

THE EVREHAM SPORTS CENTRE MANAGEMENT COMMITTEE

Meeting - 21 October 2008

Held at the SBDC Offices, Capswood, Denham

Present:

Members

Officers

South Bucks District Council (SBDC)

Mrs Holloway
Mr Wilson

Lynn Trigwell
Keith Simkin
Emma Talbot
Marjorie Weaver

Buckinghamshire County Council (BCC)

Mr Lidgate
Mr Oxley
Mr Roberts
Mr Smith

Beth French

Contract Manager for SBDC

Mark Young

General Manager - Evreham Sports Centre

Steve O'Reilly

Apologies for absence: - Miss Arnold and Mr Tilbey (SBDC)

1. **APPOINTMENT OF CHAIRMAN**

RESOLVED that Mr Wilson be appointed Chairman of the Management Committee for the ensuing year.

2. **APPOINTMENT OF VICE-CHAIRMAN**

RESOLVED that be appointed Mr Oxley Vice-Chairman of the Management Committee for the ensuing year.

3. **EXECUTIVE SUB-COMMITTEE**

RESOLVED that the Executive Sub-Committee for the ensuing year comprises the Chairman and Vice-Chairman of the Management Committee together with Mr Tilbey and Mr Lidgate.

4. **ADMINISTRATIVE SUPPORT**

RESOLVED that the Democratic & Member Services Manager SBDC or his representative be appointed to provide administrative support for the Management Committee for the ensuing year.

5. **MINUTES**

The minutes of the meeting held on 22 October 2007 were confirmed and signed by the Chairman.

6. EVREHAM SPORTS CENTRE MANAGER'S REPORT

The Management Committee considered a report of the Director of Services on the Evreham Sports Centre's general performance for the period 1st April to 31st August 2008 which was presented by Steve O'Reilly, the General Manager.

Evreham Sports Centre was a jointly funded facility between South Bucks District Council and Buckinghamshire County Council. The day to day operation of Evreham Sports Centre was taken over on April 1st 2007 by Wycombe Leisure Limited on behalf of South Bucks District Council and Bucks County Council. From 1st January, 2008, Wycombe Leisure Limited had operated the Centre under the trading name Nexus Community.

Overall income at Evreham Sports Centre was currently on target. Evreham Sports Centre was working to meet quarterly key performance indicators as set out in the leisure management contract. Centre staff were working to increase the number of visits required from older people and on activities targeted at each of the hard to reach groups listed in the KPIs. The target had been amended in consultation with Nexus Community, and Evreham Sports Centre staff were now required to increase the number of users holding leisure cards by 25% from the base of 400. The centre was required to achieve a score of 65% under the conditions of the leisure management contract.

The Centre was in the process of finalising their application to Quest, which was the awarding body for the industry's quality accreditation scheme for sports centres and leisure facilities. Quest was supported and funded by Sport England and central government. Self-assessments were being completed at present and work on an action plan to improve procedures and records were nearing completion. The inspection was expected to take place in December and the centre was aiming for a score of at least 70%. The centre was required to achieve a score of 65% under the conditions of the leisure management contract.

Courses and sessions at the centre continue to perform well with traditional activities such as badminton, trampolining and football being offered, and newer activities such as cheerleading joining the programme. The centre planned to cement the success of the current courses before introducing new activities to expand the programme. The centre was looking to augment the company marketing programme with local initiatives to ensure that the target market was being reached and offered a clear message about the Evreham Sports Centre playscheme.

The Active for Health programme at the centre was continuing with Tai Chi as the central hub of the programme. There were currently 457 leisure card holders at the centre, including fitness suite members, who automatically receive a leisure card. Site meetings continue to be held with representatives of Evreham Sports Centre, Youth Club and Adult Learning, South Bucks District Council and Thames Valley Police attending. As the Iver Carnival was cancelled due to the inclement weather Staff from the Centre used the day to visit Iver Heath and Iver Village with 'Wallygator' and encourage residents to visit the centre to take part in the free activities and gym tours.

The day to day operation of the Centre was the financial responsibility of Nexus Community and day to day operational risks were no longer borne by South Bucks District Council and Bucks County Council.

Under the leisure management contract, South Bucks District Council and Bucks County Council are responsible for maintenance of the structural issues, car parks, and other building repairs.

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Evreham Sports Centre has progressed well since the transfer of management to Wycombe Leisure Limited trading as Nexus Community. The centre's management and its customers were excited about the resurfacing of the 'All Weather Area' with the official opening on Saturday 15 November to which all Members of the PAG would be invited, and looked forward to developing the use of this new, improved facility, as well as the introduction of the new activity programme for children in the school holidays. The refurbished fitness suite was proving to be a valuable asset and there was a wide range of activities available. The centre was working to become a key part of the community and was involving itself in a number of community events held both on and off the site.

The Committee sought clarification and asked a number of questions about detailed aspects covering: - Quest; new all weather surface, play schemes, cost / discounts, promotional ideas and loyalty card.

RESOLVED that the Centre Manager's report be noted

8. EVREHAM SPORTS CENTRE CLIENT MONITORING REPORT

The Management Committee considered a report of the Director of Services on the Evreham Sports Centre's Client Monitoring.

Nexus Community manages the leisure management contract on behalf of the District Council and Buckinghamshire County Council. The monitoring is carried out by the Leisure Client Officer and Assistant Leisure and Grants Officer and which enables the Council to assess the performance of the centre.

Two types of inspections are carried out each month to ensure that the standards of service and operations are maintained to the high standard set by the Client Officers. A visual ad-hoc inspection is carried out once or twice a month, which is designed to highlight any issues which may be visible to the customer or cause an operational problem and a systems inspection is carried out once a month which covers policies and procedures, allowing Officers to assess compliance with the contract and adherence to legislative requirements, as well as Nexus Community's own policy documents.

For the current year, eight client inspections have been carried out at Evreham Sports Centre, for an average percentage score of 91.81%. Six systems inspections have been carried out as at 1 October 2008. Client/Contractor meetings are also held on a regular basis and provide an additional forum for the Council's Client Officers to raise and discuss issues with the Centre and Contract Managers for the site. The risks associated with not undertaking the Client Monitoring range from poor customer satisfaction to the risk of injury to persons.

Evreham Sports Centre has maintained the high standards set by the Client Monitoring Team and performed well in both ad-hoc and systems inspections. The Client Monitoring Team will continue to undertake inspections and monitor the operation of the Centre to ensure that these standards continue to be met. It was also the intention to seek ISO 9001 registration for the Client Monitoring System.

The Committee sought clarification and asked a number of questions about detailed aspects covering: - timescales of ISO 9001, Health & Safety, RIDDOR - working jointly with CDC, Customer Satisfaction Survey - next one January and a suggestion box.

RESOLVED that the Centre's Client Monitoring report be noted

7. EVREHAM SPORTS CENTRE - BUDGET ESTIMATES

The Committee considered a report from the Director of Services seeking approval for the revised budget for 2008/09, the forecast budget estimates for 2009/10 for recommendation to each contributing authority.

Evreham Sports Centre is jointly funded between South Bucks District Council and Buckinghamshire County Council. Prior to the implementation of the leisure management contract with Wycombe Leisure Limited, the Centre was run as an in-house service by South Bucks District Council.

The in-house service operated at a high degree of financial risk to both Councils who were responsible for all costs of the service.

It was anticipated that the revised budget net running costs to operate the Evreham Sport Centre would be £116,644 which represented a decrease of £106 on the original budget of £116,750.

As previously reported, the annual contract sum payable to Wycombe Leisure Limited would decrease year on year in accordance with the Leisure Management Contract without impinging on the quality of service provided. In accordance with the Leisure Management Contract it was likely that Wycombe Leisure Limited would increase the existing facility fees and charges from the 1 April

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2009 in line with the Retail Price Index (RPI). The estimated budget for 2008/09 and the forecast budget for 2009/10 as shown in the report were noted.

Due to the leisure management contract now in place, the risk of the Centre failing to perform financially lies with Wycombe Leisure Limited. The rolling programme was designed to address areas of need before serious maintenance issues arise. The current contribution of £22,000 per annum may have to increase in future years to ensure sufficient monies are available to meet rising costs.

The Committee sought clarification and asked a number of questions about detailed aspects of the estimates covering: - fees / charges - now set by NEXUS, advertising, Repair & Replacement Fund and the ten-year plan - would be looked at early next year, correlation of costs / number of visits to the centre to SBDC/BCC - a graph and figures would be provided but was on target for the number of visits and may become a PI for next year.

RESOLVED that the following be approved for submission to the contributing authorities

- (i) The revised budget estimates for 2008/09;
- (ii) The forecast budget estimates for 2009/10 of £58,140 to each authority be recommended by Members to their respective Policy Advisory Groups for approval.

8. NEXT MEETING

RESOLVED that the next meeting of the Management Committee be held on Tuesday 27 October 2009 at 5.30 p.m. in the SBDC Offices, Capswood, Denham.

9. TERMINATION OF MEETING

The meeting, having commenced at 5.30 p.m., terminated at 6.48 p.m.