

19 January 2023 at 7.00 pm

Council Chamber, Argyle Road, Sevenoaks



Scrutiny Committee

At the above stated meeting the attached presentations and documents were tabled for the following items

	Pages	Contact
5. Sencio Community Leisure	(Pages 1 - 26)	Sarah Robson Tel: 01732227129
Jane Parish, Chief Executive of Sencio Community Leisure will be in attendance to answer questions on the performance of Sencio and present future challenges.		

If you wish to obtain further factual information on any of the agenda items listed above, please contact the named officer prior to the day of the meeting.

Should you need this agenda or any of the reports in a different format, or have any other queries concerning this agenda or the meeting please contact Democratic Services on 01732 227000 or democratic.services@sevenoaks.gov.uk.

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PRESENTATION TO SEVENOAKS
DISTRICT COUNCIL
SCRUTINY COMMITTEE

19th January 2023



Performance Following the Pandemic

Globally the Leisure Industry has seen levels return to 80 -90% of pre pandemic levels

Visit numbers

Change of area and types of activities customers
accessing :

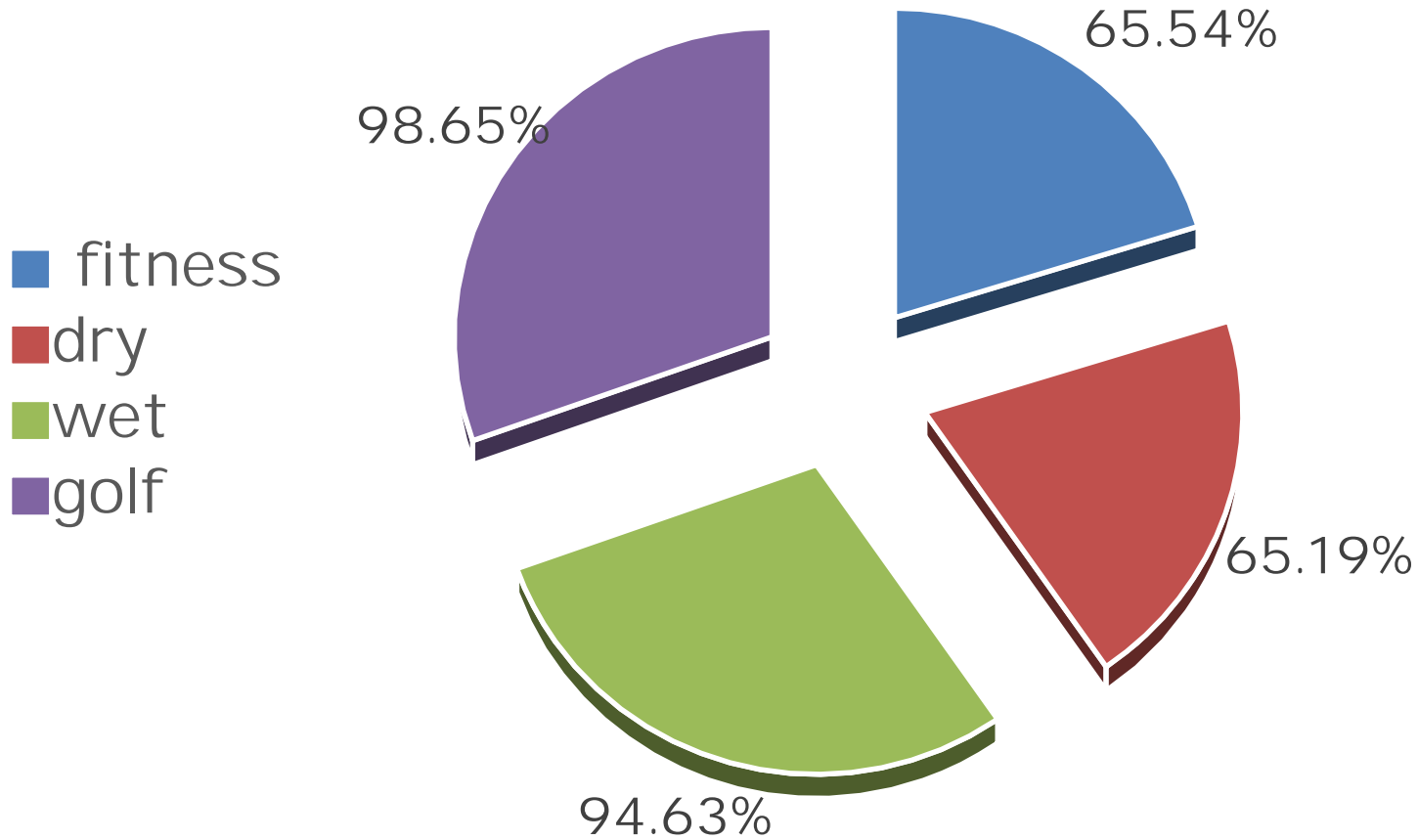
more swimming especially at ELC

higher demand for swimming lessons (40%
primary school children unable to swim in 202

Golf returned to previous levels

less demand dryside activities as some small c

% Visits by type compared to pre -pandemic



Fitness classes

- increase number of aqua classes
- increase number of specialist classes Zumba Gold , Les Mills Franchise

ELC - 39 per week compared to 60 per week Feb 202

- increase number of aqua classes
- reintroduced swim fit
- increase number of specialist Les Mills franchise

Swimming lessons

708 enrolled on Sencio Swim Academy lessons

- ELC 282 = 84% take up

- SLC 426 = 71% take up (more higher stage lessons- stage 7+)

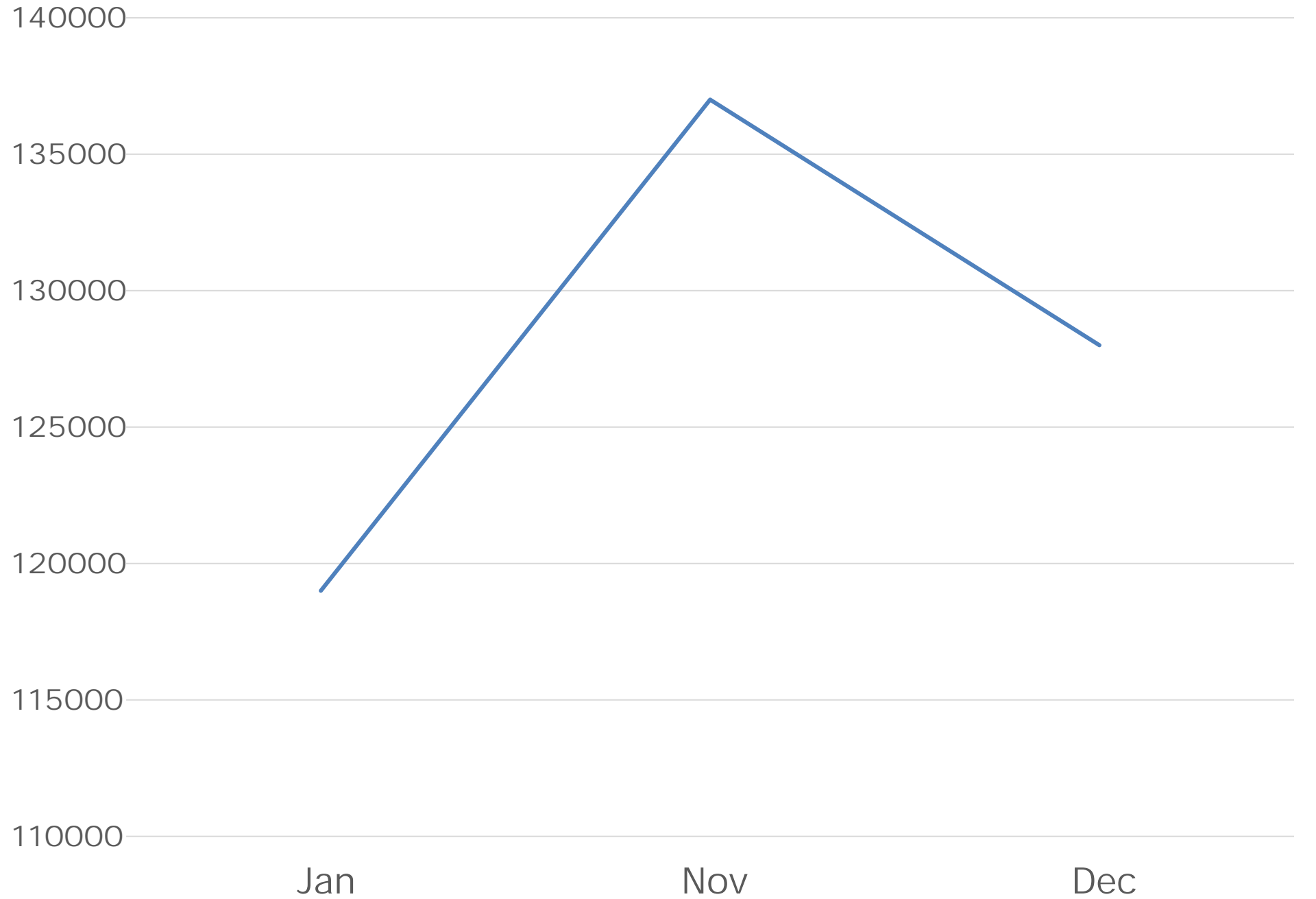
School lessons

- ELC - 5 schools 500 visits in September

October 2022 SLC had total of 3056 members
83.4% pre pandemic levels

Pure Gym opened November 2022 which result
higher number than normal of cancellations of
fitness members

DD INCOME 2022



KCC Reconnect Programme

KCC programme young people aged 3-21
reconnect with activities/friends following the

offered free swim lessons for children unable to swim
25m at year 6 transition year

discounted rates for range of activities

free gym membership for those eligible (free school
meals, young carers)

Ukrainian refugees

Successful take up

Programme ranst 1 June - 31 August

families swim 70p

Jubilee swims- 359

Gym visits- 331

Nos aged 14- 16	194 memberships
Nos aged 17-18	62 memberships
Nos aged 20-21	50 memberships

Customer survey - Moving Communities

3rd one since returned from pandemic

Undertaken by Leisure Net

Flexible time t

September - over 3 week period


Survey conductedth12
online

nd October

267 responses

National benchmark

Survey Results

SATISFACTION		
Sencio	National	
82.11%	81.6%	
Aug 22	Aug 22	

62% of respondents were female
37% male

Age profile -20% aged 45-54
 -32% aged 55-64
 -19% aged 64-74

Activities participating in :

- 42% swimming
- 30% fitness gym
- 25% exercise classes

	Very Satisfied	Satisfied
Ease of booking activities on line	96	80
Staff available to help when required	110	99
Staff are friendly and helpful	147	84
Activities offer value for money	119	88

Challenges Faced During 202

National staff shortages of staff especially swimming pool teachers (40% left the industry)

National shortage of pool chemicals

Omicron

Increase of utility charges

leaks, plant break downs

Staff shortages

Flexible approach to recruitment - part time ho

Run own NPLQ courses at both centres

Paid for staff to get qualifications

Held 2 job fairs

June at SLC

July at ELC

staff qualified

Ageing centres & plant

Centres built 1985 , pool at ELC 1990 and SLC dryside
majority of the plant is the original
2018 SDC Condition survey undertaken - identified
programme required for all buildings

3 weeks

October 2022 building management system replaced at
due to issues with air and pool temperatures

BMS is not functioning correctly due to other pieces of plant no

September 2022 All weather pitches
closed due to safety concerns

Impact on service delivery

Pool temperature fluctuations at SLC

cancellation of swim lessons

customer refunds

suspension of activities eg pool parties , inflatables
sessions

cancellation of swim memberships

loss of confidence of customers in service delivery

Swim income at SLC below target whilst swim income
is above target at ELC

Pool fluctuations Main pool

C,

teaching pool 300

Overall total number of 2022 Main pool		From April total readings 156
% readings above	47.78%	17.48%
% readings below	12.81%	55.94%
% at correct temperature	39.41%	35.6%

Teaching pool

Overall total number of readings teaching pool		From April total readings 164
% readings above	43.6%	52.44%
% readings below	45.9%	36.59%
% at correct temperature	10.43%	10.98%

Highest temperature of Main pool = 26.6
lowest

Highest temperature of teaching pool = 34.8
lowest

air temperature $\Delta/^\circ\text{C}$
affecting building environment and building structure

Challenges 2023

commitment

Increasing utility costs - new Energy Bill
April 1st DScheme

NLW increases from April 1st

Reopen the AWP at ELC

