

**Notes of the Meeting of the Leisure Management Contract Working Party  
Held on Wednesday 7 September 2016 at 4.00pm  
In Room G24 Management Suite, Woodgreen, Witney**

PRESENT

**Councillors:** Mrs E H N Fenton (Vice Chairman, in the Chair) A C Beaney,  
J C Cooper, Mrs M J Crossland, Mrs J M Doughty, D S T Enright and P J  
Handley

**Officers:** Christine Gore, Diana Shelton and Martin Holland

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Mr P D Kelland

2. NOTES OF LAST MEETING

The notes of the last meeting were agreed as a correct record. Mrs  
M J Crosland expressed concern regarding hygiene and cleanliness issues and  
conflicts between public information presented at the leisure centres and the  
website.

3. LEISURE MANAGEMENT CONTRACT SCOPING PAPER

Ms Shelton indicated that the purpose of the meeting was to discuss and agree the  
scope of the review.

Mr Handley commented that GLL needed to continue delivering the service  
effectively. Ms Shelton agreed and referred to the Improvement Notice process  
embedded within the current contract.

Mrs Doughty raised the question of staff to be TUPE'D and concerns for their future  
security.

Mr Beaney referred to KPI's for standards of presentation, publicity etc.  
Ms Shelton proposed to put before the working a copy of the suite of KPi's which  
will be used for the next contract.

Mr Enright referred to outward communications and the difficulty for customers to  
provide feedback either in person or via website.

Mrs Fenton raised the issue of the variance with shower temperatures between  
different changing spaces.

Mr Enright questioned the lack of marketing and publicity and the involvement of  
sporting celebrities for profile raising to support events and initiatives.

The Strategic Director advised the working party that enquiries had been made to GLL to clarify who, from the Council, should be invited to attend events etc.

Mrs Fenton questioned Mr Cooper as to the condition of the Woodstock outdoor pool and expressed concern over the potential reputational risk to WODC should GLL retain the contract and standards not improve. Reference was also made to the face book page petition and a report in the Banbury Guardian.

Ms Shelton informed the group that provision has been made within the new contract to ensure the successful contractor utilised all forms of media to communicate with customers.

Mr Handley asked whether the review would focus on new products/innovation.

Ms Shelton commented on current and future programming and referred to provision for disability and need for a balanced programme.

Mr Beaney suggested the focus of the review should be confined to:-

1. KPI's
2. New contract outcomes

and went on to question the possibility of having a feedback route for users of the service direct to WODC?

In response, Ms Shelton indicated that she thought this was a good idea in principle and the best medium for this needed consideration. This could form the 3<sup>rd</sup> scoping point for the review.

Mrs Crossland raised the issue of Staffing and how we ensure the contractor employs a sufficient number of staff to deliver the service effectively.

Ms Shelton advised that the new contract would specify the minimum numbers of staff needed especially at peak times.

Mr Enright referred to the need for effective public consultation. Ms Shelton agreed and suggested a proposal to achieve this be brought back to the Working Party.

Mr Enright raised the question of zero hours contracts, the living wage and staff training/apprenticeships which were key in delivering a good service.

Mrs Doughty discussed WODC's profile within the centres and how to ensure residents know they are facilities provided by the Council.

Ms Shelton referred to the protocols within the current and next contract which dealt with branding and ensured that the Councils profile was evident in all communication media.

Ms Shelton summarised the discussions and suggested the scope of the review should focus on the following matters:-

1. Key performance indicators.
2. New Contract Outcomes.
3. Public consultation and Feedback.

Ms Shelton went on to say officers could circulate the following information before the next meeting:

- Suite of KPI's proposed for the new contract.
- A proposal for public consultation.

The working party members requested the next meeting be held at 6pm mid-October.

The Strategic Director suggested the agenda for the next meeting could include members' issues of concern.

Mrs Fenton asked Members of the working party to collate feedback from Councillor colleagues and other sources regarding the current service delivery which can be fed back to officers at the next meeting.

4. It was **Agreed**: That the scope of the review would address:-

1. Key performance indicators.
2. New Contract Outcomes.
3. Public consultation and Feedback.

and that the following information be circulated prior to the next meeting:-

- Suite of KPI's proposed for the new contract.
- A proposal for public consultation.

5. It was also **AGREED** that the next meeting be held mid-October starting at 6pm.

The meeting closed at 5:15pm