



Supplement for

OVERVIEW AND SCRUTINY COMMITTEE - WEDNESDAY, 2ND SEPTEMBER, 2026

Agenda No	Item
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7.	<u>Leisure Update</u> (Pages 3 - 10)
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Included are the pre-submitted member questions and answers from (where available).

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Received Friday 21 st August 16:46	
Question	Cllr
Question 1 Can you explain the opening and different session times at Woodstock pool and what flexibility there is in scheduling these? I have seen queries about this from residents and comments that when the weather is good the lane swimming session continue when family swim for all sessions might be more appropriate, while I have also noted that the opening and session times seem to vary quite a bit over the week. It would be good, for example, to have the whole afternoon during the school holidays dedicated to swim for all, family sessions, especially when the weather is good. Could I therefore ask for clarification and some understanding of how we might request alterations to session times. Response: Prior to each season opening, GLL develops a draft programme which is shared and discussed with the West Oxfordshire District Council Client Officer. Any subsequent programming changes are also discussed through the established contract management process. Whilst operating at Woodstock Outdoor Pool we continue running a dynamic programming approach, allowing us to adapt session provision in response to customer demand, seasonal trends and weather conditions. This flexible approach has been used throughout the current season and has contributed to a 120% increase in visits compared to the previous year, suggesting that the programme is meeting customer needs more effectively and enabling more people to access and enjoy the facility. When developing the programme, we consider attendance data and customer feedback. Consistent with trends seen across our wider swimming facilities, lane swimming is typically most popular during the early morning period, before standard working hours, and again after 5.00pm. During school holidays, demand shifts significantly towards recreational swimming, with families and children making greater use of the pool throughout the daytime. We therefore continue to review programming throughout the season to ensure we are providing an appropriate balance between lane swimming and recreational swimming opportunities. As mentioned prior, the significant increase in attendances this year indicates that the current flexible approach is successfully responding to customer demand while maximising access to the facility for the wider community.	Hannah Massie

For context, the current summer provision that we offer allows opportunities for family and recreational swimming on weekdays from 9.00am to 5.00pm and 11.00am to 5.00pm on weekends. On a weekly basis, this is a total of 52 hours of the 76 that we're open for in which we have dedicated to the family demographic. Working in partnership with WODC, we're more than happy to take on any feedback so if there's a specific request or a gap in the programme that has been identified, we'd happily review and consider implementing any changes where possible.	
Question 2 <u>Monahan Way Sports Pavilion — Maintenance & Cleanliness</u> I have received feedback raising concerns about the upkeep of this building. Specific issues include a longstanding leak in the Gents' toilets, deteriorating exterior, and cleaning standards that are not meeting expectations. To illustrate the seriousness of this: at the most recent repatriation event, town hall staff were <i>present until 1pm</i>, carrying out remedial cleaning of the room used for that purpose. Q: What steps will GLL take to improve the maintenance and cleanliness of Monahan Way Sports Pavilion, to ensure it is fit for its intended purpose, especially in relation to repatriation use? Response: The Pavilion has been identified as a priority for improvement through a jointly agreed investment programme between GLL and West Oxfordshire District Council. A two-phase approach has been developed to address the overall condition of the facility, improve the customer experience and ensure it remains fit for purpose for both the local community and its important repatriation role. Work on this programme has already commenced, with a combination of immediate improvements and longer-term enhancements planned as part of the wider investment strategy. In relation to the specific concerns raised, we can confirm that the toilet maintenance issues referenced have already been rectified. Alongside these immediate repairs, as mentioned, the wider planned improvement programme (PIP) will deliver further enhancements to the facility's condition and user experience.	Simon Watson

Question 3 <u>Carterton Leisure Centre — Cleanliness & Standards</u> I have also received feedback regarding cleanliness and enforcement standards at Carterton Leisure Centre. Specific concerns include: changing area floors not being cleaned with sufficient regularity; the no-shoes policy in the changing area not being enforced by staff; and a sandy deposit in the slow lane section of the pool that has not been removed. Q: What steps will GLL take to address cleanliness standards and policy enforcement at Carterton Leisure Centre, and what regular cleaning schedules are in place to ensure the pool and changing facilities are maintained to an appropriate standard? Response: At Carterton Leisure Centre, cleanliness standards and customer experience remain a key priority. While cleanliness concerns have not necessarily been a common theme at Carterton, we do take all feedback seriously and review when issues are raised. The changing village and poolside areas are subject to scheduled cleaning throughout the day due to being high usage areas, additional checks on these areas are therefore carried out by staff to address any issues identified. Unfortunately, some customers don't leave the areas in a satisfactory condition - the quickest way for us to resolve this is for a customer to advise a member of staff, we can then pick this up right away and resolve. Alongside this, we do operate a robust monitoring regime with regular management inspections and audits to ensure standards are maintained across the facility which is reflected in our most recent user survey. In relation to the sandy deposit in the pool, this is linked to the ageing pool plant infrastructure. We are currently working with the Council to deliver an improvement project on this area which will renew the filter pipework and prevent sand getting into circulation (part of the planned improvement project - PIP). In the interim the pool vac will collect any sand. We will continue to monitor cleanliness standards closely and ensure that facility policies, including footwear expectations within changing area are consistently communicated and enforced to provide the best possible environment for all customers.	Simon Watson
Question 4 Q4 Leisure visits were below the target, which was attributed to data capture issues rather than demand. Please could GLL explain what the data capture issues are, and how they are being resolved? Response:	Liam Mackenzie

The leisure visits reported in Q4 were impacted by transition to a new reporting platform, Power BI, alongside a significant upgrade to our front-of-house management system. As with any large-scale system migration, there have been some expected teething issues while the new platforms and data feeds are integrated. Both systems continue to be enhanced and improved and whilst this can occasionally result in minor reporting discrepancies during the implementation phase, this is outweighed by the long-term benefits. The new reporting infrastructure provides far greater flexibility, accuracy and insight into customer usage, enabling us to make better-informed decisions and gain a much deeper understanding of participation trends across the facilities. We are confident that these improvements place us in a much stronger position for future reporting and performance analysis	
Question 5 Are there any plans to install steam rooms or saunas at any West Oxfordshire sites? (this question may be for WODC, since I assume the investment would come from us. If so no need to forward this question to GLL). Response: This is something we would like to explore as part of the future development of our leisure facilities. However, there are currently no confirmed plans or approved projects in place. Whilst the intention is to consider sauna and steam room provision as part of future investment opportunities, it is important to manage expectations as any proposals would be subject to feasibility, funding availability and agreement with West Oxfordshire District Council before any commitment can be made.	Liam Mackenzie
Question 6 Witney Wolves Basketball have also been in touch with me so I have a few further basketball-specific questions: • They inform me that basketball hoops in the Windrush leisure centre are always dirty or not fixed properly - can GLL look at maintenance records to explain why this is the case?	Liam Mackenzie

- They inform me that the basketball court lines are 14 years out of date with regards to basketball regulations. Is GLL aware of this, and if so are there plans to fix this?
- Witney Wolves have raised these issues but have not received responses, claiming that managers keep changing, and that the GLL Partnership Manager does not respond to them. Have GLL identified issues retaining managers, and can they ensure that the partnership manager commits to engaging with our local sports teams?

Response:

We value the contribution that Witney Wolves make to basketball within West Oxfordshire and I have met directly with the club to discuss their concerns and future aspirations for the sport.

We have reviewed the condition of the basketball equipment at Windrush and the hoops and nets are serviced and in a good state of repair. Any further damage or repairs will be treated as a priority to ensure the equipment remains safe and fit for use.

We are also aware that the court markings no longer reflect current basketball regulations. Whilst these works have been costed, rather than undertaking a standalone project, we intend to incorporate the court line upgrades into the wider sports hall refurbishment programme as part of the Planned Improvement Programme (PIP). This will hopefully ensure the best value from future investment and a more comprehensive improvement to the facility as well as minimising the amount of service disruption we have to this area.

Received Friday 28th August

Question 7

What preparations are underway for implementation of the Digital Markets, Competition and Consumers Act later 2026 / early 2027 and what is the expected impact on total membership uptake across the contract?

Response: *To follow*

Stuart
McCarroll

Question 8 Which members of shift management across the contract have access to send out customer communications / push notifications? As it is possible through your Innovatise App to send out information and you can also communicate OpenPlay, or phone of course. a. For context I reported concerns a few months back that the crash pad at Carterton was out of service, casual paying customers and even Birthday parties had not been contacted, even by phone, to give a service update and no changes had been made to the booking page to advise in advance of the service matter. Response: <i>To follow</i>	Stuart McCarroll
Question 9 What has been happening with the average duration of memberships in recent years, and attrition levels, to what do you attribute the sustained growth and have there been any changes in membership classification e.g. does the 5,654 members also include swim school as members? Response: <i>To follow</i>	Stuart McCarroll
Question 10 Members may be aware that officers have been working on improving data availability with GLL, are GLL able to update on how we can improve performance indicators of what are reported to WODC versus what is reported to South & Vale https://democratic.southoxon.gov.uk/documents/s4791/GLL%20scrutiny%20review%202013%202014v2.pdf how can we work together to improve performance indicators which have more meaning. Response: WODC RESPONSE. The Contract specifies the KPI's and PI's which will be reported on as part of the contract monitoring. As part of the specification writing for the Contract Extension (effective from 1st August 2027) a new suite of PI's have been agreed to accompany the KPI reporting. These PI's cover key themes such as finance, operations, programming, etc.	Stuart McCarroll

Question 11 Residents in the southern parts of West Oxfordshire can as easily access the South & Vale Contract as they can travelling north to Carterton and Witney. How material is pay as you go income for the GLL contract versus membership income, and could we have investigated the impact of balance out the differences in pay as you go prices for residents (£6.40 for a swim in Faringdon with Steam, Sauna and Jacuzzi versus £8.60 West Oxon, without the value-add facilities) Response: <i>To follow</i>	Stuart McCarroll
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