

**Minutes of the Meeting of the Scrutiny Committee for Customer Services and Service Delivery held on 22 November 2017 from 7:00 p.m. to 7:27 p.m.**

**Present:** Councillors: Anne Boutrup (Chairman)  
Margaret Belsey\* (Vice-Chairman)

Liz Bennett\*

Cherry Catherine\*

Colin Holden

Howard Mundin

Colin Trumble\*

Michelle Binks

Sandy Ellis

Anthea Lea

Kirsty Page

Pete Bradbury\*

Claire Fussell

Judy Llewellyn-Burke

Dick Sweatman\*

\*Absent

**Also Present (Cabinet Members):** Councillor Thomas-Atkin.

**Also Present (Members):** Councillor Wall

**1. SUBSTITUTES AT MEETINGS OF COMMITTEE - COUNCIL PROCEDURE RULE 4**

Councillor Wyan was substituting for Councillor Bradbury.

**2. APOLOGIES**

Apologies had been received from Councillor M. Belsey, Bradbury, Bennett, Catherine, Marsh, Sweatman and Trumble.

**3. DECLARATIONS OF INTEREST**

None.

**4. MINUTES**

The Minutes of the meeting of the Committee held on 11 October 2017 were agreed as a correct record and signed by the Chairman

**5. TO CONSIDER ANY ITEMS THAT THE CHAIRMAN AGREES TO TAKE AS URGENT BUSINESS.**

The Chairman informed the committee of the recent introduction of a British Heart Foundation Pilot Project by the Waste Management Team and wanted to clarify the nature and objective of the scheme. She explained that the pilot was set up with the aim of increasing the volume of textiles and Waste Electrical and Electronic Equipment (WEEE) that are recycled in Mid Sussex. During the first phase, 20,000 properties were trialled over the course of November with BHF collecting 16,754kg so far.

A Member, who lives close to the East Sussex boundary, said that he does not want to see Mid Sussex going down the road of having multiple waste collections which he sees at his East Sussex neighbours.

Rob Anderton, Divisional Leader for Commercial Services & Contracts, clarified that MSDC are not expecting residents to have multiple waste boxes to collect their waste but instead to just provide their bagged WEEE and Fabrics on certain days.

## **6. LEISURE CENTRE INVESTMENT REPORT**

The Divisional Leader for Commercial Services & Contracts introduced the report which provided an update on the programme of leisure centre investment projects approved at Council in 2016 and outlined proposals for future investment. Previous investment financed by Places for People Leisure Limited during the 2014/15 period not only resulted in an improvement to the delivery of the service but also resulted in record attendance numbers and membership levels. He confirmed that the current agreed Joint Investment programme will be completed in January 2018 so it is a good time to consider any future investment such as those listed in the recommendations of the report.

A Member enquired how officers arrived at the scores on the Assessment Matrix in Appendix A.

Glen Wilkinson, Leisure Partnership Officer, explained that the assessment was used as a guide to prioritize projects based on the reliability and effectiveness of each project in being able to achieve the criteria listed in Appendix A

A Member raised his concerns regarding the Kings Centre as the soft play area is now so close to the café area that it may disturb those who wish to peacefully enjoy the café.

The Leisure Partnership Officer confirmed that the café area was moved to where the old gym was to create a much larger gym . He added that there was a soft play area in the old café so a replacement was provided in the new café to avoid the loss of a facility. There is a quieter area a reasonable distance from the soft play facility and it is possible to utilize the overflow/party room if not in use.

A Member asked for information on membership levels at Kings Centre.

The Leisure Partnership Officer stated that in July 2014 at the start of the contract membership levels were 1,056 in October 2017 the figure had risen to a new record level of 2,509 which is an increase of 1,453 or 137%. Over the same period The Triangle membership had risen by 64% and The Dolphin had risen by 44%.

A Member sought clarification on how many disabled children used the pool at The Triangle Leisure Centre.

The Leisure Partnership Officer explained that the specific number of disabled children using The Triangle is not monitored so he could not confirm the number.

A Member expressed that it was good to see extra car spaces at The Dolphin but questioned whether there would be a different layout.

The Leisure Partnership Officer outlined that the additional parking spaces created will result in the loss of a small number of trees. He confirmed that there are plans to plant replacement trees in a different part of the site.

A Member raised concerns that the cost of the provision of additional parking at The Dolphin as £100,000 is a significant amount to spend on only 14 car parking spaces especially when compared to the cost of converting the netball/tennis courts into football pitches at The Triangle.

Judy Holmes, Assistant Chief Executive, confirmed that the Council has looked at many options to improve car parking at The Dolphin, which is a major cause of customer dissatisfaction. Due to it being quite a constrained site there are limited options available. She stated that the large cost arises from design costs, heavy excavation, drainage and lighting which will be necessary in order to make the space for the additional parking spaces

The Leisure Partnership Officer explained that if the netball/tennis court facilities were converted into 3G football pitches then the attendances and revenue from those users would be lost. Officers had also received objections from existing users of the tennis and netball courts about the possible loss of the facilities. He confirmed that PfPL replaced the old hockey/football pitch with a new Artificial Turf Pitch surface which is more suited to football use than the old surface. If football usage levels on the new surface increase there would be less of a case for removing the netball/tennis court provision.

A Member enquired why the Kings Centre, East Grinstead, had not been considered for any investment in the future.

The Leisure Partnership Officer confirmed that the Kings Centre had received significant investment between 2014 and 2015 to a similar level to that invested at The Dolphin. The possibility of introducing a Spin Studio in the Pavilion Room or Pump House has been discussed as a possible future further improvement to the Centre.

The Assistant Chief Executive outlined that £900,000 has already been spent on improvements to the Kings Centre which is quite significant compared to the number of users of the facility. She explained that PfPL wish to consolidate at the moment and will then put forward a Programme of Future Works for the Committee to consider going forward.

A Member questioned the Council's approach to dealing with competition from local gyms in East Grinstead as he is aware of a fifth gym being opened in the area.

The Leisure Partnership Officer explained that PfPL have looked at the cost of gym memberships in the area and have set a competitive price compared to what they found.

The Chairman concluded the discussion by extending her thanks to the Leisure Team highlighting how the increased attendances and highest ever recorded membership levels show the wise investments made by the Council.

The Chairman then moved to the recommendation which was agreed unanimously.

## **RESOLVED**

That the Committee recommend to Cabinet;

- i. £150,000 be allocated from the General Reserve to add to the £300k currently in the reserve to support enhancement of The Triangle leisure pool with new attractions; and
- ii. £100,000 be allocated from General Reserve to create additional car parking spaces at The Dolphin Leisure Centre.

**7. SCRUTINY COMMITTEE FOR CUSTOMER SERVICES AND SERVICE DELIVERY  
WORK PROGRAMME 2017/18**

Tom Clark, Solicitor to the Council, updated Members on two additions to the Work Programme for the next two meetings. The first addition to the February Committee is a report on the General Data Protection Regulations and what the Council is doing to prepare for it. The second addition is a report on an Overview of Complaints 2016/17 which will provide Members with a summary of complaints over the 2016/17 period.

**RESOLVED**

The Committee noted the Committee's Work Programme as set out at paragraph 5 of the report.

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

None.

Meeting closed at 7.27

Chairman