

LEE VALLEY REGIONAL PARK AUTHORITY

**SCRUTINY COMMITTEE MINUTES
20 OCTOBER 2016**

To: Ross Houston (Chairman) Gordon Nicholson
Gwyneth Deakins Mary Sartin
Nick Draper (Deputy for Alan Smith) Syd Stavrou
Christine Hamilton

Apologies Received From: Stephen Carr, Alan Smith, Lyn White

In Attendance: John Bevan, Malcolm Cowan

Officers Present: Beryl Foster - Director of Corporate Services
Simon Sheldon - Director of Finance & Resources
Jon Carney - Head of Parklands
Dan Buck - Head of Sport & Leisure
Paul Coates - Sports Development Manager
Karen Wheeler - Youth & Schools Manager
Lindsey Johnson - Committee Services Officer

Also Present: Nigel Foxall - Director of Business Support, Lee Valley Leisure Trust
Michael Sterry - Performance & Information Manager, Lee Valley Leisure Trust

Part I

125 DECLARATIONS OF INTEREST

There were no declarations of interest.

126 MINUTES OF LAST MEETING

THAT the minutes of the meeting held on 26 May 2016 be approved and signed.

127 PUBLIC SPEAKING

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

The Chairman agreed to consider Agenda Item 7 first.

128 SCRUTINY SCORECARD 2016/17 Q2

Paper S/37/16

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

The Chairman requested that Members thanks be conveyed to those teams involved in the outstanding achievements of the Sports Development Team being awarded the Quest UK's Top Performing Team Award in Sport Development and those involved in the outstanding success at London in Bloom. A Member suggested that the London in Bloom success should be emphasised at London Councils summit.

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A Member queried why Lee Valley Athletics Centre is expected to be underachieving its budget target by the end of the year. The Director of Business Support responded stating that this was due to a delay in installing a cross fit gym and that it will achieve its targets next year.

A Member commented that there were complaints at the Waterworks Nature Reserve due to there not being any dog bins, despite the fact that dogs aren't allowed there. It was pointed out that there was nothing on the website stating that dogs aren't allowed there. The Head of Parklands responded stating that this issue would be addressed on the website.

A Member asked about the complaints regarding cleanliness at Three Mills Green and at the Waterworks. The Head of Parklands responded stating that at Three Mills Green this was due to a new school using the green as an extension to their playground, they are supposed to be cleaning up after themselves but this is not happening. At the Waterworks this is due to the old golf course being left to grow wild.

The Chairman suggested that work should be done to track and manage comments on Trip Advisor. The Director of Business Support stated that they would look into this.

A Member queried the long complaints response time. The Director of Business Support responded stating that this was due to a couple of on-going complaints, most of which had either ended or were nearing the end.

A Member queried the low satisfaction on internal signposting. The Head of Parklands responded stating that this was under review and a paper would be coming to Members shortly.

A Member asked why customer satisfaction and usage was down on last year at the Riding Centre. The Director of Business Support responded stating that this was due to problems with staff which has now been resolved, and to market influences. Despite this they are still expecting to deliver on target.

(1) the report was noted.

Nigel Foxall and Michael Sterry left the meeting.

129 COMMUNITY ACCESS FUND - EVALUATION

Paper S/36/16

The Sports Development Manager and Youth & Schools Manager gave a presentation on the Community Access Fund, key points included:

- The Community Access Fund was a pilot project for 2 financial periods with a £113,000 budget (10% of which was for the regional schools transport bursary scheme) to fund access to the Regional Park for 'hard to reach' community groups.
- From the main Community Access Fund 72 different community groups took part, with 21 boroughs engaged. It has created positive PR and raised awareness of the Park and developed lasting relationships with groups and boroughs.

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- The transport bursary scheme engaged 1598 people from schools, from 18 different boroughs, 15 of which were non-riparian and we have repeat visits booked with 180 pupils following on from this.
- Key findings have been that it has raised awareness of the Park's offer to new users; in the future should target boroughs not previously engaged with the Community Access Fund; we need to work to develop a 'repeat visit offer'; we need to develop an agreement with each group to avoid cancellations on free sessions; the transport bursary was an effective method for engaging schools; and programme delivery should be across two summer periods to maximise engagement opportunities.

Members all agreed that this had been a very worthwhile project and praised the staff involved for their efforts.

A Member suggested inviting the Mayor of the borough involved to come and watch when a community group took part in an activity as it would be good for PR.

Members were concerned by the last minute cancellations by some groups. The Head of Sports Development pointed out that the cancellations had only been from community groups and often this was the nature of the groups as they are run by volunteers and difficult to reach. Members agreed that a policy should be created on how to deal with cancellations.

Members agreed that they would like to see the project continue and felt that additional funding should be found.

- (1) the way forward for future Community Access Fund initiative delivery as detailed in paragraphs 19 to 23 of Paper S/36/16 be recommended to the Executive Committee;**
- (2) additional funding be found so that the Community Access Fund can be expanded to more boroughs, both for the main CAF funding and to expand the schools access funding; and**
- (3) a policy be developed which deals with how cancellations are dealt with was approved.**

130 CYCLING STRATEGY

The Head of Planning & Strategic Partnerships, provided an update on the Cycling Strategy, key points included:

- The Executive Committee agreed £15,000 to appoint a consultant; Steer, Davis, Gleeve were appointed to carry out the strategy.
- Over the last 6-7 weeks we have been in talks with riparian boroughs and stakeholder groups and workshops will take place on 1 November.
- An officer level draft of the strategy will be presented to the Executive Committee in December and hopefully the strategy will be adopted by the Authority in January.

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The Chairman requested that Scrutiny Committee Members receive a copy of the strategy when it is sent out to the Executive Committee.

Chairman

Date

The meeting started at 12pm and ended at 1.10pm.