

SCRUTINY COMMITTEE MINUTES

25 APRIL 2019

163 SCRUTINY SCORECARD – Q3 2018/19

Paper S/48/19

The report was introduced by the Head of Sport & Leisure who informed Members major events have been attributed to increased usage at the Lee Valley Hockey & Tennis Centre and Lee Valley VeloPark; the customer satisfaction score on page 6 should be 86%; new visitor counters have been fitted with the data from these coming directly to the Authority; Traveller problems remain a problem in the Park; and complaints in open spaces have been attributed to car parking charges.

A Member asked if the reduction in visitors to open spaces was due to car parking charges. The Head of Sport & Leisure responded that it was, but we would need more time to see the real impact and hoped that parking permits would alleviate this.

Members were interested to know if the Traveller problems were due to Travellers living nearby or incursions and how long they cause inconvenience for. Officers responded that it was both and that fly-tipping was one of the main problems. Travellers often travel into the area for events such as funerals and so don't stay long. The Authority employs a team of bailiffs to help move them and we have not had many incursions recently. Members were also informed that high barriers at Lee Valley Hockey & Tennis Centre had helped with reducing incursions. Regarding fly-tipping, Members were informed that our grounds maintenance contractor is vigilant and quick to address this issue. Local authorities have the power to take out injunctions to protect their land against fly-tippers, we try to get local authorities to include our land, but many do not which makes our land a target.

A Member asked how we are addressing Green Flag failings at Gunpowder Park and Rye House. Officers explained that we had raised the issue but been informed that the judge's decision was final. At Rye House we failed because we did not submit to their website a Heritage Management Plan, you are only able to upload one document to their website and we had three documents. The other two documents including the Heritage Management Plan were sent separately, but the judge would not accept them. There are no improvements to be made to these sites and many people are now calling for more robust judging criteria.

The Chairman asked if we could have a future report on wild camping, detailing its costs and success to date and plans for the future. The Director of Corporate Services replied that this would be done.

The Chairman noted that a second cycle operator had pulled out of Gunpowder Park, he recalled that Lee Valley Leisure Trust Ltd had bid for this and wondered if officers had gone back to them to see if they were still interested. Officers replied stating that they were still marketing it.

The Chairman pointed out that on Page 49, the current level of the levy at 48% was out of date, he also pointed out that he thought the purpose of the Levy Working Group was to look at the 'direction' of the levy, not 'reduction'. The Director of Finance & Resources responded that the Executive Committee reviewed the terms of reference for this working group in October to 'reducing the burden on the tax payer'.

A Member asked how the customer satisfaction scores were collected. Officers responded stating that it was done by an independent company asking questionnaires on site.

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- (1) the report was noted.

Chairman

Date

The meeting started at 12.35pm and ended at 1.00pm.