

TONBRIDGE & MALLING BOROUGH COUNCIL

LEISURE and ARTS ADVISORY BOARD

22 May 2007

**Report of the Chief Leisure Officer and the
Cabinet Member for Leisure, Youth & Arts**

Part 1- Public

**Matters for Recommendation to Cabinet - Non-Key Decision (Decision may be taken
by the Cabinet Member)**

1 LEISURE FACILITIES – CUSTOMER PANEL MEETINGS

Summary

This report seeks the appointment of Member representatives to attend Customer Panel Meetings at the Council's main leisure facilities until May 2008.

1.1 Background

- 1.1.1 Panels, ideally comprising approximately 10-12 customers, currently meet on a 6-monthly basis at the Council's main indoor and outdoor leisure facilities. Meetings are attended by relevant officers and two Members appointed by this Board.
- 1.1.2 The purpose of the Panels is to seek views from a cross section of users on the services provided at each facility, and also to provide a "sounding board" for potential new initiatives. The Panels are also a key consultee for the annual review of charges, enabling Members to consider the views of customers when making a decision.

1.2 Future Role

- 1.2.1 The Customer Panels have played an important role in assisting leisure facilities to continue to meet the needs of users.
- 1.2.2 A range of issues of particular importance to customers have been raised and addressed which otherwise may have been overlooked. Attendance by Council Members has also facilitated closer involvement in the day to day operation of the facilities.
- 1.2.3 It is felt important to maintain the role of the Customer Panels in the future and to continue to recruit new customers to ensure a wide cross-section of views are obtained. Representation from "hard to reach" groups is a particular priority and is reflected as an objective in the 2007/08 Corporate Performance Plan.

1.3 Current Member Representation

- 1.3.1 Members were appointed at the March 2006 meeting of the Leisure Facilities, Culture and Youth Advisory Board to serve for a 12 month period as follows:

Facility	Representatives
Larkfield Leisure Centre (LLC)	Councillors Luker and Mrs Oakley
Angel Centre	Councillors Rhodes and Thornewell
Tonbridge Swimming Pool	Councillors Dorling and Still
Tonbridge Castle	Councillors Bolt and Mrs Hoskins
Poult Wood Golf Centre	Councillors Court and Hickmott
Haysden Country Park	Councillors Bolt and Cure
Leybourne Lakes Country Park	Councillors Mrs Murray and Luker
Tonbridge Racecourse Sportsground	Panel to be established

- 1.3.2 In addition to the above, the Cabinet Member for Leisure Facilities, Culture and Youth was approved as an ex-officio member of each Panel.
- 1.3.3 During the year two Panel meetings are programmed at each facility, with the exception of LLC where customers have requested three meetings per annum. Whilst it is the intention to continue with this frequency, opportunities will be taken to call additional meetings if necessary, and also to consult with the Panels on relevant issues/reports.

1.4 Future Member Representation

- 1.4.1 It is felt that the Panels provide a valuable means of keeping in close liaison with facility users, and should be retained and developed in the future. Members are invited to make nominations at the meeting.

1.5 Legal Implications

- 1.5.1 None.

1.6 Financial and Value for Money Considerations

- 1.6.1 None.

1.7 Risk Assessment

- 1.7.1 None.

1.8 Recommendations

- 1.8.1 Members are **REQUESTED TO RECOMMEND** Member nominations to the Customer Panels until May 2008.

The Chief Leisure Officer confirms that the proposals contained in the recommendation, if approved, will fall within the Council's Budget and Policy Framework.

Background papers:

contact: Robert Styles

Nil

Robert Styles
Chief Leisure Officer

Sue Murray
Cabinet Member for Leisure, Youth and Arts