

**LEISURE MANAGEMENT CONTRACT MONITORING BOARD
MINUTES**

Date of Meeting: 1 September 2014
Location: Committee Room 1
Time: 7.15 pm
Attending:
Councillors: Mrs Helen Kane (HK)
 Gavin Chambers (GC)

EFDC Jim Nolan, Assistant Director (JN)
 A Clear (Manager responsible for monitoring the contract) (AC)
 Jade Baccarini (Support Officer) (JB)
 S Forster (Minutes)

		Action
<p>1. Apologies for Absence Cllr Whitehouse, Cllr Morgan, and Kim Bames & Laura Woodford (SLM)</p> <p>2. Minutes of previous meeting 31 March 2014 Agreed as accurate</p> <p>3. Matters Arising - P1 breakdown of GP surgeries: AC to again chase KB for information on which doctors use the referral scheme.</p> <p>P2 sports being offered by the leisure contract: AC had sent the list to Board members.</p> <p>P3 'Meet the Manager' meeting at Epping: JB had sent details to WBH.</p> <p>P4 Mystery shopper results: AC had forwarded the results but had not sent the table of comparison results. These he handed out to the Board, and said that the issues would be similar to those that he and JB pick up during their visits.</p> <p>Loughton Swimmers – the new Monday night pool timetable at LLC has started. To give some background, AC said that members felt SLM were not making the best use of the pool, and some would have liked the swimming club to be cancelled. As a compromise they now have use of half the pool. GC said he had used the pool at this time and no class had taken place.</p> <p>4. Financial Appraisal of Contract AC: As part of the contract SLM were obliged at the start to submit their projected income, and for anything above that figure the Council were to receive 30%. The final income position for 2013/14 is given on P1 and overall the contract was £51,749 over target, resulting in an income share to the Council of £15,524. SLM re-claim VAT on classes, which EFDC then include as income, and the bottom box on the right of the page shows the figures by site after taking reclaimed VAT into account. Loughton and W/A were well above target, Epping was slightly over but the deficit at Ongar reduced the final figure significantly. In year two there had been some disagreement on the terms of income share; EFDC believed it was calculated by site, and SLM maintained it was by contract. Had the Council won the argument it would have resulted in a further £90k this year, and about £700 - 800k over the course of the contract.</p>	<p>AC</p>	

The income share is taken back into Council funds, but the Board can request to spend some or all of it if there is a particular need. For example, Loughton Members arranged for it to be spent on air conditioning at the centre some years ago. GC said that it could be used for health and wellbeing in the district, or to help sports development at Ongar. The pool and roof at W/A could also be considered.

The cost of repairs at W/A would be major and cannot be justified at this time. Its future will be part of discussions on the new contract at the next meeting. However, AC said that sports development always needs funding, and he would be happy to ask for the money to be used for a campaign. He will speak to James Warwick about developing a scheme.

AC replied that it was unlikely that Ongar's numbers would increase as the target had been over ambitious and would never be achieved.

JB had produced pie charts to show income for the year, one of which shows that 45% is received from Loughton, with the other three making up the remainder with similar figures from each. The other pie chart shows how the figures are broken down by the three main arms of SLM, fitness & health, community leisure and food and beverage.

Ps 2-5 breaks the figures down by site. P4 shows that SLM originally predicted that by year 8 income at Ongar would be £1.1m, but they only achieved £856,000. Once the reclaimed VAT is added the figure is £900,000 – over £218,000 under target.

For interest, AC said that, as at month 4 this year, SLM are £15k down on last year. The main differences are; Vending is down £7,900, swimming (which includes lessons and public sessions) is down £17,000 but fitness is up £15,500.

P6 shows the annual income comparison by group since the start of the contract. The first column should be ignored as it only shows Jan- March 2006 , but after that income has risen in each successive year and was £200k up in 2013/14 compared to the previous year, which, at 4.54% is above the inflationary price increase of 2.6%.

The bottom table gives the income for the biggest earning areas, which shows an increase of 5.4% over the previous year, and accounts for almost all of the top box.

Ps 7-10 show the annual income by site since the start of the contract, which are all up on the previous year. Again, Ongar's progress is slow but, although a very good centre, its rural position and proximity to sports centres in other authorities must be taken into account.

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(a) Facilities management

Parts of the centres have had to close on a few occasions since the last meeting, other than for the usual reasons of having to clean the pools when young children have soiled them. The movement studio at Loughton was closed for a week for a new floor to be installed. When the old café was converted a new sprung floor was laid but as this was not fit for purpose the contractors returned with a new team and replaced the supports and floor area. Epping gym had to close for a day due to a loss in their electricity supply. W/A pool was shut for one day in July because of flood damage throughout the building, but especially in the main reception, due to the ingress of water from the sloping car park.

GC asked about the intention to repair the car park at Epping, and AC told him that although this work was not thought necessary at the time the money had been carried forward. There was also some uncertainty about the centre being moved to the development in St Johns Road. However, the condition of the car park is being monitored and although in a reasonable state at the moment if the centre is not moved it will be resurfaced when required.

P11 shows public swimming comparisons since the start of the contract. These figures were requested when the contract began and were accurate until DD members were not required to go through reception to access the pool. The number of swimmers will undoubtedly be higher but they cannot be recorded and the figures now mean very little. Children having swimming lessons paid for by DD also now are given free swimming and membership. GC asked if swimmers at Loughton could be monitored now that the pool is available on swimming club nights, and AC told him that this missed the last timetable print run but it will be advertised in the new one, now available. SLM do carry out a head count every half an hour and this would give an indication of numbers. He will contact the manager asking for feedback and will email GC with the reply.

AC

P12 gives site attendance figures for the areas that are monitored. Group exercise is up on the previous years, and whilst casual fitness numbers at Loughton and W/A increased they remained static at the other two sites. GP referrals have increased over the life of the contract but those for W/A are still lagging behind, due mainly to the high turnover of GPs in the area. The Limes have taken over one of the surgeries and hopefully more referrals will now be made.

Squash at Epping is picking up, but despite a campaign badminton has dropped off, in line with the national trend

GC said that since his involvement with the contract over the last two years he has been impressed with the overall running of the business by SLM. AC agreed that they were a good company on the whole, certainly compared to some other major contractors with a lot of contracts, although there were some areas that could definitely be improved. There are still a number of ex-EFDC staff working for SLM, they are happy to cooperate and there is certainly a rapport with them.

P13 shows the membership and DD numbers for June, a snapshot month, since the start of the contract. Centre membership (top box) has increased slightly due to the number of parents paying for children's swimming lessons by DD. Monthly DD and annual memberships (bottom box) have gone up over the last year. SLM tend to encourage DDs and, other than disabled membership, all other membership categories are down on previous years.

(b) Health & Safety

H&S is one of the aspects of the contract that SLM excel at. Their H&S manager is an ex-Council employee and is well trained, and the Council's H&S officer, Darren Goodey, was a former Loughton manager. P14 gives the results of recent visits made to each of the centres and very few issues were identified.

(c) Building Maintenance/Asset Management

Building maintenance visits were carried out in May with the Senior Building Surveyor, Stuart Mitchell. The whole reports are given on Ps 15-133. As usual Loughton was required to provide the most information and by failing to do so were issued with a number of improvement notices (P37). Stuart highlights ongoing concerns regarding the Building Management System (BMS) on P22, and the potential problems with plant and equipment, as well as to the fabric of the building. In response to GC's question AC said that the BMS is a system of

controlling heating, ventilation, air conditioning, temperature, humidity etc, which powers down at night. As to the meaning of actuators, JN said there were many different types which control various parts of the system.

Facilities Management are of the opinion that this contributed to all the fire alarms in the pool area corroding, and having to be replaced at a cost of £6k. AC said that SLM are good at carrying out minor works but can be slow to complete all the items identified in site reports and to provide information. Most get done eventually, but only after improvement and default notices are issued. Loughton, as the most technically advanced centre, has the majority of problems. JN thought that the staff at Loughton would benefit from Stuart and his team being on site to teach them to understand the system and how it works, but Facilities Management have neither the staff nor the time available. From a risk management point of view the buildings and assets must be maintained, and there is certain legislation that must be complied with.

AC said that Zurich, the Council's insurers, also visit the sites as it is in their interests to protect the Council's assets. It would be possible under the terms of the contract for EFDC to carry out the works and recharge SLM, and this may have to happen at the end of the contract when a complete survey will be made and all repairs will have to be completed. At the moment Facilities Management do not have the workforce and progress can only be made by issuing enforcement and default notices. However the situation may improve as the new contract date becomes closer.

(d) Performance Monitoring:

AC and JB visit the centres on a regular basis and the results are shown on Ps35-36. There is now a new column to show when they faults first noted. Again, most are found at Loughton and the faulty changing village lockers could not be replaced as the company went bankrupt.

Epping has no new findings but it is a dry centre, and therefore has fewer issues than a swimming pool

Ongar have had a few cleanliness issues. The problems at W/A are looked at more sympathetically as the age and condition of the buildings are taken into account. It is unfair to compare them with the newer centres.

(e) Improvement/Default Notices

P37 shows the notices outstanding from the last meeting and new ones issued. As usual most notices have been issued to Loughton and are mainly related to supplying information. When a service report lists a number of outstanding items most are completed but frequently one or two remain outstanding and the improvement notice cannot be signed off.

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The first improvement notice for 0281 was given in February this year, and has now escalated to a default notice. 0285, 0288 and 0289 have been completed, and 0287 still requires a few issues to be resolved.

Liaison Groups

JB said that no liaison groups have met since the last meeting. They are meant to take place every 3-4 months, with at least two Councillors and either AC or herself present. Customers are encouraged to attend but they are generally only interested if they have a complaint, and a low turnout is usually seen as a sign of satisfied customers.

Loughton has a meeting planned for 16 Sept, and this one is usually well attended because the majority of problems are there. The major complaint is that customers are unable to book in for classes as they are full, but this could be

<p>7.</p>	<p>seen as a positive rather than a negative from a business point of view. The manager at Ongar has been off on long term sick and no meeting has been arranged. KB was trialling a 'Meet the Manager' session at Epping, but this was still not well attended. W/A has not had a meeting since March.</p> <p>Compliments and Complaints AC said that no compliments are ever given. 6 complaints have been received since the last meeting:</p> <p>Loughton: (1) via Cllr Whitehouse concerning gym membership for students returning for the summer break. Short term solutions are difficult, and although KB provided a few options they were too expensive for the students.</p> <p>For interest, AC said that SLM are looking at an on-line induction and GC said he could see the benefit if a customer has previously been a member at another gym.</p> <p>(2) received via James Warwick about high pool hire charges for the swimming club. This is now in the hands of Chris Overend.</p> <p>(3) cleanliness of changing rooms and the bottom of the pool, and the lack of action by centre staff to resolve it. Unfortunately the customer was told that the pool vac is used every night, but in fact it had gone for repair at the time. The customer was very angry that he had not been told the truth. AC said that customers should speak to the duty manager on site but frequently inform the receptionist if they have a complaint. They are usually advised to ring the Council, and his name is given as a contact.</p> <p>(4) the temperature in the viewing gallery and changing areas too hot. This is probably as a result of the BMS system not working properly but also the high temperatures experienced this summer.</p> <p>Ongar: (1) lack of one-to-one support for a Downs Syndrome child. GC asked why there was no support for such children, and AC replied that there are only a few teachers who can do one-to-ones and they are fully booked. The boy is now 14 years old and prone to violence. There is now a dedicated disabled officer at Hemnall Street who is trying to set up a disabled swimming club at W/A on Sunday afternoons.</p> <p>(2) a children's club session had been held in the sports hall at the same time as the New Horizons badminton club. The members complained about the disturbance, and the manager was trying to move them to a different time.</p>	<p>AC</p>
<p>8.</p>	<p>Report from SLM KB and LW were unable to attend the meeting as the dates had been changed so many times. KB had attempted to send her report by email but the attachments were too large. AC will print off and circulate.</p> <p>GC said the Board would much prefer them to be present at meetings, and AC confirmed they would be present at the next one. He said that all members of the Board, as well as Council directors and the Chairman, would be invited to SLM's Legacy Games, which have been piloted around the country. This is to be held on 24 Sept in Ongar and will be open to all schools in the district. A lunch will also be provided.</p>	<p>AC</p>
<p>9</p>	<p>Any other business HK reported, for interest, that the Essex Arrows from W/A are now baseball champions, an excellent achievement.</p>	

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