

LEE VALLEY REGIONAL PARK AUTHORITY

**SCRUTINY COMMITTEE MINUTES
21 JUNE 2018**

Present: Christine Hamilton (Chairman) Gordon Nicholson
Ken Ayling Mary Sartin
Gwyneth Deakins Vacancy
Mike Garnett

Apologies Received From: Claudia Webbe, Stephen Carr

In Attendance: John Bevan

Officers Present: Beryl Foster - Director of Corporate Services
Dan Buck - Head of Sport & Leisure
Jon Carney - Head of Parklands
Nigel Foxall - Director of Business Support (Lee Valley Leisure Trust Ltd)
Sandra Bertschin - Committee & Members' Services Manager

Part I

148 DECLARATIONS OF INTEREST

| Name | Agenda Item No. | Nature of Interest | |
|------------|-----------------|---|----------------------|
| John Bevan | - | Trustee of Lee Valley Leisure Trust Ltd | <i>Non-pecuniary</i> |

149 MINUTES OF LAST MEETING

THAT the minutes of the meeting held on 22 February 2018 be approved and signed subject to inclusion of receipt of apologies from Mike Garnett.

150 PUBLIC SPEAKING

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

151 SCRUTINY SCORECARD 2017/18 Q4

Paper S/44/18

The report was introduced by the Head of Sport & Leisure.

In response to Member comments it was advised that:

- the programme of replacement usage counters would provide more robust data as to number of visitors;
- the customer satisfaction score for the Authority had remained static, the Trust had dropped slightly, but the overall trend had been consistent;
- the Authority's vehicle fleet would not be impacted by the ultra-low emission zone;
- there had been some staff turnover but membership of the key management team had remained static;

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- since the introduction of car parking charges the trend was for visitors to restrict their visit to less than an hour to take advantage of the free hour, initial take-up of car parking permits had been steady but commencement of the fishing season may increase applications;
- the weather can have an impact on visitor numbers so mean temperatures, rainfall and sunshine were reviewed over the long term to provide a view of seasonality variation;
- overall the 50th anniversary programme of events had been successful, however a few walks had been cancelled because of non-participation. A briefing note on the outcome of the 50th anniversary programme would be provided;
- because of a reduction in the full time equivalent staffing number following establishment of the Trust, sickness absence percentages were subject to fluctuation from just 1 or 2 absences, however the Authority still compared well to local authorities and out of the 78 Authority staff 57 had had no sickness in 2017/18;
- the refurbishment and maintenance works undertaken at Lee Valley Ice Centre had resulted in a reduction of CO2 emissions and utility costs as the plant was operating approximately 15% more efficiently; and
- the Authority used its by-laws with police assistance or court orders to deal with traveller incursions on its lands and had responded to the Government's recent consultation on 'Powers for dealing with unauthorised development and encampments'.

(1) the report was noted.

Nigel Foxall left the meeting.

152 HOLYFIELD HALL FARM – BUSINESS REVIEW

Paper S/45/18

The report was introduced by the Head of Parklands highlighting:

- the outcome of the Strutt & Parker report;
- introduction of an efficiency programme with the establishment of 4 business enterprises and benchmarking; and
- the intention to restructure the site.

Members welcomed the establishment of strategic targets following recommendations of the Strutt and Parker report and agreed that regular monitoring of progress should be undertaken.

In response to Members regarding milk vending it was advised that:

- although the income target had been met, considerable staff time and effort was required to maintain operation;
- there were no milk vending machines on the market capable of taking payment by credit card and technology development costs were prohibitive for the Authority to lead on this; and
- installation of milk vending or the sale of bottled milk at Lee Valley White Water Centre had been considered but the costs of transferring milk to the venue in line with health and safety regulations made this financially non-viable.

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- (1) the Strutt and Parker report was noted; and
- (2) recommendation to the Executive Committee that the Authority continues with the Holyfield Hall Farm business in-house for two years to achieve the SMART targets set with an aim to become cost neutral was approved.

153 RETIREMENT OF GWYNETH DEAKINS

As this was the last meeting to be attended by Gwyneth Deakins as a Member of the Authority the Chairman thanked Gwyneth for her past contribution.

Chairman

Date

The meeting started at 2.00pm and ended at 2.52pm