

ETWALL LEISURE CENTRE JOINT MANAGEMENT COMMITTEE

25<sup>th</sup> April 2018

**PRESENT:-**

**Representatives of South Derbyshire District Council**

Conservative Group

Councillor Mrs A Plenderleith (Chairman)

Labour Group

Councillor D Shepherd

Officers

A Thomas – Strategic Director (Service Delivery),

M Roseburgh - Cultural Services Manager

C Tyler - Democratic Services Officer

**Representatives of Etwall John Port School**

Governing Body

K Squire – School Head

Officer

M Walker-Endsor – School Business Manager

**Representatives of Active Nation**

J Dobson – Centre Manager

EL/17 **APOLOGIES**

Apologies for absence from the meeting were received from Councillor Billings (Conservative Group).

EL/18 **APPOINTMENT OF VICE-CHAIRMAN**

The Chairman proposed that this matter be deferred to a future meeting. K Squire reported that six parent governors had recently been recruited and that following their appointment, it was hoped that governor representation on the Committee would improve.

**RESOLVED:-**

***That the Appointment of Vice-Chairman be deferred to a later meeting.***

EL/19 **MINUTES**

The Open Minutes of the Meeting held on 22<sup>nd</sup> January 2018 were noted, approved as a true record and signed by the Chairman.

EL/20 **DECLARATIONS OF INTEREST**

The Committee was informed that no declarations of interest had been received.

EL/21 **ETWALL LEISURE CENTRE JOINT MANAGEMENT COMMITTEE AGREEMENT**

Councillor Shepherd made reference to Item 26 of the Agreement, relating to insurance, requesting assurance that Members of the Joint Management Committee were not individually or collectively liable for any insurance matters. The Councillor also queried whether the joint working arrangement remained subject to audit. It was agreed that these queries would be referred to the appropriate officers for a response.

**RESOLVED:-**

***Members noted the Joint Management Committee Agreement that came into effect from 1st April 2018.***

EL/22 **ACTIVE NATION PERFORMANCE REPORT – VERBAL REPORT**

J Dobson presented the annual Active Nation summary of Etwall Leisure Centre, making particular reference to the following items;

**Active Nation Brand Map**

- Comprising Active Education, Active Nutrition, Active Events, Active Community, Active Research, Active Ability, Active Health, Active People and Active #JustTryIt Days.

**Supporter Base Performance**

- Actual monthly participation between April 2017 and March 2018 ranged from 39,224 to 44,650, the latter figure achieved in March 2018.
- The annual total had risen from 456,572 in 2016/17 to 504,401 in 2017/18.
- A breakdown giving the various activity categories was also supplied, with attention drawn to gym usage - up 10,850, group exercise usage – up 1,993, swim lessons – up 874, swimming pool casual sessions – up 9,104, 3g pitch – up 17,507 and badminton – up 4,739.

**Service Quality**

- Etwall Leisure Centre had been short-listed for the Streamline Leisure Centre of the Year by UK Active at the flame awards, making it to the final four.
- The Centre maintained its Quest 'Very Good' accreditation, following recent unannounced inspection visits.
- The Centre attained 'Excellent' status in its ISO14001 environmental compliance.
- Investment had been made in a new pool cover, AHU unit improvements, boiler flue replacement and pool pumps.
- Public Wi-fi had been installed at the venue.
- An Active Nutrition webinar from industry expert Nick Jarvis was provided free to all supporters.
- Improvements had been made to the Centre's IT system in a move away from Citrix to an Active Desktop set-up.

- Investment had been made in internal marketing, aimed at improving the appearance and brand identity, along with its signage.
- A new Brand Standards audit App had been launched, enabling users to report issues on-line.

**Net Promotor Score (NPS)**

- Etwall Leisure Centre had achieved a NPS score of 43 against a target of 40, ranked 'Good'.

**Safety**

- Safe Supporters: Despite the large increase in participation volume the number of accidents had fallen from 68 in 2016/17 to 53 in 2017/18.
- Safe Staff: Accidents had fallen from four in 2016/17 to one in 2017/18.
- Safety Commentary: New safety audits had been completed across the group; quarterly group safety meetings had been altered to add greater value to attendees and industry leader Joe Ryan had been appointed as the Centre's external Health & Safety expert to guide, advise and support.

Members raised comment or queries relating to parking issues, car park maintenance, signage, safety measures and football equipment, matters addressed by the Centre Manager.

**RESOLVED:-**

***The Committee considered and noted the points made in the presentation.***

The meeting terminated at 5.25pm.

COUNCILLOR MRS A PLENDERLEITH

CHAIRMAN