

Leisure Services

Healthy Living and Social Care Scrutiny
Committee Presentation

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Parks and Ground Maintenance

Strengths

- 7 Green Flag feature Parks
- Wide range of functions- grass cutting, tree management, fine turf, sports pitches, playgrounds, feature parks, allotments, public open space, Jenner Park etc.
- Highly trained, experienced, flexible workforce.
- Provide services for other departments (Education, Housing, Social Services, Planning etc.)
- Efficiency savings quickly implemented / adaptable to change
- Customer focused approach (User forums, 8 green flag community awards, liaison with leagues, allotment committees etc.)

Future Issues

- Reshaping of services
- Ageing workforce
- Apprentices
- Community Asset Transfers
- Fees and Charges / Subsidy required for some facilities
- Capital investment

Leisure Centres

Strengths

- 10 year contract providing certainty on price and service delivery quality
- Most cost effective provision in wales (Wales Audit Office report 2015)
- Modern attractive Leisure facilities (Gym offer is particularly strong)
- Strong customer loyalty
- Home to several key sports clubs

Future Issues

- Changing facilities at main sites
- Contract extension, variations, new facilities (Colcot pitches)
- Contract monitoring
- Customer usage data
- Future investment / new build
- Re-tendering???

Sport and Play

Strengths

- Highly motivated, experienced workforce
- History of successful partnership working
- High ranking for both Children and Adult participation (Sport Wales Surveys)
- Thrive in an environment of constant change and challenges
- Highly valued service by customers

Future Issues

- Dependence of external funding
- Sport Wales Community Sport review
- Future of Play services
- Cross Authority working

Exercise Referral

Strengths

- Highly valued service
- Significant number of referrals
- Highly trained staff across the Vale
- Strong links with most GP practises
- Social as well as health and wellbeing benefits
- Wider range of customer attracted to the Leisure Centres

Future Issues

- Short term grant funding
- Possible loss of staff

Community Centres

Strengths

- 22 Centres operating across the Vale of Glamorgan
- Very dedicated volunteers
- Wide variety of activities / groups using the centres
- Also available for one off bookings
- Highly valued by local residents
- Efficient operating model empowering local communities to operate their own facilities
- All are used as polling stations

Future Issues

- Recruitment of Volunteers
- Maintenance of Buildings

What our customers say.....

Now that the boys are back to school I felt I had to write to you in praise of the Summer Playscheme you hosted at Ysgol Y Deri.

As you know both my sons have a diagnosis of ASD and in the case of my eldest, this diagnosis feels fairly recent. Since they both have a diagnosis I am learning all manner of ways to more effectively communicate with my children, and because of this, feel that at last, we are all understanding each other a bit better. As their mum, its a wonderful feeling!
- Mrs Constantinou – September 2016

.I wanted again to thank you and your team for all your help and assistance - particularly Rachael and Jessica. Without yours and their help, I wouldn't of even got this far – Mr Treadwell – August 2016

Customer was very impressed with the wild flowers we have in our parks throughout the Vale. - Mr Bryn Gough, July 2016.

Hello, I would just like to say how well your Council team carries out the grass cutting in our area. They cut the grassed areas last week and did a very good job. It makes the place look really nice. They deserve some praise. - Mr Michael Lister, July 2016.

Council workers down the Knap skate park were very helpful in dealing with antisocial behaviour directed at children in the skate park by adults trying to use it. – Anon, July 2016.

Customer rang to say thank you very much to Steve Sloman for sorting the issue regarding trees. Customer was very pleased. - Mr Glyn Rixon, September 2016.

Please thank the grass cutting team for doing a fantastic job in and around Llantwit Major, particularly on the grass fields at the bottom of Percy Smith Road and Gaskell Close, which enables the children to play safely and the dog walkers to easily pick up after their dogs. – Linda Killick, - June, 2016.

Customer would like to thank whoever cut grass verge in front of property, they moved 10 of his garden bags so it could be cut. - Barri Payne, August 2016.

We had an event at Pencoedtre Park on Saturday with Parkside Church. I want to mention the park attendant Nathan, who was superb the whole time we were there. He was friendly, helpful and professional at all times. He engaged with all the helpers as well as the public and was diligent with his work throughout the day. He was a real asset to the council and showed us what is great about our town. Please pass on our gratitude. – Mrs Sara Jones August 2016.

The wild flower beds (which I have been growing in a North facing garden at home for longer than you have) are epic! – Mr Giles Gray, May 2016.

Can you please pass on a Big Thank You to your employee that was emptying the bins in the park today (Sunday). We notified him when he was working at the Pencoedtre Park Barry that lots of bottles had been smashed all over the paths, Splash Park and kiddies play park. He did an amazing job clearing it up, picking a lot of it up by hand as there were so many shards everywhere. I noticed the park was full of kids enjoying the facilities today due to the really nice weather and this was only made possible due to his determination and hard work. - Catherine Walker, May 2016.

After you left the kids were buzzing and told lots of those who arrived for club later how much they'd enjoyed themselves. Some very positive feedback from some parents later on too – Conway Hawkins, July 2016