

Delivering first class  
leisure facilities for  
everyone...



Leisure Service Update 2015/16

## Our Vision

In December 2012, Fusion Lifestyle commenced the management of the Borough's leisure facilities and over the last two years Leisure facilities in the borough has seen investment in the region of £20million.

Since the transfer London Borough of Haringey and Fusion Lifestyle have developed a clear vision for Haringey to have first class leisure facilities, We aspire to ensure that the Borough's leisure facilities are accessible to all, offer the highest possible standards and support residents of Haringey to be fit and healthy.

Fusion has developed in partnership with London Borough of Haringey a detailed Annual Service Plan that sets out the organisation's objectives, targets and approach in respect of supporting the priorities within the Borough's Corporate Plan which is reviewed and updated annually to reflect changing priorities for the Council.

This leaflet summarises the ways in which Fusion has, and continues, to support the achievement of the Council's Corporate Plan and gives our customers, staff and stakeholders a clear idea of the activities that have taken place and the future aspirations for Haringey's leisure facilities.



## This year so far

As the Borough's leisure operator and a provider of healthy living services in Haringey, our work is particularly focussed on the achievement of Priority 2 of the Council's Corporate Plan which is to "enable all adults to live healthy, long and fulfilling lives".

### Fusion has:

- Upgraded Haringey Facilities –with investment of approximately £20million into the Borough's leisure facilities, providing a wider range of activities for health and fitness in modern and attractive environments;
- Getting People More Active More Often - In the last year there have been over half a million visits to the leisure centres despite major building work taking place. Visits have increased by 52% year-on-year and for the first time the percentage of visitors that are women is reflective of the number of females living in Haringey;
- Raising Standards - Broadwater Farm secured Quest, a quality accreditation for the sport and leisure industry, for the first time in its history. We have also succeeded in significantly raising customer satisfaction over the last year from 74% to 84%;
- Introduction of New Activities – these include teen boxing, basketball, toddler world, soft play and wheelchair dance;
- Balanced Programming – we have carefully reviewed and designed our programmes to ensure they appeal to all ages, backgrounds and fitness levels, offering 250 group exercise classes per week, almost doubling the original number;
- Launching New Catering Provision – we believe that every visitor to the centres should have the opportunity to eat healthy, ethically sourced food in an attractive, sociable environment. We have therefore launched 'Bickels Yard', a brand new catering operation, into the centres;
- Commitment to Inclusive Participation – we offer concessionary pricing across all of the facilities to ensure that no-one is excluded from participating due to cost;

## **Aspirations for 2016 -2017:**

- Increase Participation in Physical Activity – our target is to increase this by a minimum of 2% but we are seeking to achieve a much higher figure;
- Increase Standards Further – we will strive to increase customer satisfaction to 95% and above by improving the way we gain feedback by fully utilising a new customer feedback management system.
- Secure Further Funding – we are committed to securing funding in order to deliver further community programmes, projects and initiatives to promote healthier lifestyles in the Borough;
- Improve Environmental Performance – we are committed to reducing consumption by 2% per annum;
- Gain Further Accreditations - we are aiming to achieve Quest accreditation at both Park Road Pools and Fitness and Tottenham Green Pools and Fitness.
- Supporting the work of the Obesity Alliance – we will be introducing new low cost targeted intervention activities at Tottenham Green Pools and Fitness.



- Delivery of Health Services – we now deliver GP exercise referral, cardiac rehabilitation, stroke rehabilitation, cancer rehabilitation and health walks to improve the wellbeing of the community and deliver advice and support in partnership with the Council;
- Extension of Swim School - we now offer Swim School for 50 weeks of the year increasing access to swimming lessons for children, enabling them to progress faster and be more active.
- Introduction of outdoor swimming during the winter months at Park Road Pools and Fitness. The Lido is now open all year round.

**We continuously seek to improve our service provision and deliver more for Haringey's residents.**

In presenting this summary of our plans for 2015/16, we are keen to gain as much feedback as possible from customers, staff and other key stakeholders. We want to know if you think we are trying to do the right things, whether or not we are achieving our objectives and what key targets we should be considering when we start to prepare our next Annual Service plan for 2016/17?

All feedback is gratefully received and there is a range of ways in which you can tell us what you think:

- Talk to any member of our staff
- Complete one of our “Please Tell Us What You Think” comments cards, available at each leisure facility or available on line at our website [www.haringey-leisure.com](http://www.haringey-leisure.com)
- Attend one of the Customer Forums that will be organised across the facilities throughout the year
- Contact us by e-mail at [info@fusion-lifestyle.com](mailto:info@fusion-lifestyle.com)
- Pass your comments to a representative of the User Groups that meet at each facility
- Attend one of our regular Meet the Management sessions that will be held through the course of the year
- Write to Fusion’s Divisional Business Manager, London Borough of Haringey, c/o 4 Bickels Yard, 151-153 Bermondsey Street, London. SE1 3HA.

If you need a translation, a **LARGE PRINT** version or a copy of this publication in another format, please contact us.

**0208 885 7300**

**[www.haringey-leisure.com](http://www.haringey-leisure.com)**



The leisure centres are brought to you by Haringey Council in partnership with Fusion. As a registered charity, Fusion continually reinvests to improve the sport & leisure offer in your community.

