Public Document Pack

Agenda for consultative meeting of the LED Monitoring Forum Tuesday, 18th October, 2022, 10.00 am

Devon District Council

Members of LED Monitoring Forum

Councillors P Arnott, D Bickley, A Dent, B De Saram,

S Hawkins (Chair), P Hayward, N Hookway, G Jung, J Loudoun, P Millar (Vice-Chair) and

J Rowland

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East Devon District Council

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Blackdown House

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Honiton

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Venue: Online via Zoom app

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(or group number 01395 517546)

Contact:

Monday, 10 October 2022; Reissued 13 October 2022

Important - this meeting will be conducted online and recorded by Zoom only. Please do not attend Blackdown House.

Members are asked to follow the **Protocol for Remote Meetings**

This meeting is being recorded by EDDC for subsequent publication on the Council's website and will be streamed live to the Council's Youtube Channel at https://www.youtube.com/channel/UCmNHQruge3LV14hcgRnbwBw

Public speakers are now required to register to speak – for more information please use the following link: https://eastdevon.gov.uk/council-and-democracy/have-your-say-at-meetings/all-other-public-meetings/#article-content

Until 31st October 2022, the Council has delegated much of the decision making to officers. Any officer decisions arising from recommendations from this consultative meeting will be published on the webpage for this meeting in due course. All meetings held can be found via the Browse Meetings webpage.

- 1 Public Speaking
 - Information on public speaking is available online
- 2 Minutes of the previous meeting held on 7 June 2022 (Pages 3 8)
- 3 Apologies
- 4 Declarations of interest

Guidance is available online to Councillors and co-opted members on making declarations of interest

- 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 is **one** item which officers recommend should be dealt with in this way.

- 7 LED Facilities and Activities Update (Pages 9 15)
- 8 LED Community Engagement Report (Pages 16 18)
- 9 LED KPI Dashboard September 2022 (Page 19)
- 10 Leisure Strategy Action Plan delivery and reporting (Pages 20 23)
- 11 Leisure Strategy enabler role (Pages 24 32)
- 12 Community Leisure UK Statement on Energy Bill Relief Scheme (Pages 33 36)
- 13 LED Financial Update (Pages 37 38)
- 14 Colyton ATP update (Pages 39 41)

Part B

15 Budget Variations 2022-23 (Pages 42 - 44)

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 7 June 2022

Attendance list at end of document

The meeting started at 6.00 pm and ended at 7.46 pm

1 Public Speaking

One member of the public had registered to speak at the meeting.

Mr Mike Goodman made a number of points concerning the draft Leisure & Built Facilities Strategy. Firstly, he observed that the draft Strategy specified a low impact on equalities, and expressed a counterview that the Strategy would have a high equalities impact, as recognised in the leisure strategies of other councils as well as Active Devon. He asked Members to confirm that the final Strategy would include a detailed equalities report, and challenged them to demonstrate how they had considered inequalities and consulted with disadvantaged groups. Secondly, he asked why the draft strategy did not address the level of spend on sports and leisure facilities which was identified as very high relative to other local authorities costs based on population size, and proposed that the Grant Thornton report in which this was referenced be made public and discussed. Thirdly, he asked how much had been spent on the consultation strategy, and who conducted it. Fourthly, he suggested that an action plan be written as soon as possible, and the Strategy costed before being adopted by the Council. Finally, he asked that the Council consider revising the vision statement to better reflect an aspiration to make leisure in East Devon accessible to all residents, regardless of their circumstances.

The Chair thanked Mr Goodman for his contribution and indicated that a number of the points he raised would form part of the discussion of the Strategy at item 6. Officers would respond separately concerning any technical points not answered in the meeting.

2 Minutes of the previous meeting held on 12 April 2022

Minutes of the previous meeting held on 12 April 2022 were noted as a true and accurate record.

3 **Declarations of interest**

Cllr P Arnott: Minute 11; Directly relates non-registerable interest: Represents the Coly Valley ward and his wife is a member of LED Community Leisure and user of Colyton Leisure Centre. Cllr Arnott absented himself from the meeting for Item 11.

4 Matters of urgency

There was one matter of urgency (minute 11 refers).

5 Confidential/exempt item(s)

There was one item to be considered in private session (minute 11 refers).

6 Draft Leisure & Built Facilities Strategy

The Service Lead – Countryside & Leisure introduced his report outlining the process for the issuing of a draft Leisure & Built Facilities Strategy for East Devon. Development of the draft Strategy had followed Sport England's guidance and national policy development framework; this was important since it gave credibility to the Strategy, placing the Council in a strong position for submitting future funding bids.

The following points were highlighted:

- The Strategy constitutes a framework for action over ten years and is a very high level document covering a wide range of issues including:
 - Dual use sites ageing stock and high costs; limited community use and income and future relationship with schools;
 - o Identifying where and what new infrastructure will be required e.g. Cranbrook;
 - o Review of LED's management contract and fee; and
 - Health and wellbeing work delivered across the whole district.
- There has been considerable public consultation and evidence gathering in developing the draft strategy, which will enable East Devon DC to make decisions.
- Resourcing to deliver the strategy is as yet uncosted, and careful planning will be undertaken in the context of the medium-term financial plan.
- It will be appropriate to review the role of this Forum, to consider whether it needs to have more oversight going forward, in terms of delivery of the Strategy's Action Plan.

Liz Taylor of Strategic Leisure ran through the draft Strategy, including

- Findings from the Supply and Demand Analysis undertaken suggest that at a minimum, East Devon is to retain its existing provision and, in certain cases, needs to increase the provision to cater for population growth through to 2040.
- A vision and key principles are set out in the draft Strategy; these were developed in view
 of key issues identified from the consultation, and a Member Workshop in which these
 issues were discussed.
- The bulk of the strategy is around the following five key objectives produced following the consultation and the Supply and Demand Analysis:
 - Facilities that meet the current and future sporting and leisure needs of East Devon residents:
 - East Devon DC priorities are aligned to and complement outreach health and wellbeing;
 - o Effective partnerships delivering a sustainable community sport and leisure offer;
 - Harnessing the value of the great outdoors; and
 - Review of the existing leisure management contract.
- Next steps should include:
 - Production of an Action Plan with timescales, and a Delivery Plan sitting alongside it.
 - Work with existing partners to identify options to meet priorities in existing facilities;
 - o Identification of new potential partnership working opportunities;
 - Establishment of the resources required to deliver the priorities;
 - Investigation of external funding opportunities;
 - o Periodic updating of the strategy, alongside other East Devon DC corporate plans.

The Forum were asked to comment on the draft Leisure & Built Facilities Strategy so that a final version could be issued for Cabinet and Full Council to consider and approve.

In discussion, the following points were made:

- The Chair and other Members thanked officers and Strategic Leisure for the work that had gone into completing this very comprehensive draft Strategy.
- There appeared to be no reference to the fitness centre at Seaton; Liz Taylor commented that she would check on this point before the final strategy document is issued.

- Views were expressed that Cranbrook should be given prominence in the Strategy, particularly given that its demographic is different to the rest of the district.
- A Member had observed anecdotally that there was very little usage of outdoor gym equipment. Rachel Fowler recognised that these were an important informal provision and she and Liz Taylor would explore further whether they needed more prominence in the Strategy. Outdoor gyms had not been included in the Supply and Demand Analysis because it was not possible to control their use given they were outdoors and free to use, nor was it possible to measure the numbers or age of people using them.
- Should the Leisure Strategy be approved, the Council would be in a good position to formulate business cases, and apply for any available grant funding. It was recognised that there would be a lot of work to do concerning how to deliver individual actions, and affordability.
- An important key principle is ensuring that a partner leisure provider is financially sustainable in both the short and long term. There are concerns around many facilities approaching the end of their service life, and the Strategy will guide the Council on how to fund replacements.
- A view was expressed that it would be appropriate to review in 6 months time the role of this Forum in relation to the Strategy and Action Plan.
- It was clarified that the Strategy sets a direction, linked to evidence of need, and is not in itself about money. How the ambition is realised is the next piece of work, and is about partnership and collaboration as well as funding.
- Strategic Leisure will put together some proposed Key Performance Indicators, for consideration.
- It was noted that there would be some minor changes before the draft Strategy is presented to Cabinet.

In a vote following the discussion, the Forum agreed the following recommendation:

RECOMMENDED TO Cabinet:

• To approve the principle of the draft Leisure Strategy.

7 Property & FM Team Update on properties occupied by LED

The Principal Building Surveyor presented a report which summarised property and facilities management activities at LED managed properties over the last three months, and future activities. The report also provided an update on the recently approved capital projects at LED managed properties. The Principal Building Surveyor briefly summarised the content of the report and invited comment.

In discussion, it was agreed that the table summarising approved capital projects at LED managed properties should include a split of which sites are dual-use and which are wholly owned by East Devon DC, in future reports.

The Chair thanked the Principal Building Surveyor and the Forum noted the content of the report.

8 LED Facilities and Activities Update May 2022

A report prepared by the LED Director of Delivery had been circulated in advance of the meeting providing an update on the activities of LED Community Leisure including operational delivery, health and fitness, customer feedback, marketing and communications, and a projects update. The LED Director of Delivery ran through the content, including the following points:

- It has been a positive month with activities well attended, swim school continuing to grow, and all types of membership growing for the fifth consecutive month; a considerable achievement given wider issues with the economy.
- Recruitment and resourcing remains a challenge, and the team are working with educational establishments to encourage school and college leavers into the industry.
- Energy costs continue to be a challenge, especially with three swimming pools to run, but the team were doing well to manage consumption across the buildings.
- The project to provide a pool water intelligent management system for the three swimming pool sites had been approved, and works will be managed by the East Devon DC property team.

Discussion of the report included the following:

- Relative to a pre-Covid year, numbers are at approximately 82%; this was considered
 positive given world events and the economy.
- An industry body has written to central government concerning the need for support for swimming pools given that gas prices have increased tenfold in some parts of the country.
- The LED community team have encountered challenges in trying to engage to offer facilities within Cranbrook; it was noted that resources in Cranbrook are limited but do include the Education Campus and the Younghayes Centre. Cllr Bloxham expressed a willingness to assist, and would liaise with the LED Director of Delivery outside of the meeting.
- Details of an initiative whereby Sideshore are funding swimming for school children in Exmouth will be included in the next Facilities and Activities Update report to the Forum.

The report was noted and the Chair thanked the LED Director of Delivery for his contribution.

9 LED Community Engagement Report May 2022

The LED Director of Delivery introduced the LED Community Engagement Report, commenting on the good work of the engagement team to deliver real and measurable impact, and inviting comment.

In discussion, Cllr Bloxham expressed that she would be willing to facilitate engagement between LED and Cranbrook Medical Practice with a view to developing walk leader courses in the town. She and the LED Director of Delivery would liaise on this matter, outside of the meeting.

10 **LED Dashboard April 2022**

The Forum received and noted key details of the performance of LED Community Leisure for April 2022, including the net promoter score.

The LED Director of Delivery commented on some anomalies with the numbers; this was mainly due to an IT issue, which would be corrected in future months.

The meeting then went into private session.

11 Colyton Leisure Centre - Proposals to restructure operating arrangements with the school

The Service Lead – Place, Assets & Commercialisation introduced his report which detailed a proposal to restructure the Colyton Leisure Centre operating arrangements page 6

with Colyton Grammar School. He ran through the proposal and the rationale, outlining how it aligns with the draft Leisure & Built Facilities Strategy.

It was highlighted that if approved, the proposed agreement would secure improved future community use of the all-weather pitch and netball courts at Colyton Leisure Centre, and reduce the Council's/LED's share of property and running costs of the leisure centre.

It was noted that if the Council proceeds as proposed in the report, it is intended that this would become a model to potentially be introduced at other dual-use sites.

The Forum was informed of the urgency of the proposal, given that a decision was needed before the school could instruct contractors to carry out works to the leisure centre's all-weather pitch and floodlighting, during the 2022 school summer holiday. Consequently, the matter would be further considered at a Cabinet meeting tomorrow, with a view to an onward recommendation being made to Council. The Service Lead – Place, Asset & Commercialisation informed Members that he would provide a verbal update to Cabinet, summarising the Forum's discussion this evening.

In discussion, Members considered the financial implications should the proposal be agreed, and the plans for ensuring funds would be in place by way of a sinking fund to maintain the facilities at a point in the future when the all-weather pitch surface and floodlighting need replacing again.

Members expressed support for the proposal, recognising the considerable benefits to the East Devon community in achieving increased access and value.

In a vote following the discussion, the Forum agreed the following recommendations:

RECOMMENDED to Cabinet:

- 1. To delegate authority to the Service Lead Place, Assets & Commercialisation in consultation with the Strategic Lead Finance and the Portfolio Holder for Economy & Assets to agree heads of terms for a new lease and management agreement to achieve the outcomes within this report and to enter new agreements with Colyton Grammar School.
- 1. That Cabinet recommend to Council to provide a capital budget of up to £140,000 to contribute to the School's capital investment works to the all-weather pitch and by doing so securing improved future community use.

The Forum expressed gratitude to officers and the LED CEO for their work in these complex negotiations.

Attendance List

Councillors present:

P Arnott

D Bicklev

A Dent

S Hawkins (Chair)

N Hookway (Vice-Chair)

J Rowland

LED Community Leisure representatives:

Peter Gilpin, CEO

Jamie Bryant, Director of Delivery Richard Purchase, Chairman of LED Board

Strategic Leisure representatives:

Rachel Fowler Liz Taylor

Councillors also present (for some or all the meeting)

K Bloxham

S Gazzard

H Parr

Officers in attendance:

Sarah James, Democratic Services Officer
Debbie Meakin, Democratic Services Officer
Tim Child, Service Lead - Place, Assets & Commercialisation
Simon Davey, Strategic Lead Finance
Jorge Pineda-Langford, Principal Building Surveyor, Property & FM
Anita Williams, Principal Solicitor (and Deputy Monitoring Officer)
Charles Plowden, Service Lead Countryside and Leisure
John Golding, Strategic Lead Housing, Health and Environment

Councillor apologies:

B De Saram G Jung P Millar

Chair	Date:	

Report to: EDDC LED Monitoring Forum, 18th October 2022

Subject: Facilities and Activities Update

From: Jamie Bryant, Director of Delivery

Date: 6th October 2022

Some customer feedback to start, why we do what we do....

xxxx has helped me through so much. Without him, there is not a chance I would have been able to get through the worst of my anorexia. Even when the doctors stopped me from going to the gym, xxxx stayed in touch & kept me positive. In those very challenging times there were only 2 people I felt fully understood me & my mindset, xxxx being one of them. Both my mum & I truly believe xxxx saved my life, & I feel like the luckiest person to have a trainer that cares about his clients & is always there, even when you feel totally lost. (He 100% deserves an award!!)

Operational Delivery

It was pleasing to see patronage and customer visits have remained reasonably static, with a slight increase in August due to the increase in casual swimming and pool fun sessions, but then seeing a drop off in September as to be expected with the summer holidays coming to an end. The summer has seen a positive movement in membership numbers with the leisure contract closing out the August / September period with a net gain of +271 members, 8 out of 9 months so far this year where membership numbers (Club Live) has finished with a positive net gain.

The team delivered over 1,000 new membership sales over the summer period, with the Club Live figure reaching over 8,700 at the end of September, the first time it has been this high since the start of the pandemic, albeit still some way off pre-pandemic levels.

Attrition continues to run around 5% across the contract, with a range across the sites from 4% - 8%.

The central customer engagement team (our Customer Hub) have been working through debt collection phone calls, more focussed Learn 2 (swimming lesson) movements and cancellation calls throughout the period, supporting customers with queries and any concerns they have over payments and places on various courses and classes. The team have also focussed on calling Annual Members due to expire to renew and take payment to avoid a break in their membership. This has been gratefully received and is an added customer service.

The Customer Hub team answer on average around 6,000 calls per month, with an answer rate in excess of 82% and average call duration of around 2 minutes.

In August we said farewell to one of our leisure managers, who left the business for a new role at Exeter University. Whilst disappointing to lose a valued team member this gave an opportunity to review the structure resulting in 2 team members taking on some additional responsibility and aiding their development, with both taking on multi-site roles rather and realising some cost savings to the contract.

Recruitment in general continues to be challenging, both in terms of retaining team members and attracting new ones, particularly at the operational level, so we are delivering an increased number of courses to attract candidates for qualifications such as NPLQ, swim teacher etc, and in some cases offering free training in return for committing to a minimum number of contracted hours.

A focused and clear strategy by the aquatics leadership team has seen an increase in the number of swim teachers being qualified, which allows the team to accommodate more children and adults learning to swim. The team are now teaching just under 2,500 people every week on the learn to swim programme.

A review of the approach to delivering the all-weather pitch programme and pricing is now underway. With pricing for a full pitch hire varying considerably, this is being led by the Area Manager for leisure to ensure the programming across all pitches is being maximised and priced as effectively as possible, ensuring as many teams and groups as possible can access the outdoor facilities managed by LED.

Both Honiton and Sidmouth sites launched "Cove Coffee Pods" selling hot and cold drinks and a simple range of snacks; both have been well received by customers.

Management of the Exmouth Tennis Centre café has now moved over to the leisure team. Both the Tennis Centre and Exmouth Leisure Centre cafés are now in the process of increasing their product range and programme as the sites move into a much busier period for indoor activities.

Team Exmouth have been focusing on community engagement over the summer, with lots of activities across both sites (fun splash, tennis tournaments etc), with 2 team members running the sea front 5k Park Run dressed as LEDley (our LED character!), which generated a good amount of press (and I suspect a good amount of weight loss for both!)



Health & Fitness

991 indoor classes (including 60 virtual) were offered in September with 11,187 visits, higher during peak times. Classes were up 6.7% on August which was expected and an increase in customers using the Virtual Wexer solution at Honiton in September, virtual solution at Seaton, Honiton and Axminster which can now be booked through the LED App. Exmouth have launched Born to Move as a pilot to help support the younger age groups into exercise and this will be linking into our community programs. Mother and Toddler sessions which first started at Exmouth Tennis Centre and then onto Honiton have expanded to Seaton with the plan to add Axminster in late 2022.

Gyms had 13,175 visits in September which was slightly down on last year. The gym development at Exmouth Leisure Centre has been reviewed and shows an average of 30 visits extra each day since the development. Get Active Gym numbers across LED are improving with an extra 5% across the group in September. Honiton LC has expanded its strength and conditioning area to support the members based on feedback which will help combat growing competition in the area.

The new 'Gym Journey' pilots have seen an increase of 21% of members moving from Step 1 to Step 2 of the gym journey at Honiton. Exmouth targeted bespoke email has driven 15 new appointments into the team to help engage with members. There is 1 month left of the pilot which looks very positive so far and will then be rolled out across LED.

The teams are monitoring monthly health referrals and driving the health agenda to help support the business. Links with community physios and MSK physios are very strong with the community physio team hiring studio space at Exmouth Leisure Centre. Cardiac Rehab is now funded at Honiton Leisure Centre, with a new funded Strength & Balance scheme starting later in 2022 at Honiton and Exmouth.

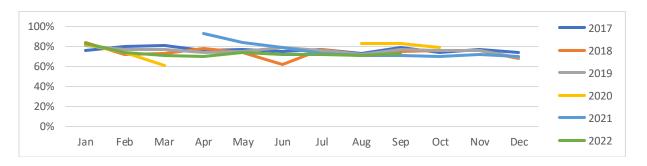


Swimming had 20,116 visits in September, Swim School continues to grow and develop with both members and pay as you go customers attending adult and junior lessons. This is being supported by LED's Aquatic Manager working with local managers to create additional pool space to help accommodate children and adults on the significant waiting lists at all pools, whilst retaining a balanced programme. The team are planning a gala at each pool later in 2022, and Katy is driving additional swim school spaces to help drive down our waiting list.

LED's Big Week was a great opportunity to try different activities with 265 people attended the Free-Swimming Activities on Sunday including new sessions such as Float Swim, Water Polo, Mermaid Swimming, Silly Races

and Splash & Play.

TRP, a member interaction software system, is going well with the team using it to engage with members to support them on their fitness journey. As a group in September 2022, we interacted with 62.8% of high-risk users with an effectiveness of 73.4%. We aim for <30% of our gym users being high risk and in August this was 29%.



Customer Feedback / Service



Great to see 59% of the comments being positive this month through the survey with 34 surveys being completed. The team are reviewing the comments good or bad and will action appropriately.

The key measure for our customer satisfaction is through NPS (Net Promoter Score), the results from September were 48 from relationary surveys sent out but a score of 49 for all other surveys which was way above the industry benchmark is a score above 40.

There were 199 surveys returned out of 1,383 sent out (14% return, historically we have achieved 14%-15%). The team continue to monitor and respond to the feedback to help improve the customer experience.

	Score	Percentage Detractors	Percentage Passives	Percentage Promoters
All Locations	49	17.5	16.5	66

Projects Update

Energy Reduction - Pool Sentry

This project to provide a pool water intelligent management system for the 3 pool sites has been approved and funded by EDDC as it gives a strong Return on Investment and links to the Council's carbon reduction strategy. The works will provide a benefit with reductions in gas, water and electric consumption as well as improved water quality, thus aiding customer comfort and a lower reliance on team member input to pool water management. The works will be managed and delivered by EDDC's Property Services Team. The scheme is now on site with works well under way at Sidmouth Pool and Exmouth Leisure Centre, works will continue throughout October with final commissioning expected end of October, with the benefits being realised from November onwards.

Energy Reduction - Server Heat Re-circulation Project

Funder – 3rd Party

LED have been approached by Swim England (governing body for swimming in England) to potentially act as a pilot for a scheme whereby heat from 3rd party IT server units (stored in an agreed location in the leisure centre) will be re-circulated from the servers into the pool heating system thus reducing the requirement on gas to maintain pool heat (c.1 degree per hour pool heat can decrease if not maintained). An initial survey has been carried out by the contractor, supported by LED, which produced positive results, a full suite of data having been collated and reviewed. Unfortunately install was delayed due to 3rd party supply issues, so is now due to happen early November over a 2-week period. This project requires no LED capital outlay, provides rental income for server space (removed for the pilot period), cost of any electricity used by the servers charged back to the provider and the provision of free electricity back into the leisure centre heating system, thus reducing the gas consumption requirement for maintaining pool water temperature.

Energy Reduction – Energy Management projects

Funder - 3rd Party / LED / EDDC

Initial conversations have been held with several 3rd party organisations around the potential to supply and install solar (PV) panels to either newly erected canopies on the EDDC car park areas or existing building infrastructure and air source heat pumps supplying LED managed properties with electricity at a fixed below market rate for a long-term fixed period via a purchasing agreement (PPA). A suite of data (12-month electric consumption for a possible trial site, Exmouth LC) is being supplied to the various organisations for proposals to be drafted for consideration by LED & EDDC in terms of viability and approach. This type of project can be delivered with no LED / EDDC capital outlay. A proposal has been received for a car park canopy Solar PV system for Exmouth LC car park, this will be discussed with EDDC property colleagues for further scrutiny, review and consideration.

Note - A recent press release circulated stated that a Bristol based leisure centre with a 6 lane swimming pool was using no gas over the summer period following the installation of Solar PV panels, in reality you would normally expect to see a c20-30% reduction in gas demand following the installation of Solar PV.

Marketing and Communications

Customer personas

Developing customer personas will help LED send more specific communication to customer segments with tailored communications to meet their needs via the appropriate channels. The marketing team have started to utilize personas in a recent September promotion and have also made adjustments to the 2022 marketing calendar to ensure all campaigns appropriately meet customer needs.

<u>Automated email journey</u>

The automated email journey is all about engaging new members by sending them information about a selection of popular activities (the gym journey, InBody, Nutrition with LED etc) and encouraging them to engage with our team members to feel a valued part of the LED community. The automated email journey will send emails to members based on their attendance between landmarks within the first 3 months of their membership. For example:

- Member 1: (Started off really keen and has attended 7 times in the 1st 10 days of their membership) will receive "Book a FREE consultation today!" attachment encouraging them to book a FREE consultation with a gym team member to get the most out of their membership
- Member 2: (Signed up online but so far hasn't made it into the centre by day 10) will
 receive "We are here to support you!" attachment reminding them our team are here to
 support them whenever they are ready to start

This logic continues between day 10 and 21, 21 and 30 etcall the way up to day 90.

Social Media highlights

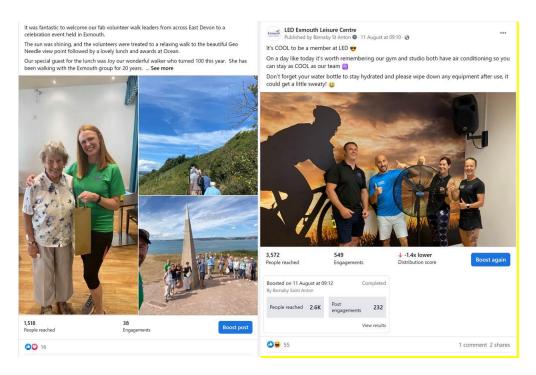
Myth Busters: Swimming themed myth buster videos to support Aquatics Team

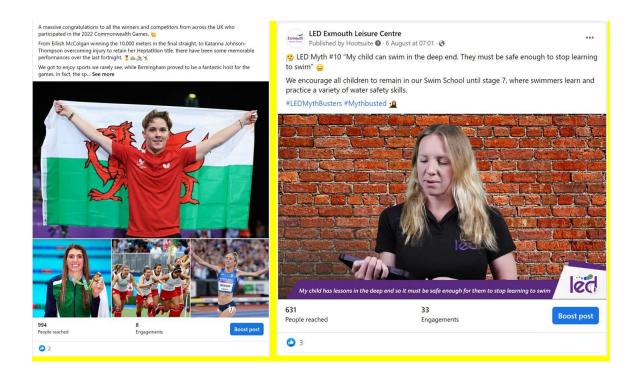
It's Cool Comms: Organised sites to promote air conditioning/fans during heat wave

Community: Regular updates of the Community Engagement team's work to support our brand's unique positioning.

Sport: Congratulations messages to team GB

LED Team: various team members recently ran the London Marathon raising £000's for local charities.





Summary

Whilst the weather has been kind over the summer, one of the hottest on record, this has proved challenging, with much quieter sites than sometimes would have been expected, albeit helpful for swimming attendances. The impending cost of living crisis has seen a slight increase in negative / constructive feedback around price increases, hence a further consideration on how best to approach the price challenge that the contract is feeling, something that the comms team have taken on board to help improve messaging to customers. Challenge continues to be felt financially around energy costs, payroll pressures and the impending cost of living crisis, alongside the difficulty of recruiting good people, albeit recruitment does feel like it is starting to stabilise. Membership has held up reasonably well so far, particularly after a strong September performance with the team really focused on positive movement rather than just new sales and a positive plan is in place for some small growth before the end of the year to move the membership position forward, unless the cost-of-living crisis creates a downturn. The delivery team nevertheless retain a positive outlook as they move into a busy period for the leisure centres, outdoor pitches busy with the sports seasons back in full flow and the darker nights and colder days bring customers back into our buildings, making the most of the facilities on offer.

Jamie Bryant, Director of Delivery, LED

Report to: LED Monitoring Forum, September 2022

Subject: LED Community Engagement Report

From: Peter Gilpin, CEO, LED Community Leisure

Date: September 2022

It has been an exciting 3 months for the Community Team. Lottie Edwards and Jane Nicholls have been out supporting various projects helping the community to become more active. The team have worked with many partners such as EDDC, Age UK, NHS, Heads Up, Strokes Survivors Group, Ramblers and Active Devon. We continue to build the links with the NHS to help support people with long term health conditions and support the NHS prevention agenda. You will see below the many projects which are either active or in the planning process.

LED In the Community

- The Fitness session for 22 Year 8s was completed at Honiton Community College in July a fitness instructor from Honiton Leisure Centre visited the school once a week to help provide sessions that the students would engage with, some of these students have suffered through the pandemic with the transition to senior school, we have had great results with some of the students joining the Leisure Centre sessions now.
- We have been working with Exmouth Community College to provide yoga sessions to 8 students
 that were suffering from anxiety issues this was for various reasons, exam pressure and knockon effect from COVID mainly, the yoga has helped them to relax and focus their attention in
 class as well as providing them with coping mechanisms.
- We have continued to work with Littleham Primary School, Exmouth and "Heads up" a mental health charity to provide 18 Year 1 and 2 children benefitting from fun fitness sessions from our LED instructor, we also had a visit to the Leisure centre to help eliminate any fears to the children visiting the centre.
- Sessions at Withycombe Primary School have taken place with 8 Year 5 girls struggling with anxiety and 90 Year 6 students to provide some general wellbeing fun sessions in preparation for their transition to senior school, sessions were completed in July.
- We have provided 10 Year 6 students from Littleham Primary School with the opportunity to equip themselves with the skills and knowledge for swimming in the school encouraging various



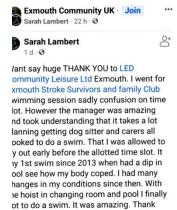
safety elements along the way. We worked with Sideshore in Exmouth to deliver 7 sessions to help educate the children to be safe at the beach and in the sea, feedback from the school was extremely positive as some of these children although local had never been to the beach or had an opportunity like this.

• We have worked with Active Devon to provided Swim to Sea sessions for 10 over 55s through the Connecting Actively to Nature Project, participants have been provided with the knowledge and skills to be able to build their confidence whilst swimming in the sea.

- The initial parent and toddler sessions at Honiton Leisure Centre, the sessions have been very popular and will now continue as mainstream activity in September. They offer a fitness session that parents can bring they're under 5s along to, therefore eliminating any barriers to participation. The sessions were initially subsidised to ensure access to all, the sessions offer an opportunity at the end of the session to have coffee and chat with other parents, 14 parents attended with their children each week. Promotion has now started for a similar session to run at Seaton fitness centre with sessions to start 2nd week of September.
- A new seated exercise class started at the Bidemead Centre in Littleham for the Stroke Survivors group. Our Community Instructor Hazel has been delivering seated Pilates and Yoga to 10 members. This class is being ran alongside a weekly drop-in session at Exmouth Leisure Centre for the group. We had wonderful feedback from a participant which because of these new sessions was able to go swimming for the 1st time since 2013. Both projects started in July.
- The 24th June saw our joint project with Wild East Devon "Wildlife Wander" Wellbeing Walk. James Chubb came along to the start to chat to the group about spotting signs of wildlife along the River Otter and our Walk Leader Genevieve then took the group for a walk. We had 30 attend this walk.
- We funded a 6-week Aqua Natal taster session course at Exmouth Leisure Centre with 8-10 attending.
- We held our 1st Walk Leader Celebration event in August post Covid. This was our opportunity to say a massive thank you to all our volunteers for the project. Our guest of honour was Joy who turned 100 and has been walking with the Exmouth group for over 20 years. She started walking when she lost her husband and is integral part of the group.







ou LED Center and to all my support Susan nd Rose. I am exhausted sore but feel

nergised mentally

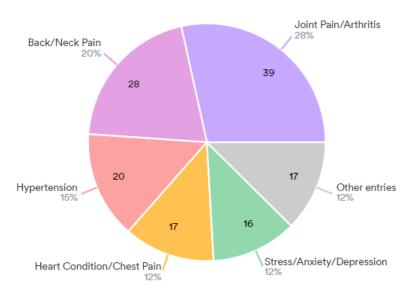


- We were successful with funding through Swim England to support people with Long Term Health Conditions and Millwater School to support their school swimming.
- Andrew Dare and Lottie had a meeting with the new Wellbeing Cranbrook Community
 Connector. The Community Builder was also in attendance, and we were able to give
 information on what provision LED could offer to any referrals from the scheme and if any other
 support was needed or would be needed in the future with groups/clubs.
- Jane has had an initial meeting with Cranbrook Educational Campus to run a physical activity session supporting those suffering from mental health in partnerships with Heads Up Charity.
- We are involved in AGE UKs Big Activity Week which is taking place in September. The aim of
 the week is to encourage those over 50 to become/stay active into older age and to help combat
 social isolation and loneliness. We will be offering a variety of free taster sessions across our
 sites including Walking Tennis, Senior Circuits and Wellbeing Walks.

LED In Centre

- Honiton have run 2 separate Escape Pain classes with 28 customer taking part. The class helps supports customer with knee and hip pain.
- LED are working with the NSH MSK Physio team to develop 2 new Strength & Balance Classes at Honiton and Exmouth. The classes will be funded by the NHS for 2 years with a self-referral model developed as part of the process. The plan is to roll this out to Seaton in 2023.
- LED has developed our app to include recipes which give members the opportunity to try new healthy recipes.
- Health Referrals are improving, and numbers are starting to increase especially from the new social prescribers (Mental Health). See below some data from June 1st – August 31st we have on the scheme and the main conditions we are helping to improve.

Cancer Rehab Consultations	9
Health Referral Consultations	39
Health Referral 12 Week Consultations	27
Health Referral Participation	1099



page 18

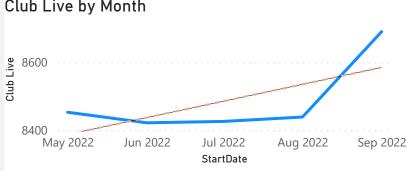


LED Community Leisure

EDDC KPI Performance Dashboard

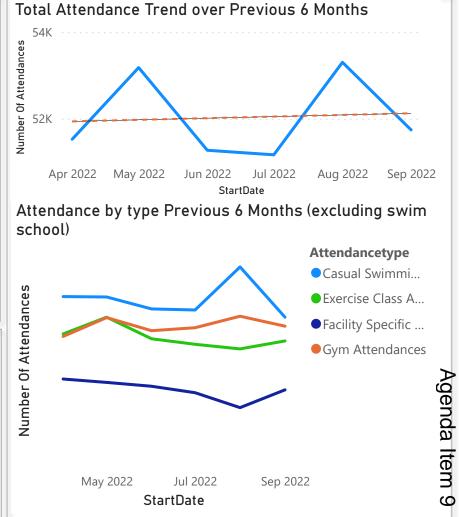
Axminster Leisure Centre Broadclyst Leisure Centre Bucklers Mead Leisure Centre Colyton Leisure Centre Exmouth Leisure Centre Exmouth Tennis Centre Honiton Leisure Centre Ottery Leisure Centre Seaton Fitness Centre Sidmouth Leisure Centre Sidmouth Swimming Pool

	Actual	% Change Monthly
Club Live	8742	3.08%
Joiners	610	49.14%
©Leavers	382	-4.98%
Memberships	£257.36K	0.00K%
Yield	£30.62	0.33%
Club Live by Month		









Report to: LED Monitoring Forum

Date of Meeting 18th October 2022

Document classification: Part A Public Document

Exemption applied: None Review date for release N/A



Leisure Strategy Action Plan reporting

Report summary:

Full Council and Cabinet have now formally adopted the Leisure & Built Facilities Strategy and its Action Plan. The next stage in the process requires the LED Monitoring Forum members to discuss and agree the delivery of its priorities (each action has a 1, 2 or 3 priority listing) in particular the sequencing of the 'priority 1' actions. There will be significant challenges in meeting the completion deadlines for each priority within the Action Plan. The LED Forum will need to be aware from the key Service team areas leading the implementation of the priority actions what the resources and realistic timelines will be in taking forward each of the priorities agreed by the Forum. The appointment of the Leisure Enabler role provides the Council with an additional resource to help facilitate the delivery of the priority 1 actions identified in the report over the next 3 years. This will enable Officers to both plan their work programmes in the budget and Service Plan cycles and work with the Leisure Enabler to identify where, if necessary, additional resources are required to successfully complete the priority action. The LED Monitoring Forum will be required to keep under review the timelines, implications for resources and staff capacity issues against the individual priority actions that will feed back into the regular cycle of Forum meetings.

Is the proposed decision in accordance with: Budget Yes \boxtimes No \square Policy Framework Yes \boxtimes No \square

Recommendation:

That the LED Monitoring Forum agrees the programme of delivery for the key priorities identified in the Leisure Strategy Action Plan and the process for reporting progress on the Leisure & Built Facilities Strategy and that the Leisure Enabler role will both facilitate and provide support for the delivery of those key priorities.

Reason for recommendation:

To enable a monitoring, delivery and reporting framework are put in place for the delivery of the Leisure & Built Facilities Strategy. Also the Leisure Enabler will work with internal Services and provide support in the delivery of the key priorities and identify where additional resource may be required to ensure completion of the tasks.

Officer: Charlie Plowden, Service Lead - Countryside & Leisure; cplowden@eastdevon.gov.uk

Portfolio(s) (check which apply):	
☐ Climate Action and Emergency Response	
☐ Coast, Country and Environment	
☐ Council and Corporate Co-ordination	
n	age 20

☐ Democracy, Transparency and Communications
☐ Economy and Assets
□ Finance
☐ Strategic Planning
☐ Sustainable Homes and Communities
⊠ Tourism, Sports, Leisure and Culture
Equalities impact Low Impact
Climate change Low Impact
Risk: Low Risk;
Links to background information EDDC Leisure Strategy Action Plan 5 Year 2022-2027
Link to Council Plan
Priorities (check which apply)
⊠ Better homes and communities for all
☐ A greener East Devon
☐ A resilient economy

Report in full

Discussion items:

- To discuss and sequence the priority 1's in respect of their urgency;
- To review the completion timelines as indicated in the table below are these still achievable and realistic?
- To agree the role of the Leisure Enabler in facilitating the delivery of the priority actions and any potential additional resource implications for internal Services within the context of existing service workloads.
- Agree a structured approach to reporting by Officers to future Forum meetings on progress being made and a platform to raise any issues of concern in meeting timelines that can lead to a review of completion dates and also if additional resource is required to enable the action to be delivered – consider excel spreadsheet with report papers as template for reporting.

Summary of key information

- The LED Monitoring Forum is now tasked with leading the delivery of the Leisure & Built
 Facilities Strategy and ensuring that the actions within the Strategy are prioritised for Officers
 to take forward. This will enable Officers to prepare reports to the LED Monitoring Forum on
 progress made and any likely implications for resources and capacity within their teams to
 deliver the tasks.
- 2. The priority actions are mainly centred on the future management of the school dual use sites, negotiating the annual management fee for LED from 2023/24 onwards and developing a district-wide health and wellbeing programme that helps to provide leisure activities to improve local residents' physical wellbeing directly in their communities.
- 3. The Strategy's Action Plan identified the need for an additional post a Leisure Enabler role to take forward specific areas of new activity within the Leisure Strategy. This post is part of the three year UK Shared Prosperity Fund bid and as a new additional resource will be critical in helping the Council to facilitate and work with internal Services to deliver the priority 1 actions identified in the Action Plan.

4. The Action Plan is for a 10 year period and it has listed the following as <u>priority 1 actions</u> that the Forum will need to discuss to agree which are seen as the most urgent in terms of Officers progressing this financial year and into 2023/24. These actions in the table below <u>are not ranked</u> in priority order rather taken as listed in the Leisure Strategy Action Plan. It will be for the Forum to agree the order in which they should be tackled following discussion

KEY ACTIONS	Priority	Completion	Who leads	Resources needed
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
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.
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
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	Internal EDDC officer time LED External contractors Internal EDDC officer time - leisure, legal*, asset management Devon County Council Relevant

				, .
			Board of Governors	Schools External leisure consultants? Circa £5k
				*Additional dedicated legal resources required
EDDC to renegotiate and possibly extend	1	2022/23	EDDC	Internal EDDC
the terms of the existing contract with LED.			Leisure Team	officer time
As a minimum, the following principles				
should be incorporated:			LED	External consultants -
LED to submit business plan through to				circa £5k
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.				
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.				
 The business plan will clearly show the 				
management fee payment allocated to				
each site P and L account.				
This management fee will replace the				
existing 5 year fixed service fee.				
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.				
Any revised contract should clearly set	1	2022/23	EDDC	Internal EDDC
out EDDC's key principles and outcomes	•		Leisure Team	officer time
for sport, health and physical activity and				
establish key performance indicators (KPIs)				External
against which the contractor will be				consultants
monitored e.g. participation targets for				CONSUITATIES
under-represented groups, levels/frequency				
of participation measured against Sport				
England Active Lives annual data returns,				
East Devon Public Health priorities etc.				

Financial implications:

The financial details are contained in the report

Legal implications:

The report does not identify any legal implications requiring comment

Shared Prosperity Fund – Leisure Strategy Implementation

The vision in the draft Leisure Strategy states: 'Our role is essential in facilitating and enabling provision of good quality, accessible, and inclusive leisure for both residents of, and visitors to, East Devon because of the positive impact being active has on our health and wellbeing, and the contribution it makes to national and local public health initiatives.'

This submission is centred on bringing the draft Leisure Strategy to life, which in turn requires build capacity and resources to implement the ambitious range of objectives and actions.

Any data regarding local **challenges** in our area which this project will help to resolve (bullet-points are fine)

This extract (table 2 below) from the draft Leisure Strategy identifies challenges under a number of headings and usefully summarises the barriers or challenges that we will need to break down in the process of delivering the vision and priorities in the strategy. The greatest challenge having set expectations through an ambitious Leisure Strategy will be providing the capacity to progress the various actions flowing from the high level principles. We have established a ten year journey and the pace of change will largely depend upon the client role of the Council and the support from LED Community Leisure Ltd (LED) and other leisure partners. LED is a not-for-profit Community Benefit Society and charitable trust that has a 30-year contract to manage the Council's built leisure facilities until 2036.

Table 2: Summary of Key issues identified from stakeholder consultations

Key Issue	Relevant Factors to consider in developing the future Leisure Strategy
Built Assets	 The key issues concerning the existing leisure facilities in East Devon are: Age and condition, particularly of the EDDC facilities Activities offered - type, timing and nature Lack of investment Location of existing facilities, particularly in relation to new communities Dated dual-use agreements which do not facilitate community access (particularly daytime), use nor taking part in physical activity Growth of Axminster and impact on demand; Flamingo Pool small and average quality offer but does have a hydro pool; migration seen to Chard
	Some assets in particularly poor condition e.g. Broadclyst

Key Issue	Relevant Factors to consider in developing the future Leisure Strategy
	 Lack of indoor facilities in Cranbrook; a lack of provision for young people and teenagers; the College facilities are managed commercially and are already full of football; The proposal for a leisure centre in Cranbrook and whether capital resources are available Opportunity to work more closely with Exeter City Council in terms of developing new facilities serving cross-border communities The option of asset transferring all outdoor facilities to Town Councils Pitch investment priorities are Exmouth and Honiton The future geographical focus for provision needs to reflect existing and new e.g. Exmouth, Honiton and Axminster
Physical and Mental Health and Wellbeing	 Already many providers and lots offered The role of EDDC in health and wellbeing. Needs better co-ordination and joined-up approach e.g. linking the work of Public Health and LED Need for audit of existing offer before more is developed to optimise resources; develop offer based on existing networks Opportunity to develop increased Volunteer capacity GP Referral/Social Prescribing- how can these partnerships be developed Links to the arts could be explored in these programmes New app being developed – EDDC should be part of the development of the new Health and Wellbeing App to improve coordination LED is already delivering a lot e.g. working with GPs, online signposting etc., but where does EDDC want their focus to be; should the focus be in areas of deprivation through e.g. the Holiday Hunger programme Memory cafes – could be the starting points for healthy walks etc.
The Great Outdoors	 Use of the natural active environment Safe walking, running and cycling routes Co-ordinated cycling routes – mapped and co-ordinated – residents and tourists Outdoor gyms Growing participation in wild swimming Growing participation in informal activities e.g. skateboarding, BMX Group exercise growing in popularity – how control use/access? Potential to link physical activity into some agricultural support work Exmouth seafront – is this a venue for physical activity? Residents like being active outdoors but want to feel safe
Urban v rural	 Isolation Accessibility Limited public transport; worse in more rural areas

Key Issue	Relevant Factors to consider in developing the future Leisure Strategy
Specific Sports	 Very limited indoor netball facilities – only two No regional netball facilities No netball facilities in Sidmouth Limited indoor tennis facilities; not all well used; Clubspark should be introduced to outdoor courts; bookings could then be on LED website Gymnastics needs a site in Honiton Lack of 3G pitches Youth offer under-developed e.g. boxing, martial arts The role of sports clubs in terms of increasing and sustaining participation moving forward needs to be better defined Sea sports/activities need more promotion and support Is there opportunity to develop new sports e.g.Padel tennis Residents' priority activities are swimming, walking and gardening; followed by cycling, the gym and GP Exercise Referral; where relevant EDDC should be responding to these as a priority
Disability	There is a need for improved disability facilities and access e.g. pool pods
Strategic Alignment	 EDDC Public Health Strategy should be the driver for the outcomes of the Leisure Strategy Also the Leisure Strategy should align to the new Active Devon Strategy
Affordability	 Inconsistencies in concession pricing LED Membership offer is the same across East Devon, irrespective of facility mix offered
Demography	 East Devon has a predominantly older population; provision needs to meet their needs Community survey identifies daytime as the favoured time to take part in physical activity Reduction in young people taking part in physical activity There is a need to properly identify needs of each age group and then provide for them Cost is an issue for the elderly Residents think physical activity is very important – to stay fit, for enjoyment, to improve health Residents identify barriers to participation as: cost, time, poor quality facilities, lack of safe routes, lack of provision, inability access activities at the time they need them In general, residents want to be more active
Communication and Co-Ordination	Lack of car parking in Sidmouth for physical activity facility

Key Issue	Relevant Factors to consider in developing the future Leisure Strategy
	 Needs to be greater awareness of what is already available and being delivered, by whom and where. Audit mapping would help to focus resources in the future
Future Operational Management	 LED would like an annual agreement over the management fee Risk allocation e.g. utility costs Need for capital investment in built assets

> Any data or information regarding local **opportunities** in our area which this project will help to realise (bullet-points are fine)

Our approach set out in the draft Leisure Strategy will specifically target and cater for those residents who are socially and economically disadvantaged to ensure they are able to benefit from affordable and accessible opportunities which contribute to reduced health inequalities and improved quality of life.

Partnership is key to delivery of our Leisure Strategy to ensure co-ordination across culture, leisure and tourism services, and that it co-exists with the policies and priorities of our local partners.

The concept of a Leisure Enabler, guided by EDDC and employed by LED will have the purpose of stimulating new leisure provision and providing resilience to existing provision. The officer will focus on the delivery of the Leisure Strategy and bring to life the projects and recommendations contained in the analysis and action plan. There will be an emphasis on leisure that involves physical activity with mental health benefits. A focus on equality and reducing barriers to accessing leisure provision for all generations will also be a priority.

Working with a wider range of partners and stakeholders the Leisure Enable will provide advice and guidance on establishing groups interested in running events and activities. The Leisure Enabler will link up with and bring to life leisure activities wanted by communities, and identify suitable venues, sites and facilities to run schemes safely by supporting organisers. Schemes using our natural environment will be encouraged, alongside those with a low carbon footprint.

The Leisure Enabler will not be able to deliver the Leisure Strategy alone and will need to be supplemented by additional resources to make progress on many of the commitments. The appointment will allow us to make a start on delivery and scoping the resource needs of the recommendations and objectives.

Leisure will be interpreted broadly and linked with other Council priorities, including culture, tourism, poverty prevention, health & wellbeing and climate change, leading to improving the quality of life for residents.

The key Principles underpinning this vision that helpfully identifies opportunities are:

- 1. That the provision of leisure facilities for residents and visitors alike is an essential function of this Council.
- That such leisure facilities are important to improve the health and wellbeing of residents and visitors alike and thereby support national and local public health initiatives.
- 3. That such leisure facilities are inclusive and must cater for all residents and visitors, irrespective of ability, age, gender, ethnicity, income and belief.
- 4. That this Leisure Strategy specifically targets and caters for those residents who are socially and economically disadvantaged to ensure that such residents gain access to and benefit from the Council's Leisure facilities.
- 5. That the term "Leisure Facilities" refers to all facilities be they built or non-built, man-made or natural which are used, or could be used to deliver the concept of Leisure within East Devon.
- 6. That such leisure facilities, are provided by a range of providers including the Council, its partners, community organisations, private facilities and schools.
- 7. That the Council's partner Leisure Provider (for EDDC owned/leased facilities) is financially sustainable in both the short and long term.
- 8. That this Leisure Strategy will co-exist and support other strategies, particularly Culture, Tourism and Public Health to promote amongst the residents of East Devon the needs of good health, positive wellbeing, cultural diversity and economic development irrespective of age, gender, orientation, ethnicity, income and belief.

The core objectives of the draft Leisure Strategy also outline opportunities and are grouped under five headings:

- > Facilities that meet the current and future sporting and leisure needs of East Devon residents
- > EDDC priorities are aligned to and compliment Outreach Health and Wellbeing
- ➤ Effective Partnerships Delivering a Sustainable Community Sport and Leisure Offer
- ➤ Harnessing the Value of the Great Outdoors
- ➤ Review of the existing Leisure Management Contract

There are significant opportunities for improving access to leisure. We are keen to see an expansion of physical activity that doesn't necessarily involve attending a leisure centre, gym, or club, building on the outreach work already in place through LED and other providers and making better use of our outstanding environment. There are more benefits to be secured through linking leisure with health & wellbeing, good mental health, improved diet and healthier lifestyles. The draft Leisure Strategy compliments the Council's Public Health Strategy and we need to ensure good read across and shared outcomes are highlighted and delivered. This broad view of leisure needs to be championed and enabled in order to make a step change in delivery.

Cranbrook is a new town with limited leisure facilities and a recognised need for some form of health & wellbeing/leisure centre. Our rural villages would also benefit from leisure opportunities within the communities.

- > Select which **outputs** the project will achieve, see the attached spreadsheet (please only tick outputs which you feel can be effectively and regularly reported back to Government)
 - Attached.
- > Updated project descriptions (let us know if you are happy for us to use the project description from your Project Concept Form)
 - > The original project description is still relevant.
- Any key **risks** that could affect delivery of the project (for example lack of staff or expertise)
 - Sufficient capacity to deliver the draft Leisure Strategy
 - > Partners buy in to the objectives and priorities contained in the Leisure Strategy
 - > Investment required to provide a broader leisure offer is limited
- How much **experience** do you have in managing this type of project and what **capacity** do we have to deliver this proposed project (please respond with 'strong', 'some' or 'limited' for both).
 - > Some experience in house.
 - > , and LED already has a Community Engagement (outreach) Manager who has developed a considerable and award-winning programme that could be significantly expanded through the additional capacity and support of a Leisure Enabler; LED has both the experience and capacity to manage the additional post, in partnership and liaison with the Council. The bid is all about creating the capacity to apply to the delivery of a new Leisure Strategy.

Shared Prosperity Fund - LPG Project Concept Form

Your name and organisation:	John Golding East Devon District Council
Project name:	Leisure Strategy implementation

Which of the three intervention themes does this project fall under? (Please answer with one 'X')

Communities and place	Х	Supporting local business		People and skills	
-----------------------	---	---------------------------	--	-------------------	--

Which of the interventions in the intervention list best describes your project?

For example, if your project is to fund a feasibility study, you might answer 'E14' or 'E31'

E10; E15		

Please describe your proposed project, detailing local need and desired outputs.

Your response should outline how this project will help to alleviate specific local social and economic challenges in East Devon (see presentation slides). We're particularly interested in projects that will achieve:

- Green growth
- Wage growth
- Productivity growth
- Poverty reduction
- Lower economic inactivity

- Higher graduate retention
- Higher civic pride
- Cultural and economic opportunities for disadvantaged individuals

The Council has employed Strategic Leisure to review and propose content for a wide ranging leisure strategy for the district. We have recently received a draft document for consideration after an extensive investigation, consultation and research into leisure provision in the district.

The aim of the draft strategy is to improve the quality of life for East Devon residents and provide good quality opportunities to be regularly physically active. The role of the Council in co-ordinating, facilitating, enabling, and in some cases delivering opportunities to be physically active is key, whether provision relates to facilities or services, indoors and outdoors.

In East Devon 'leisure' means physical activity, sport and recreation – programmes, services and facilities – provided by the Council, its partners, community organisations, private facilities and schools, which provide an opportunity for individuals, clubs and teams to take part and be active. "Leisure Facilities" refers to all facilities be they built or non-built, manmade or natural which are used, or could be used to deliver the concept of Leisure within East Devon.

This strategy will sit alongside the Council's Corporate Plan, Local Plan, Asset Strategy, Public Health, Cultural and Tourism strategies to ensure that important corporate considerations including carbon reduction, reducing inequality and maximising the value of East Devon's assets are integral principles in the way that leisure facilities are delivered.

The strategy is supported by a detailed Leisure Facilities Supply and Demand Audit which identifies the current and future facility needs to support an increase in population in the District. The

Strategy is also informed by detailed community, sports club and school consultation and feedback from key stakeholders, National Governing Bodies of Sport and neighbouring authorities.

East Devon's draft Leisure Strategy identifies the current and future built leisure facility needs of East Devon's population through to 2031. The Council's Playing Pitch Strategy is in the process of being updated and will identify outdoor sports pitch and facility needs going forward. This will provide the Council a complete overview of leisure provision and requirements across the District.

The draft Leisure Strategy recognises that there are significant challenges with delivering the level of infrastructure required, and while the Council has a role in championing and enabling the provision required, it is unrealistic to expect the Council to be able to deliver everything. Innovative partnerships, cross-sector sustainable delivery and funding models, and significant amount of capital funding will be required in order to achieve the level of provision that this strategy identifies as needed.

Key principles being advocated are:

- 1. That the provision of leisure facilities for residents and visitors alike is an essential function of this Council.
- 2. That such leisure facilities are important to improve the health and wellbeing of residents and visitors alike and thereby support national and local public health initiatives.
- 3. That such leisure facilities are inclusive and must cater for all residents and visitors, irrespective of ability, age, gender, ethnicity, income and belief.
- 4. That this Leisure Strategy specifically targets and caters for those residents who are socially and economically disadvantaged to ensure that such residents gain access to and benefit from the Council's Leisure facilities.
- 5. That the term "Leisure Facilities" refers to all facilities be they built or non-built, manmade or natural which are used, or could be used to deliver the concept of Leisure within East Devon.
- 6. That such leisure facilities, are provided by a range of providers including the Council, its partners, community organisations, private facilities and schools.
- 7. That the Council's partner Leisure Provider (for EDDC owned/leased facilities) is financially sustainable in both the short and long term.
- 8. That this Leisure Strategy will co-exist and support other strategies, particularly Culture, Tourism and Public Health to promote amongst the residents of East Devon the needs of good health, positive wellbeing, cultural diversity and economic development irrespective of age, gender, orientation, ethnicity, income and belief.

The draft Leisure Strategy has identified a need for additional capacity to enable improved leisure provision and access to leisure. The recommendations also recognise the value of health & wellbeing and use of our outstanding environment to encourage physical activity and improved mental health for those who do not access sports facilities, sports clubs and organised sport. This emphasis on a new approach to leisure requires capacity to implement.

Our consultants have advised:

- A point of contact for physical activity in EDDC who can sign post community or partner queries about where to go/what is available.
- Someone who can 'join' things up both externally to ensure activity is coordinated and there is no duplication, plus represent EDDC at partner meetings; also to confirm-ordinate EDDC activity across departments so there is consistency, alignment to agreed outcomes and it's clear who is delivering what.

A contact point for LED who drives what they deliver over and above their core service of facility management e.g. maybe this person could help LED get commissioned to deliver health programmes which would increase income and reduce subsidy-this is more likely to happen with EDDC backing than just an approach from LED.

This requires a **Leisure Enabler** position, a new post that coordinates leisure provision, identifies and secures external funding, encourages and enables provision by leisure providers and links with health & wellbeing.

The officer will be the point of contact for LED and drive the implementation of the Leisure Strategy.

The post holder will promote the value of leisure and maintain a comprehensive database of leisure provision in the district. He or she will also ensure that the objectives of the Leisure Strategy are consistent with the Council's other plans and priorities.

Please outline the proposed budget for this project in Years 1, 2 and 3.

We will prioritise projects that offer best value for money.

I am requesting **£60k per annum** to fund a new post of Leisure Enabler and a budget to stimulate and enable leisure projects that meet the objectives of the Leisure Strategy.

This will allow us to make some progress on implementing the Strategy and move away from our reliance on LED and built facilities for the majority of EDDC sponsored leisure provision.

Please outline the timeframes for delivering this project in Years 1, 2 and 3.

We will prioritise projects that are 'quick wins'.

We anticipate adoption of the Leisure Strategy by Cabinet and Council this summer. Once adopted there will be an expectation that the recommendations are implemented. With no spare capacity to be proactive on leisure there is a risk that delivery and change is slow.

Community Leisure UK Statement on Energy Bill Relief Scheme

Published on: September 28th 2022

Following the Government's announcement of the Energy Bill Relief Scheme on Wednesday 21 September we have consulted extensively with our members to understand a detailed position of the impact of this bill on public leisure and culture services.

While this short term measure has been initially welcomed by many sectors, including the Charitable Trust sector, Community Leisure UK and their members warn that much more needs to be done over the coming weeks and months to prevent public leisure and culture services and facilities from permanently closing.

Following consultation with our members we have identified three main concerns that need addressing urgently; including the cap only covering wholesale prices, the cap still being significantly higher than energy payments the previous year, and, the timeline for support not reflecting the impact for companies with fixed contracts due for renewal the moment the scheme ends.

1) Commodity and Non-Commodity Prices.

Firstly, the Energy Bill Relief Scheme only applies to wholesale prices; but businesses' utility costs are made up out of commodity and non-commodity prices. Therefore, the cost reduction for businesses is limited and will not be enough to alleviate the significant pressures on businesses.

Example from an operator in the North West of England:

Digging a bit deeper into the announcement with our broker, our headline electricity day rate at one of our sites, for example, is 22.85p but this in turn is made up of two elements: commodity 11.85p and non-commodity 11p. The Govt Cap of 21.1p is I believe, only for the commodity element so we are still 50% cheaper than the cap so no likelihood of benefit! [...] We are also well under the cap for gas (5.5p vs the cap of 7.5p). [...] Our industry model was set a long time ago with energy prices at a "normal" level envisaging normal fluctuations with inflation at around 1%-2% and we could operate at break even within the agreed subsidy. That model is now completely broken.

Going back to pre-pandemic March 2020, we were paying an average unit rate of 2.1p for gas and 14p for electricity. Today we are paying gas 5.3p and electricity 23p (a good rate compared to current market and fixed to 30th September 2023 but more than double our "normal" rate for gas and 50% higher electricity).

Based on the info I have to date, it is not a question of if the money runs out but when. Without direct, substantial financial support from either Central Government or Local Authority, I know we will be insolvent within 12 months and I strongly suspect every Leisure Trust in the country is in a similar position give or take a few months.

Example from an operator in South East England:

We have a good contract for electricity as mentioned before so expect a small decline in price starting April 23 for 12 month. Gas, however, is a different story, we initially have been declined entry into a basket set up due to our trading figures (recovery budgets) and the fact that LEISURE is too high a credit risk so many suppliers would not even quote.

Since the Government announcement we have been given a deal for 6 months based on a price point of between 19p-25p p/kWh which we have to sign to receive the support package. However, the advertised rate of 7.5p is misleading as indicated below from our brokers.

'you will get the 7.5p commodity only the built up price will be around 9p hence why I use this as the 7.5p is a little misleading it is only the commodity element'

The negative effect of the 9p/kWh is an increase of £171k on gas alone for 6 months at the 19p-25p rate we are bust!

We will have a huge challenge to find the £171k as it is and have a raft of energy saving solutions some of which include pool and centre closures and reduced opening times all of which naturally affect staff working hours.

2) Caps are Still Higher than Energy Costs in Previous Years

Secondly, the price caps proposed by the Government are not equivalent to a reduction in costs. While they may be half of what is predicted without Government intervention, the fact remains that the current caps are still significantly higher than the average costs for energy in the previous years, and, in many cases, also higher than currently fixed deals provided by the market. In addition, there are standing charges that are unaffected by the price caps.

Example from a Single Site operator in North East England:

The price cap for gas will help us a little bit but it's still 200% more than our previous rate. As gas is our main use when heating the pool and the building this has had the greatest effect on our finances. We are under an old contract for electricity until 2023 so the cap won't give us anything back.

As a single site, local resident run organisation that has only been open since 2019 the reserves we have built will be under threat. The board is reluctant to spend money on capital / non essential repairs. This has an impact on the services and activities we will be able to offer to the local community.

Example from an operator in South East England:

We currently pay 15.5p for Electricity and 2.2p for gas. Without the cap we would have most certainly been out of business within 8 months if we did not close our biggest site that has 2000 swimming lessons per week.

Even with the cap we are still looking at a 290% increase in gas as we signed up to a day ahead price at the end of August and our broker price is much higher which would increase our bills from £100k to £390k per annum. Electricity approx 43% increase £300k to £430k per annum. A combined increase per annum of £420,000.

We know we now need to start working towards reducing our utilities usage even further, which is a good thing. We have already made over 35% savings compared with 2019 but will continue to look at the best capital spends that will reduce our need for utilities.

We are also looking to temporarily close our largest pool at 8pm Monday-Friday and send staff home early and close down the building.

Example from an operator in Scotland:

We are on the Scottish Government contract rate for electricity and gas which are both under the capped rate for businesses. This rate is fixed until 31st March 2023. I have already factored in an increase for next year based on current rates. Based on current financial projections and funding levels and due to existing cash reserves we can trade for the next 18 to 24 months maximum. Trading beyond that will require closure of some facilities.

3) Timeframe

Finally, the timeline for support is not reflecting the immediate current pressures in the public leisure and culture sector. There are a large number of organisations who have fixed new contracts either before April 1st, 2022 or whose contracts are coming up in March 2023 who are now left out of support.

Example from an operator in Central England:

For us, our gas is considerably below the cap currently, at a rate of less than 2.5p plus quite a hefty daily standing charge. However, this rate ends March 2023. We have received a forecast of a potential max +300% increase from April 2023 (even higher than a previous estimate of +180%). This doesn't kick in until after the relief scheme currently ends, and could cost us an extra £750k next year.

Electricity is currently fixed from some time ago, and we move on to a further fix next July on a passthrough basis which is considerably below the cap again for most of our venues. We may qualify for support for one of our other venues supplied by another electricity supplier but despite being forecast a 100% increase from October for this venue, I believe the commodity element may still come in below the cap. So again, a big increase for us to absorb but potentially no support from the scheme towards it.

Therefore, for us, it is also a question of how long we can cover these forecast increases as we do not qualify for the scheme as it currently stands.

Example from an operator in Wales:

Our electricity has been fixed since October 2021 for one year but gas costs have already increased substantially this year with a 230% increase in March 2022. Following the business energy price cap announcement that will fix wholesale gas and electricity prices for six months from 1 October, we have estimated the further impact of our electricity costs will rise by 33% from 1 October and gas, which is currently fixed, by a likely minimum 42% from 1 April 2023. Even with the price cap, this will increase our utility costs by over £350k per annum and we still have the uncertainty beyond March 2023.

As the responses from our members illustrate, the public leisure and culture sector are in a precarious situation and the Energy Bill Relief Scheme will not be enough to support the public leisure and culture sector through this crisis. The public leisure and culture landscape has already changed for the worse, with reduced opening hours, fewer hours of work and redundancies and permanent closures on the horizon if no further action is taken.

Our ask of the Government

We call on the UK Government to work with national arms-length bodies including the Sports and Arts Councils and Local Authorities, who themselves are facing significant budget pressures, to provide more financial support and capacity to support the sector.

We stand ready to work with the Government and national partners to devise a support package that will provide relief support to the public leisure and culture sector now and in the future.

Report to: LED Monitoring Forum, 18th October 2022

From: Peter Gilpin, CEO, LED Community Leisure

Date: 6th October 2022

Subject: LED Financial Update for September 2022

In March I provided explanatory notes regarding the 2022/23 Leisure Services Management Fee that accompanied the budget summary provided separately at the April Monitoring Forum. Given that both the international and domestic economy has changed significantly since then, the following provides a summary of the effects, both to date and potential, faced by LED in managing the respective facilities. It should be noted that the management fee has reverted to the 2016-2019 level, with no post-covid recovery adjustment.

COVID-19 Pandemic

At the time the budget was set (pre-Ukraine war) the biggest factor anticipated to affect the budget forecast was the effect of the COVID pandemic and how long (if at all) it would take to return to prepandemic membership and other revenues.

Up to September we have seen membership and other revenues grow, but not as fast as anticipated, and now the utilities and cost of living crises that were in their early stages in March and April have significantly worsened.

Utility and other costs

I don't believe that, at the time, the length of time the war in Ukraine would last, and the longer-term effect on utility prices was fully appreciated. However, the Council sensibility agreed to a contingency figure of £100k that could be made available to LED should this be required to meet increased utility costs for the year. LED has been working with an energy procurement specialist for some time now and has consequently 'locked in' utility prices at opportune times as advised. Despite this, we were anticipating that the overspend in utilities may be in the region of £140k.

However, the new Prime Minister has recently announced the Energy Bill Relief Scheme to mitigate the increase in costs to businesses, with a 6-month cap and a 3-month Government review. However, further details only emerged on the 30th September and the scheme is not straightforward. The impact on LED's prices has yet to be fully assessed and the best actions determined, and we are liaising with our procurement consultant. Three main concerns have been identified by Community Leisure UK (CLUK) and their statement is provided as Appendix A. Both CLUK and UK Active, who represent the leisure industry, will be lobbying politicians on our behalf and reporting progress and outcomes, which I shall share in due course.

Other costs have also increased significantly, such as waste, pool chemicals and CO2 (a major producing plant has recently ceased production, which affects both swimming pools and beverage prices). Staff costs have also increased as pay inflation has meant some posts have had to be reviewed to recruit and retain staff, particularly lifeguards at our pools and hospitality staff at the Pavilion, with some posts at the latter having to be covered by agency staff on higher rates.

Exmouth Pavilion

The Pavilion has been particularly detrimentally affected coming out of COVID, as most shows during the pandemic and the 'social distancing' period were lost or postponed. Unlike the leisure centres, which could operate a restricted service under social distancing, this was not possible at the Pavilion.

Consequently, with many shows being postponed to this year (21 to date) attendances have been significantly lower than pre-pandemic and that we budgeted for. This is because a key demographic audience has remained more risk-averse than the leisure centre customers, and because squeezing postponed shows into an already busy schedule has resulted in an over-provision, with many customers being unable to attend as many as they would like, particularly given the cost-of-living increase. A number of high-profile and high-earning shows have cancelled UK tours, which also impacts on the food and beverage income from the café and bars.

Cost of Living Crisis

With the new PM's announcement of an energy cap for domestic customers it remains unclear what effect the increase in the cost of living this will have. Many domestic utility bills will still rise to the capped level and other products are also increasing significantly in price, such as fuel and food.

The recent 'mini-budget' and the resulting increase in interest rates and mortgages will undoubtably add to the pressure on household and personal budgets and we are consequently seeing many public service employment sectors taking industrial action.

This financial quarter, October to December, will be a critical period as people assess their expenditure commitments and disposable income. For those most adversely affected outgoings such as gym membership, swimming, Sky/Netflix and eating out will be among those activities most likely to be cut.

Loss of Income

Whilst membership and swim lesson income at 2 pools has held up well to September, there have been disruptions to some facilities that were not anticipated or were in this this year's budget, such as the refurbishment of two artificial turf pitches and the extended refurbishment of Honiton Swimming Pool, from which attendances are only now beginning to recover. There have also been building works and disruption at the Axminster and Ottery Leisure Centres.

Forecast

LED's current forecast is that even if income remains as originally predicted, which is unlikely given the above, and given the increase in costs, we anticipate a substantially increased financial loss on the Council's leisure facilities, which be reviewed monthly as the situation is very volatile. We will, of course, liaise closely with Simon Davey (Strategic Lead – Finance) throughout this period and between us provide regular updates in due course as the situation develops over the coming weeks. This will be a key consideration in the setting of the Management Fee for 2023/24.

Peter Gilpin, CEO LED Community Leisure

6th October 2022

Report to: LED Monitoring Forum

Date of Meeting 18th October 2022

Document classification: Part A Public Document

Exemption applied: None Review date for release N/A



Colyton Leisure Centre – Capital contribution to School's investment works to all-weather pitch

Report summary:

On 20th July 2022 Council approved a capital budget of up to £140,000 to contribute to the School's capital investment works to the all-weather pitch and by doing so securing improved future community use. This matter was considered by the LED Monitoring Forum on 7th June 2022 and by Cabinet on 8th June 2022 as part of a wider matter relating to the restructuring of arrangements at this site. Minutes of both meetings are attached as background papers.

The earlier reports had advised that the capital payment to the school would not be made until the Council receives the necessary contractual commitment that the other provisions detailed within those reports had been adopted i.e. new lease and management agreement entered into. The works to the all-weather pitch are now almost complete and the school have therefore made staged payments. Heads of Terms are still being finalised and hence delaying the stage at which payment would be made until realistically early / mid 2023. This creates a cash flow issue for the school. The school have acted in good faith, negotiations have continued constructively and we are now very close to agreeing heads of terms which will provide for wider community access to the all-weather pitch and re-profiling our actual usage of the building to what is actually required and accordingly reducing our maintenance obligations. The proposal currently is that the school take on responsibility of both internal and external repairs and maintenance with LED remaining responsible for its equipment and with the Council's reduced contribution being by way of service charge.

The earlier reports deal with the overall arrangements, this report is merely in respect of the request by the school that the contribution is paid before completion of the new lease and management agreement.

In exchange for this capital contribution, the all-weather pitch is secured for community use for generations to come. Whilst the all-weather pitch is currently used by the community, there is no long term legal arrangement for this to continue, protected only through a management agreement which can be regularly reviewed. An additional benefit is that 2 netball courts would also now be able to be used by the community, again for generations to come, with both the all-weather pitch and the netball courts being incorporated into the lease until 2103.

As part of this proposed package and also reflecting new operational requirements for EDDC / LED of the Leisure Centre itself, by removing school holiday daytime usage and the existing minimal school day usage there is a reduction in operating and property maintenance and repair costs falling on EDDC and LED.

The Leisure Strategy 2021-2031 identifies priorities for investment in the all-weather pitch at Colyton (surface and floodlighting). It also sets out that there is a need to renegotiate all existing dual use facility agreements in favour of the Council to increase access and value for the East Devon community. The proposal satisfies these recommendations in the strategy and fundamentally achieves increased secured access and value for the East Devon community.

This report deals only with the request to make this capital contribution in advance of the new lease and management agreement being in place. If the Council is to make this up-front capital payment prior to securing the new lease and management agreement, the School have agreed that in the event that the new lease and management agreement are not completed by Dec 31st 2023 (longstop date) then the school will be liable to repay the full capital payment. The Council's Legal Services will draft the necessary documentation to secure this commitment by the school although it needs to be acknowledged that the preferred outcome would have been as originally intended, namely that the lease and management agreement be entered into before payment.

Is the proposed dec	cision in accordance with:
Budget	Yes ⊠ No □
Policy Framework	Yes ⊠ No □
Recommendati	on:
with the Stra Portfolio Hol	thority to the Service Lead – Place, Assets & Commercialisation in consultation at the strength of the service Lead – Place, Assets & Commercialisation in consultation at the strength of the capital of up to £140,000 prior to completion of the new lease and management
Reason for reco	ommendation:
	nce payment being made and thereby securing community use of the all- benefitting from new surface and floodlighting.
Officer: Tim Child, 01395 571692	Service Lead – Place, Assets & Commercialisation, tchild@eastdevon.gov.uk
☐ Coast, Country :☐ Council and Cor	and Emergency Response and Environment reporate Co-ordination nsparency and Communications ssets
-	nes and Communities

Equalities impact Low Impact

□ Tourism, Sports, Leisure and Culture

Climate change Low Impact	
Risk: Low Risk; Enables community use of enhanced all-weather pitch.	
Links to background information Minutes for Cabinet 8 June 2022 Monitoring Forum 7 June 2022	Minutes for LED
Link to <u>Council Plan</u>	
Priorities (check which apply)	
☑ Better homes and communities for all☑ A greener East Devon☐ A resilient economy	
Report in full	

Financial implications:

N/A

The Council have approved the budget and the report does not amend that sum. The request is we make payment prior to a new lease and management agreement being signed to meet the schools urgent cash flow requirements to help make contract payments for the works that near completion. Members will have to consider that this request from the school will facilitate the partnership working that is providing good outcome for both parties against the risk of the school not finalising the final agreements in line with what has been agreed to date. The Council through legal will seek to protect its position but note the legal comment included in this report.

Legal implications:

It is permissible for the Council to decide to pay the capital sum in advance of the completion of the relevant agreements to secure the agreed usage. This represents a risk to the Council which is acknowledged in the report and mitigated by the intent of having, what is in effect, a grant agreement, which would require repayment of the capital sum in the event the usage agreements are not secured by December 2023. Legal will assist in the preparation and completion of those agreements.

Document is Restricted