

  
*Inspiring  
healthy  
lifestyles*



**Inspiring Healthy Lifestyles**  
*Selby Annual Review 2019/2020*

# Introduction

- This review covers the period April 2019 to March 2020 inclusive. Inspiring healthy lifestyles (IHL) works in partnership with Selby District Council (SDC) to deliver leisure facilities across the Selby district. Services include leisure centre management at Selby Leisure Centre and Tadcaster Leisure Centre, Selby Park and the development of sport and health interventions and outreach work through the Wellbeing team. 2019/20 marks the fifth full year of the extended 15-year contract.
- The end of year saw the profound impact of the emergence of Covid-19 with activity delivery suspended with effect from the week of 16<sup>th</sup> March and included the closure of all leisure sites on 20<sup>th</sup> March.
- As at end of March 2020 within Selby Leisure Centre (including Selby Park) there are 38 employees (18 full-time, 20 part-time). There are 7 employees at Tadcaster Leisure Centre, (4 full-time, 3 part-time). Overall this represents a slight increase from 2018/19. With the onset of the Covid-19 pandemic and lockdown measures in late March, 11 members of staff remained classed as 'working' with the remainder furloughed.



# Executive Summary

- **This paper considers the performance and key highlights from 2019/20. The impact of the Covid-19 virus towards the end of the reporting period had a significant impact on final performance as leisure centre visits for the combined sites and for Selby Leisure Centre alone were on course to achieve target prior to March. Because of the forced closure, final performance represented a decrease on the previous year, whilst visits to Tadcaster Leisure Centre, after years of exceeding target and consistently increasing, also fell below target and represented a decrease on 2018/19 performance. In response to the unprecedented challenge presented by the Covid-19 pandemic and lockdown measures the year ended with a range of innovative offers being developed including online fitness sessions to ensure our service users remained active and engaged.**
- At the start of the reporting year the suite of indicators relating to Lifestyle membership and to leisure centre usage by demographic grouping were reviewed to reduce duplication, and the revised reporting scorecard is presented below. Leisure centre usage by the different demographic groups generally performed ahead of target.
- Customer satisfaction ratings at the leisure facilities showed a slight decline from the previous year, albeit generally in line with targets. In response to the feedback a number of positive measures have been put in place including the appointment of a cleaning champion to oversee and manage the site cleanliness and a regular and rigorous set of cleaning monitoring standards which are clearly communicated to all staff. Quest health checks were carried out during the year with both sites achieving a pass.
- The Wellbeing team continue to exceed targets for achieving and sustaining weight loss within the adult weight management service funded by North Yorkshire County Council (NYCC) Public Health.
- The table below illustrates how our performance measures align to both the IHL strategic objectives and the SDC

SDC Corporate Plan	Inspiring healthy lifestyles' Strategic Objectives	Measures
Making Selby District a Great Place to Do Business	<p>We promise to make a difference to education and skills.</p> <p>We promise to make a difference to the environment.</p>	<p>Provision of apprenticeship opportunities</p> <p>Number of visitors to leisure centres / sites from outside the district</p> <p>Attracting external funding into the Selby District</p> <p>Working with business partners such as Selby Co-operative, Leeds United Foundation and Tadcaster CIC (The Barn)</p> <p>Offering corporate leisure memberships</p> <p>Attendance at job fairs, school interview and career awareness days</p>
Making Selby District a Great Place to Enjoy Life	We promise to make a difference to health.	<p>Number of participants (leisure centres and outreach)</p> <p>Increased participation rates including from key demographic groups</p> <p>Number of leisure centre members</p> <p>Number of participants on targeted health programmes</p> <p>Support provided in delivery of key events across the District</p>
Making Selby District a Great Place to Make a Difference	<p>We promise to make a difference to education and skills.</p> <p>We promise to make a difference to the environment.</p>	<p>Customer satisfaction surveys</p> <p>Partnership working and engagement with local community network groups to consult, share resources and secure external funding for new community projects i.e. Selby Health</p> <p>Matters partnership</p> <p>Quest assessments at leisure centre sites</p> <p>Extension of learnings from ISO14001 accreditation</p> <p>Support of events using the Amphitheatre and Marketplace sites</p>

# Facility Summaries

## Leisure Centres - Selby

- Selby Leisure Centre brings a wide range of leisure and recreation opportunities. In addition to regular exercise and activity classes, offers include virtual fitness sessions, seven personal trainers, and an extensive range of Les Mills classes. The site also makes use of the latest leisure technology including Technogym and Swimtag which supports participants to track their activity levels, monitor their progress and illustrate the benefits of being active. Third party apps have also been developed to link into members wellness programmes.
- As part of the site's continuously refreshed offer the team have developed and delivered a range of new activities including Fat Burner, Kettlecise and Barre Fitness classes.
- The site delivers the Learn to Swim programme supported by the On Course online management system. 2019/20 saw numbers of individual participants on the programme remain in line with the previous year, at 1,781.
- The site has invested in developing staff to support the Learn to Swim programme. Three lifeguards were upskilled to become swimming teachers and one swim teacher was put through their NPLQ to support the growth of the swimming lesson programme. All teachers attended in-house training to improve stroke development and technique alongside various professional development opportunities throughout the year. Leisure centre members took part in a number of themed gym and fitness challenges throughout the year including over 50 participants signing up to the Total Warrior Challenge with a series of fitness programmes in preparation for competing in the Total Warrior Great Northern Mud Run. We also created and participated in other events such as Moves and Tour de France. This approach continues to prove successful in engaging and motivating sustained participation. Three Les Mills launch events were held during the year showcasing the new Les Mills products and classes on offer.



- Two apprentices started their learning programmes at Selby Leisure Centre in autumn 2019. The apprentices will complete their NVQ in Activity Leadership and Level 2 Fitness Instructor alongside other qualifications such as National Pool Lifeguard Qualification, Climbing and First Aid and Mental Health Awareness. One apprentice from 2018/19 was appointed to the Senior Leisure Assistant position at Tadcaster Leisure Centre showing the real benefits of investing in the apprenticeship scheme both to the individual and to IHL.
- Our Wellbeing team deliver a range of specialist health programmes from the site including low impact exercise classes, an Active Outdoors programme (running, walking and cycling), Back to Sport sessions, youth engagement projects and a comprehensive School Coaching offer.
- Alongside the indoor leisure offer at Selby, the site's all-weather pitch is used for bootcamp fitness sessions, walking football, five-a-side football, introductory Triathlon sessions and children's activity camps. The site is also used as the home base for Selby Hockey Club and junior football teams.
- Selby Leisure Centre is a registered Changing Places facility, one of only two in the town, which is suitable and accessible to people with profound and multiple learning and physical disabilities. The site is also accredited as a Breast Feeding Friendly centre.
- Selby Leisure Centre is used as a home venue by local community sports clubs including Selby Tiger Sharks (swimming), Selby Aquanauts, Selby Sub Aqua Club and Selby Hockey Club. Selby Sub Aqua Club deliver training and taster sessions from the centre, providing the most active training site for the sport in the country.

Our Wellbeing and Leisure Centre staff work collaboratively to host events and

provide opportunities to engage with new audiences, sports clubs and members, taking an asset-based approach to community development.

- We reviewed our schools swimming programme in September 2019 and changed from thirty to fifty minute swimming lessons in order to give pupils
- increased learning time with our qualified teachers. This is in order to support improved swimming attainment standards. The site also hosted two inter-school swimming galas, PE lessons and various school sport festivals. Selby Leisure Centre also hosts visits by school groups based upon five thematic areas: sport and fitness, health, mathematics, science and career opportunities. In addition, the site complements the Healthy Active Schools programme by hosting bespoke activity days aimed at primary school pupils.

Leisure Centre and Wellbeing teams collaborated to deliver events such as Parkinson's Awareness, Friday Night Film and a Swimming and Multi-Skills Gala. The major event in 2019/20 was the finish of the first stage of the Tour de Yorkshire, hosted in Selby town centre, which all IHL teams were involved in. Both Wellbeing and the Leisure Centre staff have an annual outreach and event plan and utilise staff where possible to support wider audience engagement. A local, regional and national marketing campaigns calendar is now in place to support cross-promotion across the business.

# Leisure Centres - Tadcaster

- Leisure centre usage at Tadcaster fell slightly below target during the year and represented a drop from 2018/19, albeit coming on the back of several years of continuous growth. New classes have been introduced including a half hour HIIT workout on the gym floor. Other activities delivered from the site include gymnastics, badminton, indoor walking football, table tennis, basketball and pickleball.
- The site continues to promote swimming by including access to Tadcaster Community Swimming Pool as an element of its membership package, and over 4,000 swims were recorded by members during 2019/20.
- The centre hosted Friday Night Football sessions delivered with external sports activity providers The Gist. The centre is also running gymnastics and junior badminton clubs and hosts two adult badminton clubs.
- The site hosts regular NHS Blood Donation sessions throughout the year.
- Selby and Tadcaster Leisure Centres host weekly sessions for Selby High School and Tadcaster Grammar School respectively and run junior gym sessions every day of the week, which has resulted in an increase in sales of junior memberships. Both sites also offer Year 12 student placements to schools in the North Yorkshire and East Riding catchment areas.



## Selby Park

- Selby Community Cycle Hub launched as part of Wellbeing's Selby Active Outdoors Programme (running, walking and cycling) and took place on the day following the Tour de Yorkshire stage finish in Selby. The event was supported by partners who offered activities including smoothie bikes, balance bikes, free standing bike races and obstacle courses. We also offered family-friendly and women-only guided rides as part of the event.
- The bat boxes in the park have been showcased during the new bat walk events. The events were offered free of charge and were well attended.
- Participants have given feedback to suggest more bat walks taking place in the area therefore IHL are looking at ways to implement themed walks more frequently through the Selby Active Outdoors programme.
- Picnic Brass Band events were delivered between May and August 2019 and were more popular during the events that were lucky enough to have dry, warm weather.

## Football Pitches – Portholme Road / Denison Road

- Throughout the year four local teams playing in the York and District football league used the pitches as home venues.
- The Portholme Road site was used by Selby Town Council for the Annual Family Fun Day which was further supported by IHL with the delivery of Selby Vintage Car and Motorbike Rally.

## Marketplace and Amphitheatre

- The Marketplace has been used for several events including the Tour de Yorkshire and the annual Three Swans Sportive.







# Wellbeing Services

The Wellbeing team comprises of six team members including:

- Wellbeing Manager
- Wellbeing Coordinator
- Education Coordinator
- 2 Specialist Instructors (Activity Referral Scheme / Back to Sport)
- One employee filling 2 part-time posts, a Wellbeing Specialist Instructor (Youth Engagement) and a Wellbeing Coach role.

50% of posts are core funded, one is funded via income generated through the Activity Referral Scheme, another via NYCC Public Health and a temporary role was funded collaboratively by the North Yorkshire Police and Crime Commissioner, North Yorkshire Sport, Schools Coaching

Service and Active Camp programme. All staff access inhouse and external training, examples include: Mental Health Champion; Dementia and Autism Friends; Inclusive Activity; Safeguarding; Making Every Contact Count; UK England Athletics Leader in Running Fitness; British Cycling Level 1 Ride Leader; Fire Safety; First Aid; Risk Assessment; Suicide Prevention and Gendered Intelligence. Two staff members are continuing to work towards their Level 3 Certificate in Assessing Vocational Achievements and the Wellbeing Manager is undertaking the L5 NVQ Diploma in Management and Leadership and has completed the ILM Level 5 Management and Leadership course.

# Key Commissioned Services for Selby District

## Move it and Lose it

Move It and Lose It, a tier 2 adult weight management service, continues to be delivered successfully in the third year of a five year contract with a possibility of further extension. NYCC's Public Health department fund the service to enable eligible clients to access up to 24 weeks free of charge. The service is available for adults aged 18+ with a BMI over 25 who are living, working or registered with a GP in the Selby District. Over the past year, the team have significantly developed the maintenance phase of the service targeted at clients who have successfully completed the first 12 weeks and achieved target weight loss. The maintenance phase offers a condensed physical activity programme for a further 12 weeks free of charge, nutritional support is then provided by our trained specialist staff. The annual target for the number of clients achieving and sustaining weight loss at 6 months is 34, the 2019/20 year end position was more than double this at 92.



### Participant A said:

**“My fitness level has improved greatly to the point where I’m looking at doing the next level of classes. My confidence has grown greatly, I now interact with all members of the class and help new members. My weight loss has also given me a great confidence boost (I’m nearly 5 stone lighter). I have lots more energy now and enjoy being active. I now help at my local Slimming World class and often sing the praises of Selby Leisure Centre and the Wellbeing team. If I can do this anyone can.”**



## Strong and Steady

Strong and Steady is a 12 week strength and balance programme available to people aged 65 and older who are at risk of suffering trips and falls. Weekly classes are delivered at Selby, Sherburn and Tadcaster venues by falls prevention trained instructors. The service is commissioned by North Yorkshire Sport until September 2020. Participants are triaged by Selby Age UK and supported with wider needs. The session also includes opportunities for participants to socially interact over refreshments, reducing feelings of social isolation.

**A local Community Safety Officer visited each class and said: “The group at Tadcaster was an especially good group to see – four participants were very keen on (and in need of) a visit from North Yorkshire Fire and Rescue Service and two of those people were referred to NYCC for free deaf alarm systems. A 90 something year old lady had no smoke detectors and I also referred her for a Warm and Well visit and left her with information on Living Well & NYCC Occupational Therapy services - definitely worth me popping in!”**

An additional chair based exercise session in Sherburn has been funded for the year as part of a universal offer. The group includes users of the Sherburn Visiting Scheme and children from the local nursery to promote intergenerational activity.

## Schools Coaching Service

The education staff within the Wellbeing team have delivered 288 after school clubs (4,320 attendances), 303 curriculum sessions (9,090 participants) and 11 weeks of school holiday Active Camp programmes using a range of indoor and outdoor facilities.

The team were involved in the planning and delivery of the Primary School / School Sport Partnership swimming gala and multi skills festival where 80 children attended.

The Wellbeing team have also provided a key link in supporting and signposting schools to access the leisure facilities through taster days, school festivals and end of term treat events as well as supporting PE lessons within the centres. Within the past year there have been 408 school swimming lessons (16,320 attendances). The education team provide high quality PE lessons and after school clubs across the district to help tackle childhood obesity and promote social engagement.



# Reducing Anti-Social Behaviour and Creating Well Rounded Young People in Selby

An application to the North Yorkshire Police, Fire and Crime Commissioner to fund this new, innovative project was successful. The project ran throughout 2019/20, with aspects of the project scheduled to remain part of the Wellbeing delivery plan for the forthcoming year. The project aims to prevent anti-social behaviour through early intervention via two methods: first to deliver a series of workshops within target groups in primary school years 5 and 6 across the district on topics including rail safety, first aid, resilience, values, self-efficacy and play the right way. Staff were able to engage with wider partners such as the Police to deliver aspects of the interactive workshops and feedback was well received.

## **Teacher A said:**

**“I feel the points covered were purposeful, engaging and thought provoking. Year 6 were actively engaged in the lessons and looked forward to the workshop each week.”**

The second aspect to the project involved provision of diversionary community activities in areas with a high rate of anti-social behaviour. Originally it was intended to provide activities in Selby and Sherburn, however following the trend of incidents both community sessions were delivered

in Selby Town. North Yorkshire Sport provided funding through their Satellite Club programme to support a weekly two hour activity session. The sessions have been extremely successful in engaging with vulnerable young people (targeted at aged 8-12 and 13-19), including some known perpetrators of anti-social behaviour incidents. Feedback has demonstrated a significant impact reduction of incidents during Tuesday evenings when the Satellite Club takes place.

**A local PCSO involved in the project said: “I have worked with IHL closely over the past 6 months as part of this project. Working with a partner agency is crucial in the Police and IHL makes this totally enjoyable. We have worked together at meetings, events at Selby Leisure Centre and even done school visits, where it is clear IHL have set up some great relationships with people in the community. Another aspect of our working relationship has been information sharing, IHL has been key in identifying ASB offenders in the area and pointing out those that might need some extra attention. Relevant IHL staff are professional, personable and clearly very dedicated to the role.”**

# Core Wellbeing Programmes

## Activity Referral Scheme

Over the course of 2019/20 the referral scheme was further enhanced with the addition of swimming activities. The Wellbeing team partnered with the local Parkinson's UK Society to implement this activity at the request of service users. Cardiac rehabilitation remains a key aspect of the programme, with provision of classes at Selby, Sherburn and Tadcaster venues. There are plans to expand training in this discipline to further develop programmes in the District. Alongside the traditional referral source (through GPs and health professionals), a self-referral form is now available for low risk clients to streamline the process and avoid unnecessary GP appointments where this route is appropriate. So far this has been positively received by clients and partners and has enabled a more efficient referral process. Other specialist classes are available to referral scheme participants including low impact circuits and supervised gym sessions. In 2019/20, 163 clients reported an increase in physical activity levels following 12 weeks engagement in the programme.



# Selby Active Outdoors Programme

The programme includes running, walking and cycling activities provided across the District. Selby Active Outdoors is built on a volunteer led model, providing training and qualifications to volunteers who wish to lead activities in their local community. The programme launched in line with Selby Community Cycle Hub in May 2019 and has so far delivered: bicycle maintenance workshops; guided rides; opportunities to visit the Brownlee Centre cycle circuit free of charge (for Disability Hub and Let's Ride pop-up events) and an inclusive cycling event hosted at The Barn in Tadcaster. This event was held prior to the UCI Road World Championship and Paracycle International events in September. Plans are in place to deliver community cycle coaching courses and provide training to implement community bikeability sessions.

In 2019, the first round of Couch to 5K courses started in Riccall and the group have remained together on completion of the 9 week programme to create a social run group, promoting community cohesion. Additional Couch to 5K courses are to take place across the District.

Wellbeing staff continue to deliver the weekly health walk with the support of the Walking for Health volunteers. Two bat walk events were also delivered as part of the Active Outdoors programme which were extremely popular.

## Back to Sport

The programme supports two walking football sessions at Selby and Tadcaster Leisure Centres. One is volunteer led and the other is targeted at people aged 50 and over, supported by IHL staff. Both sessions run weekly and are available to members and non-members at a small cost per person.

# Additional Projects

## Active Inclusive

Active Inclusive offers individuals with disabilities and their families a range of fun and friendly sessions. Active Inclusive programmes range from specific activities to inclusive family sessions and support for those wanting to become more active. Our Active Inclusive sessions take place in accessible locations, providing participants with a place to learn exciting new skills and in some cases enjoy competitive sports. Examples include cycling (using adapted bikes), indoor climbing, bowling and adventure play, plus access to the monthly specialist swim session. We are hoping to further develop our Active Inclusive offer.

## Workplace Health

The Wellbeing Team continue to support local businesses looking to achieve the Workplace Wellbeing Charter bronze, silver or gold award (designed by NYCC Public Health), with one local business currently working towards achieving the award and others being encouraged to engage. Other work includes delivery of taster sessions, participation in workplace events and hosting the annual Corporate Rounders Tournament at Selby Leisure Centre.

## Mental Health

Almost all IHL staff have now undertaken either the one day or two day Mental Health First Aid training or the half day Mental Health Awareness session. The aspiration is to ensure all staff are adequately trained and for any new employees to receive the training as appropriate. We are looking to introduce Mental Health Champions into the workplace to further support staff needs.

## Healthy Workforce

Internally, IHL have implemented a Healthy Workforce group to improve opportunities for all employees to feel healthy at work. The group incorporates staff feedback and ideas to provide activities supporting mental and physical health whilst at work, examples include lunchtime walks, stress free colouring books and a free back care class. The Mental Health Champions proposal has been progressed via the Healthy Workforce group to ensure staff have someone to talk to in a confidential setting. The group have implemented innovative challenges and competitions such as a monthly themed photography competition with the winning pictures forming a 2021 IHL calendar.

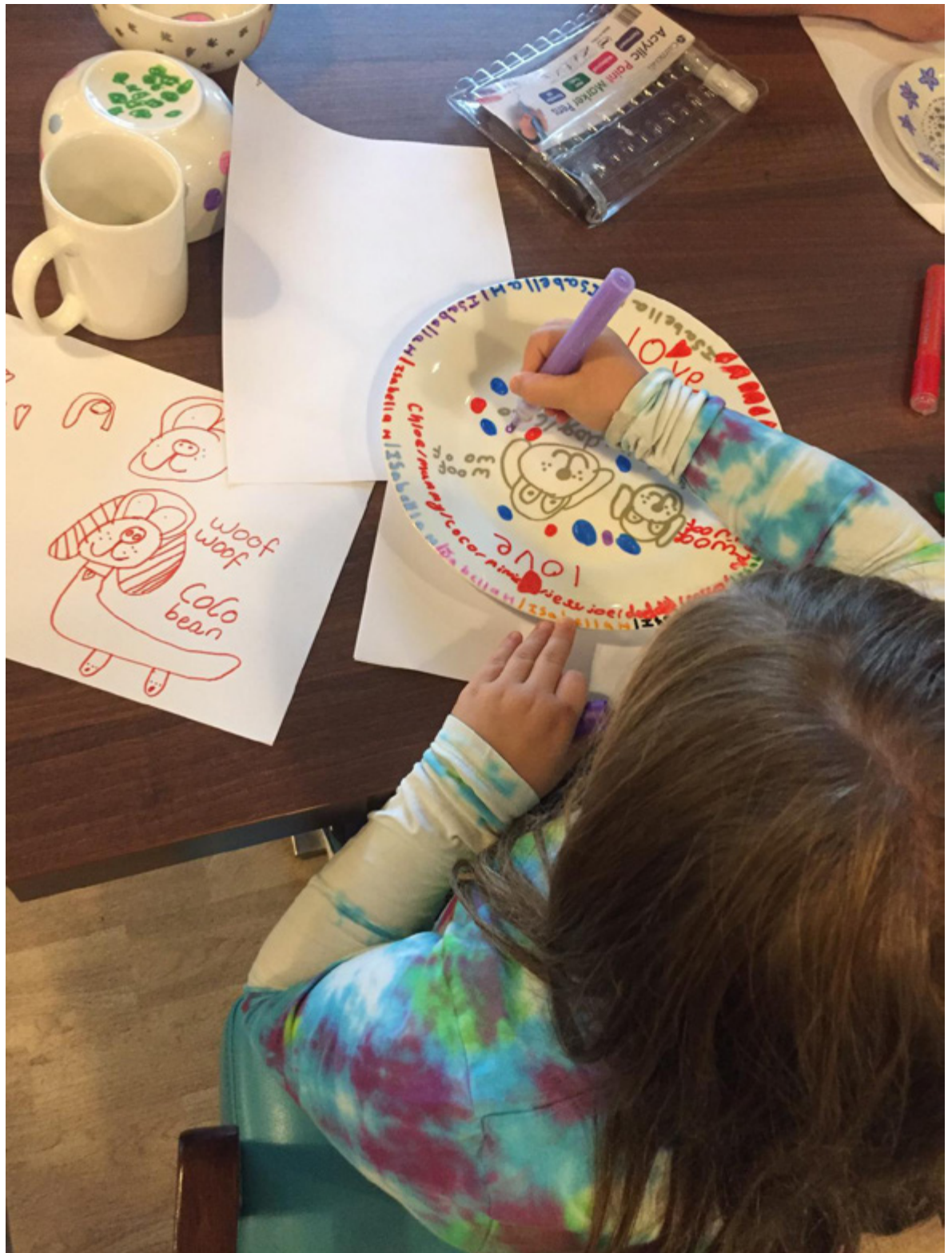


# Key Focuses

## Holiday Hunger

A targeted Holiday Hunger camp took place throughout the summer of 2019 for 15 children identified as being at high risk of deprivation during school holidays when provision of free school meals is unavailable. Participants were identified by School Liaison Officers and involved staff working at the Selby Pupil Referral Unit. Activities were delivered alongside our Active Camps programme to offer a range of fun activities each day. Additionally, participants were given a healthy breakfast, lunch and snack provided free of charge or at extremely low cost to families, depending on personal circumstances. A successful application was made to the Selby Co-op store to access their daily food donations and staff were overwhelmed with the supplies which supported meals and enabled participants to take extra food home to their families. We were able to support a family who couldn't afford an additional nine meals per day to feed their three children over the half term holidays. The family expressed their gratitude to IHL for the support they received.





## StreetGames Fit and Fed

This Friday night programme was delivered throughout school holidays in 2019 to provide fun, free and educational activities to children aged 8-12 living in Selby Town wards. The sessions comprised of coached physical activity and nutritional workshops including free refreshments. One activity involved the children decorating their own ceramic plate and cup to encourage excitement around family mealtimes at home.

# Cross-Service Working and Events

## Sportive

Selby's seventh annual Three Swans Sportive was yet again a success with over 1,000 riders taking part. The event is organised by Yorkshire Cancer Research in partnership with Selby Cycling Club and many IHL teams are involved in supporting the event each year.



## Tour de Yorkshire / UCI Championships

The Tour de Yorkshire Stage 1 finish in Selby and the start of some of the Para Cycle International races in Tadcaster (part of the UCI World Road Championships) were very successful in engaging communities in dressing up towns and villages and supporting community spirit. The Wellbeing Manager was a member of the committee board of both races as well as the Yorkshire 2019 Cycle Legacy Steering Group led by British Cycling, Sport England and UK Sport. A cycling legacy framework has been established to encourage local authorities to continue to promote cycling and active travel following these major events. IHL plan to use the Selby Active Outdoors programme in conjunction with Selby Community Cycle Hub to increase opportunities for people to learn to ride and develop cycling knowledge and skills.



## Coats for Christmas

The Coats for Christmas initiative took place over two weeks in December 2019 and aimed to keep communities warm and well during winter months. We asked for donations of any unwanted coats and displayed them at the leisure facilities for members of the public to collect free of charge. We received over 200 coats and were able to donate large amounts to Selby Sleep Safe, Social Care Charities and the homeless.



## Selby Health Matters

The Wellbeing Manager continues to attend the Selby Health Matters steering group quarterly meetings to measure progress against the agreed three year action plan (2018-21). The first annual newsletter has been produced to highlight key outcomes and developments to date. The partnership has significantly increased representation from private, public and voluntary services across the District, raising awareness of the collaboration and the intended outcomes. From the six determinants of health outlined within the plan, IHL have specifically supported aspects within: leisure and green space, economic development, planning, environmental health and engaging with communities.

# Community Outreach Events

**Over the course of the year the team have supported the following events :-**

- Tour de Yorkshire Stage 1 Finish in Selby
- Selby Community Cycle Hub Launch
- UCI World Road Championships/Para Cycle International Events
- Selby Annual Fun Day/Vintage Car Rally
- Workplace Health Annual Rounders Tournament
- Horton Housing Wellbeing Event
- Friday Night Film
- Selby Swans/Youth Voice Consultation
- Wildcats Guest Appearance
- National Diabetes Prevention Programme
- Walk and Talk (in aid of Time to Talk Day/Every Mind Matters Public Health campaign)
- Public Health England Conference/Networking
- Leeds World Series Triathlon
- Pulmonary Group Talk at Selby Hospital
- Community First Yorkshire Conference/Networking
- Selby Age Friendly Event
- North Yorkshire Sport Partnership Day
- NYCC Safeguarding Conference/Networking
- Sport England Inclusive Conference
- Friendship Fridays Party in the Park
- Pamper Party (ages 12-19)
- Inclusive Cycling Pop Up Event
- Strong and Steady Taster Sessions (various locations)
- Action Towards Inclusion Networking Event
- IHL Parks Team - Brass Band "Picnic in the Park" Concerts (May-August 2019)

**In addition the team have been represented on the following groups :-**

- Selby Health Matters Steering Group
- Selby Big Local Partnership Board
- Tour de Yorkshire and UCI Championships
- Committee/Working Group
- Trans Pennine Trail Eastern Group Meeting
- North Yorkshire Sport County Sports Partnership
- North Yorkshire Healthy Weight Healthy Lives Steering Group
- NY Healthy Weight Healthy Lives Selby Sub-Group
- Community First Yorkshire Volunteers Network
- Selby Three Swans Sportive Working Group
- Vale of York CCG and local GPs Tier 3 events
- Parkinson's UK Society - Selby
- North Yorkshire Weigh Management Provider Networks
- Yorkshire 2019 Cycle Legacy Steering Group
- IHL Healthy Workforce

# Asset Management

The comprehensive planned maintenance programme included the work outlined below :-

## Selby Leisure Centre

- Decoration to the gym to support the wider project
- Heating pump replacement
- Boiler repairs
- Water heater repairs
- Decoration to the main staircase, first floor landing and corridors
- New water softener installation
- Recertified TM44 air conditioning
- Repairs to the combined heat and power unit
- Water heater repairs

## Tadcaster Leisure Centre

- Male changing rooms damp repairs/ decoration
- Air conditioning unit repairs
- Twin heating pumps replacement
- Replacement expansion vessels
- Decoration of the upstairs gym
- Decoration of the changing rooms and corridors
- Outside cladding cleaning and repairs
- Repointing sports hall storeroom

## Selby Park

- Full clean and decoration of the outside woodwork, fascias, windows and railings
- Repaired damaged toilet window
- An inspection identified asbestos material in the storage shed that was safely removed and made safe.



# Health and Safety

## Health and Safety Audits

Neither site was scheduled to be audited in 2019-20; the status for Tadcaster Leisure Centre from the previous audit in February 2018 was 7 Amber Category remedial actions, 6 completed and 24 Green Category remedial actions, 23 completed. All actions from this audit were completed and signed off in August 2019. All outstanding actions from the Selby audit were completed in 2018-19.

**Both leisure sites are due to be audited in 2020-21.**

## Accidents and Incidents

2019-20 saw a decrease in Employee Accidents from the previous year with a total 2 at Selby LC. There were no RIDDOR reportable cases across the Selby contract. There were a total of 14 public accidents across the leisure facilities (12 at Selby LC, 2 at Tadcaster LC), down from 21 the previous year. One reason for the decrease compared with the previous year is the organisation's decision not to record general sporting injuries onto our main accident statistics.

There were a total of 21 general incidents.

## Health and Safety Training

The training programme for 2019/20 included:-

- 4 Managers / Supervisors have completed IOSH Managing Safely, ensuring that a health and safety competent person is always on duty to deal with any safety issues.
- 9 staff have completed IOSH Working Safely
- 15 staff have completed Manual Handling Training
- 4 staff have completed E learning online Ladder Safety Training
- 14 staff have completed facilities training to include – Legionella, Asbestos, Permit to Work and Reporting Maintenance training
- 20 staff have completed Fire Safety Awareness
- 14 staff have completed Risk Assessment Training
- 8 staff have completed Event Management Training.

The above supplements the on the job / induction training provided by the managers and doesn't include additional First Aid, Pool Plant and Food Hygiene training.

# Accident / Incident Reporting System

The new cloud based accident / incident reporting system was introduced in April 2019 and has just completed its first year. This system has proven effective in making the reporting of accidents / incidents more efficient. It has also helped with the administration side of the reporting process.

# Enforcing Authority Action

There was no Enforcing Authority Action taken during 2019-20 and there continues to be none since IHL took on the contract.



# Performance Summary

- The extended contract has a suite of performance measures designed to measure utilisation (footfall), accessibility (target groups), satisfaction and financial performance. The performance measures also provide the basis of reporting to Sport England and external funders to provide a single view of the truth for all reporting.

	%	%	%
Number of Pls	✓	▲	●
25	56% (14)	36% (9)	8% (2)

- For the new reporting year a number of duplicate indicators relating to demographic membership / participation were rationalised, resulting in a reduced suite of KPIs.
- In addition to the performance measures related to the leisure contract, this section also includes the indicators linked to the projects delivered by the Wellbeing team and funded externally (section 5). These indicators are not included in the totals in the table above.



# Headline Indicators

The indicators below have been identified as headline indicators based upon their importance to the business and their longer term impact upon SDC's and IHL's priorities for the district's health, wellbeing and lifestyles.

- **Overall visits to leisure centres: 387,852**  
**Target: 412,365**  
**Rating: Amber**  
This is a combined total for both centres. This indicator was on course to approach target and reflect an increase on 2018/19 performance prior to the Covid-19 crisis in quarter four. Whilst performance at Tadcaster showed a decrease from the corresponding year, after continual year on year increase for some time, Selby had performed strongly up to quarter three.
- **Percentage of active members participating in one or more sessions per week: Selby 51.15% and Tadcaster 49.51%**  
**Selby Target: 51%**  
**Selby Rating: Green**  
**Tadcaster Target: 51%**  
**Tadcaster Rating: Amber**  
6.12% of active members participated in three or more sessions per week. All three indicators showed an increase on the previous year. Although no direct correlation can be made given the different reporting methods and indicator definitions, the latest Active Lives survey data showed 63.6% of Selby District residents were active for 150 minutes per week or more, an increase compared to the previous year's survey.

- **Number of GP referrals: 260**  
**Target: 350**  
**Rating: Red**  
This represented an increase from the previous year but still fell below target.
- **Percentage of GP referrals completing 12 week course: 52.6%**  
**Target: 60%**  
**Rating: Red**  
Completion rates showed an increase from the previous year however fell below target.
- **Percentage of GP conversions to full membership: 34%**  
**Target: 30%**  
**Rating: Green**  
Whilst numbers accessing the referral programme has fallen below target, the percentage of participants converting to a full leisure centre membership upon completion of the intervention is ahead of target, reflecting a successful approach to sustaining healthy and active lifestyles.
- **Percentage overall user satisfaction: 77%**  
**Target: 81%**  
**Rating: Amber**  
The satisfaction survey indicator is across both sites. This represented a decline from the previous year. Specific comments and observations are fed back to sites and incorporated into service improvement plans. In response to the feedback a number of positive measures have been put in place including the appointment of a cleaning champion to oversee and manage the site cleanliness and a regular and rigorous set of cleaning monitoring standards which are clearly communicated to all staff.

PI	Ref Indicator	Reporting Frequency	2018/19	2019/20	Direction of Travel	Target	Variance/RAG
<b>1. UTILISATION (scale and nature of usage)</b>							
CILE1000	Visits to Leisure Centres	Quarterly/ Annual	397,352	387,852	↓ X	412,365	
CILE1001	Visits to Leisure centres per 1000 population (83,449)	Quarterly/ Annual	4761.61	4647.77	↓ X	4941.52	
CILE1002	Visits to Selby Leisure Centre	Quarterly/ Annual	325,703	321,265	↓ X	340,000	
CILE1003	Visits to Tadcaster Leisure Centre	Quarterly/ Annual	71,649	66,587	↓ X	72,365	
CILE1005	% of active members participating in 3 or more sessions per week	Quarterly/ Annual	6.01%	6.12%	↑ ✓	6.04%	
CILE1006	% of active members participating in 1 or more sessions per week (TADCASTER)	Quarterly/ Annual	48.78%	49.51%	↑ ✓	51%	
CILE1007	% of active members participating in 1 or more sessions per week (SELBY)	Quarterly/ Annual	47.92%	51.15%	↑ ✓	51.0%	
CILE1008	Number of Leisure Centre visits from beyond the District	Quarterly/ Annual	33,384	32,601	↓ X	-	
	Wellness – number of active members	Quarterly/ Annual	1,264	2,442	↑ ✓	-	
	Wellness - number of members under-active (499 or less moves per training day)	Quarterly/ Annual	573	1,268	↑ ✓	-	
	Wellness - number of members moderately active (500-749 moves per training day)	Quarterly/ Annual	314	512	↑ ✓	-	
	Wellness - number of members active (750-999 moves per training day)	Quarterly/ Annual	165	308	↑ ✓	-	
	Wellness - number of members very active (1000 or more moves per training day)	Quarterly/ Annual	212	354	↑ ✓	-	
	Number of members on looked after children scheme	Quarterly/ Annual	-	8	-	Data Only	

2. ACCESS (use of facilities / service by user group)							
CORP50	Number of GP Referrals	Quarterly/ Annual	247	260	↑✓	350	
CILE2002	Percentage of GP Referrals finishing 12 week course	Quarterly/ Annual	47%	52.6%	↑✓	60%	
CILE2003	% of GP referral conversions to full membership	Annual	83%	34%	↓✗	30%	
CILE2004a	Number of participants 0-13 Tadcaster	Quarterly/ Annual	15	11	↓✗	-	
CILE2005a	Number of participants 0-13 Selby	Quarterly/ Annual	1,692	1,607	↓✗	-	
CILE2008a	Number of participants 14-25 Tadcaster	Quarterly/ Annual	559	551	↓✗	-	
CILE2009a	Number of participants 14-25 Selby	Quarterly/ Annual	1,670	1,856	↑✓	1,800	
CILE2012a	Number of participants 26 and older Tadcaster	Quarterly/ Annual	1,908	1,945	↑✓	1,930	
CILE2013a	Number of participants 26 and older Selby	Quarterly/ Annual	5,444	5,493	↑✓	5,900	
CILE2028a	Gender ratio (male : female participation) Tadcaster	Quarterly/ Annual	40.8 : 59.2	46.4 : 53.6	↓✓	44 : 56	
CILE2028b	Gender ratio (male :female participation) Selby	Quarterly/ Annual	45.4 : 54.6	42.2 : 57.8	↓✗	44 : 56	
CILE2029a	Number of disabled participants Selby	Quarterly/ Annual	71	106	↑✓	-	
CILE2029b	Number of disabled participants Tadcaster	Quarterly/ Annual	24	24	-	-	
CILE2029c	Number of BAME participants Selby	Quarterly/ Annual	76	141	↑✓	-	
CILE2029d	Number of BAME participants Tadcaster	Quarterly/ Annual	28	30	↑✓	-	
CILE2029e	Number of participants from top 20% most deprived communities Selby	Quarterly/ Annual	381	396	↑✓	-	

CILE2029f	Number of participants from top 20% most deprived communities Tadcaster	Quarterly/ Annual	2	10	↑✓	-	
CILE2030	Visits to activities from disabled participants	Quarterly/ Annual	1,764	2,706	↑✓	1,900	
CILE2031	Number of swimming lesson participants	Quarterly/ Annual	1,782	1,781	↓✗	1,361	
CILE2031a	Number of improved swimming ability qualifications achieved	Quarterly/ Annual	2,580	1,679	↓✗	-	
CILE2032	Number of Gym Members	Quarterly/ Annual	4,168	4,591	↑✓	4,123	

### 3. SATISFACTION (service effectiveness)

CILE3001	Number of reportable accidents per 1000 visits Tadcaster	Quarterly/ Annual	0.03	0.003	↓✓	Data Only	
CILE3002	Number of reportable accidents per 1000 visits Selby	Quarterly/ Annual	0.07	0.04	↓✓	Data Only	
CILE3003	Number of complaints received per 1000 visits Tadcaster	Quarterly/ Annual	0.2	0.16	↓✓	0.5	
CILE3004	Number of complaints received per 1000 visits Selby	Quarterly/ Annual	0.12	0.12	-	0.5	
CILE3005	% of customer complaints responded to within timescale	Quarterly/ Annual	100%	100%	-	95%	
CILE3006	% Overall user satisfaction	Annual	80.2%	77%	↓✗	81%	
CILE3007	Quest Assessment Score – Tadcaster	Annual	Good	Pass	-	-	
CILE3008	Quest Assessment Score - Selby	Annual	Very Good	Pass	-	-	
CILE3009	APSE performance score - Value for money	Annual	78%	77%	↓✗	77%	
CILE3010	APSE performance score - facility presentation	Annual	81.6%	76.2%	↓✗	84%	
CILE3011	APSE performance score - staff & information	Annual	80%	77.8%	↓✗	77%	

4. FINANCIAL (efficiency & economy VFM)							
CILE4001	Net cost per visit (£) - Tadcaster	Quarterly/ Annual	-0.75	-1.03	↓ X	-	
CILE4002	Net cost per visit (£) - Selby	Quarterly/ Annual	-1.21	-1.39	↓ X	-	
CILE4003	Net cost per resident (£) - Tadcaster	Quarterly/ Annual	-0.64	-0.82	↓ X	-	
CILE4004	Net cost per resident (£) - Selby	Quarterly/ Annual	-5.16	-5.36	↓ X	-	
CILE4005	Net cost per M2 (£) - Tadcaster	Quarterly/ Annual	-51.58	-58.55	↓ X	-	
CILE4006	Net cost per M2 (£) - Selby	Quarterly/ Annual	-145.08	-150.71	↓ X	-	
CILE4007	Income per Visit (£) - Tadcaster	Quarterly/ Annual	5.12	5.40	↑ ✓	-	
CILE4008	Income per Visit (£) - Selby	Quarterly/ Annual	4.48	5.12	↑ ✓	-	
5. COMMUNITY WELLBEING							
CILE6001	External funding secured (£)	Quarterly/ Annual	£65,536	£78,987.79	↑ ✓	-	
CILE6002	Number of FANS athletes	Quarterly/ Annual	6	1	↓ X		
CILE6003	Percentage of FANS athletes delivering at least 3 hours' volunteer support per quarter	Quarterly/ Annual	0	0%		50%	
CILE6004	Number of volunteers	Quarterly/ Annual	19	7	↓ X		
CILE6005	Number of volunteer hours delivered	Quarterly/ Annual	934	195	↓ X		
CILE6007	Number of surgeries engaged with on GP referral scheme	Quarterly/ Annual	36	16	↓ X		
CILE6008	Number of cycling opportunities in Selby District	Quarterly/ Annual	7	11	↑ ✓		
	Number of people trained as ride leaders	Quarterly/ Annual	-	5	-		
CILE6009	Number of people trained as walk leaders	Quarterly/ Annual	5	0	↓ X		
CILE6010	Number of health walk opportunities in Selby District	Quarterly/ Annual	69	48	↓ X		

CILE6011	Number of health walk attendances	Quarterly/ Annual	819	908	↑✓		
	Number of Couch to 5k running groups	Quarterly/ Annual	-	2	-		
	Number of people trained as run leaders	Quarterly/ Annual	-	9	-		
CILE6012	Number of activities delivered / offered from Selby Park	Quarterly/ Annual	7	3	↓✗		
CILE6013	Number of people accessing offers from Selby Park	Quarterly/ Annual	129	Not recorded			
CILE6014	Number of new partnerships created to enable sport, physical activity and health	Quarterly/ Annual	31	71	↑✓		
CILE6016a	Percentage of Selby District schools engaged with	Quarterly/ Annual	51%	60%	↑✓		
CILE6016b	Number of non-Selby District schools engaged with	Quarterly/ Annual	26	26	-		
CILE6017	Percentage of schools accessing school coaching service	Quarterly/ Annual	21%	18%	↓✗		
CILE6018	Number of school visits to leisure centres/Park	Quarterly/ Annual	432	458	↑✓		
CILE6019	Number of children supported on school programmes	Quarterly/ Annual	12,941	15,695	↑✓		
CILE6020	Number of learners	Quarterly/ Annual	3	5	-	-	
CILE6021	Percentage of GP referral participants completing IPAQ at 12 weeks	Quarterly/ Annual	57%	42.1%	-		
	CILE6022 Percentage of GP referral participants increasing physical activity at 12 weeks (of those that complete IPAQ)	Quarterly/ Annual	88%	73.42%	↓✗		

GIHL001	Number of individuals completing the weight management (MILI) programme	Quarterly/ Annual	1,526	287			
GIHL0003	Number of individuals completing MILI programme and achieving 5% weight loss after 12 weeks	Quarterly/ Annual	385	191			
	Individuals completing MILI programme and achieving 5% weight loss after 6 months	Quarterly/ Annual	782	81			
GIHL0004	Number of new clients accessing the MILI programme	Quarterly/ Annual	2,264	571			
	Number of attendances on Wildcats programme	Quarterly/ Annual	-	376			
	Number of sessions delivered on community anti-social behaviour programme	Quarterly/ Annual	-	20			
	Number of attendances on community anti-social behaviour programme	Quarterly/ Annual	-	355			
	Number of attendances on Strong and Steady programme	Quarterly/ Annual	-	949			

  
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