

LEGACY LEISURE WORKING GROUP

Tuesday 14 June 2016

Present:-

Councillor Bialyk (Chair)
Councillors Brimble, Denham, and Robson

Also Present

Events Facilities and Markets Manager, Leisure Facilities Manager and Democratic Services Officer (Committees) (SLS)

Jeremy Wright and Michael Anderton – Legacy Leisure

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APOLOGIES

Apologies were received from Councillor D Henson

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APPOINTMENT OF CHAIR

Councillor Bialyk was appointed as Chair. He is also the Portfolio Holder for Sport Health and Wellbeing.

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MEMBERSHIP AND TERMS OF REFERENCE

The membership and revised Terms of Reference were noted.

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MINUTES OF MEETING HELD ON 9 FEBRUARY 2016 AND MATTERS ARISING

The minutes of the meeting held on 9 February 2016 were agreed as an accurate record of the meeting.

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Customer Analysis **CUSTOMER COMMENTS ANALYSIS 2015/16**

Steve Lyon circulated an analysis of customer comments made for each of the centres for the period February 2015 to February 2016, which monitored the trend in the quantity and type of comment received. The number of customer comments for the same month in 2015 had increased from 22 to 26. The analysis formed part of the contract monitoring process.

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CUSTOMER COMMENTS FEEDBACK DECEMBER 2015

Steve Lyon circulated a copy of the detailed customer comments for the month of February 2016. The format included the response or action taken, under categorised headings of maintenance, health and safety, cleaning and by staff and where a compliment had been recorded on a centre by centre basis. An update on any responses was also made.

Steve Lyon explained that the customer comments were received by a variety of sources by email, letters and also recorded verbally and were collated to form the statistics now before Members. They were received on a monthly basis and were

discussed with the operator, Legacy Leisure. The comments could be a complaint or raise issues of maintenance, but they could also include compliments and suggestions. Councillor Bialyk asked about the next stage and how the comments were acted upon to ensure that they were dealt with satisfactorily. He appreciated there were resource issues with another layer of administration, but hoped this could be part of the future process. Steve Lyon advised that the analysis included the comment as written, which he categorised together with the detail of the response and action taken. He noted the request.

Councillor Brimble referred to two comments relating to the temperature of the showers at Northbrook Pool. Jeremy Wright confirmed that after the issue was identified, the appropriate repair was made and included a new push button device to operate the showers. He acknowledged that customers needed to be kept informed and appreciated that it was not desirable to have showers out of action any longer than was necessary. The preferred ambient temperature could also be down to a personal view, but ideally the pool should be 28/30 degrees, with the shower temperature at 42/43 degrees. The building was dated and the replacement of any plant or fittings had an impact. The most recent solution for the showers included the replacement of a thermal mixer valve, but that required one bar of pressure as part of a gravity fed system and this did not match with the original plant which dated back to the 1940's. Steve Lyon confirmed that he would also issue the current analysis to provide Members with up to date information.

Jeremy Wright advised that there had also been some issues with the pressure of showers at Clifton Hill which had also been resolved. This related to an assessment for the prevention of legionella, which had an impact on the storage of water subsequently contributed towards the loss of pressure. This matter had now been resolved. Other comments at Clifton Hill related to the programming of classes and Members were advised that as part of the efficiency of the site, a traffic light system was in place to indicate to patrons if a class was under scrutiny. Legacy Leisure endeavoured to offer a balanced number of activities and provide two weeks of notice of any changes to the programme. They were always reluctant to stop a class.

Councillor Bialyk referred to his portfolio which included the promotion of sporting activities and he welcomed the opportunity to meet with staff to discuss the individual sites ahead of the year's programme of scheduled meetings. He also asked if the comments were recorded in a log book on site and Jeremy Wright confirmed that the most important part of the comments were detailed. David Lewis appreciated there was a value from the comments and he appreciated that it could take time to deal with some of the issues raised. He suggested they would have to think how best to deal with the most recent comments that arrive in the monthly report.

PRESENTATION ON THE SERVICE IMPROVEMENT PLAN FOR EXETER ARENA

Michael Anderton, Manager provided an update on the Service Improvement Plan work for the Exeter Arena Athletics Stadium. He referred to the efforts made by his colleagues to listen to their customer base, which included quarterly customer forums with representatives from the clubs from the casual user as well as the resident athletics club, and local sporting organisations. The site is ranked in the top 70 sites in the whole UK, in part due to the significant investment in the track and field facilities by Exeter City Council. There had also been a significant investment by Legacy Leisure with the replacement of all of the cardio vascular equipment in the gym to encourage greater access to the facilities rather than just those seeking

athletics, as well as new international standard hurdles javelins, hammers and wind gauges.

Staff worked hard to make Exeter Arena, the hub of the community and a number of major events including national championships events had been booked for 2016/17. There had been an increase in regional events and also encouragingly school sports days. They partly welcomed this opportunity to engage with schools to encourage lifelong participation. He referred to two prestigious events, with the first one taking place on 17 and 18 September when the English school Championships would be held allowing a Devon team to be selected as part of a GB squad event in Rio. A further schools event was due to take place in 2017 with the National Age Group championship. Details of these events will be publicised in the Express and Echo and also on the local radio as part of a major collaborative work involving social media and various web sites. Exeter City Council would fund the event but they were also working with active Exeter groups. Councillor Bialyk welcomed the opportunity for Exeter to benefit from the Arena's growing international reputation.

There had been a number of benefits resulting from the improvements to the track and infill which meant that the Exeter Arena was now at an international standard with an increase in usage over the last two years with 298 exclusive usage bookings and to date there have been 324 such bookings in 2016.

Michael Anderton provided details of the Quest benchmarking process which provided an external audit of facilities through a scheduled visit and a mystery shopper visit. He referred to the examination in September 2015, when the overall score achieved was rated as was good overall, with 6 of the 15 modules rated as excellent. Their major strengths included customer service, cleanliness and event management and a development plan had been formulated to look at developing the level of benchmarking and produce a marketing plan. Other initiatives to develop their customer service experience included the positive attitude of the staff who provided a range of opportunities for communication and interaction.

Councillor Brimble welcomed the interest from local schools. Michael Anderton referred to the school use which he hoped would encourage other schools to work collaboratively to share the transport and hire costs. Councillor Bialyk looked forward to developing a greater relationship with the site through his portfolio role.

David Lewis reported that a few snagging issues remained following the improvements to the track, and Steve Lyon was working with the contractor to rectify an issue relating to water run-off.

Members thanked Michael for an informative and comprehensive report.

ANY OTHER BUSINESS

Steve Lyon referred to the opportunity for local Members to attend the meeting or submit questions on sites which were in their ward. He had received a question from Councillor Mrs Thompson following a number of residents' concerns about anti-social behaviour in the car park late into the evening and enquired whether the gates to the car park could be locked at night to deter anti-social behaviour. Steve Lyon advised that the car park was not currently managed by the Leisure Section or Legacy Leisure. The gates were locked at night by a private company and any future decision on the management of the car park would have to be discussed. Councillor Bialyk agreed to discuss the matter with Councillors Edwards, Denham, Morse and Brimble.

Councillor Thompson also enquired about whether the City Council had a Legionella Policy. Jeremy Wright was able to advise that Legacy Leisure had a Legionella Policy in place and the facilities were inspected and tested by a private contractor on a monthly basis. The Exeter Arena site also has a sodium dioxide machine installed by Legacy Leisure which is monitored and maintained by the private contractor.

Councillor Harvey had also asked about the efforts made to publicise the site and he referred to the use of social media and update information on the web site.

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DATE OF NEXT AND FUTURE MEETINGS

Members noted the following dates -

13 September 2016 at 11.30 Wonford Sports Centre/ Northbrook Golf Course (This date has been changed from 6 September)

18 October 2016 - Clifton Hill Sports Centre/Pyramids Swimming Pool

7 December 2016 Annual Tour of Leisure Facilities

13 December 2016 - Northbrook Swimming Pool

(The meeting commenced at 10.00 am and closed at 11.05 am)