

Oxford Leisure Partnership Board Zoom meeting		
Thursday 20th May 2021 11:30am		
	Initials:	Project Role
Oxford City Council: Ian Brooke Councillor Rod Smith Lucy Cherry Fusion Lifestyle: Graham Ashby Aaron Chambers Charlie Clements Representatives: Tayyaba Hameed Suzanne Jeffery Margaret Simpson Yan Wong Ruth James Nicola Brown Alistair Skelton James Morbin Greig Box-Turnbull	IB CRS LC GA AC CC TH SJ MS YW RJ NB AS JM GB-T	Head of Community Services Deputising for the Shadow Board Member Leisure And Performance Manager Oxford Contract Manager General Manager Ferry Leisure Centre General Manager Hinksey Pool and Barton Leisure Centre Community Stakeholder Representative British Ice Skating Association Older Persons Representative Deputising for the Hinksey User Group Representative Ferry User Group Representative City of Oxford Swimming Club City of Oxford Swimming Club Leys Pools & Leisure Centre User Group Representative Oxford City Stars Ice Hockey
Apologies for absence:	Cllr Steve Goddard - Shadow Board Member Gregg Holland - Fusion Regional Business Manager Philippa Muir - Hinksey User Group Representative	
<u>Oxford City Council update</u> <p>OCC continue to work closely with Fusion to reopen facilities and increase the leisure offer in line with Government changes in restrictions.</p> <p>Councillor Mary Clarkson is the 2021/22 Cabinet Member for Culture, Leisure and Tourism.</p> <p>Oxford City Council are represented at the District Council Network, which has recently observed that a third of leisure facilities nationally have not reopened or have closed. This demonstrates that Oxford leisure facilities have worked hard and are in a positive place with all five facilities re-open.</p> <p>The future of the leisure offer in Oxford will need to change and work will progress on how this new model of delivery will be need to be shaped; collectively and as a 'whole system approach' in partnership with a diverse range of stakeholders based on needs of communities and residents. The leisure offer is an important part of recovery from the COVID-19 scenario.</p> <p>The Council has and continues to work very hard to support communities and residents through the COVID-19 scenario. Locality Hubs and the Asymptomatic centre are all still operational and being delivered by the Council.</p> <p>Thank you shared with Fusions local teams for their great values and behaviours during an unprecedented and challenging period.</p> <u>Fusion Update</u> <p>Operating hours and timetables are regularly reviewed based on delivering a safe, financially viable and sustainable offer, alongside actual usage and utilisation data.</p> <p>Positive discussions are taking place with key club and block booking stakeholders. There is high demand at peak hours (i.e. 4pm to 9pm weekdays, Saturday mornings, etc.) from all stakeholders. Offers and opportunities have to carefully balance club/ block bookings with the public offer.</p> <p>Fusion continue to run their recruitment campaign to enable increased timetable capacity. Recruitment in the current climate is challenging for Fusion.</p>		

Returning and new Fusion employees are required to complete a comprehensive and on-going training programme. All facilities have new Team members.

Group Exercise Classes have resumed at Ferry and Leys Pools and Leisure Centres; the studio size at Barton Leisure Centre prohibits classes resuming until government guidelines change.

Usage and utilisation data suggests that confidence for returning to indoor leisure is starting to grow; specifically for swimming activities. Sustainable growth needs to be maintained.

Staggered start times and increasing the offer by offering family and lane sessions are being considered and trialled at Hinksey to help increasing the swimming opportunities. Increasing capacity will be based on the outcomes of trials.

Representative Updates and feedback

Hinksey:

Users are grateful to the Council and Fusion for being able to resume activities and appreciative of improvements made by Fusion to their Webpage and bookings applications.

Further improvements to be looked into **(GA)**

- Ease of booking access for non-ICT or less savvy users
- Family bookings and offer
- Member and non-member booking options
- Release of cancelled bookings for re-booking opportunity
- Sanctions for member non-attendance to reduce occurrences
- Day to day cleanliness of public areas (i.e. WCs, Shower and Cubicle areas)

Ferry:

Feedback from users is generally positive. "It's a good start back" and communication of re-opening and procedures has been really good.

Swimmers are pleased that the pool water temperature is back within normal operating parameters, users are excited that Group Exercise classes will soon be returning.

Thanks shared for the Ferry Leisure Centre team.

Further improvements to be looked into **(GA)**

- Group exercise class offer and growth
- Membership fee Value For Money
- Growth in opening hours (i.e. early morning swim and gym opportunities)

Leys:

Users are "looking forward to getting back to normal".

Sensitive consideration should be taken regarding sanctions for non-attendance for bookings, as there may be some exceptional reason for a no show; 'penalising' could be a barrier to those impacted by the COVID-19 scenario and having less confidence to return.

Ice Rink:

Thanks shared with the Ice Rink Team for their "fantastic" support during challenging times. "It's good to be back" and "positivity across the board".

Some small 'niggles' with bookings, however these seem to be being resolved by Fusion.

Further discussion required/ improvements to be looked into **(GA)**

- Opening doors earlier to enable skaters to prepare themselves for getting onto the ice in a timely manner.

- Spectator attendance and operations for Ice Hockey matches
- Promotion for reopening of Fusion Skate School.

COSC:

“It’s good to be back”, currently struggling to fill the whole pool for booked sessions. Progress with communications for getting back to a regular block booking programme.

Successful first session (virtual) held at Leys Pools and Leisure Centre, with thanks to the great support from the Leys staff team.

Further improvements to be looked into **(GA)**

- Pool screen and timer

Community Stakeholder:

An Introduction and update on the return to activity was shared on behalf of Oxford Kick Boxing Club.

On-line classes had continued during the pandemic period and face to face sessions are starting to resume.

The impact of the pandemic and lockdown could change behaviours for returning to activities. A lost user has an impact on financial sustainability, employment, user confidence and programme offers.

AOB

New Leisure for All Grant was introduced. Further details can be found at https://www.oxford.gov.uk/info/20044/grants/1455/leisure_for_all_grant).

Next Zoom meeting: Thursday 1 July 2021, 11am to 12noon