

Corporate Policy & Resources Committee Matters Arising Schedule

Purpose:

To consider progress on the matters arising from previous Corporate Policy & Resources Committee meetings.

Recommendation: That members note progress on the matters arising and request corrective action if necessary.

Meeting	Policy and Resources Committee
---------	--------------------------------

Status	Title	Action Required	Comments	Due Date	Allocated To
Black	Heritage Regeneration in the marketplace	The Chairman told Members of the CPR committee that there was a blue book on heritage regeneration of the marketplace. This was to be circulated to all Members	This was circulated by JW on 11 December 2019.	09/01/20	James Welbourn

Green

Leisure Centre Contract

Members at Corporate Policy and Resources committee on 7 November asked the following questions about the Leisure Centre in Gainsborough:

1 - how are the figures in the P and D report arrived at in terms of customer satisfaction?

2 - Is there any feedback on the 'mystery shopper' visit that took place recently?

3 - How is the contract managed in terms of maintaining the facility? Public concerns of late have included health and safety issues; in particular the lack of running water for two days.

Ellen King's response to the first part:

04/12/19 Anna Grieve

"Is the P&D element relating to the comments not reflecting complaints that members are receiving? If so, the customer satisfaction figure is derived from a survey completed by users of the leisure centre. I am reliant on this information being sent to me by Anna so I wouldn't be able to comment on how the survey is compiled, how often it is sent, what the questions are etc.

Any complaints would be dealt with by the Leisure Centre and as part of the contract monitoring meetings held with Anna. They wouldn't form part of Nat's complaints and, again, I would be reliant on feedback from Anna in terms of the commentary that is included in P&D.

The remedial action is for monthly monitoring meetings to be held between the Council and Leisure Centre to address issues of cleanliness. I would expect that this would lead to improvements by the end of quarter three if followed through. If this proves not to be the case and the action already being taken doesn't lead to improvements, then members can request additional remedial action via the next P&D round."

At committee on 4 December Members enquired whether it would be possible to get our own subset of data - they were informed that this was unlikely because of the way the contract was arranged.

Ian Knowles has a briefing note to read out at committee on 9 January. In terms of

question 2, there had been no 'mystery shopper' visit as Anna Grieve had made ad-hoc visits herself.

Meeting to be arranged between officers to formulate an action plan for the Leisure Centre.

Green

Energy Efficiency monies

Committee requested the below:

(2) Request that proposals be brought forward to Corporate Policy and Resources Committee to see if any monies from this scheme could be used for remedial works to properties; this would be subject to eligibility

This was related to the introduction of the maximum of £5000 penalty charge for energy efficiency

AG 9/12/19 : There is no provision within the guidance which stipulates that penalty income should be ring-fenced for this type of work. It is proposed that the regulations are reviewed after 12 months to look at the income level achieved to see if it is sufficient to develop a scheme such as this.

09/01/20 Sue Leversedge