

Report of: Interim Executive Director, City Services

To: Executive Board

Date: 17th March 2008 **Item No.**

Title of Report : User Groups at Leisure Facilities

Summary and Recommendations

Purpose of report: To propose that the current arrangements for consultation and engagement of users of the City Council's Leisure Facilities are reviewed in line with the principles identified in the report.

Key decision: No

Portfolio Holder: Councillor David Rundle

Scrutiny Responsibility: Environment

Ward(s) affected: All

Report Approved by: Councillor Rundle, Portfolio Holder
Jeremy Thomas, Legal
Christopher Kaye, Finance

Policy Framework: n/a

Recommendation(s):

- That officers be requested to review the mechanisms for user consultation and engagement at the City's Leisure Centres reflecting the principles identified in this report and report back to the Executive Board at the earliest opportunity.

Body of report

1. The City Council has for some time followed best practice in having user groups at its leisure facilities. However, there is a lack of consistency in arrangements between the centres and the user groups are not particularly well connected into the decision-making processes of the Council.
2. In addition to being good practice to have consultative and engagement mechanisms in place to inform decision making about the day to day running of the centres it is particularly important to have such arrangements in place at a time when significant decisions are likely to be made about the services overall.
3. It is for these reasons that it is pertinent to review arrangements at the City Council at this time.
4. It is proposed that officers review current arrangements having regard to recognised best practise and the principles of:-
 - Establishing and maintaining properly constituted and supported user groups
 - Providing regular informal “Meet the Manager” sessions
 - Introducing a well presented and promoted local comments and complaints scheme
 - Providing a clearly presented, welcoming approach to comments and complaints to staff on duty.

Recommendations

5. That officers be requested to review the mechanisms for user consultation and engagement at the City’s Leisure Centres reflecting the principles identified in this report and report back to the Executive Board at the earliest opportunity.

Report Author:

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Background papers: None