

LEGACY LEISURE WORKING GROUP

Tuesday 4 April 2017

Present:-

Councillor Philip Bialyk (Chair)
Councillors Brimble and Robson

Also Present

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

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APOLOGIES

Apologies were received from Councillor David Henson.

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MINUTES OF THE MEETING ON 21 FEBRUARY 2017 AND MATTERS ARISING

The minutes of the meeting held on 21 February 2017 were agreed as an accurate record of the meeting.

Steve Lyon referred to the previous discussion relating to the Members' evening at the Riverside Leisure Centre and in view of the recent fire, he suggested that as there was no other appropriate venue to hold such a varied session, it would be better to wait until it had reopened.

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CUSTOMER COMMENTS FEEDBACK

Analysis of Comments February 2016 – February 2017

Steve Lyon circulated an analysis of customer comments made for each of the leisure facilities for the period February 2016 - February 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 month of February 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. The report included a facility by facility breakdown with 23 comments in total, with the majority being in relation to the cancellation of several classes at Clifton Hill Leisure Centre. It was noted that the number of comments on matters such as maintenance or cleaning had reduced significantly over the years. He suggested there may be more comments as a result of the fire at the Riverside Leisure Centre, and the dispersal of customers throughout the city's facilities whilst they are closed. Jeremy Wright made a brief update of the situation regarding the sauna at Riverside LC. He also updated Members on the stance to be taken in relation to the saunas at the other sites of the Arena and Wonford, which remained open. The sauna at the similarly styled sauna at the Exeter Arena would remain closed, whilst the investigation at the Riverside LC continued. He hoped that any inconvenience would be minimised particularly as the numbers using the sauna facility at Exeter Arena were fairly modest. Parkwood Leisure were currently in discussion with the

City Council over their contractual obligations to provide this facility. Councillor Bialyk requested a report on this matter to include current usage, as well as explore what would be necessary to reinstate the sauna facility. Jeremy Wright confirmed that they had not any complaints to date in relation to the closure of the saunas.

Councillor Brimble enquired about the cleaning regime at Northbrook Pool. Jeremy Wright confirmed that any matters raised were quickly addressed. He also provided an update on the repairs to the showers in the female changing rooms, which included a replacement booster pump. He acknowledged a Member's comment that any information notices needed to be clearer. He would review his visiting schedule of Northbrook Pool.

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CUSTOMER VISITS ANALYSIS FOR CLIFTON HILL SPORTS CENTRE

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

Total Customer Visits

Data was circulated for the period October to September. In the first five months of that period there were 254,000 out of a total of 658,000 visits for the year. Dave Lewis advised that the figures were reported on a regular basis to the Senior Management Team at Exeter City Council.

Clifton Hill Sports Centre Customer Visits

The statistics included a breakdown of activities, and detailed visits for all of the sites with a comparison year on year. Steve Lyon responded to a Member's question and stated that Clifton Hill LC ran a number of fitness and children's activities throughout the year and also in school holidays. The children's parties were particularly popular throughout the year at the weekends.

Clifton Hill Sports Centre by Activity Year 6

Jeremy Wright provided an update on Clifton Hill LC by activity.

He also provided an update on the Riverside LC, which had been partially reopened. The sports hall had reopened on 25 March for committed events and block bookings such as volley ball and badminton. Fitness and aerobic classes which had been moved to Wonford and Clifton Hill LC were relocated back to the Riverside LC, and a temporary gym had been opened on the balcony of the sports hall. The pool hall remained closed. An investigation over the damage to the roof was continuing. It was acknowledged that there had been a level of inconvenience for the members of the Riverside LC as well as for the other sites. Members have been advised that they will in effect have a free month, and no fee would be taken for April, which will be a cost borne by Parkwood Leisure. The fire investigators were continuing their investigation with the police and also insurance assessors. Jeremy Wright said that he was due to meet with Dave Lewis at the end of April to discuss the arrangements for the reopening.

PRESENTATION BY LEGACY LEISURE ON THE SERVICE IMPROVEMENT PLAN FOR THE CLIFTON HILL SPORTS CENTRE

Jeremy Wright provided an update on the Service Improvement Plan work for 2017. He reported the improved efforts noted as part of the Quest tool designed to aid continuous improvement mark and welcomed the 'good' rating. It was noted that excellent and outstanding marks were usually only achieved by a few national sites. The Quest report had particularly welcomed the efforts made to reach the local community and complemented the feel of Clifton Hill as a 'community based centre'. Staff continued to develop the activities to look at ways to keep the motivation and momentum for their members and ensure the induction programme offered was sustainable and offered sufficient variety.

The Quest report also picked up a number of areas for attention including -

- Marketing (which is organised at a national level)
- Inadequate benchmarking with sites of a similar size
- Maintenance, and although the lockers were in good order, and the site was clean, some aspects of the site were looking tired, despite the significant time spent painting and redecorating. The toilets and changing rooms were areas that presented challenges with the high volume of use. Further improvements were planned.

Councillor Brimble commented on the future plans for Clifton Hill LC once the new facilities at St Sidwells Point were open, as they would also be able to offer fitness facilities as well as a pool. Jeremy Wright responded stating that Clifton Hill's biggest asset was the sports hall which would continue to offer a range of sports including five a side and walking football, netball, basketball as well as badminton and exercise classes. He agreed that it would be an interesting time when St Sidwell's Point opened, and acknowledged that it may present some challenges. Steve Lyon agreed that any new venue resulted in a drift of membership, but Clifton Hill was fairly well placed within an established community including local residents and students.

The Chair thanked staff members of the Riverside LC for coordinating a speedy evacuation of the Centre. They should be praised for their quick thinking and support of the patrons. He was aware of the continued efforts to work with the City Council to ensure the Centre was back to normal as soon as possible.

DATES OF MEETINGS IN 2017

6 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 11.00 am)

Chair