

**NOTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
TUESDAY 22 APRIL 2014**

Held at 7.00 pm in the Council Chamber, Civic Centre, Pavilion Road, West Bridgford

PRESENT:

Councillors D G Wheeler (Chairman) Mrs S P Bailey, R M Jones, A MacInnes, Mrs M M Males (substitute for Councillor J E Thurman), F A Purdue-Horan (substitute for Councillor B A Nicholls), S J Robinson, J A Stockwood, Mrs M Stockwood (substitute for Councillor D V Smith).

ALSO IN ATTENDANCE:

Councillors J E Greenwood
D Curtis Manager, East Leake Leisure Centre

OFFICERS PRESENT:

C Caven-Atack	Performance and Reputation Manager
B Knowles	Leisure Contracts Manager
V Nightingale	Senior Member Support Officer
P Steed	Executive Manager – Finance and Commercial

APOLOGIES FOR ABSENCE:

Councillors B A Nicholls, D V Smith, J E Thurman

29. Declarations of Interest

There were none declared.

30. Notes of the Previous Meeting

The notes of the meeting held on Tuesday 25 February 2014 were accepted as a true record.

The Chairman noted that Ms Kerrison had provided her notes on the Glendale Golf contract to Members.

31. East Leake Leisure Centre – Annual Report 2013

The Leisure Contracts Manager presented a report in respect of the agreement with Carillion plc for the management of East Leake Leisure Centre during 2013. He explained that the unitary payment included lifecycle costs, this enabled the Centre and the equipment to be kept to a good standard. When comparing this Centre to other joint use facilities Members could identify the value of the lifecycle costs. With regard to performance the Board was informed that customer satisfaction was very high, that usage figures had been exceeded and although income was lower than in 2012 this was due to the fact that an additional swimming enrolment had been accommodated during that year.

With regard to the utility costs officers were working with Carillion to reduce usage and raise staff awareness in respect of the Council's programme to reduce its carbon footprint.

Mr Curtis presented his annual report. He explained that Carillion had recognised that 2012's income had been exceptional due to the after effect of the London Olympics and the extra swimming enrolment. As each enrolment equated to approximately 650 users this also affected usage figures. Members were also informed that usage figures had decreased due to the poor weather conditions in January 2013 which had affected all the outdoor sports. However, the number of people who had signed a membership agreement had exceeded the contractual target. Mr Curtis explained that marketing of the Centre was on-going and that there had been a number of promotions during the year. Members asked that membership figures for the years should be included in the report.

With regard to customer satisfaction Members were informed that this remained high with the figure being 96% and above. Feedback was very complimentary in relation to staff and it was noted that staff turnover was very low. The Centre also had a positive health and safety record with only 19 recorded accidents during the year.

Mr Curtis gave Members a further explanation on how the lifecycle costs enabled staff to replace/update equipment and to keep the Centre's appearance at its optimum. He also stated that every year money was spent where it was needed however, each area was thoroughly examined to ensure that money was not spent unnecessarily. Following a question Members were informed that the leisure staff had a very good relationship with the school staff and that joint use areas were checked by staff to ensure that there were no detrimental effects to paying customers. The school had a policy to deal with any vandalism.

Following Members' questions Mr Curtis explained that there were a large number of activities aimed at young people, including gymnastics, hockey, martial arts, triathlon, zumba classes, cricket, girl guiding, etc. Holiday activities were held at the Centre and were very successful. These were run by the same company that ran the after school clubs and therefore the staff were well known by the students. He was pleased to say that the Centre had retained swimming classes from two primary schools which had used the Centre during the temporary closure of the Loughborough pool.

Members were pleased to note that there was a large range of activities for young people, however there was nothing in the report regarding facilities for the disabled and for GP referrals. Mr Curtis explained that the Centre was a single storey building and was accessible for people and met all the DDA requirements. He stated that staff were on hand to assist anyone who required further assistance. With regard to GP referrals unfortunately these had to be initiated by the doctor and this was not seen as a priority at the local Health Centre. Members queried if officers could meet with colleagues from the Clinical Commissioning Group and the PCT to emphasise the benefits of the GP referral scheme that was in operation in the other leisure centres and that the Cabinet Portfolio Holder be consulted. Mr Curtis agreed to include these aspects in future reports.

In response to a question regarding utility cost Mr Curtis explained that there had been a lot of work undertaken over the past few years to identify utility costs and to correctly allocate these to the various uses of the building. He also stated that during 2013 officers had focussed on energy efficiency and how technology could assist to reduce energy usage. In respect of these costs Members requested figures for previous years in order that a trend could be identified. The Leisure Contracts Manager agreed to consult the Finance Team to provide actual costs.

In respect of the Private Finance Initiative Members were informed that this was in place until July 2027. Members queried the increase in the unitary payment and were informed that this was linked to indexation.

It was AGREED that the Board noted the performance of East Leake Leisure Centre in 2013.

The Chairman, on behalf of the Group, thanked Mr Curtis for attending the meeting and answering Members' questions and for agreeing to include more information in future reports.

32. Parkwood Leisure Contract – Review of Strategic Objectives

The Chairman informed the Board that this issue had been accepted as an item for scrutiny at the Board's last meeting. He believed that there was a need to identify any of the objectives that were not proving to be beneficial now. He felt that there was useful data already being collected and collated that would increase the Board's understanding of the contract that could be included in future reports. He thought that this could be achieved through informal discussions with Parkwood Leisure.

Councillor Jones stated that the Parkwood reports did not contain previous years' information and therefore the Board could not identify any trends in performance. He felt that objectives 7 and 8 did not provide anything factual or measurable. He referred to the report from Carillion regarding East Leake and how each activity's data had been presented on a monthly basis comparing two years; this was not included in Parkwood's report. He felt that comparisons by year for each centre would be a good starting point.

The Executive Manager – Finance and Commercial explained that Parkwood reported against the objectives contained within the contract that the Council had asked them to deliver. He stated that, as part of The Arena development there could be an opportunity to discuss any changes. He also reminded Members that no issues had been identified by the Cabinet Portfolio holder at the quarterly strategic meetings. However, if Members wanted improvements made to the presentation of the information then this could be discussed without altering the strategic objectives. Finally he stated that Members needed to ensure that they did not over analyse low level operational data and concentrated on the high level strategic issues.

Councillor Wheeler agreed that informal discussions were required to ensure that the Board had sufficient comparable data to ascertain the trends.

Following a discussion Members felt that the information was already produced in Parkwood's Annual Report document and therefore officers would not have to collect any further statistics. It was recognised that some of the Strategic Objectives had not been updated when the contract had been extended. Also one of the objectives stated that 100% of transactions were available electronically yet there was no information on how many transactions were made electronically. There was no information on the make-up of the focus groups. Members agreed that the information, as presented, did not give them the tools they needed to scrutinise the contract's performance.

It was felt that the information the Board received in other reports could be part of the informal discussions with Parkwood. The use of reporting by exception, comparable data by years, energy saving initiatives, holiday playschemes, etc.

It was AGREED that the Chairman and Vice Chairman should have an informal discussion with officers and progress the way forward. The Executive Manager – Finance and Commercial stated that this could assist to standardise the reports received from other partners.

33. Work Programme

The Performance and Reputation Manager presented the work programme and reminded Members that at the next meeting in July the Board would consider the monitoring of the end of year data for 2013/14, the Board's Annual Report and Civil Parking Enforcement. The Leisure Contracts Manager stated that there would be a representative from Nottinghamshire County Council to answer Members' questions. Members were requested to email any questions to Member Services by 31 May 2014.

Following a question Members were informed that the new contract began in May 2014. It was requested that, as part of that item, further information on the monitoring of Central Avenue and any impact of the new one way system in Bingham should be included in the presentation.

The Executive Manager – Finance and Commercial stated that feedback from the previous item would be presented either at the June or September meeting of the Board.

It was AGREED that the Performance Management Board noted the proposed rolling work programme for 2014/15.

34. Chairman's Remarks

As this was the last meeting of the Board for this municipal year Councillor Wheeler thanked all the Members for their hard work, in particular Vice Chairman Councillor Jones. He expressed his thanks to all the officers who had attended the meetings and assisted with the debates.

The meeting closed at 8.40 pm.

Action Sheet

PERFORMANCE MANAGEMENT BOARD - TUESDAY 22 APRIL 2014

Minute Number	Actions	Officer Responsible
31. East Leake Leisure Centre – Annual Report 2013	a) officers to liaise with colleagues at the Clinical commissioning Group and the PCT to emphasise the benefits of the GP referral scheme and that the Cabinet Portfolio Holder be consulted. b) the Leisure Contracts Manager to ascertain costs associated with the Centre for this and previous years to identify any trends	Executive Manager - Communities Leisure Contracts Manager
32. Parkwood Leisure Contract – Review of Strategic Objectives	Chairman, Vice Chairman and officers to discuss how the information is presented to the Board and to report back to Members.	Executive Manager – Finance and Commercial
33. Work Programme	a) officers to request information on the monitoring of Central Avenue and any impact of the new one way system in Bingham to be included in the report on Civil Parking Enforcement at the Board's next meeting b) Feedback regarding the Parkwood Leisure Contract – Review of Strategic Objectives to be given at the Board's meeting in either June or September 2014.	Leisure Contracts Manager Executive Manager – Finance and Commercial

Responses

Minute Number	Action	Officer Responsible	Response
31. East Leake Leisure Centre – Annual Report 2013	<p>a) officers to liaise with colleagues at the Clinical commissioning Group and the PCT to emphasise the benefits of the GP referral scheme and that the Cabinet Portfolio Holder be consulted.</p> <p>b) the Leisure Contracts Manager to ascertain costs associated with the Centre for this and previous years to identify any trends</p>	<p>Executive Manager - Communities</p> <p>Leisure Contracts Manager</p>	<p>The figures quoted in the reports of February 2012 and June 2013 are the budget figures as actual costs were not available at the time. The figures used in the April 2014 report were actual costs for the years 2012/13 and 2013/14.</p>
32. Parkwood Leisure Contract – Review of Strategic Objectives	<p>Chairman, Vice Chairman and officers to discuss how the information is presented to the Board and to report back to Members.</p>	<p>Executive Manager – Finance and Commercial</p>	
33. Work Programme	<p>a) officers to request information on the monitoring of Central Avenue and any impact of the new one way system in Bingham to be included in the report on Civil Parking Enforcement at the Board's next meeting</p> <p>b) Feedback regarding the Parkwood Leisure Contract – Review of Strategic Objectives to be given at the Board's meeting in either June or September 2014.</p>	<p>Leisure Contracts Manager</p> <p>Executive Manager – Finance and Commercial</p>	