
LEISURE, ENVIRONMENT AND COMMUNITY COMMITTEE

Draft MINUTES

of a meeting held in the Penn Chamber, Three Rivers House, Rickmansworth, on Wednesday 22 August 2018 from 7.30 to 8.45pm.

Councillors present:

Councillors Chris Lloyd (Lead Member for Leisure)	Alex Michaels (Lead Member Environmental Services)
Rupert Barnes	Alison Scarth
Donna Duncan	Kate Turner
Sarah Nelmes (substitute for Cllr Roger Seabourne)	Alison Wall
David Sansom	Phil Williams

Officers:

Ray Figg, Head of Community Services
Andy Stovold, Head of Community Partnerships
Kelly Barnard, Leisure Contracts Officer
Geof Muggeridge, Director of Community and Environmental Services
Sherrie Ralton, Committee Manager
John Sewell – Area Contracts Manager SLM
Paul Christie – Contracts Manager SLM

Also in attendance:

Councillors Alex Hayward and Joanna Clemens

Councillor Alex Michaels in the Chair

LEC 10/18 APOLOGIES FOR ABSENCE

Councillor Roger Seabourne (Councillor Sarah Nelmes substitute).

LEC 11/18 MINUTES

The Minutes of the Leisure, Environment and Community Committee meeting held on Wednesday 11 July 2018 were confirmed as a correct record with the following amendment and were signed by the Chairman.

Item LEC 05/18 Question 6 page 10 the following to be added under 'The following points were raised': A Member stated there was no specific research references that suggest that soft play areas contribute to initiatives to reduce childhood obesity'.

A request for Member's names to be minuted against Item LEC 05/18 Question 6 in the final paragraph was not agreed.

LEC 12/18 ANY OTHER BUSINESS

There was none.

LEC 13/18 DECLARATION OF INTERESTS

There were none.

COMMUNITY

LEC 14/18 PUBLIC HEALTH AND MENTAL HEALTH UPDATE (Presentation)

The Head of Community Partnerships presented an overview of the work carried out by the Council on Public and Mental Health.

A Member noted that positive outcomes had been achieved with the Community Support Service helping people with problems. The Head of Community Partnerships was congratulated on gaining the funding.

The following questions were raised by Members:

How successful had the agreement to include nurses in the referral process for Arts on Prescription been? The pilot project course had been filled by local voluntary sector agencies. Doctor's surgeries had been targeted and although encouraging, did not provide any referrals. Getting past practice managers to speak to nurses was a challenge but they would look into ways of achieving this for the coming programme.

Herts libraries had themes, September's being raising awareness of dementia. Could the Council work more closely with libraries with these themes? The Council can be inundated with the different health campaigns so do take a lead from Public Health and try to have clarity on what to focus on.

A Member asked for the presentation to be made available to all Councillors.

How far would people have to travel to get involved in activities? Activities were delivered across the District and there was no limit to access.

On being asked whether William Penn Leisure Centre had been used for some of the programmes, it was confirmed that it had.

LEISURE

LEC 15/18 WILLIAM PENN USAGE INFORMATION UPDATE

The Leisure Contracts Officer introduced John Sewell the Area Contracts Manager and Paul Christie the Contracts Manager both from SLM.

In accordance with Council Procedure Rule 35(b) (f) the Chairman used his discretion to allow Ms Dowman to speak, although the subject did not strictly relate to the usage information.

The Leisure Contracts Officer said that at the Leisure, Environment & Community Committee Meeting on 11 July 2018 the Head of Community Services advised he had no problem with a Member from each Group becoming involved in the analysis of the usage of the Leisure venues. This had now been superseded and the Chief Executive asked that a report for noting be provided to the Leisure, Environment and Community Committee so all Members would be able to analyse the data.

The Leisure Contracts Officer highlighted all the variables shown in Paragraph 2.5 and confirmed that from 1 September 2018 all attendances would be added to the booking system. A swipe card turnstile system was due to be installed by end of September which would also assist with queues and usage data.

William Penn reception had been monitored at various times throughout the day and evening and queues had eased. During busy periods there were two members of staff on reception supported by a sales colleague and duty manager. The industry standard is to use assumed figures for block bookings and casual users which will be replaced by actual usage figures from 1 September.

The following queries were raised:

Table in Paragraph 2.6 was showing 62 attendees in the Studio section, would that include all the exercise classes? SLM replied that this figure covered specific 50 plus classes in the studios, exercise classes had been covered in Appendix A within the 5,142 attendees under Gym Usage / Group Exercise.

Does the lack of accuracy in monitoring attendance affect insurance cover at the centre? SLM advised there was no way of monitoring the exact number of people in the building at one time as there was no check when they left the building. Risk assessments had been carried out to ensure maximum capacity in individual areas was not exceeded.

Were SLM confident the system would be comprehensive enough to monitor attendance and how realistic were the figures shown? Figures for the first two weeks of July were assumed figures based on block bookings where they were provided with information of numbers attending each week. The last two weeks were actual figures based on CCTV recording people in the area participating in the activities. Going forward all block bookers and clubs have to report numbers of attendees at reception. August shows actual figures for block bookings and clubs.

Following a Member meeting on 6 August with the Leisure Contracts Officer and Head of Community Services it was agreed that from 1 September the usage provided to the Committee would be clearer showing the risk of classes affected if the Sports Hall was halved. From 1 September, SLM will be capturing data information for users who try to book the sports hall courts but are unable to due to the courts already being

booked or in use. This information can only be captured if the enquirer is on the telephone or in person as the website will not be able to register where someone has tried to book.

Were SLM confident the IT system was accurate, people have said that courts were showing unavailable on-line but were seen to be unoccupied on the day? SLM advised that the software would record a non-attendance and would reinstate the court on-line but this would not leave sufficient time to re allocate the court.

A query was raised on the badminton court usage figures. SLM agreed that the exact percentage occupancy levels for the sports hall and courts would be included in the monthly report in future.

Members of William Penn were able to use all but two Everyone Active centres. A question was raised by a Member on whether there is a breakdown of people from outside the District using William Penn? SLM advised that this was not being recorded at present. SLM also confirmed that when new members take out the multi-site option membership they would be provided with a list of all venues available to them.

A Member had carried out a mystery shop, visiting William Penn to ask what activities were available as a potential new user. They were directed to look at the website which they felt was a disappointing response. Could Active Life be advertised in the Three Rivers Times? The Leisure Contract Officer advised that the Get Active publication in Three Rivers Times only advertises the current activities run by the Three Rivers Leisure Development team. Taekwondo and the beauty treatment rooms advertise at William Penn by way of banners and there are customer notice boards that can be used for advertising at William Penn. The Leisure Contracts Officer advised that they would be happy to assist and support with advertising for Active Life

With the accurate data and occupancy levels being provided from 1 September, how many months would be achieved before the budgets for next year start being formulated? As this usually starts in January, would it mean only five months' worth of accurate data would be available for budget setting? The Chairman confirmed that they would have to ensure this was taken into account of during the budget setting process.

RESOLVED:

That the report be noted.

LEC 16/18 WORK PROGRAMME

The Committee reviewed their work programme. The following amendments/additions were made:

Under item 2 William Penn Usage Information Update, date of next meeting to read ...standard item for 2018 until a decision has been made.

Addition of a Leisure Committee Presentation to take place August / September 2019 to show progress made.

RESOLVED:

That subject to the changes above the work programme be agreed.

CHAIRMAN