

EAST DEVON DISTRICT COUNCIL

Minutes of the meeting of Leisure Strategy Delivery Forum (formerly LED Monitoring Forum) held at online via Zoom app on 25 June 2024

Attendance list at end of document

The meeting started at 6.02 pm and ended at 6.18 pm

1 Minutes of the previous meeting held on 9 April 2024

After the roll call was completed, it was apparent that the meeting was inquorate. It was agreed that as there were no decisions to be made, it would be acceptable for the meeting to continue on an informal basis.

The Chair welcomed the new LED CEO, Olly Swayne, to the Forum.

Approval of the previous meeting's minutes was deferred to the next meeting.

2 Declarations of interest

There were none.

3 Public Speaking

No members of the public had registered to speak at the meeting.

4 Matters of urgency

There were no matters of urgency.

5 Confidential/exempt item(s)

There were no confidential/exempt items.

6 LED Facilities and Activities report May/June 2024

The LED Director of Delivery presented this report which provided an update on the activities of LED including operational delivery, customer engagement, facilities projects, health and safety, and community projects.

Discussion and clarification included the following points:

- With regard to the number of visits to swimming pools, it is possible to report on the number of repeat visits by individual members; however, LED do not hold the data to report on repeat visits by casual users.
- In response to a member's question, it was clarified that the NPS which LED has achieved for the EDDC leisure facilities is 50, as detailed in the KPI Dashboard (minute 7 refers). The overall NPS of 58 which is set out in the Facilities and Activities report relates to the wider LED Leisure group.

The Chair thanked the LED Director of Delivery for the report and observed that it had been a positive quarter for LED.

7 **LED KPI Dashboard May 2024**

The Forum received and noted key details of the performance of LED Community Leisure for May 2024.

Discussion and clarification included the following points:

- Whilst NPS surveys were sent out, the Dashboard indicates that no responses were received for three leisure centres.
- The Chair will liaise with the LED CEO and Director of Delivery to consider how the KPIs can be reported going forward in a way which benchmarks performance against the same period in previous years, to make the data which this Forum receives more meaningful.

Attendance List

Councillors present:

S Hawkins (Chair)

N Hookway (Vice-Chair)

A Toye

J Whibley (joined the meeting at 6.13pm)

Councillors also present (for some or all the meeting)

I Barlow

K Bloxham

P Fernley

R Jefferies

G Jung

T Olive

M Rixson

Officers in attendance:

Tim Child, Assistant Director Place, Assets & Commercialisation

Simon Davey, Director of Finance

Tracy Hendren, Chief Executive

Charles Plowden, Assistant Director Countryside and Leisure

Sarah James, Democratic Services Officer

Sarah Jenkins, Democratic Services Officer

Councillor apologies:

P Arnott

M Hall

J Loudoun

Chair

Date: