

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

ENVIRONMENT AND COMMUNITY PANEL

**Minutes from the Meeting of the Environment and Community Panel held on
Wednesday, 24th May, 2017 at 6.00 pm in the Education Room, Town Hall,
Saturday Market Place, King's Lynn**

PRESENT: Councillor C Sampson (Chairman)
Councillors Miss L Bambridge, R Bird (substitute for J Moriarty), A Bubb,
Mrs S Collop, T Smith, Mrs J Westrop, D Whitby and Mrs M Wilkinson

Portfolio Holders

Councillor I Devereux - Portfolio Holder for Environment
Councillor B Long - Leader of the Council
Councillor Mrs K Mellish – Portfolio Holder for Human Resources,
Facilities and Shared Services

Officers:

Emma Boore – Careline Community Service Manager
Barry Brandford – Waste and Recycling Manager
Honor Howell – Assistant Director
Karen Robson – Lily Co-ordinator

By Invitation:

Tommy Goode – Director of Business Development – Alive Leisure
Nina McKenna – Director of Culture and Communication – Alive
Leisure
Simon McKenna – Chief Executive – Alive Leisure

EC1: **APPOINTMENT OF CHAIRMAN FOR 2017-2018**

RESOLVED: Councillor Colin Sampson was appointed Chairman of the Panel for the Municipal Year.

EC2: **APPOINTMENT OF VICE CHAIRMAN FOR 2017-2018**

RESOLVED: Councillor Lesley Bambridge was appointed Vice Chairman of the Panel for the Municipal Year.

EC3: **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Hipperson, Moriarty and Nockolds.

EC4: **MINUTES**

RESOLVED: The Minutes from the previous meeting were agreed as a correct record and signed by the Chairman.

EC5: **DECLARATIONS OF INTEREST**

The Vice Chairman, Councillor Bambridge declared an interest in EC11: Lily Update as she was a Trustee of West Norfolk Carers, which was linked with Lily.

EC6: **URGENT BUSINESS**

There was none.

EC7: **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

Councillor Pope – all agenda items.

EC8: **CHAIRMAN'S CORRESPONDENCE**

There was none.

EC9: **SUSTAINABILITY TRANSFORMATION PLAN**

The Chairman reminded the Panel that this item had been withdrawn from the Agenda during the Parliamentary Election Purdah period. Representatives from the CCG would be invited to a future meeting of the Panel.

EC10: **ALIVE LEISURE UPDATE**

Simon McKenna – Chief Executive, Nina McKenna – Director of Culture and Communication and Tommy Goode – Director of Business Development from Alive Leisure were present at the meeting and provided the Panel with a presentation, as attached.

The Panel were reminded that as part of the Service Level Agreement, Alive Leisure were required to provide updates to the Environment and Community Panel. Simon McKenna provided information on key performance indicators, as included in the presentation and explained that they were still in draft at the moment as budgets had not yet been finalised. He felt that Alive Leisure was in a healthy position and had met a lot of its targets.

The Panel was informed that last year was the 25th Anniversary of the opening of Lynnsport. An event was held to mark the occasion and a DVD of the opening was shown.

Simon McKenna explained to the Panel that the new road had been completed and he felt that it was well used and, along with the increase in car parking, had made a positive difference to people using Lynnsport. He also explained that as part of the works there were four new floodlit tennis courts and the additional facilities had benefitted the centre.

The Skate Park was due to reopen shortly and had been rebranded. Simon McKenna reminded those present that previously the Skate Park had issues with condensation and had to close periodically. A grant had been awarded to improve the environment within the skate park by installing a new roof and insulation. Work to the inside included creation of a first floor which could be used as café and spectator space. There was also room to hold workshops and classes.

Nina McKenna provided an overview of activities at the Corn Exchange. She explained that recently the Corn Exchange had held its first week long play, the Mousetrap, which had proved popular. There had also been lots of sold out performances. The Pantomime had also been the most financially beneficial Pantomime at the Corn Exchange so far with over 20,000 tickets sold. Relaxed Autism friendly and signed performances were also held and had proved popular. The 2017 Pantomime would be Jack and the Beanstalk and sales were currently tracking ahead of Cinderella.

Alive Leisure were working with partners on Arts Development and were offering outreach work. Alive Leisure was currently in the process of establishing a two year development plan.

The Panel was provided with information on School Summer Holiday activities which were subsidised. This meant that the majority of activities could be offered for £1. Alive Leisure also held two open days during the year, which were well attended.

Tommy Goode provided an overview of the fitness campaign which was currently running. He explained that staff and customers had been used in the adverts and he felt that it had been well received. Alive Leisure also now offered Personal Training.

The Panel was informed that Alive Leisure was in the process of introducing a new computer management system which would allow users to book online. It would also improve the background functions and enable reports and analysis to be run.

Tommy Goode reminded those present that the Tennis Courts had opened in June 2016 and various activities had been offered to promote the facility.

The Panel was informed that work was ongoing to improve fitness income. A review of fitness would be presented to the Alive Leisure Board for consideration before being discussed with Alive

Management. Tommy Goode also provided the Panel with an overview of Sports Development including GEAR and Adaptive Sports Days.

The Chairman thanked the representatives from Alive Leisure for their presentation and invited questions and comments from the Panel, as summarised below.

In response to a question from Councillor Bubb, Nina McKenna explained that the Corn Exchange Cafe opened from 10am to 3pm. It was not financially viable to extend these opening hours and the busy period was from 11.30am to 2pm. She also explained that work was ongoing to promote the disabled swimming sessions.

In response to a further question from Councillor Bubb, Simon McKenna explained that customers had been interested in the work ongoing around Lynnsport and positive feedback had been received on the increase in Car Parking and the new Road.

Councillor Mrs Collop raised concerns that some aerobic classes had been cancelled because of exams at the College and she felt that people who paid monthly for classes should receive some sort of compensation. Tommy Goode explained that the users had met with the Fitness Manager to express their concerns and alternative options would be looked at for the future.

Councillor Bird referred to the facilities available in Hunstanton and Simon McKenna explained that some of the facilities were not in Alive Leisure's control. He explained that the future of the Oasis was being looked at and would be discussed with Alive Leisure and Alive Management.

RESOLVED: The update was noted.

EC11: **LILY UPDATE**

The Careline Community Service Manager and Lily Co-ordinator were present at the meeting. An update report on the progress of the Ask Lily project had been included in the Agenda.

The Chairman thanked officers for their report and invited questions and comments from the Panel as summarised below.

In response to a question from the Vice Chairman, Councillor Bambridge, it was explained that the additional entries on the directory had focussed on social activity. Work was ongoing to ensure that the entries in the directory were up to date and contact details were being checked. Ask LILY also included a 'what's on' calendar which included community events.

Councillor Bird commended the work of the team and thanked them for the work they carried out in Hunstanton with the Dementia Group. Other Members of the Panel commented that they often had constituents mention LILY and how it acted as a lifeline for many.

Councillor Mrs Westrop asked for clarification on LILY and the Social Prescription Pilot and it was explained that meetings with the CCG and Community Action Norfolk would be held to look at potential options. The Panel was also informed that funding, after the next financial year, was unconfirmed, but work was ongoing to investigate funding sources.

RESOLVED: (i) The Panel thanked all those involved in the Ask LILY Project.

(ii) The update was noted.

EC12: **FOOD WASTE BIN LINERS**

The Waste and Recycling Manager presented a report which provided information on proposed changes in the way in which residents could present food waste for collection due to technical changes in the processing of collected food waste.

He explained that the previous composting facility would be closing and in the future food waste would be sent to an anaerobic digester, which had a de-packaging plant. This meant that food waste could be presented in a bag or container. This meant that the caddy liners would no longer be required.

The Waste and Recycling Manager asked for the Panel's comments on the proposed changes which would contribute towards the Cabinet Members Delegated Decision report. He asked if the Panel supported promotion of the arrangements to members of the Public.

The Chairman thanked the Waste and Recycling Manager for his report and invited questions and comments from the Panel, as summarised below.

The Vice Chairman, Councillor Bambridge asked if the waste collectors encountered any health issues when dealing with food waste. The Waste and Recycling Manager explained that scientific tests and studies had been carried out and there was little to no risk to public health for the user or collector. He explained that the outside food caddies had lid locks which should be used and it was important not to let children or pets have access to the bins.

Councillor Smith felt that it would be a positive move if users no longer had to purchase specific bags for the food waste bin and he asked if additional bins were available, should residents not have one. The

Waste and Recycling Manager explained that additional bins would be made available.

Councillor Whitby asked what would happen to the plastic bags which would be collected with food waste. The Waste and Recycling Manager explained that they were recovered and recycled into oil. He explained that for 6000 tonnes of food waste approximately 59 tonnes of plastic would be required.

The Panel, discussed, and agreed that food waste should not be accepted if it was left loose in the food caddy and it should be wrapped. Options for wrapping the food waste could include plastic bags, left over packaging or newspaper.

The Panel discussed the proposed changes to arrangements and all agreed that it would be good to provide users with more options for recycling food waste and not having to purchase specific caddy liners.

RESOLVED: (i) The Panel supported the change of arrangements.
(ii) The Panel agreed that loose food in the bin should not be accepted.
(iii) The Panel supported promotion of the new arrangements as appropriate.

EC13: **APPOINTMENTS TO OUTSIDE BODIES**

The Chairman invited the Panel to nominate representatives to participate in the outside bodies and partnerships which fell within the Panel's remit. The nominations would be presented to Full Council on 15th June 2017 for approval.

The Panel was informed that Cabinet, at its meeting on 23rd May 2017, had delegated nomination of a representative to King's Lynn Football Club Board to the Panel.

RESOLVED: That the following nominations be presented to the Full Council meeting on 15th June 2017:

1. College/Council Liaison Board – Councillor Smith
2. Area Museums Committee – Councillors Smith, Wright and Bubb
3. NCC Norfolk Countywide Community Safety Partnership Scrutiny Sub Panel – Councillor Westrop and vacancy (substitute)
4. Norfolk Health and Overview Scrutiny Committee – Councillor Fraser and Smith (substitute)
5. West Norfolk Community Transport Project - Councillor Fraser

6. West Norfolk Disability Forum – Councillors Bubb, Fraser, A Tyler, Squire and Horsbrugh.

7. King's Lynn Town Football Club Board – Councillor Westrop.

EC14: **WORK PROGRAMME**

Members of the Panel were reminded that an eform was available on the Intranet which could be completed and submitted if Members had items which they would like to be considered for addition to the Work Programme.

In response to a question, the Chairman, Councillor Sampson agreed to liaise with the new Harbourmaster and ABP regarding a potential update on the port.

Councillor Westrop requested that the Budget be added to the Work Programme

RESOLVED: The Panel's Work Programme was noted.

EC15: **DATE OF THE NEXT MEETING**

The next meeting of the Environment and Community Panel would be held on **Tuesday 4th July 2017 at 6.00pm** In the Education Room, Town Hall, Saturday Market Place, King's Lynn.

The meeting closed at 7.46 pm



Simon McKenna - Chief Executive

Nina McKenna - Director of Culture and Communication

Tommy Goode - Director of Business Development



Key Performance Indicators (2016/17)

No.	KPI	Draft position Period 12	Final Target	Comment
1	Subsidy (per user - all costs)	£0.75	£0.91	Good budget position and increased attendance
2	Income v target	£5,433,000	£5,223,000	Corn Exchange had a good year
3	Attendance (all facilities)	1,455,105	1,437,349	Corn Exchange had a very good year
4	Net Promoter Score	39%	46%	To be fully evaluated
5	Health and Safety	86%	75%	Performance is top quartile
6	Utility costs		£546,910	This KPI is no longer used
7	Event numbers	7,533	6,450	GEAR and Open Days well attended
8	Corn Exchange seats sold	64%	63%	Good autumn performance
9	Corn Exchange promoted shows	132	130	
10	Contribution per performance (surplus)	£2,648	£2,150	Good autumn performance



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Facilities

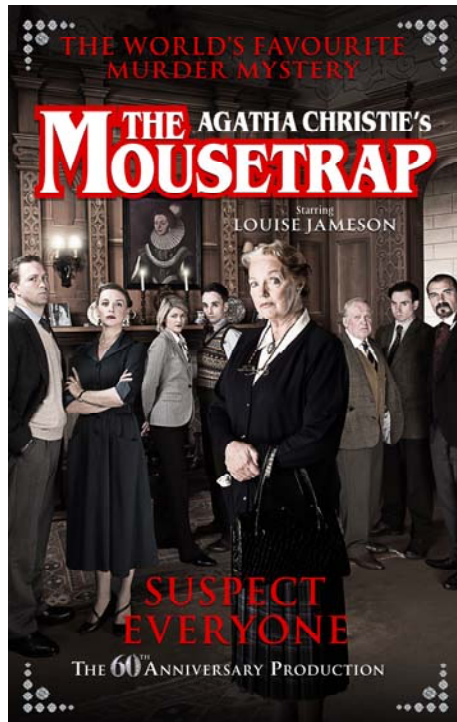


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Corn Exchange Season Highlights

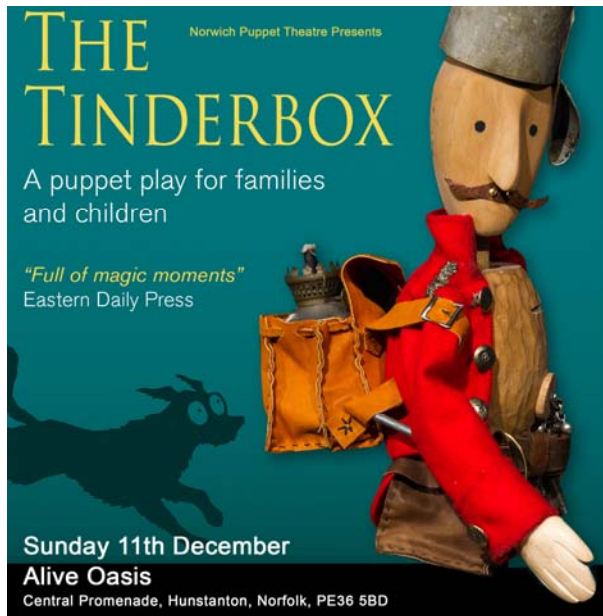




Live
leisure



Arts Development



Partnership working

Borough Council of
**King's Lynn &
West Norfolk**



Working in partnership with communities
to make exciting events happen





Open Days



Leisure

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Sunday 2 October 10am-2pm

No need to book, just turn up for a fun packed day of sporting fun.
Swimming Pool Parties • Roller Discos • FunCastle • Tennis • Climbing
Classes Taster sessions • Meet Bumble • Face Painting • Treasure Hunts
Competitions and much more!

Plus - Every visitor will be entered into a prize draw to win a year's free membership

www.aliveleisure.co.uk

Alive llynsport *Alive* downham leisure *Alive* oasis *Alive* st james pool





Join the A.L Team

“I would encourage anyone to give it a go”

“The staff are brilliant”

“Everyone is really friendly”

“I’m living life to the fullest”





CLUB MANAGEMENT SYSTEMS

- Live from April 2017
- Improved management reporting – Business Intelligence
- Online services due for Sept 2017 – bookings, join online
- CRM
- Sales and Prospecting
- Customer Communications
- Improved benchmarking
- SROI
- Activity Analysis



Live tennis

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Live leisure

Holiday Activities





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Coming soon...

A.L TEAM LIVE 2!

Sunday 22 Jan 2017 at Alive Corn Exchange

Limited places - booking essential (see reverse for details)
 Tickets available from the Corn Exchange Box Office
 on 01553 764864



Sports Development

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Alive
WITHOUT LIMITS

Tuesday 27 September 2016, 9.30am - 2.30pm
Alive Lynnsport, 18 years +

In partnership with Dow and the King's Lynn Rotary Club, Trinity Rotary Club of King's Lynn and Priory Rotary Club of King's Lynn, Alive Leisure would like to invite adults aged 18 and above with disabilities to attend a day of sport led by fully qualified and experienced coaches at Lynnsport.

FREE OF CHARGE

Rotary Club of King's Lynn
DOW
Alive Lynnsport
Alive sports development

18/09/2016





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Moving forward

- AL and AM Management Away Day
 - Efficiencies
 - Customer Service Culture
 - Quick Wins
 - Big Ideas
- AL Board Away Day
- Joint Board - 21st June
- 4 Year Business Plan

Thank you for listening

Any questions?

