



PARTNERSHIP BROCHURE

BARNET
LONDON BOROUGH

BETTER GLL

WELCOME TO GLL

GLL is a unique organisation, a charitable social enterprise that is employee owned and co-operatively structured.

We believe in the power of social enterprise and the intrinsic value of public services across leisure centres, sport facilities, physical activity, play, libraries, cultural facilities and museums.

We are focused on the delivery of high quality, accessible services, and opportunities to all sectors of our society. We proudly manage public facilities across essential public services and have become the largest single operator of public facilities in the UK.

Today, we manage over 380 leisure centres, libraries and sport venues through partnerships with local government, national and regional agencies as well as GLL-owned assets. Our successes across these partnerships have been driven by our ambition to provide leisure, sport and physical activity services that are dynamic, bold and future looking. We have seen annual increases in attendances and more impactful community programmes. We are committed to make a positive difference to the lives of local communities and that we provide well trained and well rewarded local careers and skills.

We recognise that our size and potential influence brings responsibilities to demonstrate the value of public services, to contribute to a range of societal issues and to collaboratively work with key agendas within the leisure, sport and physical activity sector. That is why, for example; we have led with sector-wide research and initiatives with UKActive, Community Leisure UK, Chartered Institute for the Management of Sport and Physical Activity and have been operating for 20 years the UK's largest independent athlete support scheme through the GLL Sport Foundation.

We are delighted to be in partnership with Barnet and for funds generated by GLL to be reinvested back into local services, local communities, and environmental improvement.



Peter Bunday
Chief Executive



WHO ARE WE & WHAT WE DO?

As a charitable social enterprise, we work to ensure all of the communities we serve have the opportunity to be physically active. Working in partnership with the London Borough of Barnet, we create new opportunities for Barnet residents to improve their overall health and wellbeing through a range of community projects, including physical activity, employment and health interventions.

At Better, we understand the importance of partnership work with local stakeholders, ensuring we can make the biggest possible impact and reach the Barnet community who would benefit the most from health and wellbeing opportunities.

In Barnet, on behalf of the London Borough of Barnet, we operate 5 Leisure centres:

- Barnet Cophall Leisure Centre
- Finchley Lido Leisure Centre
- Hendon Leisure Centre
- New Barnet Leisure Centre
- Barnet Burnt Oak Leisure Centre

It's our vision to create new meaningful and long-lasting relationships. Throughout this brochure, we want to invite you, our community stakeholders, to join our journey and work in partnership with us, providing accessible, enjoyable and innovative health and wellbeing opportunities for Barnet residents.

You may know us as either Greenwich Leisure Limited (GLL) or Better. In 1993, we started our work in Greenwich, since growing as an organisation, we introduced our customer facing branding, Better, and this is our brand name which you will know us as and see on all of our marketing and communications.



FOREWORD

“I am delighted to celebrate our dynamic partnership with GLL. Together, we are dedicated to enhancing the quality of life for our residents by providing accessible and inclusive leisure opportunities. GLL’s commitment to excellence and community engagement is instrumental in promoting health, well-being, and cultural enrichment across Barnet. We look forward to continuing this collaborative journey, ensuring everyone in our borough can access and enjoy the benefits of culture and sport.”

Councillor Anne Clarke, Portfolio Holder for Culture, Leisure, Arts & Sports in Barnet

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FACILITIES INCLUDE:



Swimming pools



Sports halls



Sauna



Climbing wall



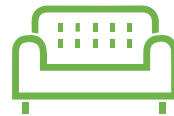
Fitness class studios



Outdoor tennis courts



Gymnasium



Lounge areas



3G and Grass football pitches



Café's



Car parking



Better Community Nursery



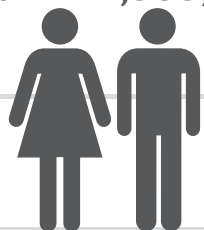
Tackling Inequalities Accredited centres accredited gyms



WHAT HAVE WE ACHIEVED?

LEISURE CENTRE USAGE

23/24= 1,585,287



24/25= 1,661,819



64,603

LIVE MEMBERS AS OF APRIL 2025

50,000 of which Fit & Active Barnet card holders Health and Fitness, Inclusive, Fit & Active Barnet, Healthwise and other targeted membership types.

LESSON AND COURSES

7100

live lessons and courses members as of April 2025



SWIM SCHOOL

5750

Children learning to swim per week.



1799

Responses annual user survey carried out in 2024

4.1/5.0

Staff rating on the annual user survey

GSF ATHLETES

506

Barnet-based athletes supported in total through the GLL Sport Foundation since 2018



£290,775

Worth of funding provided to Barnet athletes through the GLL Sport Foundation since 2018



£9.105M

social value generated per year

Poolpods at all leisure centres with a swimming pool



HENDON GYMNASTICS CLUB



Gold medals at Regionals in 2024

BARNET COPTHALL SWIMMING CLUB (BCSC)



Top ten places in major competitions in 2024

3500

Referrals into adult health interventions during 2024



40

Child health intervention programmes delivered during 2024

60

New and sustainable sport and physical activity opportunities per year, delivered in partnership with community stakeholders

Accredited Inclusive Fitness Initiative (IFI) leisure centres, providing accessible spaces for residents, exercise referral standard / accessible facilities



Data as of April 2025

INCREASING PHYSICAL ACTIVITY

In addition to our gym, swim and fitness class offer, we offer a range of community projects for residents who may face barriers when accessing physical activity, such as financial restrictions, socio-cultural pressures, and time constraints. These barriers are most commonly experienced by specific socio-cultural and socio-economic groups including:

- Women & girls
- Children & young people
- People living with a disability
- Older adults (55 years+)
- Ethnic minority groups

We offer a range of free and low cost activities both in our centres and in the community, which try to address these barriers including:

In-centre programming

‘Sensory Tennis’ project that we deliver in partnership with SENSE at Barnet Burnt Oak Leisure Centre, giving residents living with complex disabilities the opportunity to access free tennis opportunities.

‘Forget Me Not FC’ project that we host at Barnet Copthall Leisure Centre in partnership with Dementia Club UK and the Middlesex FA, giving residents living with dementia the opportunity to take part in free walking football sessions.

‘Dance Barnet’ project that we hosted at New Barnet Leisure Centre in partnership with the Saracens Foundation, which aims to give disabled people aged 11 and over access to free inclusive dance opportunities.

To hear from Better customers including barnet residents, please visit our Better Community Stories webpage -

<https://www.better.org.uk/healthy-communities/community-stories>

Hub Network

Our Hub Network comprises of projects delivered from outside our leisure centres and in the community such as green spaces, places of worship, care homes, and schools. These projects are led by fully qualified coaches, who teach fundamental skills and provide individuals with the necessary resources to develop more regular healthy habits.

If you’re an organisation which would benefit from being a part of our Hub Network and want to work in partnership with us, please contact

andrew.gilbert@gll.org

Fit and Active Barnet (FAB) Hub

The FAB Hub is a one stop resource, enabling Barnet residents to discover a wide range of opportunities to get active and lead a healthy lifestyle. The FAB Hub features an activity finder, FAB Card (free resident membership) registration, health and wellbeing guidance and much more. To find out more please visit better.org.uk/fab-hub



HEALTHWISE

To complement our varied in centre and community based offer, we also operate the Healthwise scheme, which supports residents living with health conditions into physical activity. The Healthwise scheme includes the following programmes:

Adult Weight Management (AWM)

AWM is a weekly group based physical activity and nutrition project, delivered by our Better Healthwise team. To access AWM, Barnet residents can either be referred by their GP or residents can self-refer through visiting better.org.uk/self-referral.

Physical Activity Referral Scheme (PARS)

PARS is a 12 week programme designed to encourage people of all abilities to become and remain physically active, helping to increase fitness levels and improve physical and mental well-being. To access this programme, Barnet residents must be referred to us by a healthcare professional.

Better Balance

Our Falls Prevention classes are a great way for those who are at risk of a fall or who are in fear of having a fall. Better Balance is delivered by our Healthwise team and is a great way for people to develop their strength and balance that they may need to reduce the risk of falling. To take part in our Better Balance scheme, residents will need to speak to their GP and ask to be referred into Barnet Healthwise.

Cancer rehabilitation

Our Healthwise Cancer programme provides a 12 session physical activity programme of 1-2-1 support from a qualified exercise instructor, designed for individuals aged 18 years and over, with a cancer diagnosis within 5 years. Residents will need to speak to their GP or Healthcare professional who will be able to refer them to the Cancer rehabilitation programme.

Diabetes Prevention Programme

To access our diabetes programme, residents must be referred to our Healthwise team through their GP. Throughout this 12 week programme, residents will receive support from our qualified team on how to safely exercise and manage diabetes whilst meeting the recommended physical activity guidelines.

Child Weight Management (Xplore)

Xplore is an 8 week programme for 4-13 year olds, delivered from within a school or leisure setting. Xplore supports families to make sustained lifestyle and dietary changes, helping children and young people who are over the healthy weight range to move more, eat well and feel good.

If you're an organisation who feels your users would benefit from one of our above programmes or would like more information on Healthwise, please contact healthwise.barnet@gll.org. For more information on all of our Healthwise schemes, please visit better.org.uk/healthwise.

REAL LIVING WAGE & IIP GOLD EMPLOYER

As a charitable social enterprise and worker owned organisation, being a good employer that attracts the best people (including those who need help and support to realise their potential) and offering good career opportunities, and competitive pay and terms and conditions of employment, is fundamental to our success. Employing about 12,000 people across the UK we are a major employer and two of the ways we seek to maintain our high standards is through our Real Living Wage and Investors in People (IIP) accreditation.

Since 2022, the cornerstone of our pay strategy has been to ensure our entry rates of pay reflect the Real Living Wage. This is a voluntary commitment made by employers to pay a rate of pay assessed by the independent Living Wage Foundation and based on the cost of living and is higher than the Government's National Living Wage. We are proud to be one of only about 14,000 UK businesses (out of about 2 million organisations) that have signed up to this standard in the UK.

At the start of 2024, GLL was also proud to be awarded the IIP Gold Standard. IIP is an international best-practice standard, used in over 70 countries, that recognises companies that commit to good people management, development of their people, and building an inclusive and values-based culture. Achieving Gold puts GLL in the top 15 % of about 50,000 organisations around the world that have attained a level of IIP accreditation.

In Barnet, we offer a range of opportunities to support local people into employment. Opportunities include work experience placements, and apprenticeships aligning to our values as a charitable social enterprise, employer and provider of career opportunities for local people.

We offer the following opportunities per year;

- 40 volunteering opportunities
- 25 work experience placements
- 20 apprenticeship opportunities

INVESTORS IN PEOPLE®
We invest in people Gold





SUPPORTED MEMBERSHIPS

Membership type	About	Eligibility	In numbers
FAB Card	<p>In Barnet, we offer Barnet residents access to a free FAB card, allowing residents to access the whole range of opportunities we have on offer. This card is a free pay and play card and available to all Barnet residents, providing them with access to a range of benefits across all five Barnet Leisure Centres and beyond after Barnet Leisure Centre.</p> <p>Additionally, Barnet residents who are registered carers can access the FAB card which entitles Carers to enhanced benefits including free swimming during all public swim times and a concessionary rate to all other activities.</p>	<p>For full eligibility, please visit better.org.uk/fab-card</p>	<p>50,854 live FAB card holders as of April 2025.</p> <p>Increase of 36,397 since April 2024.</p> <p>1113 live FAB Carers card holders as of April 2025..</p>
Life Transition	<p>This membership type gives residents the opportunity to stay physically active during a “transitioning period” within their life. The Life Transition membership is a three month membership for vulnerable young people and adults living in Barnet going through life transitions to prevent them dropping out of physical activity and encourage participation in exercise to benefit from a healthy active lifestyle.</p>	<ul style="list-style-type: none"> • Barnet resident (or place of care in Barnet) • Transition from school to college • Transition from school / college to apprenticeship • Transition from further education to employment • Not in employment, education or training • Retirement from full time employment • Asylum seeking or have claimed asylum • Transition from a rehabilitation programme • New parents • People who are Care experienced 	<p>180 Life Transitions memberships available per year.</p>

Membership type	About	Eligibility	In numbers
Community Funded Memberships	This membership is for stakeholders and community organisations who wish to buy memberships in bulk. This is ideal for organisations who have funding or wish to support their service users and pay for memberships on their behalf. There may be flexibility on length of membership and cost.	An online form will be sent to your organisation for the intended recipients to submit their membership applications.	A bespoke solution available upon request. For more information on this membership type contact andrew.gilbert@gll.org
Refugee support scheme	<p>Better are supporting refugees resettling in Barnet with a free Better Health Centre (Off-Peak) membership for a fixed six-month period.</p> <p>The initiative has been structured to be as simple as possible, recognising the challenges already faced by this vulnerable group. Individual refugees can apply directly.</p>	The scheme is open to all refugees who have been granted refugee resettlement status in the last 12 months by the UK Government.	67 Barnet based refugees on this membership type as of January 2025
Inclusive membership	We believe activities are for everyone and our Inclusive membership gives people who are registered as disabled access to our local gyms, swimming pools and fitness classes.	<ul style="list-style-type: none"> • Aged 16 or over • PIP (Personal Independence Payment) • Disability Working Allowance for over 60s • Employment & Support Allowance • Disability Living Allowance • Industrial Injuries Disablement Benefit • Disabled Person's Tax Credit • Blue Badge (parking) 	909 Barnet residents with an active Inclusive membership

If you know of a group or individual who would benefit from any of the above memberships, please contact andrew.gilbert@gll.org

WHY GLL?

- A genuine charitable organisation with no external shareholders or profit takers.
- A single entity structure that is legally constituted for the benefit of the community.
- Track record delivering successful interim solutions for a number of Councils.
- Ability to access VAT & NNDR benefits not afforded to private organisations.
- Twenty seven years of solid experience in the public sector.
- Extensive local authority experience throughout the organisation.
- Head Office in London and Regional Offices throughout the UK.
- Continued investment in products and technology.
- £434m of independently assessed Social Value delivered during our last year of full operation.
- A genuine corporate belief that public services are fundamental to the health, wellbeing and social recovery of our communities post Covid 19.
- Committed to Tackling Inequalities across the London Borough of Barnet.
- Ensuring Barnet residents have the opportunity to lead healthy lifestyles.
- Work with Barnet stakeholders to create inclusive and sustainable sport and physical activity opportunities.



AWARDS AND ACCREDITATIONS



INVESTORS IN PEOPLE®
We invest in people Gold



GLL STATISTICS AT A GLANCE

- 380+ leisure centres, libraries and more
- £300m turnover
- 11,000+ staff employed across the UK
- 220K people learning to swim every week

Information correct at time of printing. To learn more about GLL please visit gll.org

IN PARTNERSHIP WITH
60 COUNCILS
ACROSS THE UK



59 MILLION
ANNUAL VISITS

SOCIAL VALUE OF £1.63 BILLION
INDEPENDENTLY
ASSESSED
IN LAST FULL YEAR



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BETTER GLL

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