

LEE VALLEY REGIONAL PARK AUTHORITY

SCRUTINY COMMITTEE MINUTES 25 FEBRUARY 2016

Members Present: Ross Houston (Chairman) Mary Sartin
 Gwyneth Deakins Syd Stavrou
 Christine Hamilton Lyn White
 Gordon Nicholson

Apologies Received From: Stephen Carr
 Alan Smith

Officers Present: Beryl Foster - Director of Corporate Services
 Stephen Wilkinson - Head of Planning & Strategic Partnerships
 Dan Buck - Head of Sports & Leisure
 Vince Donaldson - Performance Manager
 Nigel Foxall - Director of Business Support (Lee Valley Leisure Trust)
 Michel Sterry - Performance & Information Manager (Lee Valley Leisure Trust)
 Sandra Bertschin - Committee & Members' Services Manager

Part I

112 DECLARATIONS OF INTEREST

No declarations of interest were received.

13 MINUTES OF LAST MEETING

THAT the minutes of the meeting held on 24 September 2015 be approved and signed.

114 PUBLIC SPEAKING

No requests from the public to speak or present petitions had been received for this meeting.

115 REVIEW OF CYCLING

Paper S/33/16

The report was introduced by Stephen Wilkinson, Head of Planning & Strategic Partnerships, including that the development of a Cycling Strategy be recommended to Executive Committee.

Members proposed that the recommendation to Executive Committee include that the framework of the Cycling Strategy be based upon the outcomes of the review.

The Chairman thanked Members, stakeholder representatives and officers for their contribution to the review which had achieved its terms of reference.

(1) the contents of the report were noted; and

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- (2) referral of the report to Executive Committee with the recommendation that a Cycling Strategy be developed based on the outcomes of the review, as detailed in paragraphs 4 to 9 of paper S/33/16, was approved.**

116 SCRUTINY SCORECARD 2015/16 Q3

Paper S/34/16

The report was introduced by Dan Buck, Head of Sport & Leisure.

In response to Members regarding increased usage and cost of utilities at venues when hosting major events, it was advised that the Authority and Lee Valley Leisure Trust were reviewing energy consumption, both in terms of cost and environmental impact, across the Park. The recently established approval process for support of major sports events also required that a business case be developed.

Members highlighted the percentage fall in visitors from Black and Minority Ethnic Groups (BME) and in response it was advised that equality was an integral element of all Lottery Funding Agreements and that Sport England had commended the variety of small projects which had been put in place to increase participation. Market research self-completion surveys had been recently trialled at Lee Valley Ice Centre to generate more data regarding BME usage. It was also noted that the Community Access Fund targeted hard to reach minority groups.

The Chairman remarked that it was an overall positive report with an increase in the net promoter score and customer satisfaction, particularly at Youth & Schools, Myddelton House and Abbey Gardens. He also commented favourably on the particularly high BME usage achieved at the Riding Centre.

Members requested that the socio economic groups descriptor be reviewed and clarified for future reports.

- (1) the report was noted.**

117 RESEARCH ON CUSTOMER PROFILE

Nigel Foxall, Director of Business Support, Lee Valley Leisure Trust Ltd, gave a presentation, key points included:

- customer profile analysed by age, ethnicity, gender, disability and regionality;
- details and experience of visit analysed by mode of travel to the Park, repeat visitors, reason for visit and duration of visit; and
- customer satisfaction and net promoter score.

The Chairman thanked Nigel Foxall for his presentation and looked forward to receiving regular updates.

118 FUTURE SCRUTINY REVIEWS

TABLED draft terms of reference for review of Schools Festivals

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The Chairman proposed that as previously discussed the next area of review be Schools Festivals and that as part of looking at Authority interaction with school children, an update on the Community Access Fund would be received in September/October.

- (1) to undertake a review of Schools Festivals; and**
- (2) draft terms of reference were agreed.**

Chairman

Date

The meeting started at 1.30pm and ended at 2.30pm