

TONBRIDGE & MALLING BOROUGH COUNCIL



EXECUTIVE SERVICES

Chief Executive

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NB - This agenda contains proposals, recommendations and options. These do not represent Council policy or decisions until they have received proper consideration through the full decision making process.

Contact: Committee Services
committees.services@tmbc.gov.uk

8 September 2015

To: MEMBERS OF THE COMMUNITIES ADVISORY BOARD
(Copies to all Members of the Council)

Dear Sir/Madam

Your attendance is requested at a meeting of the Communities Advisory Board to be held in the Civic Suite, Gibson Building, Kings Hill, West Malling on Wednesday, 16th September, 2015 commencing at 7.30 pm

Yours faithfully

JULIE BEILBY

Chief Executive

A G E N D A

PART 1 - PUBLIC

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- To confirm as a correct record the Notes of the meeting of the Communities Advisory Board held on 10 June 2015

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- Presentation from Mr Chris Hunt

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The Chairman to move that the press and public be excluded from the remainder of the meeting during consideration of any items the publication of which would disclose exempt information.

PART 2 - PRIVATE

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Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

MEMBERSHIP

Cllr M R Rhodes (Chairman)
Cllr D Keeley (Vice-Chairman)

Cllr O C Baldock
Cllr Mrs S M Barker
Cllr Mrs P A Bates
Cllr Mrs S Bell
Cllr V M C Branson
Cllr T I B Cannon
Cllr Mrs T Dean

Cllr S M Hammond
Cllr Mrs S L Luck
Cllr P J Montague
Cllr L J O'Toole
Cllr S C Perry
Cllr T B Shaw
Cllr B W Walker

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Apologies for absence

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Declarations of interest

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TONBRIDGE AND MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

Wednesday, 10th June, 2015

Present: Cllr M R Rhodes (Chairman), Cllr D Keeley (Vice-Chairman), Cllr O C Baldock, Cllr Mrs S M Barker, Cllr Mrs P A Bates, Cllr V M C Branson, Cllr T I B Cannon, Cllr Mrs T Dean, Cllr S M Hammond, Cllr Mrs S L Luck, Cllr P J Montague and Cllr L J O'Toole

Councillors Mrs J A Anderson, T Bishop, M A Coffin, Mrs M F Heslop, N J Heslop, B J Luker and T C Walker were also present pursuant to Council Procedure Rule No 15.21.

Representative: Mr A Nicholl (Tonbridge Sports Association)

Apologies for absence were received from Councillors Mrs S Bell, S C Perry and B W Walker

PART 1 - PUBLIC

COM 15/1 DECLARATIONS OF INTEREST

Councillor T Walker declared an Other Significant Interest in the items on the Tonbridge and Malling Leisure Trust Update and the Capital Plan Progress Update on the grounds of being an employee of the Tonbridge and Malling Leisure Trust. He withdrew from the meeting during consideration of these matters.

With reference to the item on the Community Development Work Update, Councillor Mrs Dean advised that she was a Trustee of the St James Centre Trust, East Malling.

COM 15/2 INTRODUCTORY PRESENTATION

Presentations were given on the Council's Community Development Services, Public Health Services, Community Safety Unit and Leisure Services by the Chief Corporate Policy Officer, Chief Environmental Health Officer, Director of Central Services and Head of Leisure Services.

MATTERS FOR RECOMMENDATION TO THE CABINET**COM 15/3 COMMUNITY DEVELOPMENT WORK UPDATE**

Decision Notice D150046MEM

The report of the Chief Executive provided an update on the ongoing community development work in Trench and East Malling, the respective action plans being set out at annexes to the report. Details were given of arrangements to enable community development issues to be fully addressed in Snodland via two new initiatives and it was noted that suitable government funding was being explored to support this approach.

RECOMMENDED: That the proposed approach to community development work in Snodland, as set out in the report, be supported.

COM 15/4 TONBRIDGE AND MALLING LEISURE TRUST PERFORMANCE UPDATE

Decision Notice D150047MEM

The joint report of the Director of Street Scene and Leisure and the Cabinet Member for Community Services presented details of the recent performance of the Tonbridge and Malling Leisure Trust set out in the latest Annual Service Delivery Plan – Cumulative Quarterly Monitoring report for Quarter 4 covering the period 1 January to 31 March 2015. Reference was made to the agreement of a new long term golf professional contract with the existing contractor and to the development of partnership arrangements with the London Golf Centre.

RECOMMENDED: That the Tonbridge and Malling Leisure Trust Annual Service Delivery Plan – Cumulative Quarterly Monitoring Report for 1 January to 31 March 2015 be noted.

COM 15/5 CAPITAL PLAN PROGRESS UPDATE

Decision Notice D150048MEM

The report of the Director of Street Scene and Leisure gave details of progress with key projects in the Council's Capital Plan. It was noted that relevant post implementation reviews would be submitted to the Advisory Board twelve months after the schemes' completion to assess their success against identified targets.

RECOMMENDED: That progress on Capital Plan schemes be noted and relevant future Post Implementation Reviews be brought forward to the Advisory Board for consideration.

COM 15/6 ALLOTMENT CHARGES

Decision Notice D150049MEM

Details were given of proposed charges for allotments in Tonbridge brought forward by the Tonbridge Allotments and Gardens Association. It was clarified that the Association now intended to present the revised charges to their Annual General Meeting in November 2015 with a view to implementation from October 2016. Clarification was sought regarding the period of notice required prior to the implementation of new charges for allotments.

RECOMMENDED: That, subject to clarification of the period of notice required and to approval at the Tonbridge Allotments and Gardens Association's Annual General Meeting, the proposed charges outlined in the report be approved for implementation from 1 October 2016.

COM 15/7 HEALTH IMPROVEMENT TEAM PERFORMANCE 2014/15

Decision Notice D150050MEM

The report of the Director of Planning, Housing and Environmental Health described the range of health improvement projects for which Kent County Council funding had been awarded for the current year and reviewed the performance of the initiatives in 2014/15.

RECOMMENDED: That the performance information at Annex 1 to the report be endorsed and the range of programmes for 2015/16, as set out in the report and delivered by the Borough Council and its partners, be approved.

MATTERS SUBMITTED FOR INFORMATION**COM 15/8 TONBRIDGE SPORTS ASSOCIATION ANNUAL REPORT**

The Advisory Board received the annual report of the Tonbridge Sports Association for 2014/15 which was presented by Mr Alan Nicholl, the Association's Chairman. Members expressed their appreciation of the work of Mr Nicholl, the positive working partnership between the Sports Association and the Council and the dedication of the volunteers who ran the clubs and promoted sporting activity within the community.

COM 15/9 EXCLUSION OF PRESS AND PUBLIC

There were no items considered in private.

The meeting ended at 9.23 pm

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

16 September 2015

Report of the Director of the Chief Executive

Part 1- Public

Matters for Information

1 PRESENTATION - KENT SAVERS CREDIT UNION

Following the approval of financial support to Kent Savers Credit Union, Chris Hunt will provide an update on progress over the last year.

1.1 Background

1.1.1 At the meeting of the Advisory Board of 8 October 2014, Members agreed to award Kent Savers Credit Union an unconditional grant of £10,000. Prior to this, TMBC had not provided revenue support to Kent Savers unlike some other districts and therefore targeted promotion had not been as high as in some other areas of Kent and Medway.

1.1.2 Chris Hunt the General Manager of Kent Savers will be providing an update on more targeted work that has been undertaken in the TMBC area since the allocation of the grant last year. The key issue is the extent to which local families in need have been able to access financial support from Kent Savers and what more could be done to further promote this service locally.

Background papers:

contact: Gill Fox

Nil

Julie Beilby
Chief Executive

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

16 September 2015

Report of the Director of Planning, Housing and Environmental Health

Part 1- Public

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

1 HEALTH IMPROVEMENT DELIVERY PLANS

Summary

This report describes the partnership work themes identified by the Council's Health Action Team and provides an update on both the recent Active People's survey and the West Kent Health and Wellbeing Board.

- 1.1.1 At the last meeting of this Board Members received an update on the work of the Health Improvement Team and the projects for which they receive funding from Kent County Council. In addition to those specific projects, officers across a number of services are working closely together with external partners to deliver a range of initiatives that support the health and wellbeing of residents in the widest sense. This includes significant roles for the Community Safety Partnership, Leisure, Licensing, Environmental Health and Housing Services. The coordination of this work comes through both our Health Action Team and the Health and Wellbeing Officer Study Group.
- 1.1.2 The recent focus of the Health and Wellbeing Officer Study Group has been our internal development of Health and Wellbeing to meet the criteria at "Committed" level of the Kent Healthy Business Award and reviewing progress against our Health Inequalities Action Plan. Details of progress will be reported to subsequent meetings of this Board.
- 1.1.3 I am delighted to advise Members that we were successful in our assessment for the Kent Healthy Business Award being the only Council in Kent to meet the standards required against all nine criteria at the Commitment Level. Further details of the Award can be found on <http://www.kent.gov.uk/business/grow-your-business/business-awards-and-events/kent-healthy-business-awards>
- 1.1.4 This is as an important step in reinforcing the importance of the health and wellbeing of our employees. It also demonstrates commitment, leadership and the benefit of striving for this award to other organisations and companies that we are working with.

1.2 The Health Action Team

1.2.1 Through the Health Action Team (HAT) it is intended that local partners, involved in the delivery of “health” in its widest context, have the opportunity to work together to develop an understanding of the role of partners engaged in health improvement and how those can be best coordinated. In providing such a focus, health improvement work across the Borough can be maximised to help achieve better local outcomes for local people.

1.2.2 The HAT meets quarterly and includes representation from officers from a number of the Council’s Services, including Leisure , Private Sector Housing, Executive Services and Environmental Health and partners including, TMLT, Kent County Council Public Health, Clinical Commissioning Group, West Kent MIND and Voluntary Action West Kent. Minutes of the March meeting are attached at **[Annex 1]**. Members will note that three priority themes have been identified that reflect our local health improvement needs:

- Reducing obesity and increasing physical activity;
- Developing a Dementia Friendly Tonbridge; and
- Preventing admissions to hospital due to falls in the home.

1.2.3 Officers from the Health Improvement Team, Leisure and Private Sector Housing are working with partners to develop action plans pertinent to each theme and these will be shared with Members in due course.

1.2.4 There has already been considerable progress made regarding developing a Dementia Friendly Tonbridge, led by colleagues from the West Kent Dementia Action Alliance. This has included a launch event in May at the Angel Centre, participation by Tonbridge Library and, coming soon, will be Dementia Awareness training for all front-line staff, including those on reception at Kings Hill and the Tonbridge Gateway.

1.2.5 Dementia Friendly West Malling continues to evolve through the work of the local Age Concern branch, with their dementia day care centre taking 25 people a day, 5 days a week from the wider area, including Borough Green, East Malling, Snodland and Watlington.

1.3 Active People’s Survey

1.3.1 In progressing the theme of reducing obesity and increasing physical activity, the local results of the Active People’s survey are encouraging and underline the work being done by Leisure Services and the Health Improvement Team, in conjunction with partners, to promote the benefits of physical activity and the contribution made to that through developing a range of initiatives, for example, Park Runs and Health Walks across the Borough. It is particularly good news that the

Snodland Park Run has now been established, along with a new Health Walk in Trench Ward.

1.3.2 The Active People's survey results are an important indicator of sports participation and look at a sample of adults (16+), within every local authority area, taking part in sport and active recreation at a moderate intensity, for at least 30 minutes, once a week over a 4 week period. The latest results cover the period March 2014 to March 2015.

1.3.3 Detailed below is a table showing the latest results of the survey and a comparison with other districts in Kent, together with a comparison with the first survey undertaken in 2005/06 and the previous one in 2013/14:

District	APS9 2014/15	APS8 2013/14	% change from APS8 to APS9	% change since APS1 2005/06
Tonbridge and Malling	43.5	40.5	+3.0	+9.1
Canterbury	41.3	42.8	-1.5	+6.8
Sevenoaks	40.2	40.9	-0.7	+3.2
Tunbridge Wells	39.2	35.3	+3.9	+1.4
Gravesham	35.1	39.0	-3.9	+3.6
Dover	34.6	35.2	-0.6	+4.2
Dartford	33.6	34.7	-1.1	+0.4
Maidstone	33.5	32.1	+1.4	-1.4
Ashford	30.8	35.1	-4.3	-1.5
Shepway	30.2	30.5	-0.3	-0.4
Swale	28.0	26.2	+1.8	-5.9
Thanet	25.0	21.5	+3.5	-5.2

1.3.4 Members will see that Tonbridge and Malling has the highest participation rate in the county for this survey and the highest increase since the survey began in 2005. In addition to being ranked top in Kent, Tonbridge and Malling is also placed 17th nationally, out of 326 local authority areas.

1.3.5 If Members wish to see more details on the surveys and results, a useful tool for analysing all the data is available through the Sport England website www.sportengland.org.

1.4 West Kent Health and Wellbeing Board

The West Kent Health and Wellbeing Board continues to meet bi-monthly, the minutes of these meetings are available via the Council's website <https://democracy.tmbc.gov.uk//ieListMeetings.aspx?CId=338&Year=0>

1.5 Legal Implications

1.5.1 None

1.6 Financial and Value for Money Considerations

1.6.1 Although we are working with a number of external partners on health delivery the work of the Health Improvement Team is reliant on funding from KCC Public Health Service. We know these budgets are under pressure and are expecting details of the impacts on this service at the end of September.

1.7 Risk Assessment

1.7.1 None

1.8 Equality Impact Assessment

1.8.1 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

1.9 Recommendations

1.9.1 Members are requested to **ENDORSE** the work three work themes identified by the Health Action Team as its priorities and **NOTE** the results of the Active People's Survey.

The Director of Planning, Housing and Environmental Health confirms that the proposals contained in the recommendation(s), if approved, will fall within the Council's Budget and policy Framework.

Background papers:

Nil

contacts: Jane Heeley

Heidi Ward

Darren Lanes

Steve Humphrey

Director of Planning, Housing and Environmental Health

**TONBRIDGE AND MALLING
HEALTH ACTION TEAM**

MINUTES

**Thursday 19th March 2015
14:00-16:00**

Present:

Jane Heeley	Chair, Chief Environmental Health Officer, TMBC
Heidi Ward	Health Improvement Manager, TMBC
Kallie Heyburn	Head of Planned and Integrated Care, CCG
Malti Varshney	Consultant in Public Health, WKKCC
Mark Raymond	Chief Corporate Policy Officer, TMBC
Ruth Lowe	Youth & Play Development Officer, TMBC
Satnam Kaur	Chief Housing Officer, TMBC
Symone Salwan	Director, Homestead Senior Care
Tracey Schneider	Project Officer, Dementia Friendly Communities
Jill Roberts	CEO, West Kent MIND
James Harmen	Community Engagement Officer, KCC
Rachel Parris	Programme Lead/Planned Care & Integrated Commissioning, WKCCG

Apologies

Stephen Gregg	Leisure Services Manager
Donna Crozier	Operations Manager, Home Improvement Agency
Martin Guyton	Chief Executive TMLT
Alison Finch	Safer & Stronger Communities Manager
Claire West	Russet Homes
Vicki Morrey	Weald of Kent Hospice
Karen Hardy	KCC Public Health Specialist

Actions**Apologies, welcome and introductions**

J H welcomed members and passed on apologies of absentees and asked members to introduce themselves.

1. Minutes and actions of previous meeting

JH went through the minutes of the previous meeting and the minutes were accepted by the group with regards to accuracy.

Comments arising from the minutes:

- JH/HW recently met with MG who is making a new application to “Make your move” funding and will include links with TMBC Walking For Health initiative.
- SK still to make contact with Heart of Hospice and will take this forward
- JH yet to meet with Fiona Skinner from Health Visitors.
- Better Care Fund now signed off.

**SK
JH**

2. Dementia Friendly Tonbridge **SS/TS**

Symone Salwan (SS) introduced herself as the Director, Home Instead Senior Care and Tracey Schneider as the Project Officer Dementia Friendly Communities Social Care, Health and Wellbeing Kent County Council.

SS explained that although there was a very active Dementia Friendly Community (DFC) in West Malling that it was felt that there was an obvious gap in Tonbridge. SS explained the symptoms of dementia and how DFC is a government initiative to support those suffering from dementia to live well in their homes for longer by encouraging communities to better support carers and those suffering from the condition. It was explained how KCC funded DF project officer (TS) leads/chairs the West Kent (WKDAA) and that this group fed into other meetings such as the West Kent Health & Wellbeing Board (WKHWB) and the Kent HWB. These groups have representation from the Police, Kent Fire and Rescue, Kent Community Wardens, Borough Council, Alzheimer's Society and other organisations supporting those living with dementia.

The WKDAA has made making Tonbridge dementia friendly a key action to take forward through a forum of key interested stakeholders. This will be set up by TS and supported by TMBC (HW) where appropriate.

MV raised the point that it would be good for TS to link with Karen Hardy to discuss how the DFC initiative could link with the Kent Healthy Business award as part of the 'recognition' process for dementia friendly businesses.

TS/MV

It was agreed that TS/HW would liaise to take forward the Dementia Friendly Tonbridge. KH to put HW in contact with Dave Holman (CCG) to support the initiative and host meetings at Wharf House.

TS/SS/HW

3. NHS West Kent Self-care & Self-Management Strategic Delivery Plan & KCC Public Health Update **MV**

MV explained that this is a draft document that will be circulated to all HAT members. The plan focuses on individual centred health care and aims to move away from medical model and looking at patient self- management and self-care prevention. Self-care to be embedded across all aspects of health and is therefore not commissioned service.

RP

The strategy looks at 3 key areas; Dementia, Diabetes and Chronic Obstructive Pulmonary Disease (COPD) to be considered over each pathway from primary prevention through to tertiary prevention. House of care concept takes a whole system approach to Long Term Conditions (LTC) management putting person central to care based on the Kings Fund model.

Looking for HAT members and voluntary organisations and other stakeholders to provide;

ALL

- Feedback
- Ownership of strategy
- Help to deliver

The plan will be signed off by WK CCG and WK HWB

4. WK Health & Wellbeing Board update

MV

MV update the group on the meeting that took place on the 17th March and the key areas covered

- Behaviour change - discussions centred on behaviour change relating to public health campaigns, social marketing and how the board can learn from other public sectors such as waste and recycling. A key action for the board is to look at social marketing campaigns to support childhood obesity.
- Total Place - Kent pulling together single asset management Strategy looking at how money is being invested in health care systems in West Kent.
- System leadership - WKHWB Looking at recommendations of how to strengthen leadership with more input from providers and commissioners. Integrated commission group to be disbanded and a systems leadership group with more provider input.
- JSNA – moving forward will look more at local data to help understand local needs such as housing so it can be integrated into local plans.
- Care Act has increased implications for people suffering from conditions such as dementia and it links across the system to self-care.
- Better care fund - looking at governance structure and how success is going to be monitored.

5. CCG Update

KH gave further detail of the NHS WK CCG's self-care/self-management Strategic Deliver Plan (2015-2019). The NHS Five Year Forward View (NHS 2014) outlines how people want to be involved in their own care and evidence suggests that self-care/self-management can improve health outcomes for many people. The plan details the WK CCG's commitments to delivering self-care in WK and supporting people to manage and take responsibility for their own care.

Key themes of the strategy include partnership working, prevention, putting patients at the centre of their care and making every contact count. Key priority areas include personalised care planning, clinical

microsystems, personal health budgets, mental health and use of technology to give patients full access to the care records.

6. Overview of aims and objectives of HAT

JH

JH discussed the future of the HAT moving forward explaining that the terms of reference were last updated in 2010. JH felt that although the meetings were extremely informative it was felt that the meeting were not necessarily action focussed enough. JH asked the question of whether the right people were sitting round the table and suggested various work streams that could be explored;

- Dementia Friendly Tonbridge - lead HW and TS
- Preventing falls/Housing - lead SK and KH
- Obesity and Physical activity – SG, KH and HW
- Microsystems

MV suggested that it was too early to look at microsystems as this was still work in progress

JH to distribute TOR to group

JH

7. A.O.B

JR updated the group to the fact that Sevenoals Area MIND had changed its name to West Kent MIND and that TMBC had agreed to fund a new mental health programme, Mental Health For Schools to pilot in 4 of Tonbridge & Malling Schools. HW said that Hugh Christie School was already keen to be involved in the pilot.

MV announced that Andy-Scott Clarke is the new Director of PH

Dates of next meeting:

14th July 2015

3rd Nov 2015

TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

16 September 2015

Report of the Director of Street Scene, Leisure & Technical Services

Part 1- Public

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

1 CAPITAL PLAN PROJECTS

Summary

This report advises Members of progress with key projects contained in the Council's Capital Plan and brings forward a Post Implementation Review for approval.

1.1 Introduction

1.1.1 It is important that progress on the Council's Capital Plan programme is kept under regular review and a number of key projects have been updated below. In addition a full update reflecting the current List A schemes relevant to this Board is attached at **[Annex 1]** for information.

1.1.2 Capital Plan schemes are also subject to Post Implementation Reviews after completion to assess their success against identified targets. In accordance with the Capital Strategy relevant Post Implementation Reviews will be submitted to this Board for approval and presented in accordance with the approved template.

1.2 Post Implementation Reviews

1.2.1 One Post Implementation Review has been brought forward for Member consideration and approval and is shown at **[Annex 2]**. The scheme relates to pipework surrounding the outdoor pool at Tonbridge Swimming Pool.

1.2.2 The project was completed on timescale with a small overspend of £4,000.

1.3 Larkfield Leisure Centre – Refurbishment of Health Suite

1.3.1 The Health Suite at Larkfield Leisure Centre is currently in a poor condition and the project allows for a full refurbishment of the suite, including the provision of a new Spa bath, Sauna, Stream Room, Showers and ventilation system.

1.3.2 The works have recently been tendered and, following a detailed tender evaluation, a contractor has been selected. The tender price was above the pre-tender estimate and the financial shortfall has been met by a financial contribution

from the Leisure Trust and virements from other existing schemes within the Capital Plan. In order to enable the scheme to be progressed in accordance with the existing timescale, approval of the funding has been granted under Section 4, Paragraph 14.2 of the Financial Procedure Rules by the Leader, Chairman of the Overview and Scrutiny Committee, the Group Leader of the Opposition, the Cabinet Members for Finance and Communities, the Chief Executive, the Director of Finance and Transformation and the Director of Central Services and Monitoring Officer. A detailed report on the tender evaluation and financing of the project is being considered by the Overview and Scrutiny Committee on 15 September 2015. It is the intention that works will commence on site in September with completion in early December 2015.

1.4 Larkfield Leisure Centre – Ultra Violet Dosing and Auto Backwashing Plant

- 1.4.1 This scheme was brought forward to enhance the existing plant that provides disinfection of the pools with Ultra Violet dosing and auto backwashing plant. Ultra Violet dosing has previously been installed at Tonbridge Swimming Pool and takes advantage of newer, cleaner technology. The new plant will improve reliability and efficiency.
- 1.4.2 I am pleased to advise Members that the works have been completed and a Post Implementation Review will be brought forward to a future meeting of this Board for Member consideration.

1.5 Leybourne Lakes Country Park

- 1.5.1 A List C project for evaluation is currently in the Council's Capital Plan for improved facility provision at Leybourne Lakes Country Park. The scheme identifies the potential improvements to include the provision of an education room/facility and general improvements to the water sports facilities/area.
- 1.5.2 A consultant has been engaged to bring forward costed options which will be reported to the Finance, Innovation and Property Advisory Board early in 2016 as part of the Capital Plan Review. The scheme is being considered not only to improve customer satisfaction, but to generate additional revenue for the authority in light of the Council's overall financial position.
- 1.5.3 An existing developer contribution of just over £300,000 is available to help fund the project and the Council is also investigating other external sources of funding/partnerships including local businesses and Hadlow College.

1.6 Tonbridge Town Lock

- 1.6.1 In partnership with the Environment Agency, the Council has commenced works to enhance the section of riverside at Town Lock, Tonbridge. The works, costing £1.89m include provision of a new flood wall, enhancement of the open space, the provision of CCTV and new boater facilities.

- 1.6.2 The contractor, Interserve, commenced work on the 1 June 2015 with a 34 week programme. A number of delays were experienced in the early stages of the work which has, unfortunately, led to a revised completion date of 15 February 2016. Despite the delays, the works are progressing well on site, particularly in relation to the new boat house and the construction of the flood walls. Liaison has taken place with residents and local Members and a further meeting is being arranged to update on progress. Progress is also being reported on the Council's website with a link to pictures showing works completed on a month by month basis.

1.7 Wouldham River Wall

- 1.7.1 Included in List A of the Capital Plan in 2016/17 is a provision of £700,000 to progress major reinstatement works to the Wouldham River Wall. The condition of the wall is being monitored on a regular basis. It is the intention to progress design works for the project and review the budget allocation over the next 2 to 3 months to enable a report to be submitted to the Finance, Innovation and Property Advisory Board early in 2016 as part of the Capital Plan Review.

1.8 Legal Implications

- 1.8.1 None

1.9 Financial and Value for Money Considerations

- 1.9.1 A number of schemes within the Capital Plan represent significant levels of investment. The Council's Financial Procedure and Contract Procedure Rules are adhered to in all cases, and projects are delivered and monitored in close liaison with the Director of Finance and Transformation and the Director of Central Services. Post Implementation Reviews are undertaken on all completed schemes and reported to this Board. Increasingly a number of the schemes are funded by financial contributions from developers and other external sources.

1.10 Risk Assessment

- 1.10.1 The delivery of projects within the Capital Plan is identified in relevant Operational Risk Registers within the Service. A number of existing controls are in place to help deliver projects in accordance with the design brief, on timescale and within budget. These controls include the preparation of design briefs, use of consultant teams where applicable, compliance with Contract and Financial Procedure Rules, an Officer Study Team approach, and regular reports to Management Team and Members

1.11 Equality Impact Assessment

- 1.11.1 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

1.12 Policy Considerations

1.12.1 Asset Management, Biodiversity & Sustainability, Community, Healthy Lifestyles and Procurement

1.13 Recommendations

1.13.1 It is RECOMMENDED TO CABINET that:

- 1) the Post Implementation Review for Tonbridge Outdoor Pool as shown at **[Annex 2]** be approved; and
- 2) a detailed design for works to Wouldham River Wall be progressed and costed and be reported to the January 2016 meeting of the Finance, Innovation and Property Advisory Board .

The Director of Street Scene, Leisure and Technical Services confirms that the proposals contained in the recommendation(s), if approved, will fall within the Council's Budget and Policy Framework.

Background papers:

contact: Darren Lanes

Nil

Robert Styles

Director of Street Scene, Leisure and Technical Services

CAPITAL PLAN PROGRESS
COMMUNITIES ADVISORY BOARD – WEDNESDAY 16TH SEPTEMBER 2015

	Corporate aims & priorities	Expenditure to 31.03.15 £'000	2015/16 Estimate £'000	2016/2021 Estimate £'000	Estimated Scheme Total	Notes
Larkfield Leisure Centre						
a) Refurbishment of Lifestyles Health Suite	1(key), 1g, 3(key), 3a	3	297		300	The health suite is currently in a poor condition with significant deterioration of the walls and floors. Scheme budget under review – see report to Overview and Scrutiny Committee 15 September 2015.
b) Pool Disinfectant and Backwashing System	7c, 12a(key), 13b(key), 18a		150		150	Enhancement to the existing plant to provide disinfection using ultra violet and auto backwashing of pools. Scheme completed.
Environmental Improvements						
a) Tonbridge Town Lock Less Developer Contributions Environment Agency Grant Other Grants and Contribution	2(key), 2g, 2i, 7(key), 7c, 7f	178	1,701 (747) (730) (2)		1,879 (747) (730) (2)	Scheme to be implemented in conjunction with the Environment Agency to tackle the derelict lock side area by providing a new flood wall, high quality public open space and new boating facilities. Works currently on site.
Subtotal		178	222		400	
Land Drainage/Flood Defence						
(a) Wouldham River Wall	2(key), 2g, 2h, 2i			700	700	Strengthening/rebuilding to address movement detected in the retaining wall between the public open space and the River Medway.
(b) Tonbridge Castle River Bank Less Environment Agency Grant	2(key), 2g, 2h, 2i	3 (3)	147 (147)		150 (150)	Scheme to stabilise a section of the river bank at Tonbridge Castle by replacing an existing failing timber revetment with steel sheet piling. Scheme cost of £150,000 met in full by Government grant. Works awaiting approval from English Heritage.

	Corporate aims & priorities	Expenditure to 31.03.15 £'000	2015/16 Estimate £'000	2016/2021 Estimate £'000	Estimated Scheme Total	Notes
Sportsgrounds						
a) Tonbridge Racecourse Sports Ground						
i) Floodlighting Less grants and contributions.	1g, 1i, 3a, 4(key), 5(key)	8 (8)	12 (12)		20 (20)	To floodlight the existing youth facilities at Tonbridge Racecourse Sportsground, extending usage through the winter months. Lighting installed and operational around skate park and ball court. Scheme completed.
b) Tonbridge School Athletics Track Improvements Less developer contribution	3(key), 3a, 4(key), 4e			150 (150)	150 (150)	Refurbishment of the existing track which provides community use via agreement with the Council. Works proposed to take place in 2018/19 in partnership with school.
Open Space						
a) Larkfield Recreation Ground Play Improvements	3e, 7a, 7c, 7f, 10a(key), 11a(key)	10	15		25	Contribution to East Malling & Larkfield Parish Council for improved play facilities including provision of new skate park for teenagers. New facilities installed with additional works being progressed by the Parish Council to reduce noise levels at the new skate park.
b) Public Open Spaces Site Improvements Phase 1 Less developer contribution	7g (key), 8a(key), 13b(key)	73 (73)	26 (26)		99 (99)	Improvements to Scotchers Field, Tonbridge and Leybourne Lakes Country Park to address anti-social behaviour, health and safety, access and issues raised by local residents. Works to Scotchers Field including Play Area improvements, installation of new "goal end" and landscaping completed. Works at Leybourne Lakes progressing.

	Corporate aims & priorities	Expenditure to 31.03.15 £'000	2015/16 Estimate £'000	2016/2021 Estimate £'000	Estimated Scheme Total	Notes
Open Space (Cont'd)						
c) Public Open Spaces Site Improvements Phase 2 Less developer contribution	3e,7a,7b, 7c,7d, 7g(key), 8a(key),8b, 11a(key), 18a	56 (56)	13 (13)		69 (69)	Improvements to a number of open spaces in Tonbridge including St Philips Church, Frogsbridge, Woodlands Walk and Brungers Pond. Installation of new play equipment at Frogsbridge and new play area at St Philips complete. Works on other sites progressing.
Other Schemes						
a) Tonbridge Cemetery i) Memorial Safety	7d	86	7	15	108	Provisions based on Local Government Ombudsman's recommendation to inspect memorials every five years and cost of progressing repairs arising from those inspections.
b) Memorial Garden Improvement Less fundraising & developer contributions	3b(key) 8a(key) 10a(key)	315 (286)	10 (14)		325 (300)	Refurbishment scheme to meet the needs of the annual Remembrance Sunday Service and general use as an area for quiet contemplation. Majority of scheme cost will be met from developer contributions and funding by the Trust. Scheme completed and open to the public.
c) Community Group Funding	7b, 7c, 7d, 8a (key)	n/a	14	40	54	Core funding for community groups to undertake capital projects at a number of outdoor leisure facilities/areas where user groups are actively involved in the management of the Council's facilities. Including Tonbridge Allotments and Gardens Association, Platt Wood and Basted Mill groups.

	Corporate aims & priorities	Expenditure to 31.03.15 £'000	2015/16 Estimate £'000	2016/2021 Estimate £'000	Estimated Scheme Total	Notes
Capital Renewals						
a) Angel Centre	7b,7d,18a	n/a	140	471	611	Provision for renewal of life-expired or obsolete assets. Renewals schedule subject to annual review
b) Larkfield Leisure Centre		n/a	172	665	837	
c) Tonbridge Swimming Pool		n/a	108	242	350	
d) Sportsgrounds and Open Spaces		n/a	263	302	565	
e) Poult Wood Golf Centre						
i) Grounds Maintenance		n/a	123	136	259	Provisions reviewed by Overview and Scrutiny Committee January 2015. Savings target for 2016/17 onwards relates to Trust renewals only. Savings in respect of non-Trust items embedded within detailed renewals schedules by extending asset life.
ii) Clubhouse		n/a	92	84	176	
iii) Course		n/a	3	69	72	
Provision for inflation		n/a		125	125	
Savings target (assumes 25%)		n/a	(226)	(443)	(669)	
Total		n/a	675	1,651	2,326	

Capital Plan Post Implementation Review	
Service:	Street Scene, Leisure and Technical Services
Scheme Title:	Tonbridge Outdoor Pool
Scheme Description:	To address ongoing problems with damage/leaks to the pipe work surrounding the outdoor pool, caused by settlement of the backfill around the pipes and ground movement. Tonbridge Swimming Pool attracts over a third of a million users annually and the outdoor pool is a major attraction for residents and visitors in the summer months (April-September inclusive). Income from casual swimming alone exceeds £400,000 per annum and the highest profile is during the summer season, particularly in the school holidays and on sunny days. It is viewed as essential to protect these levels of income to the Council.
Evaluation:	Leisure & Arts Advisory Board March 2010
Capital Plan Year(s)	2010/11
Approved budget	£146,000 (subsequent increase to £172,000 following receipt of tenders)
National Priorities	Adult participation in sport Promoting healthier communities
Local Priorities	7f (Key Priority) Meet the needs of children and young people, 10a (Key) Promote, encourage and provide opportunities for healthy living. Leisure & Arts Strategy 2008-13 – Need for ongoing capital investment in the Council's leisure facilities to retain and increase usage levels and to meet customer expectations.
Targets for judging success:	(a) Maintain use of outdoor pool for public use (b) Protect income (c) No further problems with leaks to outdoor pool pipe work (d) Project delivered on time and within budget
Completion date (work completed):	April 2011
Completion date (final payment):	April 2012 (including 12 month retention)
Projected date for post implementation review:	Twelve months after completion
Final cost:	£176,169
Performance against National and Local Priorities and Targets:	Maintained use of outdoor pool for customers Project delivered within timescale to enable opening of pool for summer season despite inclement weather during construction period
Budget performance / Value for money:	Overspend of £4,000 on revised budget due to use of turf rather than seeding to enable early use of grassed area by customers and concrete reinforcement included under paved area to prevent future maintenance issues.
Other performance / procurement issues:	None.
Ongoing / Outstanding issues:	None.

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

16 September 2015

Report of the Director of Street Scene, Leisure & Technical Services

Part 1- Public

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

1 COUNTRY PARKS – CUSTOMER PANEL MEETINGS

Summary

This report seeks nominations for Member representatives to attend Customer Panel Meetings at the Council's two Country Parks until May 2016.

1.1 Background

- 1.1.1 Customer Panels have for many years played an important role in assisting Council facilities to continue to meet the needs of their customers. 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.
- 1.1.2 Panels, ideally comprising approximately 10-12 customers, currently meet at a minimum twice per annum for both Haysden and Leybourne Lakes Country Parks. Meetings are attended by relevant officers and two Members nominated and appointed by this Board. Minutes of meetings can be made available to Members on request and are made available for public access on the Council's website. Panels are also in place for the Council's indoor leisure facilities and these are now managed by the Tonbridge & Malling Leisure Trust.
- 1.1.3 The Council also engages the community in the management of its facilities through a variety of other arrangements including:-
- Woodlands Walk, Tonbridge – assistance through an established local resident group.
 - Basted Mill, Borough Green – site managed and maintained by a local committee that includes the Parish Councils of Borough Green, Platt and Plaxtol.
 - Leybourne Lakes – management supported by Snodland Town Council and East Malling and Larkfield Parish Council.

- Holly Hill Woods – managed with the assistance of the Kent Woodland Employment Scheme.
- Country Park Volunteers – volunteer groups established at both Country Parks to assist in management and development.
- Platt Woods – site management by local Parish Council

In addition Members will be aware that the Council works in close partnership with Tonbridge Sports Association with regard to sports facilities and clubs in Tonbridge.

1.2 Current Member Representation

- 1.2.1 Members were appointed to the Country Park Customer Panels following the May 2014 meeting of previous Leisure and Arts Advisory Board to serve for a 12 month period as follows:

Facility	Representatives
Haysden Country Park	Councillors Peter Bolt and David Cure
Leybourne Lakes Country Park	Councillors Brian Luker, Russ Taylor and Timothy Bishop

- 1.2.2 In addition to the above, the Cabinet Member for Communities was approved as an ex-officio member of each Panel.

1.3 Future Member Representation

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

1.4 Legal Implications

- 1.4.1 None.

1.5 Financial and Value for Money Considerations

- 1.5.1 None.

1.6 Risk Assessment

- 1.6.1 None.

1.7 Equality Impact Assessment

- 1.7.1 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

1.8 Policy Considerations

1.8.1 Communications, Customer Contact.

1.9 Recommendations

1.9.1 Members are **REQUESTED TO RECOMMEND** nominations to the Country Park Customer Panels.

The Director of Street Scene, Leisure and Technical Services confirms that the proposals contained in the recommendation(s), if approved, will fall within the Council's Budget and Policy Framework.

Background papers:

contact: Darren Lanes

Nil

Robert Styles
Director of Street Scene, Leisure
and Technical Services

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TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

16 September 2015

Report of the Director of Street Scene, Leisure and Technical Services

Part 1- Public

Matters for Information

1 TONBRIDGE AND MALLING LEISURE TRUST PERFORMANCE UPDATE

Summary

The report presents details on the recent performance of the Tonbridge and Malling Leisure Trust. The Trust's Chief Executive will be in attendance at the meeting to present a review of the last year and answer questions from Members.

1.1 Background

1.1.1 Members may be aware that the Tonbridge and Malling Leisure Trust has been operating independently from the Council since 1 November 2013. The Trust manages the Council's main leisure facilities that include Angel Centre, Tonbridge, Larkfield Leisure Centre, Tonbridge Swimming Pool and Poult Wood Golf Centre.

1.1.2 Regular communication between the Council and the Trust has continued to take place since the transfer, supported by set formal quarterly meetings. The Trust supplies the Council with a set of monitoring reports and Key Performance Indicators, as detailed in the Management Agreement, with a key document being the Annual Service Delivery Plan. The Annual Service Delivery Plan incorporates the relevant Key Priorities of the Council, including the Local Environment, Health and Wellbeing, Children and Young People and Community Safety.

1.2 Review of Performance

1.2.1 The latest Annual Service Delivery Plan – Cumulative Quarterly Monitoring Report for Quarter 1 of the financial year, covers the period 1 April to 30 June 2015 and is attached at **[Annex 1]**.

1.2.2 The details shown in the Annex have been limited to those directly related to the Council's Agreed Service Outcome measures. However, full copies of the Monitoring Report are available to Members upon request and a number will be available at the meeting.

1.2.3 Direct debit and annual membership in all categories of Health & Fitness/Swim & Spa continues to show a positive trend. Larkfield Leisure Centre Health & Fitness

increased by 6 per cent and Angel Centre by 15 per cent compared to last year. Swim & Spa was also up by 19.5 per cent at Larkfield Leisure Centre and 57 per cent at Tonbridge Swimming Pool on last year. This is also reflected in the positive attrition rates, with less members leaving than the target of 3 per cent at both Angel Centre and Larkfield Leisure Centre.

- 1.2.4 The overall attendance at the leisure centres was ahead of those last year by just under 11,000 visits. Larkfield Leisure Centre is showing an increase of just over 17,000 extra visits and Tonbridge Pool is up on last year by just under 13,000 visits. Unfortunately, the Angel Centre saw a reduction of just under 19,000 visits compared to last year. The Leisure Trust is investigating this reduction with the intention of putting a stronger focus on marketing and promotion of the Centre.
- 1.2.5 Excel junior membership for 11 – 18 year olds has continued to grow significantly, up 79 members on last year, whilst the Kickstart membership, aimed at 0-10 year olds is only slightly down by 18 members.
- 1.2.6 The overall number of accidents per 100,000 in quarter one was 62, 23 below last year's level. There were 8 RIDDOR reportable incidents submitted compared to 1 RIDDOR reportable incident last year. These have all been reviewed and no further action is required.
- 1.2.7 Customer satisfaction reached maximum levels at both Angel Centre and Tonbridge Swimming Pool and 91 per cent at Larkfield Leisure Centre, together with a maximum cleanliness score at Tonbridge Swimming Pool and high ratings at the other sites. This highlights the improved performance of the new cleaning contractor.
- 1.2.8 Customer comments cards from all sites have not highlighted any serious complaints for the quarter.

1.3 Legal Implications

- 1.3.1 The legal implications relating to the establishment of the new Trust were considered in the report to the December 2012 meeting of the Leisure and Arts Advisory Board.

1.4 Financial and Value for Money Considerations

- 1.4.1 The transfer to the Leisure Trust has made a significant contribution to the Council's savings. The financial performance of the Trust continues to be positive and, whilst confirmed outturn figures for 2014/15 have yet to be received, early indications suggest the Trust will outturn positively against its profiled surplus.

1.5 Risk Assessment

1.5.1 Health and safety arrangements are outlined in the Management Agreement with the Trust and are monitored through Key Performance Indicators, regular site inspections with spot checks and independent audits.

Background papers:

contact: Stephen Gregg

Nil

Robert Styles

Director of Street Scene, Leisure and Technical Services

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Annual Service Delivery Plan Cumulative Quarterly Monitoring Report

1 April 2015 to 30 June 2015

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Annual Service Delivery Plan Outcomes and Targets – 1 April 2015 to 30 June 2015

■ denotes a Council Agreed Service Outcome measure

PARTICIPATION

KEY OUTCOME: Improved physical activity through greater participation at the leisure centres				
Aim	Measure	Lead Officer	Timescale	Progress
Improve customer retention through utilisation of The Retention People software and achieve 75% high risk interactions and 70% effective interaction targets	■ %age of Lifestyles customers at high risk of leaving who are encouraged to stay and do stay (KPI 833)	Group Operations Manager	Monthly	Q1 High Risk Interactions LLC – 54.9% (16.8%) on Q4 2014/15 AC – 82.3% (3.3%) on Q4 2014/15 Q1 Effective Interactions LLC – 72% (0.4%) on Q4 2014/15 AC – 70.9% (0.9%) on Q4 2014/15
Increase overall DD/Annual membership totals by 5%	■ Direct debit/annual members across all categories	Group Business Manager/Group Operations Manager	Monthly	DD/Annual Health & Fitness and Swim & Spa membership across all categories all three sites excluding Excel and Kickstart. Q1 year on year increase LLC H&F – 128, 6% LLC S&S – 52, 19.5% AC H&F – 174, 15% TSP S&S – 293, 57%
Reduce attrition to below 3.0%	■ Attrition rates	Group Operations Manager	Monthly	LLC Q1 Average – 2.2% AC Q1 Average – 0.5%

KEY OUTCOME: Improved access to coaching and talent development for sports

Aim	Measure	Lead Officer	Timescale	Progress
Maintain base attendance level indicators	■ Attendance at leisure centres	Group Business Manager	Monthly	Overall usage Q1 2015/16 as follows; LLC – 139,522 AC – 51,841 TSP – 69,040 Total – 260,403 Cumulative to Q1 attendance 2015/16 LLC – 139,522 AC – 51,841 TSP – 69,040 Total – 260,403

KEY OUTCOME: Increased participation in the facilities by children and young people (both in absolute terms and relative measures, such as percentage)

Aim	Measure	Lead Officer	Timescale	Progress
Increase number of Swim School customers by 5%	■ Average number of customers enrolled in Swim School (KPI 840)	Group Business Manager/ Group Operations Manager	Termly	2014/15 baseline figure 1,964 Q1 LLC 1023 Q1 TSP 997 Total of 2020 to end of Q1 is an increase of 56, 2.9% on Q4 2013/14.
Increase Excel membership by 5%	■ Average number of Excel members age 11-18 (KPI 835)	Group Business Manager/ Group Operations Manager	Monthly	Q 1 membership 702 year on year LLC +18% AC/TSP +6.8% Total increase of 79, 12.7% increase year on year.
Increase KickStart membership by 5%	■ Average number of KickStart members age 0-10 (KPI 836)	Group Business Manager/ Group Operations Manager	Monthly	Q 1 membership 323 year on year LLC – 15%% AC/TSP +4% Total decrease of 18 members, -5% year on year

KEY OUTCOME: Increased participation in referral and healthy living programmes to result in reduced obesity and improved health

Aim	Measure	Lead Officer	Timescale	Progress
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Achieve approved NHS target of 200 customers enrolled on weight management programme	■ Number of adult referrals onto weight management programme (KPI 326)	Chief Executive	Quarterly	Target of 265 participants in 15/16 (65 roll over from 14/15. Participants to end of Q1 is 54.
Increase number of referrals by 5%	■ Number of referrals	Chief Executive	Quarterly	141 new referrals during Q1.
Increase number of weight management referrals upgrading to DD option to 25%	■ Number of Weight Management customers	Group Business Manager	Quarterly	48 Weight Management referrals upgraded to DD in Q1.

CUSTOMER SATISFACTION

KEY OUTCOME: Development of effective customer and community engagement processes through customer forums to enable additional input from the local community

Aim	Measure	Lead Officer	Timescale	Progress
Review of customer engagement processes and development of positive local forums with relevant stakeholders	■ Residents satisfaction with facilities (KPI 829)	Chief Executive	31 March 2016	Customer Panels have been held in Q1 with Trustee representation at each

KEY OUTCOME: Improve customer satisfaction rates

Aim	Measure	Lead Officer	Timescale	Progress
Undertake 2 Mystery Visitor audits at each facility	■ Mystery Visitor scores	Group Operations Manager	Annual	No Mystery visits were undertaken during the quarter
Achieve average overall satisfaction score of 80%	■ Overall satisfaction (KPI 832)	Group Operations Manager	Monthly	LLC Q1 – 91% / 4.2 +12% on Q1 2014/15 AC Q1 – 100% / 4.3 + 13% on Q1 2014/15 TSP Q1 – 100% / 4.7 + 13% on Q1 2014/15
Achieve average cleanliness score of 80%	■ Satisfaction - cleanliness	Group Operations Manager	Monthly	LLC Q1 – 89% / 3.7 +14% on Q1 2014/15 AC Q1 – 98% / 4.1 +13% on Q1 2014/15 TSP Q1 – 100% / 4.3 +14% on Q1 2014/15

SOCIAL INCLUSION

KEY OUTCOME: Increased participation from underrepresented groups including ethnic minorities, disabled, women and those on income support				
Aim	Measure	Lead Officer	Timescale	Progress
Increase promotion of Leisure Pass	■ Number of Leisure Pass holders (KPI 834)/Promotional activity	Group Business Manager	Quarterly	Q1 – 221 sold during Q1 which is a reduction of 79 on Q1 2014/15.

ENVIRONMENTAL

KEY OUTCOME: Reduction in energy consumption				
Aim	Measure	Lead Officer	Timescale	Progress
Reduce overall consumption of gas, electricity and water by 5% per M ² at each facility	■ Consumption of utilities	Group Operations Manager	Quarterly	Not measured due to billing difficulties.

KEY OUTCOME: Operate and invest to reduce the environmental impact of the built facilities				
Aim	Measure	Lead Officer	Timescale	Progress
Review Green Team terms of reference and action plans	■ Consumption of utilities	Group Operations Manager	31 March 2016	Green team has been reformed during Q1

QUALITY

KEY OUTCOME: Improve performance through the National Benchmarking Survey				
Aim	Measure	Lead Officer	Timescale	Progress
Undertake triennial National benchmarking Survey at each leisure centre on rolling basis	■ NBS scores	Group Operations Manager	Annual	Survey has been undertaken at AC, we have yet to receive the report.

KEY OUTCOME: Maintain and improve where possible Quest performance over the next five years				
Aim	Measure	Lead Officer	Timescale	Progress
Maintain or improve where possible Quest banding at leisure centres on rolling basis	■ Quest scores	Group Operations Manager	Annual	TSP has undertaken day 1 of Quest "stretch". LLC has had successful directional review day
Reintroduce Quest at AC	■ Quest scores	Group Operations Manager	Annual	AC is schedule to re-enter Quest in Q3 2015/16.

KEY OUTCOME: Ensure the facilities are operated safely				
Aim	Measure	Lead Officer	Timescale	Progress
Reduce accidents per 100,000 visits at each site	■ Accidents per 100,000 visits	Group Operations Manager	Monthly	2015/16 accident rate. Q1 per 100,000 as follows; LLC – 91- reduction of 50

				AC – 75 – increase of 41 TSP – 23 – reduction of 4 Overall – 62 reduction of 23 - 27%
Undertake biennial health and safety audit at each site and achieve score of 80%	■ External health and safety audit scores	Group Operations Manager	Annual	Leisuresafe Audits confirmed for Q3 2015/16. Accreditation at TSP now complete.
Reduce number of RIDDOR reportable accidents year on year at each site	■ Number of RIDDOR reportable accidents	Group Operations Manager	Monthly	Q1 – x 8 reportable accidents
Respond to findings of LeisureSafe Audits	■ Action Plan completion	Group Operations Manager	31 March 2016	Full action plans in place at 4 centres.

STAFF

KEY OUTCOME: Maintain and improve staff satisfaction to deliver safe and secure services

Aim	Measure	Lead Officer	Timescale	Progress
Maintain sickness and absence rate below 2%	■ Sickness and absence rates	Group Operations Manager	Quarterly	Q1 Overall rate 1.27%

FINANCIAL

KEY OUTCOME: Delivery of a reduced service fee over the term of the Agreement

Aim	Measure	Lead Officer	Timescale	Progress
5% reduction in annual service fee net of CPI	■ Service fee reduction	Group Business Manager	Annual	Revised service fee agreed, effective 1 April 2015

Agenda Item 9

Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

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Agenda Item 10

The Chairman to move that the press and public be excluded from the remainder of the meeting during consideration of any items the publication of which would disclose exempt information.

**ANY REPORTS APPEARING AFTER THIS PAGE CONTAIN EXEMPT
INFORMATION**

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Agenda Item 11

Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

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