

LEE VALLEY REGIONAL PARK AUTHORITY

AUTHORITY MEETING 21 JANUARY 2016

Members Present:

Paul Osborn (Chairman)	Christopher Kennedy
David Andrews	John Knapman
Derrick Ashley	Gerry Lyons
Kathy Bee	Graham McAndrew
John Bevan	Sarah McDermott
Stephen Carr	Valerie Metcalfe
Malcolm Cowan	Gordon Nicholson
Gwyneth Deakins	Salim Patel
Ricki Gadsby	Mary Sartin
Christine Hamilton	Alan Searing
Linda Haysey	Alan Smith
Ross Houston	Syd Stavrou
Heather Johnson	Simon Walsh
Denise Jones	Lyn White

Officers Present:

Shaun Dawson	- Chief Executive
Beryl Foster	- Director of Corporate Services
Simon Sheldon	- Director of Finance & Resources
Gavin Embley	- Information Officer
Sandra Bertschin	- Committee & Members' Services Manager
Lindsey Johnson	- Committee Services Officer

Also Present: Nigel Foxall - Director of Business Support, Lee Valley Leisure Trust
Gavin Embley - Information Officer, Lee Valley Leisure Trust

Part I

34 DECLARATIONS OF INTEREST

Name	Agenda Item No.	Nature of Interest	<i>Prejudicial</i> ✓
<i>Linda Haysey</i>	6, 7 & 8	<i>Trustee of Lee Valley Leisure Trust</i>	<i>Non-Pecuniary</i>
<i>John Bevan</i>	6, 7 & 8	<i>Trustee of Lee Valley Leisure Trust</i>	<i>Non-Pecuniary</i>
<i>Sarah McDermott</i>	6, 7 & 8	<i>Trustee of Wandle Valley Regional Park</i>	<i>Non-Pecuniary</i>
<i>Kathy Bee</i>	6, 7 & 8	<i>Trustee of Wandle Valley Regional Park</i>	<i>Non-Pecuniary</i>

35 MINUTES OF LAST MEETING

THAT the minutes of the meeting held on 26 November 2015 be approved and signed.

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36 PUBLIC SPEAKING

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

37 AUTHORITY MEMBERSHIP

The resignation of Ellie Robinson and the appointment of Salim Patel from London Borough of Newham was noted.

38 2016/17-2018/19 BUSINESS PLAN

Paper A/4221/16

The report was introduced by the Chief Executive informing Members that the previous 3 year business plan was dominated by the successful opening of 3 major sports venues and the delivery of the new organisational model; both of these objectives were met.

The new business plan will be focusing on increasing income, improving accessibility into the Park, continuing with the development of operational models for services, enhancing the Park's environmental infrastructure, continue to provide a first rate visitor experience and continue to reduce the cost of the levy.

Members agreed that it was important to maintain the high profile of the Olympic venues with events and that more work could be done in negotiating with governing bodies to get more of a share of the money made by hosting these events.

Members enquired as to whether the Lee Valley Leisure Trust had the commercialism needed to maximise the potential from the venues. Officers responded by stating that meetings with the Lee Valley Leisure Trust were encouraging and that they had many positive ideas on how this can be achieved.

(1) the 2016/17-2018/19 Business Plan attached as Appendix B to Paper A/4221/16 was approved.

39 2016/17 REVENUE BUDGET AND LEVY

Paper A/4222/16

The report was introduced by the Director of Finance & Resources informing Members of the current financial position and highlighting a levy option of a reduction of 2% or maintaining it at its current 2015/4 level.

Some Members believed that a reduction of 2% of the levy was not only deliverable with a balanced budget but also kept the Authority on its trajectory of reducing the levy.

Other Members believed that the reduction of 1% was a more prudent course of action as it would still be maintaining a downward trajectory, but would be a less risky with uncertainties over the Lee Valley Leisure Trust's ability to deliver savings.

On a vote for a 1% reduction in the levy Members voted: 12 for – 16 against.

On a vote for a 2% reduction in the levy Members voted 16 for – 12 against.

(1) a proposed levy reduction of 2% for 2016/17;

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- (2) additional net income and savings as set out in Appendix C to Paper E/434/16 attached as Annex A to Paper A/4222/15 including the proposed introduction of car parking charges covered in more detail in Appendix G to Paper E/434/16 attached as Annex A to Paper A/4222/16;**
- (3) financing for the capital programme and revenue contribution to capital of £1.8m as set out in paragraph 22 of Paper E/434/16 attached as Annex A to Paper A/4222/16;**
- (4) a net revenue budget of £10.837m as set out in paragraph 32 of Paper E/434/16 attached as Annex A to Paper A/4222/16; and**
- (5) a minimum level of reserves of £4m be maintained as set out in paragraph 31 of Paper E/434/16 attached as Annex A to Paper A/4222/16 was approved.**

40 CUSTOMER COMMUNICATION PROCEDURE

Paper A/4223/16

The report was introduced by the Director of Corporate Services, informing Members that since the creation of the Lee Valley Leisure Trust a new procedure had been created. During 2015 the Authority had received three complaints that were not resolved to the complainants' satisfaction. This has highlighted the need for a more robust complaints procedure with a new final stage consisting of a Member panel for when complaints have not been resolved internally.

A Member pointed out that the procedure at Stage 1 should state that if an officer is being complained about, they are not assigned the complaint to deal with.

A Member suggested that the word 'customer', implied a relationship governed by contract and a duty of care which might not exist and suggested the word was changed.

A Member advised that where possible the Member panel would need to be a neutral and not privy to the details of the complaint.

Members agreed that the role of the independent external advisor would need to be made clear. The Chairman advised that there would be a paper which will go to the Executive Committee detailing the appointment of Members to the panel and the process to appoint the external independent advisor. This paper would also be circulated to all Members of the Authority.

- (1) adoption of the revised Customer Communications Procedure attached as Appendix B to Paper A/4223/16 with the following amendments;**
 - (a) the procedure should state that at if an officer is being complained about they are not assigned the complaint to deal with; and**
 - (b) the word 'customer' be changed to 'complainant'.**

41 DATE OF NEXT MEETING OF THE AUTHORITY

It was noted that the next meeting of the Authority would be held on Thursday, 28 April 2016 at 2pm at Myddelton House.

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Chairman

Date

The meeting started at 2pm and ended at 3.05pm.