

LEISURE, ENVIRONMENT AND COMMUNITY COMMITTEE - 28 NOVEMBER 2018

PART I - DELEGATED

10. LEISURE NEEDS ANALYSIS AND USER PROFILE (DCES)

1 Summary

1.1 The purpose of this report is to update members on the outcome of the questions raised as part of the Full Council meeting on 17 July 2018, which placed a moratorium on changes to the existing sports hall at William Penn Leisure Centre (WPLC) for a 12 month period.

1.2 Specifically, this report will provide information relating to the following points:

- Re-examining the current and future user profile of particularly WPLC and there will be further data in 2019 on the other sports and leisure venues in the area;
- Speaking with a cross-section of residents across the District to discuss future leisure needs.

2 Background

2.1 At the 19 March 2018 Extraordinary Full Council Meeting (Minute: CL83/17), Members resolved:

- *To increase the capital programme funding from £8.600 million to £10.073 million. This consists of £9.073 million being the capital required by the Preferred Bidder, SLM, for the South Oxhey Leisure facility Design, Build, Operate and Maintain (DBOM) project and £1.000 million required for the refurbishment of William Penn Leisure Centre and Rickmansworth Golf Course/Fairway Inn.*

2.2 As part of the capital investment at William Penn Leisure Centre, Full Council passed the motion that SLM would redevelop the indoor sports hall into a two-court sports hall with the addition of a permanent soft play/clip and climb facility on the other two courts.

2.3 Following concerns expressed by some users regarding the leisure facilities available at William Penn Leisure Centre (WPLC) under the new leisure contract, Full Council on 17 July 2018 (minute note: CL37/18) resolved to:

1. Place a moratorium on changes to the existing sports hall at WPLC for a 12-month period.
2. Re-examine the current and future user profile of WPLC, and other sports and leisure venues in the area.
3. Speak with a cross-section of residents across the District to discuss future leisure needs.
4. Look for further sources of income which could be used to increase spending on Council services.
5. Fund the additional spending during the 12 month moratorium period by releasing the sum from general reserves.

2.4 This Committee report provides information on items 2 and 3 of the moratorium

2. Re-examine the current and future user profile of WPLC, and other sports and leisure venues in the area.

Knight, Kavanagh and Page Needs Assessment – Commissioned Report

2.5 In September, Three Rivers District Council commissioned Knight, Kavanagh and Page (KKP) to produce a report, which assesses demand at WPLC for the indoor sports hall, takes account of specific current and projected future demand for netball and looks to identify capacity within the facility. KKP were also asked to identify who the priority focus of the Council should be on, whilst we attempt to increase physical activities for different target groups. It comprises the national & local sports policy context, the facilities within and around Three Rivers and their accessibility, a comparison between demand and provision for netball, climbing and soft play, local demographics, weight and obesity, health costs of physical inactivity, Sport England's Active Lives Survey 2015/16, sporting segmentation and population projections. It provides Members with useful data on which to base future decisions.

2.6 In order to do the above, KKP undertook:

- Demographic and contextual review
- Site visits
- Consultation with a range of key individuals, organisations and National Governing Bodies
- Soft play and climbing facilities overview – desktop research on catchments and assessment for demand, leisure trends and sports hall usage.

2.7 Please see Appendix A, which details a summary of the report and Appendix B, which details the full KKP report. These provide a useful range of data and analysis thereof that places into statistical and social context some of the claims that have been made by present participating groups at WLPC.

2.8 As guidance for Members, the key point to draw out is a general one about the reason for and purpose of this Council funding leisure facilities, rather than leaving such provision to the private sector. This purpose must be to enhance the public health benefit to the Three Rivers population as a whole but particularly segments of the population who are vulnerable and at risk. Members should discuss how to achieve this in general terms, as it is not the responsibility of this Committee to make recommendations to the Policy & Resources Committee but to receive and ponder on the information. However, the Committee will note the exceedingly damaging trend of obesity in children so Members might usefully employ the data to discuss how to have a positive impact on this.

2.9 In addition the full Open Space Sport and Recreation Strategy will be completed by the end of March 2019, which will provide further information on facilities and specific sport and recreation needs across the District. This will feed into the Local Plan process.

2.10 Any specific discussion and decisions on the future policy direction of the William Penn Leisure Centre will be considered at a future Policy & Resources Committee

(not Full Council), as it falls within its remit. The financial consequences of such policy decisions, if applicable, will be contained in the Council's budget papers for the meeting on 26 February 2019.

Usage Data Analysis

- 2.11 Please see the separate report: *William Penn Leisure Centre Usage Information Update* for details on the usage data analysis.

4 to 2 Court Analysis

- 2.12 Appendix C details both the 4 court analysis and the 2 court analysis. This includes details on current and protected block bookings, casual bookings and activities organised by SLM.
- 2.13 The analysis includes those bookings between 30 July – 5 August 2018 and 5 November – 11 November 2018 to show a snapshot of actual bookings during the summer and winter period.
- 2.14 Members will note that within the 2 court analysis, there are still a considerable number of slots available at off-peak times and during weekends for casual or block bookings.

4 to 2 Court Impact Assessment and Potential Mitigating Measures

- 2.15 Appendix D details current and protected block bookings within the sports hall as well as detailing mitigating measures for each of these bookings.

Casual and Block Bookings

- 2.16 From the 30 July to 5 August, there were 24 casual bookings over four courts. If the proposed sports hall works had taken place, then 12 of these casual bookings would have been able to take place on the same day and at the same time. Of the other 12 bookings, four of the casual bookings could have taken place on the same day but by moving the booking by 30 minutes. The other eight bookings would not have been able to take place on the same day at a similar time.
- 2.17 From the 5 to 11 November there were 50 casual bookings over four courts. If the proposed sports hall works had taken place then 32 of these casual bookings would have been able to take place on the same day and at the same time. Of the other 18 bookings, two of the casual bookings could have taken place on the same day but by moving the booking by 30 minutes. The other 16 bookings would not have been able to take place on the same day at a similar time.
- 2.18 SLM have indicated that part of the current aerobics class programme taking place within the sports hall, would be relocated to the studios. However, the maximum numbers for classes relocated to the studios would need to be reduced due to the size of the space available.

Netball - Alternative Indoor Provision

- 2.19 Back to Netball
- Presently Monday at 1.15pm-2.45pm
 - The session could be held at the sports hall at Woodside Leisure Centre (Garston) at the same time from September 2019.

2.20 Walking Netball

- Presently Tuesday at 12.30pm-1.45pm
- The session could be held at the sports hall at Woodside Leisure Centre (Garston) at the same time from September 2019.

2.21 Junior Netball

- Presently Wednesdays 4.00pm-6.00pm (The season restarted in September and the 4-5pm session has seen low numbers return. This session will be monitored until the end of December but may not continue going forwards)
- The session could be held at the sports hall at Woodside Leisure Centre (Garston) on Fridays at the same time as above from September 2019. (Note there are established bookings in place at both Woodside and Watford Central on all weekdays other than the Friday)

2.22 Should the Sports Hall proposals go ahead, SLM have agreed that there would be no cost to the participants for a period of up to 3 years. TRDC Sports Development will continue to cover the coaching costs.

Netball – Alternative Outdoor Provision

2.23 Within the KKP report, it was identified that one netball court could be over-marked across two tennis courts and two netball courts can fit onto the space occupied by three tennis courts. The report identified that in the district of Three Rivers there are 6 outdoor tennis/multi use courts which would be suitable for netball use at all times (non-educational sites). These courts could be marked for netball with goal posts being provided. This would result in 9 outdoor netball courts, as an alternative option. Of the 6 outdoor tennis/multi use courts, 4 (7 netball courts) are within a 5 mile radius of William Penn Leisure Centre. With the nearest outdoor courts being Scotsbridge, Maple Cross, Croxley Green (Baldwins Lane) and Chorleywood House Estate.

2.24 The Junior Netball session could be held at YMCA Abbots Langley for Junior Netball, on Wednesdays 4pm-6pm on their outdoor court.

Active Life

2.25 Within the Leisure Management Contract specification, it states: '*The Contractor will offer an Active Life (Over 50s) programme. Sessions are held on Tuesdays and Thursdays between 8.30am and 12.30 pm. It includes use of the sports hall (short tennis and badminton), squash courts (table tennis), gym (free induction), swim and Multi Use Games Area.*'

2.26 If the proposed sports hall works were to go ahead then Active Life could be offered an additional session on a Monday between 8.30am and 12.30pm. This would be based in the sports hall with two courts being offered from 8.30am to 10.30am and one court between 10.30am to 12.30pm, due to an established booking. This is in addition to what Active Life already receive, as per the leisure management contract specification. Short mat bowls would also be offered as an addition to the programme with SLM purchasing the equipment. Both of these are additional offerings if the sports hall works go ahead.

- 2.27 Note that on a Thursday, Active Life would have access to two courts from 8.30am – 9.30am and 10.30am – 12.30pm and one court from 9.30am – 10.30am. This is due to one court also being used by another established Badminton Club booking.
- 2.28 The holiday club programme which presently uses two courts will be allocated elsewhere within William Penn Leisure Centre.

3. Speak with a cross-section of residents across the District to discuss future leisure needs.

- 2.29 During October 2018, online consultation took place with residents living within Three Rivers to assess their current and future leisure usage and needs.
- 2.30 Local residents were informed via social media, information in leisure centres, libraries, Watersmeet and the Council offices. In addition information was emailed to:
- Booking live customers (TRDC Leisure database, covering all ages)
 - What's on customers (TRDC Leisure database, covering all ages)
 - Community Partnerships – who have forwarded to the police and other partners – we have asked for this to go out to their Owl database
 - Sent to Leisure partner organisations
 - Schools

- 2.31 The consultation was divided into 4 sections:
- Section 1 assessed current and future leisure activity needs, including: sport, physical activity, arts development and play. This section also assessed leisure needs for children and young people, adults and older people.
 - Section 2 assessed current usage and future provision at The Centre, South Oxhey.
 - Section 3 assessed current usage and future provision at William Penn Leisure Centre as well as looking at what the impact would be on the local community (current and potential users of the leisure venue), should the proposals to install a soft play area, clip 'n' climb facility, new crèche and larger café area go ahead.
 - Section 4 assessed demographics as well as how people would like to be informed about leisure activities.
- 2.32 A total of 426 surveys were completed. The full consultation results will be presented to the committee on the night, however, from the initial analysis, specifically for William Penn Leisure Centre, it is detailed as follows:

The William Penn Leisure Centre Sports Hall re-design proposal

Respondents were asked to state how a sports hall re-design would affect their usage of William Penn Leisure Centre. Results were polarising:

- **40% stated that the proposal would either not affect the frequency they visited William Penn Leisure Centre, or would indeed **make them use William Penn Leisure Centre more** (21%)**

- **42%** stated that the proposal would make them visit William Penn less, with **34% stating a lot less**
- The remaining respondents stated 'don't know/not applicable' (18%)

The **profile of respondents who would visit William Penn less or more (if the sports hall was re-designed) were significantly different.**

- Whilst the **'less' respondents were 45+ (59%), the 'more' respondents were under 18 (49%)**
- The **'less' respondents visited very frequently (68% visiting at least weekly, 27% several times a week), whilst the 'more' respondents visited less frequently (42% visited at least weekly)**
- **Approaching three quarters (72%) of the 'less' respondents played badminton at William Penn and over a half (56%) played netball at the venue, whilst for the 'more' respondents the William Penn activity that stood out was swimming (90%)**
- When quizzed about **what they would do, should the William Penn sports hall be reduced from 4 to 2 courts, the 'less' respondents were likely to say that they would discontinue playing (rather than find another venue): 60% stated this for netball players and 55% for badminton players. Interestingly, the 'more' respondents who played badminton at William Penn, were more inclined to state that they would try to find another venue (54%), should William Penn courts be reduced. There were not enough William Penn netball players in the 'more' category to enable any analysis on this question.**

The respondents who completed this survey are **not reflective of all Three Rivers residents, as can be evidenced by the skew of netball and badminton players.** However, this on-line survey was not and **could not be designed to be representative, but it did provide all residents with a good opportunity to complete the survey, should they wish.** Clearly there is a **strong contingent of respondents who would be unhappy if the sports hall was re-designed.**

A sensible next step may be to **address the issue of netball and badminton players who stated that they would discontinue playing, rather than find another venue, by ensuring provision is made and promoted for these sports in the district.** This may not address the issue of this group's level of use of William Penn Leisure Centre in the future, but it **would address the wider Leisure objectives of Three Rivers District Council: to provide appropriate leisure and activity opportunities for residents.**

3 Options and Reasons for Recommendations

- 3.1 Members are recommended to note the content of the KKP analysis and the results of the leisure needs consultation.

4 Policy/Budget 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: Charlotte Gomes, Leisure Development Manager and Kelly Barnard, Leisure Contracts Officer with comments from Ray Figg and Steven Halls.

Data Quality

Data sources:

KKP data sources

Consultation Data

Data checked by:

Alison Mirpuri, Consultation Officer, Three Rivers District Council

Clare Macleod, Knight, Kavanagh and Page

Data rating:

1	Poor	
2	Sufficient	
3	High	✓

Background Papers

Leisure, Wellbeing and Health Committee - 18 November 2015

8. LEISURE MANAGEMENT CONTRACT AND REDEVELOPMENT OF THE CENTRE, SOUTH OXHEY

The purpose of this report is to recommend to Committee the facility and technical requirements of the redevelopment of The Centre, the Service Specification of the Leisure Management Contract and the evaluation criteria for the procurement of the new Leisure Management Contract.

[15 11 18 LW i \(08\) Leisure Management Contract Report \(including Appendix 2\)](#)

[15 11 18 LW i \(08\) Appendix 1 - Members Briefing - Redevelopment of The Centre](#)

[15 11 18 LW i \(08\) Appendix 3 - Facilities Requirement](#)

[15 11 18 LW i \(08\) Appendix 4 - Schedule 1 Part B – Technical Specification](#)

[15 11 18 LW i \(08\) Appendix 5 - Services Specification](#)

Extraordinary Leisure, Wellbeing and Health Committee - 18 January 2017

3. LEISURE FACILITIES MANAGEMENT CONTRACT AND REDEVELOPMENT OF THE CENTRE, SOUTH OXHEY

The purpose of this report is to update the Committee on the evaluation of the Invitation to Submit Detailed Solutions (ISDS) outcome for the procurement of the new Leisure Facilities Management Contract (LFMC).

[17 01 18 LW i \(03\) Leisure Management Contract Report](#)

[Appendix A - Evaluation Summary](#)

1. LEISURE MANAGEMENT CONTRACT AND REDEVELOPMENT OF THE CENTRE, SOUTH OXHEY

The purpose of this report is to recommend to Committee the shortlist to “Invitation to Submit Final Tender” (ISFT), and the ‘Lot’ for the procurement of the new Leisure Facilities Management Contract (LFMC).

[cover-sheet-1](#)

[leisure-management-contract-and-redevelopment-recommendations-revised](#)

[17-01-18-lw-leisure-management-contract-report-january-2017](#)

[17-01-18-lw-appendix-a-evaluation-summary](#)

[17-01-18-lw-copy-of-appendix-b-lot-1-isds-evaluation-matrix](#)

[17-01-18-lw-copy-of-appendix-c-lot-2-isds-evaluation-matrix](#)

[17-01-18-lw-copy-of-appendix-d-lot-3-isds-evaluation-matrix](#)

[17-01-18-lw-appendix-e-reporting-and-contract-acceptance-scores](#)

[17-01-18-lw-appendix-f-analysis-of-sports-hall-provision](#)

[17-01-18-lw-appendix-g-analysis-of-squash-court-provision](#)

Policy and Resources Committee - 4 September 2017

11. LEISURE FACILITIES MANAGEMENT CONTRACT AND REDEVELOPMENT OF THE CENTRE, SOUTH OXHEY

The purpose of this report is to update the Committee on the evaluation of the Invitation to Submit Final Tender (ISFT) outcome for the procurement of the new Leisure Facilities Management Contract (LFMC).

[17-09-04-pr-i-11-leisure-management-contract-report-september-2017](#)

1. LEISURE FACILITIES MANAGEMENT CONTRACT AND REVELOPMENT OF THE CENTRE, SOUTH OXHEY

To receive a report.

[17-09-04-pr-leisure-management-contract-report-september-2017-website](#)

[17-09-04-pr-leisure-procurement-contract-appendix-a-isft-evaluation-summary-report-website](#)

[17-09-04-pr-leisure-procurement-contract-appendix-b-isft-evaluation-matrix-website](#)

[17-09-04-pr-leisure-procurement-contract-appendix-c-reporting-and-contract-acceptance-evaluation-website](#)

[17-09-04-pr-leisure-procurement-contract-appendix-d-isft-financial-analysis-website](#)

[17-09-04-pr-leisure-procurement-contract-appendix-e-dbom-costing-and-payback](#)

[17-09-04-pr-leisure-procurement-contract-appendix-f-analysis-of-sports-hall-provision-website](#)

9. LEISURE FACILITIES MANAGEMENT CONTRACT AND REDEVELOPMENT OF THE CENTRE, SOUTH OXHEY

The purpose of this report is to update the Committee on the evaluation of the Invitation to Submit Final Tender (ISFT) outcome for the procurement of the new Leisure Facilities Management Contract (LFMC).

[17-09-06-lwh-i-9-leisure-management-contract-report-1](#)

2. LEISURE FACILITIES MANAGEMENT CONTRACT AND REDEVELOPMENT OF THE CENTRE, SOUTH OXHEY

The purpose of this report is to update the Committee on the evaluation of the Invitation to Submit Final Tender (ISFT) outcome for the procurement of the new Leisure Facilities Management Contract (LFMC).

<https://www.threerivers.gov.uk/meeting/policy-and-resources-committee-4-september-2017>