

**APPENDIX A – Economy & Culture Scrutiny Committee Correspondence Schedule, as at 5 January 2018**

Date Sent	Sent to	Topic	Comments and Recommendations Made	Date reply received	Response Received
11 December 2017	Cllr Russell Goodway	<b>Central Bus Station and Central Train Station Update</b>	<ul style="list-style-type: none"> <li>• <i>Members recognise these developments will strengthen Cardiff's economy by improving public transport, Grade 'A' office accommodation offer and retail facilities.</i></li> <li>• <i>Members are interested in undertaking more in-depth scrutiny of these schemes as further details are available and ask that officers liaise with Scrutiny Services to ensure these are scheduled into our work programme.</i></li> <li>• <i>Members believe that the public will be particularly interested in the linkages between the various modes of transport (cycling hubs, taxi ranks, taxi drop off and pick up zones etc.) and therefore recommend that the publically available drawings/ plans be updated to illustrate these.</i></li> </ul>		<b><i>Response Awaited</i></b>

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			<ul style="list-style-type: none"> <li>Members are pleased to note the commitment to explore the feasibility of retaining the taxi rank on the North side of Central Train Station. Members recommend that the Council facilitate dialogue between the Access Focus Group and cycling groups to ensure that solutions are identified that are mutually acceptable.</li> </ul>		
14 December 2017	Cllr Peter Bradbury	<b>GLL Leisure Centres Partnership: One year progress report</b>	<ul style="list-style-type: none"> <li>To inform this scrutiny, I sought feedback from leisure centre service users, via email and social media; I am pleased that you see this as a useful exercise providing a benchmark from which to assess progress in future years. It certainly provided detailed insight into the issues affecting service users, the main themes of which we explored at the meeting and are covered below.</li> </ul>		<b>Response Awaited</b>

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			<ul style="list-style-type: none"> <li>• <i>I note your comment at the meeting that you will take the issues raised by the feedback and will challenge GLL on how these are being dealt with. There were also some specific queries raised by respondents; Members believe it would be only courteous for these to receive a response from GLL. I have therefore asked Scrutiny Services to share the responses received with you, anonymously, to enable responses to be prepared.</i></li> <li>• <i>One of the issues most mentioned by service users was the closure of the leisure centre cafés and the impact this has on families and communities. .. in the way forward discussion, Members reflected on whether a social enterprise would be able to operate some or all of these cafés. Members therefore recommend that this option be considered and explored by the Council and GLL</i></li> </ul>		

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			<ul style="list-style-type: none"> <li>• <i>Another issue that generated a lot of feedback are the changes being made to membership prices and terms and conditions, notably the Junior Active Card. ... Members welcome GLL's commitment to introduce concessionary charging based on household income. Members also strongly encourage GLL to introduce reduced 'bolt-on' pricing, as discussed at the meeting, for those wishing to undertake more than one activity. This can only be of benefit in tackling obesity and increasing activity levels, particularly for lower income households unable to afford private leisure centre membership.</i></li> <li>• <i>Members note GLL's comments regarding the changes to teenager access to the gyms and that the rationale for this centres on safety concerns, requiring the gym to be staffed when under 16 year olds are present.</i></li> </ul>		

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			<p><i>Members note Juliette's comments that GLL has expanded the age range able to use the gym, from 14 year olds to 11 year olds, and will expand the length and number of scheduled sessions if customers express sufficient volume of demand.</i></p> <ul style="list-style-type: none"> <li><i>• A further issue mentioned in the feedback was that the Armed Forces covenant commitment. Members were pleased to hear ..that service personnel can swim for free at all the GLL leisure centres in Cardiff and that there is a Help for Heroes booking system.</i></li> <li><i>• Members note Juliette's response that she wants to improve communications and the way that customer complaints are handled, by moving to a local system of customer feedback where leisure centre managers receive customer feedback for their centres directly, rather than having to go via a central</i></li> </ul>		

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			<p><i>GLL website. Members also note your response offering support from the Council's communication team to use social media channels, such as twitter, more effectively.</i></p> <ul style="list-style-type: none"> <li>• <i>In terms of customer satisfaction... Members wish to thank GLL for their offer to share this survey, in terms of methodology used, questions asked and results for these. Members would also like to receive information about the representativeness of respondents compared to the overall service user profile.</i></li> <li>• <i>Members were very interested to hear of GLL's success in tackling sickness absence .. Members recommend that you and HR officers meet with relevant officers from GLL to see if there are any lessons that can be shared and effectively applied in the Council.</i></li> </ul>		

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			<ul style="list-style-type: none"> <li>• <i>Members were also interested to hear about GLL's plan for Carbon Reduction and Energy Efficiency. Members note that LED lighting is the primary action being taken by GLL but that Juliette committed to ask the GLL asset team about the installation of solar panels at leisure centres.</i></li> <li>• <i>Overall, Members note that GLL is on target to achieve zero subsidy within the contracted period set for this.</i></li> <li>• <i>Members recommend that GLL incorporate Equality Impact Assessments into their decision making process for strategic, policy and key operational changes.</i></li> <li>• <i>Members are interested to know whether GLL have any plans to move towards 24-hour opening or late open for at least one of their centres.</i></li> </ul>		

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			<ul style="list-style-type: none"> <li>• <i>Members were pleased to hear you offer to come back on a regular basis, either with or without GLL, to discuss service delivery in this important area. As part of this, Members would like to receive relevant contract management information, including the following:</i> <ul style="list-style-type: none"> <li>- <i>Renewal rates as well as membership rates</i></li> <li>- <i>Number of individuals using centres – as well as the overall number of visits</i></li> <li>- <i>Information re membership and usage broken down by service user profiles including age, gender and ethnicity.</i></li> </ul> </li> </ul>		