

HEALTHIER COMMUNITIES SELECT COMMITTEE		
Title:	Leisure Contracts Update – November 2017	
Key decision:	No	Item No: 7
Ward:	All	
Contributors:	Executive Director for Community Services	
Class:	Part 1	Date: 6 th December 2017

1. Summary and Purpose of Report

- 1.1 This report invites comments from the Healthier Communities Select Committee on the 2016/17 performance of the two leisure centre contracts and their operators, 1Life for the Downham Health & Leisure Centre and Fusion Lifestyle for the other leisure facilities across the borough.
- 1.2 Additionally the report provides updates on the contracts against four strategic objectives: improve health and wellbeing and tackle inequalities, contribute to community cohesion, contribute to the regeneration of the borough and employment for local people.
- 1.3 The annual reports from both operators for the year 2016/17 are attached as appendices.

2. Recommendations

- 2.1 To note and comment on the contents of the report.

3. Background and History

- 3.1 The borough's leisure facilities are managed on behalf of the Council by two contractors, Fusion Lifestyle and 1Life (formerly Leisure Connection).
- 3.2 On 1 June 2011, Mayor and Cabinet (Contracts) approved the award of the Leisure Services Contract to Fusion Lifestyle for a period of fifteen years. The contract commenced on 15 October 2011 with immediate transfer of The Bridge Leisure Centre, Ladywell Arena, Ladywell Leisure Centre and Wavelengths Leisure Centre.
- 3.3 In addition to these leisure centres, previously managed by Parkwood Leisure, the contract has since included the new centre on Loampit Vale (Glass Mill), Forest Hill Pools, Forest Hill School Sports Centre and the Warren Avenue playing fields. Bellingham Leisure and Lifestyles Centre transferred to Fusion 1st February 2014.
- 3.4 Fusion Lifestyle is a registered charity and as such is required to demonstrate charitable objectives. According to their website their objective is "to deliver high quality sport, health and wellbeing services that are inclusive and accessible to all without stigma or inequity. In particular we overcome barriers

to participation, including socio-economic, age, gender, disability, cultural and ethnicity”.

- 3.5 Downham Health & Leisure Centre opened in March 2007, and is managed by 1Life (formerly Leisure Connection Ltd) operating through an Industrial and Provident Society (IPS) or trust, Downham Lifestyles Limited.
- 3.6 1Life have a 32 year contract through a Private Finance Initiative (PFI). The centre includes health care facilities, library, community hall, and leisure services (including a 25m swimming pool, teaching pool, gym, studios, floodlit AstroTurf and multi use games area, and playing fields).

4. Policy Context

- 4.1 Lewisham’s Sustainable Community Strategy 2008 – 2020 ‘*Shaping our Future*’ reflects the many individual strategies and plans endorsed by different agencies and partnerships in Lewisham. All are working with our citizens to build a successful and sustainable future. The key principles of this strategy are reflected throughout the new leisure contract to ensure regular delivery to local residents over the life of the contract.

These key principles are:

- Ambitious and achieving – where people are inspired and supported to fulfil their potential
- Safer – where people feel safe and live free from crime, antisocial behaviour and abuse
- Empowered and responsible – where people are actively involved in their local area and contribute to supportive communities
- Clean, green and liveable – where people live in high quality housing and can care for and enjoy their environment
- Healthy, active and enjoyable – where people can actively participate in maintaining and improving their health and well-being
- Dynamic and prosperous – where people are part of vibrant communities and town centres, well connected to London and beyond.

5. Leisure Contracts Update

- 5.1 The key strategic areas of influence for the leisure contracts are as follows:
 - to improve health and wellbeing and tackle inequalities
 - to contribute to community cohesion
 - to contribute to the regeneration of the borough
 - employment for local people

Progress against each of these are set out below.

5.2 Improve health and wellbeing and tackle inequalities

- 5.2.1 A key objective of the two leisure contracts is to increase participation in sport and physical activity by local residents, through the use of the leisure facilities.

- 5.2.2 **Participation:** Use of all the borough's leisure facilities continues to grow year on year. In 2016/17 there were 1.99 million visits; a 12% increase from 1.75m visits in 2015-16. In 2012/13 there were 850k visits. 1.99 million visits equates to 6508 visits per 1000 of the population.
- 5.2.3 General participation at the Fusion leisure centres has yet again increased compared to the previous year. During 2016/17 the number of attendances at the facilities increased to 1.48m (1.26m in 2015/16, 1.25m in 2014/15 and 1.1m in 2013/14). Indoor racquet sports and swim school performed particularly well with the latter increasing by 28%; in part due to demand being met by additional swim school timetabling.
- 5.2.4 Participation increased across four centres in particular: Glass Mill (12%), Wavelengths (35%), Ladywell Arena (30%) and Forest Hill School (47%). All centres, but in particular the Bridge, Glass Mill and Wavelengths, have suffered from the opening of budget gyms in their vicinity which offer lower cost no frills memberships for those seeking gym and aerobics classes only. Whilst the total number of visits may have increased, membership levels and income is not as strong as a result of this competition. This suggests that existing users are visiting more and / or more memberships are being sold at the concessionary prices. Fusion have introduced centre only memberships at certain sites to combat this competition.
- 5.2.5 Participation is measured across key target groups. Across the Fusion centres performance against these target groups was mixed in 2016/17. There was a 13% increase in 60+ users, 10% increase in disabled users, and 0.4% increase in women users. Fusion continue to deliver targeted activities which has helped increase participation from these groups.
- 5.2.6 Examples of targeted activities for older people include 50+ and mornings at the Bridge and 60+ mornings at Glass Mill and greater engagement with older people's groups such as the Positive Ageing Council to promote activities for this age group.
- 5.2.7 Disabled users had decreased for the previous 2 years; and Fusion have worked hard to turn this round in 2016/17. During 2016/17 the Fusion Centres signed up to become Dementia Friendly and are working with the Dementia Action Alliance and the Council to make the centres more dementia friendly as well as developing sessions for people with dementia. Fusion worked with Lewisham Disability Coalition (LDC) and Millwall Football Club Community Trust to offer free football sessions for disabled residents aged 14+, have promoted Be Active and activities through LDC and Community Connections and commenced swimming lessons for people with a visual impairment at the Bridge. The TAGS (Trans and Gender non-conforming Swimming) group continues to use Glass Mill and is well attended.
- 5.2.8 As part of Euro 2016 and with funding from FreeSport a girls football camp and tournament was run, plus girl's yoga, Sportivate climbing sessions and themed swimming sessions with Prendergast School. Women only sessions continue at a number of centres.
- 5.2.9 There was a decrease in participation of the remaining three target groups: a 16% drop in 16-19 year old users, a 4% drop in BME users and a 6% drop in under 16 users.

- 5.2.10 Fusion have worked with numerous groups throughout the year to engage young people, supporting the National Citizens Service summer challenge, working with local schools, holiday schemes and themed activities. Officers will work with Fusion to increase levels of young people's participation over the coming year.
- 5.2.11 Fusion have recently created a swimming ambassador for BME communities who will seek to motivate and inspire BME communities to access their local facilities and get swimming.
- 5.2.12 Visits to the leisure side of Downham Health and Leisure Centre during the year 2016/17 was 513,829, an increase of 6% on 2015/16. The two main areas of growth, as in the previous last year, were swim school and fitness classes.
- 5.2.13 The Downham contract provides a range of activities geared towards encouraging participation of certain key groups. Young people are catered for through sports and education sessions as well as free tennis courses, trampolining and holiday programmes. The centre was awarded £4500 to continue to run teenage sessions such as circuits and boxing which attracted 175 participants, 66% of whom were girls and 58% were BME. Over 60s can access special social sessions with activities such as short mat bowls and line dancing; alongside regular 60+ classes such as aqua and Zumba. Female and BME attendance is high, particularly in the group exercise programme, and women only swim sessions now allow children (including boys) following customer feedback. Free Sport funded girls and mums Zumba sessions, and Sportivate funded a weekly girl's activity session led by the girls themselves. The centre also hosted 6 week beginner's triathlon course for women only. All the centre's sessions are inclusive for people with a disability however targeted athletics and multi-sports sessions have been delivered during the school holidays following working closely with a number of groups including Drumbeat School, Burgess Trust and Greenvale School.
- 5.2.14 Downham also fundraised during 2016 to buy a 'fit bus'; which now goes out to local parks 6 days a week to offer free sessions to everyone, including the target groups above. This is an excellent example of how the centre is reaching out to engage more local people in physical activity.
- 5.2.15 **Free swimming:** Free swimming has historically been available for residents aged 16 and under and 60+ with a Lewisham library card. During 2016 a decision was taken to remove free swimming for 16 and unders from 1 September 2016. This followed analysis of usage which showed low health benefits due to not being used frequently enough. Feedback on removal was limited with Fusion and 1Life receiving no formal complaints and the Council only receiving a handful. Free swimming for over 60s continues under the Be Active scheme, as does free swimming for Looked After Children.
- 5.2.16 Across the Fusion contract there was a 46% drop in free swimming usage, down to 24,482 visits during 2016/17; due to the above removal. 31% of free swimming took place at Forest Hill Pools.
- 5.2.17 At Downham usage also decreased, by 18% to 13,124. This drop is less than Fusion due to 1Life offering free swimming to under 5's (something they have always offered). In addition, 1Life have very recently agreed to offer free swimming to all children under 17 during all school holidays.

- 5.2.18 **Swimming participation:** Nationally, casual swimming is declining and statistics at Fusion reflect this. However, during 2016/17 Downham recorded an increase of 9,232 swims. This is due in part to quality of their service delivery, more imaginative programming and expansion of the swim school. Both operators deliver different sessions to encourage people to swim more, such as inflatable family sessions, aquasplash for children, and mermaid school and rookie lifeguard courses.
- 5.2.19 Bucking this trend is the massive increase year on year of swim school participants partly as a result of more swimming lessons being offered for a wider age range of children and adults. Fusion sites had 270,000 swim school visits during 2016/17, an increase of 28%. Downham had 1620 participants on their swim school programme in 2016/17, an increase of 23% on the previous year. This increase in programming of swim lessons is in response to demand; but comes with its own challenges of balancing public casual use and programmed sessions. Both operators have long waiting lists for lessons. Both operators provide free courses and scholarships to local schools to identify children who may benefit from free swimming lessons over and above the school swimming sessions.
- 5.2.20 Officers have worked with the Amateur Swimming Association, school representatives and both operators to develop initiatives to increase swimming participation, levels and review the school swimming offer. This was in part response to concerns around the low levels of pupils accessing school swimming at Lewisham leisure centres achieving KS2 (swimming 25m by end of year 6). Swimming attainment has historically been low in the borough and many children cannot swim when they start school swimming lessons. A review of lesson plans and the Service Level Agreement has been undertaken, and 1Life and Fusion both took part in the frontier checklist. The results of these changes will be reviewed and monitored.
- 5.2.21 **Be Active:** The Be Active card provides concessions and free access to leisure activities across the borough to certain eligible residents. Across the Fusion sites in 2016/17 there were 4046 Be Active members (a slight increase on last year) and 21,782 admissions (a 15% drop, mostly due to the withdrawal of free swimming under 17s). In Downham the number of Be Active visits to the centre was 6,874 in the year (not including free swimming).
- 5.2.22 In spring 2016 the administration of the Be Active scheme was transferred to the leisure operators from the library service in order to provide a more efficient customer service. This transfer required all casual Be Active users to re-register with their chosen centre and be issued with a Fusion or 1Life card. This transition has gone smoothly and large number of people have re-registered, including some who have not accessed the services for quite some time – the correspondence they received from the council alerting them to the change has reminded them of the concessions they can receive.
- 5.2.23 **Exercise on Referral and Active Heart:** These two schemes are run jointly with NHS Lewisham and allow eligible residents experiencing health issues to be referred into tailored exercise courses by their GP or cardiac staff at the hospital. Referral have been streamlined into three new pathways: Active Start, Active Referral and Active Heart. Low risk referrals are for people who are overweight or at risk at developing long term medical conditions and they are referred to Active Start. Active Referral is for people who have long term medical conditions and have prescribed exercise to help with their conditions.

These new pathways have minimised waiting lists, over subscribing and ensures individuals receive the correct service for them. The criteria have also been tightened. Previously overweight people had been referred, now it is targeted at those in real need of personal attention and extra care that the programme delivers (for example obese people with underlying health indications). Now completely paperless, the scheme is referred to via the Refer-All system straight from the doctors' computer, allowing for a more streamlined, faster service. Public health are supporting a review of the scheme which promises to be able to provide richer data in the future.

5.2.24 During 2016/17 Fusion had a total of 1421 people referred across Active Start (582) and Active Referral (839). This is a slight drop (7%) from last year. Downham saw a drop of 239 referrals from last year due to some changes in the referral system, however the number of people actually attending the initial assessments after a referral has increased from 61% to 73% which is positive.

5.2.25 **Health promotion & activities:** 1Life work with their partners in the Downham Health & Leisure Centre to promote healthy lifestyles. For example, free NHS health checks, healthy walks, Downham Celebrates, IAPT and Delicious Nutritious. Exercise sessions are funded by MS Lewisham, Parkinson and 1Life for people with MS and other disabilities. Stop Smoking service attends the centre twice a week offering drop in and appointment support. The centre also hosts a diabetes prevention project.

5.2.26 Fusion delivered the Shape Up programme during 2016/17 at Forest Hill Pools, supporting inactive people to get active, complementing the health checks and doctor referrals schemes. Users can then access leisure facilities on a longer-term basis through various options including Be Active. Fusion sits on the borough's obesity forum and have signed up to the 'Sugar Smart' scheme. Health checks continue across all centres, with Glass Mill being the main venue.

5.2.27 **Healthy eating:** Within both contracts there is a requirement for healthy food and healthy vending. Fusion have changed their café operator in Forest Hill and the Bridge to Bickels Yard, and included more healthy eating options as part of that. The contracts at Wavelengths, Bellingham and Glass Mill are being considered currently. The menus and prices at Fusion and 1Life managed sites are closely monitored to ensure that healthy options are included. Fusion have also committed to improving their vending machine offer during 2017/18; and have signed up to be Sugar Smart. Downham are in the process of bringing their café operation in-house and will seek to join Sugar Smart at that point.

5.2.28 **Pricing:** Within the terms and conditions of leisure management agreement and the PFI, the Council works with Fusion and 1Life to provide reasonably priced leisure services. The growth of the commercial sector places pressure on the operators to be competitive. The reduced economic circumstances of some residents is addressed particularly through the Be Active card.

5.2.29 Fusion have been trialing a centre specific membership approach. Normally membership allows you to access all Fusion sites within Lewisham, but a centre only membership is being offered at a select number of sites. This is to encourage retention of existing members and increase yield in the face of competing budget gyms and other commercial operators. It is still too early to determine whether this approach is successful in meeting these aims.

5.2.30 £1m savings were taken from the leisure budget from 1 April 2017. The savings included a negotiation of the contract with Fusion, including pricing. An increase in headline membership (from £39.60 to a maximum of £42.95 per month) and Be Active membership (from £21.75 to a maximum of £24.95 per month); as well as increase on swim school prices (from £5 to a maximum of £6 per lesson) has been implemented since 1 April 2017. These increases still leave Lewisham low to mid-point in price comparison with its neighbouring boroughs.

5.2.31 **Inclusivity:** Access for all is a cornerstone of both contracts. At the end of 2016/17 all Fusion sites held Inclusive Fitness Initiative (IFI) status. 1Life is not required to nor does it possess an IFI accreditation, however officers are working with the operator to achieve certain changes at the centre which improve inclusivity. See 5.2.7 and 5.2.13 above for examples of disability inclusivity initiatives by both operators.

5.3 Contribute to community cohesion

5.3.1 Both contracts undertake a number of activities and initiatives which encourage participation, bring communities together and provide opportunities. Examples include the following.

5.3.2 Fusion undertake various community outreach initiatives as well as delivering targeted sessions within their centres and supporting events. Fusion are a key sponsor of People's Day, having an interactive and fun presence at the event every year. The Young Person's Special Educational Needs (SEN) forum was held at the Bridge, with users from Drumbeat attending and taking part in a cricket taster session. The Fun Palace event took place at Glass Mill in October 2016, run by LDC it included stalls and information for disabled residents. Glass mill hosted many other events including public consultations on the building developments in the vicinity; SLAM jobs fair and the annual Christmas Fayre run by Adult Learning Lewisham.

5.3.3 Fusion leisure centres are now accepting the Lewisham Local community contributor card, with reduced priced access to all sites.

5.3.4 During 2016/17 Fusion provided a variety of support to the community to the value of around £8,000. This included in kind facility hire for the annual Lewisham Primary School Gala at Glass Mill in March 2017. Saxon Crown Swimming Club are grant funded through the Main Grants programme to deliver stage 1 and 2 swim teacher training. Fusion have supported this work by providing pool space and a course leader.

5.3.5 The sports development manager at Downham is very proactive in developing health and physical activity in the community and in the leisure centre. Throughout the year they support a number of events, including Downham Celebrates (summer and Christmas), Swimathon, and swim school galas. In March 2017 the centre was 10 years old, which was celebrated with a community event with free activities and access to the facilities.

5.3.6 1Life funds and supports various activities to get people more involved and active; such as tennis, running fitness challenges, and health awareness and support sessions (as detailed elsewhere in this report).

5.3.7 The Industrial Provident Society (IPS) made awards of small grants to groups and partners who use the facilities at Downham Health & Leisure Centre, as follows:

- Rest bite for carers linked with SIGNAL £1200
- 6 week yoga course for teenagers £420.
- Raiders Netball club sessions £625
- Fit Bus £4412
- Mermaid sessions £2,000

5.4 Regeneration of the Borough

5.4.1 Significant investments both by the Council and Fusion Lifestyle have been made into the leisure portfolio over previous years, with new buildings at Glass Mill and Forest Hill Pools, and a major refurbishment at Wavelengths. All of these buildings have added enormously to the wider community offer helping to make Lewisham a more attractive place to live and work. Whilst there are still some building defects and latent defects associated with these sites most have now been resolved.

5.4.2 The council and the two operators continue to invest in the leisure facilities. There is an annual sum identified within the contract for lifecycle works to replace and repair plant and equipment crucial to the running of the centres. In 2016/17 the lifecycle money has been programmed to undertake a large suite of works; including replacing air handling units and building management system at Wavelengths; damp and redecoration works at Ladywell Arena; and new carpet in the soft play at Bellingham. A new piece of soft play equipment and irrigation system for the outdoor pitches has also been installed at Bellingham, funded by the Bellingham Community Project.

5.4.3 The PFI facility services management contract at Downham continues to deliver planned lifecycle improvements. In 2016/17 this included redecoration and lights.

5.5.1 Employment for local people

5.5.2 The two leisure contracts provide opportunities for employment and training for local residents.

5.5.3 Fusion employs over 138 FTE staff across the Borough, with half of these employees being Lewisham residents (just down on 55% in 2015/16). During 2016/17 there were 17 apprenticeships across the borough.

5.5.4 Fusion have developed a successful 'Development Pathway' which provides a framework for all employees to progress within the organisation from apprentice to general manager. One member of staff has been promoted to General Manager under this scheme, and a team leader at Glass Mill to Wet Operations Manager; and there are staff on every level of the developmental pathway.

5.5.5 Following a period of stability within its staffing Fusion have recently seen a turnover of a number of its head office staff who have the Lewisham contract within their remit; including the Divisional Business Manager. This latter role has now been filled.

5.5.6 Fusion are partnering with Volunteer it Yourself (VIY) in Lewisham. VIY combine volunteering and DIY; providing opportunities for young people aged 14-24 to learn trade and building skills, on the job, by committing to fixing up youth, community and leisure facilities in need of repair. Participants are local, and are mentored by local professional tradespeople, who also volunteer their time. Wickes provides materials free of charge. Participants can gain vocational skills and accreditations as well as access to further training, work placement and apprenticeship progression. Fusion provide all participants with memberships to the leisure centres as well. The partnership in Lewisham has just started, and they have been undertaking some decoration work in the Bridge.

5.5.7 1Life employs 119 staff, of which 46% are Lewisham residents. It provides opportunities to upskill its staff including swim teacher and fitness instructor courses, and completed 964 hours of training during 2016/17. The company continues to have a commitment to employing apprentices, during 2016/17 there were three apprentices, with one of the apprentice lifeguards now a full time member of staff at the centre.

5.6 Performance monitoring, customer feedback and complaints

5.6.1 Officers continue to respond to issues about the quality of facilities or services offered by both operators, undertaking monitoring by way of site visits and quarterly technical inspections; alongside contract meetings.

5.6.2 On a regular basis the Authorised Officer makes a more formal inspection of the facilities and measures performance against the Zone Data Sheets which set the standards for each area of the building. Any service issues are promptly reported to the operator and if not remedied within the prescribed period a financial penalty may be applied.

5.6.3 Technical inspections are made on a quarterly basis. They check for compliance on health and safety matters and to reassure the Council that the leisure operator is undertaking the necessary repairs and maintenance regimes in order to protect the Council assets. The council is now in its fourth year of these inspections which have improved standards. Recent monitoring has shown some gaps which are being addressed.

5.6.5 As part of their own feedback system, Fusion operates a comments card system and online feedback portal. The average scores for the 2016/17 year were as follows:

Staff	94% (drop from 97% in 2015/16)
Range of Activities	94% (drop from 97% in 2015/16)
Building Condition	88% (drop from 96% in 2015/16)
Cleanliness	75% (drop from 91% in 2015/16)
Value for Money	92% (drop from 97% in 2015/16)
Equipment	87% (drop from 95% in 2015/16)
Ease of Booking	89% (drop from 96% in 2015/16)
Ease of Gaining Information	85% (drop from 94% in 2015/16)
Website	86% (drop from 93% in 2015/16)
Average	88% (drop from 95% in 2015/16)

- 5.6.6 These indicate that the quality of the service delivery in 2016/17 has dropped significantly across the board since last year (and indeed 2014/15 which had similar satisfaction levels to 2015/16). Further analysis of this and general operational issues is covered in section 5.7 below.
- 5.6.7 1Life also regularly conducts customer surveys to improve their services. These include users, non-users, staff satisfaction and green travel. From their user surveys notably high satisfaction can be found in staff, gym and classes; with lower satisfaction in areas such as car parking (lack of), cleanliness (particularly changing rooms) and answering phones.
- 5.6.8 All the leisure facilities undergo rigorous assessments by Quest, a respected authority on leisure standards. Glass Mill was awarded Excellent status during 2016/17; the highest level that can be achieved and above the requirements of the contract. Wavelengths, Forest Hill and Downham all achieved Good status.
- 5.6.9 The council has recently started tracking the number of formal complaints received by the leisure operators and is reporting this through the internal performance management reporting system. For recent months the number of complaints averages around 6 to 12 per month. Note that this doesn't include formal complaints to the Council, however these number approximately the same. We will have fuller data to share in due course which will allow analysis of trends. However, at this stage it is worth noting the small number of complaints in comparison to the average number of visits to leisure centres per month (166,944 in 2016/17).

5.7 Operational issues

- 5.7.1 A degree of service failures, complaints and financial penalties are expected in leisure contracts the size of the two Lewisham have; and should be taken within the context of the very high usage figures (1.99 million visits in 2016/17). However, officers are increasingly unsatisfied with the performance of Fusion on several counts. There has been an increase in complaints being made directly to the council, including Cllrs, predominantly around building condition (e.g. broken equipment or slow repairs such as showers, air conditioning, lockers, disability hoists), cleanliness and cancelling of classes. This is mirrored in officer's informal and formal monitoring exercises; and lower customer satisfaction scores on all feedback categories in 5.6.5 above.
- 5.7.2 Officers believe that Fusion are restricting spend in some areas due to continued loss on the contract, which is having an adverse impact on customer experience and maintenance of the buildings.
- 5.7.3 Officers have picked these issues up through the formal contract mechanisms and have been applying financial penalties where appropriate. In addition meetings have taken place with Fusion directors to outline the Council's concerns and seek assurances that improvements will be put in place. Officers will continue to work with Fusion to ensure the best possible service is provided for all customers and that a decrease in such issues takes place over the coming months.

5.8 Upcoming developments and change

- 5.8.1 Local authority leisure provision is increasingly being squeezed in a changing market, with increasing competition from the commercial sector (particularly 'budget' gyms; with Fusion already seeing a negative impact from these). This requires the council and the two operators to continue to invest in the offer available and maintain or increase their market share. This includes providing a niche offer that the commercial sector doesn't; for example family participation. Officers are working with both Fusion and 1Life to develop proposals to enhance the offer available.
- 5.8.2 At Downham 1Life have considered a number of possible capital facility improvements including soft play, climbing wall, and poolside sauna. These schemes are dependent on there being enough car parking available. Currently the car park is full and members cancelling their memberships often cite lack of car parking as the main reason for leaving. Capacity is currently struggling (despite new bicycle racks being fitted and new sharing agreement on some of the NHS spaces) and any new facility development would put further pressure on this. As such, a planning application is being prepared to seek to extend the car park to provide additional spaces.
- 5.8.3 Officers in Culture and Community Development and Children and Young People are considering future management arrangements for Forest Hill School sports centre. Management of the centre was added at a later date to Fusion's contract and they run the facility outside of school hours – providing a gym for casual users / members; and sports courts for organised club use. Operating the centre costs the council, Fusion and the school money; for relatively small numbers of users. The school are exploring options to directly manage the sports centre or work with another partner organisation. The centre was funded through New Opportunities Fund grant money (now Big Lottery) and this included the requirement for it to be used for both school (Forest Hill itself and primaries in the vicinity) and community use.

6. Financial Implications

- 6.1 There are no immediate financial implications arising from this report.
- 6.2 £1m was removed from the leisure budget from April 2017. This is being achieved through removing the ring-fenced landlord budget and taking corporate risk on spend in future years as well as service changes such as opening hours, timetabling, pricing and staffing arrangements. In addition to this free swimming for under 17s was removed from the Public Health budget during 2016/17.

7. Equalities Implications

- 7.1 An Equalities Impact Assessment (EIA) for the Council's leisure services specification was conducted before both contracts were tendered. A number of the actions contained within the EIA aim to deliver a positive impact on equality in the Borough. Some highlights of this include:
- Free gym inductions have been offered for the Exercise on Referral and Active Heart programmes; and subsidised access for Be Active members.

- Specific single sex sessions are being programmed including the continuation of the successful ‘women’s only’ evening at Wavelengths.
- Free access to facilities for national sportsmen and women of all ages is being provided for the duration of the contract (FANS scheme).
- 70 hours of free access per year is being utilised by the Council’s sports & Leisure Service. Emphasis will be placed on delivery of activities for the equalities groups listed within the EIA.
- The TAGS (Trans and Gender non-conforming Swimming) group has become an established and popular session at Glass Mill, referenced at paragraph 5.2.7. Further examples of current target group initiatives can be found in section 5.2.6 to 5.2.14.

7.2 Fusion’s Annual Report – attached as appendix 1 shows significant participation increases across some of equalities groups with their current service plan containing the following objectives:

- To deliver a 3% year-on-year increase in general participation
- To deliver a 3% year-on-year increase in participation by users aged under 16
- To deliver a 3% year-on-year increase in participation by users from BME groups
- To deliver a 3% year-on-year increase in participation by disabled users
- To deliver a 5% year-on-year increase in participation by 60+ users
- To deliver a 3% year-on-year increase in participation by female users

8. Legal Implications

8.1 There are no legal implications arising from this report.

9. Conclusion

9.1 Through the borough’s two leisure providers, Fusion and 1Life, the Council can provide many benefits to local people such as; employment, state of the art facilities, subsidised and free activities for those most in need, and health improvements. Continuous monitoring and working in partnership with the two contractors will ensure continued benefit for local people.

If there are any queries on this report please contact Petra Marshall, Community Resources Manager on 020 8314 7034.

Additional Documents

Appendix 1 – Fusion Lifestyle Annual Report 2016/17

Appendix 2 – 1Life Annual Report 2016/17