

**LEE VALLEY REGIONAL PARK AUTHORITY**

**SCRUTINY COMMITTEE MINUTES  
9 NOVEMBER 2017**

To: Christine Hamilton (Chairman) Gwyneth Deakins  
Ken Ayling Mike Garnett  
John Bevan (Deputy for Peray Ahmet) Claudia Webbe  
Paul Seeby (Deputy for Gordon Nicholson)

Apologies Received From: Peray Ahmet, Gordon Nicholson, Mary Sartin, Stephen Carr

In Attendance: David Andrews, Heather Johnson

Officers Present: Beryl Foster - Director of Corporate Services  
Dan Buck - Head of Sport & Leisure  
Jon Carney - Head of Parklands  
Vince Donaldson - Senior Contracts & Quality Manager  
Nigel Foxall - Director of Business Support (Lee Valley Leisure Trust Ltd)  
Michael Sterry - Performance & Information Manager (Lee Valley Leisure Trust Ltd)  
Sandra Bertschin - Committee & Members' Services Manager

Part I

136 DECLARATIONS OF INTEREST

Name	Agenda Item No.	Nature of Interest	
John Bevan	5	Trustee of Lee Valley Leisure Trust Ltd	<i>Non-Pecuniary</i>
Ken Ayling	5	Member of Broxbourne Borough Council	<i>Non-Pecuniary</i>
Paul Seeby	5	Member of Broxbourne Borough Council	<i>Non-Pecuniary</i>

137 MINUTES OF LAST MEETING

**THAT the minutes of the meeting held on 23 February 2017 be approved and signed.**

138 PUBLIC SPEAKING

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

139 SCRUTINY SCORECARD 2017/18 Q2

Paper S/39/17

The report was introduced by the Head of Sport & Leisure, including:

- the Authority's Sports Development Team was the first team in the country to apply for, and be awarded, QUEST Stretch; and
- the increase in formal complaints was mainly due to the introduction of car parking charges.

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Members expressed concern regarding:

- the reduction in parklands educational usage because of a greater focus on income generation;
- the detrimental visual impact/ambiance to site entrances from use of concrete blocks to deter traveller incursion;
- the value of undertaking an annual survey at the London Councils Summit given its limited representational base;
- the delay in completing the agreement for contractors cabins at East India Dock Basin;
- the effect of levy reductions on service delivery as demonstrated by the increased number of red performance indicators on the scorecard; and
- the use of a private company to operate the Authority's car park charging instead of engaging with relevant local authorities or framework agreements.

In response to Member questions it was advised that:

- opposition to the introduction of car park charging was expected and it may have an impact on visitor numbers next year. Car park charging was subject to annual evaluation as part of the Authority's fees and charges review;
- aging visitor counters were temperamental to weather conditions and surrounding vegetation, especially in parklands. Data was benchmarked through London Parks open spaces group. The venue figures were more robust;
- officers were confident that the new plant installed at Lee Valley Ice Centre would provide a reduction in overall CO<sup>2</sup> levels despite being located in an old building;
- external consultants had been commissioned to carry out a review of Holyfield Hall Farm to identify potential for improvements;
- the focus on income generation to meet the Authority's levy strategy had impacted some performance indicators;
- the stakeholder perception performance indicator was being reviewed for the future to reflect wider perception;
- various methods had been considered to deter traveller incursions but given the national shortage of security barriers and the high cost of landscaping schemes, concrete blocks were the most cost effective;
- a decision from the London Borough of Tower Hamlets on the developers planning application was required prior to completion of the agreement for contractors cabins at East India Dock Basin; and
- protracted negotiations had been undertaken with 2 local authorities to operate charging at Authority car parks. However this required the issuing of Traffic Regulation Orders and so because of the need to generate income it had been decided to engage with the private company which was already successfully operating at some of the Authority's venue car parks.

The Chairman thanked officers for their contribution and for the next meeting requested an update on parklands usage and complaints about parking at Authority car parks operated by the private company.

**(1) the report was noted.**

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Nigel Foxall left the meeting.

140 SCRUTINY SCORECARD – INDICATOR REVIEW

Paper S/41/17

The report was introduced by the Head of Sport & Leisure advising that as the current Leisure Services Contract concluded in 2020 a review of corporate performance indicators had commenced to ensure correlation with the aims of the Authority; this included replacement of the net promoter score, which could be skewed by the timing of interviews, with a more robust analysis process which could be benchmarked against other relevant organisations

Member comments included:

- whilst welcoming inclusion of social media in the net promoter score, there was a need to combine with other mechanisms to ensure that all key user groups were incorporated;
- the requirement to have an indicator for waste given the considerable green waste the Authority's parklands must generate, consideration of liaison with local authorities regarding recycling and waste and retention of performance indicators in paragraphs 37 and 38;
- the need for wider visitor profiling; and
- the need for a further report regarding proposed changes to corporate performance indicators.

In response to Member questions it was advised that:

- green waste generated from parklands was collected by the grounds maintenance contractor and disposed of in an environmentally friendly way and public visitors to the parklands were required to take their waste home with them; and
- changes to visitor profiling would mean that initially year on year comparisons would not be possible as the datasets would be different.

**(1) the report was noted.**

Michael Sterry left the meeting.

141 SCRUTINY TOPICS INCLUDING SCOPING REVIEW -  
HOLYFIELD HALL FARM

Paper S/40/17

The report was introduced by the Head of Parklands advising that the previous Scrutiny Committee had identified 3 possible areas for review:

- parklands and open spaces – an internal service review was in progress and therefore officers recommended that a review take place after completion of the internal service review;
- relationship with Canal & River Trust – joint working with Canal & River Trust had improved through attainment of Green Flag status for River Lee Country Park and development of Canal & River Trust's draft Mooring Strategy. Therefore officers considered this was not an appropriate time for a review; and

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- Holyfield Hall Farm – an external review of the Farm’s operation had been commissioned and therefore officers recommended that this be the main Scrutiny review for 2018.

Members made the following comments:

- suggestion that the Farm become more commercialised through the sale of milk by-products such as cheese;
- request that the environmental impact of Canal & River Trust’s activities be raised with them, such as switching from diesel to electric; and
- proposal that the review on parklands and open spaces focus on biodiversity and implications of planning decisions on the natural environment rather than management systems.

It was advised that the Authority’s Biodiversity Action Plan was being re-launched shortly and that Members would be advised when Executive Committee was considering it.

The Chairman requested that Members consider other areas for review and that these would be discussed at the next meeting.

- (1) the report was noted; and**
- (2) the focus of the next Scrutiny Review be Holyfield Hall Farm as per the scope set out in paragraph 18 of paper S/40/17 be recommended to the Executive Committee was approved.**

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Chairman

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Date

The meeting started at 1.00pm and ended at 2.20pm.