

TONBRIDGE & MALLING BOROUGH COUNCIL

LEISURE and ARTS ADVISORY BOARD

10 June 2014

**Report of the Director of Street Scene & Leisure 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 COUNTRY PARK – CUSTOMER PANEL MEETINGS

Summary

This report seeks the appointment of Member representatives to attend Customer Panel Meetings at the Council's two Country Parks until May 2015.

1.1 Background

1.1.1 Panels, ideally comprising approximately 10-12 customers, currently meet at a minimum twice per annum. Panels were previously in place for the Council's indoor leisure facilities and these are now managed by Tonbridge & Malling Leisure Trust. 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.

1.2 Future Role

1.2.1 The Customer Panels have played an important role in assisting 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 enabled 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.

1.3 Current Member Representation

- 1.3.1 Members were appointed following the May 2013 meeting of this 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

- 1.3.2 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 2015.

The Director of Street Scene and Leisure 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
Director of Street Scene & Leisure

Maria Heslop
Cabinet Member for Leisure, Youth and Arts

Screening for equality impacts:		
Question	Answer	Explanation of impacts
a. Does the decision being made or recommended through this paper have potential to cause adverse impact or discriminate against different groups in the community?	No	All members of the community are able to join the Panels and attend meetings.
b. Does the decision being made or recommended through this paper make a positive contribution to promoting equality?	Yes	As above.
c. What steps are you taking to mitigate, reduce, avoid or minimise the impacts identified above?		

In submitting this report, the Chief Officer doing so is confirming that they have given due regard to the equality impacts of the decision being considered, as noted in the table above.