



# OUR PURPOSE

## TO IMPROVE THE PHYSICAL, MENTAL AND SOCIAL WELLBEING OF LOCAL COMMUNITIES

Established in 1993, GLL is a charitable social enterprise and workers cooperative. Over the last 30 years we've grown from a small leisure trust operating eight centres in Greenwich to the UK's largest leisure and cultural trust.

Under our customer facing brand Better:

- We operate 240 leisure centres, 120 libraries, and 15 children's centres in partnership with over 60 local councils, public agencies and sporting organisations.
- We welcome over 50 million visitors a year, generating over £390m in social value as we strive to help as many people as possible lead healthier, happier and longer lives.

BETTER

GLL  
CELEBRATING  
30  
YEARS



# GLL ACROSS THE UK

- Basingstoke and Deane Borough Council
- Bath & North East Somerset Council
- Belfast City Council
- Bridgend County Borough Council
- Buckinghamshire Council
- Cambridge City Council
- Cardiff Council
- City of York Council
- Cornwall Council
- Cumberland Council
- Dudley Metropolitan Borough Council
- East Cambridgeshire District Council
- Epsom & Ewell Borough Council
- Greater London Authority
- Guildford Borough Council
- Lee Valley Regional Park Authority
- Lincolnshire County Council
- London Borough of Barking & Dagenham
- London Borough of Barnet
- London Borough of Brent
- London Borough of Bromley
- London Borough of Camden
- London Borough of Croydon
- London Borough of Ealing
- London Borough of Enfield
- London Borough of Hackney
- London Borough of Hammersmith & Fulham
- London Borough of Hillingdon

- London Borough of Hounslow
- London Borough of Islington
- London Borough of Lewisham
- London Borough of Merton
- London Borough of Sutton
- London Borough of Tower Hamlets
- London Borough of Waltham Forest
- London Borough of Wandsworth
- London Legacy Development Corporation
- London Playing Fields Foundation
- Manchester City Council
- Manchester Metropolitan University
- Mole Valley District Council
- Newcastle City Council
- North Kesteven District Council
- Preston City Council
- Reading Borough Council
- Reigate & Banstead Borough Council
- Royal Borough of Greenwich
- Royal Borough of Kensington & Chelsea
- Rugby Borough Council
- South Oxfordshire District Council
- Swindon Borough Council
- University of Manchester
- Vale of White Horse District Council
- Welwyn Hatfield Borough Council
- West Berkshire Council
- West Oxfordshire District Council
- Westmorland & Furness Council
- Woking Borough Council





UK's largest provider of public swimming pools, tennis courts, athletics tracks, sports halls and fitness facilities.

**260,000**  
Pupils on Swimming Lessons and School Swimming Lessons Each Week

**3,000,000**  
Downloads of the Better UK App

**5,000**  
Fitness Classes Accessed Weekly



**£100,000,000**  
Reinvested in Public Services Since 1993



# PIONEERING LEISURE PROVIDERS

**BETTER**

UK's largest single provider of public libraries.



Hours of Free Computer Sessions Accessed



Total Library Issues 115% of Pre-Covid Levels



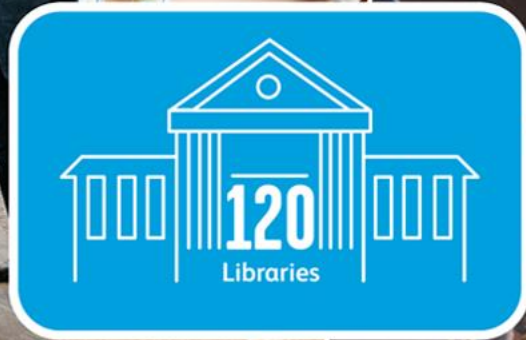
40% Increase in E-Issues in 2022



1,300,000 Press Reader Articles Read Each Month



Items Issued



**SECTOR LEADING LIBRARIES**

**GLL** CELEBRATING 30 YEARS

# KEY RESULTS IN FIRST YEAR OF OUR PLAN

BETTER

Here's a selection of key business results over this year:

- 53M customer visits
- Over £330M of income - which makes us a large business in the UK
- We generated nearly £400M of social value - on physical, mental and social wellbeing of local communities
- Improving our customer satisfaction and trust pilot scores
- Continuing to reduce energy consumption and increasing our green energy facilities
- Created the Product Innovation Campus - to develop our products and pilot new ones
- Proudly maintaining our Real Living Wage status – helping us attract and retain great people!
- Welcomed Mole Valley and Enfield into the GLL Family generating excellent feedback already
- Awarded contracts in 2024 for Bedford Borough Council and London Borough of Newham (*coming back to GLL after going back to the council in 2013*)

CELEBRATING  
**GLL** 30  
YEARS

BETTER



**INVESTORS IN PEOPLE®**

**We invest in people Gold**

**GLL** CELEBRATING  
**30**  
YEARS





# CELEBRATING 15 YEARS OF THE GLL SPORTS FOUNDATION





**BETTER**

**QUESTIONS?**

**GLL** CELEBRATING  
**30**  
YEARS

# Transforming Leisure in Reading with GLL

Donna Pentelow, Assistant  
Director for Culture.

Fitter, healthier,  
better - together



**Reading**  
Borough Council  
Working better with you

**BETTER**  
the feel good place

# Reading's Historic Provision



4 centres built in 1970's and 1980's and a pool in the early 20th Century. Condition and throughput reflected age.



Central Pool closed 2018 - originally 33m pool plus teaching and diving pools.



Arthur Hill Swimming Pool, operated 1911 - 2016.



Old Rivermead closed 2023 - leisure pool, gym, sports hall, bowls hall.



Meadway Sports Centre retained - Dual use, 20m pool, Sports Hall, Gym and Squash courts.



South Reading Leisure Centre - Swimming pool, Sports Hall and studio, gym and multi-use spaces.



Palmer Park Leisure Centre & Stadium - Athletic and Velo tracks and gym. Extended 2022 Swimming Pool, Softplay and larger gym.

# Historic Management

- Managed in house until 2021.
- Use reflected age and condition of facilities.
- Limited management information and unsophisticated out-reach programme.
- Contract started July 2021, building works commenced August 2021 and service delivery priorities were reset:
  - Deliver modern, financially and environmentally sustainable leisure facilities.
  - Increase physical activity and reduce health inequalities.
  - Contribute to the ambition of a net-zero carbon Reading by 2030.

# Delivery of an ambitious £40m investment programme of modern leisure facilities

## *Rivermead Leisure Centre*

- 25m, 8 lane competition pool.
- Teaching and diving pool.
- Splash pad fun zone for younger children.
- 120-station gym with 3 studios.
- 6-court sports hall with 250 spectator seats.
- Accessible toilets and changing facilities.
- Soft play, new reception area and café.
- Outside play area.



A large, modern building with a dark brown and reddish-brown facade. The text 'PALMER PARK LEISURE CENTRE & STADIUM' is visible on the building's exterior. A statue of a man in a suit stands on a pedestal in the foreground on the left. The sky is clear and blue.

# Delivery of an ambitious £40m investment programme of modern leisure facilities

## *Palmer Park Leisure Centre*

- 25m community pool.
- 100-station gym and studios.
- Soft play, with party rooms.
- New changing rooms, toilets and accessible changing facility.
  - New café.





# Delivering an ambitious £40m investment programme of modern leisure facilities: South Reading & Meadway

## *South Reading Improvements - 2023/24 £700k*

- Swimming pool changing rooms
- Accessible change
- Pool tank structure
- RFCCT Intervention unit

## *Meadway Improvements - 2023 £300k*

- Swimming pool changing rooms
- Sports Hall and changing
- Creation of large Studio

# Low Carbon Leisure



*Low carbon energy package worth over £2.5 million.*

*Rivermead - two air source heat pumps*


- Reduce gas use by c.1,400,000 kWh/year.
- 80 per cent reduction in the carbon emission rate.
- Most of the additional electrical load offset by 770 new solar panels.


*Palmer Park - one air source heat pump*


- Reduce gas use by c.400,000kWh/year.
- 57 per cent reduction in the carbon emission rate.
- Active Travel.
- Key Performance Indicators:
  - 2.5% reduction pa in energy consumption.
  - 1% reduction pa in water consumption
  - Implementation of an Environmental Management System.


# Improving Service Reach


 Clear contract outcomes to increase participation in physical activity and reduce health inequalities.

 Improved opportunities to promote local employment including new apprenticeships.


 Targeted physical activity programmes e.g. falls prevention, adult weight management.

 Community partnerships e.g. Reading FC Community Trust, festival of inclusion.

 Piloting activity in community centres.

 Monthly review between leisure, Public Health & GLL.

 Embedding Quest in contract management.

 Transparency through Committee assessment of contract performance.

# Looking Forward

- New and improved pools opening summer 2024.
- Increasing active participants to over 1 million annually.
- Building on targeted work - increase physical activity and reduce health inequalities.
- Embedding evidenced performance management framework
- £1.9 million for lifecycle maintenance capital works to maintain energy improvements in future and ongoing decarbonisation of facilities.