

## WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Overview and Scrutiny Committee held in the Council Chamber - The Guildhall on 3 September 2024 commencing at 6.30 pm.

**Present:** Councillor Paul Howitt-Cowan (Chairman)  
Councillor Moira Westley (Vice-Chairman)

Councillor Trevor Bridgwood  
Councillor Liz Clews  
Councillor Lynda Mullally  
Councillor Maureen Palmer  
Councillor Roger Pilgrim  
Councillor Stephen Bunney  
Councillor Mrs Mandy Snee

**Also Present:** Councillor Mrs Lesley Rollings  
Councillor Trevor Young

**In Attendance:**

Pete Smith	Area Contract Manager, Everyone Active
Chris Duncan	Regional Activity & Wellbeing Manager, Everyone Active
Martin Miles	Regional Contract Manager
Nova Roberts	Director of Change Management, ICT & Regulatory Services
Emma Foy	Director of Corporate Services and Section 151
Cara Markham	Commercial Development Manager
Ele Snow	Senior Democratic and Civic Officer

**Apologies:** Councillor Jacob Flear (Vice Chairman)  
Councillor Eve Bennett  
Councillor Paul Key

**Membership:** Councillor Stephen Bunney was appointed substitute for Councillor Eve Bennett  
Councillor Mandy Snee was appointed substitute for Councillor Jacob Flear

### 10 MINUTES OF THE PREVIOUS MEETING

A Member of the Committee noted that at the previous meeting there had been discussion regarding the lobbying of the MP regarding battery storage legislation and this was not contained within the minutes. The Senior Democratic and Civic Officer advised the Committee that the minutes should not be taken as an accurate record if there was information missing. Therefore, she would amend the minutes accordingly and they would be re-presented for confirmation and signing at the next meeting of the Committee. Members were content with this approach.

## 11 MEMBERS' DECLARATIONS OF INTEREST

There were no declarations of interest.

## 12 MATTERS ARISING SCHEDULE

The Senior Democratic and Civic Officer advised Members that the item regarding battery storage legislation would be updated in line with the comments made earlier in the meeting regarding lobbying of the MP.

The Chairman reiterated comments made at the meeting of Full Council which had taken place the previous evening, regarding the importance of health provision in the district, and his hope that these matters were also being fully discussed at the county-wide Health Scrutiny Committee.

With no further comments or questions the Matters Arising Schedule was **DULY NOTED**.

## 13 PRESENTATION ITEM: EVERYONE ACTIVE

The Chairman welcomed Chris Duncan, Regional Activity & Wellbeing Manager, Martin Miles, Regional Contract Manager, and Pete Smith, Area Contract Manager, from Everyone Active, who were presenting a progress update further to their presentation to the Committee in January 2024.

**Note:** Visiting Members Councillors T. Young and L. Rollings arrived at 6.35pm

The Committee heard that whilst there was information to be presented related to both of the leisure centre sites in West Lindsey, there had been considerable focus in recent months on the Gainsborough site, and so their presentation would address those issues primarily. Alongside the presentation on screen, Members were also provided with a copy of the Everyone Active newsletter.

With regard to participation figures for 2023/24, Members heard that West Lindsey Leisure Centre had seen an increase of 11% on the previous year, whilst Market Rasen had seen an increase of 12% on the previous year. For the first quarter of 2024/25, West Lindsey Leisure Centre had an increase of 3.8% on the previous year, where Market Rasen had an increase of 26% on the previous year.

The challenges faced at the West Lindsey Leisure Centre were explained in detail for the Committee. These included, major challenges with the air ventilation in the wet changing village, affecting shower area and changing village itself, work to rectify this had taken place in June and was to be completed by the end of September 2024; cracked wall tiles and high-level wooden boxing failing on the poolside walls, which looked particularly unsightly but displayed no structural issues, had since all been clad; the air handling units in the dry side changing rooms were all due to be replaced by the end of September 2024. Additional issues with the gym ceiling tiles, the sports hall, and the sauna / steam room had all been either temporarily or permanently rectified.

Recruitment of staff had continued to be a challenge, particularly regarding the recruitment of cleaners and lifeguards, which was critical to delivering a positive customer experience. Customer perception had been noticeably negative, due to the issues described. As well as the work which had been undertaken, several other improvements had been introduced. These included the recruitment of a Contract Maintenance Manager; the appointment of external contract cleaners for monthly overnight deep cleaning and additional cleaning hours at peak times cleaning a week; a verbal comments log had been introduced at reception and Meet the Manager sessions were held and scheduled. These were also to be held at Market Rasen. Finally, a Customer Forum was planned, which would also take place at Market Rasen.

Members were presented with a summary of customer feedback, and the results of an unannounced Quest inspection which had taken place in August. Negative feedback from customers had included comments regarding the cleanliness of the wet side changing areas, the lack of family changing space and lockers, the limited number of toilets in the wet area, and comments that the gym kit needed updating. The results of the Quest inspection had ranged from good to excellent, with the presenters noting this had taken place after some of the improvement works had been completed.

Having detailed the challenges faced at the West Lindsey Leisure Centre and how those had been, or continued to be, addressed, the presenters moved on to explain some of the local community involvement initiatives taking place across both sites. These included Menopause Wow Fitness Sessions; more opportunities for Junior Fitness & Health sessions; a successful Pain Management programme; the Kids Dynamo Cricket Summer Programme; and Stretch & Mobility sessions which took place at Saxilby. A questionnaire had been completed with the participants of the Stretch and Mobility sessions, demonstrating the positive impact of the initiative, with 93% reporting that it had helped with confidence, concentration, and focus, and 100% of individuals saying it had made active daily living tasks easier.

The Committee was also provided a summary of programmes taking place throughout 2024. These included partnership working with MacMillan, the Co-op Community Trust, One You Lincolnshire, and mental health services. There was also a programme to work with care home staff, with the aim for them to be able to undertake healthy moving sessions with care home residents. This had been developed as it had proved challenging at times for external visitors to attend care homes, particularly with the likelihood of short-notice 'lockdowns' at care homes when there were outbreaks of, for example covid or norovirus. The hope was that by working with the care home staff, who would be present at the homes even in times of 'lockdowns', any healthy moving sessions would be able to continue without the need for an external provider.

The presentation was concluded, with questions invited from the Committee. The Chairman and Members expressed their thanks for a thorough and honest appraisal of the recent challenges and how those had been addressed.

Members raised questions regarding the inclusion of the wider community at some of the sessions, with suggestions that the marketing approach needed to be reconsidered. It was felt that, unless an individual was actively looking, the advertising of sessions was not sufficiently visible or accessible. It was explained that some sessions were organised by the

groups themselves, meaning Everyone Active was not involved in the promotion of those sessions, however the comments had been noted and opportunities for wider marketing and advertising would be considered.

In relation to customer feedback, it was explained that customers were requested to provide the date, time, and location of their experience, meaning trends could be identified and steps taken to resolve any repeated issues. For example, increasing the cleaning regime during peak hours.

Members enquired as to the difficulties experienced with recruitment, with the Chairman enquiring whether they had links with local colleges and the university. It was confirmed that Everyone Active did work with local education providers, and they would often have students involved where possible, however that did not always translate into active employment. Retention of staff could be as challenging as the initial recruitment. It was confirmed, however, that those links did continue to be explored.

It was also confirmed that where classes were proving particularly popular, for example the healthy ageing programme, options for increasing the capacity of those sessions, or running them more frequently, were always under review. The importance of working with 'local ambassadors' in the communities was highlighted, with that being seen as the key for future sustainability.

With thanks again from Committee Members, the Chairman reiterated the benefit of Everyone Active attendance at the Committee, and warmly extended an invitation for their return.

## **14 FORWARD PLAN**

With no comments, questions or requirement for a vote, the Forward Plan was **DULY NOTED**.

## **15 COMMITTEE WORKPLAN**

The Committee heard that, with several items yet to be confirmed, the work plan was presented in draft format. With no comments or discussion, the indicative work plan was **DULY NOTED**.

## **16 EXCLUSION OF PUBLIC AND PRESS**

**RESOLVED** that under Section 100 (A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 1 of Part 1 of Schedule 12A of the Act.

**Note:** The meeting entered closed session at 7.25pm

## **17 PREPARATION FOR PRESENTATION FROM LINCOLNSHIRE POLICE**

Members of the Committee discussed difficulties they experienced in their wards, predominantly relating to limited police resources. The lack of funding for the police was acknowledged, with Members highlighting the loss of PCSOs who had previously built relations in their communities and been a reassuring presence.

The connection between the police force and local enforcement officers was discussed, with Members recognising the Council had a role to play with aspects such as anti-social behaviour. It was also recognised that with limited resources available, the preventative effect of having visible police officers in the district was being eroded.

With no further comments or questions, the Committee was content to receive the planned update from Lincolnshire Police, requesting the opportunity to also discuss associated enforcement actions.

The meeting concluded at 7.38 pm.

Chairman