

REGENERATION, TRANSPORT AND CULTURE SCRUTINY PANEL	DATE 23 January 2020
TITLE Greenwich Leisure Limited (GLL) Annual Performance 1st July 2018 – June 30th 2019	ITEM NO. 6
CHIEF OFFICER Director of Communities and Environment	CABINET MEMBER Culture, Leisure and the Third Sector

1. Purpose of the Report

- 1.1 The purpose of this report is to provide an update on the performance of Greenwich Leisure Ltd (GLL) as Royal Greenwich contracted provider of sport, leisure, library services and Adventure Playgrounds from 1st July 2018 – 30th June 2019. A number of highlights have also been added for Q2 2019 (July 1st – 30th September)

2. Background

- 2.1 In November 2011, Cabinet awarded a contract to the Charitable Social Enterprise – GLL, to manage the leisure centres, Libraries and adventure playgrounds within Greenwich for a 15-year period commencing January 2012 until 2026
- 2.2 In January 2015 the Sport Development service was added to the contract which centred around focusing on specific sports including Basketball, Netball and Football.
- 2.3 The Sport Development service underwent a review as part of the Physical Activity and Sport Strategy and Action Plan 2019 where resources have been redirected and are part of the key performance indicators in the action plan.

2.4 This report provides, including summary on facilities, key highlights and data from July 2018 to June 2019 and covers the following areas

- Leisure Centres
- Libraries
- Adventure Playground Centres
- Thomas Tallis Community Use
- Greenwich One Card
- Sport Development

3. **Leisure Centres**

3.1 GLL manage six Leisure Centres; four are wet and dry facilities and two dry only facilities.

3.2 The Greenwich Centre

3.3. The Greenwich Centre opened in June 2015. The centre offers wet and dry leisure facilities along with a customer service point to access council online services, and an onsite library provision, which will be dealt with later in the report

3.4. The key headlines at The Greenwich Centre over the year from July 2018 - to June 2019 include:

- The Greenwich Centre achieved 'Very Good' status following the 2019 Quest Assessment (Quest is the industry standard for quality assurance), an improvement on the 'Good' status previously held.
- The membership base has decreased by a further 8% versus the same time in 2018 (following a decline of 9% the previous year). The decline is because of the increasing amount of competition. There are now over 20 private competitors within a three-mile radius of The Greenwich Centre.

- Dry lessons & courses (gymnastics, dance & football) has seen a 27% growth from 108 to 138 between July 2018-June 2019 whilst swimming lessons have remained consistent YOY.

3.5 The Waterfront Leisure Centre

3.6 The Waterfront Leisure Centre was the Royal Borough's busiest and biggest leisure centre with 5000 gym and centre members. The disposal of the car park to Berkeley Homes in January 2018 saw drop in members, but also the establishment of other private and budget gyms has reduced this number to 4,000 members. Despite this drop, GLL and RBG continue to invest in the venue, including a large gym refresh programme in December 2018 in order to provide Woolwich residents with excellent gym facilities at affordable prices.

3.7 The key headlines at the Waterfront Leisure Centre over the last 12 months from July 2018 to June 2019 include:

- An increase in Quest rating to 'Very Good' following the latest assessment in May 2019, with many sections being recorded as 'Excellent'.
- A continued focus on promoting the centre's excellent facilities within the community, linking with specialist groups, forums, colleges, Greenwich University, local schools, and work with key partners such as NHS, Royal Borough of Greenwich) Oxley's (community health, mental health and learning disabilities teams) Charlton Athletic Community Trust any many more groups within the community.

3.8 The Eltham Centre

3.9 The Eltham Centre includes council services, leisure and library facilities.

3.10 The key headlines at the Eltham Centre from July 2018 to June 2019 include:

- Growth in total members for the centre - currently 12,945 with growth in our Senior Membership, Junior members, Disability and GP

Referral Healthwise membership, and swimming lesson memberships. However, with the launch of a budget gym in nearby Kidbrooke which is due imminently it is expected the member base could suffer.

- Integration of the Academy Performing Arts (relocated from the Royal Arsenal) to the centre's already extensive programme. With this addition the centre will not only enhance its position as a key community hub but will also help Eltham stake a claim to become the cultural hub of the borough.
- The new Enchanted Story Book Garden in the foyer has been a raving success with over 4000 visits per month

3.11 Thamesmere Leisure Centre

3.12 The centre is a community hub in the heart of Thamesmead offering a wide range of leisure and library services and hosts the largest learn to swim programme in the borough.

3.13 The key headlines at Thamesmere from July 2018 to June 2019 include:

- The swimming pools were closed for six weeks due to damaged underground pipework. Pupils from the Learn to swim programme were relocated to other venues during the closure, but despite this an impact was seen in pupil numbers. By the end of June 2019 pupil membership stood at 2,324 - an 11% drop (300) pupils reduction down from pre-closure of 2,625
- School swimming lessons are a pivotal part of the programme with 1,140 children from 18 local schools, visiting the centre on a weekly basis.

3.14 Coldharbour Leisure Centre

3.15 Coldharbour Leisure Centre is an excellent outdoor leisure facility in the Royal Borough of Greenwich. It is a hub for the local community to stay active, whilst enjoying the social element of the venue in the vast outdoor space, as well as the café / bar area.

3.16 The key headlines at Coldharbour Leisure Centre from July 2018 to June 2019 include:

- The gym has received investment in the past 12 months with over half the equipment being replaced, (39) as well as the facilities being given a facelift.
- Coldharbour remains hugely popular with its customers, achieving one of the highest customer satisfaction ratings in GLL.
- The centre has renewed their partnership with Volenti Football Academy to increase footfall into the centre at off peak time. Volenti offer football, fitness and BTEC education to 70 young people aged 16-18 on a two-year programme.

3.17 Sutcliffe Park Sports Centre

3.18 Sutcliffe Park Sport Centre has now been operating for twenty months and has proven to be a great success with RBG residents. From July 2018 to June 2019 the centre had a total of 190,238 visits.

3.19 The centre offers a unique facility mix including a 400 metre 6 lane track, indoor 60m training track and indoor throwing facilities, adventure sports provision for BMX and Skate boarding, clip n climb climbing wall a large Soft Play space, meeting rooms and a café.

3.20 Key Headlines for July 2018 – June 2019 include:

- Achievement of Quest ‘Very Good’ rating on the centre’s first assessment
- First birthday celebrations in February 2019 with over 500 residents enjoying free access to all the centre’s facilities
- Delivery of the Sport to Shine holiday camp - set up to help increase the disability short breaks offer and general participation. In total 138 11-19-year-olds have attended the camp where they had the opportunity to take part in Climbing, BMX and Multi-sport activities. This is now being offered every half term at the centre.

4 Leisure Data Sheets

- 4.1 Leisure Centre usage data sheets are enclosed in Appendix I for each quarter and with a comparison to previous periods.
- 4.2 Between July 2018 to June 2019 total visits were 1,964,350; a fall of 2.6% versus the previous 12 months.
- 4.3 The 2.6% decrease in visits is mostly attributed to the increase in competition within the borough and the closure of Thamesmere's pool.
- 4.4 A Leisure Centre attendance comparison has also been provided in Appendix I for Q2 2018 vs Q2 2019. In this most recent quarter, attendance was 0.1% higher in 2019 than 2018.
- 4.5 Leisure membership broken down by gender, age, disability and ethnicity can be found in Appendix 2 - It should be noted that figures reported in previous years included only prepaid members. As of 2018-19 reporting criteria has been expanded to include all One Card holders to give a fuller picture of the membership base within the borough.
- 4.6 This information is specific to those that hold membership cards but does not include users without a membership card that utilise the facilities on a pay and play basis.
- 4.7 Membership data has been broken down per electoral ward in Appendix 3.

5. Leisure Centre Additional Information regarding Q2 (July 1st – 30 September 2019)

- 5.1 There are a number of highlights from the Leisure Centres and are as follows
 - Overall attendance was 0.1% higher in Q2 2019 than in Q2 2018
 - Several customer experience improvements took place including large-scale redecoration at Waterfront Leisure Centre, Coldharbour Leisure Centre and The Greenwich Centre, and the introduction of a Scan and

- Enter system meaning members no longer need to check in at a kiosk upon arrival but can proceed directly through the access gates to their activity.
- Continued integration of the Academy Performing Arts programme into The Eltham Centre, supported by a high-profile Open Day attended by Cllr Williams and over 200 residents.
 - Spend to Save works including LED light installation in several areas of Thamesmere Leisure Centre
 - The retention by Team Greenwich of the Better Club Games trophy for the fourth consecutive year. The Better Club Games is a nationwide sports competition exclusively for customers aged 55+.

6. Libraries

6.1 GLL has been operating libraries on behalf of Royal Borough of Greenwich since April 2012. Another excellent year for the service and number of visits exceeding 2.5 million

6.2 Woolwich Library

The Woolwich Library is our busiest and it is now the 3rd most visited library in the country, behind Wembley Central Library with over 100,000 visits every month.

- 6.3 Apart from people reading, writing or using computers the library is becoming a Health and Well Being Hub. The following health related programmes are working well
- “Wellbeing Wednesdays” is going strong into its third year and is now used as a referral tool by Oxleas to support those people returning to normal life.
 - The “Self-Esteem & Happiness Group” has been involved in work with the Cultural Quarter, and Borough of Culture bid teams.
 - There is now an OMMI Interactive Table top, one of the first London Boroughs to have one. This equipment has over 160 apps and will allow us to provide tailored activities for adults living with dementia and explore activities for children & adult relatives with dementia.

6.4 Eltham Library

6.5 This year has been a very positive one for Eltham Library; the branch was shortlisted for The Bookseller Library of the Year along with eight other outstanding libraries from around the UK.

6.6 The Enchanted Story Garden continues to be a success with over 4000 visits each month from children and their parents/carers, school classes, children's centre and early years' providers.

6.7 There have been several events through the last 12 months (July 2018- June 2019) including book launches by Shaun Wallace from the Chase as well as story telling performances. In July 2019 Laura Sampson and sound artist Sam Enthoven performed a sound oratory surrounding the moon and its folklore.

6.8 Greenwich Centre Library

The Greenwich Centre celebrated its fourth anniversary in June 2019 and continues to be a popular venue for young students. The Greenwich Centre is leading the way with young parents with its 'Baby Rhyme Time with

- English baby rhyme time, as well as in Italian and Hungarian
- On the 30th September a record number attended the English session with of 134 parents and children.

6.9 Other Libraries

6.10 New Eltham Library, is still a very popular place and a newly created "Social Film Afternoon" attracting new people, the last film was attended by 33 new visitors. During the Summer Reading Challenge New Eltham ran over 40 different activities with over 119 young people taking part.

6.11 Blackheath Library is at the forefront of adult literacy across the borough, and this success has recognised with several national awards from organisations such as the Reading Agency for most artistic Book Displays. Blackheath Library Reading Group were chosen to read and review for Jo Wiley's Radio Club.

- 6.12 West Greenwich now has an authorised copy of part of The Magna Carta on our walls. The Greenwich Society chose the library to display it so that it is always available for the public to view. It relates to the West Greenwich Baron Sir Geoffrey de Say.
- 6.13 Charlton Library participated in the Global Fusion Fair that was held in Charlton Park. The library team contributed to the Open House Weekend in September by displaying local history materials and historical features of the library. The monthly Reading Group continues to inspire lively discussion and debate.
- 6.14 Abbey Wood Library welcomed the Summer Reading Challenge with vigour and the staffed work with the young people to seek to get as many through the 'six- book challenge' as possible. In 2018 29 children completed the challenge, but 2019 saw 62 children complete.
- 6.15 Coldharbour Library continues to be the centre point for community engagement in the local ward, and acts as a hub for many socially isolated individuals and families, who see it as a safe place.
- 6.16 The Slade Centre Library visits this recording period slightly down, but alternative activities are underway to attract new users. They have started free monthly sessions of EFT (Emotional Freedom Technique) also known as 'Tapping', to help relieve anxiety, depression and stress.
- 6.17 Thamesmere Library Team are working closely with the local Waterways Children`s Centre and offering support to families and sign posting through learning more about the programmes run by Waterways, sign posting residents and running joint activities.
- 6.18 Outreach service
The Outreach Library visits customers in their own homes, residential homes and delivers books to schools and nurseries. The Outreach Service had 76 school or nursery library cards July 2018, increasing it to 100 by July 2019. We have increased the overall Outreach Library issues for January to August this year from 76652 (2018) to 82920 in 2019.

6.19 Summer Reading Challenge

The Royal Borough of Greenwich had a very successful 2019 Summer Reading Challenge despite the damp weather. GLL had 1856 children complete the 'six-book challenge', compared to 1,787 in 2018, a 4% increase.

6.20 **Library Data Sheets**

6.21 Woolwich Library is now second in London in total visits (second to Wembley) and third in England/Scotland/Wales. Customer Service Survey scores are in the 90% and a recent BSI Audit confirmed that there were no nonconformities or observations for improvement.

- In 2018-2019 the 12 libraries saw a total of 2,560,789 visits. Woolwich Library visits alone totaled 1,219,493.
- Across the borough there were 973,359 issues and has seen twelve months of continuous growth
- The twelve branches average 168 regular weekly activities.
- People`s Network Computer use totaled 268,163 hours, the third highest in London.
- Issues for the period June 2018 to July 2019 have increased by 3.5% (33,827) compared to the same period June 2017 to July 2018.
- Visits for the period June 2018 to July 2019 have decreased by 4% (111,722 visits) compared to the same period June 2017 to July 2018.

7. **Libraries Additional Information regarding Q2 (July 1st – 30 September 2019)**

7.1 There are a number of highlights from the Leisure Centres and are as follows

- On the 30th July RBG and GLL held the 'Topping Out' Ceremony of the Plumstead Library Redevelopment Project.
- Blackheath Library had a Stepz Dance activity for children on the 27th July.
- On the 21st July Charlton Library staff attended Charlton community Fun day with Global Fusion Music and Arts. Library staff had a stall and

offering craft activities, stories times and promoting library use in general. This was the libraries third attendance in recent years and was very busy.

- Slade Library has continued to offer a broad range of activities as a community library, such as Emotional Freedom Technique.
- Woolwich Centre Library has developed its extensive programme with Kurukani Nepalese ESOL class, Japanese Mother's Group and Self Esteem and Happiness course.
- Woolwich Library held "What Woolwich Means To Me", an RBG funded community crafting for adults with Caroline Hands.
- Blackheath Library in August had a "Space Alien Face Painting" with renowned London artist, Ikuko.
- In September Woolwich Library held "Beyond the Book Young Adults Book Club", discussing "Everything Everything" by Nicola Yoon.
- In September Eltham library had a visit from some of the cast of "Maskerade", coming to the Bob Hope Theatre in October. Library staff and children loved meeting "Granny Weatherwax ", "Mr. Salzella "and many other characters.
- The Charlton & Woolwich Free Film Festival came to Woolwich Library on Saturday 14th of September with Akeelah the Bee.
- In September there was a meeting of Eltham libraries with Librarian Lisa Marrow from Eltham library in New Zealand, came to visit our very own Eltham, to talk about working together on some exciting joint projects in the future.

8. Adventure Playground Centres (APC's)

- 8.1 There are five Adventure playground centres managed by GLL, which are free, with open access, providing a fun, safe environment for children to play, under the supervision of qualified, experienced play leaders.
- 8.2 The date is contained in Appendix 5 per centre. The usage demonstrated a 9% fall in usage year on year. There are a number of factors contributing to this including a rise in serious anti- social behaviour in some areas of the borough. There is also a rise in popularity of online gaming keeping children at home and a closure of the outdoor facilities at Plumstead for a period due to major safety repairs to the play structures.

8.3 To widen the offer at the Adventure playgrounds we are now installing a number of PC's in each allowing young people to come and use the facilities for homework or further learning or playing computer games

8.4 Key Highlights for the period July 2018 to June 2019:

- The holiday hunger campaign was supported in all five of the Adventure Play Centres, helping to ensure that hundreds of children who would otherwise have gone to bed hungry had access to hot meals
- Over 65,000 attendances by local children across the five centres

9. Thomas Tallis Community Facility

9.1 Thomas Tallis School was part of the Building Schools for the Future programme and one of five schools to be re-built or substantially refurbished in the Royal Borough of Greenwich

9.2 The gymnastics programme continues to be an excellent offer and is at capacity with over 1,000 students attending each week.

9.3 A team from the centre celebrated becoming Junior British Champions in 2019.

10. **Greenwich One Card**

10.1 Royal Greenwich launched the One Card in November 2015.

10.2 There are currently 47,003 One Card holders in the borough, of which 9,809 are Higher Saver Cardholders. Whilst this is a fall of 8% and 5% respectively year-on-year, it is in line with the overall reduction in members

10.3 On average, there are approximately 167,000 visits to the leisure centres per month, of which one in five are Higher Saver members.

10.4 The leisure activity of choice by Higher Savers members is still swimming, which continues makes up around 60% of total Higher Saver card usage

within the leisure centres. Gym use has the lowest uptake by this membership type at just 2% this is a consequence of the private sector as low cost, budget gyms that have continued to spread across Royal Greenwich over the past 12 months.

10.5 Ongoing promotion of the One Card has continued throughout the last 12 months, with the highlighting of the card benefits at community and mass participation events such as Greenwich Get Together and occasions such as the Summer Reading Challenge within the library service.

11. Sport Development Service

11.1 During 2018 RBG undertook a full review of The Sport Development service operated by GLL, this was done alongside the development of a new Physical Activity and Sports Strategy and associated Action Plan.

11.2 GLL are a key partner in all the elements of provision and in addition The Strategy Action Plan highlights some key objectives for GLL Sports Development service,

- creating new community activities in consultation with local groups
- addressing inactivity by making these opportunities as accessible as possible and having more involvement in events
- There is also a real focus on workforce development and delivering training for local people through Sports Ambassador Programme upskilling and training residents so that they're more employable in the future.

11.3 Reach and attendance statistics are in Appendix 6. It will be noted that the most recent stats are significantly lower than the previous year. The difference is due to the change in strategy. In 2017-2018 sport development functioned under the Focus Sport Framework; sports were developed primarily to encourage participation in the London Youth Games. 2019 saw the introduction of the new approach; targeted adult invention focused on increasing inactivity in the most deprived wards in the borough.

11.4 Key Highlights for the period July 2018 to June 2019 are below. See also Appendix 6.

- The team focused on establishing new community activity sessions. Abbey Wood, Thamesmead Moorings, Plumstead, Glyndon, Woolwich Common, Charlton, Kidbrooke with Hornfair, Middle Park and Sutcliffe, with almost 400 individuals taking part, with approximately 2,500 visits
- The team also delivered London Youth Games for the Royal Borough, which finished two places higher than the previous year. In total, 677 young people participated in 32 sports across the Games, with attendance from every secondary school in the borough.
- Sportathon continued to be a core focus of the team this year. Held at Sutcliffe Park Sports Centre for a week in June, over 2,000 primary school children from almost every school in the borough took part. This is now going to be reviewed in light of changes in direction of travel of the service and the new Physical Activity and Sport Strategy.

12 Sport Development Service Additional Information regarding Q2 (July 1st – 30 September 2019)

12.1 There are a number of highlights from the Sport Development Service in this period and are as follows

- summer programme was mainly based in leisure centres but included 6 weekly estate-based summer interventions in Barnfield Estate, Clockhouse, Meridian Estate, Plumstead Common Gardens, Woolwich Common Estate
- There were 1177 visits to the summer sessions
- Residents that attended 4 out of 6 sessions received complimentary Sport equipment, including basketballs footballs, frisbees
- Local people employed as coaches and assistants form each locality

13 Additional information

13.1 GLL attended and supported 19 external events engaging over 2,000 people from July 2018- June 2019. Leisure centres held 12 open days for the public,

awareness days included International Women’s Day, Great British Tennis Weekend, I am Team GB sports day and National Fitness Day

- 13.2 GLL attended 6 recruitment events in 2019 to promote jobs, apprenticeships and training opportunities. This helped to engage with over 1700 residents at schools, college and job centres events. 2019 also saw 40 students undertaking work experience at Leisure, Library and children’s services.
- 13.3 The GLL Community Foundation is in its 3rd year and continues to support local community backed initiatives, 2 local projects were supported with funding from GLL; Greenwich Royals Gymnastics Club received £1000 cash funding towards their £5,482 total. All4One swimming received £1200 of in-kind support and £200 cash for equipment to start a disability swim school.
- 13.4 GLL Sport Foundation/Greenwich Starting Blocks programme continues to support local athletes in Greenwich, 2019 saw 107 awards to athletes from a range of different sports totalling £77,000.

14. **Cross Cutting Issues and Implications**

Issue	Implications	Sign-off
Legal , including Human Rights Act	There are no legal implications	Bronwyn Morgan-Giles Senior Solicitor 14 01 2020
Finance and other resources, including procurement implications	There are no financial implications arising from this report.	Joanne Stark Accountancy Business Change Manager 14/1/20
Health and Wellbeing	The facilities are available for all residents of the London Borough of Greenwich. The facilities provided for people of all ages, to increase participation in sport	Tim Hetherington Head of Sport, Leisure,

	<p>and physical activity and improve mental well-being. The service provided by RBG, through the Leisure and Libraries contract follows the Health and Well Being Strategic priorities</p> <ul style="list-style-type: none"> • Good Physical health – making the borough a place that provides an environment, services and support to enable people of all ages to eat good, healthy food and to be physically active as part of their daily lives. • Good Mental Health – ensuring a strong focus on environment and services that support the development and maintenance of good mental health throughout the life course, from conception to old age. • A healthy workforce - using the workplace across all our organisations in the borough to promote and support good health and wellbeing of employees. Developing all our employees as agents of good health and wellbeing amongst the wider Greenwich population. • Overseeing and monitoring the effectiveness of programmes to improve all JSNA priorities and the changes to the health and care system in the borough. <p>The new Physical Activity and Sport Strategy and Action Plan 2019-2023 through its key four aims and eight objectives</p> <p>I. Enable Greenwich to get active and stay active</p>	<p>Libraries, Playgrounds 20/12/2019</p>
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	<p>2. Improve Health and Wellbeing in Greenwich</p> <p>3. Develop Greenwich people and grow the local economy</p> <p>4. Strengthen Greenwich’s communities and facilities infrastructure</p> <p><u>Eight Objectives – In Action Plan</u></p> <ul style="list-style-type: none"> • Increasing communication and raising awareness about physical activity and sport offer available in Greenwich • Increasing participation rates amongst Greenwich’s young people and adults • Using behaviour change interventions to tackle inactivity amongst underrepresented groups in Greenwich • Using physical activity and sport to boost Greenwich economy, inspire social mobility and support people to be the best they can be • Widening access to community assets and embed physical activity and sport into planning policies and regeneration schemes • Using local insight to ensure the relevance of the physical activity and sport offer and engage more people in community life. 	
Equalities	The information in this report has a remote or low relevance to the substance of the Equality Act. There is no apparent equality impact on end users.	Tim Hetherington Head of Sport, Leisure, Libraries, Playgrounds 20/12/2019

15 Background Papers

None.

16. Appendices

Appendix 1 Leisure Headline Figures

Appendix 2 Leisure Demographics

Appendix 3 Leisure breakdown per ward

Appendix 4 Libraries Data

Appendix 5 Adventure Play Data

Appendix 6 Sport Development Service

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