

Notice of Meeting

Environment, Culture and Communities Overview & Scrutiny Panel

Councillor Porter (Chairman),
Councillor Mrs McKenzie-Boyle (Vice-Chairman),
Councillors Angell, Brossard, Brown, Ms Gaw, Mrs Ingham,
Kennedy and Kirke

Also Invited:

Councillor Harrison, Executive Member for Culture, Delivery and Public Protection

Tuesday 10 September 2019, 7.30 - 9.30 pm
Council Chamber - Time Square, Market Street, Bracknell,
RG12 1JD



Agenda

Item	Description	Page
1.	Apologies for Absence/Substitute Members	
	To receive apologies for absence and to note the attendance of any substitute members. Reporting: Chairman	
2.	Minutes and Matters Arising	3 - 8
	To approve as a correct record the minutes of the meeting of the Environment, Culture and Communities Overview and Scrutiny Panel held on 18 June 2019. Reporting: Chairman	
3.	Declarations of Interest and Party Whip	
	Members are asked to declare any disclosable pecuniary or affected interests and the nature of that interest, including the existence and nature of the party whip, in respect of any matter to be considered at this meeting. Any Member with a Disclosable Pecuniary Interest in a matter should withdraw from the meeting when the matter is under consideration and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Disclosable Pecuniary Interest is not entered on the register of Members interests the Monitoring Officer must be notified of the interest within 28 days. Any Member with an Affected Interest in a matter must disclose the interest to the meeting. There is no requirement to withdraw from the meeting when the interest is only an affected interest, but the Monitoring Officer should be notified of the interest, if not previously notified of it, within 28 days of the meeting. Reporting: All Members	

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4.	Urgent Items of Business	
	Any other items which, pursuant to Section 100B(4)(b) of the Local Government Act 1972, the Chairman decides are urgent. Reporting: Chairman	
5.	Public Participation	
	To receive submissions from members of the public which have been submitted in advance in accordance with the Council's Public Participation Scheme for Overview and Scrutiny. Reporting: Chairman	
6.	Everyone Active	9 - 44
	Using the evidence pack provided, the Panel will consider Everyone Active's (EA) Management of the leisure facilities: Downshire Golf Complex; Coral Reef and Bracknell Leisure Centre within the Borough. They will consider: <ul style="list-style-type: none"> • Is the contract delivering the objectives that the council set out at the beginning of the project? • How is EA performing and are the performance measures right? • Are EA's short term and long term plans reasonable and achievable and is their focus right? Reporting: Damian James, Assistant Director: Contract Services and Councillor Harrison Executive Member for Culture, Delivery and Public Protection.	
7.	Executive Forward Plan	45 - 50
	To consider scheduled Executive Key and Non-Key Decisions relating to Environment, Culture and Communities. Reporting: Chairman	

Sound recording, photographing, filming and use of social media is permitted. Please contact Louise Connelly, 01344 354047, louise.connelly@bracknell-forest.gov.uk, so that any special arrangements can be made.

Published: 2 September 2019

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**ENVIRONMENT, CULTURE AND
COMMUNITIES OVERVIEW & SCRUTINY
PANEL**

**18 JUNE 2019
7.37 - 9.35 PM**



Present:

Councillors Porter (Chairman), Mrs McKenzie-Boyle (Vice-Chairman), Angell, Brossard, Brown, Ms Gaw, Mrs Ingham and Kirke

Co-opted Member Present:

Councillor Parker

Apologies for absence were received from:

Councillor Kennedy

Executive Members Present:

Councillor Mrs Hayes MBE, Executive Member for the Environment

Councillor Turrell, Executive Member for Planning and Transport

Councillor Harrison, Executive Member for Culture, Community and Public Protection

Also Present:

Kevin Gibbs, Executive Director: Delivery

Damian James, Assistant Director: Contracts

Neil Matthews, Head of Highways and Transport

Louise Watkins, Operational Support Manager, Contracts

1. Election of Chairman

RESOLVED that Councillor Porter be elected Chairman of the Panel for the Municipal year 2019/20.

2. Appointment of Vice Chairman

RESOLVED that Councillor McKenzie-Boyle be appointed Vice-Chairman of the Panel for the Municipal year 2019/20.

3. Minutes and Matters Arising

RESOLVED: that the Minutes of the Environment, Culture and Communities Overview & Scrutiny Panel held on 3 July 2019 be approved as a correct record, and signed by the Chairman.

4. Declarations of Interest and Party Whip

There were no declarations of interest relating to any items on the agenda, nor any indication that Members would be participating under the party whip.

5. Urgent Items of Business

There were no urgent items of business.

6. **Public Participation**

No submissions had been made by members of the public under the Council's Public Participation Scheme for Overview and Scrutiny.

7. **Directorate Overview**

Kevin Gibbs, Executive Director: Delivery, Damian James, Assistant Director: Contracts and Neil Matthews, Head of Highways and Transport provided members with an overview of the teams that fed into the Panel.

8. **LED Lighting Task and Finish Group Update**

The Chairman of the LED Lighting Task and Finish Group, Cllr Porter, informed members the report would take the form of a short video. All members involved in the LED Lighting Task and Finish Group would be invited to be part of the video which would be made available to members and to the public via social media.

9. **Houses in Multiple Occupation Task and Finish Group Update**

The Chairman of the Houses in Multiple Occupation Task and Finish Group, Cllr Brossard, informed members the report would take the form of an animation with a voice over. It would be available to members and via social media once completed.

10. **Parking Strategy**

Damian James, Assistant Director: Contracts informed members the Chairman had requested a new reporting format from officers designed to generate debate. The report had a number of questions throughout the report to allow scrutiny Members to help shape the Parking Strategy which would be put forward to the Executive for decision.

It was explained that Bracknell Forest Council was responsible for parking enforcement under the Traffic Management Act 2004. Members were being asked to discuss the new Parking Strategy which would run 2019-2024 and the Strategy would inform the new contract for parking which was due to expire next year and last up to eight years. The objective of the new Parking Strategy was to enforce parking fairly and encourage off street parking.

Members asked for the following points to be taken into account in relation to the Strategy:

Question 1.1 'Is wholly outsourcing parking enforcement to SABA (formerly known as Indigo) the right model in the future?'

- Consider using Section 59 of the Police Reform Act 2002 to address nuisance parkers.
- The definition of nuisance parking needed to be clearer in the Strategy. E.g. parking on pavements and walkways.
- Data highlighting areas density of parking problems around the Borough should be included in the Strategy.
- Clarification of the proportion of parking fines issued but not collected would be useful.
- Action should be given to consider how the Council worked with external partners, such as Silva Homes. E.g. identification of grass verges big enough to turn over to parking without detriment to the green space.

- Asses training for parking enforcement staff, especially around enforcement of the Blue Badge scheme.
- Consider subterranean parking and other options, particularly in new developments and community hubs, where space is precious.
- The Council should work more closely with DVLC on enforcement.

Question 1.2 'What are the Panel's views for cost v quality?

- The Strategy needs to take account of a perceived reduction in customer service if people do not see parking enforcement officers on the street.
- Use of new technologies was good because it would 'free up' parking enforcement officers in town and enable them to work out of town more often.
- Have a contingency of extra resources, (currently 17) should occasion require.
- The Strategy should analyse data about whether people were having difficulties using ANPR or other technologies.

Question 1.3 'What is the Panel's view on the use of technology in improving the customer's experience?'

- The Strategy should take into account the different parking pressures in different areas, i.e. residential v business needs and future proof according to build density in different areas.
- Cashless system not appropriate at this point in time as a number of residents still used cash although it was recognised this had a cost impact in terms of collecting cash from pay points.
- Offer as wide a range of payment options as possible including cash, debit/credit card, online portal and apps.
- Build in flexibility to incorporate new technologies as they come on stream during the life of the contract.
- Find a mechanism for keeping abreast of people's changing habits in terms of parking (i.e. how to charge your car if staying in a restaurant for a long time) and methods of payment.
- Look at the potential for businesses to pay for their customers parking i.e. allowing them to purchase validator machines.

Question 1.4 'What is the Panel's view on the Resident's Parking scheme and the potential future for it?'

- Residents should have additional opportunities to opt into the Resident Parking Scheme.
- Recognise one solution does not fit all.
- Review scheme across the Borough for patchiness i.e. consider new developments and roads which were previously not offered it as an option such as the road in between Faircross and Friendship Way, dependent on need.
- Foster a closer working relationship with Silva Homes to assess use of their assets and promote an increase in car parking spaces as well as electric parking spaces.
- Continue to support the Resident Parking Scheme and look into expanding it, although it was recognised this would have cost implications for the Council because the scheme was not self -funding.
- Seek the specific views of Members with the Resident Parking scheme in their wards as they knew what the issues were and what residents complained about most.

- Consider if it would be appropriate to offer people on a low income a discount although it was recognised this may be difficult to enforce if people were not appropriately using the parking resources they already had i.e. garages used as storage.
- Clarify the reason for the Resident Parking Scheme and promote to residents as it was brought in to protect residents from external parking and was not a panacea to all parking issues, so should only apply to those who would benefit from it.

Members raised the following points outside the scope of the Parking Strategy but related to parking generally:

- Members queried the demand for electrical charging units at car parks in the Borough and were informed spaces were well used and additional spaces were added when capacity was reached. Inevitably, it was tricky to judge how many spaces were needed and officers recognised some people were concerned about availability of electric charging points.
- Members were informed new parking standards adopted in 2016 included requiring new developments to have electric charging points and the Council was encouraging operators of community spaces and large retailers, such as supermarkets, to have parking spaces for electric cars. However, the Council was not able to enforce private companies to accommodate parking spaces for electric cars. It was agreed officers should look into developing parking standards for community hubs.
- Given the impact of parking on climate change, Members asked if it would be possible to stop issuing paper parking tickets?
- There was a query over the current contract provider's capacity in their pound to allow for removal of vehicles.
- Consider incentives for town centre workers and residents to use public transport.
- Members requested more information about how many parking permits had been issued and the amount of revenue received from the scheme.

11. **Quarterly Service Report (QSR)**

It was agreed that due to questions being submitted on the day officers would respond to the questions following the meeting and answers would be published with the minutes

12. **Executive Forward Plan**

Members received and noted the scheduled Key and Non-Key Executive Decisions relating to Environment, Culture and Communities.

CHAIRMAN

The following questions from members were received in relation to Item No 11 Quarterly Service Reports. Response to a further three questions will be published shortly.

Parks and Countryside – volunteers continue to thrive (1,585) but where exactly are they active doing their coppicing, right of way improvements and horticulture work etc? It would be good to know so we can praise them in a targeted way.

The work of our volunteers is across so many of our sites and is so integrated to the way the Rangers and Heritage Parks teams operate that it is impossible to describe exactly. Examples of recent sites include: Snaprails for a site tidy, Wildmoor Heath vegetation clearance, Englemere Pond reed cutting, Bill Hill and Frog Copse holly reduction. This represents a tiny percentage of the work completed.

Do we have a specific date yet for the start of Princess Square refurbishment and development of The Deck?

The start date is Summer 2019.

Green flag inspection took place in May, do we have the results yet? If not, when will they be available?

Results are due to be announced on 16th July this year.

How high a risk is our commercial property investment strategy and can more detail be provided so we can carefully monitor its progress?

The risk is considered by the Executive Commercial Property Committee and Cllr Heydon is the Chairman who can provide more detail.

Has the Berkshire Filming Office had any filming requests since 6th March launch?

Several per week and rising. Many are just investigating the options available at this stage, but some good conversations have already been held with major film producers.

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Everyone Active's Management of Bracknell Forest Council's leisure facilities

Overview and Scrutiny Panel
10th September 2019



Leisure Overview

- The Council wants to provide
 - Quality leisure facilities
 - Accessible to all
 - Fairly priced

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Leisure Investment

- In the last few years the Council has invested –
 - £13m in Coral Reef
 - 2.8M at Bracknell Leisure Centre
 - £30k Golf simulator at Downshire Golf Complex

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Residents Survey

- What three things do you like best about living in the Borough
 - Leisure facilities was second after parks
 - 45% of residents use leisure facilities at least once a month

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Financial Context

- Prior to Everyone Active BFC Leisure incurred £500k subsidy
- With Everyone Active this is now a £700k income to BFC
- This has allowed capital to be released for the improvement works at BLC

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Working in partnership with



GET ACTIVE &
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30
mins
activity

5
days a
week

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Challenges

- Disruption to customers during Bracknell Leisure Centre refurbishment
- Maintenance related issues across the contract due to old and poorly maintained equipment
- Social media feedback regarding disruptions to customers during refurbishment and maintenance works
- Powercut at Coral Reef which led to a 3 day closure in November 2018

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Challenges

- Fusarium disease on the course at Downshire Golf Complex, due to poor drainage and affecting playing quality of putting surface and disfiguring turf.
- Shortage of Lifeguards at Coral Reef and Bracknell Leisure Centre
- Boxing event at Bracknell Leisure Centre
- Culture of customers and colleagues – managing expectations

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Workplace Asset Management System (WAM)

ASSET REGISTER

Reference	Description	Life cycle	Location	Cost PA
1 DARK BLUE	Water Filter Unit Training Pool Filter No. 1	8 years	Bracknell Leisure Centre Plant Room	£
1A LIGHT BLUE	Water Filter Unit Training Pool Filter No. 2	8 years	Bracknell Leisure Centre Plant Room	£
1 GREEN	Water Filter Unit Main Pool Filter No. 1	8 years	Bracknell Leisure Centre Plant Room	£
2 BLUE	Water Filter Unit Daily Pool Filter	8 years	Bracknell Leisure Centre Plant Room	£

ASSET CONDITION

Asset: Water Filter Unit (1 DARK BLUE)

Location: Bracknell Leisure Centre Plant Room

Category: Pool Filter

Life cycle: Cost per annum: £, Projected end of life: 2025 (8 years)

Year of installation: 1988, Indiv. purch. cost (£): 0.00

Life expectancy: 87, General, Decommissioned date: []

Assessment date: 16/03/2018

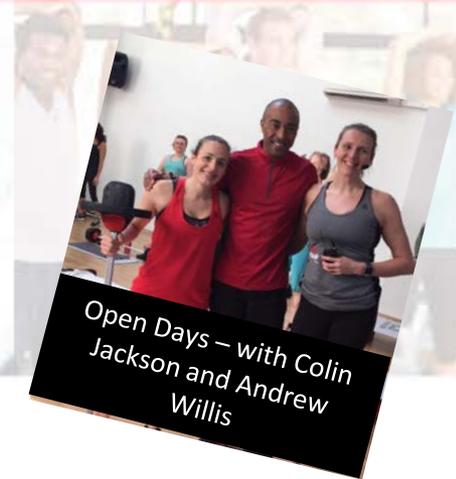
Comments: []

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MAINTENANCE LOG

Code	Locations	Element	Work Description	Estimated Cost (est)	Priority year	Grade	Comment
CRV/1	Main plant room	AHU heating pump	AHU heating pump failed/seized	50.00	1	D	Bells Engineering 2nd January to carry out a survey of failed pump. The pump is about 25 years old and has been obsolete for a number of years. Due to their age and condition I do not believe that it is economic to repair existing pump. From the external condition of the pump we believe the pump will probably need hard spares. Without stripping the pump it is not possible to know the extent of damage and what parts are required. In our experience I would recommend replacing.
CRV/2	Main plant room	Radiator heating pump	Radiator heating pump failed/seized	4,740.00	1	D	Bells Engineering 2nd January to carry out a survey of failed pump. The pump is about 25 years old and has been obsolete for a number of years. Due to their age and condition I do not believe that it is economic to repair existing pump. From the external condition of the pump we believe the pump will probably need hard spares. Without stripping the pump it is not possible to know the extent of damage and what parts are required. In our experience I would recommend replacing.
CRV/3	Main plant room	Main pool filter 1 & 2	Main pool filters 1 & 2 (internal relining of vessels & replace lateral pipes)	£10,000.00	2	D	Shot blast internal filter structure and reline, remove concrete base & install new base, remove laterals and replace new.
CRV/4	Main plant room	Variable speed drives (VSD's)	Variable speed drives for Main pool circulation pumps x 3, pool heating pumps x 2, radiator pumps x 2, AHU heating pumps x 2.		2	D	ABB VSD units are over 15 years old and obsolete for spares/repairs, 6 x remote controllers units have failed resulting no control/access to VSD settings anymore and require replacement with new VSD unit. These units allow for pump speeds to be automatically programmed to reduce electricity

Successes



- £2.8 million of new improvements at Bracknell Leisure Centre
- Maintaining and managing programmes during the refurbishment at BLC
- 50 weeks a year Swim School - increasing frequency/activity time of children and adults
- A Sports & Activity development plan has been implemented to target key areas of participation groups and seek funding to aid new project initiatives.
- Introduction of colleague forums



Successes

- Coral Reef Awarded the Silver Standard Award by “Eat Out Eat Well”.
- Environmental health rating improving from 3 stars to 5 stars at Coral Reef.

☞ Introduction of Digtickets at Coral Reef

- Coral Reef moving to online only tickets during holidays and weekends – reducing queues and improving customer experience.
- Craig Flippance at Coral Reef awarded Retail Manager of the year at Regional EA Awards Ceremony.
- Colleagues becoming responsible for department and improving colleague culture.



Coral Reef Waterworld in Bracknell chosen as the most popular destination for families by Day Out With The Kids

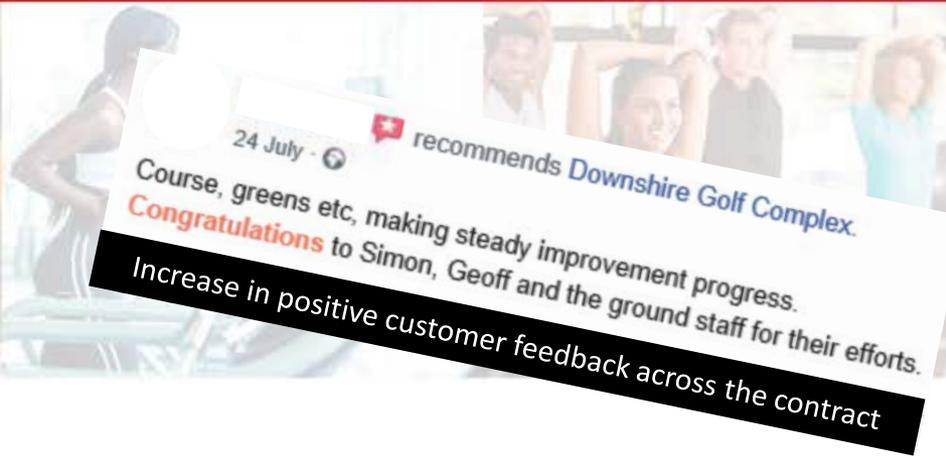
By Jemma Cullum | [@Jemma_Cullum](#)
News Reporter



Awarded “Most Popular Day Out with The Kids” by DOWK

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Successes



- Introduction of new restaurant menu at Downshire Golf Complex, offering healthy alternatives
- New Green keeping processes have significantly improved product ratings on platforms such as trip advisor.
- Introduction of new retail lines to increase retail variety on offer to customers.
- Increased use of granular products on the golf course, reducing the amount of sprayed products and being more environmentally friendly

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Successes



CUSTOMER NOTICE

EVERYONE must be committed to reducing plastic.

At Everyone Active, we are committed to reducing the amount of single use plastic used in our Cafes and restaurants.

EVERYONE has their part of play

Please note from 1st August:

We will no longer hand out plastic cups for water. Please ensure you have your reusable bottle with you on every visit for use with our water fountains are located around the centre.

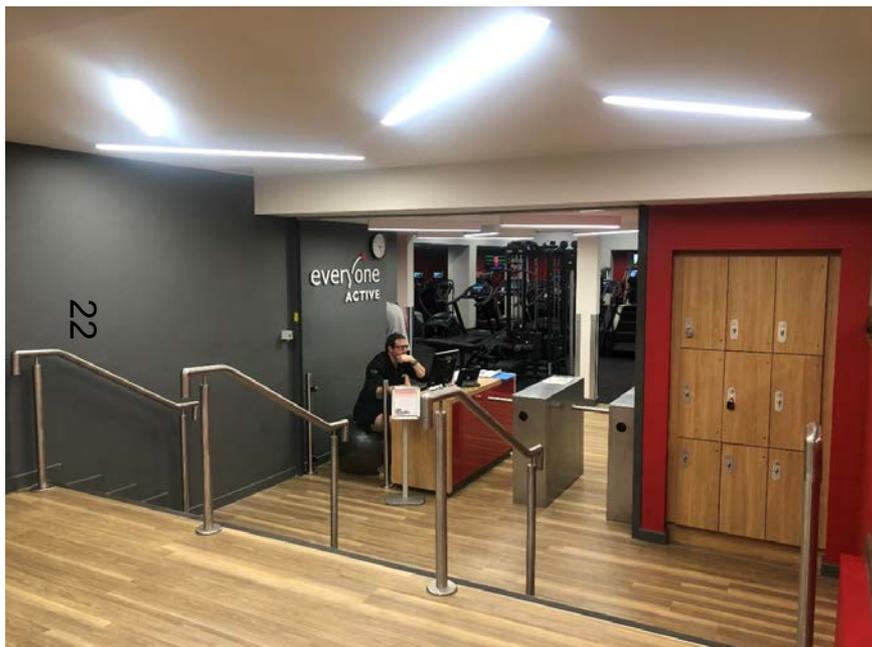
Thank you for your co-operation.

Proetto Take a little piece of ITALY every with you

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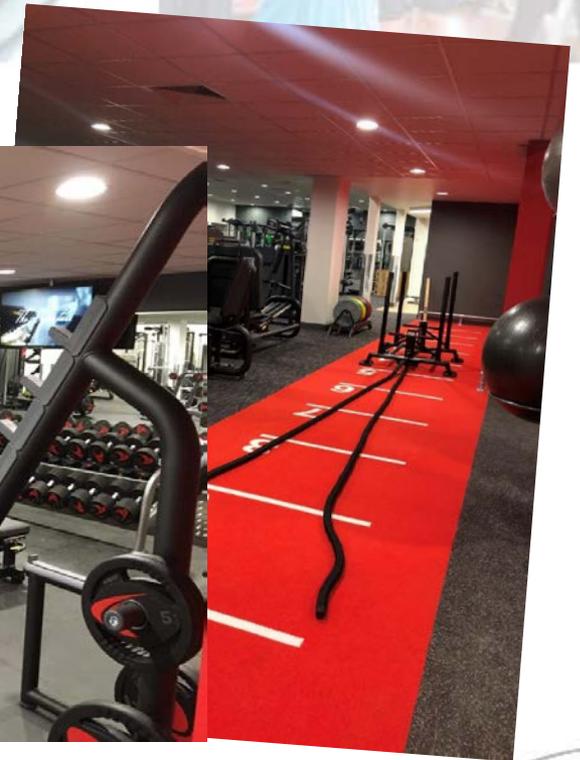
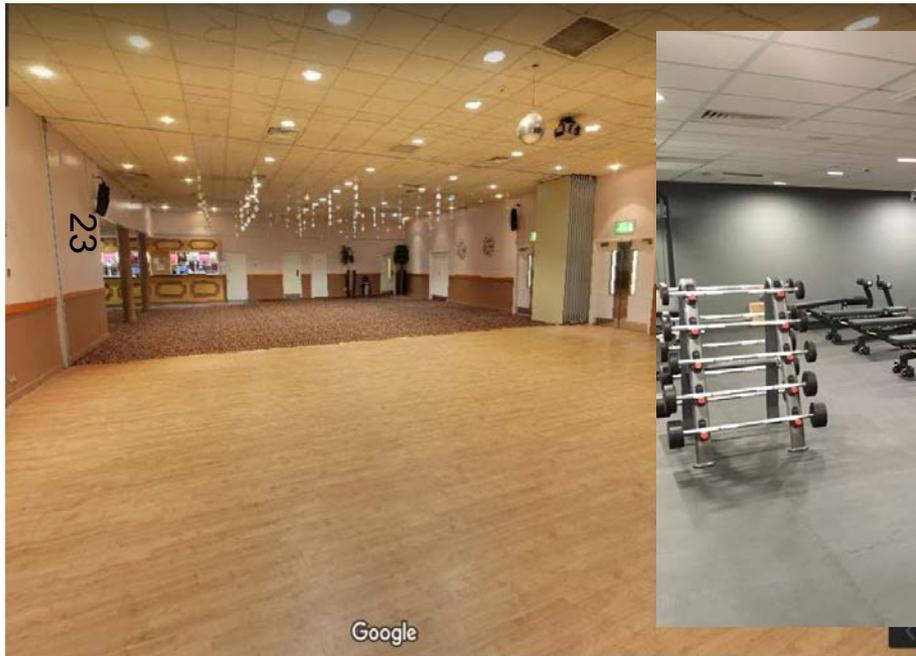
£2.8million of new improvements at Bracknell Leisure Centre



Fitness Suite

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£2.8million of new improvements at Bracknell Leisure Centre



Fitness Suite

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£2.8million of new improvements at Bracknell Leisure Centre



New Group Exercise Studios

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£2.8million of new improvements at Bracknell Leisure Centre



Crèche

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£2.8million of new improvements at Bracknell Leisure Centre



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Dryside Changing Rooms

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£2.8million of new improvements at Bracknell Leisure Centre



Poolside Changing Rooms

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£2.8million of new improvements at Bracknell Leisure Centre



Poolside Changing Rooms

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£2.8million of new improvements at Bracknell Leisure Centre



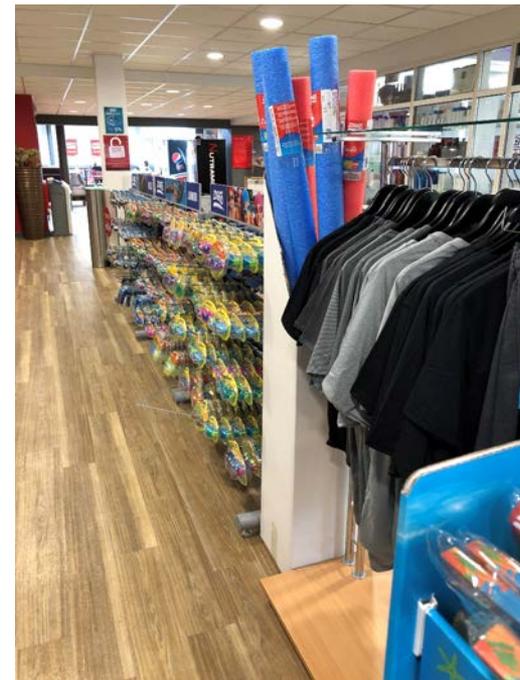
Reception

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£2.8million of new improvements at Bracknell Leisure Centre



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Reception Retail Area

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Open Days at Bracknell Leisure Centre



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Survey Results

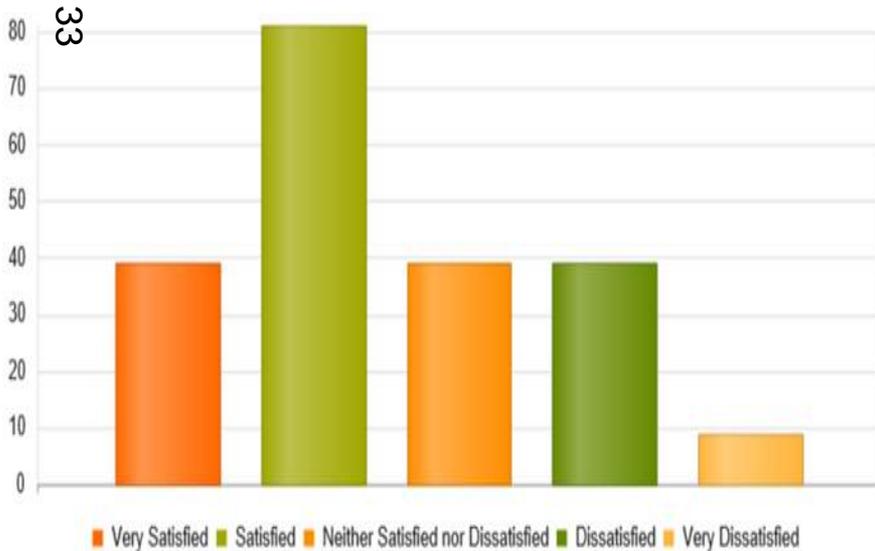
32 - Customer satisfaction surveys give us an insight into our customers likes, dislikes, and where improvements can be made. On 1st April 2019 we sent out a customer satisfaction survey, using our CRM system, Single Customer View to customers to collect, collate and analyse their feedback.

- Throughout April 2019 this survey was sent to 12,973 customers, who's details we hold on our customer database system (MRM). Using the data collected we can analyse individual customer profiles to ensure that all user groups are satisfied, or identify any areas which need improving.

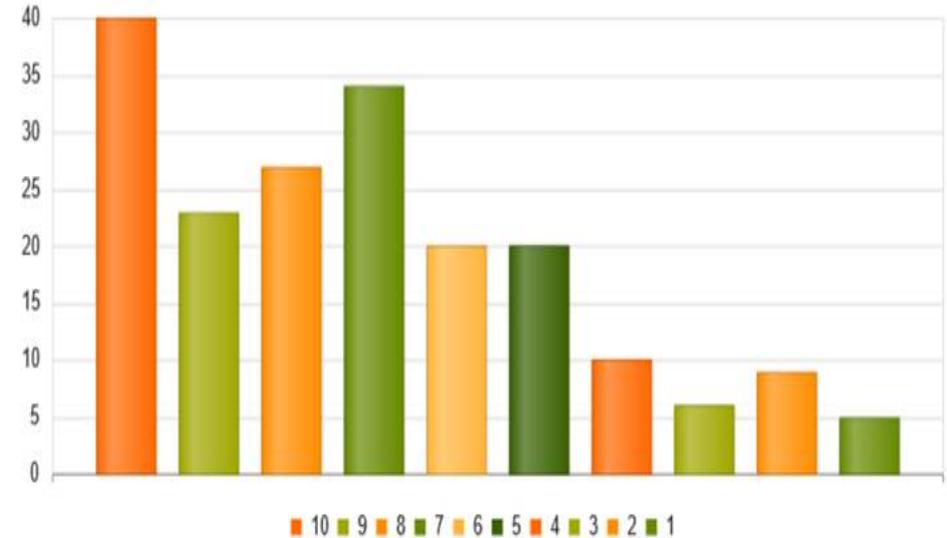
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Customer Survey Results

Overall level of satisfaction:



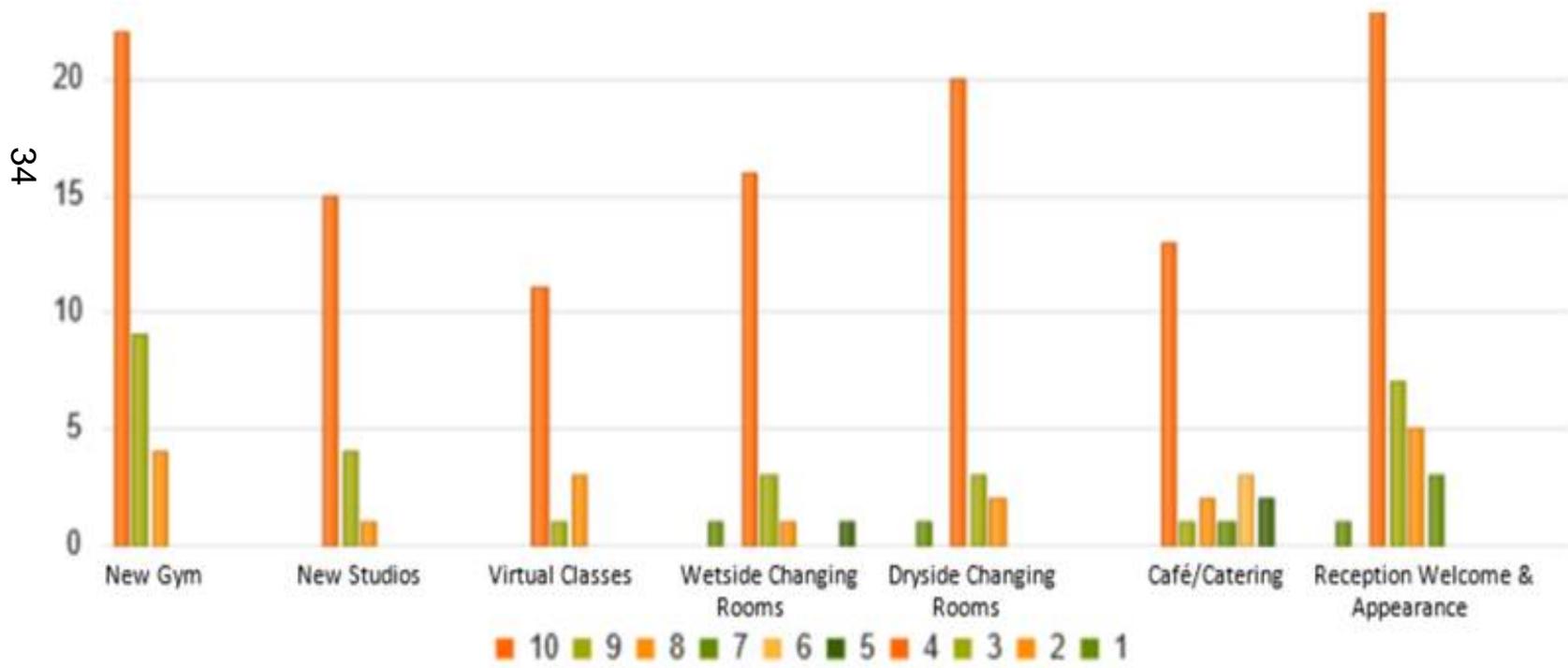
How likely are you to recommend us to a friend? On a scale of 1-10 (10 being high likely and 1 being highly unlikely):



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Customer Survey Results

How would you rate our newly refurbished facilities on a scale of 1-10 (10=excellent and 1= very poor)?



You said, we did...



Bracknell Leisure Centre – February 2018

Bracknell Leisure Centre – 1*

24 February 2018 · 🌐

Disgusting place! It looks so tired and dirty! Desperately needs some money spent on it to match the rest of upcoming Bracknell. The receptionist was so miserable too!! Never again!!!

👍 Like 💬 Comment ➦ Share

Bracknell Leisure Centre – March 2019

Bracknell Leisure Centre

9 March · 🌐

Very impressed with the look and feel of the centre today. Was good to see the cafe area open and looking good. And the new poolside family changing area was lovely and fresh. It is lovely and big and the new lockers are nice and big too!
Very impressed so far with the refurbishments!! X

Coral Reef – Easter Holidays 2018

doesn't recommend Coral Reef.

10 March · 🌐

Just left here. Wouldn't recommend! Changing rooms dirty, toilets dirty. In the restaurant every table was full of food and plates. We waited over 2 hours outside to get in with a baby and two boys. When we finally got in our baby was ready for her nap. So only got 45mins in the pool. Waste of money. Staff on the tills were polite. The lady on the enquiry desk was rude and needs some training on how to deal with customers.

Coral Reef – Summer Holidays 2019

recommends Coral Reef.

7 August at 14:55 · 🌐

Super-organised at the entrance - switching to online booking was the BEST idea. There was a very friendly colleague at the entrance of the car park, checking we had booked online.
Lovely and clean, lots of colleagues on hand for questions, and great little cafe upstairs for us non-swimmers.
Highly recommended, will definitely visit again.

You said, we did...

Coral Reef – February Half Term 2018

😡 can't book on line and sod turning up to wait in a queue for two hours with no guarantee of entry

Like · Reply · Message · 1y

36 Downshire Golf Complex – Spring 2018

Downshire Golf Complex it certainly looked good. Hopefully all the greens recover and the course gets back to where it was a few years ago. Can I just ask that with all the traffic the course gets, is it possible to move the holes more regularly?

Coral Reef – Summer Holidays 2019

👍 recommends Coral Reef.
8 August at 15:41 · 🌐

Clean bright and the online booking means no queuing

Downshire Golf Complex – Summer 2019

👍 recommends Downshire Golf Complex.
24 July at 16:58 · 🌐

Course, greens etc, making steady improvement progress.
Congratulations to Simon, Geoff and the ground staff for their efforts.

👍 recommends Downshire Golf Complex.
26 July at 18:14 · 🌐

My first time on the course with my own clubs seniors group. Really enjoyed playing this challenging well laid out course. Excellent greens. Very friendly staff and they made you feel very welcome. Thank you for the experience.

Mike M

Community



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- Building relationships with community organisations
- Sporting Champion programme dedicated to supporting local athletes achieve their dreams
- Working closely with a number of schools across the borough offering our adopt a school programme
- Everyone Active secured local funding to host primary schools event
- Our regional Development team has secured funding to support coaching initiatives for College Hall students.
- Supporting local school fetes
- Partnered with Get Active educational programme for school leavers
- Continue to support the fantastic work from Red Diamonds



Fundraising & Community

- Get Berkshire Active: Inactive young people scheme (12 week programme)
- “Dimensions”: learning disability group
- ⌘ Princes Trust Coach-Core and Get Berkshire Active (working with 2 apprenticeships and hosting recruitment event)
- Sway (therapeutic place for young people), hosting school games with schools in council and sporting champions
- Special Olympics Berkshire network - accrediting sessions and creating training pathway for special Olympics



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Everyone Active Sporting Champions - Bracknell

Everyone Active supporting athletes from Bracknell Forest



0 comment

BRACKNELL'S most promising athletes are being supported to achieve their sporting dreams with help from a local leisure provider.

Everyone Active, which runs Bracknell Leisure Centre and Coral Reef, is providing facilities, support and funding to the borough's budding stars through its Sporting Champions scheme.



BRONZE SPONSORSHIP

Adam Carpenter	Decathlon - athletics
Adam Carpenter	Athletics - decathlon
Ariana Murphy	Team Gym - Gymnastics
Chanin Janse van Rensburg	TeamGym - Gymnastics
Charlotte Payne	Hammer - Athletics
Charlotte Jennings-Evans	Netball
Chloe Milne	Netball
Eleanor Head	International Gymnastics- Tumbling
Emma Dabinett	Rowing
James Langley	TeamGym - Gymnastics
Katherine Redford	Sprint Triathlon
Katherine Fisher	Netball
Myers Amoo-Gottfried	Basketball
Natasha Tapster	Trampolining and Double mini trampolining
Philip Hodkinson	TeamGym - Gymnastics
Rachel McClay	Track and field athletics 800m/1500m
Richard King	Athletics competing in 100 and 200 metres
Sam Slocombe	WT Taekwondo
Shaun Wyllie	Athletics - 1500m
Shaun Wyllie	Track- 1500m
Simon Bennison	Running

SILVER SPONSORSHIP

Suzie Liverseidge	Netball
Joshua Zeller	110m hurdles
Matthew Buckner	200m athletics as well as 100m

BRONZE: Everyone Active will provide full access to all of its leisure facilities across the UK.

SILVER: Everyone Active' will provide between £200 and £1,000 in funding support and free access to all of its leisure facilities across the UK.

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Environmental Management



Carbon Reduction Co-ordinator (CRC):
Cormac Lisle-Fenwick

Everyone Active is committed to minimising the adverse environmental impacts of our activities.

Our ambition is to provide efficient and sustainable measures that reduce operating costs, energy use and carbon emissions and improve the quality of our leisure facilities.

Energy usage YOY			
ELECTRICITY	July kWh 2018	July kWh 2019	% Change
Bracknell Leisure Centre	78,664	68,338	-13%
Coral Reef	160,676	154,380	-4%
Downshire Golf Course	19,001	13,506	-29%



Customer Usage

Total visitor attendance across the Bracknell Forest was 1,332,208.

Website views, social media likes and app downloads have also increased across the contract.

Website	Page Views	
Bracknell Leisure Centre	398,720	(+20%)
Coral Reef Waterworld	1,684,645	(-4%)
Downshire Golf Complex	71,239	(+3%)

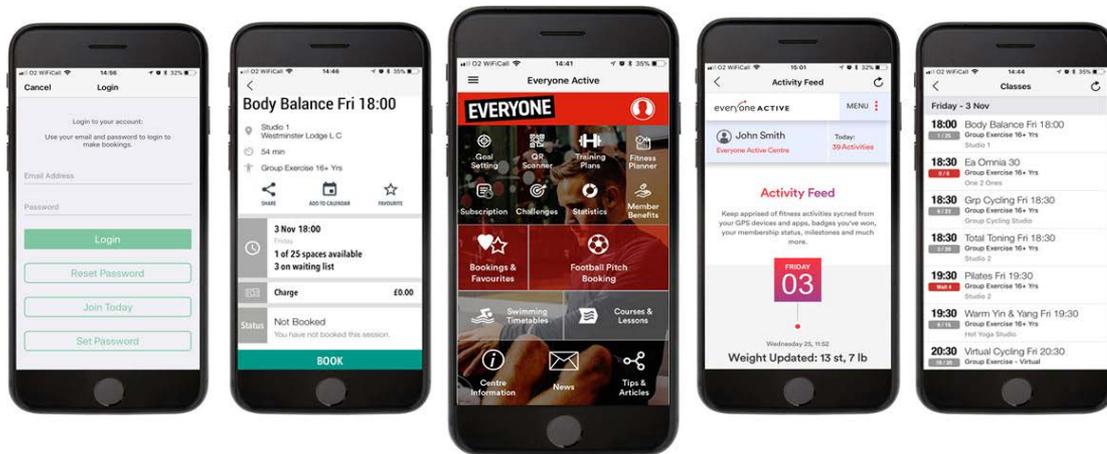
App	Downloads
Bracknell Leisure Centre	6,941
Coral Reef Waterworld	2,705
Downshire Golf Complex	504

Membership type	Members	
Bracknell Leisure Centre Fitness Members	2,389	(+40.5%)
Bracknell Leisure Centre Swim Members	320	(+20.3%)
Downshire Golf Complex	168	(+30.3%)

Social Media	Likes	
Bracknell Leisure Centre	4,292	(+27.5%)
Coral Reef Waterworld	31,740	(+19.81%)
Downshire Golf Complex	985	(+15.5%)

Everyone Active App - for iOS and Android

- Book Classes
- Book Activities
- View your activity profile
- QR scanner for quick class/activity add to planner
- See your booked & favourite classes
- App user only offers
- Multi-site view
- View the latest news from your centre
- View centre timetables
- Easy contact with the centre
- Connect through social media



everyone
ACTIVE
Feel better for it



Plans for the future

- Continue to build positive brand awareness across the contract and increase usage at sites
- Continue to develop relationships with community and local organisations
- 43
- Introduction of access control at Bracknell leisure centre
- External refurbishment at Bracknell Leisure Centre
- Introduction of Pool View system at Bracknell Leisure Centre
- Significant investment in introducing Contract Cleaners
- Explore new initiatives at Coral Reef, such as development of splash pad on poolside terrace and gym space within Coral Spa.



Plans for the future

- Develop DigiTickets offering at Coral Reef - offering online car park ticket
- New water bowser at Downshire Golf Complex to water areas of the course which haven't been accessible in the past – continuing to maintain improved course.
- ⁴
- Increasing community feel at Downshire Golf Complex by offering alternative golf events, including night golf and cross country golf.
- Quest inspections across contract – service standard accreditation

ENVIRONMENT, CULTURE & COMMUNITIES OVERVIEW & SCRUTINY PANEL

EXECUTIVE WORK PROGRAMME

REFERENCE:	I085260
TITLE:	Town Centre Day Rate Car Park Charges
PURPOSE OF REPORT:	The report recommends revised charges for car park day rate charges in September 2019.
DECISION MAKER:	Bracknell Town Centre Regeneration Committee
DECISION DATE:	9 Sep 2019
FINANCIAL IMPACT:	The financial impact is set out in the report.
CONSULTEES:	Bracknell Town Centre management and car park users
CONSULTATION METHOD:	Direct email/posting in window of the Car Park Office in the High Street Car Park and on the public website.

REFERENCE:	I084749
TITLE:	Heathrow Preferred Masterplan
PURPOSE OF REPORT:	To approve Bracknell Forest Council's consultation response
DECISION MAKER:	Executive Member for Planning & Transport
DECISION DATE:	13 Sep 2019
FINANCIAL IMPACT:	None
CONSULTEES:	None.
CONSULTATION METHOD:	None

REFERENCE:	I084392
TITLE:	Draft Bracknell Forest Local Plan - further consultation
PURPOSE OF REPORT:	To seek authority to carry out consultation on a revised strategy following consideration of changes in national policy, previous comments and new evidence.
DECISION MAKER:	Executive
DECISION DATE:	24 Sep 2019
FINANCIAL IMPACT:	Consultation will be funded from Development Plan budget.
CONSULTEES:	Public Statutory consultees General consultation bodies
CONSULTATION METHOD:	Public consultation to take place in October/November. Further details to be provided in the report.

REFERENCE:	I084399
TITLE:	Joint Central and Eastern Berkshire Minerals and Waste Plan - proposed submission version
PURPOSE OF REPORT:	To seek a recommendation from Executive to Council that the Submission Joint Central and Eastern Berkshire Joint Minerals and Waste Plan, the Policies Map and all supporting documents be formally submitted to the Secretary of State for independent examination. That, subject to Council accepting the recommendation, the Executive approves the Submission Joint Central and Eastern Berkshire Joint Minerals and Waste Plan, the Policies Map and all supporting documents for publication for a statutory period of six weeks.
DECISION MAKER:	Executive
DECISION DATE:	22 Oct 2019
FINANCIAL IMPACT:	Consultation and examination will be funded from Development Plan budget.
CONSULTEES:	Public, specific and general consultation bodies.
CONSULTATION METHOD:	Statutory consultation to take place in accordance with Regulation 19 of the Town and Country (Local Planning) (England) Regulations 2012 (as amended).

REFERENCE:	I085287
TITLE:	Transfer of land - non-strategic open spaces to Parish and Town Councils
PURPOSE OF REPORT:	To approve the grant of new long-term leases to transfer selected open spaces to Parish and Town Council management and maintenance. To approve the re-grant of existing leases to create consistency of lease terms and durations for Parish and Town Councils.
DECISION MAKER:	Executive
DECISION DATE:	22 Oct 2019
FINANCIAL IMPACT:	Limited financial impact.
CONSULTEES:	Parish and town councils
CONSULTATION METHOD:	Consultation process has been ongoing with town and parish councils

REFERENCE:	I085361
TITLE:	Consultation response on the submission version of the Crowthorne Neighbourhood Plan (Regulation 16) and Submission of the Plan for Examination (Regulation 17)
PURPOSE OF REPORT:	To agree the response to the consultation on the submission version of the Crowthorne Neighbourhood Plan (Regulation 16) and to submit the Plan for Examination (Regulation 17)
DECISION MAKER:	Executive Member for Planning & Transport
DECISION DATE:	23 Oct 2019
FINANCIAL IMPACT:	Central Government grant. Within existing budget.
CONSULTEES:	Bracknell Forest Council can provide comments on this consultation which will be sent to the Independent Examiner. In producing the response, colleagues from affected service areas have been consulted for comments.
CONSULTATION METHOD:	This is a public consultation on the submission version of the Crowthorne Neighbourhood Plan (Statutory Regulation 16 consultation)

REFERENCE:	I075157
TITLE:	Pre-submission consultation response on the draft Winkfield Neighbourhood Plan
PURPOSE OF REPORT:	To agree the Council's response to the draft Winkfield Neighbourhood Plan Consultation (Regulation 14 pre-submission)
DECISION MAKER:	Executive Member for Planning & Transport
DECISION DATE:	25 Oct 2019
FINANCIAL IMPACT:	None at this time. Grant funding from central government can be claimed at later stages.
CONSULTEES:	In producing a response, colleagues from affected services have been consulted.
CONSULTATION METHOD:	Bracknell Forest is being consulted by Winkfield Parish Council

REFERENCE:	I080303
TITLE:	Smart Connect: Future Direction
PURPOSE OF REPORT:	To propose entering into discussion with SmartCitizen to better ensure the future development of the Council's SmartConnect Customer Management System.
DECISION MAKER:	Executive
DECISION DATE:	12 Nov 2019
FINANCIAL IMPACT:	Negotiations need to take place with SmartCitizen centred around the ownership and value of the IPR the Council owns in relation to SmartConnect.
CONSULTEES:	N/A
CONSULTATION METHOD:	N/A

REFERENCE:	I084999
TITLE:	Bracknell Town Centre Regeneration Committee Update Report
PURPOSE OF REPORT:	To update the Committee on the regeneration of Bracknell Town Centre.
DECISION MAKER:	Bracknell Town Centre Regeneration Committee Bracknell Town Centre Regeneration Committee
DECISION DATE:	9 Sep 2019
FINANCIAL IMPACT:	Contained within the report
CONSULTEES:	N/A
CONSULTATION METHOD:	N/A

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