

**Minutes of:** **PERFORMANCE OVERVIEW AND SCRUTINY COMMITTEE**

**Date of Meeting:** 19<sup>th</sup> March 2012

**PRESENT:** Councillor L McInnes (Chair)  
Councillors Aldred, Kenyon, Morris, Roberts,  
Robertson, Stansfield

**IN ATTENDANCE:** Mike Riley, Communities Manager  
Anita Hall, Service Assurance Manager  
Martin Kay, Rossendale Leisure Trust  
Nicola Ashworth, Help Direct  
Pat Couch, Scrutiny Support Officer

2 Members of the Public

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**1. APOLOGIES FOR ABSENCE**

Apologies for absence were received on behalf of Irene Divine (co-opted Member).

**2. MINUTES OF THE LAST MEETING**

**Resolved:**

That the minutes of the meeting held on 27th February 2012 be approved as a correct record and signed by the Chair.

**3. URGENT ITEMS**

There were no urgent items for discussion.

**4. DECLARATIONS OF INTEREST**

Councillor Aldred declared a personal interest as a member of the Leisure Trust Board and Capita Operational and Governance Boards.

Councillor Morris declared a personal interest as a member of the Leisure Trust Board.

**5. PUBLIC QUESTION TIME**

The Chair agreed to deviate from the Procedure for Public Speaking and allow members of the public to ask questions as the reports were discussed.

A member of the public asked why, when someone paid their Council Tax in full by credit card did they incur a surcharge of 1.8%. It was agreed to ask the Head of Finance to respond to the individual directly.

## 6. STAN UPDATE

The Service Assurance Manager and a representative from Help Direct gave an overview of the Services to a Neighbourhood (STAN).

In 2010 the Council was successful in receiving funding along with Pendle and Ribblesdale Borough Councils to provide the service, Rossendale sharing the costs with the two authorities. It is a 3 year project with a cost of £17k to the Council.

STAN goes to various venues around Rossendale given advice and help in relation to many different issues. Staff had seen an increase in the number of customers presenting for help in relation to help with/completion of various welfare benefit forms. The Citizen's Advice Bureau also refer customers to the STAN service as customers can be seen there and then without having to wait a number of weeks for an appointment.

STAN provides help and support in relation to a wide range of issues i.e. Council Tax enquiries, benefit claims, debt advice, LCC enquiries to name but a few. Staff work closely with partner organisations such as Lancashire Fire and Rescue, Police and Health professionals, in relation to various initiatives, such as trips and falls and sexual health advice.

Footfall is on the increase as residents become more aware of the service offered and STAN will be attending a number of weekend events over the summer months in order to promote the service.

Customer satisfaction is monitored continuously and since April 2011 to date, 211 Customer Satisfaction surveys have been returned. Of these the majority of customers are very satisfied with the services and this is reflected in the current 98.7% satisfaction rate. Of the 211 forms returned only 4 customers were dissatisfied.

A number of questions/comments were raised, which the officers responded as follows:

- Suggestion for using the Tesco car park at Haslingden- **it was confirmed that there was a problem with using bigger venues as the van cannot park near enough to the entrance due to disabled parking spaces and experience has shown that people will not visit STAN if parked further away from the entrance/exit**
- It was confirmed that the schedule for STAN is set six months in advance- it was agreed to email the schedule to members.

- How is success measured – **there is a follow-up service where people are rung back 2 weeks after they had been for advice/support. If nothing had happened they would follow this up for the customer. Customer Satisfaction Surveys, footfall figures and outcomes are also used to measure performance.**

**Resolved:**

That the Chair thanked Anita and Nicola for the briefing.

**8. LEISURE SERVICE PROGRESS UPDATE**

The Communities Manager presented an update on the performance and funding agreements relating to Rossendale Leisure Trust .

The General Manager of Rossendale Leisure Trust provided the following information, including the excellent news that the Leisure Trust had been awarded the Social Enterprise Mark for its work in improving society and protecting the environment.

The General Manager gave a brief outline of the current budget position for each of the Leisure Trust facilities.

Marl Pits Development – work was progressing with regular project meetings taking place. Contractors were engaging with local people, with benefits already being seen. Weekly meetings were also taking place with the duty manager for health and safety. The General Manager offered members the opportunity of walking around the site a little further into the project timeline.

Haslingden Swimming Pool – footfall has not altered much, although it dipped slightly in January/February. Work was continuing on the pool and the Leisure Trust in conjunction with the Council and friends of Haslingden swimming pool had painted the pool hall, changing area and reception. The Trust continues to work closely with the user group.

In relation to the Leader of the Council meeting representatives of Save the Haslingden Pool Group, the Chair confirmed that she would check with the Leader as to whether the meeting had taken place.

Membership at the sports hall had held strong and business was trading on a strong footing and the General Manager confirmed that if membership dips they do have mechanisms in place to try to find out the reasons. At the present time there were 1450 gym memberships.

A number of questions were raised which the General Manager responded.

A member of the public asked that the Trust be transparent in relation to cash injections from the Council, highlighting to the Committee the money the Council had given to the Leisure Trust over a number of years.

There was a further question in relation to the overheads for Kay Street and whether the Trust needed the building. The General Manager confirmed that Kay Street was opened as a community facility and there was no spare office space in either Marl Pits or Haslingden Sports Centre.

In relation to the Leisure Trust accounts, the General Manager confirmed that some of the information was sensitive company intelligence, as is with any other independent company.

The Chair of the Audit and Accounts Committee indicated that all accounts were done in line with the national governing body and whilst the Council commission out their services they are still governed by their own terms and conditions.

**Resolved:**

That the Committee note the work carried out to date in relation to Rossendale Leisure Trust.

The meeting commenced at 6.30pm and closed at 8.15pm.

Signed .....  
(Chair)

Date .....