

NOTICE
OF
MEETING

COMMUNITIES OVERVIEW & SCRUTINY PANEL

will meet on

THURSDAY, 17TH OCTOBER, 2019

At 6.30 pm

in the

COUNCIL CHAMBER - TOWN HALL, MAIDENHEAD

TO: MEMBERS OF THE COMMUNITIES OVERVIEW & SCRUTINY PANEL

COUNCILLORS CHRISTINE BATESON (CHAIRMAN), JOHN BOWDEN (VICE-CHAIRMAN), GURPREET BHANGRA, CLIVE BASKERVILLE AND PRICE

SUBSTITUTE MEMBERS

COUNCILLORS MAUREEN HUNT, GARY MUIR, LEO WALTERS, SIMON WERNER AND JON DAVEY

Karen Shepherd – Head of Governance – Issued; 9 OCTOBER 2019

Members of the Press and Public are welcome to attend Part I of this meeting. The agenda is available on the Council's web site at www.rbwm.gov.uk or contact the Panel Administrator **Shilpa Manek**

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AGENDA

PART I

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
1.	<u>WELCOME FROM THE CHAIRMAN</u>	
2.	<u>APOLOGIES FOR ABSENCE</u> To receive any apologies for absence.	
3.	<u>DECLARATIONS OF INTEREST</u> To receive any declarations of interest.	5 - 6
4.	<u>MINUTES OF THE LAST MEETING</u> To agree the minutes of the last meeting held on 5 September 2019.	7 - 12
5.	<u>PARKWOOD LEISURE - ANNUAL SERVICE REPORT</u> To Consider the attached report.	13 - 28
6.	<u>WORK PROGRAMME</u> To consider the Panel's work programme for the remainder of the Municipal year. To include consideration of items scheduled on the Cabinet Forward Plan .	29 - 30

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MEMBERS' GUIDE TO DECLARING INTERESTS IN MEETINGS

Disclosure at Meetings

If a Member has not disclosed an interest in their Register of Interests, they **must make** the declaration of interest at the beginning of the meeting, or as soon as they are aware that they have a DPI or Prejudicial Interest. If a Member has already disclosed the interest in their Register of Interests they are still required to disclose this in the meeting if it relates to the matter being discussed.

A member with a DPI or Prejudicial Interest **may make representations at the start of the item but must not take part in the discussion or vote at a meeting.** The speaking time allocated for Members to make representations is at the discretion of the Chairman of the meeting. In order to avoid any accusations of taking part in the discussion or vote, after speaking, Members should move away from the panel table to a public area or, if they wish, leave the room. If the interest declared has not been entered on to a Members' Register of Interests, they must notify the Monitoring Officer in writing within the next 28 days following the meeting.

Disclosable Pecuniary Interests (DPIs) (relating to the Member or their partner) include:

- Any employment, office, trade, profession or vocation carried on for profit or gain.
- Any payment or provision of any other financial benefit made in respect of any expenses occurred in carrying out member duties or election expenses.
- Any contract under which goods and services are to be provided/works to be executed which has not been fully discharged.
- Any beneficial interest in land within the area of the relevant authority.
- Any licence to occupy land in the area of the relevant authority for a month or longer.
- Any tenancy where the landlord is the relevant authority, and the tenant is a body in which the relevant person has a beneficial interest.
- Any beneficial interest in securities of a body where:
 - a) that body has a piece of business or land in the area of the relevant authority, and
 - b) either (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body **or** (ii) the total nominal value of the shares of any one class belonging to the relevant person exceeds one hundredth of the total issued share capital of that class.

Any Member who is unsure if their interest falls within any of the above legal definitions should seek advice from the Monitoring Officer in advance of the meeting.

A Member with a DPI should state in the meeting: ***'I declare a Disclosable Pecuniary Interest in item x because xxx. As soon as we come to that item, I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'***

Or, if making representations on the item: ***'I declare a Disclosable Pecuniary Interest in item x because xxx. As soon as we come to that item, I will make representations, then I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'***

Prejudicial Interests

Any interest which a reasonable, fair minded and informed member of the public would reasonably believe is so significant that it harms or impairs the Member's ability to judge the public interest in the item, i.e. a Member's decision making is influenced by their interest so that they are not able to impartially consider relevant issues.

A Member with a Prejudicial interest should state in the meeting: ***'I declare a Prejudicial Interest in item x because xxx. As soon as we come to that item, I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'***

Or, if making representations in the item: ***'I declare a Prejudicial Interest in item x because xxx. As soon as we come to that item, I will make representations, then I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'***

Personal interests

Any other connection or association which a member of the public may reasonably think may influence a Member when making a decision on council matters.

Members with a Personal Interest should state at the meeting: ***'I wish to declare a Personal Interest in item x because xxx'. As this is a Personal Interest only, I will take part in the discussion and vote on the matter.***

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Agenda Item 4

COMMUNITIES OVERVIEW & SCRUTINY PANEL

THURSDAY, 5 SEPTEMBER 2019

PRESENT: Councillors Christine Bateson (Chairman), John Bowden (Vice-Chairman), Gurpreet Bhangra, Clive Baskerville and Helen Price

Officers: Nikki Craig, Shilpa Manek, Chris Nash, Anna Robinson and David Scott

WELCOME FROM THE CHAIRMAN

The Chairman welcomed all to the meeting.

APOLOGIES FOR ABSENCE

No Apologies for Absence were received.

DECLARATIONS OF INTEREST

No Declarations of interest were received.

RESOLVED UNANIMOUSLY: Order of Agenda to be changed.

ANNUAL PRESENTATION BY CHIEF CONSTABLE OF THAMES VALLEY POLICE

The Police and Crime Commissioner introduced himself and gave his last presentation to the Panel as he was retiring at the end of the municipal year. Anthony Stansfeld informed the Panel of his role and responsibilities including holding the Chief Constable to account for policing, developing and publishing a police and crime plan and explained scrutinising, supporting and challenging performance, were just a few of his duties. Anthony Stansfeld informed the Panel that Thames Valley Police were the largest non-metropolitan police force covering three major counties serving 2.3-2.4 million people, being the fourth largest police force. The presentation covered strategic priorities from the Thames Valley Police and Crime Plan 2017-2021 such as prevention and early intervention, vulnerability, police ethics and reform, serious organised crime and terrorism and reducing re-offending.

Anthony Stansfeld highlighted that £2.7 million was spent on the community safety fund providing councils to help deliver crime reduction, prevention and support services, nearly £3 million supporting victims of crime across the Thames Valley and £199K awarded from the Police Property Act Fund in 2018/19 to charities and community groups who assist in reducing crime and reoffending.

Anthony Stansfeld went through the 2018/19 crime performance headlines and the call response performance.

Questions asked by the Panel included the following:

Parish Councillor Pat McDonald asked how many officers had been lost since 2010? Anthony Stansfeld responded that 690 officers had been lost. Councillor Price asked about the 101 response time and the aim being to respond within two minutes. Anthony Stansfeld responded that the shorter the response time, the better it was.

Councillor Bowden commented that no fraud figures had been included in the presentation, were these recorded? Anthony Stansfeld confirmed that the figures had not been reported in

the figures shown. The Serious Fraud Office was seriously underfunded. However £16 million had been spent with Action Fraud. All monies went back to the Treasury and not to the force. Councillor Bowden asked if the figures could be extracted from Action Fraud and feed back into TVP. Parish Councillor Margaret Lenton asked what was being done about the elderly losing smaller amounts of money and was advised that a large amount of preventative education was being done to seek to reduce the number of incidents.

The Chief Constable, John Campbell, QPM, gave a presentation to the Panel. John Campbell reported that TVP had maintained neighbourhood forces and then went through the priority outcomes 2019/20, call volumes, it was reported that as of 10 July 2019, the average time to answer 101 calls was two minutes and 45.6 seconds. John Campbell reported that 23 officers had been assaulted during use of force incident in the borough. Six officers had been spat at in the borough and two officers had been exposed to blood borne virus risk in the borough. John Campbell explained the key crime areas in detail and went through the reasons for the change.

The LPA Commander Superintendent Colin Hudson went through the 'local issues' slides explaining that many burglaries were cross border and TVP were increasingly working with other police forces. There was an increase in theft from motor vehicles, TVP were working to educate the public to reduce the numbers of cases where valuables were left in the vehicles, and explained that knife crime was decreasing in this area since May 2019. There were many positive initiatives taking place. The force were facing many challenges.

Parish Councillor Malcolm Beer asked if the community wardens were involved in any community liaison groups which did exist especially at the site in Old Windsor for people that had just come out of prison. Colin Hudson informed the Panel that the Integrated Offender Management and probation teams both worked closely together. Colin Hudson would look into the Community Liaison Group. Parish Councillor Margaret Lenton asked about what is being done about the increase in drugs in Horton, Wraysbury and Datchet. Colin Hudson informed the Panel that they were aware of the incidents and a patrol plan had been put into place with the neighbourhood team. There would be further operations in the next six months. The individuals had not yet been identified.

Members asked the submitted questions to the Chief Constable.

Councillor Helen Price asked question 3, 4 and 5 as below,
I understand that you are taking a different approach to how you intend to deploy resources - one based on evidence. What changes do you anticipate as a result of this approach?

How will you strike the balance between informing the public of what is happening in their community and enabling them to feel safe?

How do you intend to encourage the public to play their part in reducing crime?

The Chief Constable informed the Panel that it was important to inform people through communications, by finding the right balance and sharing as much information as possible with the community. It was very important to encourage the community to take responsibility. It had come to light that there were examples where the community had been sharing information with everyone except the police.

Councillor John Bowden asked question 1 as below,
How have Thames Valley Police managed to maintain levels of recruitment and retention given the close proximity to the Metropolitan Police area and the high cost of housing in the region?

The Police and Crime Commissioner' and the Chief Constable informed the Panel that this was a concern that other forces were taking trained staff, the reasons being that this was an expensive area and for the same pay, staff could get more in other areas. This was a challenge that was being considered.

ACTION: Circulate presentations to the Panel

BRAYWICK LEISURE CENTRE CONSTRUCTION - PROGRESS UPDATE

Julian Bullen, Project Development manager, went through a short background for Members reminding them that there would be a ten lane pool, 200 gym stations and many other new and increased facilities. The schedule was on programme and progressing very well. The roof was in the process of going on. Julian Bullen informed the Panel that once the centre was weather tight then a more confident completion date would be known. The roof was expected to be completed December 2019/January 2020. The project was on budget. The new Braywick Leisure Centre would be using 75% less energy than the current Magnet Leisure Centre. Braywick Leisure Centre car park would include electric charging points. Julian Bullen advised the Panel that the team were already planning the transfer from the Magnet Leisure Centre to the Braywick Leisure Centre, 2020 would be 45 years since the Magnet opened its doors. The hoardings would soon be removed along the Braywick Road to open up the site from the road now the building was well advanced. so people could see the development progressing.

ACTION: Add to next meeting agenda for a further update.

MINUTES OF THE LAST MEETING

Councillor Price asked for clarification on whether a further update from SportsAble in January 2020 was necessary as one was given only at the last meeting. David Scott informed the Panel that the update at the last meeting was almost six months overdue and a further update was required in January 2020 to inform the Panel of where the funding was being used in the second year of their Service Level Agreement for funding for 2019.

RESOLVED Unanimously: The minutes of the meeting held on 10 June 2019 were approved as a true and correct record.

ANNUAL COMPLAINTS REPORT

Nikki Craig, Head of HR and Corporate Projects, updated the Panel on the Annual Complaints and Compliments Report.

Nikki Craig reported that the annual report covered the period April 2018 to March 2019.

Council's are required under statute to produce a report for adults and children's complaints, but not on complaints relating to corporative activities, however the Royal Borough's annual report covers all services.

The council's complaints process was made up of various stages depending on the type of complaint, with the complainant being able to take it to the local government and social care ombudsman if they remained dissatisfied once the councils process had been exhausted.

In 2018/19, overall out of over 1600 contacts made to the council's compliments and complaints team, 437 were progressed as complaints. Of these, 63 were for services covered by this O&S with 25 for communities, enforcement and partnerships and 38 for library and resident services. These combined made up 17% of the total complaints progressed.

Themes of complaints were self-selected by the complainant with the main reasons in 2018/19 being 'lack of action' (we did not do what we said we would do) and 'requiring help, intervention or guidance'. These scored similarly to 'attitude or behaviour of staff' and 'failed to follow timescales'.

Timeliness in responding to complaints had improved for the council from 51% in 2017/18 to 64% in 2018/19. Performance for these two services in responding within timescales is higher than the council average with Communities, enforcement and partnerships responding to 76% of complaints within timescales and libraries and resident services responding to 87% of complaints within timescales.

In relation to outcomes the council upheld or partially upheld 67% of all complaints; CEP upheld less than the council average at 52% and library and resident services upheld more than the council average, at 87%. Learnings were taken from complaints upheld and partially upheld with some examples detailed in the annual report (p39) Table 15.

If a complainant remained dissatisfied, they could complain to the LGSCO. Of the 44 complaints and enquiries escalated to the LGSCO, none were for library and resident services, 4 related to CEP, two of which were referred back for local resolution and two were closed after initial investigations.

Finally, the council had seen an increase in compliments from 456 in 2017/18 to 555 in 2018/19. Of the 555, 73 were received by CEP and 225 were received by library and resident services including compliments for community wardens, registrars and libraries. Examples are detailed in the annual report (p40) in table 17.

The Panel made the following comments:

- The name change had allowed residents to complain and give compliments.
- Councillor Price asked if our performance could be compared to other Local Authorities to measure performance. Officers would look into this for next year's annual report.
- Councillor Bhangra asked what the turnaround time was for an enquiry/complaint to be resolved. Nikki Craig informed the Panel that the council policy was that these should take no longer than ten working days but it varied on individual circumstances. Officers sometimes had to request additional time from the complainant to complete the enquiries and provide a full response.
- The types of complaints were briefly discussed. If the complaint was regarding a parking ticket then this would be reverted back to the correct process and appeal system, if it was a waste management complaint and a one off, then it would be dealt with by the service request. However if it had been reported more than once, it was treated as a complaint.
- The progress had improved from last year.

RESOLVED Unanimously: that the Panel noted the report and agreed that the report was published on the Council's website and that the annual report continued to be produced and presented at Overview and Scrutiny panels.

Q1 PERFORMANCE UPDATE REPORT

Anna Robinson, Strategy and Performance Manager, outlined the main points from the report. The red and amber measures were discussed. The Panel commented that the report was a lot easier to understand, actually seeing what was going on but the graphs were still unreadable. David Scott informed the Panel that the amber measure, (CEP_2) No. attendances at leisure centres, that it was anticipated this would be back on track by the end of the current quarter.

RESOLVED UNANIMOUSLY: That the Panel noted the report, noted the 2019/20 Strategic Performance Framework in Appendix A, noted the 2019/20 Q1 Communities Overview and Scrutiny Panel Performance Report in Appendix B and requested

relevant Lead Members, Directors and Heads of Service to maintain focus on improving performance.

The Chairman thanked Anna Robinson for all her hard work in RBWM and wished her all the best in her new job.

HOSTILE VEHICLE MITIGATION SCHEME - PHASE 1A INSTALLATION UPDATE

David Scott, Head of Communities, Enforcement & Partnerships, informed the Panel that first site works would begin on 23 September 2019 and would be completed in time for the Christmas events. The public engagement events carried out were very positive. The final detail was still being finalised about the opening and closing of the gates at the top of Peascod Street and the installation on Victoria Street had been adjusted. The subsequent installation of Phase 1 works were planned to be completed by end of March 2020.

ACTION: Included pictures from David Scott

ACTION: Highways to respond on why there are temporary traffic lights on Victoria Street.

Post Meeting Note: These lights are in operation during the day to facilitate the crossing point whilst the building site is in operation and to protect the public whilst site vehicles were entering and leaving the construction site to the south Victoria Street at the corner with Sheet Street.

David Scott informed the Panel that Phase 1 was to protect the guard route. The Panel were informed that the side panels to the removed Peascod Street gateway would be preserved and stored to re-use at a later date in a suitable location.

PRESENTATION ON THE WORK OF THE COMMUNITY WARDENS

Chris Nash, Community Protection Principal, gave a presentation to the Panel about the work of the Community Wardens. Presentation Attached.

ACTION: Community Wardens to meet their Ward Members.

ACTION: Chris Nash to provide contact details of Community Wardens to Ward Members.

ACTION: Local Community Wardens to keep Members and Parish Councillors posted of things the Community Wardens were doing in their local areas.

Parish Councillors were very complimentary about the community wardens and their presence in the community.

Councillor Price asked if performance could be measured. Chris Nash informed the Panel that there were two metrics, keeping the residents safe and keeping the residents feeling safe. All regular police meetings were attended and we had the same priorities as Thames Valley Police.

The information could be captured.

Councillor Price referred back to Councillor Davies' original request of CCTV verses Community Wardens, Chris Nash explained to the Panel that it was a joint effort, both worked hand in hand, the Control Room would capture an incident and the CCTV would then take over and monitor the incident and liaise with the Police as necessary.

WORK PROGRAMME

The Panel discussed if a task and finish group needed to work closer with the community groups to provide more service. The One Borough Group was an excellent example. The Panel felt that it should know what groups there were and work more closely with them. David Scott suggested that this be discussed at the One Borough Group at their next meeting in December and bring back to the January Panel.

ACTION: One Borough Group views and details to be reported back at the next Panel

The meeting, which began at 6.30 pm, finished at 9.20 pm

CHAIRMAN.....

DATE.....



ANNUAL SERVICE REPORT

Royal Borough of Windsor & Maidenhead Contract
Report for 1 January - 31 December 2018

Prepared by Legacy Leisure



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- 4.1 Customer Feedback
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1.0 INTRODUCTION

The annual service report will provide information on the centres operated by Legacy Leisure within the Royal Borough of Windsor and Maidenhead (RBWM). The contract commenced on the 7th January 2015.

Windsor Leisure Centre - Facilities include:

- 150 Station Gym
- 25m Swimming Pool
- Learner/Leisure Pool
- All-Weather Pitch
- Health Suite
- 8 Court Sports Hall
- Café Vita
- 3 Group Fitness Studios
- Group Cycling Studio

Magnet Leisure Centre - Facilities include:

- 150 Station Gym
- 2 Group Fitness Studios
- 25m Swimming Pool
- Leisure Pool
- Outdoor Courts
- Health Suite
- 10 Court Sports Hall
- Soft Play Area
- Café Vita

Charters Leisure Centre - Facilities include:

- 48 Station Gym
- Group Exercise Studio
- 4 Tennis Courts
- 3G All-Weather Pitch
- 4 Court Sports Hall
- Squash Courts

Cox Green Leisure Centre - Facilities include:

- 42 Station Gym
- Group Exercise Studio
- All-Weather Pitch
- 3 Tennis Courts
- 4 Court Sports Hall

Furze Platt Leisure Centre - Facilities include:

- 60 Station Gym
- Group Fitness Studio
- 3G All-Weather Pitch
- 4 Court Sports Hall
- Tennis Courts

Braywick Leisure Centre - Facilities include:

- 45 Station Gym
- All-Weather Pitch

Marlow Road Community Centre

- Sports Hall
- 2 Group Fitness Studios
- Conference Room
- Meeting Room



2.0 EXECUTIVE SUMMARY

This report covers the service period 1 January - 31 December 2018. The service period was an exciting yet challenging time for Legacy Leisure. It was the fourth year of the partnership with the Royal Borough of Windsor and Maidenhead (RBWM). Similar to 2017, it was a challenging economic climate for the centres but there were a number of highlights for the Windsor contract throughout the year, including:

Events

Continued diversification of cultural events hosted in the centres, including an after dinner sports speaker and more weekend family events.

Environmental Management

Substantial progress in the environmental management systems operated by Legacy Leisure in accordance with our commitment to the ISO 14001 management award to include a fully integrated building management system. Monthly monitoring and action on energy consumption data with particular success with energy management at WLC overnight use.

Swimming Lessons

Successful development of the Swimming lesson programme. Increasing participation by 10% on 2017. There are currently over 3000 swimmers on the swim lesson scheme.

Health & Safety

External health and safety audits completed by National Examination Board in Occupational Safety and Health (NEBOSH) qualified personnel and passed with scores of over 80%.

Children's Activities

Successful delivery and development of holiday programmes. Engaged specialist third party companies to offer more choice to families - term time & holidays.

Online

The roll out of Course Pro, a software package for parents to track swimming lesson progress of their children.

Training

Partnership working with external training provider Lifetime, resulted in delivering NVQ training in a range of subjects. As a result, it provided an education pathway for new and existing staff in job related qualifications and further supported the quality of service delivery across the sites. 22 apprentices in post in December 18. Mixture of entry level to level 5 -Degree equivalent.



Retail

An improved retail offering across the centres with the launch of a new menu in the cafe, new product ranges of take away healthy protein meals, launching the new exciting ranges of swimwear and swim accessories in partnership with Zoggs.

Apprenticeships

Legacy Leisure joined the government's 5% club initiative - to help tackle youth employment in the United Kingdom. 22 apprentices were employed across the contract during the service period¹.

¹This is an increase of 7 compared to 2017

Sway Dance

The development of the 'Sway Dance' brand with a number of new classes in the community at 2 local schools. Development of Windsor Leisure Centre Sway saw them enter into a Regional competition.

Sports Development

Legacy Leisure have helped raise awareness of activities available across the borough. A considerable amount of work has taken place behind the scenes meeting with Sports Development Officers from Swim England, England Squash, England Triathlon and England Badminton to look

at continued partnerships and deliver new initiatives across the centres. New sessions include Go Tri; Go Row; This Girl Can squash; badminton.

Social Media

Increased amount of Facebook followers from 5,126 to 6,286 across the 6 sites in 2018. Development of the www. leisurecentre.com website; taking onboard feedback and improvements to make it more user friendly. Page views at 1,045,807 an increase of 20,988 compared to the same period last year, and received over 6,664 enquiries during this period.

National Campaigns

The national launch of the 'Get Safe for Summer' and 'Drowning Prevention' week; also known as the Water Safety Campaign. It is supported by Swim England and the Royal Life Saving Society (RLSS) and is run across all Legacy Leisure sites. The campaign helped educate children about the dangers of swimming in open water such as lakes, rivers and instead to swim in safer environments, such as their local swimming pool. Information was shared with all local schools with the opportunity for Legacy staff to deliver presentations.



3.0 AVAILABILITY & SERVICE

3.1 Opening Hours

During 2018, the centres have operated as per the contract opening hours schedule. Windsor Leisure Centre continues to exceed the minimum operating requirements.

3.2 Activity Programming

Legacy Leisure has delivered a wide and varied programme to ensure the key performance indicators of the contract are met. The programmes have maximised usage of all facilities within the scope of the centres. The timetable continues to operate flexible, imaginative and varied activities with easy access and equipment for all sections of the community. Legacy Leisure has operated a number of corporate and local promotions/initiatives aimed at raising awareness and increasing participation, examples can be seen below:

Gym

A number of promotions have been operated throughout the year to raise awareness and increase opportunities for participation in the fitness studios and include: Refer A Friend, VIP passes. This Girl Can - we also offered on the back of the successful Sport England 'This Girl Can', campaign a number of free taster sessions.

Generations

Junior Gym access continues to be a popular activity across the 6 centres, the sessions offer supervised fitness suite access for those 13-16. Sessions aim to improve fitness, encourage physical activity amongst young people, reduce childhood obesity and promote social interaction in a positive environment.

Group Fitness

Over 200 classes offered across the leisure centres' each week, with over 180,000 attendees.

Junior Sports

A number of new sessions were added to the already busy programming schedule, introducing more netball, more bounce and play toddler sessions and expanding further the home education activity Programme. In addition, new slots were made available to support expansion of existing clubs.

FANS

The FANS scheme (Free Access for National Sportspeople) - 3 athletes using the facilities free of charge to help their training, compared to 4 the previous year.

Steps To Health

The Steps to health exercise referral scheme operates from Windsor and Magnet Leisure Centre's and includes a programme of prescribed gym, swim and aerobic activities with ongoing support from a fully qualified fitness professional. The aim of the scheme is to encourage, educate and improve regular participation in physical activity in patients who are at risk to the development of disease and disability. The programme is popular with group exercise classes also operating to compliment the package. Working with public health and school nurses the Steps to Health team have been working to expand referrals to exercise.



Events

Promotion of Events that performed to a collective audience of over 14,000 in 2018. Over double compared to 2017. Shows included tribute acts, West End travelling shows, family activities, children entertainment shows Sway Dance shows, talent & dance festivals, pantomime, wrestling events, boxing, martial arts, Athletics events and a number of presentation and faith meetings.

School Swimming

Legacy Leisure works in partnership with Swim England to provide the swim programme that caters for all abilities and ages. The Swim Coordinators are directly targeting schools to offer assistance and highlight the school swimming project to help reduce the percentage of non-swimmers in the area. In 2018, the school swim programme continued to be popular, over 900 children swimming each week from over 30 schools across the Royal Borough.

Swimming

The Swim lesson programme gives real value for money with quality teaching and additional free swimming to all children on any visit to our facilities to encourage participation. All members on the programme can benefit from unlimited swimming at both Windsor and Magnet during all public swimming times.

3.3 Pricing

Legacy Leisure conducts an annual price review. Each year, proposed new pricing structures are submitted based on the current consumer market and local demand. Core prices for the service period are presented to the council for approval. Price rises are based on November RPI, in advance of the forthcoming January.

Legacy Leisure works very closely with RBWM in targeting disadvantaged groups through concessionary pricing.

Groups targeted include:

- Public swimming /over 60s swimming
- Expressions fitness studio usage
- Badminton and squash
- Football
- Junior activities
- Disabled user groups

The use of promotions and vouchers were also implemented in 2018 to encourage participation and include:

- Facebook promotion and awareness.
- Green redeem vouchers - discounted access to swim and gym
- Attendance at local events
- Partnership with local partners in the town centres
- Online trial memberships and online passes.
- Online memberships for Swim and gym
- Open days held at the leisure centres.
- Annual promotional offers for swimming and gym membership.
- Group fitness offers.
- Free 3-day gym passes to trial the fitness studio.
- New Family membership offering value for money for families.
- Option for a fixed or flexi memberships to provide more options to customers.
- Senior Swim Membership aimed to encourage more over 60s to swim.
- Generations membership for 11-15 year olds.
- Weekend and quiet period activity promotions
- Free taster sessions to encourage Participation.
- 'Referral' promotions - through existing members referring new members they are rewarded for their loyalty with a number of prizes
- Summer promotion for junior and student memberships
- Promotion for junior all weather pitch football use.
- Get Safe for Summer/Drowning Prevention water campaign - 'summer offers'.

3.4 Health and Safety

Legacy Leisure continues to report monthly on all matters relating to health and safety. Throughout the service period there has been external and internal audits carried out, which have reported a positive culture on health and safety. Several representatives from the contract have attended the centrally organised health and safety training course. Six-monthly health and safety audits were also carried out and respective action plans developed. These plans are reviewed every six months at the sites' health and safety committee meetings. Further audits will take place this forthcoming year to ensure stringent standards are adhered to and there is continuous improvement within health and safety.

During this service period there has also been further external audits completed by NEBOSH qualified auditors to check robust systems are in place for health and safety resulting in scores of 80%+ at several sites audited.

There has been continual investment in training for all employees, ensuring key personnel are competent and qualified in health and safety. This has been supported by online training via Human Focus.

The Institute of Qualified Lifeguards (IQL) training portal is an online management tool to support the sites operation delivery and record keeping of lifeguard training competencies. Magnet and Windsor had an external IQL audit receiving 98% and 100% respectively for lifeguard training and development across the 75 lifeguards employed in the contract.

Monthly, the Centre managers report and analyse trends at site level, which is discussed at their department meetings. Prime accident and incident reporting system has provided a comprehensive template for the reporting and monitoring of accidents and incidents.

The HSC Manager along with General and Centre Managers monitor significant accident reports and trends.

During the service period, mystery visit audits were introduced for poolside management. Windsor Leisure Centre scored 83% and Magnet Leisure Centre scored 84%. The audits focus on operational standards of the centres poolside operation. 2 of the Centre Managers from the Windsor contract are now qualified auditors and carry out audits across Legacy managed pools nationwide. This supports their own development, sharing best practice at their sites and strengthens their experience in pool management. Both Magnet and Windsor audits achieved the pass mark above 80%.

A Lifeguard and behavioural safety training workshop, aimed at improving vigilance on poolside has been delivered across the centres. This is a unique programme, which was endorsed by RLSS/IQL, with the aim to continually promote improved concentration and vigilance by all lifeguards.

Committed to continuous improvement, pool visibility tests were carried out to review visibility of the lifeguards and to ensure the maximum safety for all bathers. As a result of the testing against new standards and reviewing recent industry case studies, additional measures have been implemented at Windsor and Magnet including some repositioning of lifeguards, reviewing rotations at peak times and adding additional mirrors to improve lifeguard visibility of the features in the pools.

3.5 Equipment

All equipment is maintained through the Planned Preventative Maintenance schedule (PPM). Throughout the service period, contractors and suppliers have been reviewed to ensure equipment servicing & maintenance is carried out in a timely manner.

4.0 MONTHLY PERFORMANCE

4.1 Customer Feedback

We monitor comments on a daily basis. Currently, as a means of measuring customer satisfaction, each centre actively encourages direct internal customer feedback through verbal comments, through the website (www.leisurecentre.com) and direct email. In 2018, there was 137 reported complaints. This equals to 1 complaint every 14,000 visits - compared to 1 every 3,900 in 2015.

Below is a sample of the types of complaints received from customers:

You Said

"Shower temperatures not consistent in gym changing rooms"

We Did

"Replaced TMV's on all showers in gym changing and added routine temperature checks"

You Said

"Cleanliness at peak times especially in the poolside changing rooms"

We Did

"Added resource and increased monitoring and supervision"

You Said

"Air temperature in gym and sports hall too cold"

We Did

"Full replacement of heating system at Windsor"

You Said

"Time it takes to repair equipment that is out of action"

We Did

"Challenged suppliers to improve response times. Increased supplier network for reactive work. Reviewed service arrangements for high demanding equipment"

Legacy Leisure has a proactive approach to customer feedback. In addition, the management team actively gather, monitor and report on customer feedback each month. There are many ways customers can provide us with feedback, including:

- Completion of a customer comment card
- Writing to the managers
- Making a verbal comment at reception
- Emailing the centre
- Speaking to a member of staff
- Using 'Contact Us' on leisurecentre.com
- Legacy Facebook pages
- Legacy Twitter pages

During the service period we have commissioned an external agency to complete independent mystery shopper visit/reports providing comprehensive information about email responses, telephone calls and tours of the leisure centres to understand better areas for improvement with regards to engaging with customers and improving customer service levels.



4.2 Cleaning

Daily monitoring is carried out in all areas to ensure the centres conform to the cleaning standards. All rotas are under constant review to redeploy resources effectively and efficiently. Over the past year, further staff have been employed and capital expenditure has been sourced to upgrade and purchase new equipment.

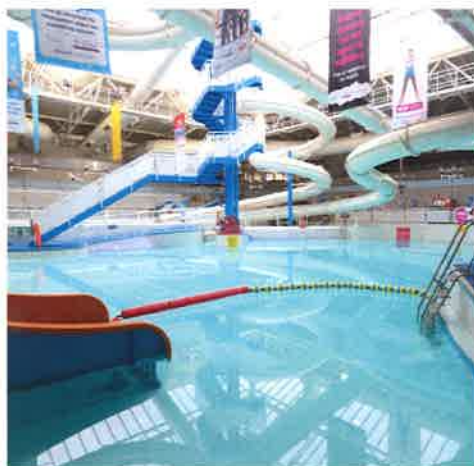
Legacy Leisure works closely with RBWM to ensure the cleaning standards are adhered to. This is completed through regular unannounced elected members and client visits, internal quality reviews and use of mystery shopper visits for continuous improvement. We continue to review cleanliness daily and review cleaning regimes and staff rotas to redeploy staff effectively, based on demand.

4.3 Monthly Leisure Report

Each month Legacy Leisure issues a comprehensive update to the RBWM contract manager. These updates are delivered during the contract management monthly performance monitoring meetings: The monthly KPI's include:

- Accidents and Incidents
- Attendance
- Membership collections
- Marketing and Promotion
- Service Improvement
- Maintenance and Monitoring
- Health and Safety
- Planned Preventative Maintenance

During the monthly meetings, the RBWM contract manager monitors each centre to ensure compliance with the contract documentation and standards expected.



5.0 ANNUAL PERFORMANCE

5.1 Customer Usage

During the report period there were 1,947,036 visits made to the centres managed by Legacy Leisure. There was an increase of 65,209 when compared to 2017.

The increase is made up of swimming lessons, off season AWP, events, classes and new community projects.

The breakdown of visits was as follows:

Site	Attendance *January to December 2015	Attendance *January to December 2016	Attendance *January to December 2017	Attendance *January to December 2018
Windsor Leisure Centre	736,673	853,524	847,878	910,290
Magnet Leisure Centre	704,901	796,287	796,771	802,805
Charters Leisure Centre	73,148	66,476	66,250	68,167
Cox Green Leisure Centre	61,541	69,131	68,221	71,365
Braywick Leisure Centre	24,124	25,333	21,383	23,927
Furze Platt Leisure Centre	14,550**	70,689	61,324	70,472
TOTAL	1,614,937	1,851,440	1,861,827	1,947,036

5.2 GP Referral

At the end of 2018, there were 419 members registered to the GP referral scheme. They have been referred from the 26 surgeries and referral centres across the Borough.

Working in partnership, Legacy staff have been funded through the Cardiac rehabilitation qualification BACPR.



5.3 Partnership Working

Partnership with IOS to deliver a number of industry qualifications including Level One and Level Two Swim Teaching, and Pool Plant Operators courses. In 2018, 14 staff went through their qualifications.

Working in partnership with Gym Flex targeting corporate businesses and employees. Partnership working with clubs to provide signposting and pathway for customers to access clubs.

Partnerships with a number of National Governing Bodies which include:

1. Legacy Leisure PPP (Partnership Provider Programme) agreement with the Swim England and the IOS (Institute of Swimming)
2. CPD - programme delivery to current swim teachers
3. Swim England Level 1 & 2 teaching courses
4. Rowing
5. Badminton, Squash

Further increase recycling provision at the leisure centres. Review of triad charges and identifying ways of working smarter. Reviewing of new technologies as they emerge in the marketplace. Triad alerts set up for winter 2017/18 to enable managers to take action to reduce usage during these periods to reduce demand on National Grid. Legacy is committed to reducing use of single use plastics. In 2018, a number of initiatives were completed across the Centres. This is being continually reviewed as part of our commitment.

On going development of the safeguarding children, vulnerable adults, enhanced further with EDUCARE Legacy Leisure's - eLearning safeguarding module purchased by Legacy Leisure for its staff.

Development of the Modern Apprenticeship scheme to create career pathways in the leisure centres.

Capital investment to improve and upgrade facilities and equipment in general via partnership with RBWM

Development of online training with Human Focus that utilises an online video based training system to ensure a higher consistency and quality of staff training.

Further partnership working with key external stakeholders i.e. National Governing Bodies, youth services, primary care trusts, police and care facilities

Development of marketing material to promote and create greater awareness of the leisure centres' services and implementation of social media as a marketing platform.

Working in partnership with the dual use schools to reduce energy consumption. Continue to monitor trends within the industry.



6.0 ANNUAL PERFORMANCE

6.1 Customer Usage

Legacy Leisure remains committed to reducing its carbon footprint and reinforcing and improving its EMAS 14001 Accreditation. Throughout the year there has been implementation and development on a number of key objectives:

- Continued to monitor smart meter data to review consumption and identify best practice.
- Energy surveys have reviewed to make improvements in energy management and carbon reduction
- Cafe operations changed products to reduce plastics
- Internal action plans for energy management.
- Carried out overnight audits for energy consumption

7.0 TRAINING

The training includes National Pool Lifeguard Qualification modules to maintain the lifeguard qualification and ROSPA Competent Persons course for key personnel. Legacy Leisure has also delivered a number of training sessions for its staff across the contract including:

- Customer service training
- Human Focus training
- Sales training
- Disability awareness training
- Website functionality training
- Health and safety training
- Educare - Safeguarding training
- Aquazone and direct debit brand training
- Environmental training
- Human resource training
- Fire warden training
- Booking systems & online booking training
- Succession training
- Finance and budget training
- Social media training
- Lifeguard behaviour training
- Pool managers workshop training



PAST AND FUTURE EVENTS



19TH & 20TH FEBRUARY

WACKY WORLD

WINDSOR

SPLASHING INTO
MAGNET LEISURE CENTRE
 PEARCE SUITE THEATRE



H2GLO
 A UV PUPPET ADVENTURE

SATURDAY 26TH OCTOBER DOORS OPEN 12.30PM SHOW 1PM
 TICKETS £8 EACH

BOOK TICKETS NOW 01628 685316
www.leisurecentre.com/pearcesuitetheatre

The Ultimate 80s Party Night

“not club nights, just great parties”

I ❤️ 80s

SAT 12TH OCT

Tropicana Nights

7.30pm - 12.30am
 Tickets £11.50*
* includes booking fee

For tickets please visit: tropicananights.co.uk or eventbrite.co.uk

Eventbrite

LEISURE CENTRE



#JOURNEYTOTHETOP NOVICE THAI BOUT #WINDSORFIGHTNIGHT



JOURNEY
 17TH FEBRUARY 2018

ALEX STEWART VS EDD HEMMINGS

WINDSOR Leisure Centre

CLEWER MEAD, STOWELL ROAD, WINDSOR SL4 4 5JH



BRAYWICK PARK SPORTS CENTRE

Braywick Sports Ground, Braywick Road, Maidenhead, SL6 1BN
T: 01628 633 200

CHARTERS LEISURE CENTRE

Charters Comprehensive School, Charters Road, Sunningdale, SL5 9QY
T: 01344 628 686

COX GREEN LEISURE CENTRE

Highfield Lane, Maidenhead, SL6 3AX
T: 01628 685 311

FURZE PLATT LEISURE CENTRE

Furze Platt Senior School, Furze Platt Road, Maidenhead, SL6 7NQ
T: 01628 308 296

MAGNET LEISURE CENTRE

Holmanleaze, Maidenhead, SL6 8AW
T: 01628 685 333

MARLOW ROAD COMMUNITY CENTRE

Marlow Road, Maidenhead, SL6 7YR
T: 01628 685333

WINDSOR LEISURE CENTRE

Clewer Mead, Stovell Road, Windsor, SL4 5JB
T: 01753 778 577

Agenda Item 6

WORK PROGRAMME- COMMUNITIES OVERVIEW AND SCRUTINY PANEL

DIRECTORS	Andy Jeffs(Executive Director), Duncan Sharkey(Managing Director)
LINK OFFICERS & HEADS OF SERVICES	David Scott, Ben Smith, Hilary Hall, Rachel Kinniburgh, Angela Gallacher

MEETING: 28th JANUARY 2020

ITEM	RESPONSIBLE OFFICER
Annual Scrutiny Report- Draft	Chairman & Lead Officers
Budget Report	Lead Officers & Finance
SportsAble Annual Report	David Scott, <i>Head of Communities</i>
Parkwood Leisure- Annual Report (including Windsor Leisure Centre update)	Kevin Mist, <i>Community Project Lead</i>
Q2 Performance Update Report	Rachel Kinniburgh, <i>Strategy and Performance Team Leader</i>
Braywick Leisure Centre Update	David Scott, <i>Head of Communities</i> Kevin Mist, <i>Community Project Lead</i>
Parks and Open Spaces Update Report (including traveller hardening measures & new initiatives)	Ben Smith, <i>Head of Commissioning</i>
Desborough Suite redevelopment Proposal Report	Barbara Richardson, MD of RBWM property Company
Singular Use Plastics Report	<i>TBC</i>
Museum Services Update Report	Suzie Parr, <i>Museum and Arts Team Leader</i>
Norden Farm Annual Report - 2018/19	Suzie Parr, <i>Museum and Arts Team Leader</i>
Community Safety Partnership (including Police and Crime Commissioner's grant & processes) Update	David Scott, <i>Head of Communities</i>
Work Programme	Panel clerk
TASK AND FINISH	
TBC	

MEETING: 20th APRIL 2020

ITEM	RESPONSIBLE OFFICER
Annual Scrutiny Report (Final version for approval and submission to Full Council)	Chairman & Lead Officers
Q3 Performance Update Report	Rachel Kinniburgh, <i>Strategy and Performance Team Leader</i>
Old Court Update Report	Suzie Parr, <i>Museum and Arts Team Leader</i>
Singular Use Plastics Update Report	<i>TBC</i>
Braywick Leisure Centre Update	David Scott, <i>Head of Communities; Kevin Mist,</i> <i>Community Project Lead</i>

SportsAble 2019 Annual Report	David Scott, <i>Head of Communities</i>
Work Programme	Panel clerk
TASK AND FINISH	
TBC	

ITEMS SUGGESTED BUT NOT YET PROGRAMMED

ITEM	RESPONSIBLE OFFICER