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**Monday, 2 September 2024**

**Chair: Councillor P Peacock**

**Members of the Committee:**

**Councillor R Cozens  
Councillor L Brazier  
Councillor S Crosby  
Councillor E Oldham**

**Councillor C Penny  
Councillor P Taylor  
Councillor R Holloway**

<b>MEETING:</b>	<b>Executive Shareholder Committee</b>
<b>DATE:</b>	<b>Tuesday, 10 September 2024 at 6.00 pm</b>
<b>VENUE:</b>	<b>Civic Suite, Castle House, Great North Road, Newark, NG24 1BY</b>

**You are hereby requested to attend the above Meeting to be held at the time/place  
and on the date mentioned above for the purpose of transacting the  
business on the Agenda as overleaf.**

If you have any queries please contact Helen Bayne on [helen.bayne@newark-sherwooddc.gov.uk](mailto:helen.bayne@newark-sherwooddc.gov.uk).

## AGENDA

	<u>Page Nos.</u>
1. Notification to those present that the meeting will be recorded and streamed online	
2. Apologies for Absence	
3. Declarations of Interest from Members and Officers	
4. Minutes from the previous meeting held on 23 July 2024	3 - 4
5. Active4Today Performance Outturn 2023/24	5 - 31
6. Arkwood Developments Performance Report Quarter 1 2024/25	32 - 33
7. Exclusion of the Press and Public	

To consider resolving that, under section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.

None.

# Agenda Item 4

## NEWARK AND SHERWOOD DISTRICT COUNCIL

Minutes of the Meeting of **Executive Shareholder Committee** held in the Civic Suite, Castle House, Great North Road, Newark, NG24 1BY on Tuesday, 23 July 2024 at 6.00 pm.

PRESENT: Councillor P Peacock (Chairman)

Councillor R Cozens, Councillor L Brazier, Councillor S Crosby,  
Councillor K Melton, Councillor E Oldham, Councillor M Spoons and  
Councillor P Taylor

ALSO IN ATTENDANCE: Councillor N Allen, Councillor S Forde, Councillor S Michael and  
Councillor P Rainbow

APOLOGIES FOR ABSENCE: Councillor R Holloway

1 NOTIFICATION TO THOSE PRESENT THAT THE MEETING WILL BE RECORDED AND STREAMED ONLINE

The Leader and Chairman advised that the proceedings were being audio recorded and live streamed by the Council.

2 DECLARATIONS OF INTEREST FROM MEMBERS AND OFFICERS

There were no declarations of interest.

3 MINUTES FROM THE PREVIOUS MEETING HELD ON 5 MARCH 2024

The minutes from the meeting held on 5 March 2024 were agreed as a correct record and signed by the Chairman.

4 ARKWOOD DEVELOPMENTS PERFORMANCE REPORT QUARTER 4

The Managing Director – Arkwood Developments, was in attendance to present the performance report for Arkwood Developments for quarter 4 2023/24. In considering the report Members heard that the developments in Cambridge and Derby had a mix of solar panels and air source heat pumps as the Company were working within the existing planning permission. The Non-Executive Director was in attendance and reiterated that the Company was very mindful of the Council's medium term financial plan and were working to continue growth and identify further sites to provide increased resilience.

AGREED (unanimously) That Members noted the Arkwood Performance Report and consider company's performance against its targets and objectives highlighting any areas of high performance and identifying areas for improvement.

Reasons for Decision

To ensure appropriate review of the Performance of the Councils wholly owned

Housing Development Company (Arkwood).

Options Considered

None

5 ACTIVE4TODAY PERFORMANCE REPORT QUARTER 4

The Health Improvement and Community Relations Manager was in attendance to present the performance report for Active4Today for the period to 1 April 2023 to 31 March 2024. The report also summarised income and expenditure, usage performance and compliance. Members considered the report, welcoming the performance and particularly noting the provision of a hot meal for children taking part in summer activities.

AGREED (unanimously) That the Executive Shareholder Committee note the performance of Active4Today 2023 – 2024.

Reasons for Decision

To ensure that the shareholder has assurance and oversight of the company's performance ensuring that the Company continues to deliver the outcomes required by the Council as aligned to the Councils Community Plan.

Options Considered

None

Meeting closed at 6.31 pm.

Chair



Report to: Executive Shareholder Meeting 10 September 2024

Portfolio Holder: Councillor Paul Peacock, Strategy, Performance & Finance  
Councillor Susan Crosby, Health, Wellbeing & Leisure

Director Lead: Suzanne Shead, Director - Housing, Health & Wellbeing

Lead Officer: Cara Clarkson, Business Manager Regeneration & Housing Strategy, x5923

Report Summary	
<b>Type of Report</b>	Open Report / Non-Key Decision
<b>Report Title</b>	Active 4 Today Performance Outturn Period 4 (April- July 2024)
<b>Purpose of Report</b>	This report presents the performance of Active 4 Today for the period 1 <sup>st</sup> April – 31 <sup>st</sup> July 2024.
<b>Report Recommendations</b>	That the Executive Shareholder Committee note the performance of Active4Today up to period 04 2024-25.
<b>Alternative Options Considered</b>	None
<b>Reason for Recommendations</b>	To ensure that the shareholder has assurance and oversight of the company's performance ensuring that the company continues to deliver the outcomes required by the Council as aligned to the Councils Community Plan.

## 1.0 Background

- 1.1 The Council's wholly owned 'not for profit' leisure company, Active4Today (A4T) has been delivering leisure and sports development on behalf of the Council since 2015. This includes the management of four leisure centres: Blidworth, Dukeries, the Newark Sports and Fitness Centre and Southwell Leisure Centre.
- 1.2 Prior to the establishment of the Executive Shareholder Committee, performance of the company was overseen by the Leisure & Environment Committee.
- 1.3 Oversight of Active4Today is now achieved through the councils' nominated representatives on the Board of Active4Today, quarterly monitoring of the management agreement at officer level through the Directorate for Housing Health and Wellbeing, and through the Executive Shareholder Committee.

- 1.4 This cover report provides the highlights for committee with appended documents to this report:
1. Active4Today – Report from the Managing Director 1<sup>st</sup> April to 31<sup>st</sup> July 2024
  2. Active4Today – Utility Prices 2023-24 – 2024-25
  3. Active4Today Performance Indicators 1<sup>st</sup> April to 31<sup>st</sup> July 2024
  4. Active4Today Sports Development Report 1<sup>st</sup> April to 31<sup>st</sup> July 2024

## 2.0 Performance Overview

### **Business Performance – Usage, Memberships, Income and Expenditure**

- 2.1 In the first four months of the year, the company has performed well in terms of memberships, with a growth in memberships at Newark Sports and Fitness Centre offsetting losses at Southwell Leisure Centre in particular.
- 2.2 Overall memberships show a net increase in just over 100 since April and a relatively stable positive overall since the same period last year – noting that increases in adult membership have balanced a loss in youth memberships since the same period last year (See Appendix 3).
- 2.3 Membership income at Period4 demonstrates a positive increase on the original budget of £16,520, but it is the revised utilities costs that make a significant impact on the company’s overall budget – with utilities costs projected to reduce by £494,600 following the renewal of utilities contracts, and a further saving of £98,921.17 on VAT associated with these costs. Further detail can be found at Appendix2.
- 2.4 The impact of increased revenue through memberships, and savings through utilities is that at Period04, the projected management fee for 2024-25 has decreased from a budgeted £749,100 to £214,060 – representing a projected decrease in fee of £535,040.
- 2.5 A management fee of £214,060 represents a return to management fee levels pre-covid. User visits are also recovering to pre-covid levels. Caution however should be applied as utilities costs remain volatile and whilst the council and company invest in energy saving initiatives such as solar panels and pool insulation to reduce energy use, the vast majority of utilities costs are beyond company control.

<b>Year</b>	<b>Management Fee</b>	<b>User Visits</b>	<b>Subsidy per user</b>
2019 – 2020	£120,220	1,189,899	£0.10
2020 – 2021	£611,220	267,825	£2.28
2021 – 2022	£731,645	914,491	£0.80
2022 – 2023	£480,650	1,008,319	£0.48
2023 – 2024	£410,534	1,101,987	£0.37
2024 – 2025	£214,060 (revised forecast)	1,100,000 (forecast)	£0.13 (forecast)

Management fee v user visits to calculate subsidy per visit

### **3.0 Performance against business plan actions**

3.1 Each year the company sets out within its business plan, the key activities it will deliver alongside its standard memberships. These activities are approved by the Committee and reflect the council's priorities around engagement, health improvement through tackling physical inactivity and addressing the needs of different population groups including older persons, younger persons or those with a disability. These additional activities are often delivered outside the standard leisure centre provision, making physical activity accessible to all.

3.2 In the first four months of the year, this has included:

- i. Free activities during the Easter and May school holidays - swimming, squash and badminton - engaging 125 people
- ii. Delivery of the Holiday and Food Activity Programme (HAF) for children eligible for free school meals
- iii. Working in partnership with Hawtonville Young Peoples Centre, Nottingham Forest Community Trust, Newark Town Council and NSDC officers to facilitate an accessible supportive football session for young people living in Hawtonville
- iv. Provision of volunteer opportunities within the leisure centres for young people at secondary school including two 6-week placements for students from Portland College to provide work placement and volunteering opportunities for students who have a disability
- v. 82 community and sports groups supported including support to secure funding
- vi. Attendance by the sport development team at 11 events, engaging with over 500 people and delivering taster sessions and providing information ranging from memberships to GP referrals and specialist and inclusive sessions available
- vii. Working in partnership with the NSDC Parks Teams, Forestry England and Ollerton/Boughton Children's Centres to engage new parents in 'Buggy Walks' at Boughton Brake, Sherwood Pines (Wednesday) and Vicar Water (Tuesday/Thursday) from July.

### **4.0 Recommendation**

4.1 That the performance of the company at **Appendices 1, 2, 3 and 4** are noted.

### **5.0 Implications**

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection, Digital and Cyber Security, Equality and Diversity, Financial, Human Resources, Human Rights, Legal, Safeguarding and Sustainability, and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

#### **Financial Implications – FIN24-25/ 4262**

4.1 The current budgeted management fee payment to Active4today within the Council's financial system is £749,100 for financial year 2024/25. As per paragraph 2.4, the

current forecast value of the management fee is £214,060, which gives rise to a forecast saving of £535,040. The reduction in the management fee is due to lower than previously expected utilities costs, and a reduction in the amount of irrecoverable VAT. The outturn position will continue to be closely monitored throughout the year.

**Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None



## CABINET – SHAREHOLDER MEETING

10<sup>th</sup> SEPTEMBER 2024



### UPDATE REPORT 1<sup>st</sup> APRIL 2024 – 31<sup>ST</sup> JULY 2024

#### 1. REPORT PURPOSE

- 1.1 To provide the Shareholder Committee with an update on the operations of Active4Today, for the period 1<sup>st</sup> April 2024 to 31<sup>st</sup> July 2024 (period 04).
- 1.2 To provide the Shareholder Committee with an update on the management fee, following the revised budget process completed in July 2024.

#### 2. BACKGROUND

- 2.1 The Shareholder Committee will be aware, that the Company finished the 2023 – 2024 financial year in a strong position, despite the permanent closure of the main pool at Southwell Leisure Centre. At period 11 of the 2023 – 2024 the income for Southwell Leisure Centre had experienced several losses, however not quite to the level which was initially forecasted and expected by the Company. This is due to the Company working hard to accommodate members at the other facilities, which enabled them to continue to use the swimming activities and for the Company to continue to collect their membership fees.
- 2.2 As expected, the level of cancellations did significantly increase, however, the Company did manage to mitigate a significant amount of the loss through staff relocations and through increases in income across the other sites, which supported the forecasted year end position.
- 2.3 Attrition rates across the membership base (cancellations v new members), remained relatively low, which is testament to the hard work of the fitness staff, in retaining their customers through excellent customer service and quality provision.
- 2.4 Due to this positive finishing position for the Company, the starting income for the 2024 – 2025 financial year, is slightly higher than expected.
- 2.5 Expenditure across the controllable areas of the previous financial year were broadly on target, with the exception of utility costs. These costs, however, have changed within the 2024 – 2025 financial year and this is highlighted further in the report. This has formed part of the Company's revised budget process, which was undertaken in July 2024.

#### 3. CURRENT SITUATION

- 3.1 As previously advised to the Committee, the utility costs for the 2024 – 2025 financial year was increased by 15% during the 2023 – 2024 financial year, on the information which the

Company had received at that time it was preparing the 2024 – 2025 budget (December 2023). This is due to the arrangements which the Company has in place for utility procurement, meaning the actual costs for the forthcoming year, are not known until the April of the operating financial year.

- 3.2 This means that the Company did not know the price of utilities for this coming year until after April 2024. The Company however, has now been operating with the new cost of utilities for the past 3 months. As a result of this, it has now been possible to forecast the utility costs until the end of the 2024 – 2025 financial year.
- 3.3 In summary, the Company, working for A4T has managed to procure significantly cheaper utility prices for the year, which is equating to a reduction of circa 50%. To assist the Committee, a breakdown of these reductions and unit costs has been provided and attached at appendix I. The information has been broken down for each individual site, to provide an overall net saving of £494,600 on the utility budget.
- 3.4 This saving may improve slightly again during the year, as solar panels have now been installed at Newark Sports and Fitness Centre (commissioned in July) and installation has begun at Dukeries Leisure Centre. At this point any further reduction in utility costs is unknown.
- 3.5 In addition to the above, there is also an indirect cost associated with utility price reductions on irrecoverable VAT. As a result, VAT finance will also be reduced significantly by over £90,000, if the present utility usage remains as it currently is forecasted.
- 3.6 To date there remains no significant changes within the salaries budget forecast, however the pay award for 2024 – 2025 is currently still outstanding. The Company after taking advice from the Council increased its 2023 – 2024 staffing budget by 5%, to meet the expected pay increase. Once final details of the settlement is known, this will be applied and if necessary, the salaries budget will be revised, if the amount agreed represents a significant variance to the budget.

#### **4. FINANCIAL HEADLINES UP TO 31<sup>st</sup> JULY 2024**

- 4.1 Set out in the table below (table 1), A4T has provided the current financial position of the Company, which is monitored by the Board, as part of its role in managing the operations of the business. The table below shows the original full year budget for 2024 – 2025, the period 4 revised budget for 2024 – 2025 and the variance between the two.

Budget Category	Original full year budget for 2024-2025	Period 4 revised budget for 2024-2025	Variance between the original full year budget and the revised budget at period 4
Membership Income	-3,478,200	-3,494,720	-16,520
Pay and Play Income	-295,500	-295,500	0
Facility Hire Income	-424,000	-424,000	0
Other Income	-101,300	-101,300	0
<b>Total income</b>	<b>-4,299,000</b>	<b>-4,315,520</b>	<b>-16,520</b>
Staff	2,614,600	2,614,600	0
Premises	1,321,200	826,600	-494,600
Supplies and services	1,062,300	963,380	-98,920
<b>Total expenditure</b>	<b>4,998,100</b>	<b>4,404,580</b>	<b>-593,520</b>
<b>Transfer to Reserves</b>	<b>50,000</b>	<b>50,000</b>	<b>0</b>
<b>Surplus/Deficit</b>	<b>749,100</b>	<b>139,060</b>	<b>-610,040</b>

Table 1 Financial performance update

4.2 Below are the highlights from the financial information, in a bid to provide some narrative for the Committee, including the variances from the original budget to the proposed revised budget.

- I. **Membership income** – This income line is currently overperforming in comparison with the original budget, which was approved in January 2024. Sales have outperformed their targets across the sites and across several of the membership categories. In addition to this and as set out earlier within the report, the opening membership base was higher than expected due to lower attrition rates during quarter 4 of the 2023 - 2024 year. This has resulted in the income budget requiring a slight increase of £16,520.
- II. **Facility hire/pay and play income** – At this stage this income budget is currently in line with the original budget overall. This is due to having the majority of clubs on direct debit. This allows the Company to forecast the projected income at the end of the year at an early stage. Generally, any changes to this budget area will come from increased hires or increases in prices. Pay and play is slightly more reactive, however currently there are no major variances.
- III. **Other income** – This is largely made up of the investment income generated by reserves held. This also includes any other income that the Company may generate such as vending or sale of equipment. This is currently forecasted as budgeted and therefore no changes have been made in the revised budget at this point.
- IV. **Staffing** – This budget has not currently been revised. It is anticipated that the pay award increase in salaries will be agreed during the year. As a result, the budget is

currently carrying this amount in reserve and any award will be backdated to 1<sup>st</sup> April 2024. It is assumed/forecasted that the settlement will be in line with the amount included in the budget.

- V. **Premises** – This budget is proposed to see a large decrease as set out in point 3.3 due to the decrease in utility prices, which was not known at the time of setting the budget.
- VI. **Supplies and services** – This section of the budget is made up of several budget lines, none of which are showing a significant variance to the original budget. However, the proposed budget includes a decrease of £98,920, which is directly associated with irrecoverable VAT, and in line with decreases to utility costs.
- VII. **Transfer from balances** – This line represents the expected shortfall between income and expenditure for the Company for the financial year 2024 – 2025. This line also gauges the amount of management fee required from the District Council, to help financially support the Company. This is currently forecasted at £139,060 in the proposed revised budget which is a reduction of £610,040 from the £749,100 in the original forecast. As set out above there are several areas within the budget, which will have a positive impact on the finances of the Company. This in turn will provide a reduction in potential management fee required from the Council. This is an excellent forecast at this stage of the year and demonstrates the hard work within the Company, to improve the income position and control the areas of expenditure.
- VIII. However, this reduction in management fee is currently forecasted at period 04, with several months of trading to take place. In addition, and as a word of caution, any saving in 2024 – 2025 is not guaranteed to continue to take place in 2025 – 2026, as utility costs and VAT may increase once more due to global influences.
- IX. The Company is forecasting to continue to maintain its reserve of £590,188. This will be supported with an in-year contribution by the Company into reserves of £50,000, at year end, which has already been factored into the deficit position.

## 5. **FURTHER FINANCIAL UPDATES**

- 5.1 As reported previously, the Company has engaged with an external company to undertake the series of internal audits, following the Board's approval of a 4-year cycle. It is now confirmed that Nicholson's Audit will be undertaking the work. The first audit was scheduled to commence in June 2024, however due to some queries on the data sharing agreement this has been delayed. The Company is however hopeful these queries will be resolved shortly, and the audit can commence.
- 5.2 The works to draw down the £61,356 Sport England Phase 2 funding towards capital works is currently being designed by Corporate Property. These works will provide pool covers and

new LED lighting at Newark Sports and Fitness Centre. It is hoped these works will be agreed and delivered before the end of 2024.

5.3 The Dukeries Leisure Centre installation of solar panels commenced week commencing 12<sup>th</sup> August, with a completion date of the end of August 2024. Once these works are complete, commissioning will have to take place and it is hoped these units will be operational during autumn 2024.

## 6. USAGE PERFORMANCE

6.1 As the Committee is aware, the performance of the Company is monitored against a small set of indicators, which focus on usage and membership sales. These indicators have been agreed and used for the past several years, which has allowed for comparative data to be available. Attached at appendix II, are the indicators for the Company.

6.2 In addition to the quantitative data set out above, case studies and more qualitative performance information is provided separately within this report and focuses on the performance of the Company's Sports Development team. This is attached at appendix III.

6.3 Finally, to provide compliance reassurance to the Council, the following list now forms part of the update report.

- I. Performance against Business Plan Actions and Performance Indicators
- II. By exception: update on regulatory compliance
- III. By exception: Strategic Risk
- IV. Outcome of any formal complaints
- V. Inclusion of customer satisfaction data

## 7. PERFORMANCE TO PERIOD 4, TO 31<sup>ST</sup> JULY 2024

### 7.1 Performance against Business Plan Actions and Performance Indicators:

	AIMS	LINKS TO H&WB STRATEGY	ACTION	PROGRESS TO 31 <sup>ST</sup> JULY 2024
<b>1.</b>	<b>Healthy and active lifestyles</b>			
1.1	Children and young people	Ensuring a Best Start/ Improving Healthy Lifestyles/ Tackling Physical Activity	<p>a) Co-ordinate a series of free activities for children and families during school holidays. At least 2 free activities on 1 day per week, identified during each school holiday week, in each holiday period.</p> <p>b) Offer school holiday activities to qualifying children on free school meals through the Healthy Activity and Food (HAF) funded programme.</p> <p>c) Develop the school holiday provision to include</p>	<p>Delivery of free activities during Easter and May school holidays at DLC and NSFC, swimming, squash, badminton engaged 125 people.</p> <p>HAF Sport Camp and 2 new pilot HAF sessions (Gym and Swim and Family Sports) delivered at Easter holiday at DLC and NSFC. Engaged 25 children and 2 family groups (8 people).</p>

			<p>developmental sports clubs and provide experience for VISPA volunteers.</p> <p>d) Development of an annual swimming competition to identify talented swimmers and signpost to local clubs.</p>	<p>Full summer holiday programme planned.</p> <p>3 clubs booked for delivery in HAF and Holiday Activity programme in summer holiday</p>
1.2	Inclusion	Ensuring a Best Start/ Improving Healthy Lifestyles/ Tackling Physical Activity/ Recognising Mental Health	<p>a) Continue the roll out of with Shaw Mind for access to fitness suite facilities through local secondary schools to support small groups of targeted young people with mental health problems.</p> <p>b) Continue to offer 20 bursaries for identified young people living with mental health conditions, to access a free 12-month gym membership at each of our leisure centre sites DLC, NSFC, SLC, BLC</p> <p>c) Explore, pilot and develop one session targeting people with a disability engaging with a minimum of 10 people per session, over a 10-week period.</p> <p>d) Join National Disability Awareness campaigns to raise awareness of the disability offer and broaden the spread of publicity.</p> <p>e) Support the N&amp;S Sports Council to develop a team of Mental Health ambassadors across the district.</p> <p>f) Approach local organisations including the Youth Service and Parish Councils to offer activities to address antisocial behaviour (work with at least 10 PC's across the district).</p> <p>g) Identify sessions/activities, once per month that can be offered on a 'Pay what you can' basis.</p> <p>h) Launch the Safer Gyms initiative in conjunction with partners, highlighting A4T involvement and accreditation of all 4 sites.</p>	<p>Minster School – COMPLETE</p> <p>Magnus Academy booked for September delivery</p> <p>Shaw Mind's mental health resilience training booklet to be issued to all participants.</p> <p>Cohort from January 2024 continue to engage with their memberships. Feedback from young people attending was positive with the with improvements being seen to both mental and physical health.</p> <p>Application process open from 1<sup>st</sup> August to mid September.</p> <p>Work in progress with My Sight, NHS visual impairment teams and with parents of a local autistic support group explore the opportunities to engage in a targeted activity session.</p> <p>Dementia Action Awareness week was celebrated on social media through the promotion of inclusive sessions which take place at SLC.</p> <p>Working in partnership with Hawtonville Young Peoples Centre, Nottingham Forest Community Trust, Newark Town Council and NSDC officers to facilitate an accessible supportive football session for young people living in Hawtonville. Partial funding has been achieved from the Community Alcohol Partnership (CAP) for these sessions.</p> <p>COMPLETE. All paperwork and training is in place and this will be on ongoing process of updates, to ensure compliance with the scheme.</p>
1.3	Volunteers and workforce	Tackling Physical Activity	<p>a) Work in the secondary schools to develop volunteering opportunities for children aged 14 and over. Engagement with 5 schools and a target of 40 new young people on the VISPA programme.</p> <p>b) Include developmental/mentoring opportunities for VISPA volunteers within the</p>	<p>Dukeries Academy mock interviews and Joseph Whitaker careers fair. Booked visits at Joseph Whitaker and Clipstone Work and Wellbeing event for September.</p> <p>11 new volunteer applications have been received, 8 for roles at NSFC, DLC and SLC.</p>

			<p>school holiday activity programme.</p> <p>c) Develop a digital platform to record training, hours and progress of VISPA volunteers.</p> <p>d) Work with partners to develop and organise/deliver mental health training for identified staff.</p> <p>e) Identify opportunities for education and training for the community including first aid for children.</p> <p>f) Develop a series of training opportunities for staff and external individuals which will upskill the workforce and widen access to recognised courses, including STA pool lifeguard and swimming teaching, Safer Gyms workshops.</p>	<p>COMPLETE</p> <p>2 staff attended a Challenging Managing Behaviour workshop 4 volunteers supported holiday activities and gymnastics competition</p> <p>Active lifestyles officer attended Mental Health Awareness trainer course and will cascade learning to fitness teams Dates booked for Inclusion and Diversity and Menopause, pre-diabetes and diabetes and physical activity for staff awareness</p>
1.4	New opportunities	Tackling Physical Activity	<p>a) Develop the options for establishing a charitable arm of the company, in a bid to attract external funding.</p> <p>b) Engage with 6 new companies to build a relationship and share promotional material to take up corporate membership packages, with a view to improving the health and wellbeing of their workforce.</p> <p>c) Develop and host a charity event at NSFC with the Beaumont House Business Club members, to bring organisations to the facilities and experience the offer.</p> <p>d) Develop a series of 'master classes' for adults which will increase confidence and provide enjoyment to specialist activities.</p> <p>e) Be part of the Council's project group to develop options for the replacement swimming pools at Southwell Leisure Centre and the options for further development of a larger wetside and dryside facility.</p>	<p>Research undertaken and draft report to be available in October</p> <p>14 companies have been approached to engage with corporate memberships. 9 businesses engaged through Newark Business Club 1 new corporate partner achieved. 156 wellbeing checks completed through visits to corporate partners Charity event Colour Run planned for August 2025</p>
<b>2.</b>	<b>Accessible facilities</b>			
2.1	Long term health conditions	Improving Healthy Lifestyles/ Tackling Physical Activity/ Addressing the needs of an ageing population	<p>a) Following the review in 2023, identify 10 new referral agencies/surgeries within the district and on the borders of the district per month, advising them of the benefits of engaging with the GP referral programme.</p>	<p>Two new referrers recruited 15 new referral partners approached, 4 have received additional information and 1 recruited. New Neurological Conditions session developed to start in September</p>

			b) Identify 2 staff for attendance/completion of the Level 3 GP/Exercise Referral qualification in order to build capacity and resilience.	One staff member identified – course booking made
2.2	Partner sites	Improving Healthy Lifestyles/ Tackling Physical Activity	a) Based on the feedback from the review undertaken in 2023, contact 2 schools each month with the offer to work with A4T with a target of developing two further partner sites within 202-2025. b) Improve community access through partner facilities and review current SLAs with each partner site	Information sent to 20 potential partner sites in neighbouring districts
2.3	Fitness offer	Improving Healthy Lifestyles/ Tackling Physical Activity/ Addressing the needs of an ageing population	a) Review the current fitness equipment provision across all sites and undertake a replacement of all equipment beyond end of life, bring in line with industry standards and trends. b) Work with the Council using the above information to develop an understanding of the proposed offer in the future and how this can be translated into a tendering opportunity, for suitably qualified fitness equipment suppliers. c) Work with the Council to update the current capital budget identified for replacement fitness equipment and ensure sufficient finance is available before any tendering process is advertised	This work has now been completed and installation of the equipment at Blidworth, Dukeries and Newark will commence on 21 <sup>st</sup> October and be phased over a 3-week period.  This will be supported by decoration and in places new flooring to support the investment in new equipment and provide a new and exciting offer to the customer.  Communications of this fantastic investment will take place to raise the profile of the fitness suites and improve sales opportunities.  Comms will be in the main from A4T, however, some joint comms in partnership with the Council will take place, to acknowledge the excellent investment they are making.
2.4	Digital technology	Improving Healthy Lifestyles/ Tackling Physical Activity	a) Improve the content and functionality of the App, including increased marketing, push notifications, job vacancies and customer feedback. b) Develop a digital customer survey which can be sent out annually by the Company, to assess the feedback regarding customer satisfaction. c) Continue to develop and roll out the self-service offer within the Company, moving all grant aid forms and applications online to speed the process up for the applicant and improve the quality of offer by the Company	Recruitment and volunteering added May 2024  Customer satisfaction survey completed in March 2024 – feedback will inform new policy and programmes  In progress. The next piece of work is the development and installation of Course Pro commencing February 2025.



2.5	Physical access	Improving Healthy Lifestyles/ Tackling Physical Activity	a) Work with the Council to improve the changing provision for disabled people at Dukeries Leisure Centre	In progress. Corporate property has now issued draft designs which have been sent out to the partners for feedback. Once the scheme is signed off, this will be commissioned, and it is hoped the project will be complete by the end of 2024
<b>3.</b>	<b>Financial viability</b>			
3.1	Pricing	Improving Healthy Lifestyles/ Tackling Physical Activity	a) In conjunction with the Council, undertake a pricing review of all hire fees and charges, monthly membership options and pay and play per activity. b) Undertake the remaining price realignments for the memberships with a target of achieving a full realignment of all memberships by the end of the financial year 2024-2025 c) Refine and streamlining of the block booking process and renewal of bookings	Forms have all now been digitalised and further investigations are taking place to try and link block bookings with the App
3.2	Financial services and expenditure/ income	Improving Healthy Lifestyles/ Tackling Physical Activity	a) Approach suitably large sporting organisations to offer the opportunity for A4T to collect and administer the subscriptions made by members, through the Company's already established and successful direct debit memberships. b) Undertake the procurement process for the four-year cycle of financial audits c) Investigate options for reducing energy costs and usage	Information sent to 10 clubs to offer the direct debit services of the Company.  COMPLETE – audit 1 taking place in September 2024  Environmental Audit commissioned by Sport England Swimming Pool fund on 13 <sup>th</sup> August 2024.

Table 2. Performance against Business Plan Actions and Performance Indicators

## 7.2 **PERFORMANCE TO PERIOD 4, TO 31<sup>st</sup> JULY 2024**

7.3 The number of user visits is currently following seasonal trends, with quarter 1 being traditionally quiet, due to the improved weather and lighter evenings, as well as many winter club bookings moving outdoors and not requiring all weather, or indoor training facilities.

7.4 The loss of the main pool at SLC is having an impact on usage across the business; however, despite these challenges, user visits reached 342,251 across all leisure centres and partner sites. This is a decrease of 48,462 (390,713) in direct comparison to same period in 2023. Whilst only the main pool is closed, SLC is experiencing a decrease on the wider usage and anecdotally it appears several adults were using the fitness facilities when children were in their main pool swimming lesson.

7.5 Information on the subsidy per user in relation to the management fee, provided by Newark and Sherwood District Council is detailed in the table below, detailing the current rate and provides some historical data for comparison.

Year	Management Fee	User Visits	Subsidy per user
2019 – 2020	£120,220	1,189,899	£0.10
2020 – 2021	£611,220	267,825	£2.28
2021 – 2022	£731,645	914,491	£0.80
2022 – 2023	£480,650	1,008,319	£0.48
2023 – 2024	£410,534	1,101,987	£0.37
2024 – 2025	£139,060 (revised forecast)	1,100,000 (forecast)	£0.13 (forecast)

Table 3. Management fee v user visits to calculate subsidy per visit

7.6 In comparison to 2023, the number of under 16's has decreased due to the closure of the main pool at SLC, from 103,150 at 31<sup>st</sup> July 2023, to 90,145 in the same period in 2024. A decrease of 13,005.

7.7 As the Committee is aware, the Company has mitigated significant losses of children's swimming lessons, by currently moving 130 children to lessons at DLC and NSFC.

7.8 The delivery of holiday activities has been a success in the last quarter with funding received again from Nottinghamshire County Council for the delivery of free activities under the Government's Healthy Activity and Food Scheme during the year (HAF). This has generated an increased footfall in the centres and particularly at DLC and NSFC, where activities have been delivered.

7.9 The summer holiday activity programme began on 29<sup>th</sup> July. The activities have been promoted through the website and social media and includes a broadened scope to attract a slightly older age group (12–15 year olds) who are in receipt of free school meals. Evidence in the last 2 years has shown that this age group are interested in fitness and less group sports activities, therefore the HAF programme includes a fitness induction and sessions under the supervision of a qualified fitness instructor.

7.10 The number of users that are 60+ is again increasing in comparison to the same period in 2023. There were 51,557 visitors from this age group using the leisure centres up to 31<sup>st</sup> July 2024, compared to 43,300 for the same period in 2023, an increase of 19%. This is an excellent result, based on the swimming usage of this age group affected by the SLC main pool closure.

7.11 The number of referrals received from healthcare professionals up to 31<sup>st</sup> July 2024 reached 132, which is on trend with the previous year. Referrals are performing at a consistent rate in relation to conversions and are currently operating at 33% in terms of successful sign ups, with 44 individuals taking out the subsidised membership. The conversion is an increase on the same period in 2023, where the number of referrals received was 132, and membership sign ups reached 40, a 30% conversion.

7.12 Meetings have taken place during the period with colleagues at the Integrated Care Board and the referral pathway is much improved, removing the paper based and time-consuming process and now integrated into System 1, the NHS software. It is hoped that this will increase referral numbers alongside a series of other measures, which the active lifestyles officer has planned.

7.13 The number of community groups supported has reached 82 across the team of sports development officers. During this period, the team has been focussing on internal policies and processes and more details regarding the progress and performance of the sports development team are included in appendix III.

7.14 Since 1<sup>st</sup> April 2024, there has been 1,259 new adult membership sales across the various membership types sold and 570 junior memberships. There were also 51 members that have purchased an annual ‘upfront’ membership.

7.15 The highly successful ‘Summer Fit’ campaign was launched for 2024, running from mid-June to 28<sup>th</sup> July. The campaign is held annually and drives footfall into the centres for one months’ membership. This then creates lasting activity habits and individuals sign up to a longer-term direct debit membership. There were 362 Summer Fit passes sold during the 6-week promotion; this is a great result and in line with previous years.

7.16 On 31<sup>st</sup> July 2024 there were 11,787 live memberships held across all sites. This is an extremely positive position in light of the situation at SLC and an increase on the same position in July 2023, where the total live membership was 11,674. (+113).

7.17 The table below provides the committee with direct debit membership data and how this has performed since 1<sup>st</sup> April 2024.

Month	BLC Adult	DLC Adult	NSFC Adult	SLC Adult	BLC Child	DLC Child	NSFC Child	SLC Child	TOTAL
April 2023	700	1,345	3,914	2,118	84	499	1,617	1,411	11,688
April 2024	813	1,361	4,443	1,935	102	469	1,587	964	11,674
May	821	1,363	4,482	1,915	102	507	1,659	884	11,733
June	816	1,343	4,501	1,877	102	498	1,684	875	11,696
July	831	1,317	4,669	1,830	109	487	1,688	856	11,787

7.18 The children’s membership at NSFC has seen a slight increase in April due to the correct movements of SLC swimmers who are swimming at NSFC instead of SLC. The figures now represent a true picture of the membership base and the main site of participation.

7.19 Despite the uncertainty around SLC, the sales data is still promising, with 185 adult memberships sold in the quarter and 140 children’s memberships.

- 7.20 The live adult membership base at BLC has seen an increase reaching 831 members, in comparison to July 2023 where it was 670 (+161) adult members; this is excellent news.
- 7.21 The live children's membership base at BLC is still performing well, achieving 109 young people on the XP Student membership, as it includes access to the fitness suite and available to 8 years and above. This is an increase of +24 in comparison to July 2023.
- 7.22 The live adult membership base at DLC has achieved 1,317, a small decrease on last year (1,356) however this is in line with the budget forecast and monthly targets.
- 7.23 The children's membership at DLC is holding steady, reaching 487 on 31<sup>st</sup> July, which is a very small decrease on the position in 2023, of 495 (-8). This target group has plateaued in recent months due to the availability of swimming teachers, therefore limiting the expansion of the swimming lesson programme. There is a swimming teachers course being held at DLC in August, where it is hoped that candidates will be recruited to join the team and build the lesson programme once more.
- 7.24 The live adult membership base at NSFC, continues to rise achieving 4,669 on 31<sup>st</sup> July, an increase of +595 (4,074) in comparison to 2023.
- 7.25 The children's membership base at NSFC is rebuilding and has experienced an increase of +118, reaching 1,688 in comparison to the same period last year. This is due to the movement of swimmers from SLC as detailed in 7.7, in addition to some growth from new joiners.

## **8. By exception: Update on regulatory compliance**

8.1.1 Since 1<sup>st</sup> April, several inspections and checks have been undertaken by A4T staff, supported by external contractors where necessary. During the last period, the following checks were undertaken:

- Legionella flushing
- Lifts inspections
- Inflatable inspections and certification of usage
- Air handling unit inspections and servicing
- All weather pitch maintenance visit
- Pool Pod service and maintenance
- Combined Heat and Power unit servicing and inspection
- Pool water sampling (bacteriological tests)
- Intruder alarm service
- Fire alarm servicing
- Electric entrance door testing and servicing
- Air Conditioning service and inspections
- Service and inspection for the swimming pools at NSFC

- Service and inspection fitness equipment at all sites

8.1.2 There are also a number of checks and tests, which are the responsibility of the Council as the building owner, or which have been commissioned by the Council on behalf of A4T. These are managed on a regular basis with Council staff from Corporate Property and Safety and Risk. These have included:

- EICR inspections (electrical testing)
- Legionella inspections and tank cleaning
- Pressure vessel testing
- Fire door replacements
- Fire risk assessments and associated works
- Fire extinguisher inspections
- Zurich Insurance inspections
- Fire damper inspection and servicing
- PAT Testing (electrical testing)
- Gas safety certifications
- Emergency lighting at all sites

8.1.3 There are currently no other compliance issues identified.

## **8.2 By exception: Strategic Risk**

8.2.1 As reported in the last report to the Committee, the Company, in conjunction with the Council, has identified one strategic risk which includes the essential maintenance work that will take place at SLC. Some of this work was undertaken during November and December to the first-floor fitness suite. The remainder of the works are currently being managed by Corporate Property within the Council and updates will be provided to the committee, as a schedule is developed with the appointed contractor.

8.2.2 There are currently no other strategic risks identified.

## **8.3 Outcome of any formal complaints and customer satisfaction data**

8.3.1 Currently A4T has a process of collecting customer comments and feedback through various means. This includes verbal interaction, email sent directly to the Company through the enquiry's inbox, completing a form on the webpage, via the Council's customer services team, or direct to a staff member (usually captured on Staffmis).

8.3.2 These various communications are then either actioned by the Operations Manager on duty, (if they are able to answer the query, question, or complaint), or passed through to the Director of Development and Operations, who will action the feedback by arranging a meeting with the customer/s and/or respond in writing.

8.3.3 In turn, where the feedback involves praise for the Company or an individual; this is passed on to the person/s in question, with a supporting email from the Director of Development and Operations.

8.3.4 A4T continues to receive comments through an online form, which has recently been developed further to allow the filtering of comments and feedback at the point of submission. This will now split comments into categories which include safeguarding, theft and car parks, inappropriate behaviour and general customer feedback. Dependent on the selection, is then automatically sent to a specific member of the team. This is managed internally by both Directors, to ensure there is a consistency of message and application of the policy.

8.3.5 Currently there have been 55 customer comments received in total across the Company from April to July 2024. These are split down as follows, with often multiple comments covering more than one area of the business:

- Accidents and incidents - 1
- Facilities - 21
- Positive staff feedback - 7
- Negative staff feedback - 6
- Programming - 8
- Systems and pricing - 4
- Miscellaneous - 8

8.3.6 Examples of some of the comments during the last quarter are –

- Positive feedback regarding class instructors, professional and clear instructions
- Availability of spaces in classes
- Functionality of online booking is extremely difficult with differing email addresses required
- Lack of progress in swimming lessons
- Availability of classes at weekends
- Water safety week was excellent for children in swimming lessons
- Temperature in the sports hall is unbearable in summer months
- Helpful customer service in movement of child to a different swimming lesson

8.3.7 Individuals who highlighted that they wanted a response to the comments were contacted by the Director of Development and Operations. On some occasions there was further action taken, i.e. positive/negative comments relating to staff and this feedback to individuals concerned.

8.3.8 The breakdown of scores relating to the comments are as follows, with 1 being the lowest score and 5 being the highest –

Score of 1/5 – 17

Score of 2/5 – 9

Score of 3/5 – 11

Score of 4/5 – 6

Score of 5/5 – 12

8.3.9 The A4T Senior Management Team would consider comments above 3/5 to be a good standard of performance and given the above, that equates to 29/55 (53%). It is worth noting that as a result of the closure of the main pool at SLC, there has been several emails received by the Company from customers. A series of responses have been sent back to these customers, either by A4T, or by the Council.

## **9. BUDGET IMPLICATIONS**

9.1 There are significant budget implications contained within this report and this will continue to be discussed with the Council's Senior Leadership team, in order they are fully apprised of the most recent financial position of the Company.

## **10. EQUALITY & DIVERSITY IMPLICATIONS**

10.1 The swimming pool at the Dukeries Leisure Centre has continued to provide an excellent resource in the Sherwood area of the district. This has been supported by a pricing strategy offering concessionary pricing, in a bid to ensure that price is not a barrier to entry.

10.2 All information will continue to be available in a number of formats in line with Active4Today's access requirements and those set out in the equalities and diversity policy.

***For further information please contact Andy Carolan – Managing Director***



2024, September, Shareholders Update Report Appendix 2

		2023-2024	2024-2025		Variance	Price reduction £/Kwh			
			Budget	Projection		2023-2024	2024-2025	Variance	%
BLC	Electricity	£ 44,051.80	£ 49,300.00	£ 24,283.57	-£ 25,016.43	£ 0.41	£ 0.23	£ 0.18	43.90%
DLC	Electricity	£ 120,266.00	£ 144,900.00	£ 65,710.96	-£ 79,189.04	£ 0.37	£ 0.20	£ 0.17	45.95%
	Gas	£ 67,473.98	£ 81,700.00	£ 36,976.28	-£ 44,723.72	£ 0.08	£ 0.04	£ 0.04	55.46%
NSFC	Electricity	£ 201,280.78	£ 230,000.00	£ 102,833.73	-£ 127,166.27	£ 0.35	£ 0.19	£ 0.16	45.71%
	Gas	£ 207,059.56	£ 225,400.00	£ 99,524.30	-£ 125,875.70	£ 0.08	£ 0.04	£ 0.04	55.58%
SLC	Electricity	£ 123,161.40	£ 137,600.00	£ 65,366.57	-£ 72,233.43	£ 0.36	£ 0.19	£ 0.17	47.22%
	Gas	£ 106,619.52	£ 74,200.00	£ 53,798.75	-£ 20,401.25	£ 0.08	£ 0.04	£ 0.04	55.46%
Total	Net	£ 869,913.00	£ 943,100.00	£ 448,500.00	<b>-£ 494,605.84</b>				
	VAT	£ 173,983.00	£ 188,620.00	£ 89,700.00	<b>-£ 98,921.17</b>				
	Gross	£ 1,043,896.00	£ 1,131,720.00	£ 538,200.00	<b>-£ 593,527.01</b>				



<b><u>Active4Today Performance Indicators</u></b>	<b>31st July 2023</b>	<b>31st July 2024</b>	<b>Growth (+) Decline (-)</b>
No. of User Visits - TOTAL	390,713	342,251	-12.40%
No. of Leisure Centre user visits - Children (under 16) - TOTAL	103,150	90,145	-12.61%
No. of Leisure Centre user visits - Aged Over 60 - TOTAL	43,300	51,557	+19.07%
No. of Leisure Centre user visits - Deprived areas - Total users	8,064	14,491	+79.70%
No. of individuals referred to Active4Today from a health professional - Total	132	132	0.00%
No. of individuals referred to Active4Today from a health professional - Attended Session - TOTAL	45	45	0.00%
No. of Community Groups supported by Sports Development	81	82	+1.23%
Live Leisure Centre Membership base (adults) - Total	8,112	8,647	+6.60%
Live Leisure Centre Membership base (children) - Total	3,617	3,140	-13.19%
Number of people on concessionary membership	365	496	+35.89%

## Appendix III

### PERFORMANCE MANAGEMENT REPORT, FROM 1<sup>ST</sup> APRIL TO 31<sup>ST</sup> JULY 2024 SPORTS DEVELOPMENT UPDATE

#### Community Development

Active4Today grant aid scheme received 36 applications for support from local sports clubs, coaches and individuals ahead of the grant panel meeting in July. From the 36 applications received, 35 of were awarded funding as set out below, with one kit sponsorship application being withdrawn, due to receiving external funding from another source.

Grant	Description	Awarded	Sports
Talented Individual	Receive 12 months free access to an Active4Today leisure centre.	3	Karate Cycling Skydiving
Coach and Official Development	Receive 50% (upto £150 per year) towards coaching/ development courses.	19	Football Archery Running Cricket
Club Development	Receive up to £1000 per project, which could be towards facilities for the development of the clubs offer.	3	Football Running
Community Engagement	Receive £250 to support club events which open the club to new members and/or celebrate the success of existing members.	2	Cricket Archery
Kit Sponsorship	Receive £400 + a banner towards the purchase of junior/ disability team kit.	8	Boccia Football Cricket Swimming Squash

The team continue to provide a range of advice, support and funding opportunities to clubs across the district and has supported 82 clubs during this period. Additional support has been given to Ollerton Town Football Club as they continue to expand their junior offer and ensure stability and sustainability in the senior team. The Club will also be supporting the development of the VISPA scheme in the community, by trialling the volunteer programme in the Sherwood side of the district.

Officers have supported the new Newark Nationals Baseball team with NSDC colleagues to promote and secure facilities that accommodate their hire needs. Initially these sessions were provided in local parks, however, due to increasing numbers of participants and to safeguard other park users, the sessions have now been moved to the Magnus Academy, Newark.

The team has also supported NSDC and Edwinstowe based sports clubs with applications to the S106 funding, as well as sending information to all district-based clubs regarding opportunities and funding available for them to access.

Following a recent meeting with Trent Bridge Community Trust (TBCT) the team will be supporting a new Street Cricket initiative at Barnby Road Academy from October. Prior to these sessions commencing, TBCT will be providing taster sessions to young people during Active4Today's school holiday programme.

Newark and Sherwood Sports Council (NSSC) met in April and discussed fundraising including support from the Academy Transformation Trust Further Education, which will see clubs being paid to complete adult education courses, provided by 'Buddle' (previously Club Matters).

Clubs raised the issue of anti-social behaviour taking place at their facilities from low level nuisance to vandalism, destruction of facilities and traveller encampments. Clubs have suggested they would be interested in supporting diversionary activities if they are able to resource this.

The immediate NSSC committee members met again in June to discuss the format of meetings and decided to arrange 3 types of meeting - committee, working group and full council, to ensure the group work proactively. This was agreed by the full council meeting during July.

The team met with the new Welfare and Safeguarding Officer (WSO) from Active Notts in early April to discuss the level of support local sports clubs can access to improve their club's policies and procedures. Information has been shared with all local clubs regarding this opportunity which was also raised as an agenda item at the April Newark and Sherwood Sports Council meeting. The WSO will be attending a planned NSSC event in September alongside Edwina Archer, Active Notts Funding Officer.

The sports development team continue to support the 'Move More Newark and Sherwood' (MMNS) group, Community Alcohol Partnerships and Local Delivery Pilots, as well as supporting NSDC with the Hawtonville Partnership and the development of local all-weather pitch and Playzone facilities.

Active4Today attended Nottinghamshire Show in May which was a great success. There were 2 challenges on offer for children and adults, with the chance to win 4 x free memberships, alongside games for younger children to try. The team engaged with current members, clubs and the wider community to raise awareness of the sports development and leisure centre offer. Information was given out regarding community-based activities such as local walking groups, free orienteering activities, as well as sign posting to sports clubs. In addition, information was also available on A4T memberships and information regarding timetabled and specialist sessions Active4Today offer across all sites.

An apprentice was recruited in June, to work with the sports development team. The apprentice will be supporting the team in all aspects of their work whilst completing a Level 3 Community Health and Sport Apprenticeship with Coach Core. The apprentice will gain experience with attendance at business club meetings, working at well-being and volunteer events and delivering holiday activities, alongside the VISPA volunteers.

Active4Today are again supporting the Newark and Sherwood Community and Sports Awards, being organised by NSDC in partnership with Radio Newark. The event will take place on Friday 20<sup>th</sup> September at The Renaissance, Kelham Hall. Active4Today has sponsored the 'Creating Change for Sport and Physical Activity' award. All district-based sports clubs received nomination information and NSDC team received over 100 nominations across all categories.

Following the success of the Minster School group gym/mental health resilience sessions, the team are pleased to be welcoming students from Magnus Academy to use the gym at NSFC from September. These sessions will include support from school pastoral and PE leads as well as a mental health resilience workbook designed by ShawMind and provided to the students and school Deputy Safeguarding Officer during their first session.

The team has been working with 'Standguide' to promote and provide employment support for members and the wider community who may be long term unemployed, or who may have long term health conditions and be at risk of falling out of employment. Standguide workers will be available at all centres, every week for pre-arranged and drop in support. Standguide will also be integral (alongside DWP) in promoting and referring into the DWP bursary scheme.

The sports development team have attended 11 events during the quarter including the CVS Funding Fair, Caring Roadshow, Boughton Community Hub Launch, Holy Trinity Healthy week and Nottinghamshire Show. During these events the team has engaged with 551 people, delivered activity taster sessions and given out information on –

- health and well-being
- GP referrals
- Specialist and inclusive sessions
- holiday activities
- HAF session
- VISPA
- Memberships

Partner site facilities continue to provide accessible sports facilities for community clubs and groups to access. Utilisation across all 4 sites continues to increase even at sites which have partial community closures due to student exams taking place. Income from community hire is being used to rejuvenate facilities where needed, which in turn provides clubs and their members with improved facilities.

### **Active and healthy lifestyles**

Active4Today has supported the development and delivery of a new Bilsthorpe Wellbeing Walk in partnership with Lincolnshire Co-op. This walk is free for anyone to attend and will take place on the last Friday of each month.

The team has been working in partnership with NSDC Parks Teams, Forestry England and Ollerton/Boughton Children's Centres to engage new parents in 'Buggy Walks' at Boughton Brake, Sherwood Pines (Wednesday) and Vicar Water (Tuesday/Thursday) from July.

The Active Lifestyles Officer continues to engage with the Young Persons Bursary recipients. The group of participants have been formed through several young people coming through the Dukeries Young People's Centre, therefore strengthening exercise and fitness routines for a longer-term sustainable participation. So far, there has been a good level of engagement, with parents/carers reporting a positive mental and physical impact on the young people.

Active4Today has worked with 5 corporate partners, to deliver 156 wellbeing checks this quarter. During these sessions information has been shared regarding community activities, specialist

sessions and memberships to encourage more people to be active. During this period, a new corporate partner has joined the corporate membership scheme, Gascoines.

The Active Lifestyles Officer has engaged one new referral partner, Elysium Healthcare, who are now making referrals to the GP referral scheme for patients with mental health conditions.

Active4Today has engaged with the MSK team who currently run Escape Pain and B-Fit sessions in the leisure centres. These sessions have been well attended with MSK planning to expand their sessions into the fitness suite at NSFC.

Staff have been attending monthly Newark Business Club meetings and have engaged with 9 new companies in July, and a further 14 companies from across the district have been approached to engage with corporate memberships.

The team continue to work closely with specialist physiotherapy teams at Newark Hospital, attending Cardiac Rehab session to increase engagement and referrals for our exercise referral scheme and HeartFit session. This partnership has extended to the Specialist Neurological Physio team, with staff engaging with Neuro patients with Parkinsons and Functional Neurological Disorder. This process is taking place to build the relationship and provide a possible exit route to a class for patients to attend, after they have been discharged from the hospital services.

Active4Today received 132 GP referrals across all 4 sites up to 31<sup>st</sup> July. The referral form has been added to 'System One' which ensures GPs and NHS services, including social prescribing teams are able to access the digital form (which automatically populates patient data), with the referral being received directly by the Customer Services team.

Staff have been attending the Best Years Hub in Sherwood (Clipstone Welfare) and Newark (Cleveland Square). Through these sessions, staff have engaged with 35 older people to talk about leisure centre facilities and sessions they can access. Staff also attended the Blidworth Summer Gala in July and engaged with approximately 30 local residents.

### **Inclusion**

Active4Today received funding to run the Holiday and Food (HAF) programme at Newark Sports and Fitness Centre and Dukeries Leisure Centre during the 2-week Easter school holidays. This included a new pilot session at both sites and a gym and swim session, which included a fitness induction. This session was programmed alongside family sport and sports camp sessions. This new session is targeting a slightly older age group, 11–15-year-olds, that traditionally do not need childcare during the school holidays, but perhaps would like to participate in an activity and receive the free lunch provided.

The first pilot session had 4 individuals attend across the two sites. There were 2 families that attended the family sports session at DLC whilst 14 HAF children took part in the sports camps at NSFC. These sessions were promoted through social media platforms, specific physical activity related groups, local groups, food banks, schools and relevant working connections.

As identified in the business plan for this year, free sessions of swimming, squash and badminton were provided at NSFC and DLC during the Easter and May holiday activity programme. This attracted a total of 133 visits enjoying a free activity session at both sites.

Currently there is a review taking place of the VISPA programme, to develop and enhance the offer at both our leisure centre sites and in community sports club settings. Insight has been captured through conversations with sports clubs to identify how the scheme can support their volunteer base and how they would like to see it work locally.

In addition, the team has been actively promoting the Volunteering in Sport and Physical Activity (VISPA) programme by sending information electronically to schools and through social media platforms during National Volunteering Week, which took place from 1<sup>st</sup> to 7<sup>th</sup> June.

This has in turn expanded to school visits, with involvement in mock interviews at Dukeries Academy in April and a presentation at You Can Do Sport (YCDS) to 15 students, which provided the students with information about the various employment and volunteering positions available with the Company. Students heard from a current leisure attendant at NSFC, who was a previous YCDS student. His journey began as a VISPA volunteer and he talked about his positive experience into employment with A4T and the progression he has made both personally and professionally. The programme has received 11 applications, leading to the induction of 8 new volunteers (4 at NSFC, 2 at DLC and 2 at SLC) during this period.

A4T staff have been working closely with Portland College to provide work placement and volunteering opportunities for their students who have a disability. There were two 6-week placements offered at DLC, shadowing a fitness instructor during this time. This has been a positive experience, with students gaining more confidence from engaging with customers. A student has also requested to come back next year and carry out his supported internship with the Company.

A joint bike marking event was held at NSFC, in collaboration with the YMCA. The local Police Beat Team were present for the full day, offering security advice and marking bikes, ensuring that if they are stolen, and subsequently found, they will be returned to their owner. This is a great opportunity to encourage more A4T users to cycle to the centre rather than use a car.

Funding has been gained from the national scheme of 'Community Alcohol Partnerships' for a new session to divert young people from anti-social behaviour and into physical activity. After the successful application, a total of £3,000 was granted, which was the second highest given nationally. The team has brought together partners including Hawtonville Young Peoples Centre, NSDC Community and ASB officers, Nottingham Forest Community Trust, Newark Town Council and local police teams to develop an opportunity for young people at risk of committing anti-social behaviour, to get involved in physical activity.

Sessions will initially deliver a sports and physical activity programme, which will take place at the Young Peoples Centre to enable the Youth Service to engage with and support those attending. If successful, sessions will move onto the Magnus AWP with future funding. Young people attending the sessions will be offered the opportunity to take part in the VISPA/VISPA Academy scheme and individuals supported to completed NGB qualifications, so they can support future sessions to promote workforce development. Conversations have also begun to secure funding for a similar project in Ollerton and Boughton to decrease the ASB within this area.

The team attended various events such as the Boughton Community Hub Opening Day, the Newark Brazil Community Event, Kings C of E Academy Summer Fair, The CVS Funding Fair, Healthy Week at Holy Trinity and the Positively Empowered Kids Festival at Christ Church. Hundreds of children and parents were engaged with at these events, with the aim to promote Active4Today's Holiday

Activities Programme, HAF Programme, VISPA Volunteering Scheme, Grant Aid Funding to support clubs and general information on what the leisure centres offer to the public.



Report to: Executive Shareholder Committee Meeting 10 September 2024

Director Lead: John Robinson, Chief Executive

Lead Officer: Andy Dewberry, Arkwood Limited

Report Summary	
<b>Type of Report</b>	Open Report, Non-Key decision
<b>Report Title</b>	Performance of Arkwood – Quarter 1 2024-25
<b>Purpose of Report</b>	To present the performance of Arkwood in Quarter 1
<b>Report Recommendations</b>	That Members note the Arkwood Performance Report (attached as the <b>Appendix</b> ) and consider company’s performance against its targets and objectives highlighting any areas of high performance and identifying areas for improvement.
<b>Alternative Options Considered</b>	None
<b>Reason for Recommendations</b>	To ensure appropriate review of the Performance of the Councils wholly owned Housing Development Company (Arkwood).

## 1.0 Background

1.1 Performance management is a tool to drive improvement. This is done by analysing performance using performance information and progress against key activities.

## 2.0 Proposal

2.1 Committee to note the Quarter 1 Arkwood Performance report (**Appendix**).

## 3.0 Implications

In writing this report and in putting forward recommendations’ officers have considered the following implications: Data Protection, Digital and Cyber Security, Equality and Diversity, Financial, Human Resources, Human Rights, Legal, Safeguarding and Sustainability, and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

### **Background Papers and Published Documents**

None



Code	Indicator Name	21/22 Q1 YTD Value	22/23 Q1 YTD Value	23/24 Q1 YTD Value	24/25 Q1 YTD Value	24/25 Q1 YTD Target	24/25 Q1 Business Manager Comments
ARK002	Number of homes delivered through our housing development company Arkwood	New for Q3 21/22	29	60	87	Trend	Arkwood has recently completed the build programme for 87 market sales homes at The Avenues – Bowbridge Road, Newark.
ARK003	Number of plots commenced through our housing development company Arkwood	New for Q3 21/22	87	87	87	Trend	No new homes were scheduled to commence during this quarter. Arkwood are just about to commence the build of 32 market sale homes in Cambridgeshire, which will be followed by 30 new market sales homes in Wirksworth, Derbyshire in the Autumn. Work is imminently due to commence on 29 market rent apartments being built by the Council for Arkwood at Stodman St, Newark.
FIN019	Arkwood - forecast pre tax profit for the year	New for Q1 24/25	New for Q1 24/25	New for Q1 24/25	£8,152	Trend	