

HINCKLEY AND BOSWORTH BOROUGH COUNCIL  
COUNCIL SERVICES SELECT COMMITTEE

28 APRIL 2011 AT 6.30 PM

PRESENT: Mrs R Camamile (Chairman)

Mr J C Bown, Mrs A Hall, Mrs J Richards and Mr BE Sutton.

Officers in attendance: Mrs K Mason and Miss R Owen. Nick Stowey, Duty Manager, SLM, was also in attendance.

594 APOLOGIES

Apologies for absence were submitted on behalf of Mr DW Inman and Ms BM Witherford.

595 MINUTES (CSSC24)

On the motion of Mrs Hall, seconded by Mrs Richards, it was

RESOLVED - the minutes of the meeting held on 17 March 2011 were confirmed and signed by the Chairman.

Mr Sutton arrived at 6.31pm.

596 DECLARATIONS OF INTEREST

No interests were declared at this stage.

597 REVIEW OF KEY FRONTLINE SERVICES – HINCKLEY LEISURE CENTRE (CSSC25)

The Select Committee received a report which showed service delivery and performance improvements against objectives with regard to Hinckley Leisure Centre. It was reported that there had been a 5% increase in usage of the Leisure Centre over the past year, and that despite the Free Swimming scheme having ended, the high level of swimmers had been sustained.

With regard to the reported accident statistics, it was explained that the majority of accidents occurred during the roller skating sessions, but that statistics included staff and visitors, and a map of where accidents occurred was maintained so frequent accident spots could be identified and addressed.

Concern was expressed with regard to the future of the GP referral scheme, and in response it was reported that despite the PCT going through transformation, support for the scheme in all districts meant that it would continue in some form, but the exact plans and financing for it were yet to be

agreed. The large number of people continuing their membership after the end of their referral period was also acknowledged.

Some Members reported that they had received complaints about the hoist being frequently out of use, and in response it was stated that it had been fully serviced six months previously and had not broken down since. It was reported that this had also been raised by the Youth Council and SLM were working with the group to look at better use of the hoist or purchasing a manual hoist to avoid problems of mechanical breakdown. Members requested that this be resolved as soon as possible to ensure the hoist is always available.

With regard to customer complaints it was reported that the number of these had reduced but that the majority were about the wetside changing areas. Members raised the issue of the cleanliness of the pool, and it was reported that the cleaning rota had been altered over the last few months and a pool vac had been purchased and used each night, so the level of cleanliness was now much higher. It was noted that both positive and negative comments were received on comment cards, and all received a response. Members requested that future reports contain a breakdown of positive and negative comments.

It was reported that the Leisure Centre pages were the most frequently of the Council's website except for jobs and news, and that the SLM website received 15,000 visits for the Hinckley centre. Online booking and payment was now also available via the SLM website. A mapping tool had been used to see where members and card holders were coming from and where potential new users were located, and a campaign was being run to target those. It was noted that 28% of card holders were from the rural areas. A Member asked whether lack of public transport was an issue, and it was felt that it wasn't a particular problem but the percentages of users travelling by various means would be reported to Members outside of the meeting. It was requested that a usage map be included in future Leisure Centre frontline service review reports.

Members were pleased to hear that the café had been much more successful since being relocated to the front of the building. In response to a Member's question it was explained that under the current contract there was no possibility of the Leisure Centre making a profit, however Members were reassured that due to a maintenance contract and programme there was not a high cost of equipment repair and no unexpected related expenditure. The cost of heating the pool had also reduced since keeping it covered overnight.

RECOMMENDED –

- (i) the issue with regard to the hoist be resolved as soon as possible to ensure it is always available;
- (ii) usage maps be included with future reports;
- (iii) future reports contain a breakdown of positive and negative comments received;
- (iii) the success and improvements of the Leisure Centre be acknowledged and future improvements be supported.

The Chairman concluded the meeting by thanking members of the Select Committee and officers for their support during her time as Chairman.

(The meeting closed at 7.20pm)