

Minutes of the meeting of the Scrutiny Committee for Customer Services and Service Delivery held on 5 July 2017 from 7:00 p.m. to 8:10 p.m.

Present: Anne Boutrup (Chairman)
Margaret Belsey (Vice Chairman)

Liz Bennett	Sandy Ellis*	Judy Llewellyn-Burke
Michelle Binks	Claire Fussell	Howard MUNDIN
Pete Bradbury*	Colin Holden	Kirsty Page
Cherry Catharine	Anthea Lea	Dick Sweatman

* Absent

Also Present: Councillors Marsh, Watts Williams, Wyan and Wall.

1. SUBSTITUTES AT MEETINGS OF COMMITTEE – COUNCIL PROCEDURE RULE 4

The Committee noted that, in accordance with Council Procedure Rule 4, Councillor Watts Williams had replaced Councillor Bradbury and Councillor Wyan had replaced Councillor Ellis for the duration of the meeting.

2. APOLOGIES FOR ABSENCE

Apologies were received from Councillors Bradbury and Ellis and Thomas-Atkin.

3. DECLARATIONS OF INTEREST

Councillor Wyan declared a personal interest in Item 6 as a Member of East Grinstead Sports Club.

4. MINUTES

A Member highlighted the minute from the 14 March Committee: "The Cabinet Member informed the Committee that the Council loses approx. £670,000 in funding when it does not recycle enough." The Member sought clarification on why the Council loses this funding and what constitutes 'enough'.

Post Meeting Note. Judy Holmes, Assistant Chief Executive clarified to Members that this figure is an indication of the value of recycling that would go into the refuse stream, each year in Mid Sussex, if every household recycled at 100%. The extra recycle would be worth £670,000. The Council does not actually pay this amount.

The Minutes of the previous meetings held on 14 March 2017 and 10 May 2017 were then agreed as correct record and signed by the Chairman.

5. URGENT BUSINESS

None.

6. LEISURE MANAGEMENT CONTRACT – ANNUAL REPORT FOR 2016-2017

Glen Wilkinson, Leisure Partnership Officer, introduced the report. He informed

Members that the report covers April 2016 – March 2017 instead of the previous reporting period of June – July each year as this aligns with the Council and PfPL's financial year.

The Leisure Partnership Officer stated that the report outlines customer satisfaction levels, complaints levels and highlighted that in the year 2016-17 there has been a decrease in complaints and advised Members that most complainants are dealt with at the Centres at the time.

He stated that Membership levels have increased by 61% and statistics indicate it cannot go much higher. He noted recent events such as the Mid Sussex Marathon were a success, and that all centres have received a good rating from the Quest accreditation reports.

The Chairman thanked the Leisure Partnership Officer for the strong governance and monitoring in the report and sought clarification of the definition of a RIDDOR reportable accident. The Leisure Partnership Officer clarified that a RIDDOR accident is one that leads to a fatality or the member of the public being taken to hospital for treatment to the injury.

A Member sought more information on the losses suffered by the Kings Centre outlined in paragraph 63 of the report, and asked whether there will be any expansion of the Kings Centre to mitigate them. Furthermore, he enquired of the long term future of Clair Hall in Haywards Heath.

Judy Holmes, Assistant Chief Executive advised the Committee that the emphasis in the report is not purely financial but also on performance and quality of the offer provided. In the initial tendering of the contract PfPI provided the best bid. They pay the Council a dividend of £1.2 million to run the contract, which can be extended from 15 to 20 years. There is an understanding that they will benefit from increased attendance and growth in the forthcoming years. The first five years of the contract will be operating at their loss, and all risk is on the operator. For example, the CHP at the Triangle needed replacing and there has been large scale investment in the Kings Centre. PfPL assessed each centre and identified where they will have to invest to support growth. PfPL did not anticipate a surplus in the first five years of the contract. The Council is aware that the offer provided by Clair Hall needs to improve, and it remains an important part of the contract.

The Cabinet Member for Service Delivery noted that PfPL entered the contract with eyes wide open and no decision has been made on Clair Hall. Age Concern has recently moved out of the premises adjacent to Clair Hall, and Members will be kept informed of any proposals and these will go through the Council's formal decision making processes.

A Member asked for further information on the funding invested by the Council in regards to paragraphs 72, 74 and 75 of the report.

The Assistant Chief Executive informed Members that Cabinet agreed a joint investment pool with PfPL which has worked well in other partnerships, including with Serco in waste. The Council asked PfPL to propose an investment plan which improves attendance, updates the Council's offer, and provides the best return. The Cabinet Member for Service Delivery sits on the board for PfPL in Mid Sussex.

A Member asked when The Triangle will be at full capacity, and noted that a private gym nearby is closing down, and whether the Council will be able to accommodate

possible extra membership arising from this.

The Leisure Partnership Officer informed Members that the new gym on the first floor of the Triangle has increased capacity from 70 to 100 machines, and the old gym location will become a 'super studio' with capacity for 45 people, which will increase capacity for classes.

A Member requested more detail on the financial penalties imposed on PfPI by the Council, the rationale for target setting under current membership levels, clarification on the action that will be taken in areas of improvement highlighted in paragraph 57 of the report, the outcome of the improvements being made after the Quest mystery visit, and further clarification on the Councils projected returns from investment in the Leisure Centres.

The Assistant Chief Executive informed Members that the Council has imposed a £4,500 which has been used to provide a ceiling mounted hoist and wall mounted adjustable height bed in the disabled changing facility at the Dolphin, Haywards Heath. This brought the facility up to the Changing Places National Standard and it has now been added to the National Register of Changing Places facilities. She clarified that 5% return received from investment in the centres by the Council is in addition to the £1.2 million dividend paid to the Council annually. The improvement programme has been negotiated and signed off by the board of PfPL. The Council will seek further investment opportunities and negotiate additional returns.

The Leisure Partnership Officer noted that the Quest accreditation results will improve in future as the new systems and procedures put in place at the start of the contract have become embedded and the contract matures.

The Cabinet Member for Service Delivery reiterated that the Council and PfPL will be seeking to allocate further funds to the joint investment pool. Regarding the proposed targets, he explained that PfPL has seen a huge rise in memberships which they did not anticipate. It is felt that Membership levels may have almost peaked at the present time.

The Assistant Chief Executive noted that the contract requires a 1% year on year increase in attendance hence the target attendance figures being below the actual attendances in previous years. There is however also an expectation that attendances will rise further in the future.

A Member asked whether there is a breakdown of Quest results at the different leisure centres in the District, and any overall trends that need to be noted. The Leisure Partnership Officer replied that more detail could be provided on the results of the Quest Assessment, there were no overall trends to note other than the contract was in its early stages at the time of the assessment and staff were still familiarising themselves with the new policies and procedures introduced by PfPL.

A Member queried why there had been no recent investment in the Kings Centre East Grinstead and asked if there is a breakdown of the membership levels between the three main leisure centres.

The Leisure Partnership Officer advised Members that there was significant investment in the Kings Centre in 2014-15, creating a new gym with more than double the number of exercise stations, a new café and soft play facility, a new meeting / party room, a completely refurbished reception / foyer area, a complete refurbishment of the swimming pool changing rooms and retiling of the pool surround.

There has been new LED lighting installed in the gym, swimming pool and sports hall and a planned refurbishment of the toilets in the reception area as part of the investment programme.

The breakdown of the Membership levels of each Centre as of 31 March 2017 was 5,436 at the Triangle, 4,809 at The Dolphin, and 2,270 at the Kings Centre.

A Member noted and praised the work that has gone in to the reduction in accidents, and asked if there is a specific change of policy that brought this about. The Member also asked for further information regarding the cleaning regime, particularly at peak times.

The Leisure Partnership Officer replied that PfPL have introduced overnight cleaning regimes at both The Triangle and The Dolphin, allowing deeper and more thorough cleans. At all times a check sheet on cleanliness is maintained and signed off on a set frequency and staff respond quickly to any complaints. He informed Members that there are always staff on duty that have first aid qualifications and the actions of staff have been praised in many situations when accidents and incidents have occurred.

The reduction in accidents cannot be contributed to any specific change, but he noted that staff now supervise roller disco events more to prevent falls. When any accident occurs staff complete an accident sheet which has a section to identify whether there is anything that could be done differently to prevent the accident occurring again in the future.

The Cabinet Member for Service Delivery explained that staff are more aware and anticipate accidents before they happen, and cleaning is a top priority for all leisure centres.

A Member asked whether the current end of Freedom Leisure's contract with East Grinstead Sports Club could present itself as an opportunity for investment for the Council.

The Assistant Chief Executive made Members aware that other leisure providers are interested in taking over the contract for East Grinstead Sports Club and an application for funding has been made to the Council's Cabinet Grants Panel.

In response to Member queries about the comment and complaint regime outlined in Appendix B, the Leisure Partnership Officer explained that the presentation of the outline of complaints will be improved for future reports. He confirmed that people often make more than one comment, compliment or complaint on one form hence the perceived discrepancy in the numbers.

A Member reiterated his concern that more detail should be included in the report, and asked what the outlook for the leisure centres is if there is an economic downturn. In response to this, the Assistant Chief Executive advised Members that achieving the right balance of information in the report is a challenge, and will be improved over time. Some commercially sensitive information must be omitted, but sufficient information needs to be provided to Members for them to effectively scrutinise. She reminded Members that the Council is not a direct provider of the services, and its role is to monitor and manage the contract. The Council relies on PfPL to operate the centres including financial management. She concluded that she is happy to discuss what further detail could be included, and advised members to contact the Leisure Partnership Officer with any problems/issues and reminded the Committee that we are all responsible for managing and maintaining the Council's

services and contracts.

The Cabinet Member for Service Delivery summarised that Mid Sussex remains one of the healthiest districts in the country for participation levels. Membership levels will be expected to rise and fall in line with economic cycles. He recommended Members visit the Centres and see for themselves the investment work that has been undertaken. The Assistant Chief Executive reminded the Committee that a visit to the centres will be organised in the early part of 2018 once all the relevant works have been completed.

As there were no further questions, the Chairman moved to the recommendations to note the contents of the reports which was agreed. She also noted the absence of the work programme. She advised the Committee that officers are looking at future items, and these will be outlined at the next committee.

RESOLVED

That the Committee notes the content of the report.

9. QUESTIONS PURSUANT TO COUNCIL PROCEDURE RULE 10 DUE NOTICE OF WHICH HAS BEEN GIVEN

None.

The Chairman closed the meeting at 8:10 p.m.

Chairman.