

## LEISURE, ENVIRONMENT AND COMMUNITY COMMITTEE - 22 AUGUST 2018

### PART I - DELEGATED

#### 6. WILLIAM PENN LEISURE CENTRE USAGE INFORMATION UPDATE (DCES)

##### 1 Summary

- 1.1 The purpose of this report is to provide Members with William Penn LC's usage data for the period 1 July to 31 July 2018.

##### 2 Details

- 2.1 The new Leisure Management Contract with Sports and Leisure Management Ltd (SLM) commenced on 1 July 2018. The new contract includes William Penn Leisure Centre, Sir James Altham Pool, The Centre and Rickmansworth Golf Course.
- 2.2 A moratorium was agreed at Full Council on 18 July 2018 relating to the proposed works to William Penn Leisure Centre's sports hall.
- 2.3 It was agreed that usage data for William Penn would be presented to the Leisure, Environment and Community Committee.
- 2.4 The usage data shown in Appendix A was taken from SLM's booking system Gladstone MRM.
- 2.5 A number of variables need to be taken into consideration when analysing the data. These include:
- During times when there have been long queues at reception, members who have already changed their membership cards have been "waved through" the turnstiles in order to alleviate the queues and their attendance has not been accounted for as part of the data.
  - Block bookings and casual user bookings are based on assumed figures, which is standard industry practice. Assumptions are detailed within Appendix A.
  - From 1 September 2018, once the initial changeover period has been completed, SLM will be recording all users for block bookings and casual user bookings and assumptions will not be used for the period of the moratorium.
- 2.6 A summary for the total usage during 1 July – 31 July 2018:

Facility	July
Sports Hall	1,635
Squash Courts	796
Sports Hall & Squash Combined	78
Studios	62
Gym	8,928
Swimming Pool	11,650
Crèche	145
Holiday Playscheme	17
<b>TOTAL</b>	<b>23,311</b>

**3 Options and Reasons for Recommendations**

3.1 The purpose of this report is to provide Members with William Penn usage information for the period 1 July to 31 July 2018.

**4 Policy Reference and Implications**

4.1 There are no recommendations within this report.

**5 Financial, Legal, Equal Opportunities, Staffing, Environmental, Community Safety, Public Health, Customer Services Centre, Communications & Website, Risk Management and Health & Safety Implications**

5.1 None specific.

**6 Recommendation**

6.1 That the Leisure, Environment and Community Committee note the report.

Report prepared by: Kelly Barnard, Leisure Contracts Officer

**Data Quality**

Data sources:

SLM usage data for William Penn Leisure Centre

Data checked by: Ray Figg, Head of Community Services

Data rating:

<b>1</b>	<b>Poor</b>	
<b>2</b>	<b>Sufficient</b>	✓
<b>3</b>	<b>High</b>	

**Background Papers – None**

**APPENDICES - Appendix A** – Three Rivers Contract Usage Data for William Penn Leisure Centre