

## **LEGACY LEISURE WORKING GROUP**

Tuesday 23 June 2015

### **Present:-**

Councillor Morris (Chair)  
Councillors Henson, Robson and Brimble

### **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 Denham.

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### **LEGACY LEISURE**

Jeremy Wright provided a short presentation on the recent change to Legacy Leisure, and their new charitable status, which was an important community development with benefits for both Legacy Leisure and Exeter City Council. The change from Parkwood to Legacy Leisure had taken place over a two week period and staff at Head Office and Centre sites effected the change in a seamless manner. The main changes for the public had been the change of logo, signage and in the staff uniforms. Legacy Leisure would still use Parkwood based activities such as Aqua Zone and Expressions under licence, and they remained part of Parkwood holdings as a standalone operation. He wished to place on record the assistance of Steve Lyons during this period. In response to a comment from Councillor Brimble on the future emphasis of their operation, Jeremy Wright referred to their current contract with the City Council to ensure the core price remained at an acceptable level for their patrons and local community.

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### **APPOINTMENT OF CHAIR**

Councillor Morris was agreed as Chair.

The Chair suggested that it was appropriate to set the meetings on a more formal footing and hold them at the Civic Centre. It was agreed that they could still be held at the individual sites if there was a significant issue or for the benefit of a new Member. It was agreed it was important to have an annual site visit.

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### **TERMS OF REFERENCE - APPOINTMENTS**

The Terms of Reference were noted.

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### **MINUTES OF MEETING HELD ON 10 FEBRUARY 2015**

The minutes of the meeting held on 10 February 2015 was agreed as an accurate record of the meeting.

## Customer Analysis

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### CUSTOMER COMMENTS FEEDBACK FEBRUARY - MAY 2015

Steve Lyon circulated an analysis of customer comments made for each of the centres for the period May 2014 to May 2015 which monitored the trend in the quantity and type of comment received. There had been 29 comments respectively in May 2015. The analysis was part of the contract monitoring with comments taken from a number of sources including emails, correspondence, notice boards as well as complaints and compliments. Any comment from the weekly meetings with the Manager on site were also noted and included.

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### CUSTOMER COMMENTS FEEDBACK MAY 2015

Steve Lyon circulated a copy of the detailed customer comments for the month of May 2015, and the format included the response or action taken, under categorised headings of maintenance, health and safety, cleaning and staff and where a compliment had been recorded, on a centre by centre basis. Details of the responses from Legacy Leisure were also included.

Councillor Robson welcomed the increased number of compliments relating to the Wonford Sports Centre. Steve Lyon agreed that there had been a number of positive comments following the recent addition of new body pump equipment there. He provided an update on the infield of Exeter Arena's running track. Jeremy Wright also referred to the capital programme to replace equipment on the sites in Exeter. He also confirmed that following the redecoration at Northbrook Pool, a repair program of the lockers would be taking place, along with the installation of handrails in the changing rooms. Michael Anders also addressed a comment relating to the approach made by a staff member at an induction session at Clifton Hill and confirmed that the staff member had been offered additional training.

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### EXETER ARENA - SERVICE IMPROVEMENT PLAN

Jeremy Wright introduced Michael Anders who had been the Centre Manager at Clifton Hill, but who had now been appointed to manage Exeter Arena. He had already made a welcome impact on the site and staff. Michael referred to the focus on customer care and interaction with customers. Quest had awarded Exeter Arena, an 89% satisfaction rating and he would ensure that Members were updated after a further two day inspection took place in late September/early October. He was currently addressing one of the issues raised through customer comments in relation to the maintenance of equipment. Staff at the Exeter Arena had a clear strategy to deal with this and that included keeping users informed of any issues including maintenance timescales.

He updated Members on their work to develop a community hub through a range of activities by targeting the following groups:-

- Over 50's walking football
- Students
- Parents and toddlers (buggy gymnastics)
- Developing links with South West Athletics and partners in local businesses
- Developing a strategy with schools

They had also been working hard to raise the profile of UK Athletics through regional events organised by the South West Athletics Association and they looked forward to a track and field event in July. They were also due to host an open day

with a full community programme on 31 August with local business support this event.

Michael Anders responded to comments from Cllr Henson on collaborative work with local schools and particularly over future legacy work. Michael Anders referred to Exeter Arena's clear action plan and review monitoring overseen by Quest.

Members thanked Michael for a very comprehensive and positive report.

16 **ANTI-SOCIAL BEHAVIOUR IN THE VICINITY OF RIVERSIDE LEISURE CENTRE**

Councillor Morris referred to the recent instances of antisocial behaviour at the Riverside Leisure Centre and had spoken to the Manager, Simeon Lewery. It was noted that there had been an increased level of antisocial behaviour in the vicinity of the railway arches in the rear car park. Steve Lyons advised that the matter had been discussed at a recent meeting. There were a number of options being pursued including additional security in the short term as well as consideration of some additional gates to the car park. Jeremy Wright agreed they had a duty of care to both their customers and their staff, and although there had not been any incidences to date they appreciated the opportunity to open dialogue in this matter.

Councillor Morris asked to be kept informed.

17 **ANY OTHER BUSINESS**

Jeremy Wright referred to the continuing challenges of the Wonford site and recent contact with local community leaders to discuss how to deal with the young people who gathered around the centre. Michael Anders advised that he had met with the Police who wish to work to look at ways to address concerns. Councillor Robson welcomed the cooperation to provide more opportunities for young people in the area and become involved in sporting activities at little or no cost. Jeremy Wright advised that attempts to continue to fund such a scheme was being pursued and it was important to put in place a longer term sustainability plan.

18 **DATE OF FUTURE MEETINGS**

8 September 2015 – Wonford Sports Centre/Northbrook Golf Course (Terracina Meeting Room)

13 October 2015 – Clifton Hill Sports Centre/Pyramids Swimming Pool (Terracina Meeting Room)

15 December 2015 – Northbrook Swimming Pool (Terracina Meeting Room)

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

Chair