

## **LEGACY LEISURE WORKING GROUP**

Tuesday 12 September 2017

### **Present:-**

Councillor Bialyk (Chair)  
Councillors Hannan, Harvey and Robson

### **Also Present**

Project Manager - Leisure Operations and Democratic Services Officer (Committees) (SLS)

Colleen Tumelty – Legacy Leisure  
Jeremy Wright – Legacy Leisure  
Emma Kessie (Wonford Leisure Centre Manager) - Legacy Leisure

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### **APOLOGIES**

Apologies were received from Councillor Mitchell and Steve Lyon.

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### **MINUTES OF THE MEETING HELD ON 4 APRIL 2017**

The minutes of the meeting held on 4 April 2017 was agreed as an accurate record of the meeting.

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### **FEEDBACK ON THE ANNUAL SITE VISIT**

It was noted that since Steve Lyon was not present at the meeting an update on the annual site visit in July would not be possible.

Councillor Bialyk thanked staff for a brief visit around the Wonford Leisure Centre. Councillor Robson referred to the Exeter City Community Trust's Premier League Kicks Project which was regularly attended by over 50 young people in two different age groups/sessions in the early evening. She highlighted an issue of future funding going forward into the darker evenings. Councillor Bialyk welcomed the level of activity and interest, which he felt could act as catalyst for a virtuous circle of activity at the Leisure Centre. He also asked if the Multi-Use Games Area (MUGA) at the rear of the Centre was still used. Jeremy Wright confirmed that the area was no longer used, but he hoped that it might be possible to use Section 106 funding. Councillor Bialyk hoped that discussions would be held as to how to take this forward in the longer term as part of the current effort to produce a comprehensive Facility Strategy.

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### **CUSTOMER COMMENTS FEEDBACK**

#### **Analysis of Customer Comments July 2016 – 2017**

Steve Lyon had circulated an analysis of customer comments covering each of the leisure facilities for the period July 2016 – 2017, which monitored the trend in the quantity and type of comments received. The analysis provided a focus on various aspects of the contract monitoring process.

#### **Customer Comments received in July 2017**

Steve Lyon had circulated a copy of the detailed customer comments for July 2017 for all of the Leisure Centre sites in Exeter. Jeremy Wright advised that 24

comments had been received on a range of subjects including on activities, staff approach as well as compliments. He briefed Members on the action taken.

Emma Kessie also provided an update on the action taken as a result of one poorly attended group exercise class. She referred to the traffic light system, which was used to monitor occupancy and effectively offered a warning to users that the class was under review. She referred to the continuing efforts to target various groups during the day, as well as the busy period after school and into the evening.

Councillor Harvey enquired if the cancellation of the grit plyo class had been sufficiently explained to customers. Emma Kessie stated that the class numbers had been monitored and users were forewarned of the likely change. She had responded on the comment directly and the report only contained a brief overview of the action. The move to grit cardio had created a new class with improved numbers. Councillor Harvey thanked Emma for her response.

Jeremy Wright also referred to the impact of the closure of the Riverside Leisure Centre, particularly on the Pyramids and Clifton Hill. Approximately 3,000 people in a variety of exercise classes had moved to other centres and over 1,000 to the Pyramids pool. Classes had now nearly returned to normal at the Riverside Leisure Centre, but not so for the pool and the Pyramids remained as the only large public pool in the city at present. The Pyramids pool was still busy, but the reality was that it was an aging building, which he appreciated that the public did not always see. There had been an issue regarding the air environment in the ladies changing rooms and it was hoped that the air handling unit could be replaced to reduce the humidity. The family changing room had been used more widely prompting a number of comments.

Councillor Bialyk advised that an update on the Riverside Leisure Centre would be made at a forthcoming meeting of the Place Scrutiny Committee.

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### **CUSTOMER VISITS ANALYSIS FOR WONFORD SPORTS CENTRE**

#### **Wonford Sports Centre Customer Visits**

Jeremy Wright referred to the figures circulated and reminded Members that despite the impact of the fire at the Riverside Leisure Centre, he felt they would not be far away from the target expected by the end of the contract year.

#### **Wonford Sports Centre Year 6**

Jeremy Wright confirmed that there had been a total of 965 activities at the Wonford Sports Centre and details were included in the circulated report.

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

Jeremy Wright introduced Emma Kassie who had been promoted as the Wonford Leisure Centre Manager – following Phil Roebuck's departure in July. Emma had been the Senior Duty Manager at Clifton Hill Leisure Centre and was an excellent appointment with a great deal of experience and enthusiasm. She had only been in post for a week, but she had been working towards the Wonford Leisure Centre Quest assessment, whilst still in post at the Clifton Hill Leisure Centre. The Quest Assessment had included four different visits. The process had taken two days and included an assessment of eight new elements, as well as health and safety. A 'mystery shopper' had also visited on another occasion. Emma was pleased to report that they had already received a Quest rating of 'Good', which was an improvement on the last rating of 'Satisfactory'. They were due to commence work

to address the issues raised in the Improvement Plan. The recent uplift in their rating had created a good base to continue to deliver the service for the Council. Emma added they had only just missed out on a 'Very Good' rating and the Centre had seen enormous improvements as well as being a confidence boost for all of staff.

Andrew Goulbourne referred to the significant uplift behind the Quest banding and score. Jeremy Wright advised that Emma had been involved with the past Quest preparations for Clifton Hill Leisure Centre and they had also lifted from a 'Low' to a 'Good' rating.

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### **SPORTS DEVELOPMENT PLAN**

Jeremy Wright referred to the Sports Development Plan currently being drafted by Legacy Leisure with officers from Exeter City Council.

Councillor Harvey referred to the squash courts at Clifton Hill and the Riverside Leisure Centres and acknowledged that less squash was being played and he wanted to see if it was possible to reinvigorate the sport there. There were private clubs in the city, but he had not really seen any promotion at the Council's leisure centres. He had discussed this with Councillor Bialyk and Andrew Goulbourne to see if it was possible to promote an alternative use of the courts for racketball – the sport was easily accessible and could be a useful activity for individuals with busy lifestyles. Jeremy Wright advised that Sport England had offered free coaching, but the take-up had been disappointing after the lessons had finished. He was happy to promote racketball at Clifton Hall and Riverside Leisure Centres and he asked Andrew Goulbourne to see if future funding could be available. Emma Kessie added that racketball sessions had been offered along with badminton and short tennis at £5.00 a session, and although the advertising had been limited there had been very poor take up.

Councillor Bialyk referred to the Facility Strategy which would cover the City Council facilities and also consider the cooperation with other bodies such as Exeter College and Exeter University. Andrew Goulbourne advised that it was important to take a step back and look at the range of leisure assets and consider their future. The Sports Development Plan would also look at continuing to improve levels of physical activity and consider new sports which could be match funded, as well as continuing to ensure the needs of the local community were met.

Councillor Bialyk referred to a request for an update on the Wish Project made by Councillor Hannan, as local residents were concerned that project money had not been spent, and suggested it was worth waiting a little longer until the Sports Development Plan work had been completed. The Facility Strategy would also look at buildings, play areas and playing pitch facilities throughout the city to ensure that more benefits could be identified to help deliver an appropriate investment strategy. There may be greater opportunities, but he acknowledged that residents were keen to see something was happening. Councillor Harvey appreciated the need to make the best use of limited funds to enable the Council to deliver as much as they possibly could.

Councillor Bialyk agreed that the Facility Strategy would help inform a more analytical approach in Exeter, and help establish a dialogue with Sport England over future schemes.

**DATES OF FUTURE MEETINGS IN 2017**

The following dates were noted -

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

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

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

Chair