

Report to: Leisure Strategy Delivery Forum
Subject: Facilities and Activities Report
From: Operational Delivery Team
Date: 23rd June 2026



Overview

As we move into June, operational planning has continued at pace to support programme delivery and new initiatives across our sites. Membership have been tough due to ever increasing competition coupled with the current economic situation with 217 (April) 238 (May) new sales and 397 (April) 379 (May) leavers with a membership club live at the end of May of 8421.

At Exmouth Tennis Centre, preparation for the upcoming LTA Open Day has been a key focus. Planning activity has ramped up ahead of the event launch on 8th June, ensuring the site is ready to showcase tennis opportunities and drive new participation.

At Coburg, the introduction of new access control systems has been successful. Early indicators show increased usage and improved accessibility, contributing to higher attendance levels. This has been further supported by the launch of Walking Tennis sessions in May, delivered in partnership with Sid Valley Tennis Club, helping to widen access and attract new audiences.

At Honiton Leisure Centre, new access control has also been installed following the recent gym refurbishment. This has enhanced the overall customer experience, particularly in managing access to the gym and studio spaces more efficiently.

Following updated guidance from UK Active, we have reviewed and strengthened our Teen Gym offer (ages 11–15). Improvements now provide greater opportunities for young people to safely access both gym facilities and group exercise sessions, supporting early engagement in physical activity.

Within Aquatics, we continue to diversify the programme. A new Relaxation Swim has been introduced as a trial, aimed at supporting wellbeing and recovery. Alongside this, we have successfully delivered swim galas and are currently finalising plans for school gala events throughout June.

Looking ahead, we are also developing new targeted programmes, including:

- A Bump & Boost session designed to support pregnant participants with safe, guided activity

- An Indoor Triathlon (“Tri a Tri”), aimed at beginners and those looking to experience multisport in a supportive environment

These developments demonstrate our continued focus on innovation, inclusivity, and improving access to physical activity across all age groups and abilities.

Customer Insight & Retention

- New Leavers Survey launched to better understand why customers leave with Initial 5-month data collection underway. Early findings are helping to shape retention strategies, service improvements and customer experience enhancements

Marketing & Engagement

- “**Find Your Feel Good**” Campaign is a new campaign launched to promote wellbeing and activity with focusses on accessibility, Positive mental and physical health outcomes along encouraging new and returning users: Link to the website: [Find Your Feel Good](#)

Active Communities Update

Schools & Young People Engagement

We have continued to strengthen our work within local schools, delivering engaging physical activity sessions that also support mental wellbeing:

- **Primary School Programme (Beacon, Littleham & Littletown)**
 - Delivered in partnership with *Heads Up Mental Health Charity*
 - Sessions combine fun physical activity with dedicated mental health support
 - Provides a safe, supportive environment to build confidence and resilience
- **Littletown Primary Visit – Honiton Leisure Centre**
 - Pupils attended a site visit to explore facilities
 - Aimed to build familiarity and reduce barriers to accessing leisure centres
- **Swim to Sea Programme (Launching June)**
 - 4-week programme with two primary school with a focus on water confidence, sea safety education and responsible coastal use

- **Asylum Seeker Engagement – Cranbrook Education Campus**
 - Ongoing sessions supporting young people through sport delivered in a safe, inclusive setting promoting physical and social wellbeing
- **Year 9 Girls – King’s School**
 - Targeted programme to improve engagement and confidence in physical activity, successfully concluded with a swim session at Honiton Leisure Centre. Feedback from the Inclusion Lead highlights strong engagement driven by a relational and inclusive approach, positive shift in attitudes towards exercise and high levels of enjoyment and participation, particularly during swimming

Health & Wellbeing Initiatives

- **Teacher Health Checks**
 - Expanded from previous work with manual workers (via DCC Public Health) and delivered at Cranbrook Education Campus and Ottery St Mary Primary School. 12 teachers supported to improve their understanding of personal fitness, nutrition and overall wellbeing
- **PausePower Programme (Menopause Support)**
 - 6-week pilot delivered at Ottery Leisure Centre which had strong engagement and positive feedback and now has plans in place to roll out to Seaton/Colyton, Sidmouth and Honiton
- **Fibromyalgia Pilot – Honiton Leisure Centre**
 - Delivered in partnership with Honiton social prescribers a 4-week programme for participants living with Fibromyalgia with weekly attendance of 9 participants. Activities included Cardio and strength training, balance exercises, Tai Chi and guided meditation. The outcomes were high satisfaction and positive feedback with participants valuing a non-judgemental, inclusive environment. Next steps are to develop of a permanent class
- **Dementia Support – NESS Care Group (Exmouth)**
 - 6-week Strength & Balance programme delivered in a familiar setting with 10 participants engaged. participants transitioned into referral sessions

at Exmouth Leisure Centre and now we have plans to deliver further sessions within the NESS setting.

- **Stroke Rehabilitation – Exmouth**

- Ongoing weekly seated exercise class at Exmouth Stroke Survivors Club which supports recovery, mobility, and social connection

Community Partnerships & Engagement

We continue to build strong local partnerships to expand our reach and impact:

- **Key Meetings & Events Attended**

- Honiton Community College Careers Fayre (engaging Year 8 & 9 students)
- Sid Valley Help Network
- WEB Health & Wellbeing (Children & Young People) – Exmouth Town Council
- Exmouth Collaboration Day
- Honiton VCSE Meeting
- CLUK Volunteer Special Interest Group

- **Active Devon – Active Champs Programme**

- Working on improving engagement for young people with additional needs
- Consultation events planned across LED sites

- **Devon County Council – Foster Families**

- Supporting families with awareness of local leisure opportunities

- **Wellbeing Walks Programme**

- Continued expansion of volunteer-led walks across the district
- New developments include Dementia-friendly walks, Carer support walks and Seasonal and wildlife walks along with ongoing volunteer training and support

- **Public Health Collaboration**

- Participation in filming for the *Healthy Conversations Toolkit* with recognition of LED as a trusted delivery partner within our Leisure Centres:

Flagship Community Delivery

- **NHS Community Assessment Day – Exmouth Leisure Centre**
 - Successfully hosted, demonstrating strong partnership working and the first time in Devon.
 - Reinforced the leisure centre as a community health hub
 - Provided valuable engagement between health services and the local community with over 100 people attending: [News Article](#)

