



REGENERATION AND ENVIRONMENT SCRUTINY COMMITTEE – 10TH DECEMBER 2013

SUBJECT: CONSULTATION PROCESS WITHIN THE OUTDOOR FACILITIES SECTION

REPORT BY: ACTING DEPUTY CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 To advise Members of the consultation processes used by Community & Leisure Services in respect of the outdoor facilities function.

2. SUMMARY

- 2.1 Parks Services manage 115 football and rugby fields throughout the county borough. Consultation with stakeholders is crucial to enable the development and shaping of the service for the future.
- 2.2 On the 18th September, the Authority hosted a very successful “Pride in your Pitch” event. The aim of the project was to engage with local sports clubs to encourage them to take greater ownership of the condition of their own pitches. This included sending information, guidance etc to every club to raise awareness of the health and environmental issues. Clubs were also reminded of their responsibility to clean up their litter (drinks bottles etc) after their fixtures.

3. LINKS TO STRATEGY

- 3.1 The Community and Leisure Services aim in the Service Improvement Plan for 2013/14 in relation to Parks & Outdoor Facilities is:-

“To maintain public parks, roundabouts and other public land, ensuring that they are safe, clean, well presented and fit for purpose”.

In addition, this links to other strategies viz:-

1. Creating an Active Wales;
2. A Vision for Sport in Wales;
3. Community Sports Strategy; and
4. The Single Integrated Plan.

4. THE REPORT

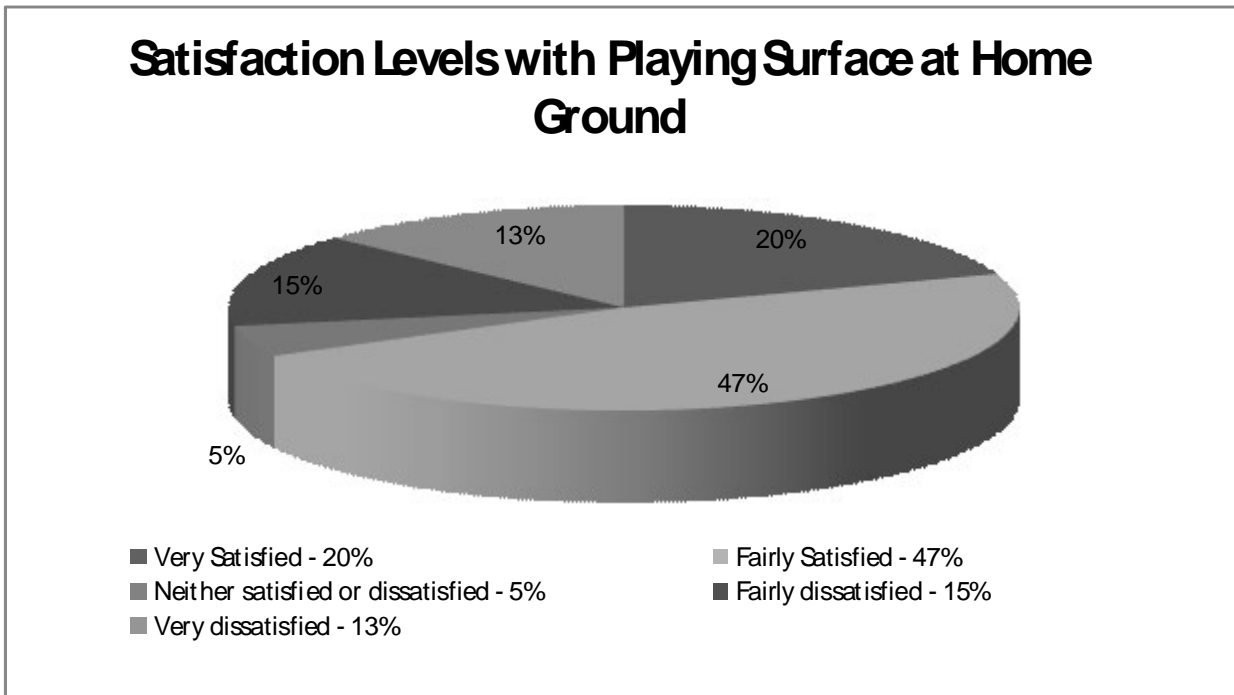
- 4.1 In June 2013, consultation was undertaken via postal surveys with rugby and football clubs within the county borough.

4.2 Their views were sought to establish their satisfaction with the following:-

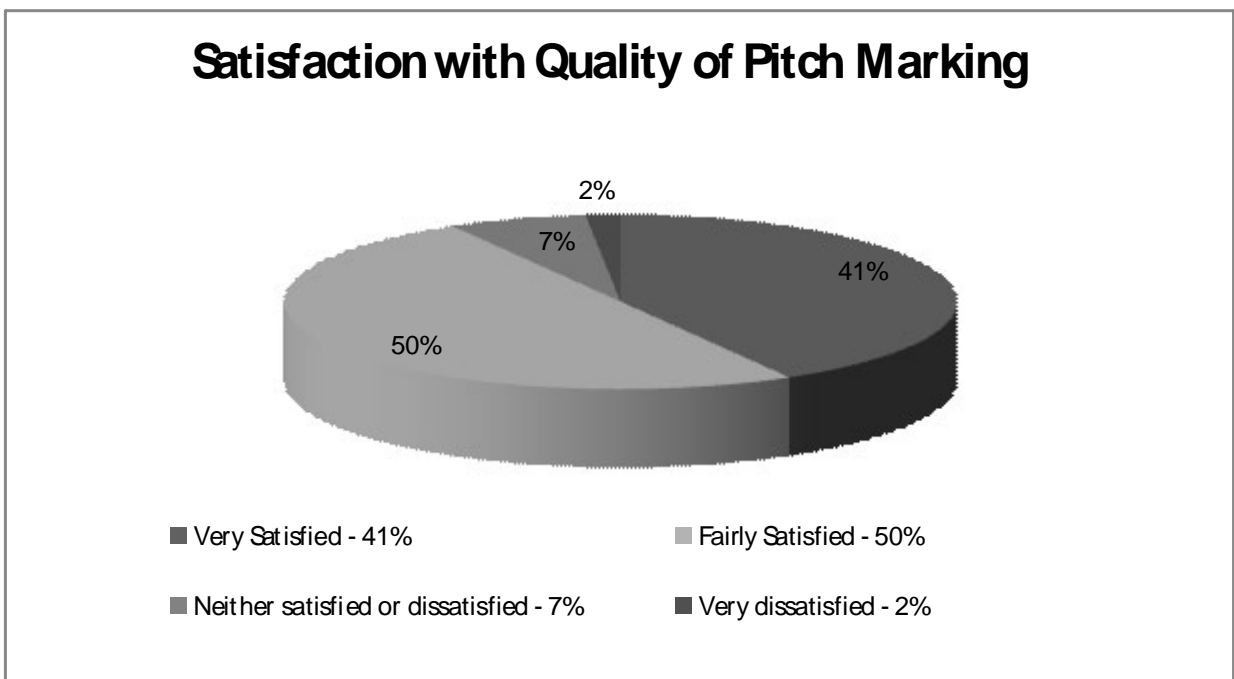
- Playing surface of their home ground;
- The quality of pitch markings;
- Condition/cleanliness of changing facilities and toilets;
- Standard of cleanliness around the playing surface i.e. dog fouling, litter etc;
- The assistance of staff and ease of booking fixtures;
- The Evaluation Card system;
- Their overall satisfaction with our service.

4.3 Postal surveys were sent to 110 Clubs of which 59 were returned.

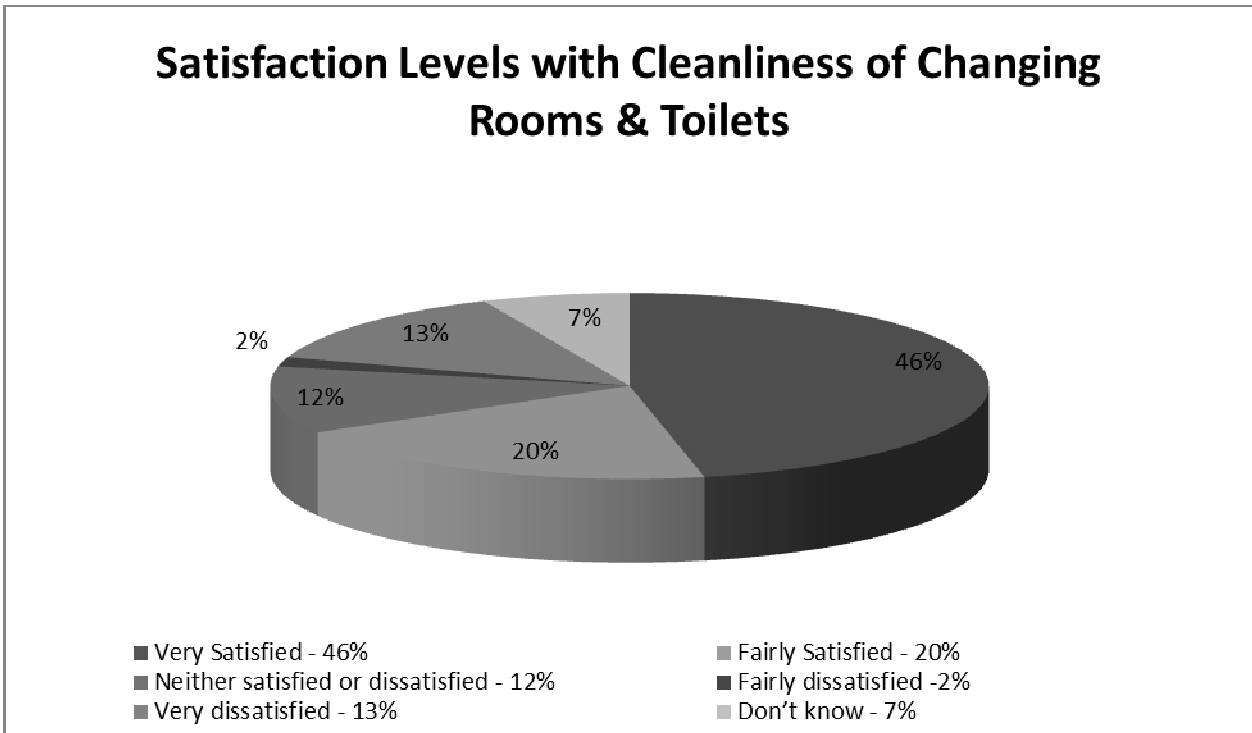
4.4 The pie chart below sets out the satisfaction levels with the playing surface at their home ground.



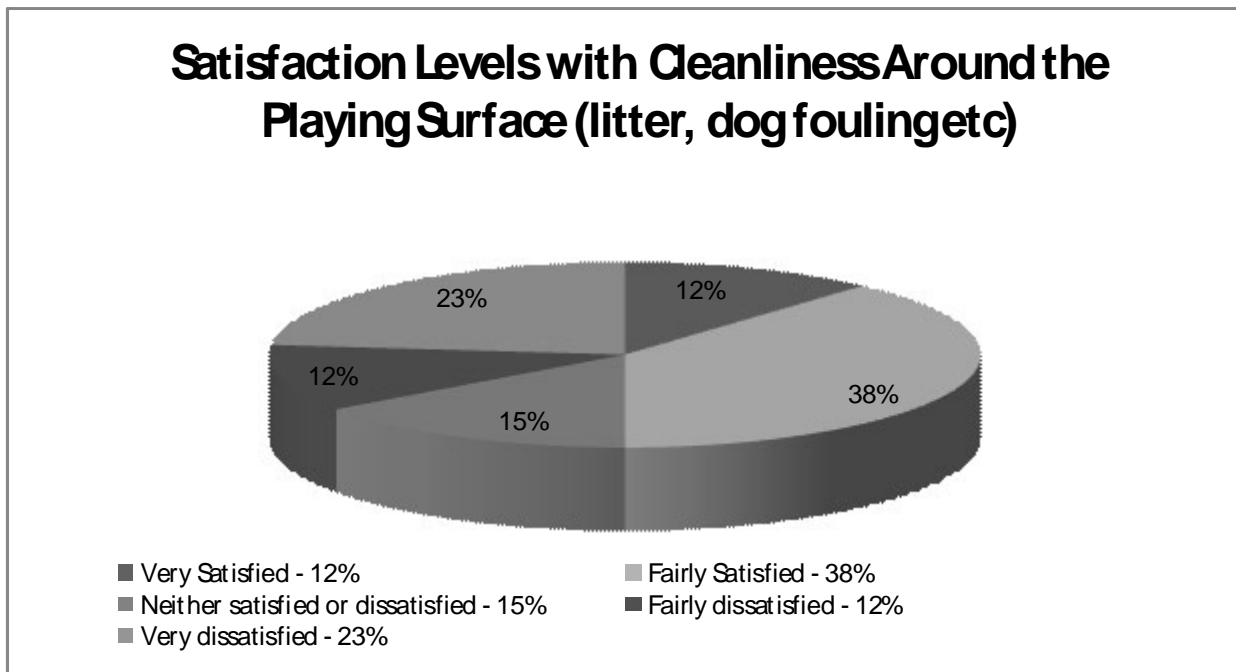
4.5 The pie chart below sets out the satisfaction levels with the quality of pitch marking.



4.6 The pie chart below sets out the satisfaction levels with the cleanliness and condition of changing facilities and toilets.



4.7 The pie chart below sets out the satisfaction levels with the standard of cleanliness around the playing surface (litter, dog fouling etc).



4.8 The clubs were asked to rate:-

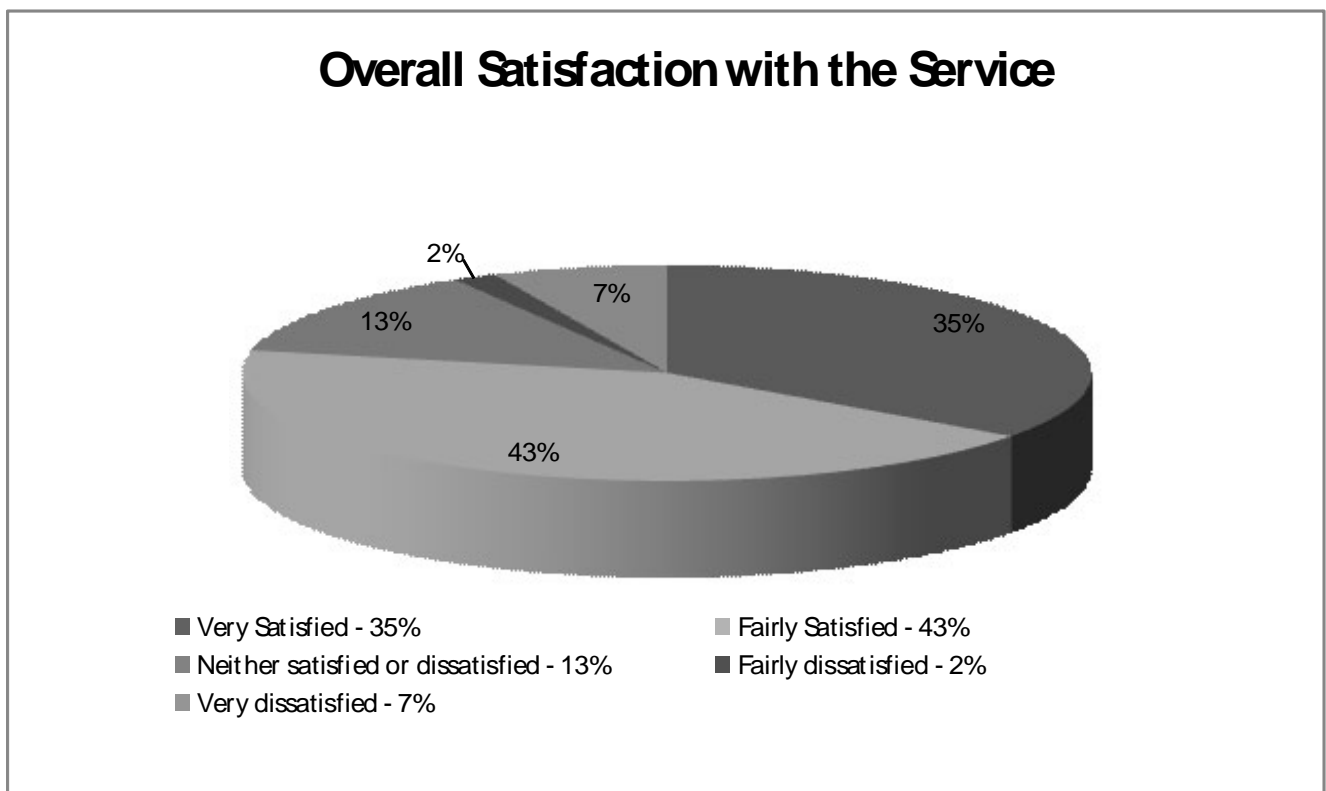
- The ease with which a booking could be made;
- The assistance of office staff;
- The assistance of operational staff (Pavilion Attendant);
- The ease and process for raising comments or complaints.

The table below sets out satisfaction levels.

	Very Satisfied	Fairly Satisfied	Neither Satisfied Or Dissatisfied	Fairly Dissatisfied	Very Dissatisfied	Don't Know
The ease of booking fixture	37	14	2	2	0	2
The assistance of office staff	41	8	3	0	0	4
The assistance of operational staff (e.g. pavilion attendant)	36	7	3	2	0	8
The ease of the process whereby your comments or complaints can be raised (e.g. evaluation cards)	19	11	11	6	3	6

4.9 In respect of evaluation cards, 46 clubs confirmed that they do not regularly complete and return evaluation cards following each fixture.

4.10 The pie chart below sets out overall satisfaction levels with the service the clubs received from the Authority.



4.11 An action plan will be formulated to address the feedback from stakeholders such as requests to undertake repairs to pavilions etc.

5. EQUALITIES IMPLICATIONS

- 5.1 Consultation and Engagement with various protected characteristic individuals or groups in the community is a statutory duty under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and the Council implements this duty by ensuring all groups are considered and represented wherever possible and relevant in consultation exercises. Internal CCBC guidance can be found in the Equalities Consultation and Monitoring Guidance document.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications associated with this report.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personnel implications associated with this report.

8. CONSULTATIONS

- 8.1 This report reflects the views of the listed consultees.

9. RECOMMENDATIONS

- 9.1 Members are asked to note the contents of this report.

10. REASONS FOR RECOMMENDATIONS

- 10.1 To monitor service satisfaction levels and establish trends in satisfaction over time.

11. STATUTORY POWER

- 11.1 Local Government Act 2000.

Author: Mike Headington, Principal Officer: Outdoor Facilities and Bereavement Services
Consultees: Sandra Aspinall – Acting Deputy Chief Executive
Mark S. Williams – Head of Community and Leisure Services
Derek Price - Parks and Outdoor Facilities Manager
Councillor Dave Poole – Cabinet Member for Community and Leisure Services
Councillor Tudor Davies – Chair of Regeneration and Environment Scrutiny
David A. Thomas – Senior Policy Officer (Equalities and Welsh Language)

Background Papers:

Details of consultation process located 1st floor, Pontllanfraith House, Blackwood