



Bromsgrove Contract Quarterly Performance Monitoring Report

Q4 | January '25 – March '25

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1. Introduction

As we close out the fourth quarter of the 2024–25 reporting year, Bromsgrove Sports and Leisure Centre is proud to reflect on a period marked by meaningful progress, community engagement, and operational excellence. Q4 has been a testament to the resilience, adaptability, and dedication of our team, as well as the continued trust and enthusiasm of our members.

From the outset of the year, we welcomed new talent and leadership across both site and regional levels, strengthening our operational capabilities and setting the tone for a dynamic and forward-thinking quarter. The successful mobilisation of the Sheffield contract, supported by key team members, showcased our ability to deliver high-impact results while fostering professional development opportunities for staff.

Training compliance remained a strong focus, with Bromsgrove outperforming regional benchmarks in company induction completion and making steady progress in other key areas. This commitment to continuous learning and development ensures that our team remains equipped to deliver exceptional service and uphold the highest standards.

Our digital presence flourished this quarter, with social media engagement reaching new heights. Over 153,000 views and 32,000 new users on Facebook alone reflect the strength of our online community and the effectiveness of our outreach strategies. Complementing this, our customer feedback survey saw a significant increase in participation, with 208 responses—up from 150 in Q3. Satisfaction levels remained high, with 96.2% of visits rated satisfactory or better, and customer service receiving an 87.5% approval rating.

We listened closely to member feedback and responded with tangible improvements. The introduction of “You Said, We Did!” boards enhanced transparency and communication, contributing to increased survey engagement and positive sentiment. Cleanliness, a key area of concern in previous quarters, saw marked improvement thanks to revised protocols and stronger team accountability—reflected in a 6.1% increase in satisfaction.

Operationally, we maintained a strong safety record, with zero RIDDOR reportable events and a significant reduction in accident rates. Our health and safety checks, while slightly below target, still demonstrated a robust commitment to compliance and continuous improvement.

Membership trends, while reflecting broader economic pressures, remained encouraging. EA card uptake grew by 6,702 year-on-year, and gym membership held steady with only a modest decline. Our swim lesson program, despite a slight dip in occupancy, continues to be a cornerstone of our family-friendly offerings.

Our health and wellbeing initiatives continued to thrive, with notable growth in targeted membership categories such as Cared For, Parkinson's, and Carer memberships. The Physical Activity Voucher Scheme and GP Referral Program both saw increased uptake, reinforcing our role as a vital partner in community health.

Environmental sustainability remained a key priority, with significant reductions in electricity and gas consumption leading to impressive carbon savings. The completion of solar panel installation positions us for even greater energy efficiency in the quarters ahead.

Finally, the Social Value Calculator results speak volumes about our broader impact. With a total social value of £452,515 generated in Q4 alone, and a top-quartile performance in value per person, Bromsgrove Sports and Leisure Centre continues to deliver exceptional return on investment for the community.

As we look ahead to Q1 and beyond, we remain committed to innovation, inclusivity, and excellence. With a strong foundation in place and a clear strategic vision, we are excited to build on this momentum and continue making a positive difference in the lives of our members and the wider community.

2. Colleague Changes and Training

We had a fantastic start to the year with several exciting additions and developments across the team.

At a site level, we welcomed **Diego Worrall** and **Melissa Hasker** in January as Duty Manager and Team Leader respectively. Both hit the ground running and made a great impact in their short time with us. Although we are saddened by Diego passing in March, we're pleased to have welcomed **Manuel**, who joins us from Studley and is currently undergoing his site training with excellent progress so far.

We've also seen some key regional appointments that will support the growth and efficiency of our operation:

- **Matt Munford** and **Scott Barnes** have joined as Regional Contract Maintenance Managers, taking over from Stephen Rousell.
- **Theresa England** has come onboard as our new Group Food and Beverage Manager, bringing a wealth of knowledge and experience to the team.
- **Brendan McCabe** has stepped into the role of Regional Sales and Business Manager, succeeding JJ Erasmus. Brendan is already making strong connections and driving engagement across all sites.

A particular highlight this quarter was the **Sheffield contract mobilisation**, where several of our colleagues played a key role in supporting the successful launch. **Reece** and **Diego** were instrumental in both Health & Safety setup and providing colleague support. **Phoebe** contributed significantly in setting up Swim Lessons, and we were delighted to see two of our lifeguards take part in a two-week support placement. This was a fantastic development opportunity and a valuable experience for everyone involved.

Training Progress

We continue to perform strongly against regional benchmarks when it comes to training compliance:

- **Company Induction:**
 - Bromsgrove: 94% Completed (vs. 89.98% West Region Average)
 - Only 1% in progress and just 5% not yet started – showing a strong start for new team members.
- **Annual Refresher:**
 - Bromsgrove: 72% Completed (vs. 75% West)
 - Slightly behind the regional average, but with a clear plan in place to close this gap in the next quarter.
- **Cleaning Induction:**
 - Bromsgrove: 73% Completed (vs. 77% West)
 - Good progress overall, and we're continuing to push completions to meet or exceed the regional average.

We're incredibly proud of how the team has embraced change, stepped up to new challenges, and supported the wider region. With a focus on continued development and training, we're confident that our team will only grow stronger in the months ahead.

3. Customer feedback and Social Media Content and Marketing

3a. social media and Marketing

Bromsgrove Sport and Leisure Centre has remained highly engaged with our community across social media platforms, further strengthening our digital presence. Our Facebook platform performed exceptionally well this quarter, generating over 153,000 views, reaching 32,000 new users, and driving 2,300 link clicks through our posts.

3b. Customer feedback survey!

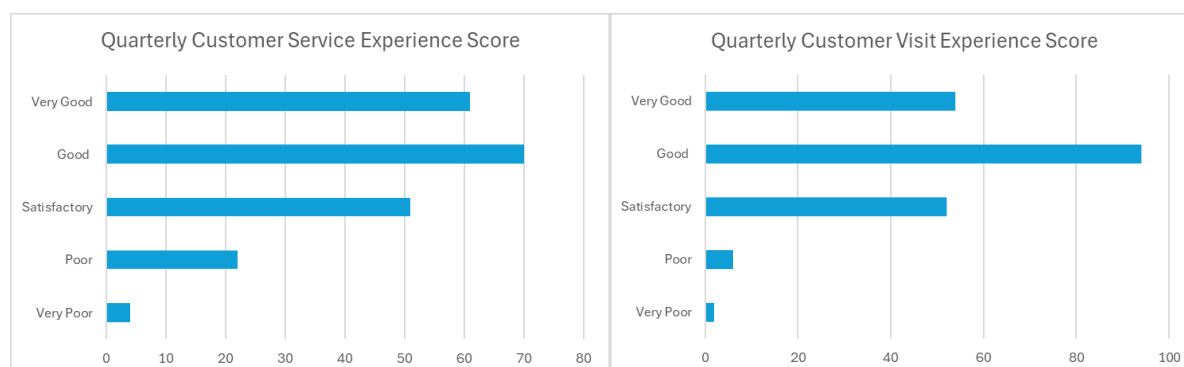
During this quarter, we experienced a notably strong level in participation in our monthly feedback survey. The survey is sent to all visitors who engaged in activities at the centre during that month.

Survey Participation:

- Total surveys completed: **208 for Q4**
- This marks that member are willing to show more engagement compared to previous years, the quarter engagement against Q3- where only 150 surveys were completed.

Satisfaction Ratings:

- **Overall Satisfaction: 96.2%** of visits were rated as satisfactory or greater.
- **Customer Service Experience: 87.5%** of respondents expressed satisfaction with the customer service they received during their visit.
- **Overall Service Score: 6.94 out of 10**, which is an increase of 0.07 points per survey completion.



Customer feedback remains a vital tool in enhancing the experience at Bromsgrove Sports and Leisure Centre. This quarter, feedback was collected through our customer service system and monthly surveys, highlighting key areas of praise and opportunities for improvement.

Positive Feedback Highlights:

- Many members continue to express appreciation for the **friendly and welcoming atmosphere** at Bromsgrove Leisure Centre. Specific praise was given to group fitness instructors, social aspects of the gym, and individual staff members such as Karin, the duty manager.
- Members value the **range of fitness classes**, particularly Pilates, Aqua classes, and virtual spin sessions. The social benefits of these classes are frequently cited as a reason for retention.
- The **booking system** received positive mentions for ease of use (noting improvements over previous versions).
- A number of users noted **overall satisfaction** with their visits and facilities used, particularly the **gym and group sessions**.

Areas for Consideration:

Cleanliness and Hygiene

A recurring and consistent theme throughout the feedback was concern over cleanliness. Specific mentions include:

- **Changing rooms, showers, and toilets:** Numerous reports of visible dirt, lack of soap and paper products.

Booking and Systems

- Complaints about **penalties for missed bookings**, especially when sessions still had availability.
- Requests for improved system usability for non-smartphone users.

Programming and Accessibility

- Suggestions for broader availability of popular classes, earlier/later pool and gym hours, and more variety (e.g., step, bums and tums).

Car Park-Related Feedback

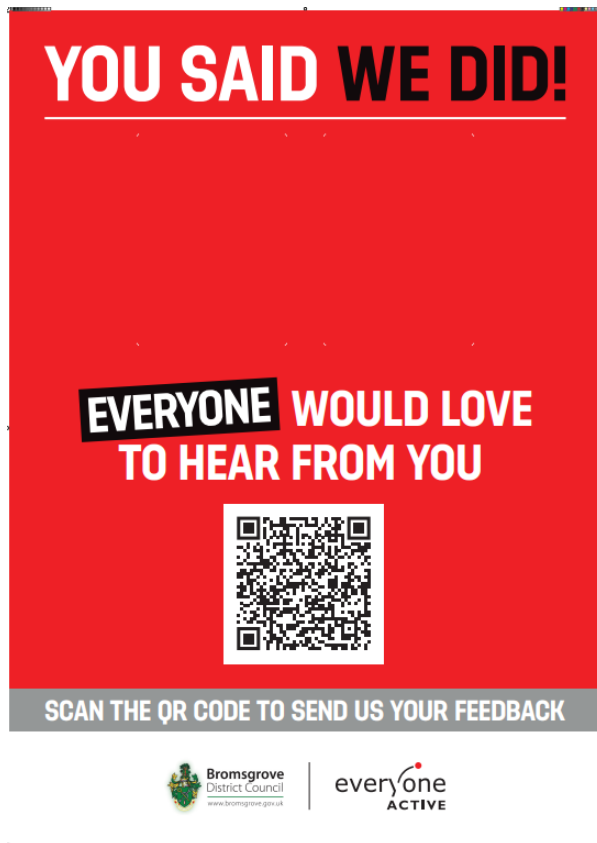
A total of **12 distinct comments** specifically addressed **car parking**, with key concerns being:

- The **cost of parking**, with strong member sentiment that it should be **free or discounted** for paying members.
- Frustration around previous free parking being removed, which some members cited as a reason for leaving the centre.

The overwhelmingly positive feedback is a testament to the dedication of our staff and the quality of service provided. We will continue to listen to our members and enhance their experience at Bromsgrove Sports and Leisure Centre.

3c. YOU SAID! WE DID!

Based on member feedback suggesting the need for improved communication following survey completion, we have taken steps to enhance transparency and engagement. We implement two new "You Said, We Did!" boards for the centre. These seem to have been well received and as a result, seeing an increase in both positive feedback and survey completions during the quarter.



4. Accidents and Incidents Report

In the recent quarter, Bromsgrove Sports & Leisure Centre recorded **14 accidents**, a slight increase from the previous quarter. This includes **12 customer accidents** and **2 minor colleague accidents**.

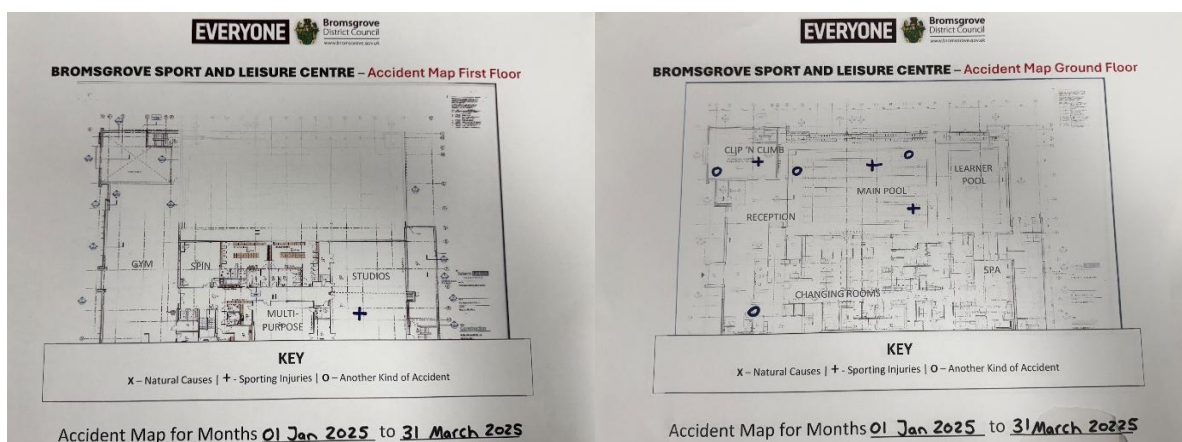
When measured per **10,000 visits**, the accident rate stands at **1.18**, down from **3.41** in Q3. This represents a decrease in nearly 50% compared to Q3. This suggests that the centre's risk management strategies remain effective in ensuring a safe environment for visitors and staff. For April 2024-March 2025 this provides an average of **1.90** accidents per **10,000 visits** compared to the group average of **1.83** for the same period.

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Ongoing monitoring of safety metrics will continue to support further improvements and maintain high safety standards.



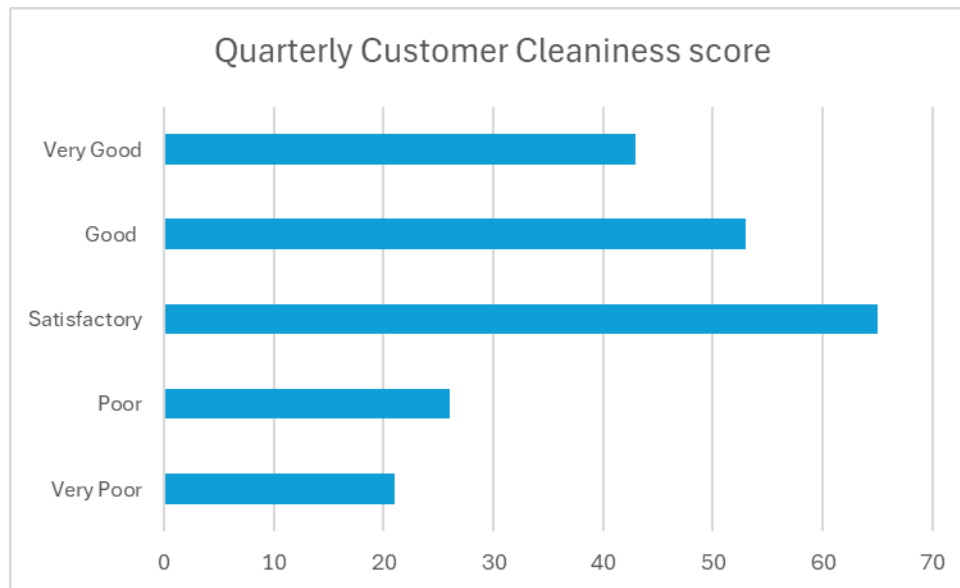
5. Cleaning Summary & Operations

Maintaining high standards of cleanliness remains a fundamental priority for us, directly contributing to both member satisfaction and the overall quality of the facility environment. We are pleased to report a notable improvement in member feedback regarding cleanliness during Q4.

Survey results show that 77.4% of members who responded expressed satisfaction with the cleanliness of the centre—an increase from 71.3% in Q3. This positive trend reflects the tangible impact of recent operational enhancements, including the review and rollout of updated cleaning checklists.

Furthermore, daily completion rates for cleaning tasks reached 81%, demonstrating strong engagement and accountability from our team. This consistent execution of cleaning duties has contributed to visibly improved hygiene standards across all areas of the centre.

We are confident that the combination of revised cleaning protocols and sustained team performance has played a key role in driving this improvement. Continued monitoring and process refinement will remain central to maintaining and building upon these standards in future quarters.



Throughout the fourth quarter, we sustained a strong focus on operational health and safety, successfully completing 94.45% of our scheduled safety checks. While this represents a slight decline from the previous quarter and falls below the group average of 98.46% and the company's target of 100%, it nevertheless demonstrates our continued commitment to maintaining a safe and compliant environment for all employees and facility users.

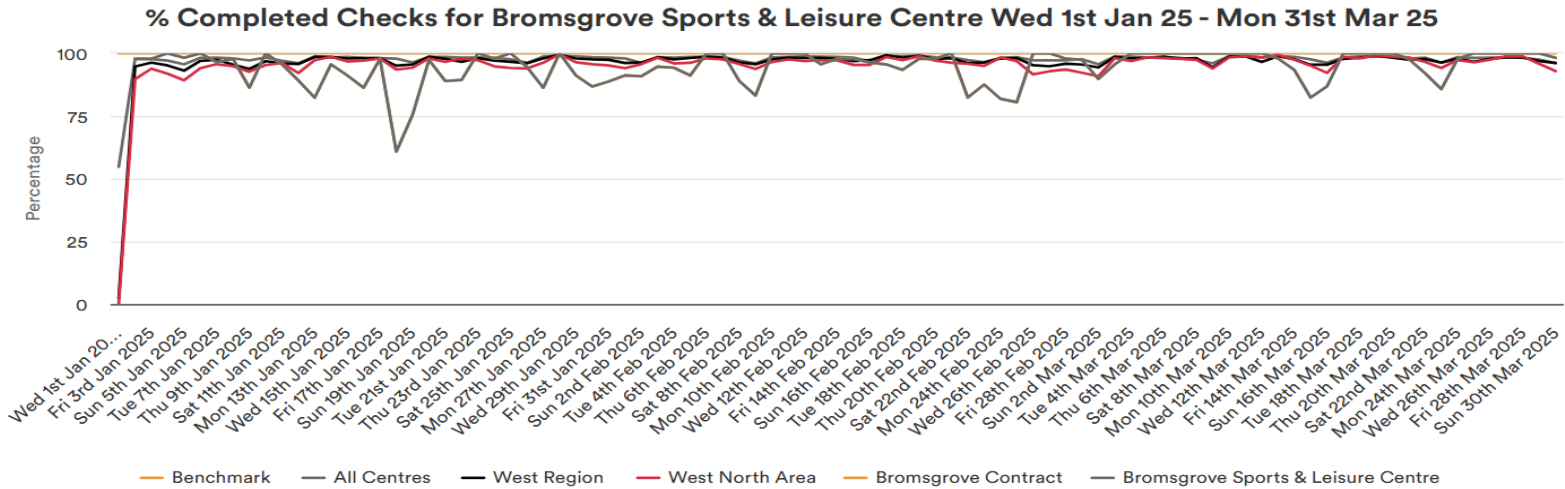
Despite the minor dip in completion rate, our team remained diligent in upholding robust health and safety practices. We continued to apply consistent monitoring processes and enforce compliance with internal and statutory safety standards. These efforts are critical in proactively identifying risks, ensuring regulatory compliance, and improving the overall effectiveness of our safety management system.

The dashboard below provides a visual summary of our Q4 performance, benchmarked against the company standard, the group-wide average, and the regional performance metrics of Bromsgrove Sport and Leisure Centre. This comparative insight allows us to identify performance gaps and target areas for focused improvement.

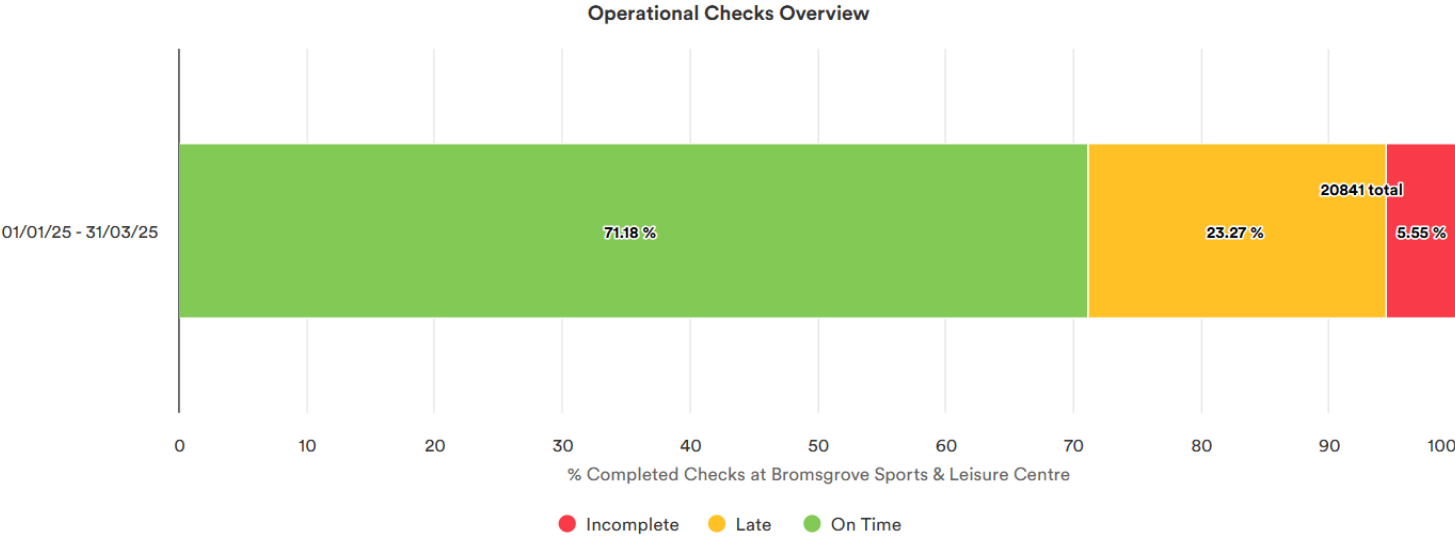
In addition, we have included a comprehensive table outlining our Health & Safety Objectives, Targets, and Results for the 2024/25 reporting period. This is accompanied by details of our monitoring framework, which supports transparency, continuous improvement, and accountability across our safety operations.

We remain committed to achieving full compliance with all scheduled safety checks and continuously improving our health and safety culture across the site.

Operational Checks Benchmarks



Operational Checks Overview



					BROMSGROVE SPORT AND LEISURE CENTRE					
	HEALTH & SAFETY OBJECTIVES, TARGETS & RESULTS				2024-2025					
	Objectives	Source of Data	Target	Previous Year Results	Performance - Current year to date				Year Performance Results	Actions for improvement added to QAP
					Q1	Q2	Q3	Q4		
1	To meet legislative requirements	External complaints, enforcing authorities notices and prosecutions	No Health & Safety breaches or prosecutions	N/A	N/A	N/A	N/A	N/A	N/A	
2.	To minimise, reduce and eliminate colleague accidents and injuries	Accident reports EQMS	Reduce percentage of colleague accidents # of accidents (Divided by) # of colleagues x100	2.80%	0.00%	0.93%	1.86%	0.70%	0.87%	
3.	To minimise total number of customer accidents per 10,000 visits	Accident reports EQMS	Reduce number of customer accidents per 10,000 visits	1.59 Average for Apr 2023 - Apr 2024	1.46 Average for Apr 2024 - Jun 2024	1.37 Average for Jul 2024 - Sep 2024	3.41 Average for Oct 2024 - Dec 2024	1.37 Average for Jan 2025 - March 2025	1.90 Average for Apr 2024 - March 2025	
4.	EQMS Operational checks Compliance	EQMS Performance Dashboard	100%	95.81%	97.72%	97.21%	97.22%	94.45%	96.65%	
5.	H&S Systems Performance Statutory Compliance	Performance Review Reports	100%	100%	100%	100%	100%	100%	100%	
6.	PL/EL Compensation Claims	Broker & Insurer/ RHSQM	Increase % of repudiated Claims	N/A	N/A	N/A	N/A	N/A	N/A	
7	Statutory Inspections & Servicing	Contractors	100% compliance	100%	100%	100%	100%	100%	100%	

6. Membership and Utilisation

In the fourth quarter, Bromsgrove Sport and Leisure Centre continued to demonstrate a strong community presence and commitment to member experience, despite the broader economic headwinds impacting leisure sector trends nationally. While certain metrics reflect minor year-on-year declines, we have seen notable growth in overall membership engagement and card uptake—clear indicators of our team’s ongoing success in member acquisition, retention, and service delivery.

Looking forward, our focus remains on maximising value and flexibility for members through our YOU+, YOU+ ULTIMATE, and MOVE+ membership offerings, alongside tailored concessions to ensure accessibility for all.

Year-on-Year Membership & Utilisation Trends

Category	Q4 Total	Same Quarter Previous Year	Difference
Total Visits (inc. EA cards & non-card holders)	102,739	109,566	-6,827
EA Cards Added	1,951	1,862	+89
Total EA Cards to Date	79,904	73,202	+6,702
Gym Members	2,749	2,838	-89
Children in Swimming Lessons	1,242	1,357	-115
Swim Lesson Occupancy	73%	83%	-10%
RIDDOR Reportable Events	0	0	0

Key Insights

- Continued Growth in EA Card Membership**
 - An impressive **6,702 increase** in EA Cards year-on-year reinforces the sustained value that the centre provides to the community.
 - With **1,951 cards added this quarter**, up by 89 from last year, we continue to attract new members at a steady and encouraging pace.
- Slight Decline in Total Visits, Still Strong Engagement**
 - Total visits decreased by 6.2% year-on-year, mirroring ongoing economic pressures.
 - Despite this, our community remains engaged, and the introduction of new membership tiers is expected to stimulate visit frequency into Q1.
- Gym Membership Stability**
 - With **2,749 members**, the gym saw a modest decline of just 89 members from the previous year—a testament to strong retention strategies and member loyalty during challenging times.
- Swimming Lessons Maintain Core Strength**
 - While children’s enrolment in swim lessons dipped slightly, occupancy remains healthy at **73%**, especially considering the previous quarter's price increase.

5. Safety and Operational Excellence Maintained

- For another consecutive quarter, we recorded **zero RIDDOR reportable events**, highlighting the ongoing dedication to health, safety, and operational standards across the centre.

Strategic Focus Moving Forward

As we close Q4, our efforts remain firmly set on strengthening our value proposition for all members. The rollout of our enhanced membership options—**YOU+**, **YOU+ ULTIMATE**, and **MOVE+**—is already driving increased interest and delivering greater wellness support, digital access, and service variety.

7. Maintenance programme

2024/25 PPM schedule.

Item	Contractor	Frequency	A	M	J	J	A	S	O	N	D	J	F	M		
Legionella Risk Assessment	Kingfisher	3 yearly (March18)														
Microbiological	WCS	Monthly	GM	C	C	C	C	C	C	C	C	B	B	B		
Microbiological Actions	WCS	Monthly	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
Calorifier Inspection	WCS	Yearly								C						
CWS Tank Inspection	WCS	Yearly					C									
Monthly Temperature Monitoring	WCS	Monthly	C	C	C	C	C	C	C	C	x	x	x	x		
Fixed Wire (Dry)	HMC	3 yearly (March18)							N/A							
Fixed Wire (Wet)	HMC	Yearly							C							
Emergency Light Drain Down	HMC	Yearly							C							
Fire Alarm Service	Ace	6 Monthly			GM				C							
Intruder Service	Ace	Yearly								C						
CCTV Service	Ace	Yearly								C						
Fire Extinguishers Service	Ace	Yearly		GM												
Inflatable PIPA (Dry and Pool)	Airspace	Yearly					N/A									
Lift Servicing	Tkelevator	Yearly	GM									x				
Pool Hoist service	Arjo	yearly	N/A													
LOLER Cert	Allianz	6 monthly						C					x			
Automatic Doors	Bolton Gate	annual								C						
Sports Kit	Sport & Play	Yearly	GM													
Climbing Wall	360 Rope	Yearly					GM									
Climbing Wall Tru-Blue	Entre-Prise	Yearly						GM								
Studio Wall	Accordial	6 monthly								B						
Pool & Plant	JAK & WCS	6 Monthly				GM						x				
Watt Bike	Watt Bike	Yearly				GM										
Kaiser Bikes	Kaiser	Yearly							C							
Pest Control	Rentakil	N/A														
Sauna Plant	Jansons	N/A														
Boiler Service / Gas Cert	Ignis	Yearly							GM							
AHU & Air Con	Ignis	6 Monthly						GM					x			
PAT Testing/ fixed	HMC	Yearly							C							
Bund Test & Calibrate Tester	Sterling	Yearly						GM								
Moveable Floor Service	Inducon	Yearly						GM								
BMS	BRP services	6 Monthly		C					C							
TMV's	WCS	Yearly								C						
Pool Alarms	ACE	Yearly							GM							
Window Cleaning	Midland Window	Quarterly														
Technogym	Technogym	Yearly								C						
Pool Cover	Forge Leisure	Yearly				C										
Lightning protection	HMC	annual							GM							
Pressure Test	Allianze	annual														
Pool View	Poolview	6 month								C			x			
Water Fountains	Logic	annual														
Pool Floor	Inducon	Annual						GM								
Health Suite	JAK	Annual		C												

X	Due
B	Booked
C	Completed
GM	Paperwork in folder
	No action required

As part of our long-term strategy, all PPM schedules will be inputted to our EQMS-FM system. This will allow us to have everything all in one place, allowing better management of future maintenance and service planning across the business.

Please see appendix 2: Reactive maintenance log.

8. Activity and Wellbeing Development

This quarter, we hosted a successful Menopause Evening event in partnership with Bromsgrove PCN. The event aimed to raise awareness and provide support around menopause-related health, fostering open conversation and community engagement.

We continued our commitment to supporting young people and individuals with additional needs through meaningful work experience opportunities. Two students from Heart of Worcestershire College completed placements with us, with one of them subsequently being offered casual employment. In addition, we collaborated with Mencap Worcestershire to help a service user gain valuable work experience, reinforcing our inclusive approach to employment support.

We are pleased to report that we have been shortlisted for employment opportunity awards by two separate groups. The outcomes of these nominations are expected to be announced in Q1, and we remain optimistic about the recognition of our efforts in this area.

Operationally, we made a strategic adjustment to our activity schedule. Disco climb sessions have been suspended, and in their place, we have introduced an adult-only climbing session, better suited to the longer daylight hours of the season.

As we transition into Q1, we will begin our Development Plan and strategic goals for 2025/26, ensuring continued growth and community impact.

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BROMSGROVE HWB MEMBERSHIPS Q4 24/25

46

PARKINSON'S
MEMBERSHIPS

82

PA VOUCHER
SCHEME

40

CARERS

3

CARED FOR CHILDREN
MEMBERSHIPS

1

CARE EXPERIENCED
MEMBERSHIPS



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Q4 has delivered another highly positive quarter for our health and wellbeing initiatives, continuing the upward trend established earlier in the year. Health and Wellbeing memberships have shown further growth compared to Q3, underlining the ongoing success of our efforts to promote accessible and inclusive wellbeing services within the community. This sustained momentum speaks to the effectiveness of both our outreach and retention strategies, as well as the broader impact of our community health partnerships.

The **Physical Activity Voucher Scheme** has continued to thrive, recording a **further 46% increase in distributed vouchers** compared to Q3's already impressive 107% growth. This cumulative progress illustrates a strong and growing appetite for physical activity opportunities and highlights how our targeted distribution and promotional efforts are successfully driving participation among key groups.

Our **GP Referral Scheme** has gained further traction in Q4, with a steady rise in regular referrals and a marked increase in participant retention. This growth is a clear indicator that the program is embedding well within local healthcare pathways, offering individuals guided support as they begin or continue their wellbeing journeys.

In terms of specific membership categories:

- **Cared For Memberships**, which had plateaued in Q3, have shown a renewed **15% uplift in Q4**, suggesting that refreshed promotional efforts and direct outreach have begun to re-engage this important demographic.
- **Free Parkinson's Memberships** have maintained strong performance with a **12% increase over Q3**, continuing to build on previous successes and ensuring that individuals with Parkinson's disease have access to supportive facilities.
- **Free Carer Memberships** also saw positive movement, with an **8% growth on Q3 figures**, reflecting our sustained commitment to recognising and supporting unpaid carers across the district.

Overall, Q4 has been a period of consolidation and continued growth, with nearly all key indicators showing upward trends. These results underscore the real community impact of our wellbeing programs and point to a strong foundation for further expansion and innovation in the year ahead.

Social Value (Full report attached)

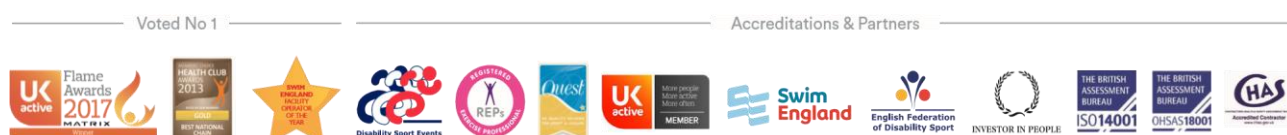
The latest Social Value Calculator (SVC) results confirm that Bromsgrove Sports and Leisure Centre continues to be a major contributor to the social, health, and economic wellbeing of the community. In Q4 2024–25 alone, the centre generated a **total social value of £452,515**, representing a **+0.77% year-on-year growth** compared to the same period last year.

Key Highlights

Total Social Value: £452,515

- **Participants generating social value:** 4,937 individuals
- **Average value per person:** £92
- **Value per site:** £452,515 (one-site contract)

Positive Trends



- **Month-on-month growth (March 2025 vs March 2024):** +3.25%
- **High activity levels maintained:** 52% of users classified as "active" (150+ minutes/week), up from 41% last year
- **Social value per person index score:** 95 – **top quartile performance** within the sector

Breakdown of Social Value Contributions

Area of Impact	Social Value Contribution
Subjective Wellbeing	£246,765
Physical & Mental Health	£90,508
Social & Community Dev.	£112,620
Individual Development	£2,621

- **Wellbeing uplift** shows the strongest impact, highlighting the Centre's role in enhancing quality of life and happiness.
- **Health outcomes** include significant reductions in risk of chronic illnesses, GP visits, and depression.
- **Community development** is supported through reduced crime risk and enhanced social cohesion.

Performance Benchmarking

- **Social Value per Site:** Index Score = 88
- **Social Value per Person:** Index Score = 95 (Top quartile)
- **Year-on-Year Growth:** +0.77% overall, with a site-specific increase of +1%

Bromsgrove Sports and Leisure Centre is not only generating strong total figures but is **outperforming national benchmarks** in key indicators, especially **value per person**.

Demographic & Participation Insights

- **4,861 members** and **76 casual users** contributed to social value.
- **2,273 active** and **2,664 fairly active** individuals (based on WHO guidelines).
- Social value is evenly spread across demographics, supporting equitable access and community-wide benefits.

The Q4 2024–25 Social Value results affirm the **vital role of Bromsgrove Sports and Leisure Centre** in improving the health, wellbeing, and social cohesion of the district. With sustained year-on-year growth and sector-leading impact per user, the Centre represents a **high-return investment** for Bromsgrove District Council in terms of public value creation.

9. Environmental and Energy

Bromsgrove Sports & Leisure Centre has continued to make excellent strides in environmental performance throughout Q4, demonstrating an ongoing commitment to sustainability and energy efficiency.

Electricity consumption in Q4 has seen a net reduction of 3,039.80 kWh compared to the same period last year. January and February recorded particularly strong results, with reductions of 4,365.30 kWh and 2,292.10 kWh respectively. While March saw a slight increase of 3,617.60 kWh, the overall quarterly

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decrease remains a positive achievement. This consistent reduction reflects the centre's success in adopting more energy-efficient practices and technologies.

These efforts have translated directly into carbon savings. Electricity-related carbon emissions dropped by 708.27 kg CO₂ across the quarter, with significant reductions in January (-1,017.11 kg) and February (-534.06 kg). These figures reaffirm the positive environmental impact of the centre's focused energy strategy.

Gas consumption also demonstrated a positive trend. Despite slight increases in February and March, the dramatic reduction in January means Q4 ended with a total net decrease of 68,259.23 kWh in gas usage compared to the same quarter last year. This has led to a net carbon saving of 12,559.70 kg CO₂, with January alone accounting for a reduction of 15,596.60 kg CO₂. These savings highlight both the effectiveness of operational adjustments and the benefits of ongoing investment in smarter heating controls and infrastructure efficiency.

These results are a clear indicator of the centre's robust environmental strategy. With consistent reductions across electricity and gas consumption, and corresponding decreases in carbon emissions, Bromsgrove Sports & Leisure Centre is setting a strong example in sustainable facility management.

Looking ahead, the centre remains committed to continuous improvement through enhanced monitoring, behavioural initiatives, and investment in energy-efficient technologies—all in support of a greener, lower-carbon future. This will only be supported by the now completed installation of solar panels at the centre.

UTILITY CONSUMPTION REPORT FOR Q4 2024/2025

Electricity Consumption Comparison:

Month 2024	Consumption (kWh)	Month 2025	Consumption (kWh)	Total Difference
January	62,076.80	January	57,711.50	-4,365.30
February	56,455.20	February	54,163.10	-2,292.10
March	60,526.30	March	64,143.90	3,617.60

Site carbon emissions because of electricity:

Month 2024	Emissions (Kg Co2)	Month 2025	Emissions (Kg Co2)	Total Difference
January	14,463.89	January	13,446.78	-1,017.11
February	13,154.06	February	12,620.00	-534.06
March	14,102.63	March	14,945.53	842.90

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Gas Consumption Comparison:

Month 2024	Consumption (kWh)	Month 2025	Consumption (kWh)	Total Difference
January	212,708.39	January	127,944.26	-84,764.13
February	163,591.68	February	168,985.55	5,393.87
March	167,317.85	March	178,428.88	11,111.03

Site carbon emissions because of natural gas:

Month 2024	Consumption (kWh)	Month 2025	Consumption (kWh)	Total Difference
January	39,138.34	January	23,541.74	-15,596.60
February	30,100.87	February	31,093.34	992.47
March	30,786.48	March	32,830.91	2,044.43

APPENDICES

Appendix 1: Year on year membership and utilisation data

Category	Quarter Total	Same Quarter Previous Year	Difference
Total no. of visits including EA cards and non-card holders	102739	109566	-6,827
EA Cards added in this period	1951	1862	89
Total EA Cards to date	79904	73202	6,702
No. of Gym members	2749	2838	-89
Swimming Lessons – children enrolled on scheme	1242	1357	-115
Swim Lesson Occupancy	73%	83%	-10%
RIDDOR Reportable Events	0	0	0

Appendix 2: Reactive Maintenance Log

Voted No 1

Accreditations & Partners



	Maintenance Log - Bromsgrove				
	Date	Area	Description of Defect	risk	Current progress.
1	17/05/2024	Expension vessel		high	Work completed 3rd June 2024
2	17/06/2024	Reception Air-con units		low	Repairs completed for 28th August 2024
3	11/06/2024	boiler failure		high	Replacements completed 9th August 2024
4		Hygiene shower TMVs		high	Work completed 30th July 2024
5	26/06/2024	Learner pool AHU 2 heating valve		medium	Work completed 5th July 2024
6		Changing places bed		medium	Work completed 24/02/2025
7	02/07/2024	Main Pool Shutter		medium	Work completed 5th August 2024
8	15/07/2024	UV pipe work leak		medium	work booked with JAK
9	30/07/2024	Female spa change tiles		low	Work completed 14/02/2025
10	30/07/2024	various tiles cracking		low	Alan Hutchins reported to Julie
11	Feb-23	Poolside void		high	ongoing
12	Feb-23	outdoor disabled ramp		high	ongoing
			replacement of 1 x Building Energy Management System		
13	05/09/2024	BMS outstation	(BEMS) Outstation	medium	work completed 24/10/2024
14	30/09/2024	Lightning protection	remedials to system	medium	work completed 7/11/2024
15	30/09/2024	Health suite - Aroma room	defects	medium	work completed 18/12/2024
16		Main Pool AHU frost coil	pump and line	medium	work completed 18/12/2024
	03/01/2025	replacement.	replacements	high	Work completed 08/02/2025
17	19/02/2025	Main Pool AHU extract inverter replacement	Inverter tripping continuously	High	Work booked with BRP for 14/03/2025
			design fault with		
18	05/02/2025	relocation of the top up water tank from above AHU4 in upper plantroom	water storage tank suspended above AHU4	medium	Works order with MI and due to be completed 6th & 7th March 2025