

Report of the Director of Community Services

Community Scrutiny Committee

30th March, 2017

Annual Report: Leisure Services

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1. Service Overview

Leisure is a much valued, front line service providing a range of health and well-being related facilities, activities and programmes, all aimed at getting:

More people, More active, More often.

We want Carmarthenshire to be a place:

- That is the most active and healthy in the UK
- Where every person is an active participant at a 'Community Club' or 'Leisure / Cultural Facility'
- Where every child is hooked on Leisure / Cultural activity for life

The service aims to deliver 7 key Outcomes for residents and visitors to the County:

- Outcome 1: People can access opportunities to be active
- Outcome 2: More children & young people are hooked on leisure / cultural activity for life (0-24)
- Outcome 3: More people (25+ yrs) are active in Leisure and Culture
- Outcome 4: People are affiliated to clubs / community groups or facilities
- Outcome 5: People are given the skills to become physically and creatively literate for life
- Outcome 6: People achieve their potential
- Outcome 7: Our facilities and services are well managed and efficient

The service is non-statutory in the main, although elements of the service are classed as statutory, namely: Library services; elements of Archives and Museums Services, and KS2 swimming provision for primary schools.

2. 2016/17 Year's Achievements and Successes

| Action | When by | By Who |
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| Service Head | | |
| <p>Develop plans for new Llanelli Leisure Centre linked to wellness village and life sciences hub</p> <p>Update: Specification for new Wellness hub (leisure centre) drafted and fed into project management team.</p> | March 2017 and ongoing | HOS |
| <p>Implement the new Countryside Structure</p> <p>Update: Structure signed off 17th Nov '16, with 3 new senior posts being advertised. New Senior Outdoor Recreation Manager appointed. Aim to get whole structure in place by end March '17 in readiness for busy Spring / Summer '17 season</p> | March 2017 | HOS |
| <p>Review POEC provision and local regeneration master plan.</p> <p>Update: Meetings held with Regeneration team and Museum of Speed / Outdoor Education Centre Manager to co-ordinate next phases of development plan, potentially looking at a new Museum / Arts offer.</p> | March 2017 | HOS |
| <p>Complete Cycling Strategy for Carmarthenshire to include focus on: Events; Development and Infrastructure.</p> <p>Update: Strategy drafted and out to consultation with key users. Bid being submitted to host 'Grand Depart' of Tour of Britain 2018</p> | March 17 | HOS |
| <p>Continue to invest time in regional collaboration and working.</p> <p>Update: HOS continues to chair national Chief Culture & Leisure Chief Officers group for Wales (CCLOW); Service managers all engaged in regional collaboration groups</p> | March 2017 | HOS / Leisure Managers |
| <p>Deliver Cycling infrastructure schemes at:</p> <ul style="list-style-type: none"> - Carmarthen Park Velodrome - Closed Circuit track facility (location tbc) - Assist with Tywi Valley cycleway scheme <p>Update:</p> <ul style="list-style-type: none"> - Velodrome sample surfacing laid for testing. Looking to complete re-surface by Summer '17 - Closed Circuit: Paper presented to Executive Board with PCP agreed as final site location - Tywi Valley: Being led by Highways, but scheme progressing with some sections already being | March 2017 | HOS / Business & Projects Manager |

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| progressed | | |
| Business and Project Manager | | |
| <p>Workplace champion post in place and working towards sustainable delivery model</p> <p>Update:- Member of staff has been appointed. Links have been established with the Occupational Health Team with the Health and Wellbeing Co-ordinator, the Occupational Health Team and the Business & Projects Manager working closely together over the 12 month period to roll out the Health and Wellbeing Champions programme across the authority.</p> | March 2017 | Business & Projects Manager |
| <p>Pro-active H&S management with ongoing site / service reviews throughout the year</p> <p>Update: - Monthly meetings are scheduled with the Health and Safety Advisor where divisional Health and Safety issues are discussed and future works areas are identified and prioritised.</p> | March 2017 | Business & Projects Manager |
| <p>Finalise Customer contact / consultation strategy, using user / non user surveys</p> <p>Update: - This is an ongoing piece of work and we are working closely with the Policy, Consultation and Engagement team to utilise existing established survey opportunities such as the Citizen Panel, 50+ Forum etc. to ask relevant service specific questions, the responses to which will help shape future service provision. The service is also utilising survey packages such as Snap Surveys and Net Promoter Score to gauge customer feedback.</p> | January 2017 | Business & Projects Manager |
| Outdoor Recreation Services | | |
| <p>Work with Environment Dept. to undertake dredge and wall repairs at Burry Port Harbour</p> <p>Update: Funding agreed by EB and fully supported by Community Scrutiny on 20th January 2017 outlining preferred options, costs and timelines for works.</p> | January 2017 | Senior Outdoor Recreation Mgr |
| <p>New wakeboarding franchise at North Dock, Llanelli</p> <p>Update: Potential operator did not proceed with development for Summer 2016, but still interested in implementing for 2017 Spring / Summer season</p> | March 2017 | Senior Outdoor Recreation Mgr |
| <p>Review outdoor events strategy for the County, linking with Tourism</p> <p>Update: Will not be completed until 2017/18 due to delays</p> | March 2017 | Senior Outdoor Recreation Mgr |

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| in appointing to new Outdoor Recreation Structure. | | |
| Development of Carmarthen Wetlands scheme Update: Phase 2 bid submitted to WEFO for £160k gateway project | March 2017 | Senior Outdoor Recreation Mgr |
| Complete £250k capital investment into Pembrey Country Park Update: New shower and toilet block for PCP caravan and campsite designed and costed, with work due to start in early 2017; Re-furb of existing restaurant building being designed and costed, with a view to starting works in early 2017; New entrance barrier system being procured in partnership with Highways and transport division | March 2017 | Senior Outdoor Recreation Mgr |
| Sports and Leisure services | | |
| Refurbish fitness facilities at 3 main leisure centre sites. Update: Circa £1m investment completed including new equipment and improved fitness suite décor at Llanelli, internal reconfigurations at Carmarthen and Ammanford increasing capacity and housing new equipment, along with providing new fitness spaces via a new dance studio at Ammanford and Spin and Functional Fitness studios at Carmarthen. | Dec 2017 | Snr S&L Mgr |
| New Aquatics plan in place and being implemented including Learn to Swim for u5's Update: 'Splash' learn to swim programme now in place for children 4 months upwards. Increased membership and income. Future Aquatics plan being finalised with Swim Wales. | Feb 2017 | Snr S&L Mgr |
| Oversee a programme of planned maintenance and improvement works at key sites including: - AVLC wet-side changing rooms & fitness area - Carmarthen Running track re-surface Update: AVLC dry-side works complete. Wet-side refurbishment scheduled for 2017-18; Masterplan being created for site. Carm Track re-surface to be part of Masterplan being created for site, including option to extend track by 2 lanes. Planned maintenance process being established with Environment Department. | March 2017 | Snr S&L Mgr |
| Complete legal agreements with: - DIBC - Llandysul Canoe Centre; | Mar 2017 | Snr S&L Mgr |

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| <p>- NCE Pool</p> <p>Update: DIBC transferred via asset transfer. Discussions ongoing with Legal and Corporate Property to finalise legal agreements with Llandysul and NCE Pool.</p> | | |
| <p>Work with Carbon Trust to review and improve energy efficiency of buildings.</p> <p>Update: Work ongoing to implement energy improvement schemes. New pool covers in place at CLC, AVLC, LLC and Llandovery Pools and solar panels at Carmarthen Leisure Centre, saving an estimated £126k of energy usage per year.</p> | Nov 2016 | Snr S&L Mgr |
| <p>Implement a health intervention programme targeted at women with an unhealthy weight during pregnancy.</p> <p>Update: Sourced funding via Public Health Wales and now accepting referrals into our new 'Baby Let's Move' initiative for expectant mothers with high BMI (Body Mass Index).</p> | Sept 2016 | Snr S&L Mgr |
| <p>Develop community sport, including via allocating Sport Wales Community Chest grants to clubs and organisations.</p> <p>Update: Allocated over £83k of funding to 71 clubs/organisations, engaged 53 sports clubs in an audit to inform future club development planning and set up 2 new Parkruns (junior run at Carmarthen Park; and Senior run at Pwll) working with volunteers in the community.</p> | Mar 2017 | Snr S&L Mgr |

| Culture Services | | |
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| <p>Ensure Y Ffwrnes Social Enterprise areas are fully occupied</p> <p>Update: Units have been advertised, but no interest at current specification / cost. Revised spec being prepared to go back out to advert</p> | Jan 2017 | Snr Cultural Services Mgr |
| <p>Replacement of mobile Library fleet and service</p> <p>Update: New vehicles due in March '17. New routes being consulted on with a view to implementing new service with enhanced housebound provision in Spring '17</p> | March 2017 | Snr Cultural Services Mgr |
| <p>Co-locating of Llandeilo Library into Civic building</p> <p>Update: Opening 15th March '17</p> | March 2017 | Snr Cultural Services Mgr |
| <p>Review of Cultural Services Structure and Museums function in particular</p> <p>Update: New Museums Development Manager recruited. Advert being prepared for replacement Theatres Manager to be in post by late Summer '17. Archives management being reviewed for consideration by Director in Spring '17</p> | March 2017 | Snr Cultural Services Mgr |

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| <p>Progress ACW funded scheme looking at re-development of Oriel Myrddin</p> <p>Update: ACW supported initial development phase bid. Stage 2 bid being worked up</p> | <p>March 2017</p> | <p>Snr Cultural Services Mgr</p> |
| <p>Progress HLF funded Tywi Gateway scheme at Carmarthen Museum</p> <p>Update: HLF have supported initial development phase bid. Stage 2 bid being worked up</p> | <p>March 2017</p> | <p>Snr Cultural Services Mgr</p> |
| <p>Review of Archive service / accommodation</p> <p>Update: New Archive facility at rear of Carmarthen Library has been designed and costed, awaiting sign off to progress to build phase.</p> | <p>Dec 2016</p> | <p>Snr Cultural Services Mgr</p> |
| <p>Agree master plan for Parc Howard Museum in conjunction with user group and Environment dept</p> <p>Update: Masterplan agreed by EB. Heritage 6 project and spec for commercial leasing of ground floor being worked up</p> | <p>March 2017</p> | <p>Snr Cultural Services Mgr</p> |
| <p>Undertake a review of the Theatres structure</p> <p>Update: Will be reviewed when new Theatres Manager is in post</p> | <p>March 2017</p> | <p>Snr Cultural Services Mgr</p> |

3. Draft Strategic Service Priorities 2017/18

| Action | When by | By Who |
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| Service Head | | |
| Develop plans for new Llanelli Wellness Hub (Leisure Centre) as part of Wellness village and life sciences hub at Delta Lakes | March 2021 | HOS |
| Assist with delivery of Parc Howard masterplan, working closely with Environment dept and key stakeholders | March 2018 | HOS |
| Feed into Pendine local regeneration master plan, including provision for Museum of Speed, and Outdoor Recreation | March 2018 | HOS |
| Work with Environment Dept to implement Cycling Strategy for Carmarthenshire to include focus on: Events; Development and Infrastructure. | March 2018 | HOS |
| Continue to invest time in regional collaboration and working. | March 2018 | HOS / Leisure Managers |
| Deliver Cycling infrastructure schemes at: <ul style="list-style-type: none"> - Closed Circuit track facility (location tbc) - Assist with Tywi Valley cycleway scheme | May 2018 | HOS / Business & Projects Manager |
| Business and Project Manager | | |
| Manage Workplace health champion to effect change in physical activity levels of staff and adults on a sustainable basis | March 2018 | Business & Projects Manager |
| Pro-active H&S management with ongoing site / service reviews throughout the year | March 2018 | Business & Projects Manager |
| Work with TIC (efficiency) team and Service managers to effect improvements in service delivery and performance across the Leisure division. | March 2018 | Business & Projects Manager |
| Complete Carmarthen Park Velodrome Project in conjunction with Carmarthen Town Council. | Summer 2017 | Business & Projects Manager |
| Outdoor Recreation Services | | |
| Work with Environment Dept. to undertake full dredge of Burry Port Harbour and develop a programme of works to repair the listed harbour walls | December 2017 | Senior Outdoor Recreation Mgr |
| Review role of Rights of way maintenance unit as part of wider grounds maintenance review within the Environment dept. | March 2018 | Senior Outdoor Recreation Mgr |

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| Review outdoor events strategy for the County, linking with Tourism, co-ordinating the bid to stage Grand Depart of Tour of Britain Cycle Race 2018 | March 2018 | Senior Outdoor Recreation Mgr |
| Development of £160k Carmarthen Wetlands gateway scheme with colleagues from Regeneration team | March 2018 | Senior Outdoor Recreation Mgr |
| Complete £2m capital investment into Pembrey Country Park, to include: <ul style="list-style-type: none"> - Upgraded comms links to PCP - New Restaurant and activity centre - New shower and toilet block - New automated entrance barrier system - New and upgraded caravan and campsite pitch layout (including automated booking system) | March 2018 | Senior Outdoor Recreation Mgr |
| Sports and Leisure services | | |
| Create and launch new Actif website with enhanced digital capability to join and book a wide range of facilities and products seamlessly. | October 2017 | Snr S&L Mgr |
| Establish and embed a leadership academy for Sport & Leisure volunteers and staff so that all are fully supported and developed. | December 2017 | Snr S&L Mgr |
| Progress with site masterplans for Carmarthen, Ammanford and Pembrey Ski & Activity Centres to maximise activity and income generating opportunities. | March 2018 | Snr S&L Mgr |
| Review and launch an overhauled suite of party packages and a progressive term-time activity programme for children that puts a pathway in place to develop the physical literacy of future generations. | November 2017 | Snr S&L Mgr |
| Review and implement an improved pathway of aquatics provision that enables participants to reach their full potential. | December 2017 | Snr S&L Mgr |
| Create and implement an 'Actif Accreditation' quality assurance mark for community sports clubs in order to analyse and strengthen the sporting infrastructure. | September 2018 | Snr S&L Mgr |
| Ensure a range of targeted physical activity interventions are put in place across the life course to increase the activity levels of those who are inactive or at risk of becoming inactive. | March 2018 | Snr S&L Mgr |
| Complete legal agreements with: <ul style="list-style-type: none"> - Llandysul Canoe Centre; - NCE Pool | October 2017 | Snr S&L Mgr |

| Culture Services | | |
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| Ensure Y Ffwrnes Social Enterprise areas are fully occupied | Sept 2017 | Snr Cultural Services Mgr |
| Review new mobile Library provision | Sept 2017 | Snr Cultural Services Mgr |
| Appoint new Archives Development Manager | Oct 2017 | Snr Cultural Services Mgr |
| Agree new Museums strategy and improvement plan | July 2017 | Snr Cultural Services Mgr |
| Progress ACW funded scheme looking at re-development of Oriol Myrddin | March 2018 | Snr Cultural Services Mgr |
| Progress HLF funded Tywi Gateway scheme at Carmarthen Museum | March 2018 | Snr Cultural Services Mgr |
| Progress with building of new Archive facility at the rear of Carmarthen Library | March 2018 | Snr Cultural Services Mgr |
| Develop Heritage 6 digital project as part of master plan for Parc Howard Museum in conjunction with user group and Environment dept | Dec 2017 | Snr Cultural Services Mgr |
| Appoint new Theatres Development Manager and undertake a review of the Theatres structure | Sept 2017 | Snr Cultural Services Mgr |

4. Summary & Conclusion

2016-17 has proved to be another busy and productive year for the division, set against the backdrop of a difficult financial position. The staff within the service have been dedicated and professional and huge credit must go to them in terms of moving the service forward, often as sector leaders.

The unit looks forward to working with members to plan and deliver quality leisure services for its residents again in 2017-18.