



Eastleigh House
Upper Market Street
Eastleigh SO50 9YN

26 September 2022

NOTICE OF MEETING

Places Leisure Eastleigh Consultative Group

will meet on

Tuesday, 4 October 2022

beginning at

7:00 pm

on

Microsoft Teams

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

Co-Optees: D Blenkarn (Sub Aqua Club) J Hunter (Tennis), C Jenkins (Running), J Gardner (Mini Soccer), A Hardy (5.0 Club), S Johnson (Squash), R Fugh (Judo), P Kirkpatrick (EDSAD), L Massey (Ballet), S Spreadbury (Bowls), K Steels-Fryatt (Swimming), and E Szary (Fitness)

Places Leisure Eastleigh: P Leamore, L Cowper and J Parker

Eastleigh Borough Council: J Pickering, R Wood

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

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

Joanne Cassar
Executive Head of Governance

AGENDA

1. Apologies
2. Minutes of Previous Meeting and Matters Arising (Pages 3 - 6)
3. Election of Vice Chair
4. Fees and Charges (Pages 7 - 14)
5. Places Leisure Update on Performance
6. Update from Clubs
7. Customer Comments
8. Date of Next Meeting
9. Any Other Business

PLACES LEISURE EASTLEIGH CONSULTATIVE GROUP

Tuesday 1 March 2022 (7:00 pm – Time Not Specified)

PRESENT:

Councillors: Bourne, Broadhurst, Irish, Tidridge and Craig

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

Places for People Leisure: D Joliffe and J Parker

Eastleigh Borough Council: 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. Councillor Craig noted that recording of meeting should not happen unless others are made aware. It was agreed that no one was recording the meeting.

2. MINUTES OF PREVIOUS MEETING AND MATTERS ARISING

Cllr Irish noted that his apologies hadn't been noted in the previous meeting. The minutes were agreed and there were no matters arising.

3. PLACES LEISURE UPDATE ON PERFORMANCE

Jo Parker provided an overview from the last meeting.

208 children increase 2038 swimmers club live

190 increase in members and now a total of 3490

Structure of memberships has changed slightly. More categories now available for juniors and more competitive with other local gym only facilities.

Health & Wellbeing room – baby sensory classes and young carers project.

Messyplay sessions and Eastleigh midwives

Have been working with NHS Southampton who have been providing pop up vaccination sessions from the centre. This has been successful.

Antinatal and baby massage sessions coming forward.

Comments – Centre opening times as were closing at 6pm on weekends.

This has now changed to pre-covid.

Feedback since studios have come back into action has been very positive.

Issue with people parking in disabled bays. Team are going to be carrying out spot checks.

Changing village door – have managed to secure funding for work to progress to install automatic doors.

Also looking to add additional CCTV to cover bike rack area to add additional security.

Cllr Craig – Additional CCTV is welcome to support users on their bikes.

Cllr Tidridge – Pricing structure for juniors, can they use sauna and steam – Jo confirms they cannot.

Cllr Irish – Parking – is it still an issue that non-users are still parking in the car park? Jo - there may well be some local people using the car park but this is difficult to police.

Paul Kirkpatrick – Had a question about disabled parking and if this is checked, could this be included within the T&C's for membership.

Doors into changing area has been answered and Paul provided his thanks.

Dave Joliffe – Other centres do work with some organisations who monitor car parks and issue fines which could be explored. Other options include having to register your reg plate at reception which discourages non-users from parking.

Cllr Tidridge – Pleased to hear about CCTV. Cycle routes if accessing from the west it is not always clear where you can cycle and how best to gain access. Where should bikes go to cause the least aggravation for users.

Jo – Can look at green travel plan and work with Richard to review.

Dave – Provided an update on how PLE is performing against the wider group. Group is performing better than expected following on from Covid.

Compared to pre-covid 85% of Jan 2020 as a company (projected 70%).

Swimming is at 99% of Jan 2020 income (fitness at 77%). PLE is a little behind the curve, partly due to the studios being out and additional

competition in the market place. 70% of Jan 2020 income 87% recovery on swimming but on 58% recovery on fitness.

£450,000 turnover in 2020 compared to £300,000 Jan 2022. Generally really positive and growth however some way to go.

4. UPDATE FROM CLUBS

Paul K – Returned to pool in September and have enrolled some new members. 30 paid members with attendance at about 20.

Lynne Parkwood School of Dance. Gradually building up, have lost a few of the under 5's but starting to return now. Expected that by September time to be back up to usual numbers

Eddie – member representative. Jo read a written update provided by Eddie.

Cllr Tidridge – Is the shape of bookings changing at all now that people have more available time in the day. Jo – difficult to answer as classes haven't been at full capacity (8000 group ex visits)

Hazel – Have seen an increase in badminton and football is back to pre-covid.

5. CUSTOMER COMMENTS

Picked up in updates sessions. There have been some pleasing comments.

Café opening hours – experiencing some staffing issues but working with Eastleigh College to interview some catering staff. Looking to extend hours when possible and hoping to bring back hot food soon. Lost 3 members of staff last week. Have also worked with EC to recruit lifeguards. Relationship has worked well with EC.

Dave – recruitment is an industry issue currently with many looking to change career. Group ex numbers is linked to the memberships, which is why usage is down on the classes.

Cllr Craig – Picked up a comment, is it possible for a coffee machine to be installed. Jo – there is a Costa machine the other side of the turnstiles. Need to sell 23 coffees to break even. Looking at potentially April for a return, but does need staffing to help manage. Based on throughput numbers.

6. DATE OF NEXT MEETING

The next meeting is due to be held on Tuesday 4 October 2022 at 7pm and it is hoped that this will be a face-to-face meeting.

7. ANY OTHER BUSINESS

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

Richard – important to have a full representation at the meeting and this will be worked on.

Cllr Craig – For those user groups who are unable to attend the meeting, written updates would be welcomed.

Cllr Bourne – Pre Covid this was a key part of the meeting and a great way to hear feedback and updates about usage of the centre

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PLACES LEISURE EASTLEIGH CONSULTATIVE GROUP

4 October 2022

PROPOSED FEES AND CHARGES

Report of the Leisure Services Manager

RECOMMENDATION

It is recommended that the Group considers the proposed fees and charges and makes comments, where appropriate, which will be considered at the Places Leisure Eastleigh Consultative meeting.

Summary

Proposals for charges at Places Leisure Eastleigh are presented to the Group for consideration. They reflect the Cabinet's projected budget guidelines. The prices also take a number of other factors into account such as usage trends, operational costs, competitors' pricing policies and the customer's ability to pay.

Statutory Powers

5111n and 5151 Local Government Act 1972

Introduction

Places Leisure Eastleigh, is a state of the art facility which opened to the public on Tuesday 28 November 2017. The new fees and charges will be implemented from January 2023.

1. In accordance with the Cabinet's projected budget guidelines, and the Council's commitment to consult with the Consultative Group on prices for Places Leisure Eastleigh, the proposed charges are presented in Appendix A for consideration.
2. Following on from a challenging period through 2020 and early 2021, where the centre was forced to close on three separate occasions, PLE has been operational since 12 April 2021. The Covid 19 pandemic has significantly impacted the leisure sector which has taken a big hit in terms of workforce as well as seeing a reduction in customer confidence. The sector is still in a period of recovery which means that the number of residents using the centre has yet to return to pre-covid levels.

3. Group members will be aware of the current economic conditions triggered by Covid 19, increases in energy costs and rises in inflation all contributing towards the current cost of living crisis. It is recognised that this current economic situation has significantly impacted on the level of disposable income and has left customers with some difficult financial choices when considering access to leisure facilities. Equally Places Leisure have incurred large costs due to a loss of revenue and increase in utility costs and we await the details of any Central Government support packages to aid the leisure sector.

Proposed Charges

4. The charges set out in appendix A are the result of joint discussions between Council officers and Places Leisure Eastleigh's management and therefore represent a joint proposal.
5. The overall target yield for increases is set by the Council and this year the figure was an additional 10.1%. The state of the art facilities on offer have been considered, and decisions have also been made taking into account other factors such as usage trends, operational costs, significant investment in the new facility, competitors' pricing policies, and customer's ability to pay.
6. Places for People have invested significantly into the new facility and the Council is under a contractual obligation to be flexible when considering charges in order to meet the needs of the business plan.
7. The proposals of particular note are:-
 - Adult Swimming which we have benchmarked against local facilities. The proposed price for Places Leisure Eastleigh is £5.85. This represents an increase less than the 10.1% yield and recognises the need to keep this activity accessible. Comparable prices at Wildern Leisure Centre are £4.90 and Romsey Rapids £5.50.
 - Likewise, the proposed price for a casual gym session at Places Leisure Eastleigh is £8.50. This is a 0% change to the 2022 price. Comparable prices at Everyone Active Holly Hill are £9.10 and Everyone Active Winchester is £9.80.
 - A small number of the proposals may seem high or low in percentage terms but the actual rise in money should also be taken into account and also there is a "rounding up" effect to ease problems with change for customers and reception staff.
8. It is recognised that the overall target yield of 10.1% is higher than in previous years and is reflective of the current economic conditions. However, considerations have been made to promote accessibility where possible and to enable affordable use of the centre whilst meeting the needs of the business plan.

Conclusion

9. The proposed charges are presented to the Consultative Group for consideration and comment.

RICHARD WOOD Leisure Services Manager

Eastleigh House
Upper Market Street
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Hampshire
SO50 9YN

Date: September 2022
Contact Officer: Richard Wood
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Appendices Attached: 1
CR305

LOCAL GOVERNMENT ACT 1972 – SECTION 100D

The following documents disclose facts or matters on which this report or an important part of it is based and have been relied upon to a material extent in the preparation of this report:

Appendix A – Proposed Fees and Charges

| | | FINAL 2022 | Proposed 2023 | 2022 Actual % |
|--|---------------------------------|---------------|------------------|------------------|
| | Hire of Equipment | | | |
| | Hire charge | £2.95 | £3.10 | 5.1% |
| | Centre - Wide Membership | | | |
| | Joining | £31.55 | £35 | 10.9% |
| | Family | £945.55 | £1,000 | 5.8% |
| | Single | £473 | £520 | 9.9% |
| | Gym | | | |
| | Casual Gym | £8.50 | £8.50 | 0% |
| | Group Ex & Les Mills | | | |
| | Step Reebok - off peak | £6.70 | £7.40 | 10.4% |
| | Step Reebok - peak | £7.35 | £7.80 | 6.1% |
| | Aerobics-off peak | £6.70 | £7.40 | 10.4% |
| | Aerobics- peak | £7.35 | £7.80 | 6.1% |
| | Aquatherapy | £4.50 | N/A | N/A |
| | Aquacise-peak | £7.35 | £7.80 | 6.1% |
| | Badminton - per hour | | | |
| | Peak | £13.25 | £14.00 | 5.7% |
| | Off Peak Adult | £8.60 | £9.50 | 10.5% |
| | Off Peak Junior | £3.90 | £4.30 | 10.3% |
| | Squash per 40 minutes | | | |
| | Peak | £8.60 | £9.45 | 9.9% |
| | Off Peak Adult | £6.50 | £7.15 | 10% |
| | Off Peak Junior | £2.85 | £3.15 | 10.5% |
| | Squash Club | £8 | £8.50 | 6.3% |
| | Table Tennis - p/h | | | |
| | Adult | £4.85 | £5.35 | 10.3% |
| | Junior | £2.35 | £2.60 | 10.6% |
| | Main Hall 5 courts | | | |

| | | | | |
|--|---|------------|--------|--------|
| | Adult - peak | £72.50 | £76.85 | 6% |
| | Adult - off peak | £55.00 | £60.00 | 9% |
| | Off peak Junior | £28.40 | £31.25 | 10% |
| | Special Activities | | | |
| | Studio per hour | £54.65 | £58.00 | 6.1% |
| | Forever Active | £5.15 | £5.25 | 1.9% |
| | Forever Active Additional Gym | £1.80 | £2.00 | 11.1% |
| | Creche - per 1/2 hour | N/A | N/A | N/A |
| | Fit n Mix (Tues & Thurs) | N/A | N/A | N/A |
| | Active Play and Bounce Parent + 1 | £4.00 | £4.40 | 10% |
| | Active Play and Bounce Additional Child | £1.45 | £2.00 | 37.9% |
| | Artificial Turf Full Pitch - p/h | | | |
| | Outdoor Bookings | Peak Adult | £86.15 | £91.50 |
| Peak Junior | | £51.50 | £56.50 | 9.7% |
| Off Peak Adult | | £44.15 | £48.60 | 10.1% |
| Off Peak Junior | | £28.40 | £31.30 | 10.2% |
| All Weather Pitch - p/h | | | | |
| Peak Adult | | £47.40 | £50.00 | 5.5% |
| Peak Junior | | £24.20 | £26.50 | 9.5% |
| Peak Junior (FA Charter) | | £20.50 | £22.60 | 10.2% |
| Off Peak Adult | | £32.60 | £36.00 | 10.4% |
| Off Peak Junior | | £14.70 | £16.50 | 12.2% |
| Friday Night Football | | £0.00 | £0.00 | 0% |
| Tennis (Outdoor per court- p/h) | | | | |

| | | | | |
|--|---|----------------|--------|-------|
| | Peak Adult | Premier Tennis | N/A | N/A |
| | Peak Junior | Premier Tennis | N/A | N/A |
| | Off Peak Adult | Premier Tennis | N/A | N/A |
| | Off Peak Junior | Premier Tennis | N/A | N/A |
| | Netball (Outdoor per court per hour) | | | |
| | Peak Adult | £22.80 | £25.00 | 9.6% |
| | Peak Junior | £8 | £8.80 | 10% |
| | Off Peak Adult | £9 | £9.90 | 10% |
| | Off Peak Junior | £3.70 | £4.10 | 10.8% |
| | Football | | | |
| | Pitch - Adults (90 min game) | £80.00 | £88.00 | 10% |
| | Pitch - Juniors (Under 18- 90 min game) | £34.70 | £38.00 | 9.5% |
| | Mini soccer pitch (40 min game) | £13.00 | £14.30 | 10% |
| | Bowls | | | |
| | Singles, pairs, triples or rinks per hour | £5.90 | £6.50 | 10.2% |
| | Woods - per hour or part hour | £1.65 | £1.80 | 9.1% |
| | Season ticket (May-Sept) | £143 | £152 | 6.3% |
| | Season ticket (Oct-Apr) Scapagreen | £74.60 | £82.00 | 9.9% |
| | Season ticket (May - Sept) OAP | £72.50 | £79.80 | 10.1% |
| | Season ticket (Oct-Apr) Scapagreen | £37.80 | £41.60 | 10.1% |

| | | | | |
|-----------------|---------------------------------|--------|--------|-------|
| | Junior rink per hour per person | £3.15 | £3.50 | 11.1% |
| | Season ticket junior | £34.70 | £38.00 | 9.5% |
| | Swimming | | | |
| Swimming | Adult | £5.50 | £5.85 | 6.4% |
| | Junior | £2.75 | £3.00 | 9.1% |
| | Family Swim 2 Ad + 3 Jun | £13.15 | £14.50 | 10.3% |
| | Pool Hire | | | |
| | Both Pools | £148 | £163 | 10.1% |
| | Main Pool | £102 | £112 | 9.8% |
| | Teaching Pool | £56.00 | £61.50 | 9.8% |
| | 1 lane | £20.00 | £22.00 | 10% |

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