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WEST DEVON COMMUNITY SERVICES COMMITTEE - TUESDAY, 28TH OCTOBER, 2014

Agenda, Reports and Minutes for the meeting

Agenda No Item

1. **Agenda Letter** (Pages 1 - 6)

2. **Reports**

Reports to Community Services:

- a) Item 5 - Introduction of Experimental Pay & Display charges in long-stay car parks in Okehampton and Tavistock (Pages 7 - 12)
- b) Item 6 - Proposal to introduce Residents' Parking Permit (Pages 13 - 18)
- c) Item 7 - Leisure Centre Contract Monitoring (Pages 19 - 24)

3. **Minutes** (Pages 25 - 28)

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Agenda Item 1

AGENDA – COMMUNITY SERVICES COMMITTEE – 28th OCTOBER 2014

PART ONE – OPEN COMMITTEE

1. **Apologies for absence**
2. **Declarations of Interest**
Members are invited to declare any personal or disclosable pecuniary interests, including the nature and extent of such interests they may have in any items to be considered at this meeting.

If Councillors have any questions relating to predetermination, bias or interests in items on this Agenda, then please contact the Monitoring Officer in advance of the meeting.

3. **Items Requiring Urgent Attention**
To consider those items which, in the opinion of the Chairman, should be considered by the Meeting as matters of urgency (if any).

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MINUTES

4. **Confirmation of Minutes**
Regular Meeting held on 17th June 2014 (previously circulated).

OPERATIONAL

5. **Introduction of Experimental Pay & Display charges in long-stay car parks in Okehampton and Tavistock**
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The Leisure Contracts Officer 16

PART TWO – ITEMS WHICH MAY BE TAKEN IN THE ABSENCE OF THE PUBLIC AND PRESS ON THE GROUNDS THAT EXEMPT INFORMATION MAY BE DISCLOSED (if any).

If any, the Committee is recommended to pass the following resolution:

“**RESOLVED** that under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the Meeting on the grounds that exempt information may be disclosed as defined in the paragraph given in brackets below from Part I of Schedule 12(A) to the Act.”

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STRATEGIC RISK ASSESSMENT

Reports to Members

Members will be aware of the requirement to take account of strategic risk in decision making. This note is designed to support Members consider strategic risks as part of the assessment of reports from officers.

There are an increasing number of issues that we have a statutory requirement to take into account which affect all aspects of the Council's policies and service delivery (e.g. Human Rights Act). There are also discretionary issues we choose to highlight in our reports (e.g. Financial Implications, and Impact on Council Priorities and Targets). Common Law duty requires Local Authorities to take into account all things they need to take into account! The Courts hearing Judicial Review applications make this their starting point in deciding whether any decision is reasonable.

Officers have a responsibility to assess the implications of recommendations to Members. Members should ensure that before making a decision they have undertaken a similar consideration relating to the risks associated with the report.

Examples of risk to be considered:-

Statutory Requirement :

- Equalities and Discrimination, particularly Race Equality. (Consider the impact on each of the following equality areas: Race, Religion and Belief, Gender, Sexual Orientation, Disability, Age)
- Human Rights
- Crime and Disorder
- Health and Safety
- Employment Legislation
- Data Protection
- Freedom of Information
- Corporate activity with an impact on Areas of Outstanding Natural Beauty, National Parks, Sites of Special Scientific Interest, and biodiversity

Corporate Requirement :

- Impact on Council's Reputation
- Impact on Priorities, Cross-Cutting themes, Targets and / or Commitments
- Impact on Standing Orders / Financial Regulations
- Impact on Council's Assets
- Financial Risks
- Compliance with National Policies and Guidance
- Impact on Sustainability

Members' attention is drawn to the Risk Assessment section within each report. Members are encouraged to consider whether the report has satisfactorily identified all likely negative impacts and mitigating action that will be taken. Members also need to consider the opportunities presented by actions, noting that any change entails an element of risk. The challenge is to effectively manage that risk.

RISK SCORING MATRIX

Impact/Severity		Target impact	Stakeholder impact	Finance impact
1	Insignificant	Low impact on outcome & target achievement & service delivery	Low stakeholder concern	Low financial risk
2	Minor	Minor impact on outcome & target achievement & service delivery	Minor stakeholder concern	Minor financial risk
3	Moderate	Moderate outcome & target achievement & service delivery	Moderate stakeholder concern	Moderate financial risk
4	Serious	High impact on outcome & target achievement & service delivery	High stakeholder concern	High financial risk
5	Very serious	Very high impact on outcome & target achievement & service delivery	Very high stakeholder concern	Very high financial risk
Likelihood/Probability		Risk	Opportunity	
1	Very low	Negligible chance of occurrence; has not occurred	Possible opportunity yet to be investigated with low likelihood of success	
2	Low	Low chance of occurrence; has occurred infrequently but within internal control	Opportunity being investigated with low likelihood of success	
3	Medium	Equal chance of occurrence or non occurrence; could occur more than once and be difficult to control due to external influences	Opportunity may be achievable with careful management	
4	High	More likely to occur than not occur; has occurred more than once and difficult to control due to external influences	Good opportunity which may be realised	
5	Very high	Very high chance of occurrence but not a certainty; has occurred recently	Clear reliable opportunity with reasonable certainty of achievement	

Risk score = Impact/Severity x Likelihood/Probability

Likelihood	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
	0	1	2	3	4	5
Impact						

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NAME OF COMMITTEE	Community Services
DATE	28th October 2014
REPORT TITLE	Introduction of experimental Pay & Display charges in long-stay car parks in Okehampton and Tavistock
Report of	Street Scene Manager
WARDS AFFECTED	All Okehampton and Tavistock wards

Summary of report:

This report makes a recommendation in respect the Pay & Display tariffs in all long-stay car parks in Okehampton and Tavistock.

Financial implications:

The implementation of the experimental tariff is calculated as being neutral in terms of income. However, it is proposed to run a 12-month pilot scheme initially so that the impact may be closely monitored.

The cost of advertising an Experimental Order is approximately £600, which will be met by the service budget.

RECOMMENDATIONS:

It is recommended this Committee resolve to recommend to Council that the experimental Pay & Display charges in all long-stay car parks in Okehampton and Tavistock, as detailed in paragraph 2.3, be implemented for a period of 12 months with three monthly reviews.

Officer contact:

Cathy Aubertin, Street Scene Manager
Cathy.Aubertin@swdevon.gov.uk

1. BACKGROUND

1.1 The West Devon Car Parking Strategy Group met on 10th September and considered the issue of Pay & Display charges. As a result, it was resolved by the group to request that the Council consider introducing a flat £2 tariff in all long-stay car parks in both Okehampton and Tavistock, initially as a pilot scheme so that the impact may be closely monitored, both in terms of car park income and in the effect on the footfall in the towns.

2. PROPOSAL

2.1 It has been calculated that the introduction of a flat £2 tariff in the long-stay car parks in Okehampton and Tavistock will be neutral to the Borough Council in terms of income. However, it is proposed that the impact of the tariff be monitored closely for an initial period of three months. Should the initiative prove successful, so that the Borough Council's income isn't reduced and the footfall in the towns increases, that the scheme be extended for a further three months with, of course, further monitoring and assessment.

2.2 In addition, it is proposed that a new tariff be introduced in Mill Road car park in Okehampton. Mill Road is an under-used car park and it is felt that the option to purchase a ½ hour ticket for a reasonable fee will prove to be attractive to customers, who are currently deterred by the minimum two-hour fee of £1.20. It is, therefore, recommended that a half-hour tariff be made available to customers for the cost of £0.50, as in short-stay car parks in the towns.

2.3 The revised tariff may be summarised as follows:

Current tariff

	½ hour	1 hour	2 hours	3 hours	4 hours	All day
Tavistock						
Abbey		£1.00	£1.80	£2.20	£3.50	£6.50
Bedford & the Wharf	£0.50	£1.00	£1.80	£2.20	£3.50	£6.50
Riverside			£1.20			£2.20
Okehampton						
Mill Road			£1.20			£2.20

Revised tariff

	½ hour	1 hour	2 hours	3 hours	4 hours	All day
Tavistock						
Abbey						£2.00
Bedford & the Wharf						£2.00
Riverside						£2.00
Okehampton						
Mill Road	£0.50					£2.00

2.4 Short-stay car parks will retain the current Pay & Display charges and, therefore, give customers a choice of paying the all-day fee in the long-stay car parks or the following fees in the short-stay car parks:

	½ hour	1 hour	2 hours	3 hours
Tavistock				
Bank Square	£0.50	£1.00		
Brook Street		£1.00	£1.80	£2.20
Chapel Street	£0.50	£1.00	£1.80	£2.20
Russell Street	£0.50	£1.00	£1.80	
Okehampton				
Market Street	£0.50	£1.00	£1.80	£2.20

2.5 As it is essential that the impact of such a significant change to parking tariffs is monitored and assessed, it is proposed that the change be introduced by way of an 'Experimental Order', to be implemented as soon as feasible, having taken all legal processes into account, for a 12 month period, with three monthly reviews.

3. EXPERIMENTAL PARKING ORDERS

3.1 The Council may give seven days notice (in the local press and by notices in car parks) of the implementation of an Experimental Order and do not have to undertake a full public consultation before implementing.

3.2 However, in the Notice of Making we must provide for objections to be submitted in the normal way so that these may be considered if the Council later chooses to make the Order permanent.

3.3 Prior to making the Order, the Council must demonstrate local consultation. The minutes from the Strategy Group meeting will provide for this, as the Group includes representatives from Town/ Parish Councils, Tavistock BID, Chambers of Commerce and similar organisations, the major supermarkets and Transition Tavistock.

4. LEGAL IMPLICATIONS

4.1 The Council has power to provide off-street parking under the Road Traffic Regulation Act 1984 (as amended).

4.2 Experimental Orders are included in the Road Traffic Regulation Act 1984 (as amended).

4.3 The Council has the power to deal with the provision, management and control of car parks.

4.4 An Experimental Order will be required in order to run such a pilot scheme.

5. FINANCIAL IMPLICATIONS

5.1 It is anticipated by the Business Community that the revised tariff will substantially increase the numbers of motorists using the car parks. However, simply based on the number of current users, the implementation of this tariff should be income-neutral to the Borough Council.

5.2 The cost of placing legal notices in the press, which is a requirement in order to make an Experimental Order, is approximately £600.

6. RISK MANAGEMENT

The Risk Management implications are shown at the end of this report in the Strategic Risks Template.

Corporate priorities engaged:	Community well-being; Access to services; Towards excellence; Customer first
Statutory powers:	As stated in paragraph 3

Considerations of equality and human rights:	An equality impact assessment has been carried out and, as a result, no further actions are required.
Biodiversity considerations:	None
Sustainability considerations:	None
Crime and disorder implications:	None
Background papers:	None
Appendices attached:	None

STRATEGIC RISKS TEMPLATE

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
1	Loss of income	The reduction in parking charges may result in a reduction in income for the Borough Council	3	1	3	↓	The pilot scheme to be closely monitored and assessed so that the Council may revert to the current P&D charges if necessary	C Aubertin
2	Capacity	The reduction in parking charges may result in such increased use as to mean that all long-stay car parks are full, possibly with commuters, leaving little parking available for visitors/ shoppers	3	1	3	↓	Again, monitoring and assessment of the scheme will allow further alterations to charges to be made in order to manage the use of car parks if necessary	C Aubertin

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NAME OF COMMITTEE	Community Services
DATE	28th October 2014
REPORT TITLE	Proposal to introduce a Residents' Parking Permit
Report of	Street Scene Manager
WARDS AFFECTED	All Okehampton and Tavistock wards, plus Chagford and Hatherleigh

Summary of report:

This report makes a recommendation in respect of a proposal to implement a limited time Residents' Parking Permit in long stay car parks in West Devon, and to look at the amendment of the free school parking permit scheme in order to manage the service through a reasonable charging mechanism,

Financial implications:

Although it is impossible to accurately estimate the financial impact on the Council, this initiative will result in minimal savings in respect of the provision of free school permits, whilst offering a cheaper off-peak parking solution for residents.

The cost of amending the Off-Street Parking Places Order to support this facility is approximately £1,200. This will be met by the service budget. There will be an income related to the amendment of the school permit scheme but this is not quantifiable at this point.

RECOMMENDATIONS:

It is recommended this Committee resolve to recommend to Council:

1. That Residents' Parking Permits be implemented in respect of all long-stay car parks in West Devon for an annual sum of £50 operating between the hours of 3.00 pm and 10.00 am.
2. That the Borough Council ceases to issue free parking permits to schools, for use by parents.
3. That the Council's Off-Street Parking Places Order be amended accordingly.

Officer contact:

Cathy Aubertin, Street Scene Manager
Cathy.Aubertin@swdevon.gov.uk

1. BACKGROUND

- 1.1 The West Devon Car Parking Strategy Group is a stakeholder group which includes representatives from Town and Parish Councils, Tavistock BID and Chambers of Commerce, and which regularly meets to review the car parking strategy and service needs. The group met on 10th September and, as part of its agenda, regularly considers permits available within the Borough.

Residents' Permits

- 1.2 The feasibility of introducing a Residents' Parking Permit scheme was debated and the group requested that the proposal be brought to the Community Services Committee for formal consideration. Through debate a proposal was suggested that allows parking from 3pm to 10am each day, for the recommended sum of £50 per annum.
- 1.3 This would have the benefit of allowing residents to visit towns during the quieter trading periods and park without having to visit the Pay & Display machine. In addition, the permits may be purchased by parents wishing to drive their children to and from school, as it would allow them to park in a car park near school, again without having to visit the Pay & Display machine.
- 1.4 This is unlikely to have an impact on overall income levels as free permits are currently issued to parents, as detailed below. For all other customers, it is anticipated that the annual fee of £50 will make up for any lost Pay & Display income.
- 1.5 Similar schemes are currently operating in neighbouring authorities and offer valuable parking opportunities to local residents. The proposal was extremely well supported by the Tavistock BID who recognise the additional benefit which such a scheme might offer in raising footfall to shops at either end of the retail day.

School Parking Permits

- 1.6 Furthermore, and in connection with the above, the strategy group considered the issue of free school permits.
- 1.7 Currently, primary schools within, Hatherleigh, Okehampton and Tavistock are entitled to request unlimited parking permits, which are then issued to parents, and which permit free parking each morning and afternoon, so that parents may park in car parks when taking their children to, or collecting them from, school. The hours that permits are valid depend on each school but are generally for a half hour period in the mornings and another half hour period in the afternoons.
- 1.8 For the current academic year, 1010 permits were issued to Okehampton Primary School, St Rumons School and Tavistock Nursery and Primary Schools. Hatherleigh Primary School, who also usually receive permits, have not requested any this year.

- 1.9 There is a cost to the Council in producing and issuing the permits each year. In addition, it could be considered that there is a loss of income to the Council as, should permits not be issued, parents would have to purchase a 30 minute Pay & Display ticket for each parking period, although some may opt to purchase annual season tickets at a reduced rate, walk to school or choose an alternative solution.

2. PROPOSAL

- 2.1 The availability of a Residents' Parking Permit would mirror that which is available in some neighbouring authorities and would encourage more residents to make more use of the towns, where they would normally have to pay a Pay & Display fee for the hours when the permit would be valid, and when the car parks are generally quieter.
- 2.2 It is proposed that permits be offered for an annual sum of £50 and only be available to residents of the Borough. The fee, it is felt, makes parking more affordable, encourages more use of the car parks during the quieter hours, and will compensate the Council for the loss of Pay & Display income during those hours. It is possible for the annual fee to be paid by Standing Order, should customers wish to do so, making it even more affordable as the costs can be spread.
- 2.3 Furthermore, it will give parents the option of purchasing such a permit, giving them more flexibility and eliminating the requirement for them to rush back to their car from school, because school permits are only valid for half an hour at each end of the day. Parents may be encouraged to stay longer and visit shops or amenities in the towns.
- 2.4 The introduction of these permits would eliminate the cost to the Borough Council of providing free permits to schools each year and, indeed, the requirement for schools to administer them.
- 2.5 The proposal gained the support of the strategy group stakeholders who actively developed the option in conjunction with officers.

3. LEGAL IMPLICATIONS

- 3.1 The Council has power to provide off-street parking under the Road Traffic Regulation Act 1984 (as amended).
- 3.2 The Council has the power to deal with the provision, management and control of car parks.

4. FINANCIAL IMPLICATIONS

- 4.1 Although it is impossible to estimate the increased income to the Council, this initiative will also result in minimal savings in respect of the provision of free school permits.
- 4.2 The cost of amending the Off-Street Parking Places Order to support this facility is approximately £1,200. This will be met by the service budget.

- 4.3 The proposed fee of £50 per annum for a Residents Permit is clearly equivalent to 100 ½ hour parking sessions per annum and, therefore, would seem to be a reasonable fee, particularly for those residents who regularly park in the towns in order to purchase essentials. The fee is also in line with that charged for similar permits in neighbouring authorities.
- 4.4 Season tickets still represent the best value for money for those customers wishing to park all day, so it isn't anticipated that this new initiative will impact upon the use of season tickets.

5. RISK MANAGEMENT

The Risk Management implications are shown at the end of this report in the Strategic Risks Template.

Corporate priorities engaged:	Community well-being; Access to services; Towards excellence; Customer first
Statutory powers:	As stated in paragraph 3
Considerations of equality and human rights:	An equality impact assessment has been carried out and, as a result, no further actions are required.
Biodiversity considerations:	None
Sustainability considerations:	None
Crime and disorder implications:	None
Background papers:	None
Appendices attached:	None

STRATEGIC RISKS TEMPLATE

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
1	Objections from parents	Parents may object to no longer being issued with free school permits	2	1	2	↓	<p>Current permits to remain valid until the end of the academic year, giving parents plenty of notice of the change</p> <p>Permits may be paid for by monthly Standing Order, making them more affordable.</p> <p>Positive press releases to be issued.</p>	C Aubertin
	Income	The initiative may result in reduced income for the Council	1	1	1	↓	<p>Although unlikely, the impact of the initiative will be monitored closely, and any further changes to the scheme, in order to maintain its cost-effectiveness, to be recommended to this Committee</p>	C Aubertin

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WEST DEVON BOROUGH COUNCIL

NAME OF COMMITTEE	Community Services Committee
DATE	Tuesday 28th October 2014
REPORT TITLE	Leisure Centre Contract Monitoring
Joint Report of	Natural Environment and Recreation Manager and the Leisure Contracts Officer
WARDS AFFECTED	All

Summary of report:

This report highlights current performance and key issues of the leisure centre management arrangements with Leisure in The Community (LiTC) and 1Life, formerly Leisure Connection.

Financial implications:

The overall operating costs for 2014/15 are c£407k, which includes the key costs of the contract management fee of £336k and £47k for repairs and maintenance.

RECOMMENDATION:

1. That the Committee notes the current contract performance and continued increases in usage figures.

Officer contact:

Jon Parkinson – jon.parkinson@swdevon.gov.uk tel; 01803 861270

Ross Kennerley – ross.kennerley@swdevon.gov.uk tel; 01803 861379

1. BACKGROUND

- 1.1 This report provides an update on current monitoring issues relating to the performance of the leisure contract with LiTC/1Life, for the provision of management services at both Meadowlands (Tavistock) and Parklands (Okehampton) Leisure Centres.
- 1.2 The current contract has now run into the extension period up to November 2016 as approved by Council last April. This allowed a restructuring of the relationship between the Council, LiTC and 1Life.

2. ISSUES FOR CONSIDERATION – CONTRACT PERFORMANCE

Usage & Quality

- 2.1 Overall usage figures for both leisure centres are outlined below for the last year for the 2013/14 year (Oct 2013 – Sept 2014) with a comparison to previous years for the same period;

Site	2013/14	2012/13	2011/12
Meadowlands – Swimming	104,685	98,971	91,050
Parklands – Swimming	62,572	53,447	56,862
Parklands – Fitness	66,849	67,053	53,663

- 2.2 Meadowlands key usage figures;

- Overall usage up by 5,714 visits, with swim school leading the way.
- Swim memberships have increased to 487
- Adult swims have fallen over the past year but space has been taken up by pre-school children and adult swims and more school bookings. Wet and wild sessions were popular again.
- 7 primary schools using the pool; Mount Kelly Prep, Bere Alston, Tavistock Primary, Princetown, Bickleigh Down, Lamerton and St Peters.

- 2.3 Parklands key usage figures;

- Overall usage up by 8,191 visits year to date, although actual gym use slightly decreased due to a week closure for refurbishment and some air handling issues. Fitness classes saw a rise in use due to new classes for Spinning – indoor cycling and Insanity – high intensity fitness.
- Swim school numbers remain high with 379 attending, as well as good growth in junior and adult swims.
- Overall centre memberships stand at a record 1083 members.
- 8 primary schools using the centre; Okehampton, South Tawton, Hatherleigh, Exbourne, Lydford, Winkleigh, Halwill and Northlew.

- 2.4 Community based activity programmes include regular sessions and work with groups such as Tavistock Adult Learning, Helen McFarlane, the Molly Owen Centre and Puzzle Tree. As well Meadowlands held training sessions for the Special Olympics that were hosted in Bath.

- 2.5 The GP Referral Scheme at Parklands, which receives no health funding to operate, attracts 60 clients being treated for heart conditions, hypertension, diabetes and obesity.

Repairs & Maintenance/Asset Management

- 2.6 Recent key works for the last quarter that have taken place at both sites are as follows with such works being part of Leisure Connection's maintenance costs and the Council's allocated revenue maintenance budget;

Meadowlands

- Completed works;
LC – Minor electrical repairs to hand dryers, lighting and in plant room following leak.
WDBC – Pool side window replaced, roof safety line test.
- Proposed Works;
LC: Repairs to circulation and rain shower pumps.
WDBC: to clean out moat.

Parklands

- Completed Works;
LC; New gym carpet and redecoration, repairs to Lift.
- Proposed Works;
LC: Office air con re-gas, new door access controls.

Customer Feedback/User Groups

2.7 Customer comments for April – September 2014 for both sites are shown below with a comparison to the first 6 months;

	October 2013 – March 2014		April – September 2014	
Meadowlands	77 positive	97 negative	62 positive	47 negative
Parklands	52 positive	45 negative	41 positive	31 negative

Meadowlands:

- Overall positive comments were greater and reflected again on friendliness of staff, swim teachers, good pool temperatures and fun swim experience.
- July had a small number of complaints on cold showers and this was an issue with the boilers which was resolved. Otherwise some comments on poor cleaning at certain times which were acted on and some on pool programming. Also the last week in September the pool temperature was cold which the Centre has now switched pool heating to winter settings.

Parklands:

- Positive feedback on overall quality of centre, great pool and more fitness classes being provided.
- Some negative comments still being made on being too warm in the dance studio, though air con is all working properly. Also a few comments on poor quality around cafe offer and choice. Plus since the College has been using the gym, several users have noted it being too busy and no space.

2.8 Parklands User Group met in May and just recently in September. Initial concern expressed in May at the media coverage around future of the leisure centres. The new door access and use of 1Life membership cards was clarified. Otters Swim Club expressed some concern on new prices, which centre will provide

more background and clarify. Also issue over school locking entrance gate at rear of centre, which is used from car park. Centre to follow this up.

- 2.9 Meadowlands User Group held in July expressed concerns over possible closure and provision at Kelly. Letter from Chair to be sent on to Sport England and Council. 1Life highlighted the positives about the pool, swim school and overall usage going very well and improvements still being made to the facility.

Marketing Initiatives

- 2.10 1Life has successfully completed the introduction of its new brand and membership cards and now has over 1,500 card holders at Okehampton and 1,200 card holders at Meadowlands. The membership cards are free and enable 1Life to directly contact customers via email/text/web with regards to membership promotions, centre activities and any changes to opening times etc.
- 2.11 Community outreach activities included visiting the Okehampton Show and Morrison's at Tavistock which resulted in over 400 1Life cards being captured. West Devon Connect Days are attended and contact made with 14 parish councils.
- 2.12 Recent initiatives have included;
- Summer promotions, 45 days swimming with children for just £30 and half price family swims.
 - 3 month reduced membership offer
- 2.13 On staffing and its apprentices, 1Life have 7 apprentices employed learning various NVQ Level 2 skills across customer service, business administration and leisure and fitness. A further 7 are on other learning programmes.

3. LEGAL IMPLICATIONS

- 3.1 The provision of leisure services is a discretionary activity. The Council has powers to deal with leisure facilities under the general power of competence provided by Section 1 of the Localism Act 2011 and s19 of the Local Government (Miscellaneous Provisions) Act 1976.

4. FINANCIAL IMPLICATIONS

- 4.1 The Leisure Contract maintains its regular monthly financial payments to enable Leisure Connection to fulfil its business plans and operational arrangements for the running of both centres.
- 4.2 Ongoing repairs and maintenance obligations on WDBC are met from the allocated maintenance budgets. Anticipated capital works will be reported against the capital programme.
- 4.3 The LiTC community grants for Tavistock Sports Centre and OCRA have seen various initiatives and programmes take place across the borough to the direct benefit of £10,000, plus other partnership funding as well.

5. CONCLUSION

5.1 The relationship and partnership work with 1Life/LiTC continues to be positive with good contract performance highlighting increases in attendances and customer experiences.

6. RISK MANAGEMENT

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
1	Poor Contract Performance	Leisure Connections underperforms with financial and customer implications	5	2	10	↓	Regular contract performance monitoring and review measures implemented as required.	Head of Assets
2	Legislative changes on current financial arrangement	Failure of Council to receive full benefit of savings if finance or tax regime changes	4	2	8	↔	Early warning of legal changes that enable financial risk management	Head of Finance
3	Repairs, maintenance and life cycle costs	Ongoing costs of routine and lifecycle maintenance increase.	5	2	10	↓	Regular monitoring and inspections of centres. Overall asset management of centres, including site condition surveys. Cost benefit assessment of works in light of strategic review.	Head of Assets

Corporate priorities engaged:	Community Life
Statutory powers:	As above
Considerations of equality and human rights:	No issues identified
Biodiversity considerations:	No issues identified
Sustainability considerations:	Leisure Connection energy audit and carbon footprint reduction.
Crime and disorder implications:	Links to reduced crime and anti social behaviour.
Background papers:	Leisure Services Management Contract – Leisure Connection

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Agenda Item 3

At a Meeting of the **COMMUNITY SERVICES COMMITTEE** held at the Council Chamber, Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **TUESDAY** the **28th** day of **OCTOBER 2014** at **2.00 pm**.

Present:

Cllr R F D Sampson – Chairman
Cllr K Ball – Vice-Chairman
Cllr M J R Benson Cllr K A Clish-Green
Cllr D Cloke Cllr C Hall
Cllr N Morgan Cllr M E Morse
Cllr D E Moyse Cllr R J Oxborough

Head of Planning, Economy & Communities
Street Scene Manager
Natural Environment & Recreation Manager
Leisure Contracts Officer
Committee & Ombudsman Link Officer

In attendance:

Cllr W G Cann OBE Cllr D Horn
Cllr J Moody Cllr R Musgrave
Cllr T Pearce

CS 8 DECLARATIONS OF INTEREST

Cllr D Cloke – Minute No CS 11 – Proposal to introduce residents' parking permit – Personal – Interest in St Peter's School

Cllr R J Oxborough – Minute No CS 10 – Introduction of experimental Pay & Display Charges in long stay car parks in Okehampton and Tavistock – Personal – Member of the Tavistock Chamber of Commerce.

***CS 9 CONFIRMATION OF MINUTES**

The Minutes of the Meeting held on 17th June 2014, were confirmed and signed by the Chairman as a correct record.

***CS 10 INTRODUCTION OF EXPERIMENTAL PAY & DISPLAY CHARGES IN LONG-STAY CAR PARKS IN OKEHAMPTON AND TAVISTOCK**

The Street Scene Manager presented a report (page 6 to the Agenda) asking the Committee to make a recommendation to Council that a standard all-day charge be introduced into the Council's long-stay car parks in both Okehampton and Tavistock for an experimental period. Arising from a recent meeting of the Car Parking Strategy Group, a proposal had come forward that a standard all-day charge of £2.00 be introduced into the Council's long stay car parks for an experimental period. This all day charge would replace the current time limited parking charges.

The introduction of a standard all-day charge for an experimental period would enable the Council to see if such a charge increased usage of the car parks and whether it contributed to an increase in foot fall in the two towns. The experiment would last for up to twelve months and would be monitored on a quarterly basis.

Arising from the discussion, concern was expressed about the efficacy of the proposal and that whilst the proposal may have originated from the Car Parking Strategy Group there was no evidence that any form of consultation had taken place. The Committee was concerned that there was no evidence in support of the recommended all day parking fee of £2.00; that there was no suggestion of a half day parking fee and that there was no statistical evidence to show the effect on the Council's car parking income the recently introduced reduction in season tickets fees had made. Equally there was no statistical evidence presented to show how current car parking income compared with previous years' income and how the proposed all day fee of £2.00 may affect this.

In recognition of the Committee's concerns, it was moved by Cllr Oxborough, seconded by Cllr Benson, and **RESOLVED** accordingly that the proposal be returned to the Car Parking Strategy Group and for that Group to present a fully researched and reasoned report to a future meeting of the Committee and for that report to be presented by the Chairman of the Car Parking Strategy Group. The Committee further requested that it be advised of the full membership of the Car Parking Strategy Group.

***CS 11 PROPOSAL TO INTRODUCE A RESIDENTS' PARKING PERMIT**

The Street Scene Manager presented a report (page 11 to the Agenda) proposing the introduction of a time limited Residents' Parking Permit for use in the Council's long stay car parks. In addition, it was also being proposed to review the free school parking permit scheme to enable the service to be managed through a reasonable charging mechanism.

Arising from a recent meeting of the Car Parking Strategy Group, a proposal had come forward that residents be offered a car parking permit for the Council's long stay car parks that would allow parking from 3.00 pm to 10.00 am each day. It was further proposed that such a permit would cost £50.00 per annum.

The introduction of such a permit would also serve to replace the current scheme of issuing free school parking permits to parents on request of local primary schools which allowed free parking for half an hour at school times. Currently, 1,010 permits had been issued for the academic year and these enabled parents to make use of the long stay car parks when taking and collecting children from school.

The Officer reported that with Council's consent, the proposed new scheme could be operational by Christmas 2014.

Arising from the publication of the report, Committee Members had received correspondence from members of the public and a certain amount of media interest had also been engendered. During the ensuing discussion a number of concerns were raised the answers to which the Committee considered necessary to help in formulating a decision.

Cllr Clish-Green reported that the scheme to give parents of children attending St Rumon's School (up to 7 years of age) concessionary parking tickets arose from the revision of the principal roads through Tavistock where Dolvin Road became a main artery carrying the A386 road which connected north and south Devon. The increase in traffic from this led to the establishment of a manned pedestrian crossing and the issue of the parking permits. Cllr Clish-Green asked when and why was the scheme escalated to other primary schools within the Borough?

In noting that this proposal had arisen from the Car Parking Strategy Group, the Committee sought clarification on the reasoning giving rise to the proposal and how the annual cost had been decided upon. The Committee also requested information on the criteria for schools seeking permits and how their use and retention was audited.

The Committee was further concerned that the participating schools had not been consulted on the proposal and their views sought on the effect withdrawal of the tickets might have.

It was moved by Cllr Clish-Green, seconded by Cllr Benson, and **RESOLVED** accordingly that, for the time being, the free school parking permit scheme continues pending a full and detailed review of the scheme and its usage and that any proposed changes to the current scheme, including the introduction of a proposed residents' parking permit, be fully consulted upon with a detailed report being presented to a future meeting of the Committee.

***CS 12 LEISURE CENTRE CONTRACT MONITORING**

Arising from Minute No CS 4 – 2014/2015, the Natural Environment & Recreation Manager and the Leisure Contracts Officer presented a joint report (page 16 to the Agenda) on the current performance and key issues of the leisure centre management arrangements with Leisure in The Community (LiTC) and 1Life, formally known as Leisure Connection. Use of both leisure centres had continued to grow with Meadowlands swimming visits up by 5,714, with the swim school leading the way. There were now 487 swim memberships and 7 primary schools made use of the centre – Mount Kelly Preparatory, and Bere Alston, Tavistock, Princetown, Bickleigh Down, Lamerton and St Peter's Primary Schools.

Visits to the Parklands Leisure Centre had increased by 8,191, with overall Centre membership standing at a record high of 1,083. Eight schools attended the Centre – Okehampton, South Tawton, Hatherleigh, Exbourne, Lydford, Winkleigh, Halwill and Northlew Primary Schools.

Community based activities continued at both Centres and a GP Referral Scheme operated at Parklands and currently attracted 60 participants.

Minor repairs and maintenance works were being carried out at both Centres and customer feedback was more positive than negative. The

Committee also noted that 1Life's marketing and staffing initiatives were proving beneficial.

It was **RESOLVED** that the report be welcomed and noted.

(The Meeting terminated at 3.56 pm.)

Dated this 20th January 2015

Chairman