

TITLE: The Hive: Progress Report

Committee: Community Services Committee

Date: 12th September 2018

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1. ISSUE

- 1.1. To report on the initial progress of the new leisure centre (the Hive).

2. RECOMMENDATION

- 2.1. Members are asked to note the contents of this report.

3. BACKGROUND

- 3.1. The Hive has now been operating for a little over three months (from May). The purpose of this report is to report on the progress of the centre, and to identify any issues emerging.

4. ARGUMENTS AND CONCLUSIONS

- 4.1. Monthly usage (based on GLL data) increased from 21,400 visits in June to 25,100 in July – of which 75% was for the pool. The operation remains in its infancy, and throughput is expected to continue growing for some time yet. In particular, usage of the outdoor pitch, and of the sports hall, is likely to pick up with the autumn season.
- 4.2. The working relationship between ECDC and GLL remains good. Officers are in regular contact with the GLL management team, both with a view to optimising the long-term outcomes from the contract, and to help manage any immediate issues arising.
- 4.3. There remain some building snags and defects (mostly minor) which are logged by GLL and under review with the build contractor.
- 4.4. User feedback to the new facility has in general been highly positive. Issues which have been raised include:
- 4.4.1. Some dissatisfaction remains at the constraints of the teaching pool remains, and this has been accentuated by the competing demands of balancing teaching and casual usage over the holiday period. As previously reported, the specification reflects Sport England design guidance and industry best practice, but the user concerns have been noted and officers will work with GLL to make best use of the available water-space.

- 4.4.2. Service quality has not yet reached the levels of consistency which we would expect – for example in respect of cleaning. GLL are aware of this, and they are changing the staff rotas and seeking to engage a cleaning contractor to address the issues.
- 4.4.3. There have also been some points of ambiguity around pricing, and some users have found the membership procedure difficult to navigate. GLL have assured us that a member of staff – usually one of the management team - is always available to help users at the touch-screens and to address any queries at reception. Again however, officers are monitoring and responding to concerns and enquiries as they arise.
- 4.5. As previously noted and reflected in this report, the focus to date has been on these practical processes and stakeholder issues. The service specification also provides for a range of formal planning and reporting mechanisms, which will allow us to plan and evaluate the development of the service – essentially, its business planning cycle. Now that the centre is operational, we can more readily define the detail required for these processes, and further reports will be provided to this Committee as appropriate.

5. FINANCIAL IMPLICATIONS / EQUALITY IMPACT ASSESSMENT

- 5.1. There are no new financial commitments arising from this report.
- 5.2. An Equalities Impact Assessment was carried out for the leisure centre project in November 2016. No new considerations have emerged at this stage.

Background Documents	Location	Contact Officer
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