

# Overview and Scrutiny Management Committee: Holding the Executive to Account

Scrutiny Monitoring – 21 November 2024

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status																
12/09/24	Compliance & Leisure	Leisure Service	<p>1) That, reflecting the lack of detail within the briefing paper, indicators that identify how well Active Nation is performing in the delivery of the contract with the City Council, is provided to the Committee.</p> <p>Update 24/10/24: The Committee has requested that additional performance information, besides the number of users, that identifies how well the contractor is performing in the delivery of the contract with the City Council, is provided to the Committee.</p>	<p>The Contractor (Places for People), Sub-contractor (Active Nation) and Council attend quarterly performance and monthly operational meetings where user figures, customer satisfaction, health &amp; safety, reactive maintenance and income and expenditure relating to the contract is monitored. There is a target for the contract to drive year-on-year increases in Leisure users. User figures for recent years are as follows:</p> <table border="1" data-bbox="1352 759 1924 1201"> <thead> <tr> <th data-bbox="1352 759 1637 818">Year</th> <th data-bbox="1637 759 1924 818">Number of users</th> </tr> </thead> <tbody> <tr> <td data-bbox="1352 818 1637 874">2022-23</td> <td data-bbox="1637 818 1924 874">1,419,675</td> </tr> <tr> <td data-bbox="1352 874 1637 930">2023-24</td> <td data-bbox="1637 874 1924 930">1,566,918</td> </tr> <tr> <td data-bbox="1352 930 1637 986"><b>Total Increase</b></td> <td data-bbox="1637 930 1924 986"><b>147,243</b></td> </tr> <tr> <td data-bbox="1352 986 1637 1042"><b>24/25 year to date</b></td> <td data-bbox="1637 986 1924 1042"></td> </tr> <tr> <td data-bbox="1352 1042 1637 1098">2023-24 Q1</td> <td data-bbox="1637 1042 1924 1098">394,863</td> </tr> <tr> <td data-bbox="1352 1098 1637 1153">2024-25 Q1</td> <td data-bbox="1637 1098 1924 1153">400,448</td> </tr> <tr> <td data-bbox="1352 1153 1637 1201"><b>Total Increase</b></td> <td data-bbox="1637 1153 1924 1201"><b>5,585</b></td> </tr> </tbody> </table> <p>Update – 12/11/24: Performance across the following areas has increased in 2023/24 (last whole year) when compared to 2022/23:</p> <ul style="list-style-type: none"> <li>Customer satisfaction increased by 8%.</li> </ul>	Year	Number of users	2022-23	1,419,675	2023-24	1,566,918	<b>Total Increase</b>	<b>147,243</b>	<b>24/25 year to date</b>		2023-24 Q1	394,863	2024-25 Q1	400,448	<b>Total Increase</b>	<b>5,585</b>	Completed
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				<ul style="list-style-type: none"> <li>• Footfall has increased by 10.4% (equating to 147,243 users).</li> <li>• Energy consumption fell by 164,292.19 KWH</li> <li>• 100% of monthly audits on H&amp;S areas completed and issues resolved within 14 days.</li> <li>• Improvement in staff survey scores.</li> <li>• Ongoing monitoring and engagement between the supplier and SCC in relation to health and safety matters illustrates that the supplier has a proactive approach to encouraging the reporting of health and safety matters. SCC does not have concern regarding the type or frequency of incidents reported during 2023/24.</li> </ul> <p>The supplier is currently undertaking development activity to:</p> <ul style="list-style-type: none"> <li>• Improve reach and engagement across all digital channels.</li> <li>• Ensure group fitness classes are delivered to best meet the needs to the service user.</li> <li>• Implement an approach where all members of staff are encouraged to identify and report concerns, to enable a faster resolution of matters.</li> <li>• Implement twice daily floor walks to consider cleanliness and health and safety matters</li> <li>• Improved cleanliness across the Facilities</li> </ul>	

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				<ul style="list-style-type: none"> <li>• Implement appropriate maintenance/improvement plans for each Facilities in line with the future strategy for Leisure</li> <li>• Develop an updated retention strategy to increase staff retention.</li> <li>• Implement a tool for continuous improvement, designed primarily for the management of leisure facilities and leisure development.</li> </ul>	
24/10/24	Leader's	Transformation Programme Update	1) That the Committee are provided with a breakdown of the £3.1m of expenditure forecast to be spent on consultants, excluding Newton (Europe), up to the end of 2025/26.	Information circulated to the Committee - 13/11/24	
24/10/24	Deputy Leader	Medium Term Financial Strategy – Quarter 2 Update	<p>1) That, reflecting concerns raised about the Council's ability to secure the targeted level of receipts from the sale of assets, an updated breakdown of the assets that the Council are looking to dispose of via the Asset Development and Disposal Programme for the period 2024/25-2025/26 is circulated to the Committee.</p> <p>2) That, to improve awareness and understanding, an all-member briefing on the Council's reserves is scheduled by the Section 151 Officer.</p>	<p>Relevant confidential appendices from March 2024 report to Council on the Asset Development and Disposal Programme circulated to Committee - 13/11/24</p> <p>Finance are working with the Chief Exec's office to find a date for the training session on reserves.</p>	