



# Year 12 Quarter 1 Review

## Dec 25 – Feb 26

Parklands Leisure Centre

Wigston Pool and Fitness Centre

Managed by Everyone Active in partnership  
with Oadby and Wigston Borough Council



## YEAR 12 QUARTER 1 OPERATIONAL REPORT DECEMBER 2025 – FEBRUARY 2026

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## Everyone Active – Oadby & Wigston Contract

### Quarter 1 Operational Report (December 2025 – February 2026)

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#### 1. Executive Summary

This report provides an overview of operational performance across the Oadby and Wigston Leisure Contract for Quarter 1, Contract Year 12 (December 2025 – February 2026), covering Parklands Leisure Centre and Wigston Pool & Fitness Centre.

The new contract year has started positively, with steady performance and strong engagement levels, particularly throughout January and early February, traditionally a key period for participation growth. The partnership between Everyone Active and Oadby & Wigston Borough Council continues to deliver a high-quality, safe and community-focused leisure service, aligned to the borough's health and wellbeing priorities.

Participation across the quarter has remained consistent and resilient, with encouraging activity levels across all core programme areas. The seasonal uplift in demand has been effectively harnessed, supporting increased engagement in fitness, group exercise and community-based activity, while maintaining strong foundations across swimming and sports provision.

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#### Quarter 1 Highlights

- **Positive start to the year:** Strong engagement throughout January and early February, with increased participation across gym, fitness classes and community programmes following the festive period.
- **Membership performance:** Stable and resilient membership base, with seasonal growth trends evident and continued focus on retention and new member acquisition.
- **Community engagement:** Continued delivery of targeted programmes across Exercise Referral, older adults, children and young people and community groups, maintaining strong reach and inclusive participation.
- **Health and Safety excellence:** Continued high standards of compliance and operational safety maintained across both sites, with no significant incidents reported.
- **Customer satisfaction:** High levels of customer satisfaction sustained, with low complaint volumes and responsive feedback management supporting a positive customer experience.

- **Community and social impact:** Ongoing delivery of health and wellbeing programmes, reinforcing the contract’s contribution to preventative health and social value outcomes.
- **Workforce development:** Continued investment in staff training, development and apprenticeships, supporting a skilled and customer-focused workforce.
- **Operational reliability:** Strong delivery of planned preventative maintenance and effective management of day-to-day operations, ensuring high levels of facility availability.
- **Marketing and engagement:** Seasonal campaigns and local outreach activity have supported strong visibility and engagement, particularly during the peak New Year period.

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## Summary

Overall, Quarter 1 of Contract Year 12 represents a solid and encouraging start to the year, with strong seasonal engagement, stable membership performance and continued delivery of high-quality services across both sites.

The contract continues to demonstrate operational resilience, strong community impact and a clear focus on health and wellbeing outcomes. As the year progresses, emphasis will remain on maintaining participation momentum, growing membership, and further strengthening community engagement through targeted programmes and ongoing service development.

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## 2. Overview

The purpose of this report is to provide a summary of operational performance across the Oadby and Wigston leisure contract for Quarter 1 (December 2025 Thru February 2026).

Everyone Active recognises the importance of its role in delivering a high-quality, inclusive, and community-focused leisure service on behalf of the Council. The partnership between Everyone Active and the Authority continues to be built on transparency, shared objectives, and a commitment to supporting the health and wellbeing of local residents.

During this period, our focus has remained on maintaining service quality, sustaining participation and ensuring the Centres remain safe, clean, and welcoming spaces for all. Community engagement and participation remain at the heart of the contract, with particular emphasis on targeted groups who may otherwise face barriers to accessing leisure opportunities.

## 3. Operational Reporting

### 3.1 Usage and Attendance

Overall participation across the Oadby and Wigston contract during Quarter 1 of Contract Year 12 (December 2025 – February 2026) has remained stable year-on-year, with a positive start to the year supported by strong engagement through January and early February.

Across both Parklands Leisure Centre and Wigston Pool & Fitness Centre, a combined total of 189,567 visits was recorded, representing a modest increase of 1,109 visits (+0.6%) compared to the same period in the previous year. This reflects resilient performance across the contract, particularly during the peak New Year trading period.

Gym and Fitness Classes continue to be a key growth area, increasing by 3,067 visits (+4%) to a total of 76,155 visits. This highlights sustained demand for fitness provision and group exercise, supported by strong member engagement and seasonal participation trends.

Swimming participation remained relatively stable, with 66,533 visits, representing a small decrease of 1,829 visits (-3%) year-on-year. This is broadly in line with expected seasonal variation and ongoing national trends.

Sports and Activities recorded 19,712 visits, a decrease of 3,792 visits (-16%), indicating an opportunity to further strengthen programming and engagement within this area moving forward.

Overall activity participation totalled 162,400 visits, a slight reduction of 2,554 visits (-1.5%) compared to the previous year. However, this has been largely offset by increased spectator engagement.

Dec-Feb	25/26	24/25	Variance
Description	Total	Total	Total
Swimming	66,533	68,362	-1,829
Gym/Fitness Classes	76,155	73,088	3,067
Sports/Activities	19,712	23,504	-3,792
Activity Total	162,400	164,954	-2,554
Spectators	27,167	23,504	3,663
Grand Total	189,567	188,458	1,109

#### Targeted Groups

Community participation continues to be a core element of contract delivery, driving inclusivity and supporting the health and wellbeing of residents across Oadby and Wigston.

Performance against targeted participation categories demonstrates strong growth, with an overall increase of 18% year-on-year and positive trends across all key groups.

Targeted Groups	Q1	Q1	Variance	% Variance
	2025-26	2024-25		
Exercise Referral	2,765	2,382	383	14%
Children and Young People	20,929	16,947	3,983	19%
Community	1,370	821	549	40%
Older Adults	2,235	2,355	-120	-5%
<b>Total</b>	<b>27,299</b>	<b>22,505</b>	<b>4,795</b>	<b>18%</b>

The continued growth in Exercise Referral highlights the success of the revised self-referral pathway, making participation more accessible to residents and reducing barriers to entry. Close collaboration with GP practices, community health partners, and Active Together initiatives remains a key driver of this progress and also across other areas of engagement. Older Adults use is a concern that has dropped off with numbers participating in programs like active life reducing.

#### 4. Membership

Average membership levels across the quarter remained broadly stable, with a total average of 6,926 members, representing a small decrease of 76 members (-1.1%) compared to the previous year.

- Gym membership increased slightly to an average of 4,486 members (+57), reflecting positive New Year engagement and retention.
- Swim lesson membership averaged 2,440 members, a decrease of 133 (-5%), consistent with wider participation trends.

	2025	2024	Variance
<b>Membership</b>	<b>Ave</b>	<b>Ave</b>	<b>Variance</b>
Gym	4,486	4,429	57
Swim Lessons	2,440	2,572	-133
<b>Total</b>	<b>6,926</b>	<b>7,002</b>	<b>-76</b>

Overall, membership performance remains strong and resilient, supported by effective local marketing, retention incentives, and a customer-centric operational approach.

#### 5. Events and Community Engagement

Both Parklands Leisure Centre and Wigston Pool & Fitness Centre continue to play an important role as accessible and valued community venues. A diverse range of initiatives during Quarter 1 have strengthened local engagement, supported charitable causes, and enhanced community wellbeing.

Key highlights include:

- School and Partnership Events: Continued hosting of key local partnership activities, including *Lads & Gals Days* with South Leicestershire Schools Partnership, celebrating youth participation and achievement across the district.
- Charitable Fundraising: A series of fundraising events — including bake sales, book sales, group exercise sessions, and family fun days in the soft play and swimming pool parties — have collectively raised over £10,000 in the last financial for various charities, including Breast Cancer Now. These events have not only generated significant funds but also fostered strong community spirit and inclusivity.
- Community Hub Activities: The Parklands Café continues to operate as a vibrant community hub, hosting Police Drop-ins, Wildlife Trust sessions, Community Safety information stalls, council engagement and the VASL Carers initiative, which provides free refreshments and social connection for volunteer carers.
- Wigston Community Café: The creation and delivery of the Wigston Community Café has provided a welcoming space for residents to meet, socialise, and engage in informal activities such as coffee mornings and games sessions. This initiative has helped to reduce social isolation and promote positive interaction between staff and users in a safe and friendly setting.

Together, these activities highlight the centres' ongoing commitment to social value, community cohesion, and supporting the Council's wider wellbeing objectives.

#### Free and Supported Community Access

Everyone Active continues to deliver strong community benefit through an extensive range of free and subsidised access initiatives. During the quarter, more than 3,000 individual free or discounted visits were provided across both Wigston and Parklands Leisure Centres, representing a total community investment of £11,625.

Key areas of support included:

- Children in the Community  
We continue to engage with children through swimming lessons and soft play initiatives and over the period ran a number of fun Parties and Sessions particularly over the Christmas period.
- Inclusive Access  
To support residents with additional needs, 1,178 free swimming sessions were provided for less able participants, promoting inclusion and wellbeing for all members of the community.
- Local Community Passes  
A range of free and trial memberships were offered to encourage wider participation. This

included 100 day passes and 60 family swim passes, helping local residents to engage with centre facilities and activities.

- Targeted Support for Vulnerable Groups  
Everyone Active also continued its partnership work to support priority community groups, including, Parkinson’s, and Ukrainian/Parkinson’s members. During the quarter, six 12-month memberships were allocated, providing long-term access to physical activity and wellbeing support, equivalent to an additional £2,640 in community value.

Overall, the continued delivery of these initiatives demonstrates Everyone Active’s commitment to reducing barriers to participation, supporting health equality, and strengthening local connections through accessible and inclusive leisure provision.

Organisation	Description	Dec-25	Jan-26	Feb-26	Total	Cost per unit	Total Cost	Annual Cost
Local community	Family Swim Pass	20	20	20	60	£15.00	£900	£10,403
	Free swimming session for less abled	322	440	416	1,178	£3.50	£4,123	
Local community	Day Passes	40	50	50	100	£6.00	£600	
	1 week membership	0	0	0	0	£10.00	£0	
	1 month membership	3	0	0	3	£40.00	£120	
	3 month membership	3	0	0	3	£120.00	£360	
	6 month membership	3	0	0	3	£240.00	£720	
	12 month membership	2	0	0	2	£440.00	£880	
Ukrainian / Parkinsons	12 month membership	3	1	2	6	£440.00	£2,640	

## 6. Site Management and Staffing

Both sites continue to operate efficiently, supported by strong management continuity, high levels of staff retention, and a stable workforce.

- Workforce Profile: Parklands Leisure Centre employs approximately 105 staff, and Wigston Pool & Fitness Centre around 42, equating to a combined total of approximately 50 full-time equivalents (FTEs) across the contract.
- Recruitment and Stability: Staffing levels remain stable, with only minor managerial changes during the reporting period. Recruitment continues to be well-managed, with good local response rates to vacancies.
- Apprenticeships and Development: Apprenticeship development continues to thrive, with two apprentices currently progressing at Parklands and three at Wigston. This ongoing investment in training underlines the contract’s role in supporting local employment pathways and developing future talent within the leisure sector. (Note – We have recently changed our apprenticeship provider and will be looking to recruit further later in the year)
- Training and Competency: A structured training and development programme is maintained across both sites. All Lifeguards complete monthly in-service training and

competency assessments, while all team members participate in a rolling programme of face-to-face and online training covering areas such as COSHH, Health & Safety updates, Customer Care, and Counter Terrorism awareness.

- Management Changes: There has been no changes to site management teams in the last quarter.

Overall, the contract continues to demonstrate strong workforce stability, effective succession planning, and a proactive approach to staff development.

## 7. Health and Safety

### 7.1 Audit Performance

During Quarter 1, both sites underwent a series of scheduled internal audits as part of Everyone Active’s comprehensive compliance and assurance programme.

Utilising the Everyone Quality Management System (EQMS), operational checks are undertaken daily, weekly, monthly, quarterly, and annually to ensure that service delivery consistently meets the highest standards of safety, quality, and customer experience.

The audit outcomes for this period reaffirmed a strong commitment to maintaining safe, well-managed, and high-performing facilities. Both Parklands Leisure Centre and Wigston Pool & Fitness Centre achieved excellent results, reflecting robust operational practices, effective management oversight, and a positive safety culture embedded across all teams.

Audit Type	Parklands Leisure Centre	Wigston Pool & Fitness Centre
Internal Health & Safety Audit	94.6%	92.2%
H & S External / Council Audits	<i>Client Inspection January 2026</i>	<i>Client Inspection January 2026</i>
Statutory Inspections	<i>Fully compliant across all areas</i>	<i>Fully compliant across all areas</i>

The audits highlighted strong procedural adherence, effective maintenance regimes, and well-documented risk assessments. Minor advisory actions identified during internal reviews were promptly addressed through local action plans.

Everyone Active continues to embed a proactive safety culture, with ongoing refresher training, daily operational checks, and monthly safety briefings ensuring continued awareness and accountability at all levels.

### 7.2 Accidents and Incidents

Health and safety performance across both centres continues to be of an exceptionally high standard.

During the Quarter 1 reporting period (Dec 25–Feb 26), no RIDDOR-reportable incidents were recorded across the contract.

A total of 16 minor accidents occurred from 189,568 attendances, resulting in an overall accident rate of 0.84 per 10,000 visits — significantly below the leisure industry benchmark of 4 per 10,000 visits.

This continues to demonstrate the effectiveness of local safety management systems, proactive staff training, and strong operational supervision across all activity areas.

Accidents	PKL	WIG	TOTAL	YTD
Site attendance	124,718	64,850	189,568	261,008
# Accidents	9	7	16	21
# of RIDDOR	0	0	0	0
Accidents per 10,000 visits	0.72	1.08	0.84	0.80

Both sites continue to maintain robust safety practices, supported by comprehensive staff training, daily operational checks, and regular internal audits.

Incident investigations and near-miss reporting are embedded within the management culture, ensuring lessons learned are shared promptly and preventive measures remain effective.

## 8. Cleaning and Presentation

High standards of cleanliness continue to be maintained across both sites through a structured and proactive cleaning regime.

Comprehensive daily, weekly, and monthly cleaning schedules are in place, supported by reactive cleaning to address specific operational needs and ensure facilities remain safe, hygienic, and welcoming for all users.

During Quarter 1, a number of major deep cleaning and improvement tasks were completed across both centres as part of planned maintenance and enhanced presentation works.

### **At Wigston Pool & Fitness Centre:**

A series of targeted deep cleans were undertaken to enhance hygiene standards and improve the customer environment. These included steam cleaning of the Entire Wetside Changing Village and professional drain clearance by an external contractor.

Further works included deep scrubbing and jet washing of dryside floors and the poolside spectator zone. The “No Shoes” signage area continues to work extremely well and is improving cleanliness all the time.

Both male and female dry changing room showers also received a full deep clean, while drains in the male dryside area were fully replaced to improve drainage and reduce odour risk.

### **At Parklands Leisure Centre:**

Cleaning works focused on both internal and external presentation. Deep cleaning was completed in the wetside changing rooms, as well as in group exercise studio and the area around the Bin Store.

The Soft Play centre and climbing wall also underwent its annual inspection and a comprehensive clean carried out by the instructor team, ensuring the surface and holds remain safe and well maintained.

These combined activities demonstrate continued commitment to delivering clean, well-presented, and operationally efficient environments that support positive customer experience and uphold Everyone Active’s standards of quality and safety.

## **8.1 Cleanliness Audit Performance**

Cleanliness standards across both sites continue to perform strongly against internal benchmarks. Quarterly Everyone Active Quality Audits recorded compliance scores consistently above 90% and Google reviews over 4, reflecting the effectiveness of the structured cleaning schedules and staff diligence.

Particular praise was received for the presentation of changing areas, gym floors, and public spaces, all of which have benefited from the enhanced deep cleaning programme.

The continued emphasis on quality assurance, regular inspection, and staff ownership ensures that facilities remain clean, safe, and welcoming, aligning closely with the Council’s expectations for service delivery and community standards.

## 9. Safeguarding

One safeguarding incident was recorded during this period.

This was at Wigston Pool where it was reported that a man was following a teenager around the gym, the parents decided not to take any further action although a training session was conducted with the site team and in particular Gym Motivators in identification of and action in these circumstances.

## 10. Maintenance and Facility Management

All Planned Preventative Maintenance (PPM) activities remain fully up to date across both Parklands Leisure Centre and Wigston Pool & Fitness Centre. The PPM schedule is strategically aligned to Everyone Active's national compliance framework, ensuring that all statutory inspections, plant servicing, and lifecycle maintenance activities are delivered to the highest standards.

This includes regular testing and servicing of electrical systems, pool plant, fire safety equipment, air handling units, and gym machinery — supporting the safe and reliable operation of both facilities.

The PPM programme is further supported by the EQMS (Everyone Quality Management System), which provides robust tracking of all scheduled works and ensures that statutory checks are not only completed but also reviewed for quality and compliance. This structured approach maintains operational resilience, extends asset life, and reinforces the council's investment in the long-term sustainability of the sites.

In addition to the planned schedule, a range of reactive maintenance tasks were completed promptly during the quarter to uphold operational standards and minimise disruption to customers.

### Wigston Pool & Fitness Centre:

- Pipework replacement completed in the male wetside changing area.
- Major Sauna renovation works.
- Pool platforms repaired to ensure continued safety and accessibility.
- Replacement of hairdryers in changing areas.

### Parklands Leisure Centre:

- Drain clearance works completed in key back-of-house areas.

- Lighting replaced in Group Exercise Studios
- Replacement of cracked wetside tile to maintain hygiene and presentation standards.

All works were logged and closed through the central maintenance system, ensuring full auditability and traceability of each task.

Overall, this quarter demonstrated strong performance in both preventative and reactive maintenance delivery, supporting the continued safe, efficient, and customer-ready operation of both facilities.

## 11. Customer Feedback and Satisfaction

Customer satisfaction across both Parklands Leisure Centre and Wigston Pool & Fitness Centre remains consistently high, with feedback continuing to highlight excellent service standards, engaging programmes, and the professionalism of staff.

All customer correspondence during the reporting period was acknowledged and responded to within the required 10-day timeframe, with an average response time of under three hours. Complaint volumes remain extremely low — representing less than 0.01% of all attendances — and were swiftly and courteously resolved.

Recurring feedback themes during the quarter reflected typical operational matters such as car parking pressures, class bookings, and facility access, alongside a wealth of positive comments recognising staff excellence, programme quality, and facility improvements.

Highlights from customer feedback this quarter include:

Wigston Pool & Fitness Centre

- “Callum G is amazing and very friendly”
- Wishing the team a very happy Christmas

A small number of comments referenced operational challenges including car park availability and charges and machines not operable, Sauna issues with the closure of the facility short term whilst major refurbishment work was completed. Customer service issues with telephone communication and class availability raised. Each issue was handled promptly, with appropriate liaison between management and relevant partners to ensure a safe and positive experience for all customers.

Parklands Leisure Centre

- “Sarah’s classes and enthusiasm is fantastic

- “Katy’s social media posts are great!”

Minor facility-related comments including comments on membership pricing increases in January, Soft Play being too busy and car parking machines inoperable.

Overall, the quarter’s feedback demonstrates strong satisfaction levels, particularly around staff engagement, class delivery, and continued investment in facility improvements. Customers clearly value the welcoming atmosphere and high-quality service provided by both centres.

		Dec	Jan	Feb
Parklands	Compliments	1	2	1
	Complaints	9	12	8
	Enquiries	54	76	64
Wigston	Compliments	1	0	1
	Complaints	2	3	1
	Enquiries	62	48	58

## 12. Marketing and Promotions

Marketing activity during Quarter 1 (December 2025 – February 2026) focused on increasing local awareness, driving participation in key programmes and supporting sustained membership engagement across both Parklands Leisure Centre and Wigston Pool & Fitness Centre.

A coordinated multi-channel approach was adopted to maximise reach across a range of audience segments, with a strong emphasis on family activity, soft play, swimming participation and New Year membership campaigns. Activity was delivered through a combination of digital, broadcast and traditional media, ensuring consistent visibility across Oadby and Wigston and surrounding areas.

### Key Marketing Activity

- **Transport Advertising**  
External advertising across Arriva Bus and Centre Bus networks promoted soft play and family activities, delivering high-frequency exposure across key commuter routes and residential areas.
- **Broadcast Media**  
Regional radio campaigns with Capital East Midlands and Hits Radio East Midlands promoted health, fitness and family offers.

In addition, television advertising was introduced via ITVx, supporting swimming lesson promotion and expanding reach into new digital audiences.

- **Out-of-Home Campaigns**  
Mobile advertising vans were deployed at key community locations, alongside digital advertising across Fosse Park and Highcross Shopping Centre screens, ensuring strong visibility in high-footfall areas.
- **Print and Community Publications**  
Advertising and features in *Lots for Tots Leicestershire* and *Primary Times*, alongside school newsletters and community bulletins, supported targeted engagement with families and local networks.
- **Digital and Online Promotion**  
Ongoing updates to websites, online listings and community directories ensured consistent visibility, supporting programme awareness and customer enquiries.

These coordinated campaigns have ensured strong local engagement and continued brand visibility, supporting participation and membership growth across both sites.

## 12.1 Marketing Performance Snapshot – Quarter 1

Marketing performance during the quarter demonstrated strong seasonal engagement, particularly across January and early February, successfully capitalising on the New Year participation peak.

Channel / Campaign Type	Activity Summary	Estimated Reach / Engagement	Key Outcomes
Transport Advertising	Local campaigns promoting fitness and family activities	>200,000 impressions	Strong daily visibility across key routes
Broadcast Media	Capital & Hits Radio campaigns	~150,000 listeners per week	Increased awareness during peak periods
Out-of-Home Advertising	Ad Vans and digital screens	~300,000 footfall exposures	High-impact visibility in key locations
Print & Community Media	Family publications and school networks	~20,000 circulation	Direct engagement with local families
Digital & Online	Website, social media and listings	Ongoing engagement	Strong visibility and conversion support

Overall Marketing Reach: Estimated >650,000 impressions across all channels during Quarter 1.

This integrated approach has supported membership growth, increased fitness participation and sustained community engagement during a key trading period.

## 12.2 Forward Focus – Quarter 2 (March – May 2026)

Building on the strong start to the year, marketing activity in Quarter 2 will focus on expanding reach, engaging new audiences and strengthening strategic partnerships.

Key priorities include:

- East Midlands Airport Advertising  
Launch of targeted advertising within East Midlands Airport to significantly extend regional reach and increase brand visibility to a wider audience.
- Ibiza Retreats Campaign  
Promotion of the Ibiza Retreats campaign to enhance brand aspiration, drive engagement and support member acquisition and retention.
- Kids Pass Partnership  
Development of the Kids Pass partnership to increase family participation, drive new visits and position both centres as accessible, value-led destinations.
- Seasonal Campaigns  
Delivery of spring and early summer campaigns promoting swimming, family activity and community programmes to maintain momentum beyond the New Year peak.
- Digital and Community Growth  
Continued investment in targeted digital marketing, social media and community outreach to maximise engagement and conversion.

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Overall, the Quarter 2 approach will focus on broadening audience reach, strengthening brand presence and driving sustained participation, ensuring continued growth across membership, family activity and community engagement.

## 13. Physical Activity and Sports Development

The Active Communities Team continues to deliver a wide-ranging and inclusive programme of physical activity, health, and wellbeing initiatives across both Parklands Leisure Centre and Wigston Pool & Fitness Centre. These programmes play a central role in supporting the Council's wider public health priorities — promoting active lifestyles, social inclusion, and community wellbeing.

### Funding & Community Updates

- As a part of the Community Champions, we started walking Cricket at Parklands Leisure Centre. This was led through Nafeesa who was the successful Community Champions application. Through this grant we supported her group with 3 months of free sports hall hire. Unfortunately, in this space of time we have only had 10 unique participants, and it has not taken off. We are still keen to launch this programme and will work with Nafeesa on a new date and time.

## Children & Young People

- There is currently 32 care experienced and 28 children in care memberships being accessed across the leisure centres. These are split amongst Parklands with 30 and Wigston with 30.
- The HAF junior Gym memberships programme had 30 participants through the Winter at Parklands Leisure Centre. This is proving to be a very popular programme in Oadby & Wigston.
- Last year we launched the adopt a school program, through this quarter we have been working with St John Fisher Catholic Voluntary Academy, St Thomas Moore Catholic Voluntary Academy & Water leys Primary School at Parklands Leisure Centre and Parkland Primary School & Greenfield Primary School at Wigston Pool & Fitness.

## Healthy Lives

- This quarter we had 9 referrals with 6 starting as exercise referral participants and 5 taking out the exercise referral membership.



- The Parkinson's membership offer currently has 89 members accessing the leisure centres in the Oadby & Wigston Borough. This is split with 62 at Parklands and 27 at Wigston.
- The steady steps maintainers had 86 attendances this quarter.
- The Heartsmart cardiac rehab programme had 1063 attendances across the 4 weekly sessions.
- We currently have 6 people set up as carers to support members to access the leisure facilities in the Oadby & Wigston Contract.

## Healthy Ageing

- Through Q1 the senior sessions have been fantastic with 354 attendances. These include Senior Kurling, Senior Badminton and Walking Football.

- In December we hosted a Christmas Party at The Grange for the Walking football group at Parklands on a Wednesday. There was over 16 people at the meal. Showing that this session has gone from Strength to strength and really has a community feel.



### Healthy Workplaces

- At the back end of last year we launched a staff initiative across South Leicestershire Everyone Active sites. This initiative uses Strava groups to track each contracts hours spent exercising. It is optional to sign up too and currently has 62 staff members signed up across all sites. The staff have also managed to completed a huge total of 1890 hours through various different activities in this quarter.
- The sites in South Leicestershire have now registered to become Mental Health Friendly clubs with Leicestershire County Council with training happening in April.

### Healthy Communities

- The pickleball session at Parklands has been running well with 100 attendances this quarter. We now have a regular 16 people booking in each week, with over 12 regulars
- The ladies No strings badminton session had a fantastic quarter with 2010 attendances.
- The community café at Wigston is still running well with an average of 6 people attending each week

## 14. Service Delivery Exceptions

Service delivery standards across both sites remained strong throughout Quarter 3, with all contractual obligations met in full and only minimal operational interruptions recorded. Where short-term closures were required, these were managed efficiently, communicated promptly, and resolved within agreed timescales.

### Parklands Leisure Centre

No Delivery Exeptions reports

### **Wigston Pool & Fitness Centre**

One closure occurred during the reporting period:

- January 2026 – Failure of infrastructure of the Sauna Cabin resulted in closure for 6 weeks whilst contractors and repairs and sourced.

Interruptions were handled in accordance with Everyone Active’s operational procedures and quality management framework.

#### Preventative Actions

To minimise future disruption and strengthen operational reliability, the following preventative measures have been introduced:

- Enhanced plant monitoring: Increased frequency of system checks and early warning alerts to identify technical anomalies before they affect service delivery.
- Refined preventative maintenance (PPM) scheduling: Strategic alignment of PPM cycles to reduce overlap with high-demand periods and ensure maximum uptime.
- Improved contractor oversight: Strengthened coordination between on-site teams and specialist contractors to accelerate response times and ensure quality assurance.
- Customer communication enhancements: Streamlined digital and on-site communication protocols to provide real-time updates during any planned or reactive maintenance.
- Continuous improvement reviews: Lessons learned from each interruption are now integrated into quarterly operational review meetings, reinforcing a culture of proactive management and service excellence.

These actions continue to support the delivery of safe, reliable, and high-quality leisure environments for all users across the contract.

## **15. Review and Forward Look**

Quarter 1 of Contract Year 12 (December 2025 – February 2026) has been characterised by a steady and positive start to the year, with strong engagement levels throughout January and early February and continued operational consistency across both sites.

The partnership between Everyone Active and Oadby & Wigston Borough Council continues to strengthen, with both Parklands Leisure Centre and Wigston Pool & Fitness Centre

delivering a high-quality, safe and community-focused service aligned to local health and wellbeing priorities.

Despite ongoing economic pressures and a competitive leisure market, the contract has maintained stable participation levels, with notable growth in fitness activity and continued engagement across community programmes. High standards of safety, compliance and customer satisfaction have been sustained, reinforcing the resilience and effectiveness of service delivery.

The quarter's performance — including strong New Year engagement, stable membership levels and continued community programme delivery — reflects a well-managed and adaptable contract, delivering measurable value for local residents.

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## Key Priorities for Quarter 2 (March – May 2026)

### 1. Sustaining Participation and Membership Growth

Building on New Year momentum through targeted campaigns, retention initiatives and new member acquisition, ensuring continued growth across fitness and core activity areas.

### 2. Strengthening Community Impact

Further expansion of inclusive and targeted programmes for older adults, children and young people, and those accessing health referral pathways, supporting wider public health outcomes.

### 3. Operational Excellence and Reliability

Ongoing focus on preventative maintenance, plant monitoring and service planning to maximise facility availability and minimise disruption.

### 4. Customer Experience and Satisfaction

Maintaining high standards of cleanliness, presentation and staff engagement, alongside responsive feedback management and continuous service improvement.

### 5. Partnership and Strategic Alignment

Continued collaboration with the Council to ensure delivery aligns with borough priorities, with a focus on health improvement, inclusion and social value outcomes.

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## Outlook

Following a strong start to Contract Year 12, the service is well positioned to build on early momentum and sustain performance across the remainder of the year. With stable membership foundations, growing participation in key areas and continued investment in

community programmes and facilities, Everyone Active remains committed to delivering an inclusive, high-quality and sustainable leisure offer.

The focus for the coming months will be on maintaining engagement, expanding reach and enhancing the customer experience, ensuring the service continues to positively impact the health, wellbeing and vibrancy of the Oadby and Wigston community.