

COMMENTS FROM OVERVIEW AND SCRUTINY PANEL (COMMUNITIES AND CUSTOMERS) – 2nd February 2016

COMMENTS FROM OVERVIEW AND SCRUTINY PANEL (COMMUNITIES AND CUSTOMERS) – 1st March 2016

ONE LEISURE STRATEGIC PLAN

The Overview and Scrutiny Panel (Communities and Customers) was presented the One Leisure Strategic Plan Scoping Report at the Panel meeting in February 2016 and the One Leisure Strategic Plan at the Panel meeting in March 2016. The Panel were reminded of the background to the Strategic Plan and One Leisure.

Comments were made by a Member at the Panel meeting in February in relation to the innovation of One Leisure. The Panel was reminded that One Leisure does not have unlimited resources and therefore can't offer everything to everyone. Instead the service will focus on particular markets for sustainability and growth.

A comment was made at the Panel meeting in February that within the section that discusses the staff of One Leisure they would like the phrase 'we want excellent, engaged, welcoming (smiling) staff with the right attitude' reworded to read 'we expect excellent, engaged, welcoming (smiling) staff with the right attitude' as this would emphasise that this is an expectation and not a request.

Members expressed at the Panel meeting in March that it is pleasing to see One Leisure move from a poor position in previous years into a good position now where the service can look forward and grow.