

Customers and Communities Overview and Scrutiny Panel

Monday 21 November 2011

PRESENT:

Councillor Thompson, in the Chair.

Councillor Vincent, Vice Chair.

Councillors Mrs Beer, Mrs Bowyer, Churchill, Davey, Delbridge, Martin Leaves, Penberthy and Wildy (substitute for Councillor Peter Smith).

Apologies for absence: Councillors Mrs Bowyer and Peter Smith (Vice Chair).

Also in attendance: Councillor Bowyer (Cabinet Member for Finance, Property and People), Carole Burgoyne (Director for Community Services), James Coulton (Assistant Director for Culture, Sport and Leisure), David Greenwood (Everyone Active), Patrick Hartop (Senior Policy, Performance and Partnership Adviser), Tony Hopwood (Programmes Director) and Jon Senior (Everyone Active).

The meeting started at 5.00 pm and finished at 6.30 pm.

Note: At a future meeting, the committee will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

38. APPOINTMENT OF VICE CHAIR

Agreed that Councillor Vincent is appointed as Vice Chair for this particular meeting.

39. DECLARATIONS OF INTEREST

The following declarations of interests were made in accordance with the Code of Conduct in relation to items under consideration at this meeting –

Name	Subject	Reason	Interest
Councillor Michael Leaves	Minute 43 Plymouth Life Centre and related leisure projects programme update	Taxi driver	Personal
Councillor John Smith	Minute 43 Plymouth Life Centre and related leisure projects programme update	Taxi driver	Personal

Councillor Vincent Minute 43 Plymouth Life Centre and related leisure projects programme update employed by Citybus Personal

40. **MINUTES**

The panel agreed that the minutes of the meeting held on 24 October 2011 are confirmed as a correct record.

41. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

42. **TRACKING RESOLUTIONS AND FEEDBACK FROM THE OVERVIEW AND SCRUTINY MANAGEMENT BOARD**

The responses provided to the tracking resolutions (minutes 23(k), 23(m), 23(p)) would be dealt with under minute 43.

43. **PLYMOUTH LIFE CENTRE AND LEISURE RELATED PROJECTS PROGRAMME UPDATE**

The Director for Community Services submitted an update report on the Plymouth Life Centre and leisure related projects programme. The update highlighted the following main arrears –

(a) Plymouth Life Centre –

- internal works were progressing well, including the tiling, changing rooms and sanitary wares, the glazed balustrades and the specialist lighting;
- works due for completion by the end of November 2011, included –
 - ▶ the external cladding
 - ▶ the final water fill of the main swimming pool
 - ▶ main swimming pool seating
 - ▶ installation of the specialist sprung floors in the main hall and the multi purpose dance studios
- the Programme Director's report stated that the project was on programme for a practical completion on 16 January 2012 and still remained on budget; (Councillor Bowyer noted that we had recently been made aware that there would be a slight delay in the practical completion date and this would not be reached on 27 February 2012);

- members of the panel had visited the site and building on 25 October 2011;
- (b) Leisure Management Contract –
- Everyone Active continued to develop the mobilisation of the Plymouth Life Centre and had brought in a number of new resources including a sales manager, an activities manager and a manager for Brickfields and Plympton Pool;
 - the SHOKK gym within Brickfields Sport Centre would be relocated from the ground floor to the first floor (adjacent to the main gym); this would improve attendance and reduce staffing costs);
 - an Everyone Active’s visitor booth would be installed in the foyer of the Mayflower Centre to handle enquiries;
 - details of the recommended opening hours for Plympton swimming pool and Brickfields Sports Centre were provided;
- (d) Events Field -
- the design and delivery of the new events field formed part of phase 2 of the Plymouth Life contract; once the scheme had been developed it would be shared with the panel;
- (e) Skate Park –
- the skate park had opened to the public on 29 October 2011;
 - the handover of the project had been slightly delayed but it had been delivered within budget;
 - feedback received from users had been extremely positive.

Jon Senior and David Greenwood representatives from Everyone Active, the leisure contractor, provided an overview of the service, which included the following main points –

- (f) Sports and Leisure Management Limited (SLM) was formed in 1987 and was the company behind Everyone Active; Everyone Active operated and managed local leisure centres (18 local authority contracts and 60 managed sites across the country) and had won a number of awards including ‘Inspiring Clubs Award’;
- (g) Everyone Active’s mission was to encourage everyone to participate in 30 minutes of moderate physical activity five times a week;

- (h) Everyone Active had been operating/managing Plympton swimming pool and Brickfields Sports Centre since 1 September 2011;
- (i) with regard to Plympton swimming pool several changes had been implemented, which included –
 - the temperature of the water had been increased;
 - the pool programme had been changed to include dedicated swimming lanes; 700 people had enrolled for swimming lessons compared previously to 480;
- (j) customer feedback had been positive and attendance levels at the pool were steadily increasing;
- (k) an investment of £10,000 had been made at both sites for branding, signage, etc;
- (l) the Plymouth Life Centre was the most exciting leisure facility in the United Kingdom and was the flagship for both the city and the company;
- (m) the gym facility would contain 157 stations and fitted with equipment that would appeal to all ages (including full internet access);
- (n) equipment would be provided for visual impaired users, and rehabilitation kit for people with medical conditions;
- (o) it was anticipated that one million people would visit the centre in the first year.

The following responses were provided to questions raised by the panel –

- (p) operational issues relating to the use of the car park on Plymouth Argyle match days would need to be addressed;
- (q) a health and wellbeing manager had been appointed to the senior management team of Everyone Active; the manager would work closely with GPs and health professionals in providing a service which would offer exercise programmes, referral and pain management in order to enable people to return to work;
- (r) a multi purpose functional meeting room at Brickfields would be reinstated on the ground floor which had previously been occupied by the SHOKK gym;

- (s) currently applications to become a member of the Plymouth Life Centre and to register for a free Everyone Active card could only be done online, however a visitor centre would be based in the Mayflower Centre to deal with all enquires;
- (t) data from the Everyone Active membership card could be used to understand who used the centre, at what time, the activities undertaken and the area in which the individuals lived; to encourage people to become more active or to target priority areas discount cards or incentives could be provided;
- (u) the information provided by Everyone Active would be extremely useful in targeting areas of the city and working with GPs and health professionals;
- (v) the scope to subsidise bus routes in the medium term was limited; however, if there was a requirement for a new bus service and it was commercially viable then it could be provided by the bus operators;
- (w) the practical completion date for the centre was 27 February 2012 with an anticipated opening date of 24/25 March 2012;
- (x) a meeting would be held with Plymouth Argyle Football Club regarding the management of the car park;
- (y) a written response would be provided to the panel regarding the relationship of the Business Improvement District for the Plymouth Waterfront (which included Mount Wise and Tinside) and Everyone Active;
- (z) people had the opportunity to register for My Everyone Active, which created individual activity plans; if monthly targets were achieved for the activities undertaken, such as cycling to the centre, walking the dog, etc then rewards for those achievements would be given such as a free cup of coffee or a free swim;
- (aa) the procurement process had commenced for a partner to deliver the ice provision for the city; the existing ice provision would remain open until the new facility had been delivered in order to maintain continuity;
- (bb) a revenue budget pressure had been identified for 2012/13, as a result of maintaining the existing ice provision until the new facility had been delivered; this would be managed as part of the overall budget setting;

(cc) local jobs had been created at the Brickfields Sports Centre.

Responses provided to the tracking resolutions are attached as a appendix to these minutes.

The panel recommended to the Overview and Scrutiny Management Board that other scrutiny panels and the Health and Wellbeing Board consider the wider benefits to the community of the Plymouth Life Centre in delivering the city's priorities.

The panel agreed to invite representatives from Everyone Active to attend its meeting scheduled to be held on 12 March 2012 to provide an update.

44. **JOINT FINANCE AND PERFORMANCE MONITORING REPORT SCORE CARDS**

Patrick Hartop, Senior Policy, Performance and Partnership Adviser provided an overview of the score cards for Community Services and Corporate Support, which included the following main areas –

(a) Community Services –

- there was a forecast overspend in Adult Social Care of £0.750m, which assumed that all delivery plans were achieved by the year end; the variations were attributed to an increase in supported living packages and some continuing health care funded cases becoming the council's responsibility; however, efforts were being made to reduce these levels;
- there was a forecast overspend in Culture, Sport and Leisure of £0.032m as a result of an operating deficit on the Mayflower Centre, which the council has a longstanding agreement to underwrite;
- the forecast overspend in environmental services of £0.234m had reduced to nil which had been mainly due to the forecasted reductions in tonnages going to landfill (79,000 tones to a projected 77,5000 tonnes);
- there was a projected £0.027m under spend in safer communities which was as a result of additional commissioning savings and efficiencies in business support;

(b) Corporate Support –

- customer services – social care complaints performance had improved significantly due to the increased focus and assistance from legal services in helping with the very heavy court costs;

- finance, assets and efficiencies – the cumulative average time to process new housing and council tax benefit claims was currently 28.9 days against an annual target of 20 days; there had been a 10 per cent increase in workload from the previous year which had impacted on performance;
- national non domestic rate collection was above target at 65.85 per cent against the in year target of 60.65 per cent;
- Human Resources and Organisational Development - sickness statistics continued to have a downward trend towards the council's target of 6 days per FTE;
 - ICT – the number of Freedom of Information requests processed had improved;
 - Democracy and Governance – the deficit had been reduced through ongoing efficiency savings and reductions in general running expenses in legal services.

The following responses were provided to questions raised by the panel –

- (c) the support services overview and scrutiny panel was considering the sickness statistics at its meeting on 24 November 2011;
- (d) Community Services had the highest proportion of front line workers, such as refuse collectors, which attributed to the high levels of sickness.

The panel agreed to review the 'red' budget risks for Community Services (which included management of toilets, playgrounds, bowling greens and city water features).

45. **BI ANNUAL SCRUTINY REPORT**

The panel considered its draft bi annual scrutiny report.

The panel noted its bi annual scrutiny report.

46. **WORK PROGRAMME**

The panel noted its work programme.

47. **EXEMPT BUSINESS**

There were no items of exempt business.

APPENDIX I (Pages 1 - 6)

Please note –

Responses provided relating to pending tracking resolutions are attached as appendix I to these minutes.

TRACKING RESOLUTIONS

Customers and Communities Overview and Scrutiny Panel

Date/Minute Number	Resolution	Explanation/Minute	Officer	Progress	Target Date
Min. 23(k) Plymouth Life Centre and Related Leisure Projects 12/09/11	the panel sought clarification on whether the initial problems encountered with Everyone Active's website had been addressed.		Tony Hopwood	Tony Hopwood, Programmes Director has been requested to provide a response.	21 November 2011
Response:					
All initial teething problems with Everyone Active's website have been resolved.					
Min. 23(m) Plymouth Life Centre and Related Leisure Projects 12/09/11	the panel sought the details of the provision of direct bus services to the Plymouth Life Centre from across the city and the frequency of the services, particularly at weekends and evenings		Tony Hopwood	Tony Hopwood, Programmes Director has been requested to provide a response	21 November 2011
Response:					
It is not envisaged that the existing bus service provision will be amended as a result of the Plymouth Life Centre. The facility is located directly adjacent to the Milehouse Park and Ride and is also served by bus stops along Outland Road and Alma Road. See timetables provided below for Sunday access.					

<p>Min. 23(p) 12/09/11</p>	<p>the panel sought clarification on the following issues –</p> <ol style="list-style-type: none"> 1. the joining up of the cycle routes to allow people to cycle to the facility; 2. the draft travel plan making no reference to Plymouth Argyle home matches; 3. the unquantifiable car movement targets; 4. the incentives on a reduction in the ticket price rather than a cup of coffee 		<p>Tony Hopwood</p>	<p>Tony Hopwood, Programmes Director has been requested to provide a response. See Response to Min. 23(p) below</p>	<p>21 November 2011</p>
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Responses:

- I. No physical works are proposed as a result of the delivery of the Plymouth Life Centre or as part of the Everyone Active contract. However, the development of the Central Park Master plan works will improve cycle access throughout the park.

2. Reference to PAFC home matches is made in Everyone Active's draft Car Park Management Plan as follows:

During match days and during larger special events at Plymouth Life Centre, SLM will employ 'car park stewards'. The number of stewards employed will be dependant [sic] on the anticipated number of attendees at the event.

It is expected that the number of Stewards will be:

Event attendance <500 = 1 steward

Event attendance >500 = 2 stewards

Plymouth Argyle Home Match = 2 stewards

Stewards will need to be in place at least 90 minutes prior to the start of any event or football match, and will be in radio contact with the Leisure Centre Duty Manager at all times.

These numbers will be reviewed by the Leisure Centre General Manager after the first few months of events and football matches.

The stewards will control access to the Plymouth Life Centre car park and levy a car parking charge for which a ticket (receipt) will be issued. The full value of this charge will be refundable when the ticket is presented at the main reception desk, when a centre user pays for / books in to an activity at Plymouth Life Centre. From research at other similar Football Grounds it is felt that a charge of £10 would be appropriate to achieve this balance, this will be reviewed after the first month of football games, and feedback from centre users will be assessed.

Visiting Team / Spectator Coaches to the Life Centre will be parked in the adjacent Park and Ride car park, thus leaving more car parking spaces available for general users of the Life Centre and Park even during events. As determined in the Event Management Plan, large events will not be booked to clash with Plymouth Argyle Home fixtures.

3. Until the facility has been operational for a few months it is not possible to accurately assess the car movements in and around the site. Further complicating this is the fact that there are still 'Section 2' works to be undertaken after the Plymouth Life Centre is open. These works include demolition of the Mayflower and Central Park Pools and the delivery of additional car parking spaces. These works are scheduled to be completed within 6 months of the opening of the Plymouth Life Centre so it will be some time thereafter that an accurate assessment of traffic movements in and around that site can be established.

4. Everyone Active is reviewing Plymouth City Council's Green Travel Pass scheme and considering how it may offer this scheme to colleagues.

Timetables for Buses Serving Plymouth Life Centre stops on Sunday

Sundays & Bank Holidays

Service Number	16B	16B	16B	16B	16B	16B	16B	16B
ROYAL PARADE [A17]	0940	40		1740	1840	1940	2040	2140 2240
RAILWAY STATION Saltash Rd	0943	then 43		1743	1843	1943	2043	2143 2243
MILEHOUSE Alma Road	0947	at 47		1747	1847	1947	2047	2147 2247
LOWER HAM Careswell Ave	0951	these 51		1751	1851	1951	2051	2151 2251
KINGS TAMERTON Steph.Way	0955	mins. 55	until	1755	1855	1955	2055	2155 2255
WEST PARK Shops	1000	past 00		1800	1900	2000	2100	2200 2300
RINGMORE WAY Shaldon Crescent	1002	each 02		1802	1902	2002	2102	2202 2302
HOLLY PARK Lakeview Close	1005	hour 05		1805				
WHITLEIGH Green				1905	2005	2105	2205	2305

Service Number	16B	16B	16B	16B	16B	16B	16B	16B
WHITLEIGH Green				1908	2008	2108	2208	2308
HOLLY PARK Lakeview Close	0908	then 08		1808				
RINGMORE WAY Shaldon Crescent	0910	at 10		1810	1910	2010	2110	2210 2310
WEST PARK Shops	0912	these 12		1812	1912	2012	2112	2212 2312
KINGS TAMERTON Steph.Way	0918	mins. 18	until	1818	1918	2018	2118	2218 2318
LOWER HAM Careswell Ave	0922	past 22		1822	1922	2022	2122	2222 2322
MILEHOUSE Central Park	0926	each 26		1826	1926	2026	2126	2226 2326
RAILWAY STATION Saltash Rd	0929	hour 29		1829	1929	2029	2129	2229
ROYAL PARADE	0935	35		1835	1935	2035	2135	2235

SUNDAYS AND BANK HOLIDAYS

Service Number	29	29	29
ROYAL PARADE [A4]	0910 then	10	1710
RAILWAY STATION Saltash Rd	0913 at	13	1713
MILEHOUSE Alma Road	0917 these	17	1717
ST BUDEAUX Square	0924 mins.	24 until	1724
WEST PARK Post Office	0929 past	29	1729
TRANSIT WAY Shopping Village	0933 each	33	1733
CROWNHILL Fire Station	0937 hour	37	1737
DERRIFORD HOSPITAL	0942	42	1742

Service Number	29	29	29
DERRIFORD HOSPITAL	0826	26	1726
CROWNHILL High Level	0832 then	32	1732
TRANSIT WAY Shopping Village	0837 at	37	1737
WEST PARK Shops	0843 these	43	1743
ST BUDEAUX Square	0848 mins.	48 until	1748
MILEHOUSE Central Park	0855 past	55	1755
RAILWAY STATION Saltash Rd	0858 each	58	1758
WESTERN APPROACH Comet	0901 hour	01	1801
ROYAL PARADE	0905	05	1805

Service 29 providing services up to every 30 minutes for most of the day with services operating hourly evenings and during the day Sundays and Bank holidays.

Service 29 together with Services 43/A/B providing buses up to every 5 minutes for most of the day Monday to Saturday and in excess of every 20 minutes Sundays and Bank Holidays between St Budeaux and the City Centre via Milehouse.

SUNDAYS AND BANK HOLIDAYS

Service Number	43	43	43	43		43	43	43		43	43	43	43	43	43	43	43	
ROYAL PARADE [A4]				0840	then	at	00	20	40		1700	1720	1740	1820	1920	2020	2120	2220
RAILWAY STATION Saltash Rd				0843	these	mins.	03	23	43		1703	1723	1743	1823	1923	2023	2123	2223
MILEHOUSE Alma Road	0747	0807	0827	0847	past	each	07	27	47	until	1707	1727	1747	1827	1927	2027	2127	2227
ST BUDEAUX Square	0754	0814	0834	0854	hour		14	34	54		1714	1734	1754	1834	1934	2034	2134	2234
ERNESETTLE Lakeside Drive	0801	0821	0841	0901			21	41	01		1721	1741	1801	1841	1940	2040	2140	2240
ERNESETTLE Bull and Bush	0807	0827	0847	0907			27	47	07		1727	1747	1807	1847	1944	2044	2144	2244
Service Number	43	43	43		43	43	43		43	43	43	43	43	43	43	43	43	
ERNESETTLE Lakeside Drive	0801	0821	0841	then	01	21	41		1701	1721	1741	1801	1841	1940	2040	2140	2240	
ERNESETTLE Bull and Bush	0807	0827	0847	at	07	27	47		1707	1727	1747	1807	1845	1944	2044	2144	2244	
ST BUDEAUX Square	0817	0837	0857	these	17	37	57		1717	1737	1757	1817	1854	1953	2053	2153	2253	
MILEHOUSE Central Park	0824	0844	0904	mins.	24	44	04	until	1724	1744	1804	1824	1901	2000	2100	2200	2300	
RAILWAY STATION Saltash Rd	0827	0847	0907	past	27	47	07		1727		1807		1904	2003	2103	2203		
WESTERN APPROACH Comet	0831	0851	0911	each	31	51	11		1731		1811		1907	2006	2106	2206		
ROYAL PARADE	0835	0855	0915	hour	35	55	15		1735		1815		1911	2010	2110	2210		

Service 43 providing services up to every 10 minutes for most of the day Monday to Saturday with services operating up to every 30 minutes evenings and up to every 20 minutes during the day and hourly evenings Sundays and Bank Holidays.

Service 43 together with Services 29, 43A/B providing buses up to every 5 minutes for most of the day Monday to Saturday and in excess of every 20 minutes Sundays and Bank Holidays between St Budeaux and the City Centre via Milehouse.