

**(10) REVIEW OF LEISURE AND MUSEUM SERVICE**

1. Set out below are the key points that arose out of the second O&S presentation (March 2017), with the 'progress to date' as supplied by Martin Holland (Joint Leisure Services Manager) and Jamie Nesbit (Contract Manager, SLM):-

- **Gym Investment - impact of usage:** Investment aids customer retention as much as new sales. Where we complete a like-for-like replacement of equipment, as in this case, you tend not to see a major increase in usage. Where you increase capacity - gym extension etc. - our experience, and that of SLM, is you see an increase in usage. The industry standard rolling programme of the gym equipment replacement is more about ensuring the equipment remains serviceable and therefore available for use, as opposed to down-time for repairs. Usage statistics can be provided if that is of interest to the Committee.
- **Car Parking Issues:** Information and customer feedback regarding the car park was passed on to Cllr Forde so it could be fed into the project group for consideration and discussion - although this has not yet been considered in any detail. There continues to be an issue, although proposals for decking the Waterloo (although some way off) should have a positive impact.
- **Active Lifestyles GP Referrals - Fairford and Tetbury:** The potential to include both of these sites within the scheme was discussed with the schools, who were keen to be involved. Martin Holland has been investigating the practicalities of this with the team from SLM who manage the programme. Tetbury are now well on the way to operating a scheme, and they are currently getting a member of staff qualified which will enable local health professionals to refer directly. As the availability of a qualified on-site staff member is pivotal to the operation of a referral scheme, we will support Fairford to achieve this in longer term.
- **Accessible Facilities - Publicity & Promotion:** The access improvements at Cirencester Leisure Centre are part complete, but when fully complete this will mean a wider range of people with disabilities can be catered for. This, along with promotion of the facilities available at other sites, will then be the focus of a publicity campaign to inform residents what is available. The final element within this project is the installation of the pool-side hoist, which has required the fabrication of a bespoke socket for core drilling into the pool side. This part is now available and we are co-ordinating with SLM to programme the works overnight. Once complete, we can coordinate publicity with Bob McNally (Press & Media Liaison Officer).
- **Include Spend per Head within SLM reports:** For the purpose of contract monitoring, spend per head is now included within SLM's reports.

2. Members are asked to advise if there is anything further that they feel is required at this stage; or whether they are generally content for this matter to be closed at the September meeting subject to a progress update in, say, a year's time and then Committee involvement in the subsequent formal contract review in advance of the potential break clause at year 7.

(END)