

LEGACY LEISURE WORKING GROUP

Tuesday 12 September 2016

Present:-

Councillor Bialyk (Chair)
Councillors D Henson and Robson
Councillor Hannon (attended as Local Member)

Also Present

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

Jeremy Wright and Phil Roebuck – Legacy Leisure

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APOLOGIES

Apologies were received from Councillor Brimble.

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MINUTES OF MEETING HELD ON 14 JUNE 2016 AND MATTERS ARISING

The minutes of the meeting held on 14 June 2016 were agreed as an accurate record of the meeting.

Councillor Robson referred to the customer analysis and Steve Lyon recalled that a reporting cycle has been missed as the last meeting had been cancelled, and there had not been the opportunity to update Members. He had made that information available to Members.

Councillor Bialyk welcomed input from any of the City Council's Members, with both positive comments as well as negative, as part of an endeavour to promote a sea change in culture. He requested that the agenda be shared with all Members to encourage this. Action SS

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

Steve Lyon circulated an analysis of customer comments made for each of the leisure centres for the period July 2015 to July 2016, which monitored the trend in the quantity and type of comment received. The analysis formed part of the contract monitoring process.

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CUSTOMER COMMENTS FEEDBACK

Steve Lyon circulated a copy of the detailed customer comments for the month of May to July 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. He provided a month by month account and an update on any further response. A steady number of comments had been made, which followed similar trends of patronage, which peaked in January, followed by hikes in June as people began to get fit for the beach and then in September combating the indulgences of the summer. The comments seemed to flow throughout the year, and were fairly evenly balanced

across the sites and only spiked when an incident occurred at a centre. The comments provided an open and honest forum.

Dave Lewis enquired about the latest status of the showers at Clifton Hill Sports Centre and suggested that an update on the report should be provided on the action taken. Steve Lyon reminded Members of an issue relating to the water pressure of the showers, resulting in the isolation of one of the two tanks feeding the showers, which had in turn effected the water retention and temperature of standing water in the remaining tank. It had taken some time to re-establish the pressure and also ensure that the standing water did not harbour a source of legionella. Jeremy Wright added that a specialist company had been engaged to deal with this matter. He agreed to make an addendum and update the report. Action JW

Jeremy Wright responded to a comment by Councillor Bialyk and agreed that the balance between the positive comments or complaints had to be placed into perspective and it was easy to look at some of the aging facilities and come to a conclusion. Staff went to great lengths to ensure the facilities were fit for purpose and offered the right environmental conditions. He acknowledged some other comments relating to the cancellation of classes, and the general appreciation that sometimes, class times needed to change. Steve Lyon sought further clarification from Jeremy Wright on the change to a fitness class at Clifton Hill Sports Centre, responding that if a class was not sufficiently subscribed, in effect a traffic light system advised patrons if the class was under review. Every effort was made to accommodate those effected.

Members noted the report.

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PRESENTATION ON THE SERVICE IMPROVEMENT PLAN FOR WONFORD SPORTS CENTRE

Phil Roebuck, the Manager of Wonford Sports Centre provided an update on the Service Improvement Plan work, covering the Sports Centre and also the pitch and putt facility at Northernhay Golf Centre.

Wonford Sports Centre could be a challenging location, with instances of anti-social behaviour and also working in a building dating from 1984. There was a dedicated and motivated staff, many of whom were taking or had completed a number of NVQ courses in instruction of fitness. He responded to a Member who enquired about the courses which predominantly included NVQ and on the job training and regular assessment.

Recent in-house audits showed that they had met the required standard for finance with 89% having been attained, 96% in relation to the Environment Management system and of an equally high standard 98% related to health and safety.

Following on from last year's successful Quest Assessment, a follow up Directional Review was due to take place, with an unannounced visit which could take place between 1st September and 31st October. Councillor Bialyk enquired if there was a green or energy strategy and if that included a programme of replacement or upgraded energy lighting. Jeremy Wright confirmed that the company operated such a strategy with staff encouraged to constantly be looking at ways to reduce the impact on the environment, and that included a changeover to LED or low energy bulbs, which were ISO1410 accredited. This stance also included a requirement for staff to log onto a 'dashboard' which monitored energy use of the individual sites, or provide an explanation to the senior management team. A whole range of initiatives

such as push taps or timed or sensor lighting, or at the very least a simple message reminding patrons to consider their energy use.

Phil Roebuck also updated Members on the improvements to the facility activities including:-

- 12 new spin bikes, with 13 classes a week.
- the introduction of a circuit classes and high intensity circuit classes which now regularly included 30 people participating.
- two netball clubs also now use the centre for training matches at the weekend.

Other activities included:-

- an established wheelchair basketball club with teams of 4 to 6 players involving disabled and able bodied players.
- Walking football for players 55 plus with an established group of up to 30 regular players.
- From May, Friday evening sessions of Street Games included boxing, football and basketball as part of an informal drop in session for young people that ran over 12 weeks. This was funded by Active Devon and Exeter City Football Club.
- Sway Dance for children aged 4 – 13 years, with separate sessions for 4 – 7 and 8 – 13 years at St Luke's and St Leonard's schools, that culminates in a performance at the Riverside Leisure Centre every three months.
- 'Sportivate' exercise for young women aged and 19 – 25, who were also able to access use of the crèche whilst they use the gym sessions. Further applications for funding were being made.
- a renewal of a partnership with Badminton England.
- the relaunch of an Adult Weight Management programmes, which has replaced the NHS/ Devon County Council programmes, with a 12 week course. Although there was a cost associated, it was felt beneficial to the community to continue with a similar programme, following the same regime.

New initiatives included:-

- the launch of a new family membership for 2 adults and 2 children being able to use all of the facilities in the city.
- the continuation of promotion to schools but an acknowledgement that many schools had their own facilities.
- to develop the off peak usage of the hall.
- they worked with partners to encourage more participation through Active Devon to increase participation by the local community

Jeremy Wright also referred to the level of potentially alarming circumstances in and around the Sports Centre, with staff doing all they could to offer an alternative for the young people to focus on. Steve Lyon referred to recent damage to an outside pitch, and Phil Roebuck was currently obtaining quotes for the repair. Apart from repair, consideration had been given to bringing a roof over the outdoor pitch, but they were mindful that there were pitches at Exeter University and also at Heavitree Sports and Social Club. Councillor Robson suggested the character of the area would change again once when Lidl had reopened their store.

Northbrook Golf Course was open from the end of March until the end of September, with the changing and variable weather patterns having a direct effect on its use. One factor this year had been the commencement of work but the Environment Agency, who were in the process of building a road as part of flood defence work, and although there had been a degree of compensation for the loss

of a hole and also new tee-of locations, work was due to take place until the end of 2017.

Councillor Bialyk enquired if there was any demand to offer 9 holes rather than the current 18 holes. Jeremy Wright welcomed the opportunity for open access for the community, encouraging players of all standards and suggested that experienced golfers were, in any case, unlikely to use the course. Phil Roebuck reminded Members that the disrupt by the flood defence work meant that hole 8 had been lost, and there were two access points manned by staff and to control the traffic.

He was able to confirm that an audit for the site had resulted in a 92% finance audit, environmental audit of 92% and health and safety 97%.

Jeremy Wright added that it was planned to introduce 'Footgolf' at the site next year, which was an inexpensive family experience which could be developed without any changes to the pitch, but there would be separate sessions.

Phil Roebuck and Jeremy Wright responded to a number of Members' questions

- that walking football could still be very competitive, with teams picked on the day.
- although it was difficult to directly correlate the legacy of the Olympics and participation, overall participation had improved from additional funding.
- they had recently made 17 bids for funding, but it was noticeable that some of the funding streams had started to dry up.
- there was an events management team on individual sites, in so far as designated member of staff acted as coordinators, but the number of such events at Wonford Sport Centre was low.
- the use of Exeter Arena tended to be from the same schools who block booked the track.

Councillor Bialyk referred to the work taking place to develop a Sports Strategy and he welcomed the involvement of Members. He welcomed this opportunity to see what leisure activity was taking place, as the City Council was currently working to pull together all of these activities to build up a city wide picture. It was important to think of ways to encourage people to engage in a range of activities and he acknowledged the reward of seeing people change their lives.

Councillor Hannon passed on the details of the Devon Handball Association to Phil Roebuck, who said that he was happy to make further contact with a view to using the facilities at Wonford.

Members thanked Phil Roebuck for an informative and comprehensive report. Phil agreed to send a copy of the presentation to Members.

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DATE OF NEXT AND FUTURE MEETINGS

Members noted the following dates -

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 11.15 am)