

TONBRIDGE & MALLING BOROUGH COUNCIL

LEISURE and ARTS ADVISORY BOARD

19 May 2009

**Report of the Chief Leisure Officer and the
Cabinet Member for Leisure, Youth and 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
2010.**

1.1 Background

- 1.1.1 Panels, ideally comprising approximately 10-12 customers, currently meet at a minimum twice per annum 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. Within the 2009/10 Corporate Performance Plan it is stated that the Council will "continue to review and enhance the operation of customer panels,

including better marketing and establishment of a new Panel for Tonbridge Racecourse Sportsground.

1.3 Current Member Representation

- 1.3.1 Members were appointed at the May 2008 meeting of this Board to serve for a 12 month period as follows:

Facility	Representatives
Larkfield Leisure Centre (LLC)	Councillors Luker and Mrs Oakley
Angel Centre	Councillors Thornewell, Rhodes, Lancaster and Mrs Heslop
Tonbridge Swimming Pool	Councillors Mrs Branson and Mrs Spence
Poult Wood Golf Centre	Councillors Court and Sayer
Haysden Country Park	Councillors Bolt and Cure
Leybourne Lakes Country Park	Councillors Luker, Withey and Clements
Tonbridge Racecourse Sportsground (Panel has not met to date but will be established this year)	Councillors MacDonald and Mrs Atkinson
Tonbridge Farm Sportsground	Councillors Mrs Branson and Mrs Atkinson

- 1.3.2 In addition to the above, the Cabinet Member for Leisure, Youth & Arts was approved as an ex-officio member of each Panel.

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 Policy Considerations

- 1.8.1 Communications, Customer Contact

1.9 Recommendations

- 1.9.1 Members are **REQUESTED TO RECOMMEND** Member nominations to the Customer Panels until May 2010.

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

Background papers:

contact: Robert Styles

Nil

Robert Styles
Chief Leisure Officer

Martin Coffin
Cabinet Member for Leisure, Youth and Arts