

Moredon Sports Hub

Operational Update

1. Staffing Update

Amy Morris joined Moredon Sporting Hub as Duty Manager on Monday 8th June. Amy joins us from a management role within the vehicle rental industry, bringing a wealth of operational and customer service experience. Seeking a role closer to home, she has already demonstrated a positive attitude and strong commitment to the team.

In her new role, Amy will be responsible for overseeing bookings, driving revenue opportunities, and managing Service Level Agreements (SLAs) with our partners, helping to strengthen operational performance and customer service across the Hub.

2. Cycling Incident

Following the cycling incident on Monday 22nd June, we were deeply saddened by the death of a man in his 30s. Our thoughts remain with his family, friends and all those affected.

Moredon Sporting Hub continues to provide ongoing support to colleagues, volunteers and anyone impacted by the incident. At an appropriate time, we will arrange an informal gathering for colleagues and volunteers to come together over a coffee, reflect on the incident and access further support if needed.

3. Health & Safety Update

All risk assessments, with the exception of the cycle track which were completed by Becky Cox, were reviewed and updated during May to ensure they remain current and effective.

A revised and more comprehensive Emergency Action Plan (EAP) will be introduced during the week commencing 13th July, providing clearer procedures for responding to emergencies across the site.

A new dynamic risk assessment process is being implemented to support staff in assessing and managing risks associated with activities, events or situations that fall outside routine day-to-day operations.

The café team is currently refreshing all Food Safety Level 2 qualifications and will subsequently carry out a relevant review of allergen qualifications to ensure continued compliance with current food safety legislation and best practice.

4. Service Level Agreements (SLAs)

We have commenced the process of formalising Service Level Agreements (SLAs) with our partner clubs to ensure clear roles, responsibilities and expectations are documented, providing greater governance and protection for both the Council and our partners.

Wiltshire Senior League has formally agreed its SLA, FC Abbey Meads has completed and signed its agreement, and Soccer Excellence will be the next organisation to progress through the process.

As part of the renewed SLA with FC Abbey Meads, the club has also committed to extending agreement to include July for the 2026/27 season. This will generate an additional **£5,287.50** in revenue.

5. Cycle Track Maintenance

Concerns relating to surface cracking and run-off on the cycle track have resulted in the cancellation of two scheduled events in September, including the Paracycling National Event and the Regional Championship.

The decision was made by the organiser because the current condition of the track presents an unacceptable level of risk for competitive racing, where participants travel at significantly higher speeds and use of racing sized tyres.

We are currently awaiting further discussions with Swindon Borough Council to agree the next steps, including the proposed programme of remedial works and associated timescales.