

WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Overview and Scrutiny Committee held in the Council Chamber - The Guildhall on 14 April 2026 commencing at 6.30 pm.

Present:

Councillor Jeanette McGhee (Chairman)
Councillor Stephen Bunney
Councillor David Dobbie
Councillor Jacob Flear
Councillor Mrs Lesley Rollings
Councillor Peter Morris
Councillor Lynda Mullally
Councillor Maureen Palmer
Councillor Roger Pilgrim
Councillor Moira Westley

In Attendance:

Lisa Langdon Assistant Director People and Democratic (Monitoring Officer)
Cara Markham Commercial, Cultural and Leisure Development Manager
Ele Snow Senior Democratic and Civic Officer
Molly Spencer Democratic & Civic Officer
Martin Miles Regional Contract Manager – Everyone Active
Peter Smith Area Contract Manager – Everyone Active
Charlotte Clarke Activity and Wellbeing Manager – Everyone Active

Apologies:

Councillor Roger Patterson
Councillor Paul Howitt-Cowan
Councillor Mrs Mandy Snee

Membership:

Councillor Lesley Rollings was appointed substitute for Councillor Paul Howitt-Cowan
Councillor Moira Westley was appointed substitute for Councillor Mandy Snee

48 MEETING OPEN AND ADJOURNMENT

The Chairman opened the meeting and explained that a short adjournment would be necessary due to technical issues within the Council Chamber.

NOTE: The meeting was adjourned at 6:35pm and reopened at 6:45pm.

Upon reopening the meeting, the Chairman advised that, due to continuing technical issues within the Council Chamber which could not be resolved, a further short adjournment would be required to allow the meeting to relocate to an alternative room.

NOTE: The meeting was adjourned at 6:45pm and reopened at 6:55pm.

49 MINUTES OF THE PREVIOUS MEETING

With no comments or questions, it was

RESOLVED that the minutes of the Overview & Scrutiny Committee meeting held on Tuesday, 24 February 2026 be confirmed and signed as a correct record.

50 MEMBERS' DECLARATIONS OF INTEREST

There were no declarations of interest made.

51 MATTERS ARISING SCHEDULE

There were no matters arising to note.

52 PRESENTATION ITEM: EVERYONE ACTIVE

The Committee received a presentation from Peter Smith, Area Contract Manager, Martin Miles, Regional Contract Manager, and Charlotte Clarke, Activity and Wellbeing Manager all from Everyone Active. It was noted that it had been approximately eighteen months since Members of the Committee had last received an update.

It was reported that overall participation during 2025 to 2026 had decreased by 0.4%, largely due to the timing of the Easter period and changes to Christmas dates when compared with previous years. Attendance levels were otherwise reported as stable. Monitoring of attendance data for exercise classes was undertaken weekly. It was confirmed that detailed reports were available, although these were not presented in full due to their scale.

The Chairman expressed disappointment that specifically requested information relating to virtual and instructor led classes had not been provided. In response, it was explained that instructor led classes were scheduled predominantly at peak times, while virtual classes offered greater flexibility due to lower associated costs. The Committee was offered a follow up session at the leisure centres to review detailed data, including centre specific comparisons.

Swimming lessons were reported as performing positively. Cleaning arrangements were outlined, including investment in improved air flow systems and the appointment of dedicated external cleaners for wet areas. An improvement in customer feedback over the last eighteen months was noted. Maintenance arrangements were reported to have improved, supported by the use of local contractors and a clearer maintenance planning process. It was suggested that elements of the monthly report could be incorporated into the annual reporting provided to Members of the Committee.

Colleague resourcing was updated, with Market Rasen Leisure Centre now fully staffed following restructuring. West Lindsey Leisure Centre was reported as having a full management structure in place, with recruitment underway for a Gym Manager.

Contractual reporting arrangements were reiterated, and the business planning framework was outlined, including forward planning and organisational values, with wellbeing identified as a core priority.

A positive financial position for the previous financial year was reported, including increased income and continued commitment to the contract, which ran until 2033 with an option to extend. No immediate risks were identified from neighbouring contracts.

Website and digital issues were acknowledged, particularly in relation to junior memberships and application functionality. It was confirmed that these issues were not specific to West Lindsey and that recent updates had been implemented to address known problems.

Issues relating to long term and seasonal bookings were discussed. It was confirmed that seasonal bookings were prioritised, and an offer was made to meet affected users to address concerns.

Health and wellbeing programmes were outlined, including updated GP referral arrangements offering multiple pathways and structured support. Holiday Activities and Food provision was discussed, with concern raised regarding limited provision in Market Rasen. It was noted that further discussion with officers would be required.

The Chairman passed thanks for the presentation and opened the floor to Members of the Committee.

Members of the Committee discussed the implementation of the leisure and wellbeing approach across the district, with particular reference to participation by young people, access to services and the balance between health and sporting provision.

Concerns were raised regarding junior gym provision, including attendance patterns at Market Rasen Leisure Centre and the reasons for a lack of sessions on certain weekdays. Members also commented on the availability and promotion of discounted family offers during school holiday periods, noting difficulty in identifying where such offers had been advertised. It was suggested that promotional activity could be strengthened through Council communication channels, including newsletters, and that improved coordination with communications officers would be beneficial.

The Committee discussed the role of staff and customer experience, noting that while staffing was identified as a key organisational asset, service delivery and customer satisfaction were also regarded as fundamental. Members considered the recently launched

business and wellbeing plans and acknowledged that their impact would need to be reviewed over time.

Positive feedback was given in relation to swimming lessons, with Members noting strong occupancy levels, retention rates and a loyal customer base. It was suggested that greater use could be made of direct communication with regular users to promote entitlements and reward loyalty. Members also expressed interest in expanded charity and community fundraising activity and reiterated concerns regarding ongoing publicity challenges.

The availability and future expansion of apprenticeship opportunities were discussed. Members welcomed the current provision and supported careful expansion, while recognising the need to balance training capacity with operational requirements.

Members discussed the changing focus of leisure centres from traditional sports provision to a broader health and wellbeing offer. It was suggested that future reports could provide clearer information on which sports were currently being delivered at each centre and what support was being provided to sustain and grow both established and emerging clubs. The impact of national trends, funding changes and market competition was also considered.

Virtual and instructor led classes were debated in detail. Members expressed concern that virtual classes could limit access to in-person instruction, particularly for users with health needs who valued professional supervision and personal interaction. Issues of safety, confidence and loyalty to instructors were highlighted, alongside changing working patterns. Members requested clearer, class by class information to support future scrutiny.

Questions were raised regarding free memberships for eligible children and young people, including levels of uptake. Further discussion took place on the overall direction of leisure provision, with Members acknowledging benefits of a stronger health focus while also expressing concern about maintaining sufficient sporting opportunities within the district.

It was suggested that future consideration be given to separate reporting for West Lindsey Leisure Centre and Market Rasen Leisure Centre to reflect differing patterns of use and local needs. It was agreed that these matters would be more appropriately explored through the Leisure, Culture, Events and Tourism Committee, with further work to be progressed.

NOTE: Councillor Dobbie exited the meeting at 8.10pm and entered at 8.12pm.

53 DRAFT OVERVIEW & SCRUTINY ANNUAL REPORT 2025/26 AND REVIEW OF OPERATING METHODOLOGY

The Senior Democratic and Civic Officer introduced the report, advising that the Committee was asked to consider and comment on the content of the draft annual report and the review of Operating Methodology, with any comments on the latter to be fed into the Constitution Review.

Members considered the report and Operating Methodology. No objections were raised, and comments made during the discussion were noted for further consideration.

Upon being proposed, seconded and voted upon, it was

RESOLVED that

- a) the Committee's comments on the draft annual report and the Operating Methodology be noted, with comments on the Operating Methodology to be shared through the Constitution Review.
- b) the submission of the annual report to Annual Council be supported.
- c) comments made during the course of debate be further considered by the Monitoring Officer and the Chairman of the Committee prior to the finalised report being submitted to Annual Council in May 2026.

54 FORWARD PLAN

With no comments or questions the Forward Plan was **DULY NOTED**.

55 COMMITTEE WORKPLAN

The Democratic Services Officer advised that there were currently no further scheduled Committee meetings, as this was the final meeting of the Civic Year and the Committee cycle for the forthcoming year had not yet been confirmed.

A Member of the Committee commented they wished to see "Future for You" come back to present in the next Civic Year.

With no further comments or questions the Committee Workplan was **DULY NOTED**.

The meeting concluded at 8.15 pm.

Chairman