

## **LEGACY LEISURE WORKING GROUP**

Tuesday 9 February 2016

### **Present:-**

Councillor Heather Morris (Chair)  
Councillors Denham, Henson and Robson

### **Also Present**

Leisure Facilities Manager and Democratic Services Officer (Committees) (SLS)

1

### **APOLOGIES**

Apologies were received from the Events, Facilities and Markets Manager.

2

### **MINUTES OF MEETING HELD ON 13 OCTOBER 2015 AND MATTERS ARISING**

The minutes of the meeting held on 13 October 2015 were agreed as an accurate record of the meeting.

Councillor Morris referred to Minute 22, and confirmed that a letter had been sent to Devon County Councillor and Cabinet Member for the Youth Service, Councillor Barry Parsons, in which a number of anti-social behaviour issues relating to the Wonford Sports Centre were raised. She also referred to Minute 24 and suggested that the venue for future meetings after May could be revisited by the next appointed Chair.

It was agreed that an informal arrangement of inviting ward councillors to the Working Group meetings, when the leisure facility in their ward was being discussed, should be formalised. This would necessitate the changing of the terms of reference. A request to formalise the arrangements would be made the next meeting of Scrutiny Committee - Economy.

Councillor Henson wished to pass on his thanks to Councillor Morris for the professional way in which she had conducted the business of the Legacy Leisure Working Group.

3

### **UPDATE ON SITE VISIT 2 DECEMBER 2015**

Members welcomed the opportunity to visit all of the facilities across the city. Councillor Brimble also commented on a number of issues at the Northbrook Swimming Pool, but would raise that later in the meeting.

It was noted that a further date for an annual tour of facilities had been made for 7 December 2016.

4

### **Customer Analysis** **CUSTOMER COMMENTS ANALYSIS 2014/15**

Steve Lyon circulated an analysis of customer comments made for each of the centres for the period December 2014 to December 2015, which monitored the trend in the quantity and type of comment received. The number of comments received was reported as a comparison with December 2014, and the number had

reduced from 34 to 20, even though December was traditionally a quieter month. The analysis was part of the contract monitoring process.

5

### **CUSTOMER COMMENTS FEEDBACK DECEMBER 2015**

Steve Lyon circulated a copy of the detailed customer comments for the month of December 2015. 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. An update on any responses was also made. Jeremy Wright stated that a number of responses generated by their proposal to change the opening times of the Pyramids Swimming Pool had resulted in the current opening time remaining at 6.30am, with an operational matter being resolved in a different way. He also confirmed that the Isca Centre, used a nationally nominated supplier from Parkwood. They had received many positive comments and the number of bookings had dramatically increased, providing excellent value for money in a good location, with parking.

Councillor Denham referred some previous comments about the state of cleanliness of the changing rooms at the Northbrook Swimming Pool. Steve Lyon confirmed that this had now been addressed along with a plumbing issue associated with the men's toilets had now been resolved. He also referred to some urgent action taken by Legacy Leisure, following a remedy notice to replace the changing room lockers. Jeremy Wright reported that although the lock mechanism on the existing changing room lockers could have been replaced, the time delay would have been unacceptable, so the more immediate action of replacement was taken. Councillor Brimble also referred to a number of comments he had received directly on a number of aspects at Northbrook Pool, with the showers and changing rooms highlighted as particular areas of concern. Jeremy Wright was working closely with the Manager to ensure that customer expectations were met. Councillor Morris suggested looking again at the customer comments card to ensure that it still was fit for purpose.

6

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

Simeon Lewry, the Riverside Leisure Centre Manager attended and provided an update. He provided details of the gym refurbishment which had taken place in November and December, including the installation of cardio vascular fitness machines, which were networked, as well as two e-spinning bikes enabling patrons to use social media. Feedback from customers had been very positive. He responded to a Member's comment and stated that the runners were positioned so that screens could be viewed by other patrons and staff. There had been no incidents of misuse and staff remained vigilant, and a filter option was available if required.

There had also been building and maintenance improvements with new flooring in the reception, first floor and sports hall balcony, where it was hoped to make better use of the space. Sand filters in the pools and spa pool had been replaced with glass filters, which had resulted in an improved water quality. Simeon also referred to new equipment which had been purchased for new Jump and Jiggle sessions, which offered an activity for young children under the direct supervision of their parents and staff. Although this new session had not been actively promoted, it was already attracting 30/40 children a week. A new, larger sports hall inflatable had also been purchased.

Simeon outlined other plans for 2016 –

- the second phase of the gym refurbishment, with new resistance equipment
- replacement of the net dividing curtain in the main sports hall
- replacement flooring for the MP2
- continuation of the redecoration programme – with encouraging feedback from customers

A Quest assessment was held in December 2015, and the breakdown of modules confirmed the achievement had risen from satisfactory to good. There were a number of actions to complete in relation to the business plan.

Jeremy Wright referred to the efforts being made to rebrand Café Vita, part of the Parkwood Leisure brand. The café had been redecorated and included a new menu. Simeon responded to a Member's enquiry and confirmed there were no plans to resite the café within the Leisure facility at this stage of the contract.

Councillor Morris also raised an issue relating to the availability of a number of lockers in the gym. It was noted that the policy that lockers should be cleared at the end of the session or the day. Simeon would check the position. She also offered Simeon, the contact details for St Thomas Community Association and also St Thomas Trading Association to explore the possibilities of marketing the facility in the wider community. Councillor Denham agreed to send the details of wellbeing and safe guarding training offered by the Citizens Advice Bureau to enable staff to identify or signpost patrons that they came into contact with to other services including the Council. Councillor Morris also agreed to send on contact details and training available from the Exeter Dementia Action Alliance.

Simeon provided an update on anti-social issues relating to the area in and around the rear car park. Steve Lyon confirmed that the local PCSO officer, Environmental Health officers and the Retail Park Management Company had discussed some concerns. Heras fencing had now been erected to cordon off the arches which had alleviated some of the issues. Although additional security measures had been put in place, other possibilities such as installing a gate on the entrance to the rear of their car park were being explored. Councillor Denham referred to the need to take a strategic approach to alleviate some of the issues effecting the area.

Members thanked Simeon for an informative and comprehensive report.

7

### **DATE OF NEXT AND FUTURE MEETINGS**

Members noted the following dates -\_

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|--------------------|--|
| 19 April 2016 -    | Isca Bowls and Bridge Centre (Rennes Committee Room)                       |
| 14 June 2016 -     | Exeter Arena (Rennes Committee Room)                                       |
| 6 September 2016 - | Wonford Sports Centre/ Northbrook Golf Course (Terracina Meeting Room)     |
| 18 October 2016 -  | Clifton Hill Sports Centre/Pyramids Swimming Pool (Terracina Meeting Room) |
| 7 December 2016    | Annual Tour of Leisure Facilities  |
| 13 December 2016 - | Northbrook Swimming Pool (Rennes Committee Room)                           |

(The meeting commenced at 10.00 am and closed at 11.05 am)

Chair