

LEGACY LEISURE WORKING GROUP

Tuesday 13 December 2016

Present:-

Councillor Philip Bialyk (Chair)
Councillors Robson and Brimble

Councillor Wood

Also Present

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

Simeon Lewry - Legacy Leisure
Karl Penman – Legacy Leisure

26

APOLOGIES

Apologies were received from Councillor D Henson.

24

MINUTES OF THE MEETING ON 12 SEPTEMBER 2016 AND MATTERS ARISING

The minutes of the meeting held on 12 September 2016 were agreed as an accurate record of the meeting.

25

UPDATE ON ANNUAL TOUR OF FACILITIES 7 DECEMBER 2016

Steve Lyon referred to the annual tour of the City's Legacy Leisure facilities for Members, which had taken place on 7 December 2016. Members of the Working Group, along with an invitation to other Members of the City Council visited each of the sites around the city. Councillor Wood who also attended the meeting and site visit had welcomed the opportunity to view all of the facilities. Councillor Bialyk referred to the development of the Sports Strategy and suggested it was important to appreciate that a more targeted approach should be made, as well as exploring new ways of working with partners such as the Exwick Hub and Exeter College. One suggestion made was to host the annual tour in the summer.
Action - Steve Lyon to arrange.

27

Customer Analysis **CUSTOMER COMMENTS ANALYSIS OCTOBER 2015 - OCTOBER 2016**

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

CUSTOMER COMMENTS FEEDBACK

Steve Lyon had circulated a copy of the detailed customer comments for the months of October and November 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.

Steve Lyon presented the October comments. Councillor Robson referred to comments made on the appearance of the older facilities such as the Wonford Sports Centre, which were often mistaken for the level of cleanliness.

Councillor Bialyk sought more information on the protective shoes now in use at the Riverside Leisure Centre. Simeon Lewry welcomed the initiative which had resulted in an improvement in the cleanliness of the changing rooms and had received positive feedback. He also responded to Councillor Wood's enquiry about a higher level of seating being provided to enable those patrons with limited mobility to be able to be included, and confirmed that a higher level of benching would be provided. Councillor Bialyk referred to the good number of comments and particularly those received in respect of the Riverside. Simeon Lewry said that he encouraged all of his staff and particularly those staff at Reception to obtain as many comments as possible, both positive as well as negative. He also responded to comments made on the temperature of the pool and stated that it was the air, rather than the pool temperature which had been the cause of the problem. The cooler air had stripped the heat from the pool, but that had been resolved. It was a constant challenge to keep the building warm, and particularly challenging with the recent bout of cooler weather.

Steve Lyon also presented the November comments and referred to the increase from last year. He responded to a comment on the heating sensors in the main hall at the Isca Centre, and despite the recent replacement of the four sensors, only one was working properly, but they have been repaired. It should be noted that there were relatively few negative comments as the hall was warmer.

Simeon Lewry also updated Members on the availability of drinking water at the Riverside with a water fountain in the entrance and also in the health suite. New yoga mats were also on order for January.

Steve Lyon also updated Members on the status of the exterior outdoor space at Wonford Sports Centre which was not currently in use. Although the use of the pitch had reduced in recent years, local vandalism had contributed towards its closure. He sought Members' views on the future of the space. He added that there was Section 106 money and this was currently being considered in a project for the Wonford Hub. To replace the current pitch the cost would be in the region of £20,000 to £25,000 depending on the final specification. Councillor Bialyk welcomed the detail, but also wanted to ensure that the space would be used and have sufficient longevity. He hoped the awaited overarching Sports Strategy would be also be able to offer an approach.

PRESENTATION BY LEGACY LEISURE ON THE SERVICE IMPROVEMENT PLAN FOR NORTHBROOK SWIMMING POOL

Karl Penman, the Manager of Northbrook Swimming Pool and Pyramids Swimming Centre provided an update on the Service Improvement Plan work, covering the Northbrook Swimming Pool. He covered six main areas of interest and achievement -

- Decor - the feedback had been that the building required an update and whilst a substantial amount of decorating work had already been undertaken an ongoing review would be made next year.
- New Lockers - to maintain safety and security, a new system requiring a deposit for the locker key had been put in place, and had proved to be very successful.
- Pool Covers – had helped to reduce the carbon footprint and although a long term investment, the cover had already helped to save 50 units of energy. The pools at Pyramids and also at the Riverside also had pool covers in place.
- Aquazone Swimming Lessons –there had been 30 additional adult swimmers and also a real drive to improve the take-up of swimming lessons, with 320 children now regularly taking lessons over 50 weeks of the year. One benefit was that any child taking swimming lessons were able to swim at other pools for free.
- Pool Party Bookings - This had been very successful with all of the party slots booked this term.
- Variety of Users - There were a variety of users with schools taking advantage of the excellent swimming lessons, as well as Age UK and some corporate use.

Steve Lyon stated that the pool use was at capacity as the facility was originally built as a pool for school use, which had lower usage numbers rather than a public facility. An upgrade of the facilities and plant would be required if more intensive use was required. Councillor Bialyk welcomed such facilities for community use and also swimming training and lessons.

29

DISABLED AND 50+ SWIMMING AT THE PYRAMIDS SWIMMING CENTRE

Councillor Wood had accepted an invitation to attend the meeting as he also wished to raise an issue over a change in the exclusive use of the pool for a 50+ and disabled swimming group. Councillors Owen and Robson had also been involved in the discussions. The group had used the pool, but more recently the sessions had been shared with a school's swimming lessons. Although it was acknowledged that, of late, the number of swimmers had been lower and not consistent, Councillor Wood asked if it was possible to reintroduce the exclusive use. The environment of the session had changed the nature of the experience for some of the group, who found the increased noise environment more of a challenge. Dave Lewis appreciated that there were economic factors to the running of any session and that they could not instruct Legacy Leisure to continue to run the exclusive use for this group. Steve Lyon advised that when he had been made aware of the concerns, and had checked the average figures of attendance. Karl also appreciated the sensitivity of the matter and wished to help restore the balance. He offered a solution which could involve the school session being moved forward, enabling half of the session attended by this particular group to be for adults only. Steve Lyon added that this change would need consultation with the users, which Karl would action over the month of January. If this resulted in a change, then a follow-up report on its usage would be provided for Members in six months' time.

Councillor Bialyk thanked Karl for the proposal which he considered to be a reasonable compromise.

30

MEMBERS ACTIVITY EVENING

Steve Lyon asked if members would be interested in a Members Activity Evening to use the facilities at the Riverside Leisure Centre and provide an opportunity for

trying the wide variety of activities on offer. The Group were very responsive to this and it was agreed that Steve Lyon would liaise with Legacy Leisure over this.

31

PROPOSED DATES OF MEETINGS FOR 2017

The following dates were discussed and agreed:-

14 February 2017 – Visit and Improvement Plan Riverside Leisure Centre - (Meeting to be held at site)

4 April 2017 – Visit and improvement Plan Clifton Hill Sports Centre - (Meeting held at Isca Centre_

13 June 2017 – Visit and Improvement Plan Exeter Arena – (Meeting to be held at Isca Centre)

12 September 2017 – Visit and Improvement Plan Wonford Sports Centre – (Meeting to held at Wonford Community Centre)

24 October 2017 – Visit and Improvement Plan Pyramids Swimming Centre – (Meeting to be held at Isca Centre)

12 December 2017 – Visit and Improvement Plan Northbrook Swimming Pool – (Meeting to be held at Isca Centre)

In addition the annual tour of sites would be made in the summer on a date to be identified.

(The meeting commenced at 10.00 am and closed at 11.20 am)

Chair