

## **LEGACY LEISURE WORKING GROUP**

Tuesday 21 February 2017

### **Present:-**

Councillor Philip Bialyk (Chair)  
Councillors Brimble, D Henson and Robson

### **Also Present**

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

Jeremy Wright – Legacy Leisure  
Simeon Lewy - Legacy Leisure

1

### **SITE VISIT**

Councillor Bialyk thanked colleagues at Legacy Leisure for an informative site visit of the Riverside Leisure Centre.

2

### **MINUTES OF THE MEETING ON 12 DECEMBER 2016 AND MATTERS ARISING**

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

Steve Lyon confirmed that following an issue raised by Councillor Wood, the Manager, Karl Penman, Manager of Pyramids Swimming Centre had written to regular attendees to confirm that a new session for Disabled Users and 50+ would run between 2.30pm and 3.30pm each Friday. Jeremy Wright welcomed the session, and confirmed that they would continue to keep a watching brief on the use. Councillor Bialyk requested Councillor Wood be kept updated.

Steve Lyon confirmed that Simeon Lewry had identified a number of dates for the proposed Councillors' Activity evening which would provide an opportunity for Members to experience a number of activities at the Riverside Leisure Centre. Simeon Lewry suggested the programme should include a number of drop in, as well as more structured activities to run concurrently with the usual opening of the Centre. Councillor Brimble welcomed the opportunity to see the facilities offered which they could promote for the health and well-being benefit of the local community.

3

### **CUSTOMER COMMENTS FEEDBACK**

#### **Analysis of Comments January 2016 – January 2017**

Steve Lyon circulated an analysis of customer comments made for each of the leisure facilities for the period January 2016 - January 2017, which monitored the trend in the quantity and type of comment received. The analysis forms part of the contract monitoring process.

## Customer Comments

Steve Lyon also circulated a copy of the detailed customer comments for the months of December 2016 and January 2017. The format included the response or action taken, under categorised headings of maintenance, health and safety, cleaning and by staff and also where a compliment had been recorded on a centre by centre basis.

December 2016 – He drew attention to the number of compliments received in respect of the Isca Bowls Centre and the Northbrook Pool and a high number of comments relating to the Pyramids Leisure Centre. Responding to a Member's enquiry, Steve Lyon reiterated the difficulty of maintaining the temperature at the Wonford Sports Centre, reminding Members that a modified design had resulted in gaps in the glass of the central walkway through the building.

Councillor Bialyk referred to the positive compliments at the Isca Bowls, which had to be tempered with the comments made in respect of the Pyramids. Councillor Brimble paid tribute to the staff at the Northbrook Pool and a resulting reduction in comments. He welcomed the continuing school use.

January 2017 - Jeremy Wright updated Members on comments on the waiting list for activities. Individuals could be contacted with details of space in a class, but then they did not attend. A decision was taken in February that equal priority should be offered to those on the waiting list and contact be made by an automated email. This was deemed to be a fairer and a more resource efficient way to make contact. He also responded to comments on the cleaning regime at the Riverside Leisure Centre, which employed a full time cleaner along with input from the recreation assistants.

4

## **CUSTOMER VISITS ANALYSIS**

Steve Lyon presented more in depth detail of the total customer and facility customer visits for all of the sites from the commencement of the current contract period of 2010/11 until the current year of 2016/17. He reported a steady increase in visits per annum since the commencement of the contract on a site by site basis:-

- Clifton Hill - 46,000 increase pa
- Exeter Arena 9,000 increase pa
- Isca Bowls Centre 11,000 increase pa
- Northbrook Golf - 4,000 decrease pa (attributed in part to flood defence work being undertaken across the site)
- Northbrook swimming pool -12,000 decrease pa (reduction in school groups)
- Pyramids - 13,000 increase pa
- Riverside - 56,000 increase pa
- Wonford Sports Centre - 14,000 decrease pa (loss of outdoor astro-turf pitch)

He added that Exeter Arena had benefitted from a new running track and he also provided more detail about how Northbrook Golf Course had been effected. The level of antisocial behaviour and loss of the astro pitch may also have been a contributory factor to the reduction in patronage at the Wonford Sports Centre, whilst at Northbrook Pool, the loss of schools groups as well as swimming clubs who used the Pyramids Centre had an impact. Councillor Robson suggested that the recent redevelopment of Lidl's may also have had an effect, as well as the increased competition of sports facilities.

Councillor Bialyk enquired about the way in which the data was gathered. Jeremy Wright advised that every effort was made to record the numbers of all those who entered any site facility, but there were occasions when the turnstile was open and patrons used the opportunity to walk through. He was proud of the growth that Legacy Leisure had achieved over this period. Councillor Brimble agreed there had been great progress, but he enquired about the scope to increase the membership further. Steve Lyon referred to the site by site data which provided information for the last six years, and it was possible to see monthly fluctuations and seasonal trends. Although some sites had increased membership, Legacy Leisure were rapidly approaching capacity at some of the facilities. Steve Lyon agreed to continue to report the more detailed statistics based on the facility that each meeting was designated to review.

Councillor Bialyk welcomed the attendance by Councillor Harvey as a Member of the Sports Strategy Task and Finish Group. Councillor Harvey referred to the progress made by that group, and the difficulty of obtaining information from the 'harder to reach' groups who would also use the leisure facilities. It was important that if the capacity was being reached in facilities, and with the challenges of future investment, that further opportunities to use existing facilities in a more imaginative way be explored. Councillor Bialyk referred to future funding bids from Sports England for participation and Exeter City Council's efforts to become involved. Councillor Harvey enquired if it was possible to drill down further into the existing figures to establish the geographical location of patrons. It was noted that it would be possible to extract the data using post code analysis of members if required.

5

#### **PRESENTATION BY LEGACY LEISURE ON THE SERVICE IMPROVEMENT PLAN FOR THE RIVERSIDE LEISURE CENTRE**

Simeon Lewry, the Manager of the Riverside Leisure Centre provided an update on the Service Improvement Plan work for 2017. Staff had received very positive feedback on the changes. He covered a number of key areas of interest and achievement throughout the year including a refurbishment of the gym with a £28,000 investment including an update of the resistance equipment and redecoration. Other achievements included:-

##### Other Main Building/Maintenance Improvements

Replacement of the rebound and dividing boards in the sports hall which offered a huge improvement to the safety and appearance of the sports hall

Replacement of the dividing curtain in the sports hall

##### Activities

- Swimming Lesson participation which had increased to 120
- This Girl Can Squash
- Women's Running Club with regular participants and an external instructor
- Nerf Parties (Non Expanding Recreational Foam) - parties based around soft play.

##### Major Plans for 2017

- Air Conditioning Installation for MP2 to ensure the environment was more comfortable

- Entrance Gate Reconfiguration with investment in a larger entrance gate to be operated by Reception, to enable larger groups, also easier wheelchair and pram access, and a turn style arrangement for both entrance by swipe card and exit.
- Decoration work of the main atrium

Simeon Lewry responded to a comment from Councillor Bialyk on improved lighting in the soft play area.

*NB Subsequent to the meeting and later in the day of the meeting, a fire took place at the Riverside Centre and the Centre would be closed for a period of time. This may also impact on the dates discussed at this meeting in relation to the Councillor's Evening discussed in Minute 2.*

6

### **DATES OF MEETINGS FOR 2017**

The following dates were confirmed.

**4 April 2017** – Visit and improvement Plan Clifton Hill Sports Centre - (Meeting to be 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 be 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)

(The meeting commenced at 10.00 am and closed at 11.15 am)

Chair