

To: City Executive Board
Date: 10 April 2019
Report of: Scrutiny Committee
Title of Report: Scrutiny Committee recommendations concerning Fusion Lifestyle

Summary and recommendations	
Purpose of report:	To present Scrutiny Committee recommendations for City Executive Board consideration
Key decision:	Yes
Scrutiny Lead Member:	Councillor Andrew Gant, Chair of the Scrutiny Committee
Executive Board Member:	Councillor Linda Smith, Deputy Leader (Leisure and Housing)
Corporate Priority:	Strong and Active Communities
Policy Framework:	n/a
Recommendation: That the City Executive Board states whether it agrees or disagrees with the recommendations in the body of this report.	

Introduction and overview

1. On 2 April 2019, the Scrutiny Committee received a report which was also considered by the Council's Audit Committee concerning the Audit of Fusion Lifestyle. This specifically included an audit of data recording processes concerning visitor numbers, following a recommendation made by the Scrutiny Committee in 2018. The Committee would like to thank Councillor Smith, Deputy Leader of the Council, Hagan Lewisman, Active Communities Manager, and Mark Munday and Graham Ashby from Fusion Lifestyle for attending the meeting.

Summary and recommendations

2. The Committee noted that the audit report had made favourable conclusions about the reliability of the participation data provided for 2018/19. The data was "as robust as should be expected," and data capture was undertaken in accordance with national standards. No recommendations in this area were made by the Auditor.
3. Questions were raised over the validity of data presented in the previous year, which saw a significant drop in visitor attendance. A subsequent rise of 28% was recorded in the following year, bringing the visitor numbers back to 'normal' levels. It was

confirmed that the audit methodology only considered current data, and was not retrospectively applied to previous years. The Committee heard that much of the fluctuation in data was associated with swings in seasonality trends particularly at Hinksey Pool and the Ice Rink.

4. The Committee discussed how repairs were responded to, and how this was communicated to customers. Detailed responses were provided, but the Committee heard from some councillors that the responsiveness to repairs needed to improve, based on feedback from residents. The Committee indicated that it may wish to carry out site visits to various leisure centres in the new council year to gain a better understanding of the condition of the centres across the City.
5. Councillors reiterated their wish for Fusion Lifestyle engage more effectively with schools and younger people, as similarly set out in a recommendation by the Committee made in June 2018. Attending the university fresher's fairs was raised as another space for engaging with young people. The Committee noted assurances that engagement with schools was widespread.
6. The Committee previously gave feedback on 5 June 2018 concerning the need for time appropriate sessions for female only pool sessions in Blackbird Leys, which should be overseen by women. The Committee felt that sufficient progress had not been made in scheduling these sessions, or in having women only sessions at appropriate times, since it provided feedback and this was a priority that should be acted on. It was noted however that these sessions did exist in the Fusion Lifestyle programme, but the Committee specifically wanted to see this accommodated in Blackbird Leys.

Recommendation 1: That further work is undertaken to accelerate the consistent scheduling of time appropriate female only pool sessions in Blackbird Leys, and that a date is provided for when this will be done.

Further Consideration

7. The Committee has reviewed the performance of Fusion Lifestyle at several intervals throughout 2018/19, following significant fluctuations in performance. However, principal concerns about the reliability of data and visitor trends have been addressed through the Audit. Whilst reviewing leisure performance remains a priority for the Committee, it was agreed that the Committee would undertake less frequent reviews in future and at 6 month intervals. The Committee asked that, as part of the Annual Services Plan, which is received by the Committee each year, risks identified by the Audit continue to be reported as part of this process.

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