

# Fusion Lifestyle

## Annual Report

LEWISHAM COUNCIL  
CONTRACT YEAR 2017/18



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# Introduction from our Chief Executive

On behalf of the Trustees and staff of Fusion Lifestyle, I am pleased to welcome you to our annual report for the sixth year of our partnership with the London Borough of Lewisham.

Fusion Lifestyle is a registered charity, which means that all of our incoming resources are used to improve and develop our facilities and activities. We believe that everyone in the community deserves top quality services and the chance to participate. Our aim is to provide affordable, accessible and welcoming services that encourage as many people as possible to be active and improve their health and wellbeing.

We are proud to have hosted over 20million visits to our leisure facilities in the last year, with over 6million of these coming from concessionary target groups. Our Swim School programme continues to grow with over 3million swimming lessons delivered across the organisation in the last year.

In Lewisham, over 1.27 million people visited our centres in 2017/18, with growth seen in casual swimming, swim school and gym usage.

Highlights of the year include launching our newly redeveloped gym at Ladywell Arena in partnership with the London Borough of Lewisham and hosting innovative activities, such as, the Disability Athletic Camp which gave young disabled people the chance to enjoy athletics and meet Paralympic athletes, recognised by England Athletics as a highly successful project. We have also maintained and improved Quest scores and continue to participate in the Inclusive Fitness Initiative.

The report contains further examples of successful projects and initiatives that we have been proud to deliver in the Borough through close partnership working, for example, hosting learners on work placements through MENCAP and supporting the TAGS group to produce a short film at Glass Mill to raise awareness of the issues that transgender people face.

We are delighted that we have been able to offer further opportunities to our staff to aid their learning and development over the year. A number of graduates from our Stride Leadership and Management Development Programme are now undertaking management roles within the contract. We are also actively engaged with the apprenticeship reform agenda and are using the opportunity to create significantly more apprenticeship opportunities for both existing employees and new recruits.

We have worked with the London Borough of Lewisham to agree a clear Annual Service Plan for 2018/19 and look forward to continuing to work with Council Members and Officers, as well as stakeholders and users, to increase participation and satisfaction levels over the coming year.

**Peter Kay,  
Chief Executive**



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# Public Benefit

Fusion's key objective is to promote sport and physical activity amongst all sections of the community, particularly encouraging those who are most inactive to participate. We consider this in all aspects of our approach to ensure that our services are as accessible, affordable and exciting as possible.

Our Sport and Community Development Team lead and support our approach in this area and work with partners and funding streams to create opportunities for people to improve their health and wellbeing.

**Some of our achievements over the last year include:**

- Securing over £700k in funding across the organisation;
- Forming a new strategic partnership with Badminton England including a part funded Badminton Development Manager role;
- New partnerships and programmes agreed with Lawn Tennis Association, England Squash and British Gymnastics;
- Securing just over £8,000 from the Community Athletics Fund to run a summer of athletics for young disabled people in Lewisham;
- Signing up to the Open Active Data Initiative and working in partnership with Data Hub using insight and intelligence to improve our sport and physical activity offer;
- Providing volunteering opportunities for over 100 volunteers across the organisation;
- Delivering NHS exercised referral, cardiac rehab, stroke rehab, falls prevention and health walk programmes across 14 Boroughs;
- Delivering specific tailored mental health and inclusion programmes across 4 contracts;
- Partnering with Youth Services and Youth Offending Teams to provide concessionary access for young people;
- Delivering crime prevention sessions aimed at young people from deprived areas, increasing their physical activity levels and improving anti-social behaviour;
- Sponsorship of young people in the London Youth Games, County Games, Mini Marathon and local sports awards;
- Securing New Disability Short Breaks swimming tender potentially worth over £100k in revenue over the next 4 years;
- Delivering over 50 outreach events across the organisation including large events such as the City Dip and the City Mile;
- Producing numerous press releases and good news stories across the organisation;
- Delivering Swimathon which involved 42 swimming pools & 800 swimmers raising £50,000 for Marie Curie Cancer Care;
- Working in partnership with Volunteer it Yourself on redecoration work at Bellingham to give young people the opportunity to learn new skills and improve their employability through mentoring, work experience and the chance to gain qualifications.

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# Introduction to the Fusion contract in Lewisham

We are proud to operate a varied range of high quality facilities across the London Borough of Lewisham. These include:

- The Bridge Leisure Centre
- Bellingham Leisure and Lifestyle Centre
- Forest Hill Pools
- Forest Hill School Sports Centre
- Glass Mill Leisure Centre
- Ladywell Arena
- Lewisham Indoor Bowls Centre
- Warren Avenue Playing Fields
- Wavelengths Leisure Centre

Throughout the year we continued to make improvements to the services across the portfolio.

We completed a £100,000 investment programme to refurbish the gym at Ladywell Arena in conjunction and partnership with the London Borough of Lewisham. This saw new lighting, flooring and air conditioning installed, full redecoration and an upgrade of gym equipment.

Towards the end of the year, we implemented and launched our new catering service 'Bickels Yard' to Glass Mill, Wavelengths and Bellingham. This is a catering service that Fusion has developed over the last few years to challenge traditional leisure centre catering provision by providing a better balance of healthy options and treats. This has seen investment into the catering facilities and new menus and products launched.

In addition to the above, we continued to run a comprehensive planned maintenance programme and reactive maintenance service to ensure the highest possible standards are maintained throughout the portfolio.





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# Annual Performance Review

The following sections will cover the following range of performance areas of the wider contract delivery for the period of April 2017 to March 2018:

- Annual service planning
- Participation by activity
- Participation by centre
- Participation by target group
- Be Active
- Free Swim
- Customer satisfaction and feedback
- Environmental performance
- Health and safety
- People
- Sports and community development

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## Annual service planning

During 2017/18, Fusion has been working to an agreed Annual Service Plan which covers all of the areas that will be reported upon within this Annual Report. The Annual Service Plan is provided to Council officers by 31 December each year in draft form and then refined as a partnership to reflect both Fusion's and the Council's key aims and objectives over the forthcoming contract year. Once agreed, this service plan lays the path for all planned activity over the next 12 months and Fusion reports frequently to officers as to progress through its monthly and quarterly client meeting cycle.

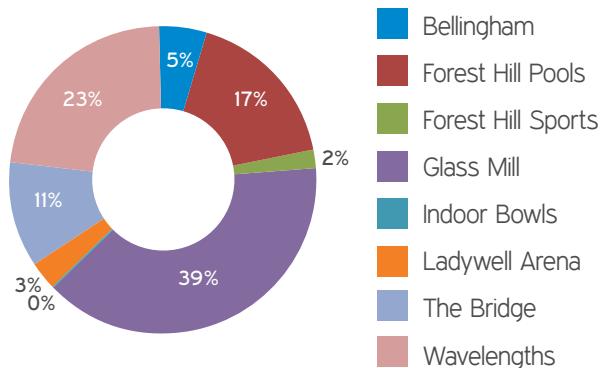
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## Participation by activity

The centres saw over 1.27 million visits in 2017/18, which is slightly lower than the year before. The bad weather in February and March 2018 impacted usage with almost 50,000 less visits. However, over the year, we have seen some activities increase in popularity and usage. Gym usage has seen year on year growth of 22% and casual swimming saw a growth of 10%. Spa, Outdoor Pitches and Swim School have also been growth areas over the last 12 months.



## Participation by centre



Across the Borough, Glass Mill Leisure Centre was the busiest Centre (39% of visits) followed by Wavelengths (23% of visits) and Forest Hill Pool (17% of visits). With the other six sites making up the remaining 21% of visits. Usage has increased at Ladywell Arena this year following the gym investment project there, undertaken in partnership with the London Borough of Lewisham, and also at Forest Hill Sports Centre. All Fusion sites in the Borough have service plans in place to support our continued efforts to grow participation.

## Participation by target group

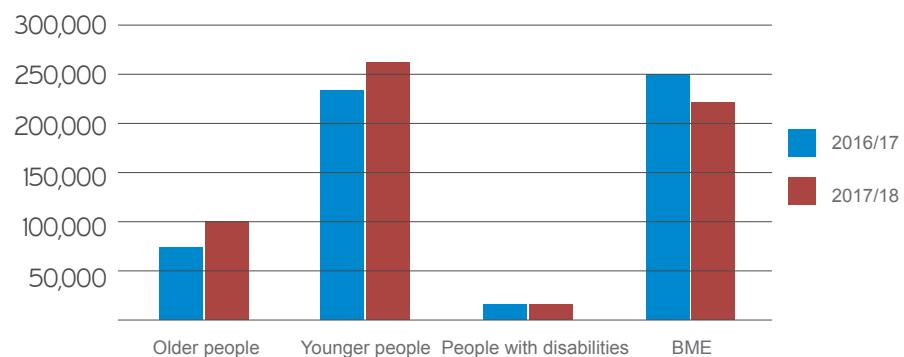
Participation of target groups is recorded using the data supplied to us by centre users. Unique visits across the target groups have been positive with increases seen in the number of younger people, older people and those with disabilities using the centres. This uplift is partially due to the introduction of new activities and work undertaken with local sports clubs and partners.

We compare the number of users from each target group with the demographic profile of the Borough to see how well we are engaging each section of the community. The data we hold on users of the facilities shows that we are successfully engaging young people and women in the Borough, but need to do more to engage those with disabilities and from ethnic minority backgrounds.

As part of our approach to ensuring our centres are accessible as possible, we are working with the London Borough of Lewisham to obtain Inclusive Fitness Initiative registration through Quest. This is an assessment of how accessible and welcoming the centres are to people with a range of different impairments, long term physical, sensory, intellectual and mental health conditions and will be something we continue to work on next year.

Female usage has not been included in the bar chart below; the reason for this is there were 429,414 visits by females, which is almost twice as many as the next highest recorded target group. Trends in the figures compared to last year are as follows:

- Under 16s (up 10%)
- 16-19 years (up 24%)
- 60+ years (up 33%)
- Women (down 7%)
- BME (down 14%)
- Disabled (up 5%)



# Be Active

Be Active is a scheme that offers generous discounts on a whole range of activities, exercise classes and leisure opportunities all over the Borough. It is aimed at over 60s, students and people receiving certain benefits, allowances or other forms of support.

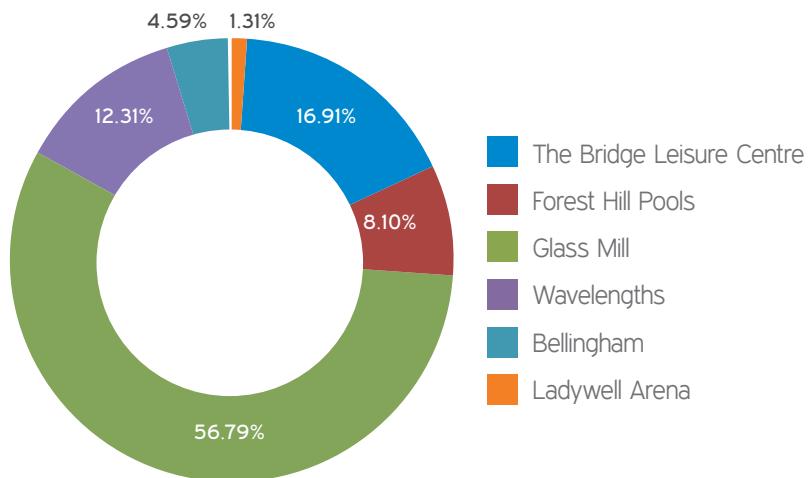
During the year, Fusion took over the administration of the Be Active Scheme, meaning that customers can register for the scheme directly in the leisure centres. In 2017/18 we saw 10,740 members participate in 20,779 activities.

Be Active usage is broken down as follows:

- 6,149 users were over 60;
- 1,610 were 'pay as you go' concession users;
- 2,956 were disabled users;
- 25 were Looked After Children.

Glass Mill Leisure Centre was the busiest centre receiving 56.7% of visits, with The Bridge being second with 16.9% of visits.

## Be Active Usage by Centre





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# Customer satisfaction and feedback

Our leisure centres regularly undergo a rigorous assessment by "Quest", a recognised and respected authority on standards in leisure. All Centres within Lewisham maintained Quest accreditation, with seven sites being assessed this year. Of the results received to date, two sites have been awarded a higher status than previous: Bellingham progressed from 'Registered' to 'Good' and Forest Hill Pools moved from 'Good' to 'Very Good'. This forms part of Fusion's continuous improvement programme and will continue to be an area of focus going forwards.

Feedback is important to Fusion and we received over 1,200 pieces of feedback from our users during the year. We gauge user's views through a number of different channels. Users can complete feedback or "Please Tell Us What You Think" cards at a centre or online, contact us on Twitter or Facebook and via our website. The complaints policy is also available to customers in centres and online.

Overall customer satisfaction was 82% across the course of the year, which represents a 6% decrease on last year. This is a concern for Fusion and recent actions taken to improve scores include a website upgrade with the launch of the new 'My Fusion' function; more opportunities for staff development through the Fusion apprenticeship scheme, new e-learning platform and Stride programme; and a continuous review of programmes. Cleanliness standards are an area of focus and further investment in this has been planned for next year. We have also begun to plan some exciting developments, such as a soft play at Glass Mill to provide a broader range of activities.

A breakdown of customer satisfaction scores over the last year in Lewisham are as follows:

- Staff 90%
- Range of Activities 87%
- Building Condition 84%
- Cleanliness 75%
- Value for Money 86%
- Equipment 80%
- Ease of booking 85%
- Ease of gaining information 77%
- Website 79%



# Environmental performance

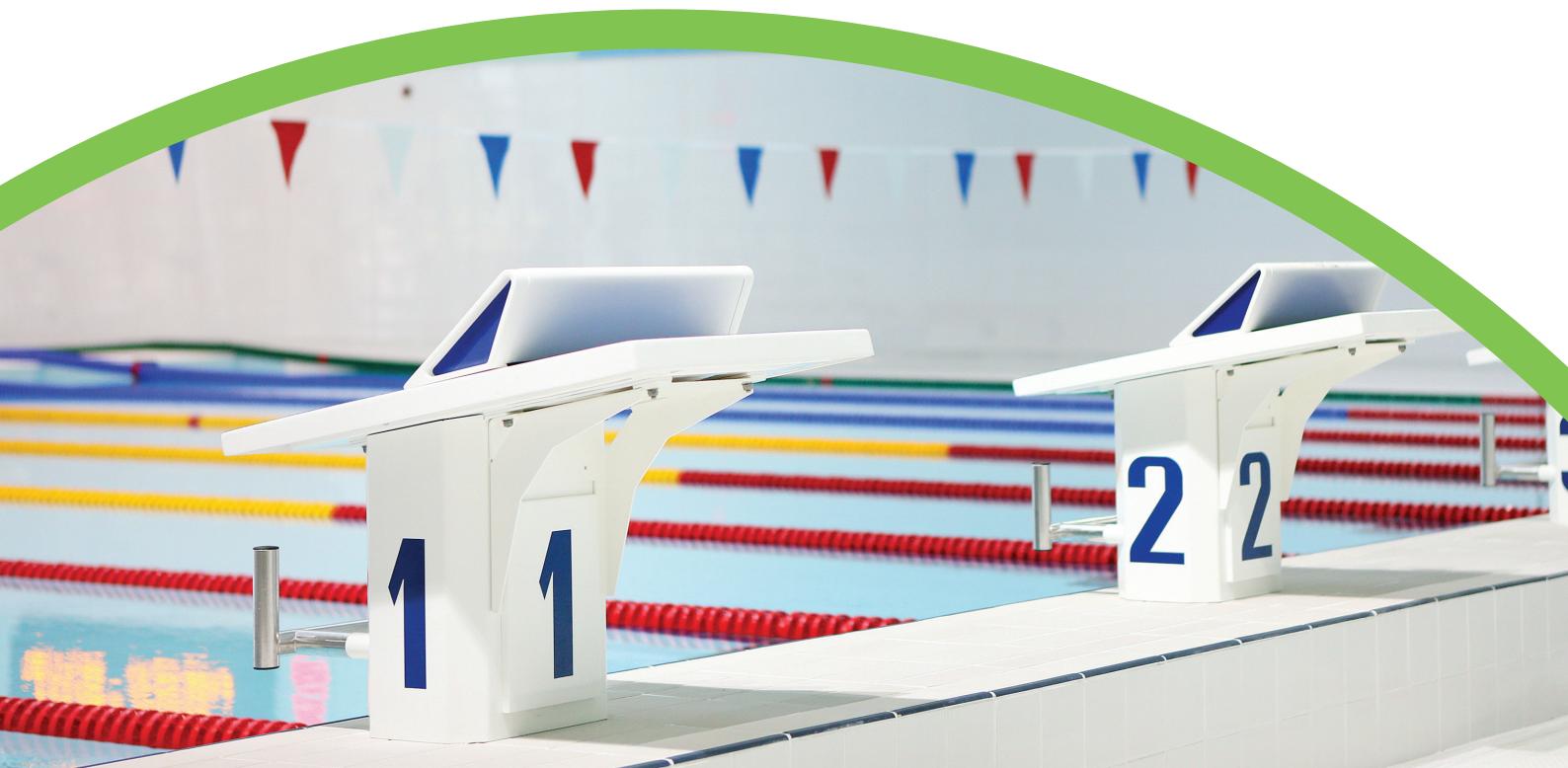
The environmental performance of the leisure centres has improved compared to 2016/17. Utility consumption is by far our biggest impact upon the environment, and this year has seen significant reductions in all utilities:

- Total electricity consumption across Lewisham has reduced by 7%.
- Total gas consumption has reduced by 11%.
- Total water consumption has reduced by 4%.

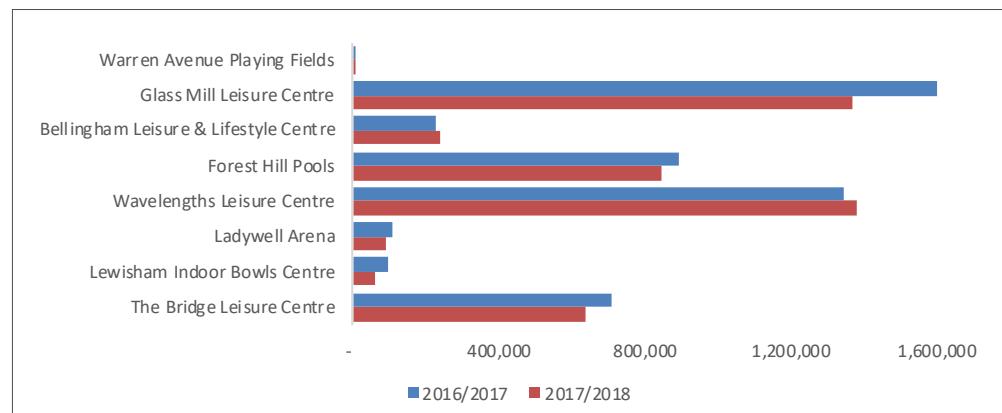
Consequently our carbon footprint has also reduced significantly year-on-year.

	2016/2017	2017/2018	% Change
Total electricity kWh	4,979,941	4,616,464	-7%
Total gas kWh	8,595,469	7,646,993	-11%
Total water m3	77,190	73,952	-4%
Carbon emissions (Tonnes CO2)	3,480	3,167	-9%

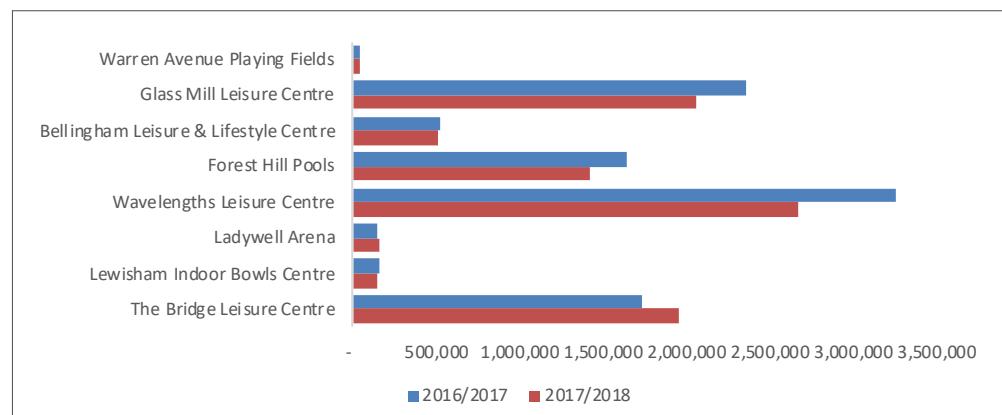
Our focus over the last 12 months has been on reducing energy consumption and carbon emissions through operational actions, rather than investment in energy reduction technologies. For example, we have focussed on minimising the use of energy overnight by introducing enhanced closedown checklists to ensure that the energy usage at night is the bare minimum required to keep the buildings operational. This has been supported by the use of automatic alerts that are sent to building managers if energy demand exceeds a set limit, and a competitive element was introduced by publishing league tables of sites that have achieved the biggest savings.



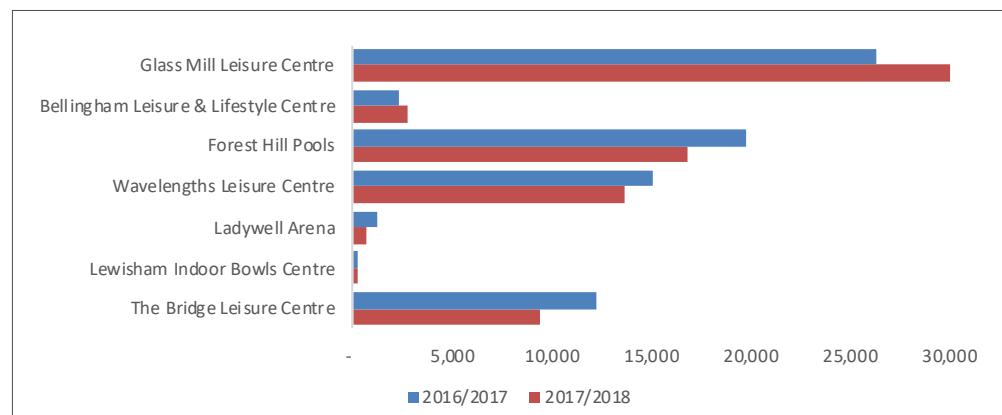
## Electricity Consumption



## Gas Consumption



## Water Consumption



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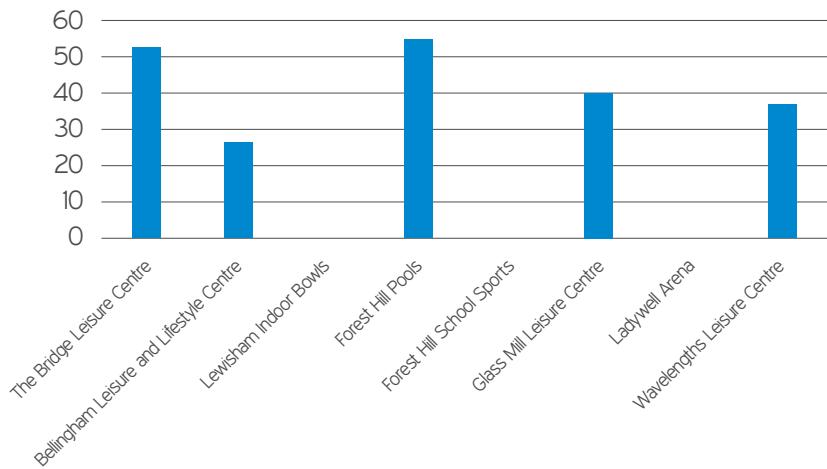
# Health and Safety

Fusion works hard to minimise risks to all visitors and staff in our centres. Unfortunately, accidents can occur from time to time. Last year, we had over 1.27 million visits, and less than 0.02% of these experienced an accident, with the vast majority resulting in minor first aid being given (64%). Near misses represented 12% of accidents, cuts and bruises also 12%, and 11% of accidents required a visit to hospital for a minor injury.

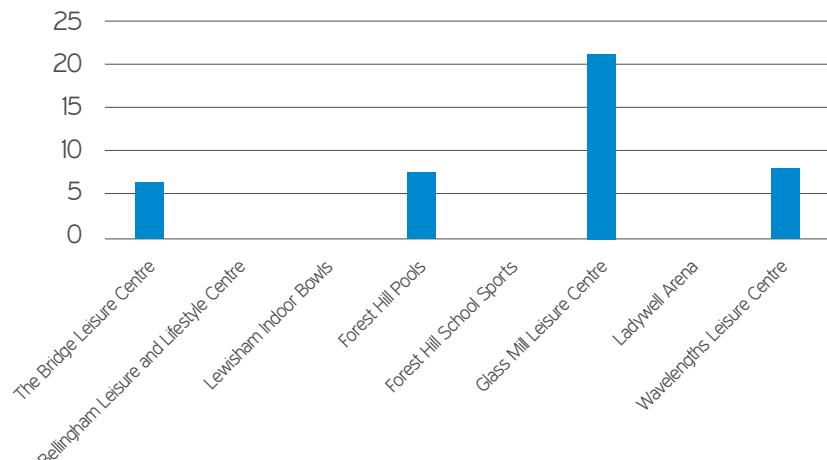
Our staff are trained to ensure users safety and their qualifications include First Aid at Work Training, National Pool Lifeguard Qualification and training on how to use Defibrillators.

There were 42 incidents across the centres last year and these related to theft or loss of belongs (48%), anti-social behaviour (36%), service disruption (12%) and accidental damage (5%).

## Accidents per centre (April 2017 - March 2018)



## Incidents per centre (April 2017 - March 2018)



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# People

This year has seen further investment into our Learning and Development programmes and platforms.

We recently launched an expansion of our apprenticeship programme through proactive engagement with the apprenticeship reform agenda. This is our commitment to increase apprenticeship opportunities, both for existing employees and new personnel. We are achieving our vision with record numbers on programme. In our Lewisham Contract, we currently have 14 apprentices working in the centres with plans to increase this number significantly. We are seeing more of our people successfully completing apprenticeship programmes, despite the national trend decreasing.

We have also successfully launched our updated elearning platform this year with increased mobile functionality to support the initial training and ongoing development of all Fusion staff. The new platform utilises a suite of c350 engaging programmes across subjects such as safety, commercial, finance, people development and business skills.

## Fusion managers make strides on pathway to be senior leaders

Our Stride Programme, accredited by the Institute of Learning and Management, continues to go from strength to strength. This programme recognises the importance of developing internal talent and the unique opportunity the organisation has to provide a stimulating development pathway for its employees. The programme provides a career development pathway from apprentice through to General Manager. We have ten members of staff in Lewisham currently undertaking or about to embark on various levels of the Stride Programme. Graduates from the Stride Programme continue to make a valued impact in the Lewisham Contract and have taken on a variety of management positions over the year; a particular success story is shown below.

### Lance Codling



Lance began his career in leisure in 2004 as a Lifeguard at Ladywell Leisure Centre, Lance was then promoted to the role of "Duty Manager" in 2005. Lance has "followed in his father's footsteps", his father once also managed a Leisure Centre in the Borough. Lance has recently completed his Stride Level 5 programme after completing a year of workshops, on the job learning and a series of assignments. During this year long programme Lance heard from business leaders across a variety of subjects including leadership, business development and management efficiency. Towards the end of the programme Lance was given the opportunity to take the role of team leader for the final group project. This project had the aim of embedding learning and exercising new found skills and knowledge by analysing the business and suggesting opportunities for growth or improvement. This project was led and presented professionally to a panel of Fusion senior leaders and marked a successful close to the Level 5 2017 programme. Starting the programme as the Operations Manager at Forest Hill Lance took the opportunity to progress in to the role of Acting General Manager and has subsequently achieved the role in a permanent capacity.

Lance loves working in leisure: "What I like about leisure is that every day can be different, there is always a new challenge or something new to learn as the industry changes and grows. I like the fact that we have a wide range of facilities that cater to all be it young, old or those with more accessible needs." Lance's advice to anyone thinking of starting a new role in the leisure industry: "If I had to give an apprentice advice about starting in leisure I would say it's a great industry to work in and you have many different avenues you can venture in. You get to meet and work with people from all walks of life and can make a positive impact to the local community".

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# Sports and community development

## Exercise on referral

Throughout this year we have continued to run the exercise on referral scheme across five sites: Bellingham Leisure and Lifestyle Centre, Forest Hill Pools, Glass Mill, The Bridge and Wavelengths. The scheme is run in partnership with NHS Lewisham, Lewisham and Greenwich CCG and London Borough of Lewisham and allows local GPs and health professionals to refer eligible residents to exercise at the leisure centres. This year we have recently started accepting referrals from St. Christopher's Hospice as part of an expansion of our offering, we have also been in discussion with GSST about accepting Renal referrals.

Throughout the year, we have continued to work with Public Health Lewisham and Refer All software developer to ensure the system continues to work for us. We also continue to operate a cardiac rehab scheme phase IV exercise in the community run in partnership with University Hospital Lewisham. In 2017/18 we had a total of 1,423 people referred across the two programmes (841 Active Referral and 582 Active Start) which has remained constant in comparison to the year before. Throughout this year we have started recording attendance and number of visits.

## Case Study – Steve Simmons

Lewisham Indoor Bowls Centre was very proud to have a regular bowler of 30 years picked to represent England at the 2018 Commonwealth Games on the Gold Coast. Steve Simmons who has regularly trained at the Centre, flew to Australia to represent England in Para Bowls. The Centre has a regular contingent of visually impaired bowlers, which Steve attributes to how accessible the Centre is for disabled users. Steve, who has previously represented Team England at the Glasgow 2014 Commonwealth Games, hopes he can inspire a future generation to take up lawn bowls. Steve visited the Lewisham Indoor Bowls Centre in his Team England kit and delivered an impromptu bowls lesson to the staff that worked there. His aim was to return back to Lewisham after the Games with a medal that he could show off to local school children with the hope of encouraging them to try lawn bowls.



# Funded schemes

Over the last 12 months the centres have been able to offer some additional activities that have been made possible through Fusion's commitment to exploring external funding opportunities. This year we managed to secure £18,383 worth of external funding coming from a range of sources. Some of the money came from the Community Athletic Fund linked to the London 2017 Athletic World Championships. Sports Development has also generated a further £20,732 worth of income in Lewisham.

## Exercise on Referral

Throughout this year we have worked with the public health team to make small adjustments to how the Exercise on Referral (EOR) scheme operates and how we use the bespoke EOR software. We have also had meetings with a GP and a Councillor to explain how the scheme works to ensure a smoother process in the future.

Throughout the latter part of this year, in partnership with Public Health, we have worked with the software developer, to make some small changes to the software that we use. The overall aim is to ensure a smoother customer journey and allow us to collect more accurate data.

Meetings were held throughout the year with the Public Health team, and we also met with Swim England to look at their EOR CPD for Swim Teachers.

## Sportivate

This year we were successful in securing two lots of Sportivate funding and supported a third. We secured £1,000 to deliver 6 months' worth of women only swimming lessons. To access these sessions, the women had to be Lewisham residents and pay £1 to take part. The second bid was a share of £7,000 for a London-wide Fusion bid to deliver women's only Clubbercise classes. These are additional aerobics classes offered to female residents. The swimming was by far the more popular offering with all but one session being sold out. The third project we supported was yoga for girls aged 11-14, these sessions were run by a third party and used a studio at Glass Mill Leisure Centre.

## Sponsorship

During 2017/18, Fusion provided a variety of support to the community, for example, in kind facility hire for the Annual Lewisham Primary School Gala held at Glass Mill Leisure Centre in March 2018. The event was run by Saxon Crown and supported by Fusion by providing the changing facilities and pool free of charge. The event was open to all primary school pupils. Space at the centres has also been provided to support local and national charities.

The London Borough of Lewisham provided Saxon Crown Swimming Club with grant aid funding to train local residents to become Level 1 and 2 swimming teachers. Fusion worked in partnership with Saxon Crown Swimming Club to support the grant project, and provided Glass Mill and the course leader to support delivery of the project. As part of the partnership, Fusion staff were offered spaces on the course, which enabled Fusion to upskill lifeguards to become swimming teachers. We have also provided free pool space, for VI swimming lessons, 60+ swimming lessons, Dementia swimming lessons and Primary School top up swimming lessons during school holidays. Fusion also provided Glass Mill Leisure Centre for free when supporting the TAG's group training/awareness video.

## Lewisham People's Day

Fusion were a sponsor at Lewisham Peoples Day, providing an interactive Zumba demonstration class, HIIT and yoga class, as well as providing children's activities in our arena. Activities ranged from face painting, parachute games and cricket. We also hosted a variety of fitness challenges, and staff were there to issue information about the centres and the products we offer. We also allow AFC Lewisham to utilise our arena to run football activities.

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## Special events

Throughout the year the leisure centres have been used for more than just physical activity, they have also been used to host events and awareness activities. The reception area at Glass Mill has continued to allow us to facilitate events aimed at Lewisham residents. Fusion have also been invited to and taken part in events across the Borough to raise awareness about the benefits of being physically active.

This year we were very fortunate to be selected by Swimathon to promote the 2018 Swimathon. An interviewer and a photographer came along to the Centre to interview the Swimathon Manager, and take pictures of the centre promoting the event. The video they shot on the Viewing Gallery was used on their Twitter page.

As part of the ongoing work that our TAG's group have been doing to promote their sessions and raise awareness about transgender issues, Glass Mill Leisure Centre was used to make a short film. The film was supported and funded by London Sport and Swim England, with in-kind funding being provided by Fusion. The video is to be a training and awareness film.

Following the success of previous events held in Glass Mill Leisure Centre, Adult Learning Lewisham (ALL) ran their Annual Health and Wellbeing Event. ALL use this event to raise awareness of their courses as well as health and wellbeing opportunities in the Borough.

The Greenwich Co-operative Development Agency (GCDA), who operate the Be Inspired Lewisham Programme and the Lewisham Healthy Walks Programme, approached us asking if they could run a health and wellbeing event targeting the over 60s.

The GCDA utilised the reception area at Glass Mill to run a very successful event with lots of local partners promoting activities for all ages, but mostly the over 60s. Following the success of this event they have asked if they can run another event in the future.

Throughout this year, Fusion have also continued to be involved in and represented at numerous Borough-wide forums such as the Lewisham Obesity Alliance.





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# Working with priority groups

## Older People

Throughout the 2017/18 period we have been working with the Dementia Action Alliance and Mind Care to make the centres and staff more Dementia friendly. This has involved offering tours of the centres as well as lining up training for centre staff, members of the 60+ morning at Glass Mill as well as sourcing volunteers from Rushey Green Time Bank and Volunteer Services Lewisham. Training will take place in early 2018/19.

The 60+ morning at Glass Mill has gone from strength to strength, with three classes offered each Wednesday morning plus an hour for tea and social activities. The participants use this hour to showcase their baking skills, much to the enjoyment of staff who attend the social hour. Such has the success been of the 60+ morning that with the support of leisure centre staff the group organised a Christmas Party. This involved fun and games, with lots of homemade food and treats. They hope this will become an annual event. The group have also planned an Easter party.

The 60+ group asked if they could have swimming lessons to improve the offering that they get at Glass Mill and make it more in line with what's on offer at The Bridge. Sessions commenced towards the end of the reporting year, but will continue into next year.

We have continued to offer drop in swimming lessons for this group at The Bridge as well as twice weekly badminton sessions. In 2018/19 we are planning on launching Walking Football and Walking Netball at The Bridge to offer further variety to the Programme.

## BME Groups

In partnership with Lewisham Libraries, we provided a SOCA dance class as part of

their wider Black History Month celebrations. Unfortunately we didn't get as many attendees as we had hoped but we will certainly be looking to work with them again for 2018 events.

This year we managed to secure some funding from Sportivate to deliver swimming lessons aimed at women, but with a particular focus of those from a BME background. Through the funding we were able to offer £1 swimming lessons for this group delivered by a female instructor to encourage participation from BME users.

## Young People

As part of Fusion's School's Out Holiday programme initiative the centres have worked with numerous children's activity providers to run kid's camps at the centres. The activities on offer have ranged from multi-sports to arts and crafts. The kid's camps have run in addition to extra activities the centres have offered during the holidays.

As we have done in the previous years we have supported the National Citizens Service (NCS) programme. The NCS programme is where young people from the Borough visit a business and get to speak to a designated person as to what it is like to work for that company. They then present a "Dragons Den" style pitch, about a local project that they would like to receive funding towards. At the end of the summer, all of the groups deliver a presentation and a decision is made as to who receives the funding. Fusion was invited to join the panel that decides as a thank you for being a long-term partner of the NCS programme.

Fusion has worked with schools such as St Josephs to improve Key Stage 2 swimming attainment in the Borough. This formed the basis for some ongoing work that took place throughout 2017/18, which included working with Swim England. As part of this work,

we have now rewritten the school swimming SLA, and have been working closely with the education department at London Borough of Lewisham to ensure that schools get the most from their lessons. The aim for 2018/19 is to see improvements across the whole Borough in school swimming. The Borough Swimming Club, Saxon Crown, have also been supporting this by providing free top-up swimming lessons during the school holidays.

A Fight Klub session was delivered to some pupils of Harris Academy who are struggling in mainstream education. The school have developed a programme for the boys aimed at engaging these pupils outside the school environment to get them excited about school and give them an outlet to channel their energy. The 12 boys who took part thoroughly enjoyed the session and the accompanying staff were impressed in their change in attitude by the end of the session.

## Women

Linking into activities for the BME target group, the Sportivate funded £1 swimming lessons were aimed at women of all backgrounds and faiths. From the second week of the programme the lessons were full for both blocks that we ran. A local group secured some Sportivate funding to deliver Girls Yoga for 11-14 year olds. They utilised one of the studios at Glass Mill to run the sessions which were popular whilst they ran.

Fusion submitted a London-wide Sportivate bid to run Clubbercise classes. Sessions ran in Lewisham, Enfield and the City of London. We had good take up across the 3 Boroughs that offered the activity. Over the course of the school summer holidays South East London Parakeets ran free football sessions for women and girls. The sessions were supported by Fusion who provided them with free 3G pitch hire during this period. The sessions that ran

over the summer proved to be fruitful and help bolster the number of players affiliated to the club.

## Other

As part of our ongoing commitment to support the wider community and not necessarily through sport and physical activity, we supported some Goldsmiths University masters students who were keen to find out more information on the leisure industry and the community development aspect. We went through last year's Annual Report and discussed why we do what we do and the benefits from it.

The National Diabetes Prevention Programme (NDPP) has continued to run during the period, the NPDD is a nationwide programme commission by NHS England targeting those at risk of diabetes, with the aim of preventing the person getting diabetes. As part of these sessions participants have found out more about what is on offer in the leisure centres in the Borough. Further sessions have been booked for 2018/19.

Glass Mill Leisure Centre ran 6 weeks' worth of Smovey taster sessions in partnership with Smovey UK, targeting residents with Parkinson's and MS. Whilst we had lots of interest from local Parkinson's and MS groups, we failed to draw in sufficient numbers to make it sustainable. One of our instructors has expressed an interest in becoming an instructor so this could be something that we revisit in the future.

## Disabled

Over the last 12 months we have worked with South East London Vision (SELVis) to run sessions for residents with a visual impairment. We have offered swimming lessons and gym sessions. The latter of which was supported by our MENCAP work experience placement. SELVis have approached us about running spin sessions in May 2018 for their members.

Lewisham and Southwark College (LeSoCo) have been utilising the gym at Glass Mill for structured weekly gym sessions as part of their education programme. As with previous years, we have run free gym inductions to new disabled joiners to the LeSoCo who enrolled in September so that they can utilise the Be Active scheme and use the gym independently when not in college.

Fusion have partnered up with MENCAP to offer work placements in Lewisham; we have had two young people who have completed placements, with a further two lined up to start in the next reporting year. The placements have worked in the gym at both Glass Mill and Wavelengths, with the other placements working in reception and in the café. There have been two strands to this project working with MENCAP and City Gateway College with the learner from the college on the supported internship programme, and the other placement a part of MENCAP's national work placement scheme.

One of the learners helped Fusion deliver the gym induction for the SELVis group, with SELVis being full of

praise for the learner as well as stating how brilliant it was to have a gym induction by someone who also has a disability. Both learners have shadowed our gym instructors learning what it takes to be a gym instructor, including supporting building and equipment checks and doing gym inductions. Both the learners and staff have found this hugely enjoyable and beneficial.

Fusion were successful in securing funding from the Community Athletics Fund linked to London 2017 World Athletics Championships to run a Disability Athletic Camp at Ladywell Arena over the school summer holidays. The sessions were delivered in partnership with Access Sport and SFactor Athletics Club, who provided the coaches and volunteers for the project. The project was such a success that we were used as an England Athletics case study and in return they were able to provide us with Paralympians Nessa Wallace and Sam Ruddock to visit the young people and present medals at our final day sports day.

In partnership with the Bellingham Community Project (BCP) we have offered free private hire of the soft play for SEN schools; these sessions have run over the course of this reporting period.

Forest Hill Sports Centre is the new home of Zimmerballers Vets basketball sessions for men over 35, these sessions are run by a former NBA player and one of Fusion's own coaching team.



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# Annual service planning 2018/19

The Annual Service Plan sets out Fusion's aims and objectives in respect of the delivery of leisure services on behalf of the London Borough of Lewisham in the year from April 2018 to March 2019.

The purpose of the Annual Service Plan is to set out the key objectives of the service for the year and determine a clear action plan for the delivery of these.

The Annual Service Plan is submitted to the Council for approval and then communicated to staff, customers and other stakeholders once agreed. Progress against the action plan is measured quarterly to ensure actions are completed and objectives are achieved.

In partnership with the London Borough of Lewisham, we have agreed eight key priorities for the contract year:

1. Local Marketing to increase promotion and awareness of the facilities and services
2. Increased attainment for school swimming
3. Increased swimming participation
4. Review of safeguarding policies and procedures to ensure they remain fit for purpose
5. Target group participation review and focus on priority group
6. Obtain the Inclusive Fitness Initiative to ensure the provision of accessible facilities
7. Be Active Scheme promotion and partnership working
8. Delivery of Glass Mill soft play and food and beverage changes.

This gives a clear indication of the priority areas of focus over the coming year and how we will work with the Council to further improve and invest in the Borough's leisure services.

# Your Lewisham Leisure Centres...

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## Bellingham Leisure and Lifestyle Centre

Randlesdown Road, Bellingham SE6 3BT

**020 8697 0043**

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## Forest Hill Pools

Dartmouth Road, Forest Hill SE23 3HZ

**020 8291 8730**

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## Forest Hill School Sports Centre

Bampton Road, London SE23 2XN

**020 8613 0913**

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## Glass Mill Leisure Centre

41 Loampit Vale, London SE13 7FT

**0303 303 0111**

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## Ladywell Arena

Silvermere Road, Catford SE6 4QX

**020 8314 1986**

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## Lewisham Indoor Bowls Centre

Kangley Bridge Road, Lower Sydenham,

London, SE26 5AQ

**020 8778 1531**

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## The Bridge Leisure Centre

Kangley Bridge Road, Lower Sydenham,

London SE26 5AQ

**020 8778 7158**

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## Warren Avenue Playing Fields

Warren Avenue, London BR1 4BP

**020 8778 7158**

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## Wavelengths Leisure Centre

Giffin Street, Deptford, London SE8 4RJ

**020 8694 9400**

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Web

[www.fusion-lifestyle.com/contracts/Lewisham\\_Leisure\\_Centres](http://www.fusion-lifestyle.com/contracts/Lewisham_Leisure_Centres)



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