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CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

Committee ECONOMY & CULTURE SCRUTINY COMMITTEE

Date and Time of Meeting THURSDAY, 17 JANUARY 2019, 4.30 PM

Please find below correspondence sent by the Committee Chair following the meeting, together with any responses received.

For any further details, please contact scrutinyviewpoints@cardiff.gov.uk

10 **Correspondence Following Committee Meeting** (Pages 3 - 6)

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My Ref: T: Scrutiny/Correspondence/Cllr NH



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Date: 18 January 2019

Councillor Peter Bradbury
Cabinet Member, Culture & Leisure
Cardiff Council
County Hall
Cardiff
CF10 4UW

Dear Councillor Bradbury,

Economy & Culture and Environmental Scrutiny Committee: 17 January 2019

On behalf of the Economy & Culture Scrutiny Committee, please accept Members' thanks for attending our meeting, along with Jason Curtis (GLL), Dawn Pinder (GLL), Jon Maidment and Sarah Stork, for our scrutiny to assess delivery of leisure centre services in the second year of partnership with GLL. Members have asked that I pass on the following comments and observations.

Members were pleased to hear you say that 2017-18 has been a year of progress with genuine partnership working via a strong liaison board that receives robust monitoring information and works together to develop the leisure offer for Cardiff.

Members were delighted to hear the improving trends re participation and usage rates, with visits increasing by more than the target of 2%, membership increasing by 7.9% and the targeted work to increase participation by people with disabilities resulting in increased membership levels.

Members want to see continued growth in participation and usage rates, to contribute to increased health and wellbeing in Cardiff and to increase the income for leisure centres, thereby reducing the need for subsidy from the Council at a time when pressure on Council resources is growing. Members were therefore pleased to hear positive responses from Jason and Dawn, the GLL representatives at the meeting, regarding the need to keep prices as affordable as possible, to respond to changes in trends re classes, and the need to make GLL services as accessible as private

leisure services, in terms of widening opening hours. Through their ward work, Members are aware that some residents wish to go to a leisure centre before work. Members suggest that GLL pilot one day a week opening before work and market this accordingly, in order to gauge demand and viability.

A key aim of the Leisure Management Partnership is to secure an improving leisure offer for Cardiff residents, part of which relates to ensuring the fabric of leisure centres is fit for purpose. Members are therefore pleased to note the progress in delivering the Capital Investment Programme and the Cyclical Maintenance programme and that the partnership is on track to invest the planned £3.456 million by 2019/20.

Members note that, despite unavoidable disruption during maintenance works, customer satisfaction has risen by 5%. Members are interested to know the level of complaints received and how this compares with the industry average and wish to accept the offer made to provide, in future reports to this Committee, the metric used by GLL re complaints – number of complaints per 100,000 visits.

Overall, Members note that work is on track for there to be zero subsidy from the Council by 2019/20 and that no new commitments or risks to the Council have been identified.

Members are also pleased to hear that staff receive regular first aid training and other health & safety training, which has helped them assist customers as required, including two resuscitations.

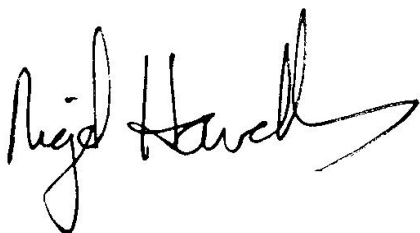
Members note the improving trend re sickness absence, which we were informed at the meeting equated to 5.6FTE as at December 2018. Members also note plans are in place to meet the Welsh Language requirements and that work is undertaken with Bilingual Cardiff with regard to this.

Finally, Members noted your statement that, in 2019, work would progress to improve further the leisure offer in Cardiff; we look forward to hearing more details of this in due course. Members note that, in 2019, GLL is planning to put forward 4 leisure centres for assessment for the Quest Plus management award and is completing the

final phase of the capital investment programme, with work at Llanishen, Pentwyn, Fairwater, Penylan and Western leisure centres.

Thank you once again for your attendance at Committee and I wish you well with progressing proposals for the future leisure offer in Cardiff.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Nigel Howells', with a stylized flourish at the end.

COUNCILLOR NIGEL HOWELLS
CHAIR, ECONOMY & CULTURE SCRUTINY COMMITTEE

cc Members of the Economy & Culture Scrutiny Committee
Jason Curtis, GLL Dawn Pinder - GLL
Neil Hanratty Jon Maidment Sarah Stork
Cabinet Support Office

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