

ETWALL LEISURE CENTRE JOINT MANAGEMENT COMMITTEE

11th July 2018

PRESENT:-

Representatives of South Derbyshire District Council

Conservative Group

Councillor Mrs A Plenderleith

Labour Group

Councillor D Shepherd

Officers

A Thomas – Strategic Director (Service Delivery),

K Stackhouse – Strategic Director (Corporate Resources)

M Roseburgh - Cultural Services Manager

C Tyler - Democratic Services Officer

Representatives of John Port Spencer Academy

Governing Body

D Parker – School Governor

Representatives of Active Nation

J Dobson – Centre Manager

EL/1 **APPOINTMENT OF CHAIRMAN**

RESOLVED:-

Nominations for the position of Chairman were requested.

RESOLVED:-

That Mr Danny Parker (Governor) be appointed Chairman for the period ending July 2019.

EL/2 **APPOINTMENT OF VICE-CHAIRMAN**

Nominations for the position of Vice-Chairman were requested.

RESOLVED:-

That Councillor Mrs Plenderleith be appointed Vice-Chairman for the period ending July 2019.

EL/3 **APOLOGIES**

Apologies for absence from the meeting were received from Councillor Billings (Conservative Group).

EL/4 **MINUTES**

The Open Minutes of the Meeting held on 25th April 2018 were noted, approved as a true record and signed by the Chairman.

Councillor Shepherd made reference to Minute No.EL/21, confirming that he had received written assurances that members of the Joint Management Committee were not personally liable for insurance purposes.

EL/5 **DECLARATIONS OF INTEREST**

The Committee was informed that no declarations of interest had been received.

EL/6 **ACTIVE NATION PERFORMANCE REPORT – VERBAL REPORT**

J Dobson presented the Active Nation summary for Etwall Leisure Centre, making particular reference to the following items;

Active Nation Brand Map

- Comprising Active Education, Active Nutrition, Active Events, Active Community, Active Research, Active Ability, Active Health, Active People and Active #JustTryIt Days.

Participation Successes: April-June 2018

- Etwall Leisure Centre: Up 7,886 visits year on year.
- Gym usage: 30,651, up 2,897 year on year.
- Group exercise usage: 8,152, up 1,090 year on year.
- Swim lessons: 4,269.
- Swimming Pool casual sessions: 30,545, up 1,090 year on year.
- Badminton: 4,756, up 1,610 year on year.
- AGPitches: 15,118, up 440 year on year.

- Current membership levels:
Gym Live Count 2,172
Swim Scheme Live Count 1,436.

Service Quality

- The Centre maintained its Quest 'Very Good' accreditation, following recent unannounced inspection visits.
- The Centre attained 'Excellent' status in its ISO14001 environmental compliance.
- New pool cover in use, AHU unit improvements, boiler flue replacement, pool pumps and squash court works (roof, ventilation & doors).
- Public Wi-fi had been installed at the venue.
- Sports Hall inverter extractor replacement to improve air quality.
- Improvements made to Centre's IT system to move away from a Citrix based system to an Active Desktop.
- Investment in internal marketing to improve the appearance and brand identity of the Charity and external signage.
- New Brand Standards Rock Star Audit App launched – SDDC/AN, enabling users to report issues on-line.

Net Promotor Score (NPS)

- Etwall Leisure Centre had achieved a NPS score of 43 against a target of 40, ranked 'Good'.

Safety

- Safe Supporters: 0.1 Accidents ratio 2018/19.
- Safe Staff: Zero staff accidents reported in the first quarter of 2018/19.
- Safety Commentary:
New safety audits completed across the group.
Quarterly group safety meetings altered to add greater value to attendees.
Industry leader Joe Ryan appointed as Centre's external H&S expert to guide, advise and support.

Queries relating to GDPR compliancy, capacity issues, parking, cleaning, facility maintenance, complaint handling and the proposed overflow car park were responded to by the Centre Manager and Cultural Services Manager. It was agreed that further information regarding capacity levels, compliments & complaints and detractor graphs would be circulated to Committee members.

The Centre Manager informed the Committee that issues with the warm air extractor were being experienced, principally due to the prolonged heatwave, but would be reviewed as part of the annual Council / Active Nation Centre review. The Cultural Services Manager provided an update on the overflow car park, stating that a further planning application had become necessary as a result of the drainage issues being encountered at the location.

RESOLVED:-

The Committee considered and noted the points made in the presentation.

EL/7

FINAL ACCOUNTS 2017/18

The Strategic Director (Corporate Resources) presented the report to Committee.

Queries were raised in relation to the current contract with Active Nation, the provision of the Sinking Fund, the capital replacement review, the budgetary process and funding for the car parking provision.

The Centre Manager highlighted areas that will require attention from a maintenance perspective in the near future, namely the EHU's, squash courts, gym roof and the pool filters.

It was agreed that documentation relating to the 2018/19 Budget would be made available to the Chairman.

RESOLVED:-

The Committee considered and approved the Final Accounts for 2017/2018.

The meeting terminated at 5.35pm.

Mr D PARKER

CHAIRMAN