

Questions for City Executive Board, 14th July, Agenda Item 7 – Fusion Annual Service Plan

1. You repeatedly speak about your ambition and objective to “develop world-class facilities”:

a. How are you measuring how close current facilities are to meeting this objective?

We use internationally recognised Standards (BSI); Industry Quality Award Schemes; Benchmarking services such as the Association of Public Service Excellence. More informally, we seek to assess the quality of our provision as measured by increased usage and customer satisfaction.

b. What/where are you comparing them with?

The standards of service quality referred to above provide for a very wide range of comparators.

c. If you were to measure them on a scale between 0 and 10, where 10 is meeting your objective, what score would you give each of the leisure centres (Ferry, Barton, Blackbird Leys)?

We use the criteria and measures that are mentioned in the answer to 1(a) and these do not allow for this type of scaling.

d. How can world-class facilities not include a diving pool?

World class centres offer a wide range and mix of facilities (see the Leisure & Wellbeing Strategy 2015-2020 on the Council’s website)

2. In what way is the current provision enhancing the “quality of life for everyone”, when through the closure of Temple Cowley Pools 40,000 people are no longer able to access the same or better facilities by walking, cycling or public transport?

The new pool is less than 1.5 miles away and usage at The Leys Pools and Leisure Centres is overachieving our targets.

3. Spires Academy gym:

a. Why is there no mention of this facility in the report?

The operational management for Oxford Spires Sports and Fitness is a separate contractual agreement between Fusion Lifestyle and The Oxford Spires Academy.

b. Why is this being run separately from the main leisure contract, and charging differently?

Please see the response to 3a.

c. Where and when was this provision consulted on before spending £500,000 on it?

Within the Council’s capital budget

4. The women-only sessions at Temple Cowley Pools were well attended by muslim women.

a. How has that attendance by muslim women changed since the Council closed Temple Cowley Pools?

A programme of woman only activities that is fully staffed by females is offered at Barton Leisure Centre. Sessions are also offered at the Leys Pools and Ferry Leisure Centres. Across Oxford facilities there has been a 28 per cent increase in visits by Women and girls, in 2015/16. BME group visits have increased from 17,500 in 2009/10 to 87,500 in 2015/16.

b. Is the proportion of muslim women attending women-only sessions at Barton, Ferry and Blackbird Leys higher or lower than the proportion attending those at Temple Cowley Pools?

Combined visits by women and girls to Barton, Ferry and Leys Pools and Leisure Centres are higher than the numbers who attended sessions at Temple Cowley Pools.

c. What's the reason for this change?

Higher quality facilities, different programming, improved affordability and accessibility of the leisure facilities.

d. Why are you not concerned (IEI assessment points 9, 13) that your policy could have a differential impact on gender?

See 4c.

5. IEI 12, Differential impact on people due to their age?

a. How many people using Temple Cowley Pools in 2014 were over 50?

There were 13,400 visits by over 50s.

b. How many of that group are still using council facilities, and is there more or less frequent use?

The aggregate number of visits by older people has increased across our facilities, but it is not possible to track usage over time by individual customers.

c. How does the Council's policy to close Temple Cowley Pools not have a differential impact on people due to their age?

This matter was addressed in previous CEB reports when the replacement of the old pool was considered.

6. Usage:

a. Can you please confirm that when Temple Cowley Pools was closed you transferred the user database to Blackbird Leys Leisure Centre without reference to individual users?

Fusion Lifestyles membership database combines all Oxford facilities.

b. How many users at Temple Cowley Pools actively and voluntarily transferred to Blackbird Leys?

We have already provided this information.

7. Report, item 10. You estimate 212 tonnes of carbon dioxide per year have been avoided:

a. I assume you mean 'equivalent' as the standard measure?

In line with our current carbon management plan (and funding stream requirements) the carbon figures used are **CO₂ emissions only** not CO₂equivalent (i.e. they don't factor in other Greenhouse Gases - GHGs).

b. Does this include the carbon cost of building the pool at Blackbird Leys?

No

c. What was the carbon cost of building the pool at Blackbird Leys?

d. If you don't have a figure, why not?

The new Leys pools building was built to current planning requirements and building regulations, and achieved BREEAM Very Good certification. This involves minimising the environmental impact of the building in both the construction phase and during operation (including sustainable procurement practices).

e. What is the additional (estimate will be adequate) carbon cost from people being forced to travel by car (rather than walking and cycling) now that you have closed Temple Cowley Pools?

The construction of the new facility at Blackbird Leys has provided a more accessible, modern wet leisure centre facility to the East Oxford area/Oxford region with significantly improved parking facilities as well as good public transport links (and cycle routes) to the new facility to benefit all in the area.

8. Report, item 12. Satisfaction levels

a. You reference footnotes against the figures, but they don't appear to be shown in the report (4, 5) – can you please supply that information?

Customer Satisfaction is measured through Fusions 'Please Tell Us What You Think' system.

b. How many users, and what proportion of the total users, contributed to these satisfaction ratings?

All customers are able to voluntarily provide feedback. In 2015/16 c4,000 'Please Tell Us What You Think' forms were completed by customers; this type of measurement is used across the industry, and is one of several customer feedback systems operated by Fusion Lifestyle.

c. What is being measured, and precisely what questions are being asked?

For the 'Please Tell Us What You Think' forms, overall customer percentage rating of Excellent, Good or Satisfactory.

Knowledgeable, friendly staff
Range of activities
Condition of building
Cleanliness
Value for money
Equipment
Ease of booking and paying
Ease of gaining information

Website.

Forms are located in leisure facilities or can be completed on-line.

d. Is the cohort self-selecting, or do you pick particular people to ask?

'Please Tell Us What You Think' forms are completed voluntarily by users (and non-users.)

9. Report, item 17, key targets:

a. Participation in the most deprived wards:

i. What are these wards?

Priority area postcodes across the City.

ii. What is the participation by ward for 2015/16, and projected for 2016/17?

These data are not currently available but we will review whether they could be provided in the future.

b. What was the participation by residents of Lye Valley, Cowley, Cowley Marsh at what leisure centres in 2014/15?

Please see the response to 9 a ii.

c. What was the participation by residents of Lye Valley, Cowley, Cowley Marsh at what leisure centres in 2015/16?

Please see the response to 9 a ii.

d. How has the usage by people who used to use Temple Cowley Pools changed? Do they go more or less frequently, and how many have taken no exercise since the Council closed Temple Cowley Pools?

Please see the response to 9 a ii.

10. Temple Cowley Pools provided access by walking and cycling to residents in the most densely populated area of Oxford, an area that has seen the greatest rise in population since 2000. Why are you not providing, and not planning to provide, at least equivalent access to leisure facilities to these 40,000 people (figures calculated from information provided by the Council statistician)?

The decision taken to close Temple Cowley Pool was the subject of extensive consultation. New community facilities and gyms have been introduced in East Oxford and Cowley.

11. Much was made of how the temperature of the new Blackbird Leys pool could be altered, and would be to accommodate different groups, in particularly the elderly/over 50s and other groups who regularly attended the old Blackbird Leys pool. How frequently do you change the pool temperature at Blackbird Leys now, and why?

Building Management Systems efficiently and effectively operate consistent pool water and air handling temperature ranges in line with industry practice and guidelines.

12. Reference is made to the Fusion Lifestyle 2016/17 Annual Service Plan – where is this included for public consumption?

This is provided as a background document on the Council's Issue - details web page [here](#), under Background papers.

Only the 2015/16 Plan has been included as Appendix 1. How can CEB consider approval of this report without the 2016/17 Annual Service Plan?

Appendix 1 is given as an example of the public summary leaflet for a much larger and significantly detailed full Plan. The 2016/17 Annual Service Plan has been provided as a background paper for CEB members.

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