

**Minutes of the Meeting of the Scrutiny Committee for Customer Services and Service Delivery held on 18 July 2018 from 7:00 p.m. to 8:10 p.m.**

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

Liz Bennett  
Cherry Catharine  
John Belsey  
Howard Mundin

Michelle Binks  
Sandy Ellis  
Anthea Lea\*  
Kirsty Page

Pete Bradbury\*  
Claire Fussell\*  
Ginny Heard  
Dick Sweatman\*

\*Absent

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

**Also Present (Members):** Councillor Wall, Councillor Llewellyn-Burke and Councillor Webster.

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

Councillor Jones substituted for Councillor Sweatman. Councillor Mockford substituted for Councillor Lea. Councillor De Mierre substituted for Councillor Bradbury.

**2. APOLOGIES**

Apologies had been received from Councillors Sweatman, Lea, Fussell and Bradbury.

**3. DECLARATIONS OF INTEREST**

Councillor Bennett and Councillor Jones declared a personal interest in Item 7 - Parking Services Annual Review 2017/18 as they are both Councillors of West Sussex County Council (WSCC) who are involved in the administration of parking enforcement across the County.

**4. MINUTES**

Councillor Catharine highlighted the incorrect spelling of her surname of the 13 March Minutes. The Minutes were amended and then both the Minutes of the meeting of the Committee held on 13 March and 9 May 2018 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.**

None.

**6. LEISURE MANAGEMENT CONTRACT – ANNUAL REPORT FOR 2017/18**

Rob Anderton, Divisional Leader for Commercial Services & Contracts, introduced the report which provided Members with an overview of the Leisure Management Contract operated on behalf of the Council by Places for People Leisure (PfPL) for the period April 2017 to March 2018. He confirmed that the leisure centres have seen improved income

levels and have achieved a positive movement on site-inspection scores. It was also noted that the leisure investment programme is in the process of concluding with the final leisure pool improvements at the Triangle almost completed.

A Member enquired whether the £168k mentioned on P.14, Paragraph 14 needs to be returned if all of the money is not used up and whether Officers have a breakdown by reason for the visit to the leisure centres such as gym or swimming pool use etc. She also sought clarification as to why the Council only expected attendance level increases of 1% while PfPL are achieving around 10% increases.

Judy Holmes, Assistant Chief Executive, confirmed that the funds referred to were provided by New River Retail to facilitate the redevelopment of the town centre in Burgess Hill. She confirmed that there has been some take up however there are users that still have not confirmed whether they will be making a claim. It was confirmed that once the move has been completed, Cabinet will need to consider what to do with any remaining funds.

Councillor Gary Marsh, Cabinet Member for Service Delivery, explained that the attendance levels target was formulated at the start of the Contract and this has gone up incrementally since its formulation. He hoped that the attendance levels would pass the 2 million mark by the end of the year.

Robert Anderton, Divisional Leader for Commercial Services & Contracts, confirmed that he did not have the breakdown of the membership to hand, however he expressed that he would be happy to share it with the committee at a later stage.

The Member noted that a drop in customer satisfaction occurred during the 'Sep-17' month according to Appendix B and sought clarification on the cause.

The Divisional Leader for Commercial Services & Contracts explained that the drop during the 'Sep-17' period could be attributed to the improvement works across the 3 leisure centers which might have affected customer opinion.

A Member enquired whether the Council has considered developing the Lido swimming aspect at The Triangle. She also expressed her frustration with the Places for People Leisure App as it glitches quite frequently and makes it difficult to book fitness classes.

The Divisional Leader for Commercial Services & Contracts confirmed that the Lido is not used as much as other parts of the leisure centre and confirmed that PfPL may consider redeveloping after a period of consolidation. He added that there is a commitment in the Divisional service plan to develop and improve the IT aspects of the Leisure Management Contract.

A Member commended the staff who work at the leisure centres as she is a Member.. She suggested that the leisure centres could have a better advertising plan and she feels that they don't advertise as well as they could. She also suggested an improvement to the radiator in the baby changing area as it is noticeably hot which creates a smell during the winter month as it is located close to the waste bin.

A Member enquired whether there is an ongoing capital programme and how the programme is funded. He also alluded to a link between catering at the leisure centres and the frequency of the use of the leisure centres.

The Assistant Chief Executive drew Member's attention to Paragraph 50 on P.15 which details the capital programme and the following paragraphs detail what type of investment

is being made. She explained that the Council operates a partnership board with PfPL which the Cabinet Member sits on and they have discussed the revenue, trends and issues of food and beverage provision at the leisure centres.

A Member was informed at a recent School Council that he attended that after 5pm the Dolphin swimming pool is unavailable for the children to use. He sought clarification on whether this was a true statement or not.

The Assistant Chief Executive confirmed that the Council would look at the availability of the swimming pool after 5pm however reminded the Member of the need to balance structured activities and open activities.

A Member asked for elaboration on Paragraph 45, P.14 which contains a mention of refining the children's sport programme.

The Divisional Leader for Commercial Services & Contracts outlined how performance of the children's sport programme was not consistent across the district's three Leisure Centres and that a more consistent programme is being developed and implemented..

A Member enquired whether the excess land at the Triangle could be used for a facility like an ice-rink.

The Assistant Chief Executive confirmed that it would be something that Members would need to consider in the future but reminded the committee that every idea comes with costs.

A Member enquired when the ownership of the Martlets Hall will be handed over to New River Retail and sought clarification on the security arrangements for the Hall.

The Divisional Leader for Commercial Services & Contracts explained that the Council is in the process of removing the remaining items from the Hall over the month of July. He added that once the Hall had transferred ownership it will need to be decommissioned and the Council will assist New River with the security arrangements until the building is demolished.

The Chairman noted that no Member wished to speak so moved to the recommendation which was agreed unanimously.

## **RESOLVED**

The Committee noted the contents of the report.

## **7. PARKING SERVICES ANNUAL REVIEW 2017/18**

Claire Onslow, Business Unit Leader for Parking Services, introduced the report which provided an overview of Parking Services' activity in 2017/18, including the enforcement contract that the Council operates on behalf of West Sussex County Council. The report also highlighted service improvements.

A Member expressed that the main car parks in East Grinstead are at capacity.

The Business Unit Leader for Parking Services confirmed that they are looking towards 2020 when a refreshed Parking Strategy will be produced which, among other things, will review how the Council's assets are used.

A Member asked whether the Council has a strategy in place for electric car chargers.

The Assistant Chief Executive outlined that as the facility becomes more popular the Council would need to consider developing a policy on electric car chargers in car parks as part of the new Parking Strategy. She noted the potential loss of a car parking space when the electric car is charging which puts pressure on the overall car parking capacity.

A Member sought clarification on the progress of the Road Space Audit.

The Divisional Leader for Commercial Services & Contracts confirmed that the Audit is on track to be concluded in August, and that it will be presented to members once Officers have reviewed it and fully considered its recommendations and implications.

A Member expressed that the Taxi Voucher scheme is a wonderful idea. She also questioned whether charging in rural car parks would be considered in the future

The Cabinet Member for Service Delivery explained that the usual users of the town car parks are visitors from the villages who contribute greatly to parking income. He added that the idea was looked at years ago and it was met by great resistance; so it was decided at that time that there would not be a charge.

A Member recalled information told to her by a friend who owns an electric car. She was informed that the car chargers are unsuitable as they overcharge the car's battery. She therefore questioned the accuracy of the statement.

The Business Unit Leader for Parking Services confirmed that she will liaise with the Sustainability Officer and ask him to provide a response.

The Chairman noted that no Member wished to speak so moved to the recommendation which was agreed unanimously.

#### **RESOLVED**

The Committee noted the contents of the report.

#### **8. SCRUTINY COMMITTEE FOR CUSTOMER SERVICES AND SERVICE DELIVERY WORK PROGRAMME 2018/19**

Judy Holmes, Assistant Chief Executive, confirmed that there will be two items on the agenda for next meeting; Land Charges Annual Report and Digital Programme Update.

#### **RESOLVED**

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

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

None

Meeting closed at 8:10pm.

Chairman