

Tuesday, 22 February 2022

PLACES LEISURE EASTLEIGH CONSULTATIVE GROUP

will meet on
Tuesday, 1 March 2022
beginning at
7:00 pm
on
Microsoft Teams

TO: Councillors Craig, Bourne, Broadhurst, Tidridge, Irish and Pragnell

Co-Optees: D Blenkarn (Sub Aqua Club), J Hunter (Tennis), C Jenkins (Running), S Johnson (Squash), R Fugh (Judo), P Kirkpatrick (EDSAD), L Massey (Ballet), G Horne (Bowls), J Maddox (Swimming) and E Szary (Fitness)

Places Leisure: J Parker, D Jolliffe, M Mills, M Cavill and H Brennan

Eastleigh Borough Council: J Pickering, R Wood

Staff Contacts: Nikki Dunne, Democratic Services Officer Tel: 023 8068 8298,
Email: nikki.dunne@eastleigh.gov.uk

JOANNE CASSAR
Executive Head of Governance

Copies of this and all other agendas can be accessed via the [Council's website](#) as well as in other formats.

Members of the public are invited to speak on general items at the start of the meeting, and on individual agenda items at the time the item is discussed. To register please contact the Democratic Services Officer above.

Please be aware that Eastleigh Borough Council permits filming, sound recording and photography at meetings open to the public, and Councillors will be using tablet devices to access committee papers.

Please bring an update about your Club to the meeting, where it can be shared with those from other Clubs

AGENDA

- 1.** Apologies
- 2.** Minutes of Previous Meeting and Matters Arising (Pages 3 - 6)
- 3.** Places Leisure Update on Performance (Pages 7 - 10)
- 4.** Update from Clubs
- 5.** Customer Comments
- 6.** Date of Next Meeting
- 7.** Any Other Business

Your Council's electronic news service - [e-news](#) -

Register your email address free with the Council and keep up to date with what's happening in the Borough. Simply select your topics and we will send you email updates with news as it happens including new Council Jobs, What's On, Recycling, Transport plus lots more.

PLACES LEISURE EASTLEIGH CONSULTATIVE GROUP

Tuesday 5 October 2021 (7:00 pm – Time Not Specified)

PRESENT:

Councillors: Bourne, Broadhurst and Craig

Co-Optees: P Kirkpatrick (EDSAD), L Massey, J Maddock (Eastleigh Swim Club), L Raynor (Fleming Park Judo Club),

Places for People Leisure: H Bryant, L Cowper, D Joliffe, M Mills and J Parker

Eastleigh Borough Council: J Pickering, Richard Wood

Apologies for absence were received from: Ross McClean, Steve Johnson (Fleming Park Squash Club) and Councillor Tidridge

1. WELCOME AND APOLOGIES

Councillor Craig welcomed everyone to the Teams online call.

2. ELECTION OF CHAIR

The group unanimously agreed the re-appointment of Paul Kirkpatrick as Vice-Chair. Proposed by Councillor Craig and seconded by Councillor Bourne.

3. MINUTES OF PREVIOUS MEETING AND MATTERS ARISING

The minutes were agreed and there were no matters arising.

4. FEES AND CHARGES

Richard Wood gave a brief update on the fees and charges report which is open to consideration for the group. The fees and charges would be implemented in January 2022. There was a proposed yield increase of 3% across the board.

Councillors expressed concerns that they couldn't do more to subsidise poorer households. Targeted work is being done to see where improvements can be made.

ACTION: Trials are taking part at different sites, and these will be analysed to see where improvements can be made.

Thanks to PLE for the huge effort from all staff for online opportunities and restart.

The group unanimously agreed to the fees and changes suggested with no opposition. Proposed by Councillor Craig and seconded by Paul Kirkpatrick.

5. PLACES LEISURE UPDATE

Jo Parker provided an update on her report which is attached as an appendix.

- Membership sales are still significantly impacted by Covid.
- Swimming is showing promising signs of returning to pre-Covid levels. More swim teachers are being recruited.
- Health and Wellbeing activities are taking part in the old crèche in partnership with Solent Mind, Barnados and NHS Eastleigh. There has been positive feedback and there are good prospects for utilising this space.
- There has been a large maintenance issue with studio floors 2, 3 and 4 which has impacted many programmes. Groups have managed to keep 95% of programmes and a marquee will be erected to allow more to continue while the floor is re-laid. Parkewood School of Dance have been significantly affected and have had to use other venues. The Squash Club have also been impacted.

ACTION: PLE to update EBC on progress and any snags. Groups to feedback.

6. HEALTH AND WELLBEING ROOM

Richard Wood outlined the proposal from Places Leisure Eastleigh to re-purpose the existing creche as a Health and Wellbeing Room. The creche provided a service but always made a loss financially. It was under review before Covid and hasn't re-opened. Many people have found different ways of exercising with their children, including Mum and Baby/Toddler workouts and Family Workouts. Using the creche as a Health and Wellbeing Room offers new opportunities to work with other agencies supporting wider issues. This will enable PLE to reach out to inactive audiences and get new people using the leisure centre, improving community health with a range of groups and activities. Eastleigh Borough Council recognise that this will always be challenged as it's non-commercial but that we will always work in partnership with agencies to support our most vulnerable groups.

ACTION: Move forward and get an update on the groups and activities.

7. UPDATE FROM CLUBS

Club updates were circulated to the consultative group prior to the meeting. The updates will be included as appendices to these minutes.

Judo Club Lin Raynor reported that the club has been significantly impacted by the Studio Floor maintenance issue. They only have two more confirmed Saturdays in the main hall which is not an ideal space as other users have loud PA systems. For the rest of 2021 they will be visiting other judo clubs in the area. They are disappointed as they were at Fleming Park when it opened 40 years ago and Places Leisure Eastleigh is where they want to be. Dave Joliffe apologised for the inconvenience and said that PLE want them back and will endeavour to resolve the issue as soon as possible. They will also work hard to secure another space until the studio is ready (possibly Knightwood Leisure Centre).

ACTION: Dave Joliffe, Richard Wood, Jo Parker and Lin Raynor to liaise to find a space until the studio is ready.

Swimming Club Julia Maddock thanked PLE for making it possible for them to stay. Their biggest challenges are recruiting swim teachers and not being able to hire the pool on a Sunday. Communication can be difficult sometimes and it feels less of a partnership with the leisure centre. Having a quality swimming club gives prestige to a leisure centre. The club are keen to talk about opportunities and holding a School's Gala for Years 5 and 6 in the week before February 2022 half term. Jo Parker reported that weekend opening hours were being reviewed and PLE will be in contact to see what can be offered. The Swim Manager has been on long term sick leave so lots of people have been trying to manage the swim programme but PLE are still dedicated to it.

ACTION: Jo Parker and Richard Wood to liaise. Schools will need to know before October half term so that they can plan.

EDSAD (Eastleigh & District Sports Association for the Disabled) Paul Kirkpatrick reported that after a break of 18 months the club returned in September. Attendance is increasing. Paul thanked Hazel and PLE staff for being so helpful and proactive to all their members. There had been a problem with access being blocked to the disabled changing rooms, but this appears to have resolved in the last two weeks. Paul asked for an update on the recruitment of a Buddy Co-ordinator. Janine Pickering explained that this had been delayed due to staff sickness but that the post would be advertised soon so that the scheme can get going again. Paul asked if the double doors to the changing rooms could be changed to automatic opening as they are difficult to open for people using sticks and crutches.

ACTION: Jo Parker to discuss making the double doors automatic with the team and give feedback to EDSAD and Eastleigh Borough Council.

Fleming Park Squash Club Richard Wood gave an update provided by Steve Johnson. Since July they have had a steady increase in players and now have more regular players than pre-Covid. The studio floor problem has impacted them, and they hope that all four courts will be back in use soon, especially as they have new members.

8. CUSTOMER COMMENTS

- The re-opening of the leisure centre had been well received and that people understand the gradual return.
- Have increased contract cleaning now that centre is getting busier and have been complimented on housekeeping.
- Regularly scoring 35 plus. Industry average is around 25.

Janine Pickering noted that clubs are some of the leisure centres most loyal customers and this is their only opportunity to feedback. Eastleigh Borough Council want to hear from all groups.

ACTION: Groups to give feedback on problems before they become bigger issues.

9. DATE OF NEXT MEETING

The next meeting is due to be held on Tuesday 1 March 2022 at 7pm and it is hoped that this will be a face-to-face meeting.

10. ANY OTHER BUSINESS

There was no other business except for a request to keep Eastleigh Borough Council updated.



Consultative update 5th October 2021

Swimming lessons

September 2019 - 2056

September 2020 - 1551

September 2021 - 2020

Since re opening, there has been a shortage of swimming teachers around the sector, which has resulted in reduced class numbers from April 2021.

We are now on the increase, with a fully staffed team and numbers are increasing to pre covid numbers.

Our target is 2300 by January 2022.



Membership Sales

Re opening club live 3004
July 3124
August 3268

Restructure of front of house has combined the role of reception, sales & catering to a multi skilled place maker role



Studio update

Places Leisure team & Eastleigh Borough Council and all contractors associated with the build are working around the clock to find the source of the damage and expediate repairs.

Due to the pressures of using other areas for classes (squash courts & previously main hall) we have arranged for a marquee to be installed outside over 2 tennis courts. This will allow us to move the majority of classes outside whilst waiting for repair to the studio floors. The marquee will enable us to increase class capacity from 25 (squash courts) to 60. A communication to members was sent last week updating them of the current situation. Additional classes will be added to the programme in the Marquee and commences Monday 11th October.

Health and Wellbeing

Health and wellbeing is very close to our hearts. We have a great platform for community-based programmes. The most recent activities which have been added to our programme this year are:

NCT groups
Baby weigh in clinics
Bumps and Babies support
Young carers provision activity sessions
Jiggy wrigglers
Barnardo's charity session
Family workout classes - Yoga, Zumba, and Circuits

The Creche has been turned into a Wellness room, which is where many of our sessions are now programmed. These programmes are to support our community and link in with our amazing, award winning Mother and Baby programme.

Our vision for the wellbeing room is to develop and strengthen our links with local practitioners and facilitators in the wellbeing field. We are passionate about bringing a variety of services, to our current facility users and the wider community. From ad hoc children's messy play and craft sessions to evening workshops, nutrition talks and relaxation classes we hope to bring a more holistic approach towards a healthier lifestyle for the whole family.

We have made some great partnerships already with Solent Mind, Barnardo's, and the Young Carers project - so we are very excited to be working with them and developing how we can help offer our facilities.

We will be bringing more "holistic" offerings to the centre and this opens up the facility to the community - for example Reiki, Sound Baths and Hypnobirthing. They are very keen to normalise their service and branch out to a leisure facility and again the space is perfect for these workshops.

We have had some great feedback from users of the Well-being Room
NHS Health Visitors, NCT & Barnardo's.

Our Baby/Toddler sessions work nicely alongside our Parent and Baby Programme - so offering Baby Massage, Baby First Aid, Stay and Plays, Cloth Nappy Libraries and Sleep Clinics are just a perfect addition to the programme - encouraging Parents to take their first steps into the centre

and then we can upsell other aspects of the programme and the centre allowing them to see we are a community hub and not just a leisure facility.

We have more to plan for the Wellbeing room and are in talks with NHS Young Mums project, local counselling providers, Mental Health provisions and so much more to utilise the space in the best way for the community.

Eastleigh North Health Visitor Clinic

"The room is brilliant, perfect for us - it's great to have such a wonderful facility for the Parents, so easy with parking, the cafe and all the other activities you have to offer"

NCT - Bumps & Babies

"We LOVE this space - a perfect size for our stay & play on a Friday. With still a few toys etc for little ones to play with. The toilets within the room are perfect for Parents so they do not have to leave"

Barnardo's - Five to Thrive

"Great facility for us - perfect size for the Parents, great surrounding area for a lovely walk, cafe onsite we love and it's great to be able to upsell the facility to our participants, in terms of baby classes, soft play and general health and well-being activities the site has to offer"

