

When telephoning, please ask for:
Direct dial
Email

Tracey Coop
0115 914 8511
constitutional.services@rushcliffe.gov.uk

Our reference:
Your reference:

Date: Monday, 18 June 2018



**Rushcliffe Community
Contact Centre**

Rectory Road
West Bridgford
Nottingham
NG2 6BU

In person

Monday to Friday
8.30am - 5pm
First Saturday of
each month
9am - 1pm

By telephone

Monday to Friday
8.30am - 5pm

Telephone:

0115 981 9911

Email:

customerservices
@rushcliffe.gov.uk

www.rushcliffe.gov.uk

Postal address

Rushcliffe Borough
Council
Rushcliffe Arena
Rugby Road
West Bridgford
Nottingham
NG2 7YG



To all Members of the Performance Management Board

Dear Councillor

AGENDA SUPPLEMENT

Please note the attached documents below for the meeting of the Performance Management Board to be held on Tuesday, 26 June 2018, the agenda for which has already been published.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Julian Crowle'.

Julian Crowle
Monitoring Officer

AGENDA

4. East Leake Leisure Centre Annual Report 2017-18 (Pages 1 - 28)

Membership

Chairman: Councillor N Clarke

Vice-Chairman: Councillor J Thurman

Councillors: S Bailey, K Beardsall, H Chewings, Mrs C Jeffreys, S Matthews, A Phillips and L Plant

Meeting Room Guidance

Fire Alarm Evacuation: in the event of an alarm sounding please evacuate the building using the nearest fire exit, normally through the Council Chamber. You should assemble at the far side of the plaza outside the main entrance to the building.

Toilets: are located to the rear of the building near the lift and stairs to the first floor.

Mobile Phones: For the benefit of others please ensure that your mobile phone is switched off whilst you are in the meeting.

Microphones: When you are invited to speak please press the button on your microphone, a red light will appear on the stem. Please ensure that you switch this off after you have spoken.



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East Leake Leisure Centre

Annual Report 2017

Presented to Rushcliffe Borough Council – Tuesday 26th June 2018

**Please note Carillion PLC
were the incumbent FM
provider for the entirety of
the 2017 reporting period.**

Headlines

- Sports Hall floor replaced
- LED lights installed in Sports Hall and Gymnasium
- 218,000 visits
- Course Pro and online payments rolled out
- 650+ children on swimming lessons
- Joined East Leake Traders Association
- 93% satisfaction level
- Energise



Usage

- 218,000 visits
- 650+ swimmers
- Direct Debit for Swimming Lessons
- Tea Time in the Fitness Suite
- Aerobic Time Table
- Summer Playscheme

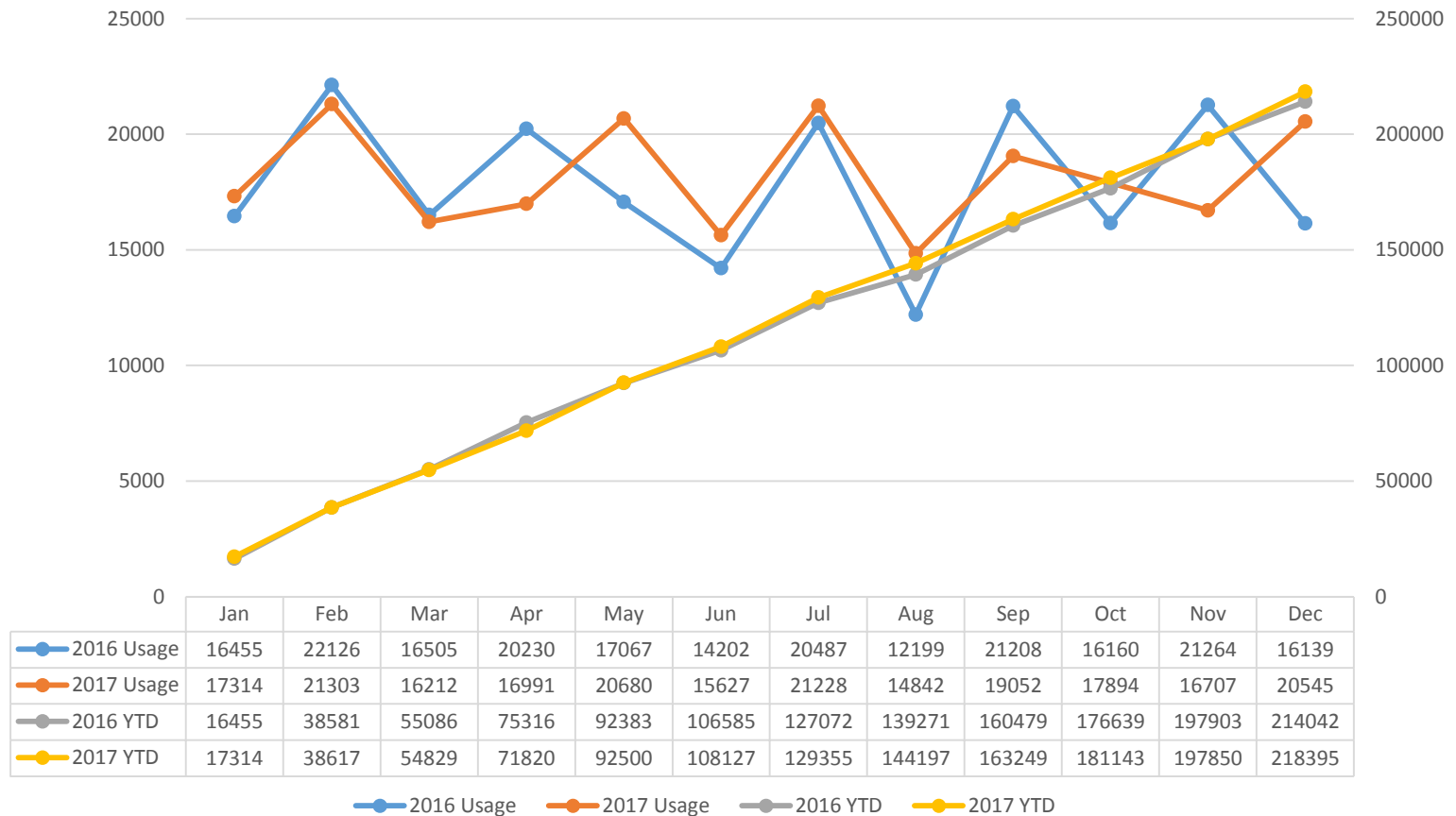
page 4

Usage by Category / Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Swimming	6913	11261	5687	6504	11443	6653	11404	6576	8890	7775	6824	10735	100665
Fitness and Aerobics	5210	4977	5124	5298	5171	5003	5310	4281	5091	5125	4971	4721	60282
Sports Halls	3444	3134	3691	3454	2482	2382	2719	3109	3506	3172	3017	3162	37272
Artificial Pitch	1257	1421	1198	1134	1062	998	1243	525	978	1279	1319	1423	13837
Other	490	510	512	601	522	591	552	351	587	543	576	504	6339
Total	17314	21303	16212	16991	20680	15627	21228	14842	19052	17894	16707	20545	218395

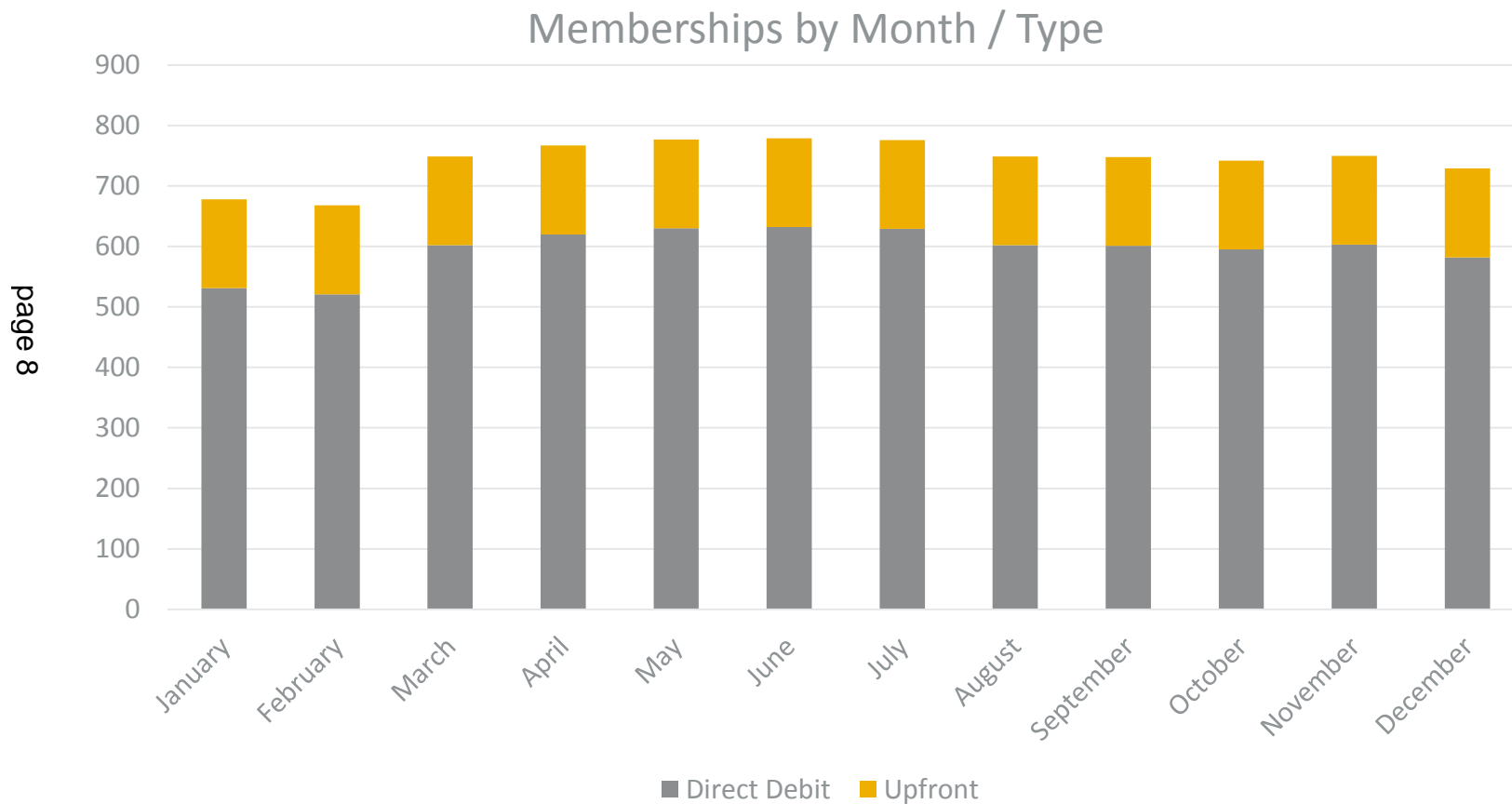
2016/17 Comparison

Monthly Usage Comparison 2016 / 2017



Holiday Period	Feb Half Term	Easter	May Half Term	Summer	October Half Term	Xmas	Total
Number attending (2017)	73	129	81	1037	45	0	1365
Number attending (2016)	57	213	78	750	81	0	1167

Memberships by Month



Use of IT

- Facebook and Twitter
 - 1000+ Likes
- SDA Software
- Phone bookings and payments
- Website – Numbers
- Course Pro

Partnership Working

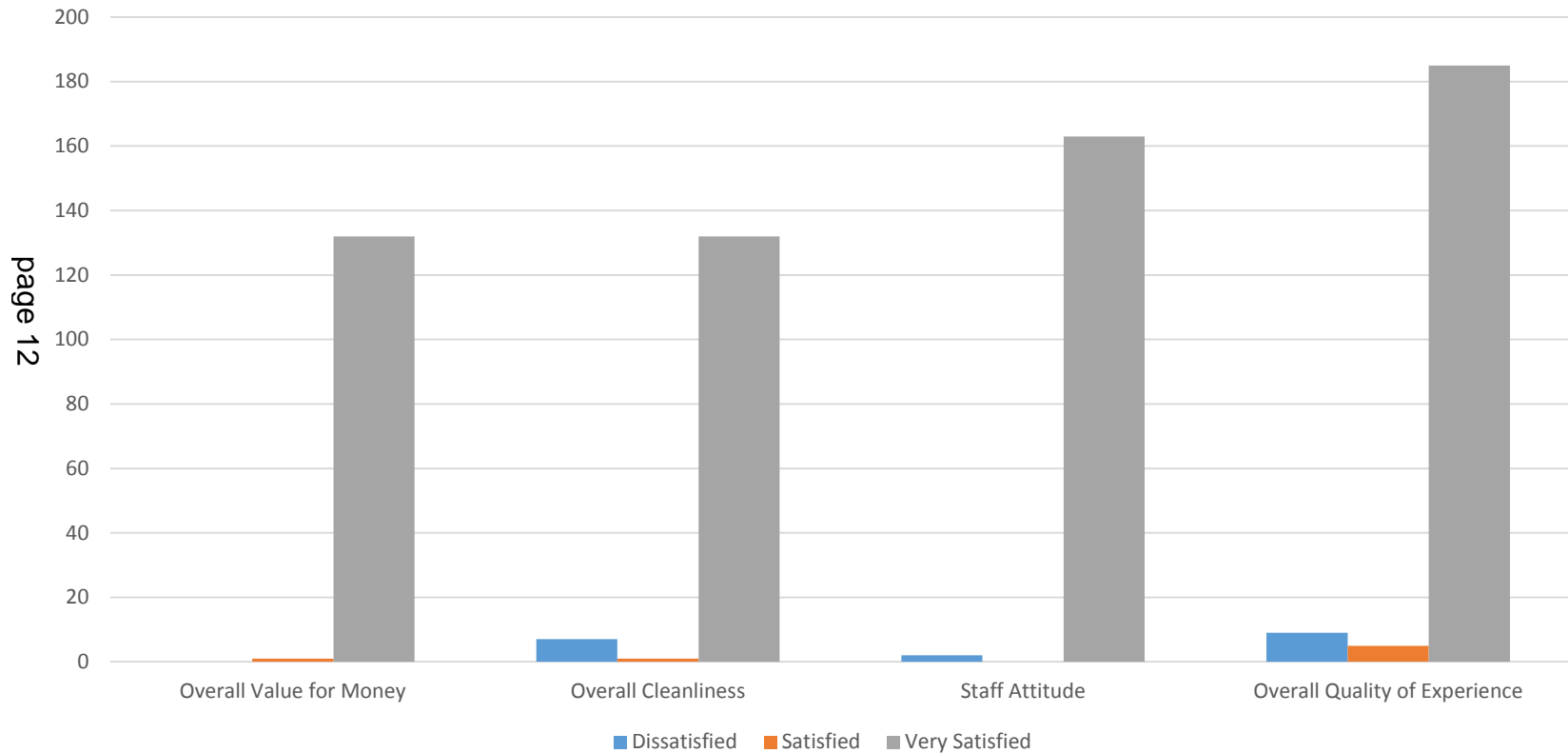
- Active Rushcliffe Forum
- East Leake Academy and Lantern Lane Primary
- East Leake Traders Association
- British Gypsum
- Meet Your Village
- Local Clubs
- Trent Bridge Community Trust
- Lets Live Well
- The Tomorrow Project

Marketing

- New Year New You
- Valentines
- Housing Developments
- Tennis
- Local Events
- Summer Six
- Swimming Lessons
- Pantomime
- 12 days of Christmas

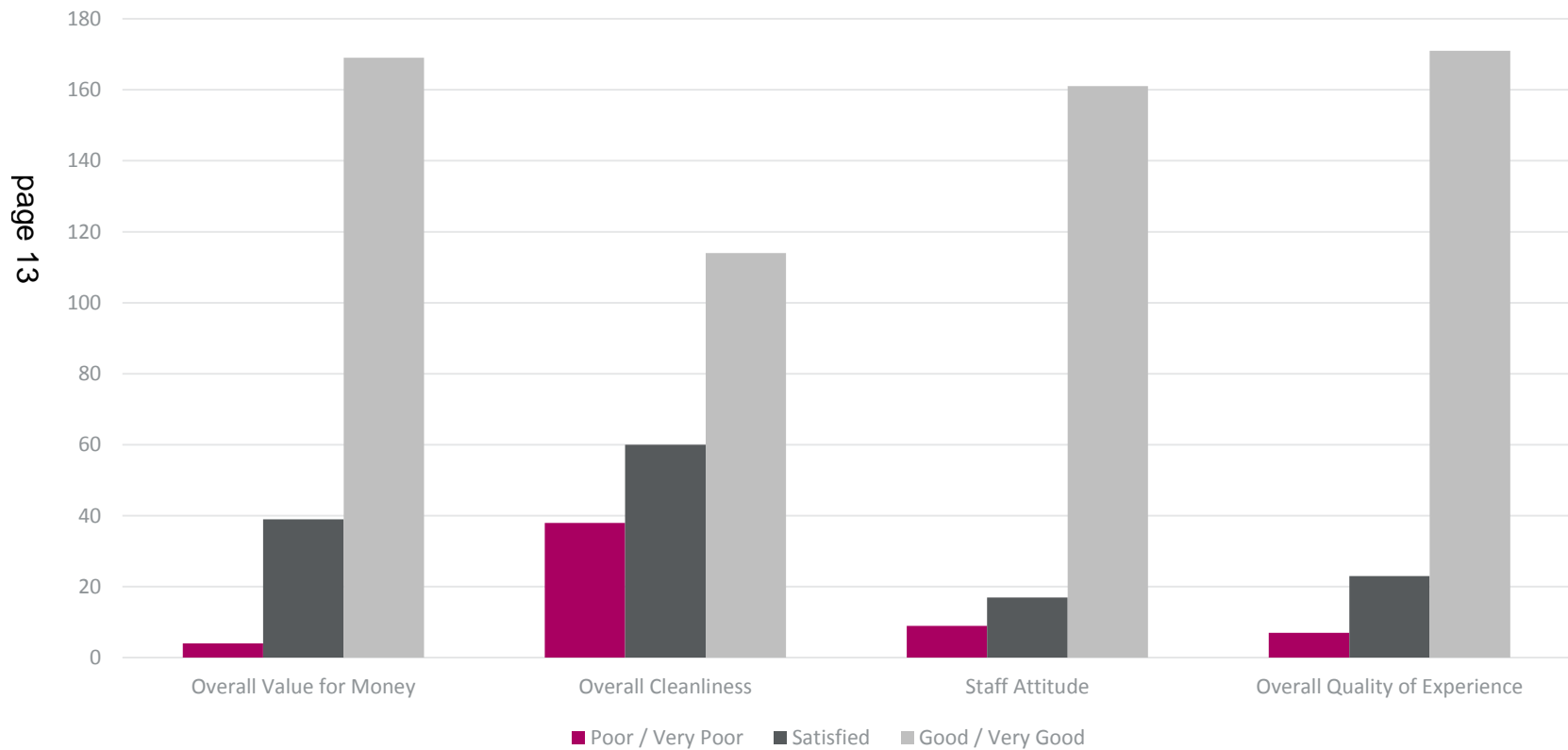
Customer Satisfaction

YTD Customer Comments



Customer Survey

2017 Customer Survey



Customer Comments



‘The resistance on the upright bikes has failed’.

- We called Life Fitness and the bike was repaired.

‘The set up was done perfectly’

- Feedback from Pilates.

*‘Honestly
cannot
recommend
Mick enough!’*

- Feedback from a 1 2 1 adult swimming lesson.

*‘It would be great to see an
Lifecycle class back on a Monday’*

- We reviewed our class timetable and one of the changes was the addition of a Lifecycle class on a Monday.

Health and Safety

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Number of Accidents	4	2	5	3	5	6	5	2	3	2	5	1	43
Number of RIDDORs													0

Poolside	3		2	3	2	3	4	1	1	2	3		24
Fitness Suite			1										1
Sports Hall	1	1	2		1	1				1	1		8
Outdoor Pitches							1						1
Dance Studio					1							1	2
Gymnasium								1	2				3
Changing Areas					1						1		2
Other		1				2				1			4

Total	4	2	5	3	5	6	5	2	3	4	5	1	45
YTD	45												

Climate Change

- AstroTurf Lights
- Staff Training
- Inverters
- Pool Covers
- Internal Lights
 - Sports Hall and Gymnasium
- Recycling

Thank you

Any Questions?

So . . . who are Mitie?

A brief overview . . .

CHALLENGE

We always ask ourselves why we do something one way, how can we do it better and what else can we do.

INSPIRE

Have fun and be passionate about what you do.

EXCEL

At service delivery, we must be the **BEST** at everything we do.

**FTSE
250
COMPANY**

**£2.2•
BILLION
REVENUE**


**200+
MITIE OFFICES**


**72,000
EMPLOYEES**

Our clients . . .



Our services ...



Our structure . . .



Steve Almond
Account Director

Peter Mather
Head of FM

Account
Managers

Contract
Managers

Facilities
Managers

Site Teams

John Bielby
Head of
Technical

Lifecycle

Compliance

Engineers

Jenny Dowling
Head of
Support
Services

Business
Support

Service Desk

Sustainable
Development

Projects

John Miller
Head of
Commercial

Commercial
Managers

Rob Evans
Head of
Finance

Management
Accountants

Andrea Ogden
Business
Support
Director

Soft Services
team

East Leake Leisure Centre

page 23 The mobilisation so far . . .

Events timeline



15/01/18

Carillion liquidation



29/01/18

Mitie interim support commenced



04/06/18

Mitie formally instated

Mobilisation focus



•Continuity

- Service delivery
- Management systems
- Commercial obligations

•HR

- Inductions
- One to one's
- Re-employment
- Training

•Compliance

- Audit/Analysis
- Maintenance contracts
- PPM
- Health & safety

•Lifecycle

- Review Carillion data
- Condition survey
- Contractor engagement
- Client consultation

Moving forward . . .

Branding & marketing

Lifecycle investment

Review fitness class provision

Improve cleaning standards

Staff support & development

Thank you

Any questions?

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