

# One Leisure Independent Review Update

## 3.0 COMMENTS OF OVERVIEW & SCRUTINY

- 3.2 The Overview and Scrutiny (Environment, Communities and Partnerships) Panel discussed the report at its meeting on 5th February 2026.
- 3.3 Councillor Bywater gave his thanks to the Head of Leisure and his team for the great work undertaken in the progress made by the service. The Panel heard that following the improvement works to the swimming pool at One Leisure Sawtry, an open event was planned for the community ahead of the centres reopening to the public.
- 3.4 Councillor Shaw praised the results shown by the service but expressed disappointment at the level of staff engagement. The Panel heard that work had been undertaken over the past twelve months and that the service was confident that this was improving significantly.
- 3.5 Following an enquiry from Councillor Hassall, the Panel heard that following the initial review and restructure significant work had been undertaken to develop income streams as well as concessionary memberships. It was noted that marketing support would be put in place in order to communicate the positive work undertaken by the service. The increase in One Leisure's net promoter score was noted going from below to above the national average. Following a further request from Councillor Hassall, the Officer undertook to review the SWOT analysis from 2025 and to update the Panel with the results of this.
- 3.6 Councillor Alban welcomed the proposed marketing support for One Leisure and noted that the Council's recycling and waste teams did great work on social media. In response to a further question from Councillor Alban, the Panel heard that an increase in teenage customers within the gyms after school has been observed and that centres had ensured sufficient staffing resources over this time to ensure that this increased footfall was supported.
- 3.7 Councillors Hunt and Pitt observed that many Councillors received colloquial feedback from residents on One Leisure and that this word of mouth feedback was unlikely to be fed back through official channels.
- 3.8 Councillor Hunt concluded with his experience on the One Leisure Shadow Board, and advised that it had provided a useful insight into the developments being made in the service and the progress on the identified actions.

- 3.9 Following the discussion, the Panel were informed that their comments would be added to the Cabinet report in order for an informed decision to be made on the report recommendations.