

NOTES
OF THE MEETING OF THE
PERFORMANCE MANAGEMENT BOARD
TUESDAY 24 MARCH 2015

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, D G Bell (substitute for Councillor F A Purdue-Horan), N K Boughton-Smith (substitute for Councillor A MacInnes), B Buschman (substitute for Councillor B A Nicholls), R M Jones, Mrs M M Males, Mrs M Stockwood substitute for (Councillor J A Stockwood)

ALSO IN ATTENDANCE:

D Curtis Facilities Manager, Carillion
B Neath Leisure Centre Manager, Carillion

OFFICERS PRESENT:

N Carter Service Manager - Operations and Corporate Governance
C Caven-Atack Performance and Reputation Manager
B Knowles Leisure Facilities Manager
V Nightingale Senior Member Support Officer

APOLOGIES FOR ABSENCE:

Councillors A MacInnes, B A Nicholls, F A Purdue-Horan, J A Stockwood

22. Declarations of Interest

There were none declared.

23. Notes of the Previous Meeting

The notes of the meeting held on Tuesday 3 February 2015 were accepted as a true record.

The Leisure Facilities Manager explained that work had commenced at Edwalton Golf Courses. The pro-shop had been completely refurbished and was now a useful area that could hold meetings and activities. New lounge chairs had been ordered and Glendale Golf had improved the patio and outside area. In respect of the new golf events he was pleased to say that there had been 25 players for the night golf and 70 people had attended the launch event for footgolf. There had been a large article in the Evening Post and in Rushcliffe Reports. A new fairway mower had been purchased and was making a difference. A further update would be presented at the Board's meeting in June.

Following a question the Leisure Facilities Manager explained that there had been a leak in the committee room and a dehumidifier had been put in place. This room was not as well used and any refurbishment of the committee room would be a consideration for the Council, to ascertain if any works would add

value to the existing contract or for any potential contracts in the future. The Chairman asked for a future update.

24. **East Leake Leisure Centre – Annual Report 2014**

The Leisure Facilities Manager introduced the annual report by Carillion plc who, under the Private Finance Initiative, ran East Leake Leisure Centre. He stated that the report was in a similar format to those from Parkwood and Glendale to assist Members with comparisons.

Mr Curtis gave Members an update on the work being undertaken at East Leake Leisure Centre. He stated that a usage target of 205,000 had been set for the year and this had been surpassed, and there were over 600 children enrolled in the swimming programme. There were 450 people who had signed up for an annual membership and it was expected that this would rise in this year. Junior activities were working well with weekly coaching courses for football, trampolining, gymnastics, hockey, badminton and martial arts. There were many clubs that used the facilities including the Four Life Triathlon Club, Leander Swimming Club and Kingston Vale Gymnastics, who had used the Centre for a number of years. In respect of junior activities the Centre had introduced street dance and junior zumba. They were also working with Prospect Education who ran the holiday activities. Members queried why there were no activities during the Christmas period. Mr Curtis explained that this was because there had been very little take up during that holiday period. He stated that the swimming programme was extended during the season. The Leisure Facilities Manager explained that some academies had extended the Christmas school holiday to assist with savings on energy consumption but that it was up to each school to decide.

Mr Curtis informed the Board that the Centre had both a Twitter and Facebook account that it used to advertise its promotions. It also used other websites including the Council's to inform people of the Centre's facilities. With regard to marketing he was happy to say that their marketing policy had worked well in the past and would be continued. They did targeted promotions during the year including New Year new you, spring into summer, etc. For children's parties each guest received a swimming pass and the birthday child was given a junior monthly pass.

In respect of customer satisfaction an overall satisfaction level of 98%, against a target of 75% was recorded. Feedback was collected verbally, by form and from individual hirers. Mr Curtis stated that comments were reported at management meetings and negative comments were discussed. In response to a question Mr Curtis stated that one of the changes introduced after a negative comment had been the format of children's parties. From the Centre's perspective parties were given an hour for their activity followed by an hour to eat their food, parents had felt that the time for food was too long and the Centre now gave children an additional short activity to entertain them. Also if a trainer changed an exercise class to bring it up to date this could bring about negative comments from users which would be fed back. He felt that it was important to gain a customer's point of view.

With regard to health and safety he felt that as the Centre had a pool and quite a lot of combat sports there would always be accidents/incidents, however he

felt that these were kept at an acceptable level. Accident forms were checked by managers to ensure that the incident could not have been avoided. In 2013 there had been 19 incidents and this had risen to 27 in 2014, but, in his opinion, this was symptomatic of the leisure industry and there were no trends.

Mr Curtis explained that as part of the contract there was a requirement to make the Centre as energy efficient as possible. During 2014 all pumps had been fitted with inverters, the pools had covers and LED lights had been fitted throughout. It was anticipated that during this summer LED lights would be fitted to the artificial pitch floodlights. One of the main measures undertaken was staff training to ensure that everyone understood what the Centre was trying to do. Mr Curtis explained that he had been promoted to Facilities Manager and had overall responsibility for the site, however as he understood the leisure side of the complex he could help Mr Neath with advice and joint working with the school. The school had a Building Management System which affected the temperatures in different areas. The previous manager had not understood that leisure centres could have a cooler temperature as people were working out. Following a question regarding the utility costs, the Leisure Facilities Manager explained that, as part of the contract, the Borough Council paid for a certain volume of energy per year and that Carillion took the risk of increased costs. He explained that the site was part of the Nottinghamshire County Council's energy purchase scheme. In respect of the energy consumption in different areas it was acknowledged that there had been an issue in the past however Members were assured that staff were able to ascertain costs for each zone. The Service Manager - Operations and Corporate Governance stated that the contract gave Carillion an incentive to combat climate change.

Following questions Mr Curtis said that the Centre was very active in East Leake and the surrounding villages, and listened to local people. In respect of youth centres Members were informed that there were no Council run centres in East Leake, although it was noted that the youth centres in other areas did not open during the holiday periods.

The Chairman thanked Mr Curtis and Mr Neath for attending the meeting and answering Members' questions. Councillor Mrs Males, one of the East Leake Ward Members, also thanked them as public confidence had grown and, nowadays, she did not receive any complaints regarding the Centre.

It was AGREED that the Board had noted the performance of Carillion's delivery of the contract over the past year and welcomed the results.

25. Performance Monitoring – Quarter 3 2014/15

The Performance and Reputation Manager presented the Quarter 3 performance report in respect of the eight strategic tasks and the thirty four performance indicators. Two new highlights, LITR02 - Percentage of calls answered in 30 seconds at Rushcliffe Community Contact Centre, and LITR13 - Level of income generated through letting property owned by the Council but not occupied by the Council, had been identified and one new exception, LIFC19 – Percentage of Non-domestic Rates collected in year. She stated that the exception had been anticipated as large businesses were now able to opt to pay the charge over twelve months and not ten. She informed the

Board that the present collection rate was 98.9%. She outlined the progress of those exceptions that had been reported during the year.

In respect of the number of calls answered at Rushcliffe Community Contact Centre Members were informed that there had been an average number of calls but officers agreed to provide comparative figures. Members queried the performance of the remote contact points and were informed that this was reported to the Transformation performance clinic. It was felt that this issue should be raised as an item for scrutiny via the Scrutiny Chairmen and Vice Chairmen's meeting.

With regard to the income generated by letting properties Members were informed that this was after the purchase of The Point. Following a comment the Performance and Reputation Manager stated that all targets were revised annually.

Members queried the sickness levels and were informed that the Council's performance was better than the national average, and that last year, for the first time, it had been identified as a highlight. The Performance and Reputation Manager stated that there had been a number of long term sicknesses that were now concluding.

The Board discussed the new Streetwise Environmental company and queried how it would be scrutinised. The Service Manager - Operations and Corporate Governance explained that it had been considered at the last Partnership Delivery Group meeting and that next year it would be presented to this Board. In respect of street cleansing Members were informed that sections were inspected monthly. With regard to trunk roads it was acknowledged that any litter reflected badly on the area, however this was an identified issue as staff were only allowed to litterpick when the road was closed. Concerns were raised in relation to the imminent closure of the amenity site at Langar and a potential increase in fly tipping. The Service Manager - Operations and Corporate Governance stated that this issue had been raised by officers and the situation was being monitored.

With regard to the work undertaken by Streetwise the Service Manager - Operations and Corporate Governance stated that the primary contract had been carefully assessed and detailed and that the Council's responsibilities to the parishes had been included. Following a comment regarding work being undertaken privately the Chairman advised Members to contact Mr Scott-Lee the company's managing director or the Executive Manager – Neighbourhoods who was the client officer.

It was AGREED that the identified exception had been considered.

26. **Work Programme**

The Board considered its work programme for the forthcoming year. It was agreed to include an update regarding Glendale Golf for the June meeting and Streetwise to the programme for March 2016.

27. **Chairman's Remarks**

28.

As this was the Board's last meeting for this term of office the Chairman thanked all members of the Board for their hard work and in particular Councillor Jones, the Vice Chairman, for all his assistance.

The meeting closed at 8.00 pm.

Action Sheet

PERFORMANCE MANAGEMENT BOARD - TUESDAY 24 MARCH 2015

Minute Number	Actions	Officer Responsible
23. Notes of the Previous Meeting	The Leisure Contracts Manager to provide a further update on the facilities at Edwalton Golf Course	Leisure Contracts Manager
25. Performance Monitoring - Quarter 3 2014/15	a) Officers to provide comparative figures for the number of calls received by the Contact Centre b) The Chairman to raise the subject of the remote access points as a scrutiny item at the Scrutiny Chairmen and Vice Chairmen's meeting	Performance and Reputation Manager Chairman
26. Work Programme	Items to be included: <ul style="list-style-type: none">• An update on Glendale Golf in June 2015• Streetwise Environmental Ltd in March 2016	Member Services