



## Agenda for LED Monitoring Forum Tuesday, 19th September, 2023, 10.00 am

### Members of LED Monitoring Forum

Councillors: P Arnott, V Bonetta, M Hall, S Hawkins (Chair),  
P Hayward, N Hookway (Vice-Chair), G Jung, J Loudoun,  
S Smith, A Toye and J Whibley

**Venue:** Online via the Zoom app

**Contact:** Sarah James;

01395 519978 Email: [sjames@eastdevon.gov.uk](mailto:sjames@eastdevon.gov.uk)

(or group number 01395 517546)

Monday, 11 September 2023; reissued 13 September 2023

East Devon District Council  
Blackdown House  
Border Road  
Heathpark Industrial Estate  
Honiton  
EX14 1EJ

DX 48808 HONITON

Tel: 01404 515616

[www.eastdevon.gov.uk](http://www.eastdevon.gov.uk)

- 1 Apologies
- 2 Minutes of the previous meeting held on 27 June 2023 (Pages 3 - 6)
- 3 Declarations of interest  
Guidance is available online to Councillors and co-opted members on making [declarations of interest](#)
- 4 Public Speaking  
Information on [public speaking is available online](#)
- 5 Matters of urgency
- 6 Confidential/exempt item(s)  
To agree any items to be dealt with after the public (including the Press) have been excluded. There are two items which officers recommend should be dealt with in this way.
- 7 Cranbrook Leisure Centre update report (Pages 7 - 10)
- 8 Decarbonising Swimming Pools report (Pages 11 - 15)
- 9 LED Facilities and Activities report (Pages 16 - 21)
- 10 LED Community Engagement report (Pages 22 - 28)
- 11 Exmouth Pavilion report (Page 29)
- 12 LED KPI Dashboard August 2023 (Page 30)
- 13 Leisure Strategy Delivery Plan updates (Pages 31 - 36)

### Part B

- 14 Draft management fee template 2024/25 - 2025/26 (Pages 37 - 44)
- 15 AOB - Honiton sports club facilities (Pages 45 - 48)

Members of the public exercising their right to speak during Public Speaking will be recorded.

[Decision making and equalities](#)

**For a copy of this agenda in large print, please contact the Democratic Services Team on 01395 517546**

**EAST DEVON DISTRICT COUNCIL****Minutes of the meeting of LED Monitoring Forum held at Online via Zoom app on 27 June 2023****Attendance list at end of document**

The meeting started at 6.00 pm and ended at 7.40 pm

**1 Appointment of Chair**

In a vote of Forum members present, Cllr Sam Hawkins was appointed as Chair.

**2 Public Speaking**

There were no members of the public registered to speak.

**3 Appointment of Vice-Chair**

In a vote of Forum members present, Cllr Nick Hookway was appointed as Vice-Chair.

**4 Minutes of the previous meeting held on 11 April 2023**

The minutes of the previous meeting held on 11 April 2023 were received and noted as a true and accurate record.

**5 Declarations of interest**

Cllr S Smith: Minutes 8 – 14: Affects Non-Registerable Interest: Member of LED Community Leisure as a service user.

**6 Matters of urgency**

There was one matter of urgency (minute 13 refers).

**7 Confidential/exempt item(s)**

There was one item to be considered in private session (minute 14 refers).

**8 Exmouth Pavilion Report**

The Pavilion Manager introduced this report which included the following points:

- Ticket sales and food and beverage income are back to pre-Covid levels and ahead of budget.
- Ticket sales analysis for April and May 2023 were included with the report; these were live numbers at the time of the report and it was noted that sales pick up as each event gets closer.
- Outdoor events in the gardens have been held for the past 10 years and these are free of charge to the community. LED's investment in them is circa £10k and the events are worth circa £200k in the annual revenue budget. There have been some issues around the outdoor events but these have now been resolved.
- External and internal maintenance of the building is ongoing; major works to address roof leaks are planned for January and February 2024.

- The Pavilion do not have a daytime cleaner and the staff team must therefore clean up after the public, some of whom come in from outside purely to use the toilets. The Pavilion has been asked by the Council to accommodate this but it was noted that the cost of toilet rolls and cleaning materials quadruples during the school holiday period, when traffic and usage is high.
- As with most hospitality businesses, there are significant problems with recruitment of staff.

Discussion and clarification included the following points:

- A horse box has been purchased from which drinks will be served during outdoor events. It is intended that the horse box will be located at the Pavilion during the summer season but it is portable and could potentially be used at other venues subject to licensing and planning.
- For a fee of £2.00 per ticket, customers can now protect their ticket purchase under the 'Secure my Booking' scheme, for the eventuality that they are unable to attend a show for some reason. The fee includes a small profit margin for LED.

## 9 **LED Facilities and Activities update**

The LED CEO introduced the update report which provided a summary of the activities going on as well as a projects update, and invited questions.

Discussion and clarification included the following points:

- Where direct debits are rejected for LED memberships, the LED Customer Engagement Team follow up by telephone with the customers concerned. Out of 198 payments rejected during May 2023, the administrators managed to get 103 paid.
- The LED team aim to interact with 53.5% of members identified as being of high risk of leaving, to support them on their fitness journey; the number of interactions can vary throughout the month, depending on staff levels across the facilities.
- In-house customer feedback for the Axminster Hangar has been positive; however, the NPS (Net Promoter Score) is sent through a digital platform and does not always align with the verbal feedback.

## 10 **LED Community Engagement report**

The LED CEO introduced this report which outlined the work of the LED Community Engagement Team.

Clarification and discussion included the following points:

- LED has no contractual obligation to carry out work in the community but does so voluntarily to fill an important gap, as identified in the Leisure Strategy. LED now receives some additional funding from the Council, through the UK Shared Prosperity Fund, to support this work.
- There is a lot of work with schools, targeting pupils who are disengaged from mainstream sport, to try to build a love of physical activity. One member suggested consideration is given to whether schools ought to be making a funding contribution towards this work.
- A lot of work is done with refugees and it was confirmed that the LED team has received training in safeguarding.
- The Community Engagement Team carry out a number of pop-up events across the district, in addition to delivering programmes for long term change.

## 11 **LED KPI Dashboard May 2023**

The Forum received and noted key details of the performance of LED Community Leisure for May 2023.

## 12 **Leisure Strategy Delivery Plan updates**

The Assistant Director – Countryside and Leisure ran through the updates on the Leisure Strategy Delivery Plan, outlining the progress made with key actions, and where there are difficulties due to capacity issues.

He confirmed that a report and presentation will be brought to the next meeting on the progress with Cranbrook Leisure Centre.

It was noted in discussion that limited resources internally have meant that whilst all actions are important, it has been necessary to prioritise some over others.

The Leisure Strategy Delivery Plan is a living document and the update is a standing agenda item for the Forum.

## 13 **Update report on Activities by Property & FM Team**

The Principal Building Surveyor ran through the report which provided a summary of the Property and Facilities Management Team activities at LED managed properties over the last few months, and planned future activities, as well as an update on the ongoing approved capital work.

Clarification and discussion included the following points:

- Works being carried out on the Exmouth Pavilion building are essential for the facility to continue operating over the next 4 – 10 years. There are a number of options potentially in the mix for the longer-term future of the facility but no decisions have been made and the Placemaking consultants will consider the options in relation to responses from the consultation last summer.
- The cost for roofing repairs to a number of LED occupied buildings is considerable, but these are essential works that have arisen mainly due to age. The amount of investment needed is cyclical and once these works have been undertaken, they will not come up again for another ten years or so.
- A sum of £60k has been approved to appoint consultants for energy efficiencies at LED occupied buildings, and corporate stock; the Property and FM Team are in the process of obtaining fee proposals from consultants, for consideration.
- Work is ongoing to renegotiate dual-use agreements with schools. It was noted that LED no longer have access to the Axe Valley sports hall and studio during school hours, due to safeguarding issues raised by Ofsted.

The Forum members noted the report.

The meeting then went into private session.

## 14 **LED Leisure Contract Budget 2023-24**

The LED CEO presented a summary of the budget for this year, with a breakdown against sites. This was the same summary as presented to the previous Forum meeting in April and the LED CEO explained that it was being re-presented to ensure the new Forum members have sight of it.

It was intended to report to the Forum quarterly on progress against budget.

**Attendance List**

**Councillors present:**

P Arnott  
V Bonetta  
M Hall  
S Hawkins  
N Hookway  
G Jung  
J Loudoun  
S Smith  
A Toye  
J Whibley

**Councillors also present (for some or all the meeting)**

J Heath  
M Rixson  
E Rylance

**Representatives of LED Community Leisure in attendance:**

Janette Cass, Pavilion Manager  
Andrew Dare, LED Leisure Delivery  
Lottie Edwards, LED Community Engagement  
Peter Gilpin, LED CEO  
Richard Purchase, Chairman of LED Board

**Officers in attendance:**

Tim Child, Assistant Director Place, Assets & Commercialisation  
Simon Davey, Director of Finance  
Sarah James, Democratic Services Officer  
Debbie Meakin, Democratic Services Officer  
Charles Plowden, Assistant Director Countryside and Leisure  
Jorge Pineda-Langford, Principal Building Surveyor, Property & FM  
John Golding, Director of Housing, Health and Environment

**Councillor apologies:**

P Hayward

Chair .....

Date: .....

# Cranbrook Leisure Provision

19<sup>th</sup> September 2023



## Purpose

1. To provide an overview of plans to bring forward a leisure centre as part of the development of the town centre to serve the Cranbrook new community.

## Introduction

2. With the first people having moved in 2012, the new town of Cranbrook now has around 3,000 homes built and occupied and a population of just over 8,000 people.
3. The town bucks the overall East Devon age profile and has the youngest population structure for any town in Devon, with significantly higher proportions of people aged 0-14 and 25-44 compared with England. See figure 1 below for a comparison against other Devon towns.

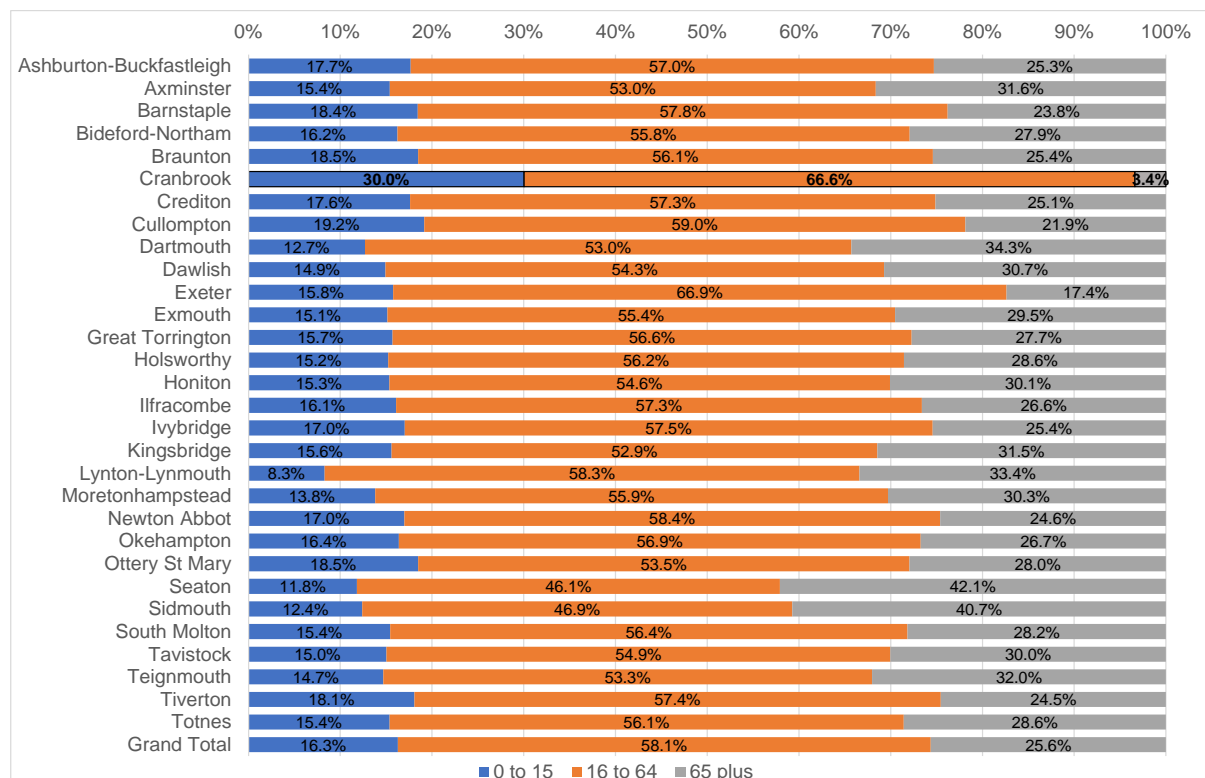


Figure 1 – Cranbrook Broad Age Structure vs. other Devon towns, 2020

Source: Small Area Population Estimates, Office for National Statistics, 2020 (via DCC Public Health Intelligence)

4. Development in the town continues with two currently active house builders and the first commercial development in the town centre since the opening of the Cranberry Farm pub in 2017. These town centre developments comprise a

supermarket, ground floor shops with residential properties above and a children's day nursery. All are expected to be completed in 2024.



Fig 2: Development of Cranbrook town centre commenced in August 2022. (credit: Still Imaging)

5. In November 2022 East Devon District Council completed the commercial acquisition of 4 acres of land in the town centre in order to ensure that adequate land is available for non-residential uses to support the growth of the town and the needs of residents. A further 4 acres is due for transfer to the District Council and 1 acre to the County Council as part of existing planning agreements. Together, this land assembly will mean that 9 acres of land is in public sector ownership in the town centre. A number of uses are earmarked for development on this land as a result of the existing planning agreements:

- i. Health and Wellbeing Hub
- ii. Town Council Offices
- iii. Library
- iv. Children's Centre
- v. Youth Centre
- vi. Blue light services (likely a fire station)

### **Cranbrook Plan**

6. October 2020 saw the adoption of The Cranbrook Plan Development Plan Document (The DPD) by East Devon District Council. This document sets out the planning framework for the growth of the town up towards 8,000 houses across four



expansion areas and the associated infrastructure required to support the anticipated population of around 20,000 people.

7. The DPD includes policy CB21 on Cranbrook Town Centre which seeks to ensure that the town centre is the heart of the economic, social, cultural and civic activities that support the wider town. In addition to the uses mentioned above, the policy also states that provision shall be made for the development of a Leisure Centre in the town centre.

8. Other policies in the DPD then seek to secure a capital contribution toward the cost of delivering a leisure centre. These costs were based upon a proportionate contribution of the cost of delivering a community leisure centre with swimming pool, which Sport England's Facilities Guide had costed at £10.045m at the time. This equated to a contribution of £3.994m from the expansion areas, which indexed to the most recent BCIS quarter (2Q 2023) would today mean a contribution of £4.566m.

9. Although there are now resolutions to grant outline planning permission for the majority of the expansion area sites, to date the legal agreements that will secure the payment of these monies have not been finalised.

10. The Council's Leisure and Built Facilities Strategy identifies the delivery of a Leisure Centre at Cranbrook as being a priority, with an indicative specification given as:

- a. 6 lane 25m swimming pool
- b. Health and fitness suite
- c. 4 court sports hall
- d. 2 studios

11. Together, the DPD and the Strategy make clear the Council's ambition to deliver a Leisure Centre for Cranbrook. Although land and some capital contribution will be available, there will remain a significant shortfall in capital to complete the project. It is Officers' intention that opportunities for grant funding streams are explored, although there will likely remain a funding gap.

12. Alongside Exeter, Cranbrook is part of the Sport England Local Delivery Pilot, a programme which is aimed at tackling inactivity in highlighted groups, largely through the implementation of schemes not directly linked with traditional sporting activities. It is understood that participation in this scheme may open up opportunities for grant funding and Officers are in the process of finding out more about this.

13. Consideration also needs to be given to how a Leisure Centre operates alongside other town centre facilities and in particular the planned Health and Wellbeing Hub. Work has recently been undertaken to understand the types of services that will be delivered from the Health and Wellbeing Hub and these include GP services, maternity, mental health and community nursing. There is a direct link between activity levels and health and wellbeing and there could be benefits arising from co-location with this building. However, co-location also brings about challenges particularly with timing of delivery as neither facility is yet fully funded and also with governance and management once operational as there will be multiple users. It may be better to look at a campus approach, where the two are sited close to one another, in order to realise as many benefits as possible.

14. The Council has employed consultants to undertake a community consultation exercise regarding the composition and delivery of the town centre, and this is

expected to take place in Autumn 2023. It is intended that the exercise will include elements relating to the delivery of a leisure centre and will seek residents views on this. A final report into the community consultation will be produced in early 2024.

### **Next Steps**

15. The anticipated next steps are:
  - a. Undertake community consultation on the town centre;
  - b. Finalise town centre masterplan, to include decision on relationship with the health and wellbeing hub;
  - c. Convene a project team and establish governance;
  - d. Explore grant funding opportunities for leisure centre.

Thea Billeter

September 2023



Report to: LED Monitoring Forum

Date of Meeting 19th September 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

## Decarbonising Swimming Pools

### Report summary:

This report outlines progress in work relating to decarbonising EDDC's swimming pools and related matters including applying for external funding opportunities namely the Low Carbon Skill Fund Phase 4, the Public Sector Decarbonisation Scheme Phase 3c and the Swimming Pool Support Fund Phase II (Capital).

The matter was debated by the Forum at its meeting of 11th April 2023 and a recommendation was made that consultants be appointed to advise Council and LED about the most appropriate way of moving forward for achieving carbon neutral swimming pools and leisure centres. An update was provided at the Forum's meeting of 27th June 2023.

### Is the proposed decision in accordance with:

Budget Yes  No

Policy Framework Yes  No

### Recommendation

That the Forum

- a) Note the content of this report.

Reason for recommendation:

To ensure members of the Forum are informed of the progress made in work relating to decarbonising EDDC's swimming pools.

Officer: Jorge Pineda-Langford – Principal Building Surveyor / Team Lead, [jpineda-langford@eastdevon.gov.uk](mailto:jpineda-langford@eastdevon.gov.uk).

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Communications and Democracy
- Economy
- Finance and Assets
- Strategic Planning
- Sustainable Homes and Communities
- Culture, Leisure, Sport and Tourism

**Equalities impact** Low Impact

## Climate change High Impact

**Risk:** Medium Risk;

Whilst Cabinet has approved the funding (from existing Climate Change Budget) required to employ consultants to undertake the feasibility and design work to deliver the decarbonisation of EDDC's swimming pools, funding for undertaking the construction works has not been secured. Whilst external funding opportunities are being considered, there is no guarantee of success. Should external funding be secured, the funding is granted subject to conditions of self-funding and time frames for delivery, amongst others. The main risks are:

- a) Failure to secure external funding
- b) Failure to secure self-funding (through PWLB), with or without external funding secured
- c) Failure to deliver the works within the time frames required

Any of the above scenarios will mean that decarbonisation works will not proceed to construction phases leading to abortive fees, higher costs and delay or failure in delivering the Council's decarbonisation and net zero commitments.

### Links to background information

- [110423 Options to Reduce Energy Consumption at Swimming Pools.pdf \(eastdevon.gov.uk\)](#)
- [110423 Energy Options Summary. pdf \(eastdevon.gov.uk\)](#)
- [110423 Government Fund to Support Public Swimming Pools report.pdf \(eastdevon.gov.uk\)](#)
- [Decarbonisation of EDDC Swimming Pools - Consultant Appointment.pdf \(eastdevon.gov.uk\)](#)
- [Phase 4 Public Sector Low Carbon Skills Fund | Salix Finance](#)
- [Phase 3c Public Sector Decarbonisation Scheme | Salix Finance](#)
- [Swimming Pool Support Fund | Sport England](#)

### Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
- A greener East Devon
- A resilient economy

---

### Report in full

1. This reports follows previous reports to this Forum highlighting the need to decarbonise EDDC's Leisure building assets, particularly swimming pools, possible decarbonisation and energy saving solutions and external funding opportunities. The matter was debated by the Forum at its meeting of 11<sup>th</sup> April 2023 and a recommendation was made that consultants be appointed to advise Council and LED about the most appropriate way of moving forward for achieving carbon neutral swimming pools and leisure centres. An update was provided at the Forum's meeting of 27<sup>th</sup> June 2023.

### Background:

2. EDDC's budget for 2022/2023 allocated a capital budget of £60,000 to appoint consultants to review energy efficiency in all the corporate buildings. Whilst the original request was based on unspent decarbonisation legacy budgets, there was limited understanding of the work involved which led to the funding allocation being inadequate.

3. With the recent increase in energy costs, particularly the cost of gas, and swimming pools being high energy users mainly using gas boilers for heating, swimming pools have been particularly affected. As a result LED has encouraged EDDC to consider prioritising the decarbonisation of its swimming pool buildings, particularly moving away from the dependency on gas as the main source of heating. EDDC's Property & FM Team have accepted the need to prioritise swimming pools and started the process of appointing consultants and trying to secure external funding.
4. It is worth noting at this point that decarbonising swimming pools or any building, particularly moving away from gas as the main source of heating, might not necessarily translate into energy bills savings. Historically gas has been cheaper than electricity and it is expected that gas prices will fall to pre-war (Ukraine) levels in due course. Decarbonisation is not about reducing energy bills but reducing our carbon footprint.

## External Funding Opportunities

5. Three external funding opportunities have been considered as following:
  - a. Low Carbon Skill Fund Phase 4 ([Phase 4 Public Sector Low Carbon Skills Fund | Salix Finance](#))
  - b. Public Sector Decarbonisation Scheme Phase 3c ([Phase 3c Public Sector Decarbonisation Scheme | Salix Finance](#))
  - c. Swimming Pool Support Fund Phase II (Capital) ([Swimming Pool Support Fund | Sport England](#))

### The Low Carbon Skills Fund Phase 4 (LCSF4):

6. The LCSF4 is provided by the Department for Energy Security and Net Zero and administered by Salix. The fund provides grants for public sector organisations to access skills and expertise to deliver heat decarbonisation projects. Like in the previous phases, this phase was oversubscribed shortly after opening. Phase 4 offered £17m worth of grants and between the Application Portal opening on Wednesday 26 April 2023 and closing on Friday April 28, 2023, over 750 applications with a combined total value of more than £130m were received. EDDC submitted an application for approximately £333,000 in funding on the day the Application Portal opened. Unfortunately on this occasion our bid was unsuccessful. The funding would have paid for the consultant work required for producing Heat Decarbonisation Plans (HDPs), the design work required to deliver decarbonisation projects to RIBA Stage 3, and the support required for preparing bids for the Public Sector Decarbonisation Scheme Phase 3c and the Swimming Pool Support Fund Phase II (Capital).

### Public Sector Decarbonisation Scheme Phase 3c (PSDS3c)

7. The PSDS3c is also provided by the Department for Energy Security and Net Zero and administered by Salix. This funding provides grants for public sector bodies to fund heat decarbonisation and energy efficiency measures. The application portal is expected to open on Tuesday 10 October at 14:00 and it is expected to remain open for 10 working days or until a sufficient value of applications has been received for the budget available. This phase has up to £230 million available in 2024/25. The budget available in 2025/26 will be confirmed this autumn though a broadly balanced profile across 2024/25 and 2025/26 is to be expected. Applicants must contribute the funding equivalent to the like-for-like costs of replacing their fossil fuel heating plant and any supporting infrastructure within the plant room, set at a minimum of 12% of the total grant value. The requirements to apply for this fund, whilst tried and tested through the previous phases, are quite technical and complex. We have been advised that for our swimming pools it will take between 3 to 5 months to prepare a comprehensive quality application for this fund. Considering the funding required to appoint consultants has just been agreed, and consultants are still to be appointed, we will not be in a position to apply for this fund this year but expect to apply next year as appropriate should a similar opportunity arise.

## Swimming Pool Support Fund Phase II Capital (SPSFII)

8. The SPSFII is funding provided by the Department for Culture, Media and Sport and administered by Sports England. This funding offers £40m to improve the energy efficiency of public facilities with pools in the medium to long term. This is a new funding opportunity; i.e. no previous phases, and the requirements, the level of detail, self-funding and delivery time scales are still to be tried and tested. Sports England expects that each successful application will receive between £20,000 and £1m of funding. Local authorities have been asked to co-ordinate a single submission to the fund on behalf of all publicly accessible swimming pools in their area and engage with operators, independent charitable organisations and other tiers of government (e.g. parish councils) managing public pools within their area. As such two local swimming pools have expressed interest in applying to the fund, Flamingo Pool and Cranford Sports Club & Swimming Pool. The fund opened for registration on 7th September 2023, the Application Portal is expected to open on 3rd October 2023 and close on 17th October 2023 at 12:00. As above, we will not be in a position to apply for this funding for our swimming pools but expect to apply next year as appropriate should the opportunity be available.
9. We have advised Flamingo Pool, who have continued to express interest, that whilst we will not apply for our own swimming pools, we will be happy to apply on their behalf subject to Flamingo Pool providing the information required for the application. As such we have already registered and booked ourselves in one off two webinars to walk through the application form and process should Flamingo Pool decides to apply. Flamingo Pool has also been encouraged to meet with EDDC Officers to discuss their aspirations, the level of detail they already hold, identify what (if any) is missing and decide whether to apply for the funding.

## Internal Funding and Consultant Appointment

10. Failing to secure the funding from the LCSF4 left us with limited opportunities to prepare quality bids for the PSDS3c and the SPSFII. Whilst our LCSF4 bid was not successful, preparing the bid allowed us to have a better understanding of the level of funding required to decarbonise the three swimming pools sites, which is estimated as following:

Site	Design & Contract Admin	Construction	Total
Exmouth Leisure Centre	£404,420.20	£4,140,000.00	£4,544,420.20
Honiton Swimming Pool and Leisure Centre	387,812.80	£3,960,000.00	£4,347,812.80
Sidmouth Swimming Pool	£163,452.20	£1,540,000.00	£1,703,452.20
<b>Totals</b>	<b>£955,685.20</b>	<b>£9,640,000.00</b>	<b>£10,595,685.20</b>

11. The estimated costs above are based on an actual decarbonisation project in a leisure centre (with swimming pool) in Somerset. Please note that the costs above do not include specialist work / surveys and lead consultant's admin fees.
12. As previously stated, the cost to progress decarbonisation schemes in EDDC's swimming pools to RIBA Stage 3 and prepare for future external funding opportunities is approximately £333,000. This figure has been extracted from fee proposals provided by two local framework consultants we have approached. The fee proposals informed Matt Blythe's report to Cabinet (07/09/2023, Decarbonisation of EDDC Swimming Pools - Consultant Appointment) requesting Cabinet to approve the allocation of £333,000 from the existing Climate Change Budget, which has now been allocated.

## Next Steps

13. Going forward, the next task will be to finalise instructions and agree fee proposals with the best value offer and formally appoint consultants to move forward decarbonisation plans. We expect this task to be completed within 6 to 8 weeks.
14. In addition, it is the intention to prepare proposals to present at this year's Budget Setting and Capital Allocation Panel to secure internal capital funding to fully fund the projects over the next two financial years. New external funding opportunities will be applied for as appropriate and any funding secured will be offset against internal capital allocations.

---

## Financial implications:

In order to meet the Council's commitment to be Carbon Neutral by 2040 then work to understand the solution for swimming pools is essential and this will determine the actual cost for this Council's assets. Without external funding the cost to the Council which is estimated at £10.6m at this stage is unrealistic; this would equate to annual cost in revenue of £735k for debt charges. However until the exact cost and solutions are known then the ability to credibly applying for external funds is not possible. The debate on affordability will come within the budget process once costs are known and a sensible approach maybe to hold the start date and final decision on works until the outcome of further funding rounds are known, or to consider phasing based on priority and costs of each site.

## Legal implications:

As this report is for note only, there are no substantive legal issues directly arising.

**Report to:** EDDC / LED Monitoring Forum Report  
**Subject:** Facilities and Activities Update  
**From:** Delivery Team  
**Date:** 6<sup>th</sup> September 2023



### Operational Delivery

It has been a busy 3 months with the group seeing an increase in gym visits at some sites, close to pre- covid visits. There has been no membership campaign with a concentration on our existing members through a variety of engagement campaigns such as PT Open Day, Swim School, and holiday activities. One day in the summer all 3 Funsplash sessions were full before 11 am due to the poor weather.

We have seen 1,289 sales and 1,388 leavers in the last 3 months with us ending up at the end of August with a Club Live of 9,469 members. We continue to monitor leavers to help increase their length of stay through face -to-face and digital communications.

Exmouth Leisure Centre was busy over the school holidays where we offered soft play, a bouncy castle, gymnastics, fun swim, and the climbing wall as options every Friday. Our best activity was the Ledley Dino Hunt on Bank Holiday Monday. This was popular and was a social media treasure hunt that had people spot Ledley for prizes. Some awesome feedback and well-supported trying to find Ledley.

The links with the MSK Physio and the Social Prescribing Team are now well established with a flurry of health referrals coming through monthly along with the free spaces we provide, the exercise pathway which has been created is really supporting the community.

Axminster Leisure Centre & The Hangar are working with local football clubs to support their preseason training as well as ways to help support the growth of girls' football by making the growth strategy affordable and achievable in the Axe Valley area. This work is supported by the Devon FA's growth strategy.

Seaton Fitness Centre built strong links with the Beer Quarry Caves team and ran a 'first of its kind' Dance class event in the caves with drinks and nibbles afterward. Such was its success there is a date planned for next year to make it even bigger and better.

Honiton Leisure Centre continues to experience the impact of competition while holding its status as the safe, professional, and affordable fitness option within the town. The swim school continues to thrive as the team promote the value of swimming not only for learning to swim but for adults to complement their workout routines. The ageing dryside building needs some modernisation and redecoration to compete better with newer gyms opening and the team on site continues to take much of this work on themselves.

Sidmouth Leisure Centre is seeing the benefit of some gym improvements made in May with an increase in gym members and positive feedback. With a lot of competition in the town, parking and dual-use constraints the centre does well, and this is being balanced by a popular group exercise program and junior sports programme. The swimming pool continues to perform well against all odds with the cost of energy, and a wetter-than-usual summer has helped in certain months.

The teams at Sidmouth, Honiton, and Exmouth pools are using the data supplied by Pool Sentry to inform and improve their energy and chemical consumption and meetings are being held as to determine how new technology with Pool Sentry might help see further reductions in energy consumption.



The Deep Green technology installed to much public acclaim in March is beginning to show improvements in gas consumption although a longer evaluation period is needed. There are also improvements to be made to the system.

## **Health & Fitness**

Group Exercise is continuing to grow but much slower than the gym. In August 2023 compared to August 2022, 1,120 monthly indoor classes (including 60 virtual) had higher attendances during peak times with 574 taking part in a virtual class. The virtual classes continue to support members and are critical to offering extra classes, especially at sites such as Honiton, Exmouth, and Seaton. The introduction of online classes to our app allows for members to be able to exercise in the club and at home.

The gyms had 17,094 visits up 3,021 on August 2022 and they continue to be busy at peak times. Honiton and Exmouth have created more space in the gyms for functional fitness and the team continues to develop and drive the customer gym journey to help drive retention, delivering 167 PT sessions and 262 appointments in August.

Swimming had 19,690 visits, down 3,024 on August 2022, Swim School is now at 2,623 participants with 253 private swim lessons delivered in August. At Exmouth, the team has reviewed timings so that they can increase spaces, with Honiton going live by the end of the year. The team is constantly developing the consistency of the swim school with LED delivering Swim Level 2 training this month along with new parent and toddler sessions.

## **Customer Engagement**

### **Calls**

4,907 calls were answered by the Customer Engagement Team in August. This equates to 88% of the 5,565 incoming calls. 1,662 outbound calls were made by The Customer Engagement Team.

The key measure for our customer satisfaction is through NPS (Net Promoter Score). The results from the last 3 months were 60 for surveys sent out which was way above the industry benchmark is a score of 42.

The feedback is essential for us to improve as a business, and we are using the data even more now to help develop our programs on-site and drive better performance. We have developed a good system with internal verbal comments along with NPS surveys targeting customers and products. The data gives us some great feedback quickly on how we can improve our products and services. See Appendix 1

## **Health & Safety**

We had 42 accidents or incidents over the last 3 months. The Leisure Team is working on continuing the high standards of practice across the group with a H&S committee meeting quarterly to review systems. External audits across the group will take place in September and October.

No major accidents or incidents to report, See Appendix 1 for a snapshot.

## **Project Update**

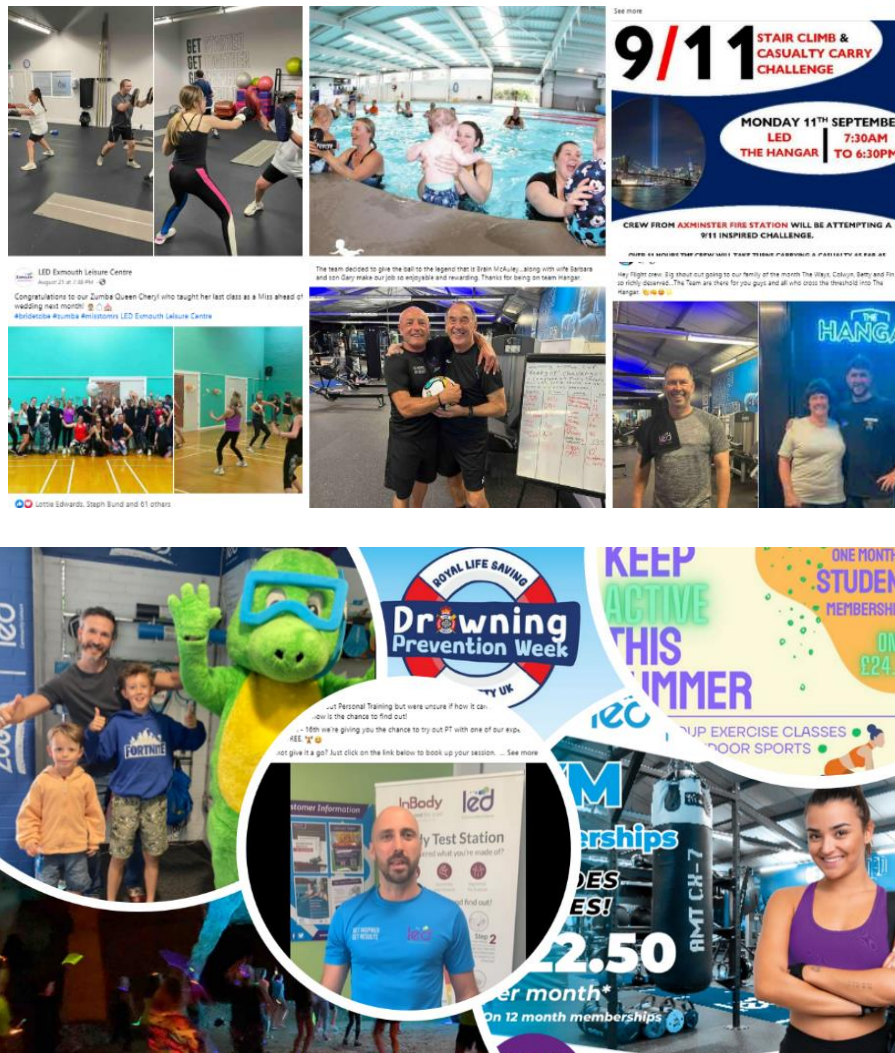
Honiton Leisure sports hall floor refurbishment has been completed, this was closed for a 4-week period whilst the floor was stripped back and replaced and was completed in late August.

Exmouth Tennis Centre courts are in the process of being replaced with a brand-new surface for our members. We have reduced our program to make sure members can still do some activities but are weather-dependent on the outdoor activities. Scheduled to reopen on September 13<sup>th</sup> 2023.

Exmouth Leisure Centre will have access gates installed at reception by December 2023. At peak times the demand is too much for the Front of House team and therefore the customer journey is affected. The gates should allow for a better flow for our members and improve their experience.

## Marketing

We continue to market our products and services to the community to help drive better health for all. We target different audiences from our swim school to health referrals with various campaigns using appropriate marketing methods. We have developed a monthly newsletter for our members which gives them details of past and future events.



## Adventure Zone, Queen's Drive, Exmouth

It was our intention to provide three attractions on the Adventure Zone on Queen's Drive (formerly the Fitness Zone), namely a high tower bouncy trampoline structure with five trampolines with customers secured on bungy ropes, Zorb Balls and Water Walkers.

Unfortunately, the bungy trampolines were severely damaged by a storm and possibly additional vandalism prior to opening and had to be returned to the supplier in Ireland. After a lengthy delay the structure was returned but found to still require further repairs.

We then could not get the suppliers of the bouncy trampoline over from Ireland in time to instigate further repairs and to set up this attraction before the August Bank Holiday, having been advised by our H&S Advisers that this should be their responsibility, so have taken the decision to postpone and relaunch the project for March 2024. The other two activities, Zorb Balls and Water Walkers have also proved problematical and not ideal for the location.

This venture has therefore turned out to be a costly failure this year, but we have booked the suppliers to set up ahead of Easter next year and will be looking to book other more viable and exciting attractions for the site next year. With the lead time now allowed we now forward plan and fully evaluate for a confident execution next Easter.

## Summary

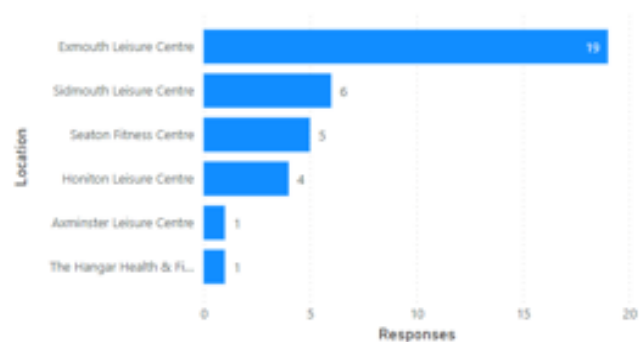
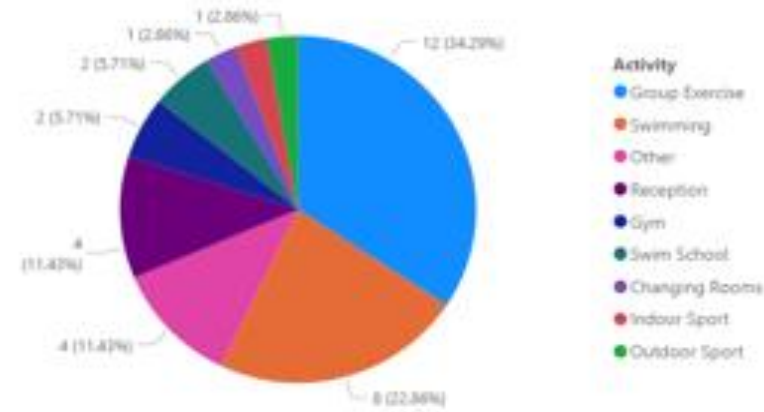
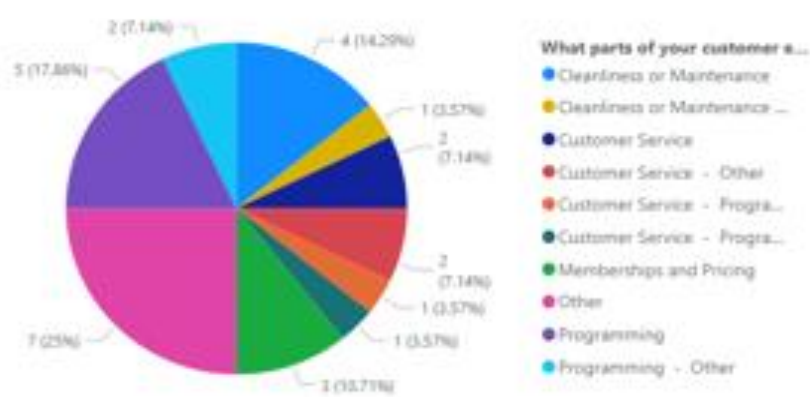
It has been a busy 3 months for the team working on internal system improvements as well as developing strategies to combat competition across the area. Membership and attendances have dropped over the 3-month period which was expected as customers move to more outdoor summer activities. The gyms continue to be very busy, reaching capacity at times, especially in Exmouth.

Our swimming pools have been very busy due to the weather through the summer period, which is very positive, but this means our outdoor facilities are negatively impacted. Great to see the new sports hall floor laid at Honiton along with the courts being replaced at Exmouth Tennis Centre which will give the members a great new experience and ready for the September rush.

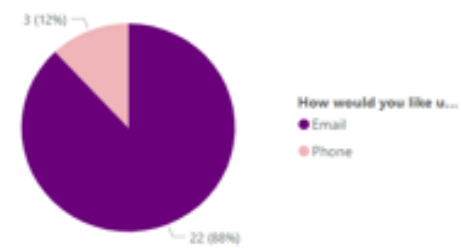
LED Leisure Delivery Team

# Appendix 1

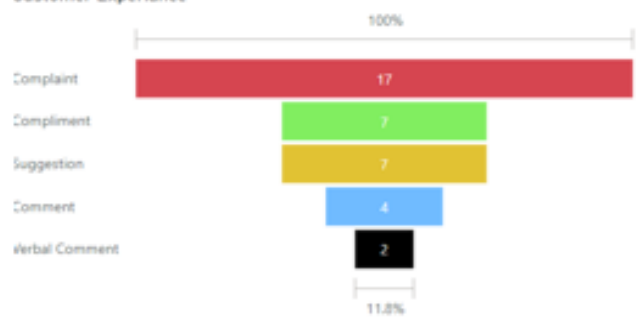
## Customer Satisfaction detail



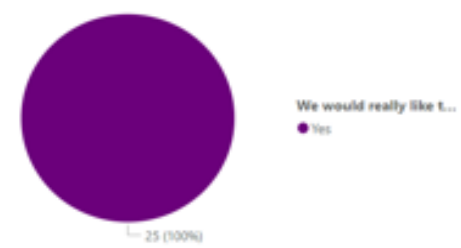
In Club Count by How would you like us to contact you?



Customer Experience

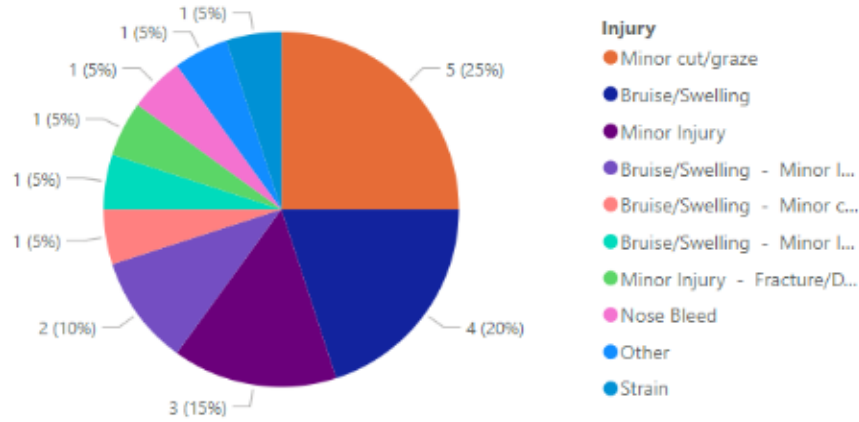


We would like to respond to your comment

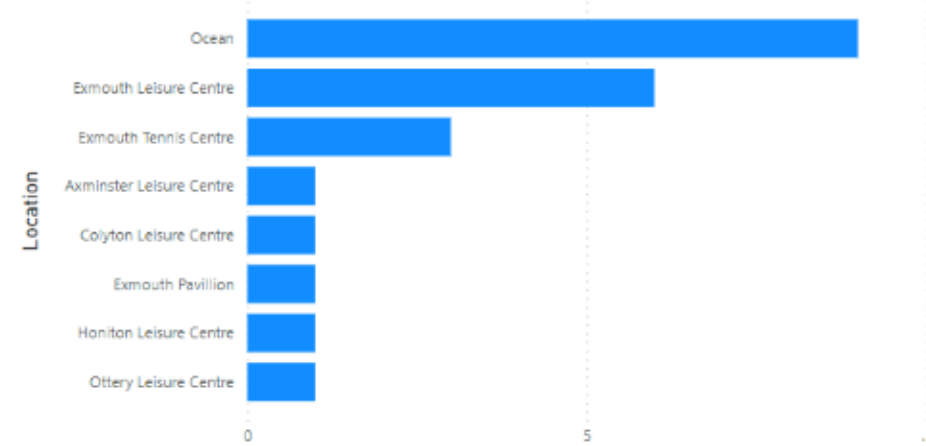


**Accidents and Incidents Snapshot August 2023**

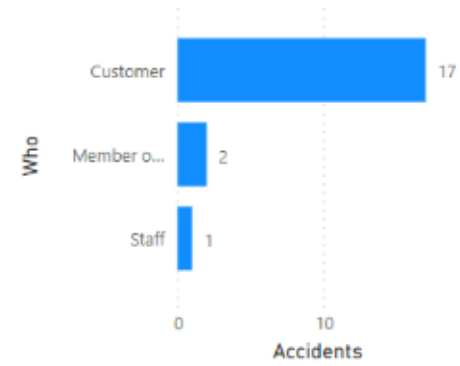
**Injuries**



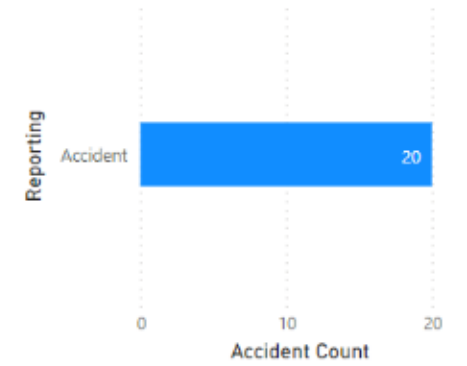
**Location**



**Who**



**Accident Count Reporting**





- Walking Tennis – was so successful in the first 6 weeks we decided to continue our support for these sessions with Sidmouth Tennis Club it has been lovely to see the courts at Coburg being used for this purpose. 12 adults have been attending each week.
- We provided 48 children at Brixington Primary’s sports week in June with some special activities to encourage the children to get active at this special event.
- The Axminster Dementia group has been enjoying some mini-Olympics recently – we continue to support these sessions at the Memory café, Pippins.
- We delivered Walk Leader training to 10 new volunteers. The volunteers are now leading our main Wellbeing Walk program and with the Exmouth community group the Tri Hards.
- Wellbeing Walks continues to be a popular program with over 100 attendees per week across the district. Honiton Memory Café whom LED has supported since the start of their walking journey has just celebrated their 7<sup>th</sup> birthday.
- Our Ocean View Yoga Can project started in August with 15 over 55’s booked.
- A new class for patients of Axminster Medical Practice living with Fibromyalgia will start at The Hangar on September 14<sup>th</sup>. We have been working in partnership with Jurassic Coast PCN social prescribers to enable this to happen.
- We are supporting EDDC with the Ukrainian Sports Day and summer BBQ event at Ocean/Queens Drive on Thursday, 31<sup>st</sup> August. We will be providing Yoga and Multi Sports.
- Work continues the Active Kindness project. LED has been asked to be involved in the Podcast series that Community Leisure UK and NVCO are producing as part of this project. The series of podcasts will be around volunteering, volunteering within trusts, and the volunteer journey.
- This Girl Classes will launch at the Hangar on 13<sup>th</sup> September. Working in partnership with EDMUK and targeting women who shy away from exercise due to a fear of judgement. They could be beginners or returning to exercise in a fun friendly environment.
- Lottie did a presentation at the Naturally Healthy EDI (Equality, Diversity, Inclusion) Steering Group meeting on how LED helped and supported the start of the Honiton Memory café ambles.



## Planning

- We will continue to liaise with Double Elephant/AONB on projects to possibly develop joint work in the schools in September.
- Preparation for new school’s work has begun ready for September that includes:
- Sidmouth Primary – swimming project to work with autistic children.
- Sidmouth College offers students support that have been referred to the mental health team at school,
- Honiton Community College working with the pastoral lead to develop a session for Year 9 girls.
- Working with Lypstone Primary to develop a session for a group of Year 6 boys who have several complex needs and struggling to engage with school as well as a group of Year 3 girls who have high anxiety issues about attending school.

- Collating content and putting and working with a graphic designer on the layout of a family leaflet that will share basic physical activity and nutrition information as well as offer the family challenges and easy cook-together recipes that will be distributed to schools.
- New project working with Axminster Primary School and Heads Up to hopefully start end of September.
- Working to engage with Axminster Physio team to offer an outreach session to help promote Health Referral in Axminster.
- Liaising with Space – A youth organisation in Exmouth to provide some taster sessions to encourage young people to join the Teen sessions at the centre,
- Initial meeting held with Ottery and Exmouth Library to look at the possibility of providing some outreach sessions at the library.
- Working with AONB and Restore on a Wildlife Wander work to celebrate 60 years of the East Devon way. The provisional walk date is set for 5<sup>th</sup> October.
- The community team is liaising with the Deaf Academy in Exmouth to see if we can support them in physical activity sessions at the school and also at Exmouth Leisure Centre.
- A New Parent and Toddler class is due to start on 14<sup>th</sup> September in the outside space at Seaton Hospital.

### Prosperity Fund

- Born To Move is being used by schools to support children through exercise using a digital platform. The team have rolled this out to 3 secondary schools and 8 primary schools so far.
- Working with a referral instructor in Sidmouth to start a new Strength and Balance class at Therasas Hall. Linking initially with Sid Valley Help to see where the LEDs Community team could help support.
- Seachange physical activity partner project is due to start in September. Activities will be taking place at both Seachange and Exmouth Leisure Centre.
- Working with Nutriri in Axminster we have developed a weight-neutral 12-week weight management course which launches in September.
- Pickleball has launched across LED with turn-up sessions to coached sessions.
- LED attended the Cranbrook Wellbeing NHS celebration event at Cranbrook Medical Practice on Wednesday, 5<sup>th</sup> July. Offering free Inbody checks.

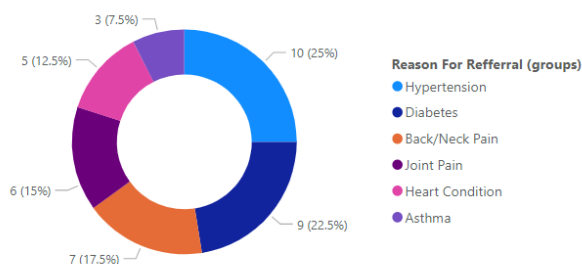
### Health Referrals

Listed below are the health referral services that run across East Devon, each centre runs a health referral service with sites that specialise services depending on the locality.

Centre	Health Referral	Escape Pain	Good Boost	Cardiac Rehabilitation	Cancer Rehabilitation	Strength & Balance
Honiton	X	X	X	X	X	X
Exmouth	X		X		X	X
Sidmouth	X		X			
Ottery	X				X	
Seaton	X				X	X
The Hangar	X					

LED has had 94 health referrals in the last 3 months and currently, there are 121 people in the scheme. We had 775 customers attend a health session in July 2023.

The links with the MSK physios are progressing well with Exmouth really developing well. The centres offer the physios space to deliver community classes with the exercise pathway into LED for patients' exit pathways. This is working well at Exmouth due to location, access, and studio availability. The team has developed further walking circuit classes to support referrals along with all sites developing more Health Referral sessions.





## Schools Evaluation 2022 - 23

### ***What an amazing year we've had working with lots of different schools!***

The schools work started post-covid and has gone from strength to strength! The Community section work with both primary and secondary schools, working with the hardest to reach groups that are highlighted through the East Devon Public Health agenda and by working closely with the school to identify children that would most benefit from our project, we aim to target children who would not otherwise receive such an opportunity.

We have offered children/young people that struggle to engage in physical activity of any kind the opportunity to enjoy an activity in a slightly different way helping them to develop their lifelong habit with physical activity. We work to help eliminate barriers and support young people to have a positive experience with physical activity.

We have been busy this year providing lots of different activities including fun fitness games, body balance, yoga, street dance, gym, circuits, glow dodgeball and a swim to sea project to name just a few! This year we also extended our Swim to Sea Project after a trail last year with 1 school. We wanted to offer those children that don't normally get the opportunity to experience the benefits of open water swimming whilst being supported by qualified instructors to equip them with the skills needed to be safe in the open water. The 6-week course has given the children the opportunity to gain in confidence and learn about the safety eliminates of swimming in the sea as well as the actual swimming. We were surprised to learn of a number of the children that don't visit the beach on a regular basis because of a number of reasons that included parents' own perception of their children not being safe in the sea – we hope that now by providing equipment and the skills the children will be able to visit more regularly and enjoy this special place where we live.

We have worked with 10 different schools this year, all with different needs and various age groups ranging from Year 1 (5/6 year olds) to Year 11's (15/16year olds)

	No of sessions per week	No of children attending weekly
Autumn Term	7	118
Spring Term	13	398
Summer Term	18	372

Sessions have been provided once a week with a carefully selected instructor, and generally lasted 30minutes. The instructor has adapted each of the sessions according to the ability of the group to meet the needs of



the children. They have provided them with all the necessary information and skills required for them to develop over the sessions and enjoy and achieve individually.

We have also been working with Heads Up the Mental Health charity that on certain sessions work alongside us to create sessions that work towards the children developing the wider skills of resilience and to support their social /emotional skills that the wider benefits of physical activity can offer. At the end of term we also provide the children with a participation certificate and reward vouchers to some of the children so that they can visit the leisure centre. We also offer a leisure centre visit to each of the schools so that the children can visit, learn and feel comfortable with the centre so they are more likely to return.

One of the schools we have been working with is Littleham Primary (Exmouth) for the last 2 years, we received some lovely feedback from the Pastoral Lead, Jo Poslett.

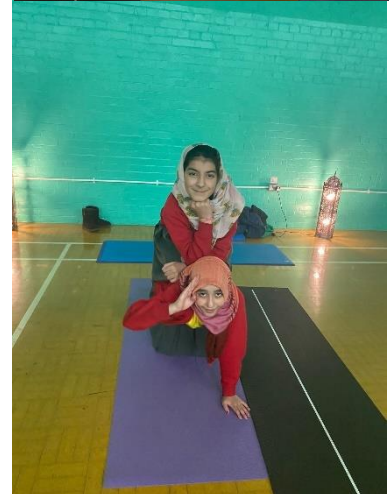
*"We have had such a great year and the children have flourished with your support. The support of Tabby and Lucy on the children's mental health and well being has been immense this year. For the year 6's in particular, they went into their SATs feeling relaxed and confident with many strategies to calm themselves. It's been lovely to hear them mentoring the younger children who maybe be distressed at lunch or breaktime and sharing the strategies that they have learnt. The impact of this is immense and ensures a life long change for these young people.*

*For some of the younger children it has been the second year that they have worked with Tabby and Lucy. This has been really powerful as initially they struggled to link physical activity to supporting their mental health but this year, as the strategies are embedding, they are beginning to articulate how their body feels during different emotions.*

*Added to all this, at a time when school staff are under ever increasing pressure, staff have also learnt new strategies to support their own mental health and the children have commented how much they enjoy learning the new techniques with the staff. The learning alongside has been really powerful."*

We also work with a number of children at Exeter Road, Exmouth that in particular have very diverse needs where we use physical activity as a platform for the children to work on an even level.

*"Over the year we have found the sports and mental health sessions to be a real benefit to our children at Exeter Road. Our children that attend and have shown more resilience and understanding of their mental health. This has helped immensely across all areas of the curriculum and their social emotional skills. Some children have also been able to regulate their feelings better in everyday situations. Within PE lessons, I have been impressed by their fine motor, and gross motor skills development. This is clearly shown when the whole group showed me that they could do bunny hops over a bench easily. The children that attend the sessions come back into class with the biggest smiles, positive attitudes, and red faces! It's amazing to see all their development over a year."* Gemma Sperry Year 1 teacher/PE Lead







**Report to:** EDDC / LED Monitoring Forum  
**Subject:** Exmouth Pavilion Update  
**From:** Janette Cass, Theatre Manager  
**Date:** September 2023



Operational Delivery

We have not had the best of Summers as far as the weather was concerned and only managed to hold 50% of our free outdoor events programme in the gardens. The other dates we had to move indoors. Sadly, this affects attendances and, of course, income.

When we have been outside though, we have had some great audiences and they have loved the free entertainment. It is just a shame we cannot control the weather.

We're already booking for Summer 2024 well in advance because they are integral to the success of the Pavilion and are also hugely popular within both the local and tourist community.

The converted horse box trailer we purchased to use as an additional bar has been a good addition.

Maintenance of the building both externally and internally is ongoing. The outside of the building has been painted and looks better now, especially with the fabulous dinosaur murals on the back of the building.

We had another roof leak last week and it looks like it was caused by the scaffolders damaging some roof tiles. Simon Allchurch is contacting them to come back to site and make good.

Steve Parker, EDDC, is still having talks with various people about the rigging and bridge situation. Hopefully, all is still on track for the work to be carried out in January and February. These works will require the closure of the theatre for the two months which will significantly impact on the Pavilion's revenue to a figure of c£60-80K. All events have had to be cancelled for this period.

The toilets have been hit hard over the summer and the doors could now do with a lick of paint. As previously mentioned, customers come in from outside purely to use our toilets as they think we are a public facility (nearest toilets are further down Queen's Drive), so traffic and usage is high.

Currently the only people we turn away are those who arrive inappropriately dressed (or undressed), and my team must clean up after the public as we don't have a daytime cleaner. The cost of our toilet roll and cleaning materials has quadrupled during the school holiday period.

I have no major health and safety issues or accidents to report.

Although our summer main programme of events is always quiet during school holidays, what we have had have been well attended. Chubby Brown sold out, as did the Dualers. Fireman Sam had 2 children's performances, and Joe Pasquale brought the house down!

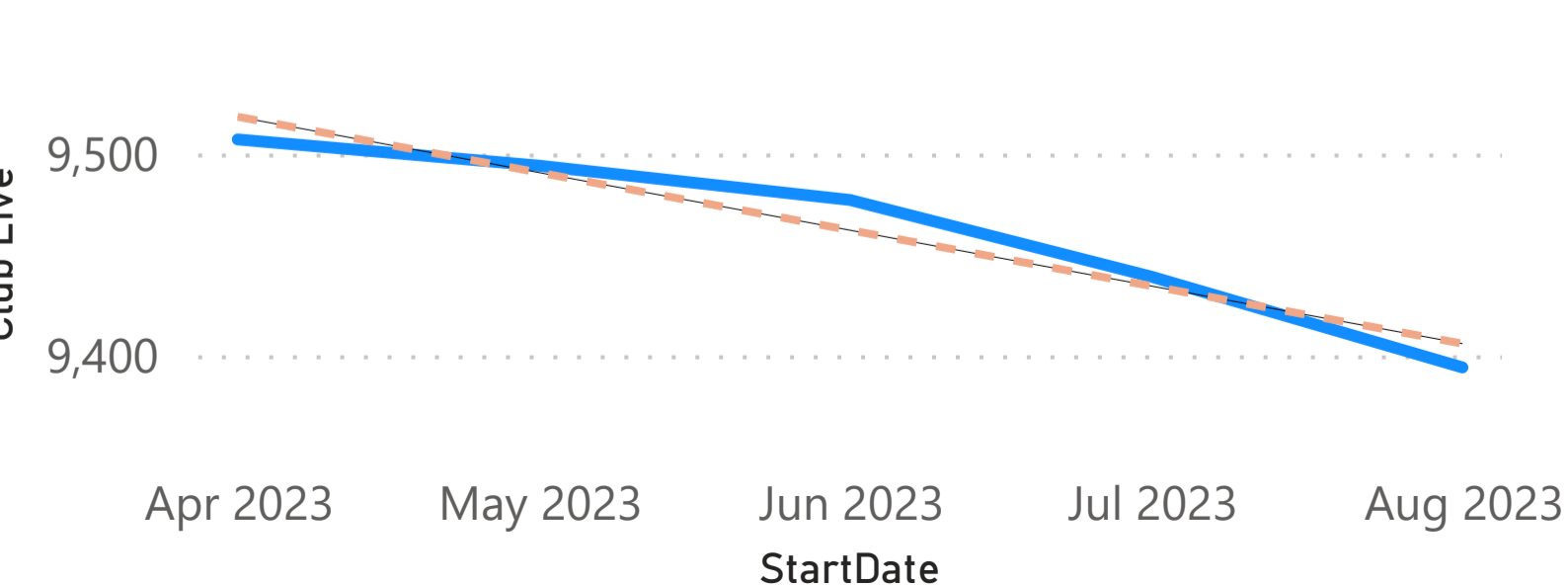
Our Autumn Brochure has just arrived and is being circulated, and we are back into the swing of things with a very busy programme between now and Christmas.

Janette Cass - Theatre Manager

Axminster Leisure/The Ha...	Broadclyst Leisure Centre	Colyton Leisure Centre	Exmouth Leisure Centre	Exmouth Tennis Centre	Honiton Leisure Centre	Ottery Leisure Centre	Seaton Fitness Centre	Sidmouth Leisure Centre	Sidmouth Swimming Pool
-----------------------------	---------------------------	------------------------	------------------------	-----------------------	------------------------	-----------------------	-----------------------	-------------------------	------------------------

	Actual	% Change Monthly
Club Live	9,394	-0.48%
Joiners	385	-15.57%
Leavers	434	-18.73%
Memberships	£306.85K	0.00K%
Yield	£32.11	-0.06%

Club Live by Month



Swimming



Gym



Group Exercise



Sports

Total Attendances

25,234

17034

12075

6916

% Change since last month

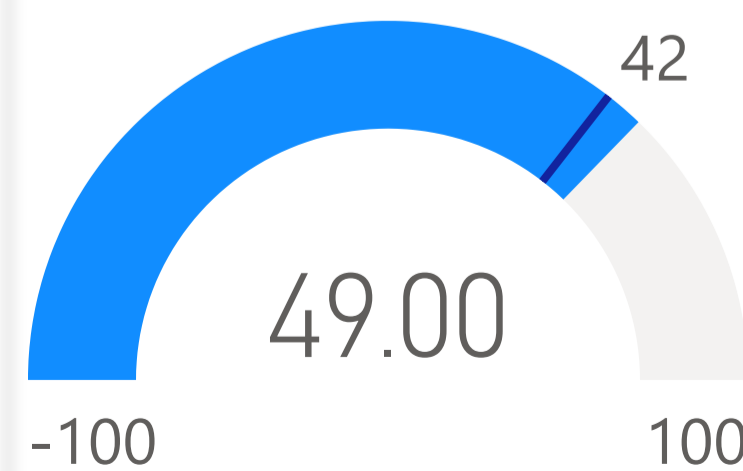
2.83%

-2.70%

-5.57%

-12.58%

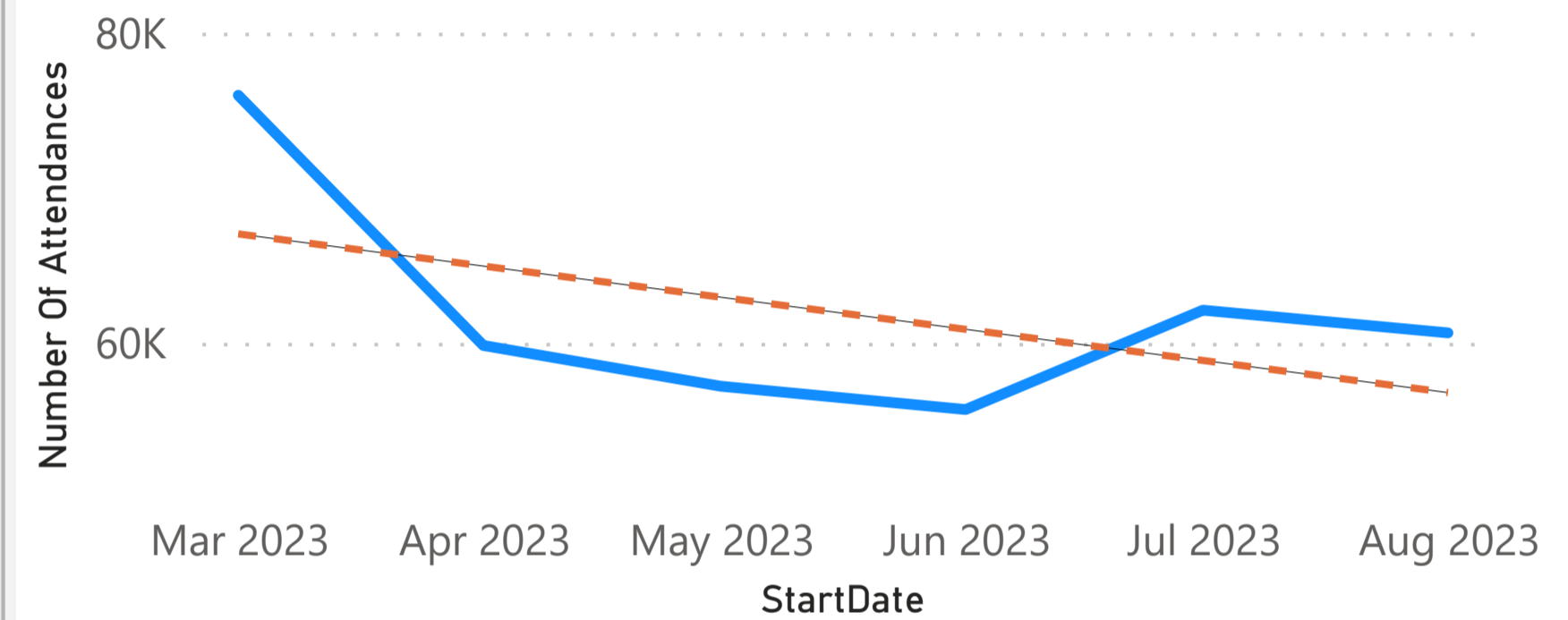
NPS Score



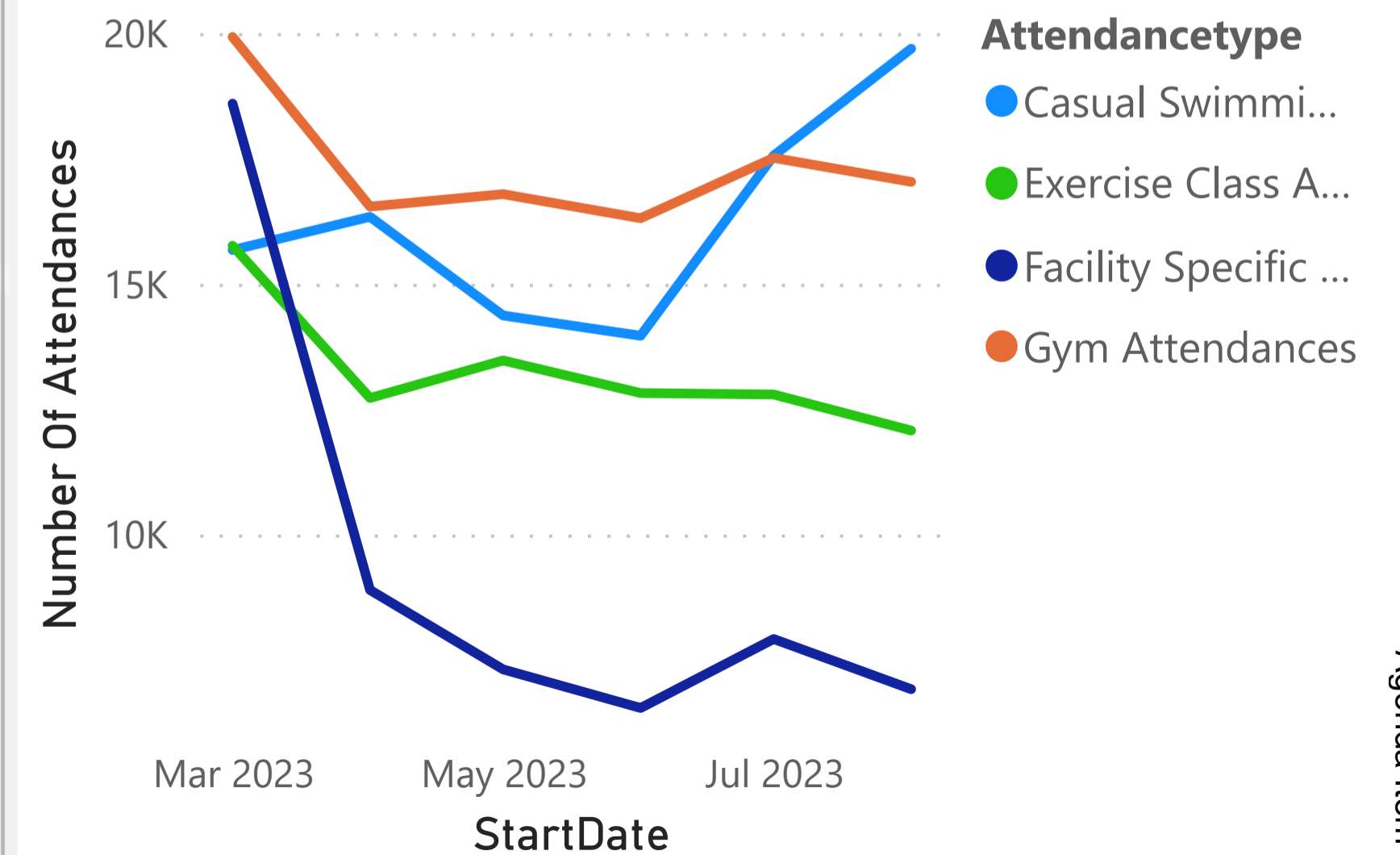
Sites Below Target

Exmouth Tennis Centre: 0  
 Ottery Leisure Centre: 0  
 Axminster Leisure/The Hangar: 25  
 Sidmouth Swimming Pool: 38

Total Attendance Trend over Previous 6 Months



Attendance by type Previous 6 Months (excluding swim school)



Key Actions	Priority ranking 1 - High 2 - Medium 3 - Low	Timescale (completion by)	Responsible officer(s) / organisation	Resources required	Progress <small>(Click on cell to show drop down list arrow)</small>	Comments
<b>1 Facilities that meet the current and future sporting and leisure needs of East Devon residents.</b>						
a) EDDC to revisit all stock condition survey data and associated costs within the context of the recommendations from the strategy and the need to retain and invest in its existing portfolio of leisure facilities (priority facilities are Exmouth, Honiton, Axminster). Agree a 5 – 10 year planned preventative maintenance programme of works – capital and revenue.	1	2022/23	EDDC Asset Management Team	Internal EDDC officer time	Not started	This requires a budget to help resource a programme of review. The programme and timetable for undertaking the stock condition review will be presented to the LED Forum by the PAC Team.
b) Building Condition Survey to be updated every 5 years.	2	2026/27	EDDC Asset Management Team	Internal EDDC officer time.  External property consultants?  Cost to be quoted every 5 years, but likely to be in excess of £100k depending on extent of investigation.	Not started	This requires a budget to help resource a programme of review. The PAC team will present a sort report on this issue to the LED Forum with details on timelines etc
c) Continued medium term operation and minimal investment (to ensure H and S compliance) in Broadclyst LC to be agreed, until such time as decision is made on provision of new leisure centre for Cranbrook and associated timescales for delivery are known.	3	2022/23	EDDC Asset Management Team	Internal EDDC officer time.  External property consultants?  New Leisure Local facility circa £8m (as of May 2022).	In progress	EDDC Property Services team have assessed the condition of the sports hall (roof in particular) and are preparing an improvement plan
d) EDDC to undertake a site options appraisal to address identified shortfall in leisure facility provision highlighted within the Leisure Strategy. The priority focus should be on:  • Cranbrook – 6 lane 25m pool, health and fitness, 4 court sports hall, 2 studios (small pool/Leisure Local as a minimum), to ideally align to development of Town Centre • Exmouth - ATP • Honiton - ATP • Axminster – Netball Courts  Consideration should be given to new and existing sites and include an integrated offer of new leisure centre(s) provision and separate arrangements for individual sports/activities, working with partner organisations in the community.	1	2023/24	EDDC Planning Team  EDDC Leisure Team  Devon County Council  Exeter City Council  Local Delivery Pilot  Relevant schools and sports clubs  NGBs	Internal EDDC officer time.  External consultants for Cranbrook business case – circa £50k.	In progress	EDDC's New Community team have commissioned an outline scoping document for a potential new swimming pool and leisure facility for Cranbrook. This has indicative costings and will be part of the ongoing discussions and masterplanning work linked to the town centre development scheme.

page 31

Key Actions		Priority ranking 1 - High 2 - Medium 3 - Low	Timescale (completion by)	Responsible officer(s) / organisation	Resources required	Progress <small>(Click on cell to show drop down list arrow)</small>	Comments
e)	As part of 1(d) above, EDDC and LED to further investigate options for moving existing Health and Fitness provision out of existing dual use sites to (1) improve daytime access to those who would benefit the most, (2) improve the size and scope of the offer to the public, and (3) improve the financial viability for both EDDC and LED. As a priority, EDDC and LED should engage with Cloakham Lawn Sports Club to review options for relocating existing Health and Fitness provision from Axminster LC to the Sports Club site which would enable extended community access.	1	2022/23	EDDC Planning Team EDDC Leisure Team LED Devon County Council Relevant Schools and sports clubs.	Internal EDDC officer time - leisure, legal, asset management  Devon County Council Relevant Schools External leisure consultants?- circa £2,500k.	In progress	Progress being made with the opening of the Cloakham Lawn site (Hangar gym) to overcome the issues of safeguarding at Axe Vale school so ensuring the local community have full daytime use of a multi puprose gym facility.
f)	The refurbishment of Colyton ATP to be undertaken as a priority during Summer 2022 and for Exmouth ATP to completed by Autumn 2023 and for these works to be reflected in the Council's capital strategy.	1	2023/24	EDDC Asset Management Team EDDC Leisure Team LED Colyton Grammar School	Internal EDDC officer time LED External contractors	Completed	Successfully completed with a full refurbishment of the ATP and floodlights ahead of schedule. Completed October 2022.
g)	EDDC to seek pre-app advice from the Planning Authority regarding the provision of floodlights at Sidmouth LC ATP to improve utilisation of the facility and the financial viability of the overall site. Further consultation to be undertaken, scheme to be costed and planning application progressed subject to advice received.	2	2023/24	EDDC Planning Local Town Cllrs Leisure Team LED	Internal EDDC officer time LED External contractors	Not started	An update will need to be provided to the LED Forum about the status of this proejct and if there is funding available. The school's ATP is nearing its target date for repalcement and so there is an opportunity to link the 2 proejcts together.
h)	EDDC to renegotiate all existing dual use facility agreements, in favour of the Council to increase access and value for the East Devon Community. Daytime access is the priority to achieve. Following re-negotiation daytime programmes to be developed focussing on older people.	1	2024/25	EDDC Legal Services EDDC Leisure Team LED Devon County Council Schools and Board of Governors	Internal EDDC officer time LED External contractors Internal EDDC officer time - leisure, legal*, asset management Devon County Council Relevant Schools External leisure consultants? Circa £5k  *Additional dedicated legal resources required	In progress	Good progress is being made with this priority being led by LED and Estates team. Colyton GS has a new agreement in place; active discussions have now started with Axe Vale Community College, Kings School, Honiton Community College, Sidmouth College and Clyst Vale Community College. Discussions on fuutre use, lease agreements and public access implications are all on the agenda.



Key Actions		Priority ranking 1 - High 2 - Medium 3 - Low	Timescale (completion by)	Responsible officer(s) / organisation	Resources required	Progress <small>(Click on cell to show drop down list arrow)</small>	Comments	
i)	EDDC and LED to review indoor and outdoor tennis court programmes of use districtwide with a view to improving utilisation of courts and income generation, allowing reinvestment of monies into ongoing court refurbishment. Consideration to be given to extending Clubspark roll out for ease of booking and provision of balanced programme of casual use, coaching, outdoor exercise classes etc. plus its revenue benefits.	3	2024/25	EDDC Leisure Team  LED  LTA	Internal EDDC officer time  LED  External contractors	In progress	LED will need to prepare a report to the LED Forum to set out the process and programme of review and implementation .	
j)	EDDC will seek where possible to improve disability access within existing sites and ensure that all new leisure facility provision complies with The Equalities Act 2010.	2	2023/24	EDDC Asset Management Team  LED	Internal EDDC officer time  LED  External disability consultants	Not started	This action will need to be discussed and agreed between LED and the PAC team to prioritise sites and budgets.	
<b>2 EDDC priorities are aligned to and compliment Outreach Health and Wellbeing.</b>								
page 33	a)	EDDC to appoint an officer to be responsible for: 1. co-ordinating the delivery of health and wellbeing across the district; 2. developing a coordinated and integrated health and wellbeing programme across Council departments, LED and third sector partners based on leisure strategy, public health, Active Devon outcomes etc to ensure there is no duplication of resources; 3. represent EDDC at partner meetings; 4. provide a point of contact for physical activity in EDDC who can signpost community or partner queries; 5. monitoring and reviewing this programme on a periodic basis; 6. promoting health and wellbeing districtwide; 7. a contact point for LED who drives what they deliver over and above their core service of facility management.	2	2023/24	EDDC Leisure Team	Appoint of Health and Wellbeing Officer on p/t or f/t basis.  Circa £25k-£30k p/a?	In progress	Being delivered through the UK SPF leisure enabler programme over 3 years. Bringing access to physical activities to all of east Devon's communities. This will be reported through the LED Monitoring Forum to evidence progress reports.
	b)	Development of a coordinated and integrated health and wellbeing programme across Council departments, LED and third sector partners based on leisure strategy, public health, Active Devon outcomes etc.	2	2023/24	EDDC Health and Wellbeing Officer	EDDC Health and Wellbeing Officer	In progress	This work is currently being delivered through the LED Outreach team programme and also supplemented through the UK SPF leisure programme. The LED Forum will receive regular updates on progress being made in how the off site leisure work is meeting EDDC's Public Health priorities.

Key Actions		Priority ranking 1 - High 2 - Medium 3 - Low	Timescale (completion by)	Responsible officer(s) / organisation	Resources required	Progress <small>(Click on cell to show drop down list arrow)</small>	Comments
c)	EDDC to update contract agreement with LED to reflect the Leisure Strategy and the health and wellbeing outcomes on which the leisure operator should focus. The contract agreement should incorporate clear Health and Wellbeing KPI's aligned to Public Health and Active Devon outcomes, against which the operator will be measured.	2	2022/23	EDDC Leisure Team	Internal EDDC officer time LED	In progress	<b>UPDATE 09/08/23::</b> In parallel with the management fee template reworking being undertaken by Strategic Leisure a review of how EDDC's wider corporate priorities around health & wellbeing is being woven into the new 2 year agreement. The specifics of what LED will deliver for EDDC's Public Health Plan are to be agreed in a meeting with Tracy hendren, Director for Health, Housing & Environ at the end of September. These will then "slot" into the new management fee agreement as identified costs & outputs/outcomes

Key Actions		Priority ranking 1 - High 2 - Medium 3 - Low	Timescale (completion by)	Responsible officer(s) / organisation	Resources required	Progress <small>(Click on cell to show drop down list arrow)</small>	Comments
<b>3 Effective partnerships delivering a sustainable community sport and leisure offer.</b>							
a)	EDDC to work with Active Devon based on the alignment between the two strategies. Regular meetings to be established between Active Devon, EDDC and LED to develop a co-ordinated approach to delivery of key outcomes.	3	2023/24	EDDC Leisure team	Appointment of new Health & Wellbeing Officer as above.	Not started	This is not a priority at the moment.
b)	EDDC to engage with the Local Delivery Pilot to develop a partnership approach and forward plan for new indoor leisure facility provision in Cranbrook	2	2022/23	EDDC to engage with the Local Delivery Pilot to develop a partnership approach and forward plan for new indoor leisure facility provision in Cranbrook.	Internal EDDC officer time  External Consultants for Cranbrook Business Case – circa £50k  External capital funding – possibly £1.5-£2m? (New Sport England Places Fund from April 2023)	In progress	
c)	Work in partnership with Devon County Council to map and promote existing and new cycle and walking routes district wide and the benefits of active travel.	2	2024/25	EDDC Green Infrastructure Project Manager  New EDDC Health and Wellbeing Officer  Marketing / Communications Team  Devon CC	Appointment of new Health and Wellbeing Officer as above	Not started	This is not a priority at the moment.
<b>4 Harnessing the value of the great outdoors.</b>							
a)	EDDC new Health and Wellbeing Programme (2 (2) above) to incorporate informal and organised activities based on using the great outdoors to encourage increased levels of participation in physical activity e.g. healthy walks and cycle rides, sea/wild water swimming, community allotments, conservation volunteering activities, orienteering, Parkrun, Couch to 5K. To be delivered in partnership with Council departments, LED, and other third sector organisations.	2	2023/24	EDDC Leisure team	Appointment of new Health & Wellbeing Officer	In progress	This has been integrated into EDDC/LED's outreach contract and supplemented by the UK SPF leisure programme to help deliver out of site activities to more of the district's communities. The LED Forum will receive regular updates on how this is progressing and the range of activities being provided.

page 35

Key Actions		Priority ranking 1 - High 2 - Medium 3 - Low	Timescale (completion by)	Responsible officer(s) / organisation	Resources required	Progress <small>(Click on cell to show drop down list arrow)</small>	Comments
<b>5 Review of the existing leisure management contract.</b>							
a)	EDDC to renegotiate and possibly extend the terms of the existing contract with LED. As a minimum, the following principles should be incorporated: <ul style="list-style-type: none"> <li>• LED to submit business plan through to end of contract period which will present year 1 baseline breakdown of all income and expenditure (Profit and Loss Account) for each site including the health and wellbeing programme.</li> <li>• The business plan will provide the equivalent information for each year through to the end of the contract period, showing the management fee payable by the Council to the operator, increased by RPI annually.</li> <li>• The business plan will clearly show the management fee payment allocated to each site P and L account.</li> <li>• This management fee will replace the existing 5 year fixed service fee.</li> <li>• In re-basing the contract, EDDC should consider the introduction of: (1) a utility benchmarking procedure to be applied at a frequency to be determined. Whilst the utility tariff rate should be shared between Council and LED, the risk associated with increased energy consumption should remain the responsibility of the operator. (2) Pandemic cover, ensuring that LED will be in a 'no better, no worse' financial position, but any payments will not be unrestricted and will follow an 'open book' policy.</li> </ul>	1	2022/23	EDDC Leisure Team  LED	Internal EDDC officer time  External consultants - circa £5k	In progress	<b>Update 04/09/2023:</b> EDDC have been working with Strategic Leisure to provide a new template for agreeing a rolling 2 year management fee that is more agile in its ability to react to issues around utility costs, decarbonising its pools, wage costs and impacts of cost of living. The draft management fee agreement framework is to be presented to the LED Forum's 19/08/23 meeting for discussion.
b)	Any revised contract should clearly set out EDDC's key principles and outcomes for sport, health and physical activity and establish key performance indicators (KPIs) against which the contractor will be monitored e.g. participation targets for under-represented groups, levels/frequency of participation measured against Sport England Active Lives annual data returns, East Devon Public Health priorities etc.	1	2022/23	EDDC Leisure Team	Internal EDDC officer time  External consultants	In progress	Negotiations on the 2024/24 management fee contract have started and the LED Forum receives under Part B of its agenda regular updates on the budget. The discussions for the 2024/25 management fee will be more focussed on achieving not only savings but also how LED is delivering a leisure contract into our communities and improving communities health & wellbeing. KPIs will require setting for this post Covid.

page 36

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted