



**Report Reference Number: S/22/4**

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**To:** Scrutiny Committee  
**Date:** 29 September 2022  
**Ward(s) Affected:** All  
**Author:** Keith Cadman, Head of Commissioning,  
Contracts and Procurement  
**Lead Executive Member:** Cllr Mark Crane, Leader of the Council  
**Lead Officer:** Suzan Harrington, Director of Corporate  
Services and Commissioning

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**Title:** Update on Leisure Services Provision

**Summary:**

To provide the Scrutiny Committee with a performance and operational update on leisure services since the verbal update provide to Scrutiny Committee on 30<sup>th</sup> June 2022.

**Recommendations:**

Report to be noted

**Reasons for recommendation:**

N/A

**1. Introduction and background**

- 1.1** Leisure services in Selby District have been provided by Wigan Leisure and Culture Trust, trading as Inspiring Healthy Lifestyles (IHL) since September 2009. The original contract was for a period of 10 years with an option to extend for a further 5 years should both parties agree to extend the contract.
- 1.2** Selby leisure centre was destroyed by fire in February 2012 and a new facility was built with funding from insurance settlement and Sport England Grant. IHL provided significant input into the design of the new facility working closely with Selby District and Sport England. The operation of the new facility was added to the contract as part of a formal contractual variation that also included the extension of the contract. The extended contract is due to expire on 31<sup>st</sup> August 2024.

- 1.3 The Covid 19 Pandemic occurred early 2020 which forced the closure of leisure facilities across the country and upon subsequent re-opening social distancing requirements significantly impacted capacity. Facilities finally re-opened at Selby late April 2022 and Tadcaster early May 2022.
- 1.4 The Covid 19 pandemic severely impacted leisure customer confidence resulting in much reduced footfall and income forecasts. Selby District Council agreed a Covid Subsidy to support the maintenance of Leisure Services in the District for 2022 / 2023 due to reduced income forecasts and unforeseen cost increases beyond IHL control.

## 2. Report

- 2.1 Scrutiny committee were provided with a verbal update in June regarding progress being made to increase memberships, footfall, class attendance and swimming provision. Members were also updated verbally about cost pressures and staff recruitment and retention issues.
- 2.2 Summarised in the table below are the performance figures for April to August pre, during and post pandemic period of operation. The period does include school holidays which sees reduced attendance but is a like for like comparison between years and provides an insight into attendance and membership increases whilst compared to pre pandemic levels. It is a positive trend but does indicate utilisation of the facilities remains below pre pandemic levels.

KPI Indicator	Apr 19 to Aug 19	Apr 21 to Aug 21	Apr 22 to Aug 22	Comments
<b>Memberships</b>	4,324 members	2,966 members	3,167 members	Gym memberships are increasing but are only at 74% of pre pandemic levels.
<b>SLC - total visits</b>	150,235	78,852	88,066	Visits increasing but only at 59% pre pandemic levels
<b>TLC – total visits</b>	28,362	9,411	14,524	Visits increasing but only at 51% pre pandemic levels
<b>Combined visits</b>	178,597	88,263	102,590	Visits increasing but only at 57% pre pandemic levels
<b>Swimming lesson visits</b>	Average 1,298 per month	Average 1,097 per month	Average of 1,129 per month	21/22 - average of 1,097 per month when compared to same period last year. A growth of 2.9% but remains below pre pandemic levels
<b>Casual swimming visits</b>	16,287	17,021	13,752	Casual swimming usage is down by 3,269 visits when comparing the same period last year. Lifeguard recruitment and not being open at full capacity will attribute to the decline in usage

- 2.3 Staff recruitment and retention remains an issue in the leisure sector as a whole and whilst IHL pay at least national living wage staffing remains an

issue. Recruitment of qualified swimming instructors remains a challenge but pay incentives have resulted in staffing levels to provide 95% cover.

### **3. Alternative Options Considered**

3.1 none for this report

### **4. Implications**

#### **4.1 Legal Implications**

None directly from this report

#### **4.2 Financial Implications**

None directly from this report

#### **4.3 Policy and Risk Implications**

None directly from this report

#### **4.4 Corporate Plan Implications**

None directly from this report

#### **4.5 Resource Implications**

None directly from this report

#### **4.6 Other Implications**

None directly from this report

#### **4.7 Equalities Impact Assessment**

None directly from this report

### **5. Conclusion**

5.1 report be noted

### **6. Background Documents**

None

### **7. Appendices**

None

#### **Contact Officer:**

Keith Cadman

Head of Commissioning, Contracts and Procurement

[kcadman@selby.gov.uk](mailto:kcadman@selby.gov.uk)