

MINUTES FROM LEISURE PARTNERSHIP BOARD 21ST SEPTEMBER 2011

Meeting date		21 st September 2011
Time		14.00-15.30
Location		Blackbird Leys Leisure Centre
Attendees:		Initials: Position:
Tim Sadler (Chair) Ian Brooke Cllr Van Coulter Steve Lee Steve Holt Cllr Graham Jones Sarah Bowers (minutes) Lucy Cherry Ivan Parkinson Sue Holden		TS Director of City Services IB Head of City Leisure VC Exec Member - Leisure SL Marketing Executive, Fusion SH Divisional BM Fusion GJ Lib Dem Lead Member - Leisure SB PA to Head of Service LC Leisure Manager IP Finance Director, Fusion SHo User Group Representative
Apologies for absence:		Margaret Stevens, Tim Mills
Item no:	Item Discussion:	Action(s):
1	Previous Minutes Previous minutes agreed.	
2	Organisational Updates OCC update <ul style="list-style-type: none"> • Planning detail of budget for 2012/13. Looking working towards a 5 year plan rather than 3 yr plan. • OCC corporate and medium term financial plans at the moment holding up well. • Election next May 2012. Fusion Corporate Update <ul style="list-style-type: none"> • Financial performance yr to date. • Income is on target. Key cost areas under close control. Surplus on target yr to date. • New facility developments coming live. Implementation of performance management systems. New business successes. • N.B. Slowdown in sales and pressure on costs. • Continuous improvement on operational systems. • Ongoing implementation of Information Management System. • Improved Sales structures and systems, New Head of Sales and Commercial role. Restructure of divisional marketing and communications roles. • Developments in workforce planning. • New Head of HR starting in October. • Reduction in staff turnover (15%) and absence (2.1%) • Sport & Community Development • Significant increases in Swim School number, extension of 'no strings' badminton, Dodge ball, Nordic Skiing. 	
3	Annual Service Planning IB/SH <ul style="list-style-type: none"> • Facility Developments IB updated that OCC have been working with colleagues at Fusion to create a	

basket of developments and feedback from users. £700k investment requested from CEB for improvements at centres. Staff focusing on the future developments. SL suggested some improvements to the Sports Hall at Blackbird Leys.

- **F & C**

Very inclusive at present. Increase based on RPI of 5%. Fusion have increases in cost of utilities and maintenance costs. Need to do some work on where we are with being protected against price increases on utilities. Concessions have been held for 2 years. 10p increase on Concessions, benefit type that OCC want to protect the most. Fusion to provide confirmation for retaining BONUS concessionary membership remaining consistent with the current fees and charges increases proposed from Jan 2012.

- **Partnership Development**

Health rep would be helpful to have on the LPB. Swimming Club rep, also offered some assistance by Fusion and use three of the LC sites. Youth representative would be beneficial, possible route is through Neil in the Positive Futures team. User group central meeting would be good to reinstate, perhaps chaired by a Councillor or independent to prevent being taken over by individuals.

- **Customer Relations**

Customer satisfaction up to 97%. Aim to stay above 95%.

- **Facility Management**

Systems which allow monitoring on a monthly basis means issues raised can be dealt with quickly.

Health & Safety- want 100% compliance.

BBLC went through QUEST last week and achieved a result of good. Which all agreed was a great result. Already looking forward and will build it into the new objectives.

- **Marketing**

SL present from Fusion. IB highlighted that it was good to see the number of press releases at over 100 last year.

SH to send LC a breakdown of concessionary users outside of OX4 and the cost benefits, should BONUS membership only be available for those residents to the City, (OX1, 2, 3, and 4).

- **Sports & Community Development**

U16 key group within target groups. Hopefully the Olympics will be big next year. 2012 plan is now on Fusion website.

- **Staffing**

LC put forward the suggestion that Fusion consider going through the liP process. OCC going for gold accreditation for liP. **Fusion to consider and feedback.**

- **Participation**

Consistently increasing participation and target groups. Swimming total is down by 50%, consequence of the full free swimming funding being removed. City Pool continuing to offer a weekly 50 hour programme of free swimming for those aged under 17 years and resident in the City. City Aquatics plan with ASA and Fusion to rectify. Working with Active Women and girls development to address this. Maybe review in the new year the possibility of re-introducing free swimming lessons or build it into the Aquatic Plan.

SH

IP/ SH

5 Focus area of next meeting

Service Plan
IB/SH joint lead update on 2012

6 AOB

VC feedback some general housekeeping matters for Leisure Centres. Namely changing rooms at Temple Cowley. SH advised he will have a look at this. Unfortunately building maintenance/defects issues are masking cleanliness. SL advised that Ice Rink Gala date and invites will be out soon.

Next meeting:
14th December, Blackbird Leys Leisure Centre, 14.00-15.30