



CAMBOURNE PARISH COUNCIL

District of South Cambridgeshire

LEISURE & AMENITIES COMMITTEE

A meeting of this Committee was held at The Hub Community Centre, Cambourne on Tuesday 21st April 2015

Present:

Cllr Mrs R Poulton (Chairman)

Cllr T Hudson

Cllr Dr G Mehboob

Cllr J Patel

Cllr Dr S Smith

In attendance:

John Vickery Parish Clerk

Liz Pinchen Deputy Parish Clerk

Jessica Lydon Apprentice Office Administrator

4 members of the Public were in attendance for the meeting.

1. APOLOGIES

Apologies for absence were received from Cllr S Crocker, Cllr Mrs L Doidge and Cllr Mrs L Selway.

It was:

RESOLVED that the apologies for absence from Cllr S Crocker, Cllr Mrs L Doidge and Cllr Mrs L Selway be approved.

2. MINUTES

It was:

RESOLVED that the Minutes of the meetings held on Tuesday 17th February 2015 (M60) were a correct record and duly signed by the Chairman.

3. MEMBERS DECLARATION OF INTEREST OR REQUEST FOR DISPENSATION for items on the agenda.

Cllr J Patel declared a disclosable pecuniary interest in item 5 as he is Treasurer of the CYP.

Cllr Dr S Smith declared a personal non disclosable interest in item 6.2 as she has an allotment.

4. CHAIRMAN'S ANNOUNCEMENTS

- Thanks are extended to everyone that was involved in making the Skatepark Extension Opening Event a success.
- Congratulations are extended to the Cambourne Eagles U13 football team who have won their league without losing a match.

Signed

Date 23rd June 2015

- Unfortunately the joint youth football tournament that was to be held has been cancelled due to lack of support from teams outside Cambourne.

5. ENVIRONMENTAL HEALTH ISSUES

Chris Bradley and Martin Johnston Environmental Health Officers, South Cambs District Council were in attendance for this item.

The Chairman explained that Chris Bradley and Martin Johnston had been invited to discuss the issues of dog fouling in Cambourne as this is something that the Parish Council receives regular complaints about.

Chris Bradley reported that as Environmental Health Officers they do not receive many complaints about dog fouling in Cambourne and that the District Council no longer employs a dog warden. Enforcement action can only be taken if they receive a complaint and there is evidence, including a witness to support the claim.

Concern was raised that many of the offences are occurring early in the morning by cyclists taking their dogs with them and that there are particular issues on the footpath leading to Jeavons Wood School.

Cllr Dr G Mehboob joined the meeting at this point.

There is a format for providing the Environmental Health department with information on offences and it was requested that this information be sent to the Parish Office in order that it may be publicised. It was also requested that Chris Bradley write an article for the Cambourne Crier giving information on how to report offences.

SCDC will collect stray dogs but they can only prosecute for fouling offences if there is sufficient evidence and witnesses. A Public Space Protection Order could be put on the Sports Pitches but evidence would still be required before it can be enforced.

The Environmental Health team can arrange for heavily fouled areas to be cleaned. Some District Councils' in other areas have introduced a fixed penalty for walking a dog without carrying a plastic bag and some have introduced spray painting of dog mess with fluorescent paint which draws attention to the issue; these are being reviewed.

South Cambs District Council are the primary authority and will provide support to tackle the issues at no cost.

It was felt that is important to get the message out to the community that all dog related incidents need to be reported to SCDC.

Chris Bradley reported that as Environmental Health Officers they are not allowed to go out and carry out surveillance but there is nothing to stop members of the public from doing so.

The Environmental Health officers also deal with instances of fly tipping. Reports of fly tipping must be investigated within 24 hours however they may not be cleared within the same time frame as some will remain until there is enough to fill the lorry.

The Chairman thanked Chris Bradley and Martin Johnston for their attendance.

It was:

RESOLVED that the report be received.

Signed

Date 23rd June 2015

6. CYP

Cllr J Patel reported that the draft budget had been agreed but that there was a need to raise over £5,000 in grants and other fundraising. At present there are no funds available for summer outreach work. The possibility of freeing up some youth worker time to do some outreach work on the streets is being looked into. It was felt that ideas for fundraising that involved the children that attend the youth clubs should be looked into and that the CYP should be encouraged to independently fundraise. It was felt that the children should be given a specific target for fundraising. There are possibilities of holding a car boot sale at the Business Park and of having a fundraising stall at the Cambourne Community Fete.

A meeting is being held next month to specifically discuss the youth building.

It was:

RESOLVED that the report be received

7. REPORT ON FACILITIES

7.1 BURIAL GROUND

The final preparation works prior to the opening are being progressed. The documents are currently being vetted by the SLCC to ensure they are fit for purpose. As part of the upcoming Groundsman interviews, the on the job evaluation will involve setting out the Burial Ground.

It was:

RESOLVED that the report be received

7.2 ALLOTMENTS

The first round of inspections of the season has been carried out and some first stage warning letters sent out. The Apprentice Office Administrator has written a helpful schedule detailing the stages of the allotment inspection and warning process. This will be circulated with a future agenda.

The waiting list for Brace Dein has now been cleared. There are still plots available which are being allocated to new tenants. There is still a waiting list for plots at Crow Hill.

The Parish Clerk reported that he has written a letter to an abusive allotment holder warning that any repeat of the verbal abuse of Parish Council staff will result in the termination of the tenancy agreement.

It was:

RESOLVED that that the report be received.

7.3 PLAYGROUNDS, OPEN SPACES AND FOOTPATHS

The official opening of the Skatepark extension by the Rt. Hon Andrew Lansley and Ben Keppie was well attended and the BBQ enjoyed by around 100 youngsters.

Some remedial works to the play surface at Great Cambourne Play Area have been carried out following some vandalism.

A walk round of the playgrounds will be carried out in June by the Deputy Parish Clerk and a request will be circulated to Councillors to join the review. As there is a limited budget, due to the cost of the aerial runway, for this financial year

Signed

Date 23rd June 2015

the aim of the walk round is to identify small improvements that can be carried out.

It was:

RESOLVED that the report be received.

7.4 THE HUB

The Caretaker and Cleaner have requested that consideration be given to the purchase of a commercial steam cleaner to assist in maintaining the cleanliness of The Hub and other Parish Council buildings. A demonstration of the cleaner has been received. Quotes for the cost of the cleaner have been obtained. A quote is awaited for additional accessories needed to keep the tools used for the toilet areas separate.

It was:

RESOLVED that the report be received and that a steam cleaner be purchased at a cost of £555 plus vat and that the Chairman and Cllr T Hudson be delegated authority to approve purchase of the additional accessories.

7.5 CAMBOURNE SPORTS FACILITIES

Sports Centre

Shane Railley from Everyone Active had sent his apologies for being unable to attend.

A report from Shane had been circulated prior to the meeting (report attached)

Any questions on the report should be forwarded to the Parish Clerk for a response.

It was:

RESOLVED that the report be received.

7.6 BOWLS CLUB

The green baize has now been replaced and the season started on 20th April 2015. The Parish Council staff have been challenged to a 'roll up' by the Bowls Club and this will take place on Friday 1st May 2015. A newsletter update has been received from the Bowls Club (attached)

The Sports Centre have agree to hold a set of keys for the Bowls Green that can be obtained by members of the Bowls club wishing to play on presentation of their membership card.

It was:

RESOLVED that report be received.

7.7 SPORT IN CAMBOURNE

A request has recently been received for use of the pitches during the summer months for training when the pitches are normally closed for renovation works. It has been agreed that the area of the existing junior pitches can be used as these will not be in use in the autumn.

It was:

RESOLVED that the report be received

7.8 TRAILER PARK

The Trailer park is now only occupied by and let to Cambourne residents.

It was:

RESOLVED that the report be received.

8. OPENING OF THE UPPER CAMBOURNE LEAP EXTENSION

The Upper Cambourne Leap Extension is to be handed over to the Parish Council on Monday 18th May 2015. The Parish Council Grounds Staff will receive training from Timberplay on the maintenance of the equipment.

Prior to this a photoshoot is being held in conjunction with South Cambs District Council on Thursday 23rd April 2015. The photos will appear in the next issue of the South Cambs District Council magazine.

Following the success of the previous event another Meet the Residents event is being held on Monday 25th May 2015 to celebrate the opening of the LEAP extension.

It was:

RESOLVED that the report be received.

9. REPLACEMENT OF HAZEL TREE

The Chairman reported that Mr Howard Fall has raised concerns that any new sapling planted will be subject to vandalism and therefore he has withdrawn his request for a replacement tree to be planted.

It was:

RESOLVED that the report be received.

10. CORRESPONDENCE

Kay Jeray – Letter regarding special needs swings.

The Parish Clerk reported that there are not currently any swings in the Upper Cambourne Play Area. An alternative to the suggested special needs swing shown to the Committee that would match the existing crows nest type swings in other play areas. It was felt that this type of swing was not suitable for all disabled children and that any special needs swing should be equipped with a harness to increase safety. The cost of the swings needs to be investigated and the possibility of obtaining a grant to assist with the cost. The location of a swing also needs to be carefully considered and this will be discussed with Ben Hendry of Randall Thorp.

It was:

RESOLVED that the purchase of a special needs swing be agreed in principle subject to agreement of the costs and a suitable location.

11. DATE OF NEXT MEETING – 23rd June 2015

Overall Achievements:

- Health Club Award Winners Best Mid Market Club East of England Bronze Award
- East Region Cleaning Champions of The Year 2014
- SLM Group Cleaning Champions of The Year 2014
- 1350 Pr-paid Members (adult & child)
- 15k Corporate investment in energy efficiencies = reduced energy consumption and CO2 reduction = saving in utility costs
- Strong relationship with CPC / local clubs / local media
- Stable footfall avg 11,500 per month
- EA launch of modern website and App

SWOT Analysis

Strengths

- Social media proving to be the best way to communicate with the community, regular updates and posts/tweets each day currently 1074 facebook likes growth of 29% and 336 twitter followers.
- Archery added as a sports course for families and children with around 65% course retention
- Children's activities still seeing new participation with around 1100 avg per month
- Streamlined Group Exercise schedule offering 38 classes across 7 days with average occupancy of 72%
- Motivated passionate colleagues delivering our services, excellent feedback on colleague performance received from customers new colleague reward scheme to be launched in the coming months
- Stable Management structure which continues to offer consistency in management and service delivery
- CBO EA a top performing site within the region and receive acknowledgement and accolades regularly
- 96% internal H&S score achieved
- Successful Management of CPC pitches for a 2nd year
- Approved to continue to work with South Cambs for a third year to facilitate the Exercise referral scheme
- 2 new party types added which have now been scaled to launch across the EA brand
- Successful first year operation of Activity Camp providing an affordable day care provision to working families

- Continuation of community support activities and part of the steering group to deliver the Cambourne Community Fete
- No H & S insurance claims
- New Air Con unit installed to resolve on going issues census of customer opinion has been positive
- Defects now resolved and facility signed off as fit for purpose

Weaknesses

- Activity Storage space still an issue and causing operational issues on a daily basis need store expansion
- Hire requests not able to be accommodated to lack of space and time due to other activity hire
- Sometime large waiting lists for classes due to only having one studio available
- Recent departure of our daytime gym tot instructor which will effect child membership, PAYG income and participation
- Unsuccessful attempt to recruit an operations apprentice
- Recent departure of a group exercise instructor has caused customer dissatisfaction
- Lack of qualified coaches, instructors available to support the activity schedule and its growth
- Current Vacancies for FOH positions
- Good, reliable colleagues leaving to go to university

Opportunities

- EA board agreed 15K investment in Virtual Group exercise classes making us the fourth EA to have this new technology. This will ensure greater consistency of schedule and offer other classes at other times which would not have been viable for an instructor lead class
Installation date May half term.
- Explore working with South Cambs energise programme to support local health agenda item
- Swimming Pool development lead by CPC
- Re-open of previous postponed Post Office application. New post office rep has visited site and a new scoping exercise established for May.
- Working towards achieving Quest Oct/Nov
- Working with local schools to launch after school EA fundamentals programme
- Looking at further utility consumption saving activities
- To achieve EA gold standards across all areas
- To achieve Ofsted registration
- Offering schools access to available hall time for 'dead' times

- Develop new U5 activity to fill void left by gym tots
- Review all activities spend on new equipment to keep activities fresh and engaging
- Possible new housing plans will bring new residents and present new business opportunities

Threats

- New housing plans are rejected
- Current community static not transitional so local new interest or leads not as forthcoming
- Localised day camp provisions effecting heads on scheme and viability
- Belfry/One leisure reducing membership fees to attract new business
- Current Management colleagues ready to progress to the next level of management
-

Other Attached Documents

- EA Regional Business Plan
- EA CBO Site Business Plan

Cambourne Fitness & Sports Centre

Site Business Plan 2015-16



PLAN together, WORK together, SUCCEED together, CELEBRATE together

Site Plan	<ul style="list-style-type: none"> • 1% over achievement on planned income • 1% reduction on planned expenditure • Achieve EA gold standards in all areas • 95%+ Mystery Shopper Reports • 100% use of T & A for all areas • Less than 60+ colleague costs vs turnover • Develop site resource progression/succession plan • PDP for all colleagues reviewed 6 monthly • 2 verbal customer comments recorded per colleague per shift • Successfully complete NVQ for job role (all eligible colleagues)
Fitness	<ul style="list-style-type: none"> • Total attrition below 6.1% • Cancellation/leavers to be 5% below planned budget • PIF's renewals above 60+ • 100 % new/re-joiners booked / 80% attend • 80% to book a PGS / 80% to book a review • 80% EAO training plan activation • 80% TRP quantity / 75% effectiveness • GEX avg occupancy 75% / Virtual 40% • CPH below £1.42 / with virtual below £1.00 • 30% members to engage with GEX • Virtual Group Exercise launch
Activity & Funding	<ul style="list-style-type: none"> • Increase parties held by 5% • Launch 1 new party package • Increase sports school & under 5's participation by 5% • Increase holiday PAYG participation by 3% • 5% growth in Kids Active membership • Avg 19 heads per day in EAAC • EAAC colleague costs vs turnover below 50% • Achieve OFSTED registration • Achieve £5K funding
Front of House	<ul style="list-style-type: none"> • 1 EA card allocated per colleague hour worked • Non-member transactions 0% • 1 customer altered per 2 hours worked • 100% child linked to adult • Lower than 3% lost calls • 100% customer service training for all FOH colleague
Sales	<ul style="list-style-type: none"> • 2.77 sales per day • Sales yield above cancellation yield month on month • 1 customer added per colleague worked (MC hours) • 85% E-mail and mobile capture • Colleague productivity targets achieved • 10% growth in POS revenue • 20% admin starter pack conversions

Cambourne Fitness & Sports Centre

Site Business Plan 2015-16



PLAN together, WORK together, SUCCEED together, CELEBRATE together

Health, Safety & Service	<ul style="list-style-type: none"> • H&S monitoring score 96% • KPI's submitted by 10th of the month • No successful insurance claims • Minimum 60 completed surveys through viewpoint per month • Quest Plus to be achieved
Environmental, Energy & Maintenance	<ul style="list-style-type: none"> • 5% reduction in electricity consumption • 2% reduction in gas consumption • 2% reduction in water consumption • Environmental management board updated monthly • 100% use of Carbon Credentials • All PPM / Work Requests / H&S inspections to be added to WAM • 1 Energy saving capex project with ROI • Achieve BSI4001 / 18001 • Reduce carbon footprint with evidence
Retail / Vending	<ul style="list-style-type: none"> • All products to be scanned • 0% non-member transactions • Retail GP 50% + • Retail shortages below 1% • Vending GP 45%+ • 10% growth in sports/blu retail income
Marketing	<ul style="list-style-type: none"> • 2 published PR stories per month • 100% source capture • 85% email & mobile capture • 2 site posts/tweets per day • 2 community engagement / outreach activities per month
Health	<ul style="list-style-type: none"> • Create a community Health Improvement Plan • 50% conversion from GP referral programme • Work with at least 2 community health partners • Facilitate at least 2 adult/child health improvement programmes • Reduce number of inactive members on the database
ICT	<ul style="list-style-type: none"> • Public WI-FI to be available • Launch Virtual exercise classes • Compliance to the EA digital/technology schedule • Suggest at least 1 technological innovation per month to improve facility efficiencies • All faults logged via Helpdesk

MORE 4 LESS

2015/2016

Mission To get everyone doing 30 minutes of activity 5 days a week, two of which are in our centres and online.



SUCCESS WILL MEAN DELIVERING THE BUSINESS PLAN AND CREATING HIGH PERFORMANCE TEAMS

Inspirational Goals identity, drive purpose
Superior Team Cohesion task and social
Effective Job Functioning clarity, acceptance, perform
Mutual Trust and Belief me, team mates, the team
Individual Commitment to Excellence detail, focus, initiative, critical moments

30 mins activity
5
 days a week



everyone
ACTIVE
 Feel better for it

Cambourne Bowls Club

Newsletter March 2015

We intend to open the season on Monday 20th April with the first of our twice weekly sessions, Mondays and Thursdays from 6pm.

We intend to arrange some friendlies against local clubs throughout the season. Your committee decided against putting a team in one of the local leagues for 2015 because we just could not guarantee putting out a team of twelve on a regular weekly basis.

For those who want to play in a league or in internal club competitions the Papworth Bowls Club would make you most welcome. I can put you in touch with the Papworth secretary but you must register with them before the end of April. A few of us played for Papworth towards the end of 2014, they are a very friendly club (but please come back to us when we establish a league team!)

As I write, the repairs to the green surround have still not been completed but we are assured these will be done before 20th April. We have requested that lane markers be placed along all four sides of the green so that we can switch directions on a regular basis.

Club Membership

The twice weekly sessions on Mondays and Thursday serve a purpose but are not convenient for everyone. We also note that green is hardly used at other times. Our intention is to introduce a club membership at an annual cost of £15.00. For this you will be issued with a membership card and when presented to the office in the Sports Centre you will be issued with the set of three keys (green, pavilion and equipment box). The office at Sport Centre is always attended. This means that for this small charge you can play whenever you like except when the grass is being cut (probably Monday and Thursday mornings). Please remember to return the keys when finished. We hope this venture will be well supported. I will collect membership and issue cards as the season progresses. To support this, with your agreement I would like to circulate contact details of all our members ie 'phone number and/or E mail so members can contact each other to arrange games.

Finally we plan to have a friendly 'roll-up' against the Parish Council Office and ground staff at 4pm on either 1st or 8th May, date to be confirmed. Please let me know if you are interested in this so that I can have a rough idea of numbers.

Robin 18/03/2015