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## CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

**Committee** ECONOMY & CULTURE SCRUTINY COMMITTEE

**Date and Time of Meeting** MONDAY, 17 OCTOBER 2022, 5.00 PM

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

For any further details, please contact [scrutinyviewpoints@cardiff.gov.uk](mailto:scrutinyviewpoints@cardiff.gov.uk)

12 **Correspondence following Committee Meeting**(Pages 3 - 20)

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My Ref: E&C Library/Correspondence/17 Oct 2022/Cllr Burke-Davies



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Date: 18 October 2022

Councillor Burke-Davies  
Cabinet Member – Culture, Parks & Events  
Cardiff Council  
County Hall  
Cardiff  
CF10 4UW

### Public Letter

Dear Councillor Burke-Davies,

### **REVIEW OF LEISURE SERVICES (GLL)**

Members have asked I pass on their thanks to you, Neil Hanratty and Jon Maidment for attending our meeting for pre-decision scrutiny of the report to Cabinet titled '*Review of Leisure Services (GLL)*'. Members have asked that I pass on the following comments and observations from their discussion at the Way Forward; I have sent a separate confidential letter capturing our comments on confidential information.

Overall, Members are content with the proposals set out in the report to Cabinet and the recommendations to Cabinet. Members note:

#### Pentwyn Leisure Centre

- The Council is absolutely committed to modernising the centre, and the new proposals include the previous plans for the swimming pool, gym, changing facilities and café as well as external 3G pitches, which are not affected by the proposals with Cardiff Rugby Club
- The new proposals include better value for money proposals for the external fabric of the building
- It is anticipated a Full Business Case will be brought to Cabinet in December.

#### Energy infrastructure

- The main impetus for moving towards green energy is to reduce costs, with carbon footprint reductions a secondary benefit
- The significant up-front costs will need to be met by external sources, such as UK Government grants
- A Full Business Case will be brought back to Cabinet.

### Boosting footfall

- Members raised the possibility of improving GLL's website, such as the booking systems, which would help to boost usage, increase accessibility, and increase revenue
- Members asked what efforts GLL had made to boost footfall and note Neil Hanratty's suggestion to invite GLL to a future committee meeting to explain their work to attract people and generate footfall.

### Access to Penylan Community Centre & Library Toilets

- That the public should be able to access the toilets at Penylan Community Centre & Library
- That the above should not require a contractual variation and should be resolved via a phone call to GLL's lead officer.

During the discussions, Members raised a number of points as a result of which **Members request** the following in the response to this letter:

### Feedback routes

- Clarification of the existing system for customers to provide suggestions, complaints, and compliments to GLL

### Relief Payment

- Clarification of the source of the finance for the proposed relief payment
- Clarification whether the proposed relief payment is affordable for the Council, given the recent Budget 2023/24 Update Report, due to be considered by Cabinet 20 October 2022

### Appendix 4

- Clarification whether the changepoints/ milestones/ targets detailed in Appendix 4 for the months preceding this meeting have been met
- Clarification on why Appendix 4 was not updated for submission as part of the Cabinet papers, to provide Cabinet with an up-to-date position, as opposed to a position dated 25 August 2022.

Finally, during our Way Forward discussions, Members agreed to the suggestion to invite GLL to a future committee meeting to explain their work and review performance. It is likely this will be scheduled for either March or April 2023,

depending on other calls on committee time; Scrutiny Services will be in touch to confirm nearer the time.

Thank you once again to you, Neil and Jon for attending committee, taking Members through the proposals, and answering our questions.

Yours sincerely,

*P Wong*

**COUNCILLOR PETER WONG  
CHAIR, ECONOMY & CULTURE SCRUTINY COMMITTEE**

cc Members of the Economy & Culture Scrutiny Committee  
Group Leaders - Cllr Robson, Cllr Taylor  
Neil Hanratty Jon Maidment Steve Morris  
Clair James Cabinet Support Office  
Chris Pyke Tim Gordon Jeremy Rhys

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## SWYDDFA CYMORTH Y CABINET CABINET SUPPORT OFFICE

Fy Nghyf / My Ref: CM48503  
Dyddiad / Date: 8 November 2022



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Councillor Peter Wong  
Cardiff Council  
County Hall  
Alantic Wharf  
Butetown  
Cardiff  
CF10 4UW

Annwyl/Dear Peter

### E&C - Public Letter Review Of GLL

Many thanks for your letter, responses to the matters raised by the Committee Members and requests for further information are detailed below :

#### Pentwyn Leisure Centre

We are still exploring the most appropriate operating model with Cardiff RFC and GLL. There are a number of issues that need to be resolved relating to contract variation, financial business model and ongoing operating pressures due to increases in utility costs. The surveys have been completed and we are nearing a full cost analysis of the development for which we will return to Cabinet and Scrutiny.

When the operating and development programme is fully developed and agreed, we will forward the timelines for construction.

#### Boosting Footfall

Further information was requested regarding marketing and promotion activities currently undertaken by GLL in order to boost footfall and consequently, income. GLL are working at a national and local level to meet the key objectives of recovering financial business levels, membership base and lessons / courses to pre-pandemic levels ensuring that the Better brand becomes synonymous with health and wellbeing. To achieve this, in Cardiff, the investment in marketing this year to date is 2% of income. A new website is under development to improve the customer experience and the GLL Customer App has been modified to make information and booking more accessible. Customers are able to book all sessions on the app and at the facility to ensure a space, which is recommended for busy sessions, however customers are also able to walk in and participate without prior booking, if space is available. Key focus areas to improve footfall and income include the successful partnership with the NHS, new daytime programmes and the associated new low cost membership. GLL collaborate with a wide range of partners and community groups to engage new users.

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#### GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

#### WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



STRONGER  
FAIRER  
GREENER



A marketing plan is in place which includes advertising in publications including Cardiff Times, Primary Times and Student Pocket Guides. Local radio campaigns and a monthly schedule of targeted campaigns such as 'Start a Journey to a Healthier You' and 'Give your Child a Head Start in Water' are included in the plan.

In relation to customer retention, a priority area is programme enhancement whereby fitness classes and gym floor programmes are continually reviewed. To support this, a number of fitness instructors will be recruited to deliver new programmes in January 2023. This is supported by increased rates of pay for fitness class instructors, in line with market levels, to attract new coaches for provision of increased programming.

### **Access to Penylan Community Centre & Library Toilets**

Members requested that the public should be able to access the toilets at Penylan Community Centre & Library. GLL has confirmed that the public now have access to the toilets at Penylan Library and Community Hall. By way of background, during the pandemic, when the facility reopened it was subject to a range of covid safe measures including a one-way system through the building. During this time the toilets were available for Centre and Library users only. However, when all restrictions were lifted the toilets were once again made available for the public.

### **Feedback Routes**

Members also requested clarification of the existing system for customers to provide suggestions, complaints, and compliments to GLL.

Prior to the pandemic GLL used Listen 360 as a feedback tool. A companywide decision was taken to not reinstate it, due to significant increased costs of the system. However, a plan is underway to develop a new in-house system and associated web development to gain better feedback from customers using a modern cost-effective approach that includes a Net Promotor Score (NPS). This will enable monthly and business wide live data for every leisure centre.

General Manager Forums are planned on a quarterly basis and have proven to be an effective way of gaining customer feedback. GLL also undertake an online Annual User Survey which invites customers to participate and provide their views on various aspects of service delivery.

In addition to the above GLL engage in customer feedback on a daily basis. For example, staff are on hand to speak with customers directly through the facility concierge. Each facility has an email box for customer to email with complaints and compliments and general enquiries as well as social media channels whereby customers can comment on posts or send direct messages. Email boxes and social media are managed by the whole centre management team, an effective method as it ensures a quick response. Customers can also contact the GLL Customer Experience department, this department has a direct dial line to the Duty Managers and can contact local facilities via the centre inbox and General Manager inbox.



Thank you for the opportunity to bring this item to scrutiny and should you require any further information or if any points require clarification, then please contact Steve Morris, Operational Manager, Sport, Leisure & Development on Cardiff 2233 0235.

Yn gywir  
Yours sincerely

A handwritten signature in black ink, appearing to read 'jen', with a long horizontal flourish extending to the right.

**Cynghorydd / Councillor Jennifer Burke-Davies**  
**Aelod Cabinet dros Ddiwylliant, Parciau, Digwyddiadau a Lleoliadau**  
**Cabinet Member for Culture, Parks, Events and Venues**

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Date: 18 October 2022

Councillor Burke-Davies  
Cabinet Member – Culture, Parks & Events  
Cardiff Council  
County Hall  
Cardiff  
CF10 4UW

Public Letter

Dear Councillor Burke-Davies,

**CABINET RESPONSE - COMMUNITY SPORT IN CARDIFF: REGIONAL SPORTS PARTNERSHIPS INQUIRY**

On behalf of committee members, thank you for attending the Economy & Culture Scrutiny Committee on 17 October 2022, along with Neil Hanratty and Jon Maidment, to present the Cabinet's response to the previous Committee's Inquiry into Community Sport in Cardiff: Regional Sports Partnerships.

Members are pleased to note that 5 out of the 6 recommendations have been accepted in full, with Recommendation 5 being partially accepted.

Members will monitor progress in implementing these recommendations by scheduling an update to either our March or April 2023 committee meeting; Scrutiny Services will be in touch nearer the time to confirm which, when it is clearer what other calls there will be on our committee time.

Yours sincerely,

*P Wong*

**COUNCILLOR PETER WONG  
CHAIR, ECONOMY & CULTURE SCRUTINY COMMITTEE**

cc Members of the Economy & Culture Scrutiny Committee  
Group Leaders - Cllr Robson, Cllr Taylor  
Neil Hanratty Jon Maidment Steve Morris  
Clair James Cabinet Support Office  
Chris Pyke Tim Gordon Jeremy Rhys

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Date: 19 October 2022

Cllr Russell Goodway  
Cabinet Member – Investment & Development  
By Email



Public Letter

Dear Cllr Goodway,

**Economy & Culture Scrutiny Committee 17 October 2022**

Members have asked I pass on their thanks to you, Neil Hanratty, Chris Barnett and Eirian Jones for attending our meeting for pre-decision scrutiny of the report to Cabinet titled '*Llanrumney Regeneration Scheme Update*'. This letter captures our comments and observations on information in the public domain following discussion at the Way Forward; I have sent a separate letter detailing our comments on the confidential information.

Members were interested to understand whether the revised Technical Advice Note 15 has an impact on proposals and note that it results in a higher risk of flooding, which the developer has worked to address via updated models, which are being discussed with Natural Resources Wales.

Members sought to understand how the proposed road link and bridge fits with the Welsh Government's pause in road building, which encompasses access roads to retail parks, light office and light industry. Members note your and officers' responses that the Welsh Government's reach is limited to roads that it funds directly or indirectly and that this does not apply to the proposed road link and bridge in Llanrumney, which is privately funded. Members further note that the decision to build the road link and bridge was taken in 2019, prior to the Welsh Government's pause.

However, Members recognise the reasons why Welsh Government has paused road building – the need to reduce the carbon footprint and improve air quality – and are concerned that these proposals go against the spirit if not the letter of Welsh Government’s policy.

Members are also aware of the Council’s own wish to improve modal shift and reduce car usage and wondered how these proposals fit with this. Members note the points made by you and Neil Hanratty that the new road link and bridge will not increase car usage but will assist Llanrumney residents with modal shift, giving them access to the park and ride and faster buses into Cardiff centre, and reducing congestion on Newport Road. Members were interested in when the bus gate would operate, given this will speed up journey times and so increase the attractiveness of bus travel; Members note this will be determined as part of the planning application process with input from transport officers.

Finally, with regard to the S106 contributions being used to fund the increased Active Travel costs arising from the higher specification agreed as part of the planning application process, Members note these come from major sites in North Cardiff s106 funds specifically designated for active travel. In your response to this letter, **Members request:** assurance that local members in the wards where the major sites are located have been informed about and consulted on the use of s106 monies from these schemes to meet the Active Travel costs as set out in the report to Cabinet; assurance that these local ward members have been advised of the benefits to their residents of the new road link and bridge.

Once again, thanks to you, Neil, Chris and Eirian for attending and answering our questions.

Yours sincerely,



**COUNCILLOR PETER WONG**  
**CHAIR, ECONOMY & CULTURE SCRUTINY COMMITTEE**

cc Members of the Economy & Culture Scrutiny Committee  
Neil Hanratty Chris Barnett Eirian Jones  
Group Leaders - Cllr Robson, Cllr Taylor  
Clair James Cabinet Support Office  
Chris Pyke Tim Gordon Jeremy Rhys

**County Councillor Russell Goodway OBE OStJ**  
**Cabinet Member, Investment & Development**

My ref : RVG/cmid/Scrutiny

Your ref : T: Scrutiny/Correspondence/Cllr PW

15 November 2021

County Councillor Peter Wong  
Chair, Economy & Culture Scrutiny Committee

By email: [peter.wong@cardiff.gov.uk](mailto:peter.wong@cardiff.gov.uk)



*Dear Peter*

**ECONOMY & CULTURE SCRUTINY COMMITTEE 17 OCTOBER 2022**  
**LLANRUMNEY REGENERATION SCHEME**

I refer to your letter dated 19 October 2022 regarding the consideration of the Llanrumney Regeneration Scheme at the 17 October 2022 meeting of the Economy and Culture Scrutiny Committee. I am grateful to you and your colleagues for committing time to scrutinise his important scheme.

Committee members questioned whether the development proposals, particularly the proposal to construct a new road bridge from Llanrumney across to the site of the existing Pentwyn Park & Ride facility, conflicts with Welsh Government Policy in relation to new road building. The bridge will be a small-scale local project which is considered a key component of the proposals captured in the Council's East Cardiff Industrial Strategy which aims to provide more transport options for residents living in East Cardiff. As well as reducing existing traffic pressures on Newport Road, the bridge will improve access to public transport as well as enhancing active travel routes in the area. Overall, the proposals aim to improve transport accessibility without increasing capacity of the road network. As such, I am not persuaded that any conflict exists.

With regard to s106 monies, I am advised that conversations have taken place with local members, but I have asked officials to contact members for further discussions to solidify the position ahead of the development taking place. This will include outlining further updates relating to issues such as the bus gate and the potential operating times that will be determined as part of the planning application process and the necessary input from transport officers.

/cont...

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**T: 07962 251439**

**Email: [r.v.goodway@cardiff.gov.uk](mailto:r.v.goodway@cardiff.gov.uk)**

Please reply to:  
Cabinet Office, County Hall, Cardiff, CF10 4UW  
T: 029 2087 2631

Thank you again for the time taken to consider the Llanrumney Regeneration Scheme.

Yours sincerely

*Russell*

**RUSSELL GOODWAY**  
**CABINET MEMBER, INVESTMENT & DEVELOPMENT**

Copy: Neil Hanratty, Director of Economic Development,  
Angela Holt, Scrutiny Services  
Clair James  
Melanie Jackson, Cabinet Office



By virtue of paragraph(s) 14 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972.

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