

MINUTES FROM LEISURE PARTNERSHIP BOARD 12 DECEMBER 2012

Meeting date		12 December 2012
Time		15.00-16.30
Location		Blackbird Leys Leisure Centre
Attendees:		Initials: Position:
Tim Sadler (Chair) Ian Brooke Steve Holt Lucy Cherry Tim Mills Councillor James Fry		TS Director of City Services IB Head of City Leisure SH Divisional BM Fusion LC PA to Head of Service TM Leisure Manager JF Shadow Board Member for Leisure.
Apologies for absence:		Cllr Van Coulter, Sarah Bowers (minutes) Angela Baker, Cllr Rundle, Peter Kay, Sue Holden, Margaret Simpson.
Item no:	Item Discussion:	Action(s):
1	Previous Minutes 1.1 Leisure facility Fees & Charges 2013/14 deferred for February 2013 CEB meeting. 1.2 Previous minutes approved.	Note
2	Partner round up <u>OCC update:</u> 2.1 OCC Budget setting process has commenced. 2.2 2012/13 Budget plans are being achieved through efficiency savings and fees & charges. 2.4 Key objectives include: Youth Ambition programme; Educational Attainment; Community Centre provision and development. 2.3 Youth Ambition Programme: Completion of an exercise to understand need, demand and activity requirements taking place. Pot of grant funding available to support partners in using activity to enhance the lifestyles of young people. Developing the good work of Positive Futures by offering additional accessible positive activities. Work is taking place for a Sport England funding bid. Activities will complement and add value to current provision and avoid duplication. Pilot Open Access session commencing 14 Dec at BLLC, rewards and incentive scheme (iMotiva) engaging with this project. Conversations are taking place with other City partners and Stakeholders for supporting the city's Young People. Best practice for measure success is being explored. 2.4 On-line consultation with young people has been delivered by Fusion in Enfield (web based questionnaire) – To link in with the 13/14 ASP for Oxford. 2.5 OCC working with an educational consultant to understand needs and wants and how to best deliver where it's wanted. 2.6 Rose Hill Community Centre consultation completed to support understanding of refurbishment against rebuild. The objective was to actively engage with the community to shape and deliver a world class facility. 2.7 Educational Attainment: 10 Schools signed up for the City initiative. Eight starting in the first year, two in the second.	SH

Fusion Corporate update:

2.8 Customer Service training project being delivered. Including a new training package for 'Service Excellence'. Currently being rolled out across all Fusion contracts. Opportunity for OCC officers to attend facility training sessions.

SH / LC

3

Contract Headlines- Fusion (SH)

Financial performance:

- Total income increased y-o-y.
- Membership, Swim School and swimming continue to increase y-o-y.
- Expenditure y-o-y is decreasing.

Participation:

- Total participation 23% increase y-o-y.
- People on low income 19% increase y-o-y.
- Older people (over 60) 17% increase y-o-y.
- Women and girls 20% increase y-o-y.
- Under 16's 41% increase y-o-y.
- Ethnic minorities' 63% increase y-o-y.
- Disabled 27% increase y-o-y.

Total membership: c 20.5k members.

Bonus membership: c 5k members.

Reward card: c 10k members.

Customer satisfaction: average result 96% excellent, good, satisfactory c 4k comment cards completed.

Low performance areas:

Building condition

- Overall 92%.
- Temple Cowley Pool 91%.
- Blackbird Leys Pool 90%.

Cleanliness

- Overall 94%.
- Temple Cowley 86%.
- Ferry Leisure Centre 91% (user group feedback suggests attention required early morning and late evening).

Continued review, update and improvement

High performance areas:

- Knowledgeable friendly staff 98%.
- Range of activities 98%.
- Value for money, Ease of gaining information, Equipment, Ease of booking and paying 96%.
- Ease of gaining information 97%.
- Website 95%.

Online bookings currently c 23k bookings.

H&S

- 253 reported accidents y-t-d. One RIDDOR reported.
- 42 incidents reported.

Facilities management:

Basecamp:

- 97% scheduled inspections completed.
- 83% average inspections score y-t-d.
- 90% completion of all failed tasks y-t-d, c 3% improvement on the last quarter.

	<ul style="list-style-type: none"> Some outstanding tasks relate to development works. <p>Cleaning:</p> <ul style="list-style-type: none"> 97% of planned cleaning tasks completed. <p>Planned Preventative Maintenance:</p> <ul style="list-style-type: none"> 97% of planned PPM completed. <p>Consideration to be taken for explaining to customers what the figures actually mean?</p> <p>Staffing:</p> <ul style="list-style-type: none"> 104.73 FTE, 6.67 FTE positions vacant and being advertised. Y-T-D sickness absence is 7.08 days' per full time equivalent. 2,076 training hours delivered y-t-d All sites fully compliant with NPLQ training. <p>Marketing:</p> <ul style="list-style-type: none"> Major focus on preparing signage for OIR and undertaking promotions for the OIR Show and re-launch of the refurbishments. Works undertaken on preparations for January 13 promotions and on promoting the re-enrolment period for swimming lessons. 16 press releases y-t-d. C 187k website hits <p>Sports and community development:</p> <ul style="list-style-type: none"> New divisional Sports and Community Development Manager is now in post. <p>Developments:</p> <ul style="list-style-type: none"> Works of Ferry Café due to be completed, 19 December. OIR development works have completed with a successful launch at the Ice Show 8 – 9 December 12. 	SH/ LC
4	<p>Focus area- 2013/ 14 Annual service planning</p> <p>4.1 The Boards recommendation for the adoption of Fusions 2013/14 Annual Service Plan to be taken to the March 2013 CEB.</p> <p>4.2 Reporting deadlines to be sent to SH.</p>	<p>Note</p> <p>LC</p>
5	<p>Focus area - Developments and future opportunities.</p> <p>5.1 Competition Pool: Extend communication to include – Residual offer, transition process, directing to other City facilities.</p> <p>5.2 Judicial Review: Town Green verdict is pending.</p> <p>5.3 Provision for a joined up pavilion adjacent to BLLC agreed in principle. County Council is keen to explore using BLLC as a venue for issuing and return of books.</p> <p>5.4 Exercise being completed to understand opportunities for customers accessing other squash provision in the city in support of developing indoor cycling/ soft play provision at FLC.</p>	IB
6	<p>AOB</p> <p>6.1 <u>Board make Up and representations:</u> Terms of reference for the meeting to be reviewed, with consideration taken of engagement for a balanced view across key stakeholders. Understanding needed as to whether the meeting time/ location/ etc are impacting on consistent attendance.</p> <p>6.2 Links with facility User Groups: Consideration to be taken and recommendations brought to the next meeting for strengthening links.</p> <p>6.3 Focus Areas: Public Health and Well-being to be added as a focus area to the meeting Terms of Reference.</p>	<p>ALL</p> <p>LC/ SH</p> <p>SH</p> <p>LC</p>

Next meeting:

Focus areas:

- Developments & Annual Plan - December
- Carbon - March
- Public Health and Well Being, Participation - June
- Annual Service Planning - September

Next meeting: March 2013.