including NEETS and under-represented groups
- Engage local workplaces to encourage an active and happy workforce through workplace activities and corporate memberships and programming peak and off peak.
- Continue to work with colleges in line with sports courses, placements and industry experience.
- Continue to provide those in receipt of Employment Support Allowance Income Related or Pension Credit Guarantee a concession.

VIBRANT SPORT & PHYSICAL ACTIVITIES

Parkwood Leisure recognises the diversity of the local community around Hengrove Park Leisure Centre and aims to meet the needs of all groups, providing equal opportunities and access to vibrant sports and activities.

To further close the inequalities gap and reduce inactivity levels we will target programmes across the priority neighbourhoods surrounding the centre within the most deprived decile (Hartcliffe and Withywood), as these communities are significantly less active when compared to those living in the more affluent areas. According to the latest Active Lives Survey, only 52% of adults are physically active (150min/ week) across these wards when compared to 68% of adults who are active throughout Bristol. In addition, 34.8% children within these wards are inactive when compared to only 21.4% who are inactive in more affluent areas of the city.

We will invest in facilities, resources and programmes and will work collaboratively with local and national partners, sports clubs, and National Governing Bodies to promote and increase sports participation whilst also supporting talented athletes across Bristol through the Promising Athletes Programme and the Council's International's Card Scheme.

In order to help raise activity levels in the area, consideration will be given to supporting priority groups with accessibility and affordability where we will continue to provide pay and play/ membership concessions, free taster sessions, subsidised sessions and guest passes to help to get the inactive active, using targeted promotion within the surrounding community for priority groups. There will be a strong focus upon the target populations engaging them through a range of sustainable local community programmes encouraging more people to adopt healthier lifestyles.

1: We will improve access to a programme of sport & physical activities

1.1 We will provide a balanced programme of inclusive traditional and non-traditional sporting activities across the leisure centre, supporting existing programmes as well as delivering new activities where gaps have been identified.

1.2 All community and leisure centre activities are bookable on the mobile app, webpage, through tablets and reception at sites and QR codes in the community to encourage people to try new sports and activities.

1.3 We will continue to provide concessions, free taster sessions, subsidised sessions and guest passes to get inactive people active, using targeted promotion of these concessions within the surrounding community.

1.4 We will work with National Governing Bodies, and local sports clubs to reduce inactivity through initiatives and events i.e. to attract more badminton users with the existing MOU with 10% discount for all Badminton England members.

1.5 We will continue to promote swimming with: Under 3's free swimming, inclusive pool programming, casual swimming, adult swim lessons, family swimming, Pre/ Post Natal swimming and water safety with the RLSS.

1.6 Providing regional and national swimming galas to take place annually.

1.7 We will promote Hengrove Park Leisure Centre, nurturing local sporting talent, integrating our PAP scheme with Bristol international athletes scheme to provide free facility access to talented athletes who meet the criteria. We will promote within the community celebrating local talent to encourage and empower local people to reach the highest possible level in their sport.

1.8 We will develop and sustain existing sports clubs, offering advance booking facility and clubs rate to Governing Body Accredited Sports clubs, marketing support, i.e. TAGB Tae Kwon Do, Netball, Basketball Club, Swimming Clubs etc. Continuing to support the development of the City of Bristol Aquatics Club encompassing the disciplines of Water Polo, Speed and Synchro.

VIBRANT SPORT & PHYSICAL ACTIVITIES

THEME	COUNCIL OUTCOME/ STRATEGIC PRIORITY	PROGRAMME TITLE	PROGRAMME DETAIL	TARGET AUDIENCE/ PRIORITY GROUP	2022- 2023 TARGET
1.1	Outcome 1, 2 & 3	Badminton Club/No Strings	Hengrove Badminton club and no strings sessions. Pay and Play and Coached Badminton sessions for adults.	Those living in the most deprived areas Older Adults	500 (10/ week x 50 weeks)
1.1	Outcome 2 & 3	Climbing	Climbing sessions -for children and young people and adults. Offering climbing sessions throughout the week open to group, junior and adult climbing. Also allocated within Summer and Holiday Programmes.	CYP aged 6-17 Adults	See Positive Experiences for CYP
1.1	Active People	Exercise Classes	Provide a range of health, fitness and exercise classes for ages 16+ for all ages and abilities etc. for example -Zumba, Zumba Gold, Pilates, Tai Chi, Indoor Cycling, Body Pump/Attack/Balance, Circuits, Aerobics and Yoga.	All	30,000 Annual Exercise Class footfall
1.1	Active People	Walking Sports	Continue to develop further walking sport provision with partners for different groups ages and abilities, Walking Tennis, Walking Netball, Walking Football.	Older Adults	See Ageing Well
1.2	Active Environments	Booking Methods	Ensure all sessions are easy to book via several methods, via QR codes, on the mobile app and web sites to encourage site use.	All	N/A
1.3	Active Places	Activity Concessions	Continue to provide a range of concessions across a sports sessions and instructor led classes, offering free taster sessions and subsidised sessions and guest passes to help those inactive people within target wards active. i.e women and girls, older adults and the disabled.	Disability, Older Adults, CYP etc	Provide all concessions as agreed with the Council
1.4	Active Partnerships	Partnership working with NGB'S, and Active Partnerships.	Continue to work with all relevant regional NGB'S to inform any new/existing projects i.e England Netball, and local clubs i.e cosmos Hengrove /basketball. Continue to engage quarterly with Active Sports Partnership, Westport.	All	Quarterly engagement with partners
1.5	Active People	Aquatics Programme	Provide a broad range of aquatics activities/ programmes for all ages and abilities i.e. casual swims, lane swims, Aqua Zumba, Aqua Aerobics, Aqua Fit, Aqua Rehabilitation, Aqua Physical. Swimming for clubs, schools and galas /events for families, CYP and disabilities etc.	All	See individual programme targets
1.6	Active Environments	Swimming Events	Provide up to 12 national, regional and local swimming events annually for aquatic declines liaising with Swim England for competitive programme	All	Establish Baseline Deliver up to 12 events annually
1.7	Active People	Talented Athletes	Offering the 'Promising Athletes Programme' (PAP scheme) in line with the council's 'Bristol international athletes scheme'. Continuing to raise awareness and nurture local talent within the neighbouring community and city providing free facility access, membership.	Talented Athletes	5 Athletes supported through PAP
1.8	Active Partnerships	Club Development	Continue to support, develop & sustain local clubs with booking marketing support and promotion. Working with both dry and wet side clubs on site to help develop several aspects- inclusivity and sustainability.	Clubs	Quarterly engagement with Clubs

POSITIVE EXPERIENCES FOR CHILDREN & YOUNG PEOPLE

Working with local schools, children centres and local partners, we aim to increase physical activity levels amongst all children and young people, particularly those (21-30% of the total Bristol population) living in the least active and deprived areas of the city (Hengrove, Hartcliffe and Withywood etc.) where 34.8% of children within these wards are inactive (when compared to 21.4% who are inactive in more affluent areas of the City).

As 12-21% of the young population live within low income families we will continue to provide a broad range of fun and low cost activities to promote

health and happiness from a young age, encouraging families to get active together. We will support with reducing the incidence of crime, childhood obesity levels and improving physical, social and mental health for children, young people and families.

In addition, we will continue to inspire the next generation of athletes, embedding the Bristol City Council's International's Card Scheme and the Promising Athletes Programme.

2. We will provide children, young people and families with new and sustained activities:

2.1 We will provide a balanced programme of inclusive traditional and non-traditional sporting activities across the leisure centre, supporting existing programmes as well as delivering new activities ie to deliver Gymnastics, Badminton, Dance and Climbing programmes to CYP 4-11 years and Toddler programme ie Toddler Dance to 2-4 years.

2.2 We will work with schools, children's centres, care leavers, and other local partners to consult and target appropriate and tailored marketing to children, young people and families, offering a range of concessions and free taster sessions.

2.3 We will help to divert children from antisocial behaviours and encourage social cohesion, establishing further connections with youth clubs and charities supporting activities within the community helping to deliver activities across youth clubs and hot-spot areas.

2.4 We will deliver holiday camps, courses, parties, family swimming programmes (i.e Atlantis Splash), inflatable sessions and community events, and host stay and play.

2.5 We will continue to help increase the levels of physical activity for Looked After Children, Young Carers and care leavers to access activities to improve physical and mental health.

2.6 We will continue to grow the Learn to Swim programme incorporating water safety through tailored swimming lesson stages 1-7.

2.7 We will continue to provide 'Club Link' sessions to support performance development between the Learn to Swim Programme and City of Bristol Swimming Club.

2.8 We will support schools in developing sport and physical activity opportunities for their school pupils, staff and local communities and ensure protected schools are allocated appropriate pool time space within programming.

2.9 We will work with universities and Bristol City College to promote and develop volunteer, placement and opportunities and training opportunities to upskill students and NEETs from the priority neighbourhoods, encouraging people of all abilities to achieve their true potential.

POSITIVE EXPERIENCES FOR CHILDREN & YOUNG PEOPLE

THEME	COUNCIL OUTCOME/ STRATEGIC PRIORITY	PROGRAMME TITLE	PROGRAMME DETAIL	TARGET AUDIENCE/ PRIORITY GROUP	2022- 2023 TARGET
2.1	Outcome 2 & 3	Jump Into Gymnastics	Deliver Jump Into Gymnastics programme at Hengrove Park LC to provide children with a range of activities to help with core stability gymnastic elements. For sustainability continue to liaise with surrounding clubs, NGB and Hartcliffe Gymnastics Centre for club feeding and coach availability. Gym tots and 5-7 age range for an additional future offer.	CYP aged 5-12	Establish Baseline Starts in 2022
2.1	Outcome 2 & 3	Junior Badminton	Junior Badminton sessions for children and young people aged 6-17 years. Also allocated within Summer and Holiday Programmes. To continue liaising with surrounding clubs, NGB regional and national officers.	CYP aged 5-12	250 (5/week x 50 weeks)
2.1	Outcome 2 & 3	Junior Climbing	Junior Climbing sessions -for children and young people aged 6-17 years. Participants also work towards NICAS/in house awards. HPLC currently provides both level 1 & 2 awards. Also allocated within Summer and Holiday Programmes.	CYP aged 6-17	250 (5/week x 50 weeks)
2.1	Active People	Family Swimming & Leisure Swim	Provide and market Public swimming sessions, Family Sessions, Inflatables session Atlantis Splash.	CYP & Families	See Vibrant Sport
2.1	Active People	Play Provision- Stay & Play and Inflatable activities	To offer low cost accessible inflatable play activities in the sports hall and the rear cafe/ foyer space as well as hosting stay and play sessions for preschool children to develop motor skills and socialisation.	CYP & Families	Establish Baseline
2.1	Active People	Junior Gym sessions	To offer CYP aged 11-15 years with access to supervised gym sessions at scheduled times with a new CYP specific group exercise programme throughout 2022, utilising existing gym staff. Explore former 'Teen fit' GX class (Tues and Friday evenings) to engage further young people.	CYP 11-15	Establish Baseline
2.2	Active Partnerships	Working with CYP Partners.	Liaise with local children's centres, South Bristol children's centres, Hartcliffe, Knowle and Stockwood as well as youth services for young people -Stockwood, 'BS14', 'Hartcliffe club for young people' etc to promote and encourage further engagement within the centre and access to facilities.	CYP Those living in the most deprived areas.	Quarterly engagement with partners
2.2	Outcome 2 & 3	Free Stay & Play Group	Host Stay & Play group for parents, young babies and toddlers, working in partnership with children's centres to deliver 'stay and play'. Continue to work with South Bristol children's centre as well as NHS breastfeeding groups to continue support and grow programmes further for this group.	Women and Girls, Those living in the most deprived areas.	Up to 30 families
2.2	Outcome 2 & 3	Toddler Ballet/ Dance	Toddler Ballet/ Dance sessions. To engage with South Bristol children's centre/ Knowle West Health Centre and other groups to publicise sessions (1:8 ratio)	CYP 2- 4 years.	Establish Baseline Start in 2022
2.2	Outcome 2 & 3	Cycle Tots	Provide fun, structured, group balance bike sessions for toddlers aged 2-4 years. Cycle Tots-promoting physical development with balance and confidence.	CYP 2 to 4 years.	Establish Baseline Start in 2022

POSITIVE EXPERIENCES FOR CHILDREN & YOUNG PEOPLE

THEME	COUNCIL OUTCOME/ STRATEGIC PRIORITY	PROGRAMME TITLE	PROGRAMME DETAIL	TARGET AUDIENCE/ PRIORITY GROUP	2022- 2023 TARGET
2.2	Outcome 2 & 3	Rugby Tots	Provide fun, structured, rugby play sessions for Toddlers, encompassing key ball skills- Learning to kick, pass, catch and run with the ball.	CYP 2 to 4 years.	Establish Baseline Start in 2022
2.2	Active Partnerships	Relationships with primary and secondary schools	Continue to work with schools within priority and neighbouring wards, ie Fairfurlong, Bedminster Down to further promote activities and offerings. Continue to work with Ashton Park Sports Partnerships providing space for tournaments and sporting activities for schools.	CYP Those living in the most deprived areas.	Bi-annual engagement with schools
2.3 / 4.5	Outcome 2	Anti-Social Crime Project	Working with Young Bristol and surrounding youth centres-Empire fighting chance/ LPW continuing previous conversations surrounding projects to divert children from antisocial behaviours.	CYP Those living in the most deprived areas.	See Connecting Communities
2.4	Active People	Holiday Programmes/ Party Offerings	Provide holiday camps, parties and fun family swimming programmes including weekends and holiday periods i.e Atlantis Splash.	CYP	Establish Baseline Start in 2022
2.5	Active People	Physical activity provision for young carers/looked after children.	Continue to help increase the levels of physical activity for Looked After Children, Young Carers and care leavers to access. Continue to liaise with relevant Children's Service & Social Care teams, Barnardos, carers support centre etc about offers and discounts available.	Looked After Children	Bi-annual engagement with key partners
2.6	Active People	Learn to Swim Programme	Continue to deliver swimming lessons for CYP within the educational curriculum in accordance with Swim England assessment criteria. Continue to deliver programmes and target surrounding priority wards, feeding and linking with swimming clubs.	CYP	2,500 Learn to Swim Members
2.7	Outcome 2	Club Link Sessions	Swim sessions to support performance development between the Learn to Swim Programme and City of Bristol Swimming Club. Continue to work with Swim manager and COB swim club to tailor programme.	CYP Those living in the most deprived areas.	Establish Baseline Total footfall
2.8	Active People	School Swimming Provision	Continue to provide swimming lesson programmes for schools and provide appropriate pool space needed within daytime pool programming.	CYP Those living in the most deprived areas.	Bi-annual engagement with schools
2.9	Active Places	Volunteer, Apprenticeship, Placement and Training Opportunities	Continue to engage with and promote opportunities for volunteering, apprenticeship, placement and training with relevant colleges, Bristol City College, Bristol Universities.	CYP Those living in the most deprived areas.	See Active Workforce

AGEING WELL

National and local data suggests that physical activity levels are generally lower amongst older adults. The surrounding areas of Hengrove Park Leisure Centre indicate a lower life expectancy for both males and females in comparison to other areas within the city. We will aim to target activity and health programmes across the facility and community spaces to encourage as many adults to age well, live healthy and active lives.

We will continue to empower older adults to remain active through a broad range of activities and sessions, encouraging them to adopt new

activities by creating fun and social programmes, helping to reduce social isolation. We will provide a skilled workforce to enable ageing customers to feel confident to try new activities to improve health, wellbeing and social interaction and we will promote sessions effectively, developing case studies to encourage a new audience into Hengrove Park Leisure Centre.

We will encourage all adults to continue to be active by providing activities and groups to engage in:

3. We will encourage all adults to continue to be active by providing activities and groups to engage in:

3.1 We will encourage further engagement and encouragement into lower-impact activities, walking sports and swimming continuing to provide 65+ dedicated swim sessions throughout the week, and accessible swims for those who require space, i.e. dementia swimming, inclusive walking tennis, wading netball, including promotion and delivery of the Steps to Health scheme.

3.2 As well as offering an older people's concession, we will reach out to the ageing demographic, utilising appropriate networks to consult and obtain feedback, filling gaps in provision to enable older people to live active lives- including targeted and tailored marketing.

3.3 Hengrove Park Leisure Centre will continue to be 'dementia friendly' with trained staff, and dementia friendly programming .

3.4 We will continue to engage National Governing Bodies of Sport to improve access into adapted sports.

3.5 We will continue to engage with ageing networks such as Bristol Ageing Better/Bristol Age UK, Active Ageing Bristol, Bristol City Council's Adults and Older People Strategic Team.

AGEING WELL

THEME	COUNCIL OUTCOME/ STRATEGIC PRIORITY	PROGRAMME TITLE	PROGRAMME DETAIL	TARGET AUDIENCE/ PRIORITY GROUP	2022- 2023 TARGET
3.1	Outcome 1, 2 & 3	Walking Netball	Provide a lower intensity Netball session primarily targeting older adults, however accessible to all. To provide weekly 'Walking Netball' sessions attracting new and existing users in the daytime to the centre also linked to Steps to Health as a stepping stone class.	Older Adults	Establish Baseline Re-start in 2022
3.1	Outcome 1, 2 & 3	Walking Tennis	Provide Inclusive Walking Tennis Programme within daytime programming. Designed for over 50s Health and Wellbeing sessions and Inclusive but accessible to all regardless of fitness level.	Disabled Adults Older Adults Those living in the most deprived areas.	400 (8/week x 50 weeks)
3.1	Outcome 1, 2 & 3	50+ Pay and Play Badminton and Table Tennis	Provide open/ non-coached 50+ Badminton and Table Tennis sessions to the 50+ age group with a dedicated session. Actively promote a 'pay and play' weekly 50+ session within daytime programming	Older Adults	250 (5/week x 50 weeks)
3.1	Outcome 1, 2 & 3	Zumba Gold	Provide lower intensity Zumba Gold (50+) sessions to all as well as access as part of the stepping stone classes on the Steps to Health programme.	Older Adults	500 (10/week x 50 weeks)
3.1	Outcome 1, 2 & 3	Aqua Wellbeing Water Session	Provide an active ageing wellbeing water session to adults through a qualified instructor. This is currently incorporated into the pool programme once a week.	Older Adults	250 (5/week x 50 weeks)
3.1	Outcome 1	Steps to Health- GP Referral Programme	Provide a range of health programmes and stepping stone sessions to complement ageing programmes, for example, Healthy Hearts and Better Breathing, Staying Steady, Neuro Rehabilitation, Long Covid. See Health and Wellbeing for details.	Over 16's	See Health and Wellbeing
3.1	Outcome 1	Staying Steady Classes	Steps to Health- Staying Steady Classes- (Falls Prevention) to support older adults with prevention of falls	Disabled Adults Older Adults Those living in the most deprived areas.	See Health and Wellbeing
3.2	Active Places	Active Ageing Concession	Provide a 25% reduced price casual access and membership to adults aged 65 year olds+ providing access to swimming, classes, gym, sports hall, climbing wall etc.	Adults 65+	See Vibrant Sports & Physical Activity
3.2	Active Environments	Targeted Marketing	Aim to reach a wider audience- through targeted marketing working with a range of active ageing partners to distribute sessions available. Produce an Ageing well flyer and be included in the Healthy Ageing Directly/Friends Ageing Better.	Older Adults	N/A

AGEING WELL

THEME	COUNCIL OUTCOME/ STRATEGIC PRIORITY	PROGRAMME TITLE	PROGRAMME DETAIL	TARGET AUDIENCE/ PRIORITY GROUP	2022- 2023 TARGET
3.2	Active Partnerships	Consultation and Feedback	Liaise with the surrounding ageing community via social media and on site consultation through existing groups i.e walk for health where older groups regularly meet and utilise the centre/ 'Manager Meets', as well as older peoples forum i.e. Linkage, Bristol Ageing Better etc. Promote Moving Communities surveys as required.	Older Adults	Establish Baseline
3.3	Active Environments	Dementia Awareness at site	Hengrove Park Leisure Centre will continue to be 'dementia friendly' with upskilling staff and ongoing awareness and dementia friendly programming like accessible swims sessions. Liaise with Accessport and local community hubs others to raise awareness and promote the centre	People with Dementia and Alzheimers	Commitment to dementia awareness
3.4	Active Partnerships	NGB Partnerships to support adapted programmes for the ageing demographic	Engage National Governing Bodies of sport and their regional offices, quarterly to gain further insight into projects/pilots and help improve older adult access into adapted sports.	National Governing Bodies	See Vibrant Sports & Physical Activity
3.5	Active Partnerships	Active Ageing Partnership Working	Continue to engage and work with different ageing networks such as Bristol Ageing Better/Bristol Age UK, Active Ageing Bristol, Bristol City Council's Adults and Older People Strategic Team in order to support existing future programmes.	Ageing Partners	Quarterly engagement with Ageing Partners

CONNECTING COMMUNITIES

Surrounding Hengrove Park Leisure Centre are neighbourhoods within the top 10% of the most deprived areas nationally, with high inactivity rates for both children and adults as well as high obesity rates. We will target programmes across the priority neighbourhoods, encouraging as many adults and children to age well, live healthy and active lives.

As we know there is a strong correlation between deprivation and inactivity across Bristol, we will aim to increase overall activity levels aiming to help reduce inactivity across the 2 priority neighbourhoods through targeted programming to help bring activity levels more in line with regional and national averages of 61.3% and 62.8% respectively, contributing to all four outcomes of Bristol's Sport and Physical Strategy. We will endeavour to promote active travel plans so that customers are able to access the centre using relevant bus and cycle routes.

Additional data suggests that disabled adults in Bristol are far less likely to report they engage in physical activity than the Bristol average. Recognised as a key demographic and priority within the Sport and Physical Activity Strategy for 2020-2025, we will aim to look at ways to help increase participation through a range of inclusive activities and sessions.. We will work with key partners within the city such as AccessSport, Westport and Ignite Bristol to not only raise the profile of the centre but provide further projects and access to Sport and Physical Activity for the surrounding community.

4. We will work with a network of partners, organisations, community groups to engage priority and target groups within sport and physical activity.

4.1 Through consultation and insight, we will listen to the local communities and priority areas, becoming part of each community, providing a seamless link into centre-based programmes, events and activities.

4.2 All sessions are easy to access with a variety of book methods, via QR codes in the communities, on the mobile app and web sites.

4.3 As per contract and agreement we will provide up to 30hrs per week of free spaces to be utilised by council/community groups.

4.4 We will aim to identify and engage further with BAME communities in the surrounding wards to help increase uptake across programmes in the centre.

4.5 We will support to reduce anti-social behaviour, delivering activities whilst engaging with community partnerships, local policing teams, and youth services.

4.6 To reduce inequalities faced by people with disabilities aiming to raise participation levels we will champion inclusion, improving the disability programme across leisure facilities with programmes i.e disability cricket.

4.7 We will provide care-givers and care-leavers with discounted memberships engaging the Council's Children's Service & Adult Social Care teams.

4.8 To increase CYP activity levels as well women and girls participation levels, we will work with local children's centres and those from a young age to develop Bristol Girls Can campaign developing activities to engage inactive mums from deprived wards encouraging families to be active together, ie pre and post natal swimming/classes, parent & baby LBT and spin sessions.

CONNECTING COMMUNITIES

THEME	COUNCIL OUTCOME/ STRATEGIC PRIORITY	PROGRAMME TITLE	PROGRAMME DETAIL	TARGET AUDIENCE/ PRIORITY GROUP	2022- 2023 TARGET
4.1	Active Partnerships	Community Consultation	Through consultation with the public and local community, engage with online and in person contact consulting on programmes and activities in order to inform future practice.	Customers/Local Community	Quarterly engagement with Community
4.1	Active Places	Community Events	Deliver local community events, ie open days/National Fitness Week events and support local community events to raise awareness of the centre and engage communities further.	Customers/Local Community	Bi-annual event.
4.1	Active Places	Priority area/ community engagement	Priority neighbourhood wards identified in the plan- To provide incentives, offers and targeted marketing approaches to encourage participation.	Those living in the most deprived areas.	Quarterly engagement with Community
4.2	Active Environments	Booking Methods	Ensure all sessions are easy to book via several methods, via QR codes, on the mobile app and web sites.	All	N/A
4.3	Active Places	Community use/ Council hours	Continue to liaise with the Council and promote to relevant community groups targeting priority community projects.	Local Community/ Priority Wards.	N/A
4.5	Outcome 2	Anti-Social Crime Project	Working with Young Bristol and surrounding youth centres-Empire fighting chance/LPW continuing previous conversations surrounding projects to divert children from antisocial behaviours.	CYP Those living in the most deprived areas.	Programme to start 2023
4.7	Active Places	Free / discounted access to Carers	Providing free/ discounted access to carers (T's & C's apply) Liaise bi annually with relevant Children's Service & Adult Social Care teams, Barnardos, carers support centre etc about offers and discounts available.	Customers/Local Community	Bi- Annual engagement with Community
WOMEN & GIRLS					
4.8	Outcome 1, 2 & 3	Antenatal and Postnatal programme	Goodboost Antenatal and postnatal targeted programme with the use of enhanced technology. To engage with GoodBoost to grow an existing offer for a dedicated antenatal/postnatal programme. Land based session with use of tablets.	Women and Girls	Establish Baseline
4.4	Outcome 2	Women Only- Swim Sessions	Provide dedicated swim sessions, making facilities of the Centre easily accessible to ethnic and other minority groups. Continue to provide 'women only' and 'men only' swim health suite sessions to provide customers with a more private setting. Continue to liaise with neary BAME groups and communities and advertise relevant sessions and offerings.	All minority groups	1,000 Annual footfall (20/ week x 50 weeks)
4.8	Outcome 1-3	Free Swims for Pregnant Women	Support BCC's 'Free Swims for Pregnant Women' scheme. Pregnant women will be admitted free of charge for all public swim with a valid 'pregnancy exemption certificate'	Womens and Girls	Establish Baseline

CONNECTING COMMUNITIES

4.8	Outcome 2 & 3	Parent and Child Swim Session	Quieter dedicated swim session for under 3's for parents and babies.	Pre-school Under 3's	Establish Baseline
4.8	Outcome 2 & 3	Baby Yoga	Mother/Carer and baby moving and playing together through baby yoga both can spend quality time improving their emotional and physical state whilst having fun, relaxing and meeting other parents. Working in partnership with South Bristol children's centres to deliver and grow Baby Yoga.	Parents & CYP 0-3 months	Establish Baseline
4.8	Outcome 2 & 3	This Girl Can Parent/ Carer and Baby Spin and LBT	This Girl Can- Parent/ Carer and Baby sessions to engage inactive mums helping to facilitate long term behaviour change encouraging support and gentle participation. Working with Bristol City Council and other children centre workers to grow and promote the programme further, free taster sessions.	Women and Girls Deprived communities	250 (5/ week x 50 weeks)
DISABILITY					
4.6	Outcome 1	Super 1's Inclusive Cricket	Free programme for disabled young people- Somerset cricket foundation. To engage in ongoing conversations with Steve Gass at Somerset Cricket Foundation, Bristol Bears continuation funding with lord taverns/lex leisure. Work with Accessport to expose and advertise group/ demand for sessions.	Disabled CYP aged 12-24 Years	Establish Baseline (External programme starting 2022)
4.6	Outcome 1	Disability Cricket	Working with Somerset Cricket and Westport we are looking to develop a programme for disabled adults. Continue to work with Steve Gass/Somerset Cricket Foundation as to progress with funding to support the programme.	Disabled Adults	Programme to start 2023
4.6	Outcome 1	Accessible Swims	Provide 'accessible' Pool sessions (currently incorporated into the pool programme) and target individuals with additional needs and disabilities to promote and encourage access to these sessions.	Disabled Adults	Establish Baseline

CONNECTING WITH OUR HEALTH & WELLBEING

Hengrove Park Leisure Centre is surrounded by wards (Hengrove, Hartcliffe and Withywood) which are within the top 10% of the most deprived lower super output areas nationally. The health of the population surrounding Hengrove Park Leisure Centre is generally worse than the national average, which correlates to the higher numbers of inactive people. In addition, both Hartcliffe and Withywood wards have higher levels of obesity (65% and 68% respectively) when compared to Bristol City average obesity rates (46%).

Health and Wellbeing continues to be a key focus for the contract. In line with the Bristol's Health and Wellbeing Strategy, we are committed to Working with the

Council's Health & Wellbeing Team as well as engaging local partners (i.e. Bristol Clinical Commissioning Group (CCG), Bristol Community Health, GP surgeries, Social prescribers, Bristol Ageing Better, Age UK etc) to deliver a range of initiatives and schemes including the GP Referral programme 'Steps to Health' to get those with the poorest health across the City to adopt healthy lifestyles and active behaviours.

5. We will work with key partners to improve physical and mental health and wellbeing:

5.1 We will engage and liaise with key partners to align and develop programmes, supporting customers' health and wellbeing to develop new and existing healthy lifestyle programmes for the targeted populations, ie Health Walks

5.4 We will host an annual health awareness day in partnership with key organisations, groups and schemes providing free health checks and information.

5.2 We will deliver and promote the Steps to Health Scheme and associated programmes signposting the different sessions and programmes in order to help reduce health inequalities within the surrounding community. These will aim to support a range of health conditions i.e Weight Management, Type 2 Diabetes, Falls Prevention, Long Covid, Parkinson's etc.

5.5 We will commission a comprehensive Social Value report to provide a baseline for the social value generated across subjective wellbeing and health across the contract period.

5.3 We will further enhance partnerships with Diabetes UK, Parkinson's UK, Alzheimers UK, Macmillan Cancer Support, MIND etc. to identify existing and future campaigns, or initiatives we could help roll out within the surrounding communities. Examples of this will be work Sport In Mind to further develop mental health and physical activity programmes.

CONNECTING WITH OUR HEALTH & WELLBEING

THEME	COUNCIL OUTCOME/ STRATEGIC PRIORITY	PROGRAMME TITLE	PROGRAMME DETAIL	TARGET AUDIENCE/ PRIORITY GROUP	2022- 2023 TARGET
5.1	Outcome 1	Walk for Health	Free Walk for Health sessions offered twice weekly as part of the community hub. Engage with the local community/volunteers, BCC, Ramblers and other groups connected to the walk for health project.	Disabled Adults Older Adults Those living in the most deprived areas.	500 (10/week x 50 weeks)
5.2	Outcome 1	Aqua Rehabilitation	Deliver Aqua Rehabilitation sessions for many health conditions managed in the water	Disabled Adults Older Adults Those living in the most deprived areas.	250 (5/week x 50 weeks)
5.2	Outcome 1	Escape Pain	Provide 6-12 week courses to help customers with arthritis through self managed pain.	Disabled Adults Older Adults Those living in the most deprived areas..	Dependent upon courses.
5.2	Outcome 1	Staying Steady	Deliver Steps to Health- Staying Steady- (Falls Prevention) sessions.	Disabled Adults Older Adults Those living in the most deprived areas.	500 (10/week x 50 weeks)
5.2	Outcome 1	Healthy Hearts and Better Better Breathing	Deliver Steps to Health -Healthy Hearts and Better Better Breathing Cardiac Rehabilitation) sessions.	Disabled Adults Older Adults Those living in the most deprived areas.	500 (10/week x 50 weeks)
5.2	Outcome 1	Neuro Rehabilitation	Deliver Steps to Health -Neuro Rehabilitation sessions	Disabled Adults Older Adults Those living in the most deprived areas.	500 (10/week x 50 weeks)
5.2	Outcome 1	Long Covid Rehabilitation	Deliver Steps to Health- Long Covid Rehabilitation sessions	Disabled Adults Older Adults Those living in the most deprived areas.	Establish Baseline (External programme starting 2022)
5.2	Outcome 3	Weight management programme	Deliver Adult Weight management programme. To continue to work alongside Beezee Bodies (commissioned by BCC) to encourage the different groups to engage within the online and development of an future onsite group with Paul Rossiter.	Those living in the most deprived areas.	Establish Baseline (External programme starting 2022)

CONNECTING WITH OUR HEALTH & WELLBEING

THEME	COUNCIL OUTCOME/ STRATEGIC PRIORITY	PROGRAMME TITLE	PROGRAMME DETAIL	TARGET AUDIENCE/ PRIORITY GROUP	2022- 2023 TARGET
5.3	Active Partnerships	Enhancing Partnerships	Engage in quarterly conversations with key national partners within the health community, like Diabetes UK, Parkinson's UK, Alzheimers UK, Macmillan Cancer Support, MIND etc. to identify existing and future initiatives to be drawn upon a site. Continue to work with Avon and Wiltshire Mental Health Celine and team to explore continued working with inpatients/community activities to access/project working.	All	Quarterly engagement Health Partners
5.4	Active Places	Health Awareness Day	Host annual health awareness days/ ie 'world mental health day' bringing together all local partners working in and around the centre, ie diabetes uk, Bristol Health, Bristol Minds etc	All	Host/Aid Annual Health Day
5.5	Active Places	Social Value Report	Commission a Social Value report annually to provide a baseline for the social value generated across the site.	All	Social Value report to be completed

A UNITED & ACTIVE WORKFORCE

We want to contribute to inclusive economic growth across Bristol by encouraging a healthy and active workforce. We will further develop partnerships with commercial, public and voluntary organisations that serve to enhance local training and employment opportunities to the community of South Bristol so that they are both economically and physically active.

Educational attainment levels in South Bristol are below the national average, and also have a lower percentage of over 18's in full-time education. We aim

to engage Higher and Further Educational institutions as well as community groups to provide volunteering, work-placement and apprenticeship opportunities that may encourage those who are socially and economically disadvantaged.

We will contribute to a more healthy and active workforce across Bristol, helping to support economic growth:

6. We will contribute to a more healthy and active workforce across Bristol, helping to support economic growth:

6.1 We will use our influence to develop aspirations of our young people from the nearby priority neighbourhoods and colleges by helping them to understand the opportunities open to them and inspiring them to achieve their full potential through community volunteering, placements or paid work with Parkwood Community Leisure.

6.2 We have a clear career pathway programme for all jobs in the sector, recruiting locally and across Bristol. Working with community bodies we will endeavour to engage young people and those not in employment, education or training with aspirational pathways into local employment, encouraging people of all abilities to achieve their true potential.

6.3 We will create opportunities for learning, development and achievement for all Parkwood Leisure staff and volunteers by embedding our comprehensive training programme for staff and volunteers. Those who work with Parkwood Community Leisure are provided with a free membership as well as staff discounts to; Theatre tickets, Golf Courses, Dolygaer and Plantasia (and via Benefit Hub). All staff will have free access to mental health and wellbeing support through Able Futures.

6.4 We will aim to work with local businesses to increase staff activity levels, supporting economic growth by encouraging a more active workforce offering competitive corporate rates to local businesses.

6.5 Hengrove Park Leisure centre's programming will aim to encourage the local community to exercise before, during and after work.

6.6 We will provide customers in receipt of Employment Support Allowance Income Related or Pension Credit Guarantee a concession.

6.7 We will provide a quality delivery workforce, ensuring coaches and exercise teams to hold all minimum operating standards (MOS) and industry standard qualifications as well as adopting service level agreements (including MOS checks) when utilising external deliverers.

A UNITED & ACTIVE WORKFORCE

THEME	COUNCIL OUTCOME/ STRATEGIC PRIORITY	PROGRAMME TITLE	PROGRAMME DETAIL	TARGET AUDIENCE/ PRIORITY GROUP	2022- 2023 TARGET
6.1	Active Partnerships	Partnership Working with City of Bristol College- Placements	We will use our influence to develop aspirations of young people from the nearby priority neighbourhoods and colleges by helping them to understand the opportunities open to them. To promote and provide students in further and higher education with industry experience through a range of volunteering, placement, training and potential employment opportunities within the sector.	Local students	Quarterly engagement with Colleges & University
6.2	Active Partnerships	Staff Development- A clear career pathway programme	Parkwood Leisure offers a clear career pathway (in line with CIMSPA), providing comprehensive internal and external training opportunities for all employees. Recruit locally and champion inclusion, providing equal opportunities for people including NEETS and under-represented groups encouraging people of all abilities to achieve their true potential. Retain staff and utilise the Retrain to Retain National scheme	Current Staff	On-going
6.3	Active Partnerships	Staff, Volunteers and Apprenticeship Training Programmes	Identify opportunities to take on, support and develop local community volunteers, Swimming Instructors and Club Coaches, offering them and all staff skill development and experience within the sector. Through the Parkwood Leisure Apprenticeship programme and in line with our long term-partner 'Lifetime Training' and CIMSPA, explore apprenticeship opportunities at Hengrove	Current Staff, Young People and Adults 16+	On-going training
6.4	Active People	Encourage an active, healthy and well workforce across Hengrove	Leading by example, encouraging a happy and healthy workforce, providing staff with a free membership, mental health and wellbeing support and staff benefits (free gym membership, discounted Theatre tickets, Golf Courses, Dolygaer and Plantasia etc.)	Current Staff	Provide to 100% of Staff
6.5 & 6.6	Active Partnerships	Corporate Membership offering to local business	Offer competitive corporate discounts on memberships and block bookings to local businesses to get their staff active around the working week, increasing staff activity levels and supporting economic growth by encouraging a more active workforce. Promote all activities to local businesses to encourage exercise before, during and after work with various activities taking place at Peak and Off Peak times.	Local Businesses	Engagement with 12 local businesses
6.7	Active Environments	Minimum Operating Standards	We will provide a quality delivery workforce, ensuring coaches and exercise teams to hold all minimum operating standards (MOS) and industry standard qualifications as well as adopting service level agreements (including MOS checks) when utilising external deliverers	Current Staff & Deliverers	N/A

OUR COMMITMENT TO GET HENGROVE RESIDENTS SWIMMING

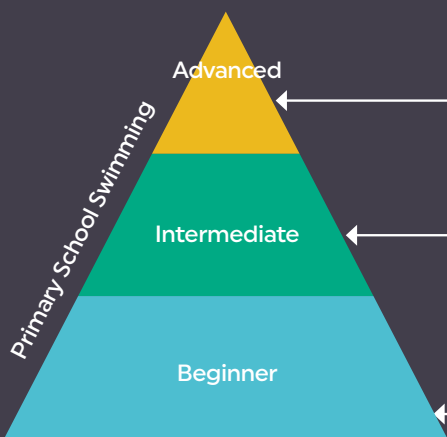
GROUP AQUATICS PATHWAY

Parkwood Leisure is committed to maximising opportunities at Hengrove Park Leisure Centre to get everyone in Bristol swimming, regardless of age, ability or background.

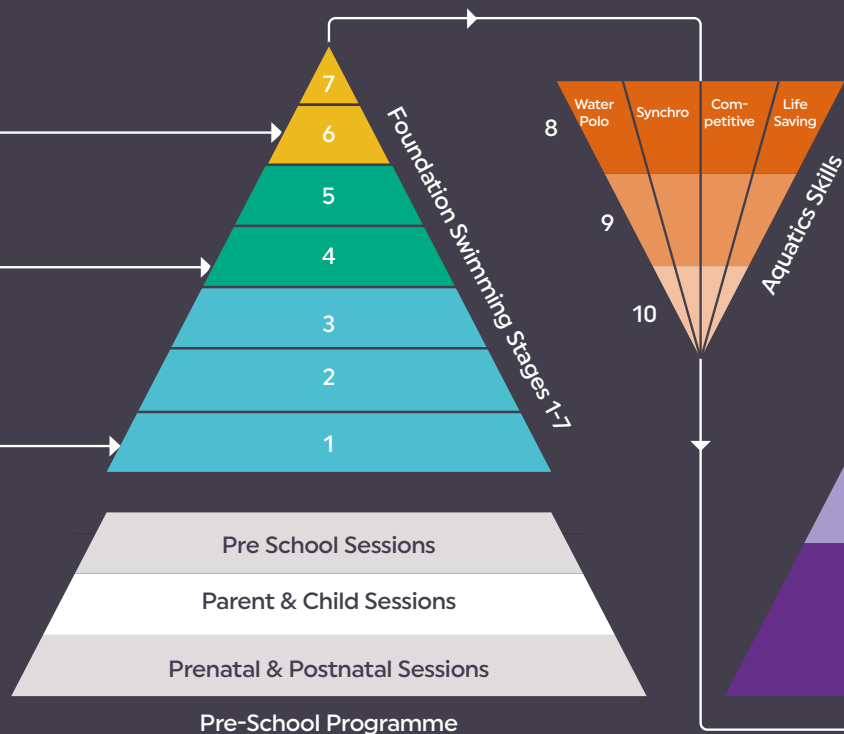
With the support from the Group Head of Aquatics, the Aquatics Swim Manager will maximise pool programming to provide high-quality aquatics activities through a well resourced, high quality aquatics team.

In line with Swim England's National Development Framework, our Aquatics Pathway demonstrates our commitment to encouraging people to learn to swim from an early age, providing new opportunities across a range of aquatics disciplines as well as providing progression through to county, club and national performance level.

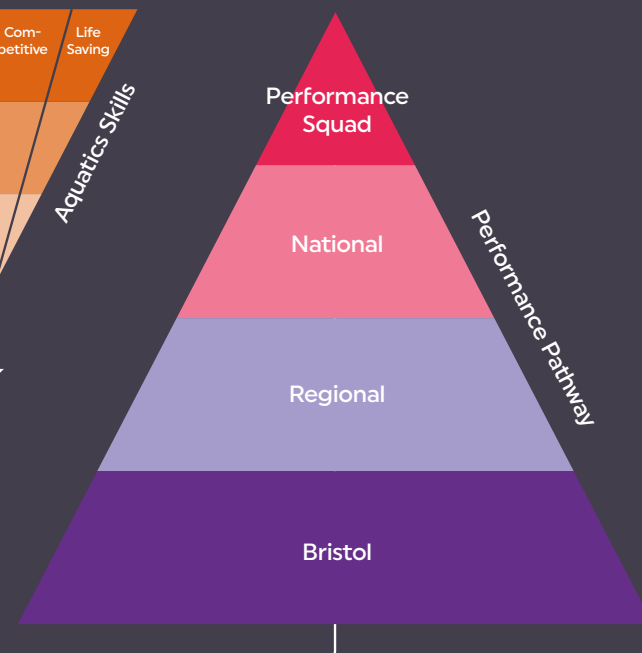
SCHOOL SWIMMING



LEARN TO SWIM



CLUBS



CASUAL SWIMMING

Family Swim - Game videos to encourage learning relevant to stage - floats & toys	Parent & child swim - quiet, age appropriate toys
Disability- Funability and sensory sessions	
Atlantis Inflatable Sessions (6+ Ages)	Public/ Lane Swimming - Swim lane, space for leisure swimming
Women/ men only swim	Leisure water swim - floats/ waves

AQUATICS CLASSES

Rehabilitation (Goodboost)	Lane Swimming
Prenatal & Postnatal (Goodboost)	Swim Fit
Aqua Aerobics	HerSpirit
AquaFit (HIIT Sessions, Aqua Zumba etc.)	Masters Sessions/ Triathlon
Swim Club feeder sessions	Rookie Lifeguarding

UNITING THE MOVEMENT IN HENGROVE WITH PARTNERS: ACTIVE PARTNERSHIPS

To successfully deliver our Active Communities plan and to encourage communities across Hengrove to become more physically active will take a collaborative effort.

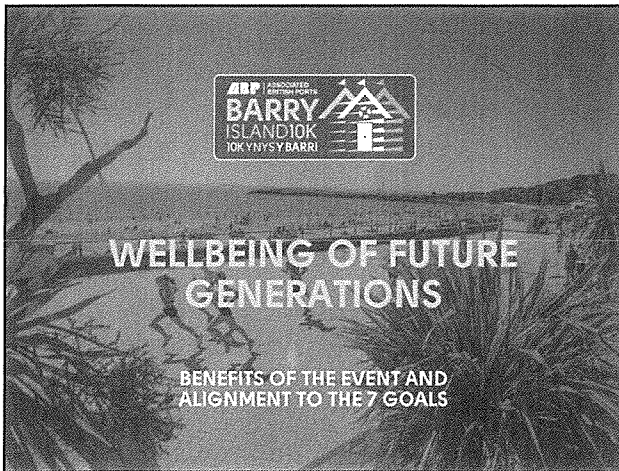
Our approach will combine the agility and relevance of local partners with the gravitas and assurance of national organisations. To help tackle inactivity within the surrounding community and will use effective local networks which engage with and empower local people to increase their activity levels using key partnerships which are essential to this. We will continue to support existing partner programmes as well as delivering new projects to engage local residents.



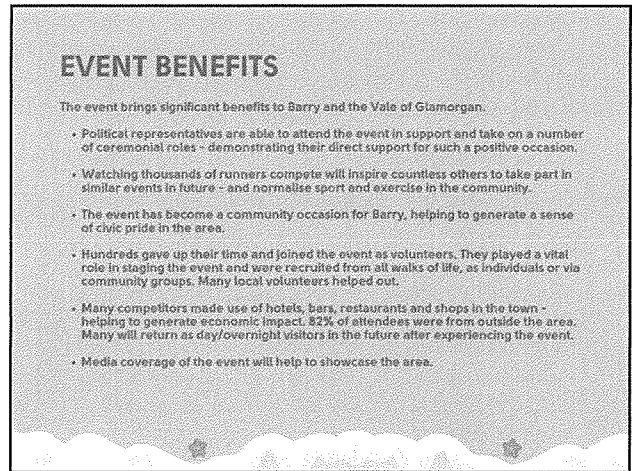
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LeisureCentre.com



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