

**Wednesday, 27th July, 2022,  
6.15 pm**

**The John Meikle Room - The Deane  
House**

---

**Members:** Libby Lisgo (Chair), Dave Mansell (Vice-Chair), Simon Coles, Tom Deakin, Roger Habgood, Steve Griffiths, Dawn Johnson, Richard Lees, Mark Lithgow, Janet Lloyd, Andy Milne, Martin Peters, Andy Pritchard, Ray Tully and Vivienne Stock-Williams

### **Agenda**

**1. Apologies**

To receive any apologies for absence.

**2. Minutes of the previous meeting of the Community Scrutiny Committee**

To approve the minutes of the previous meeting of the Community Scrutiny Committee held on

(Pages 5 - 14)

**3. Declarations of Interest**

To receive and note any declarations of disclosable pecuniary or prejudicial or personal interests in respect of any matters included on the agenda for consideration at this meeting.

(The personal interests of Councillors and Clerks of Somerset County Council, Town or Parish Councils and other Local Authorities will automatically be recorded in the minutes.)

**4. Public Participation**

The Chair to advise the Committee of any items on which members of the public have requested to speak and advise those members of the public present of the details of the Council's public participation scheme.

For those members of the public who have submitted any questions or statements, please note, a three minute time limit applies to each speaker and you will be asked to speak

before Councillors debate the issue.

We are now live webcasting most of our committee meetings and you are welcome to view and listen to the discussion. The link to each webcast will be available on the meeting webpage, but you can also access them on the [Somerset West and Taunton webcasting website](#).

- 5. Community Scrutiny Request/Recommendation Trackers** (Pages 15 - 18)

To update the Community Scrutiny Committee on the progress of resolutions and recommendations from previous meetings of the Committee.
- 6. Community Scrutiny Forward Plan** (Pages 19 - 20)

To receive items and review the Forward Plan.
- 7. Executive and Full Council Forward Plans** (Pages 21 - 24)

To review the Forward Plans of the Executive and Full Council.
- 8. Sports and Leisure Management (Everyone Active) Bi-Annual Report** (Pages 25 - 44)

This matter is the responsibility of Executive Portfolio Holder for Sports, Parks, Leisure and Phosphates, Councillor Derek Perry .

Report Author: David Wheeler, Leisure Manager— External Operations

Everyone Active represented by Mark Washington and David Greenwood.
- 9. Somerset Waste Partnership (SWP) Update**

An update on Recycle More and other SWP projects.

SWP represented by Michael Cowdell, Customer Experience Manager.
- 10. Executive Portfolio Holder for Environmental Services: Councillor Andrew Sully** (Pages 45 - 50)

To consider updates from Executive Councillor for Environmental Services, Councillor Andrew Sully

3.2 of the Scrutiny Terms of Reference state that the Scrutiny Committee may review and scrutinise and ask questions of the Leader, lead Councillors, the Executive in relation to their portfolios.

Supported by:-

Stuart Noyce – Assistant Director – Commercial Services  
Emma Matthews – Partnership Manager East Hampshire  
Commercial Services (Litter Enforcement Partnership)

A handwritten signature in black ink, appearing to read 'A Pritchard', with a horizontal line underneath.

**ANDREW PRITCHARD**  
**CHIEF EXECUTIVE**

Please note that this meeting will be recorded. At the start of the meeting the Chair will confirm if all or part of the meeting is being recorded and webcast. You should be aware that the Council is a Data Controller under the Data Protection Act 2018. Data collected during the recording will be retained in accordance with the Council's policy. Therefore unless you are advised otherwise, by entering the Council Chamber and speaking during Public Participation you are consenting to being recorded and to the possible use of the sound recording for access via the website or for training purposes. If you have any queries regarding this please contact the officer as detailed above.

Members of the public are welcome to attend the meeting and listen to the discussions. There is time set aside at the beginning of most meetings to allow the public to ask questions. Speaking under "Public Question Time" is limited to 3 minutes per person in an overall period of 15 minutes. The Committee Administrator will keep a close watch on the time and the Chair will be responsible for ensuring the time permitted does not overrun. The speaker will be allowed to address the Committee once only and will not be allowed to participate further in any debate. Except at meetings of Full Council, where public participation will be restricted to Public Question Time only, if a member of the public wishes to address the Committee on any matter appearing on the agenda, the Chair will normally permit this to occur when that item is reached and before the Councillors begin to debate the item.

If an item on the agenda is contentious, with a large number of people attending the meeting, a representative should be nominated to present the views of a group. These arrangements do not apply to exempt (confidential) items on the agenda where any members of the press or public present will be asked to leave the Committee Room. Full Council, Executive, and Committee agendas, reports and minutes are available on our website: [www.somersetwestandtaunton.gov.uk](http://www.somersetwestandtaunton.gov.uk)

The meeting room, including the Council Chamber at The Deane House are on the first floor and are fully accessible. Lift access to The John Meikle Room, is available from the main ground floor entrance at The Deane House. The Council Chamber at West Somerset House is on the ground floor and is fully accessible via a public entrance door. Toilet facilities, with wheelchair access, are available across both locations. An induction loop operates at both The Deane House and West Somerset House to enhance sound for anyone wearing a hearing aid or using a transmitter. For further information about the meeting, please contact the Governance and Democracy Team via email: [governance@somersetwestandtaunton.gov.uk](mailto:governance@somersetwestandtaunton.gov.uk)

If you would like an agenda, a report or the minutes of a meeting translated into another language or into Braille, large print, audio tape or CD, please email: [governance@somersetwestandtaunton.gov.uk](mailto:governance@somersetwestandtaunton.gov.uk)

**SWT Community Scrutiny Committee - 29 June 2022**

Present: Councillor Libby Lisgo (Chair)

Councillors Dave Mansell, Simon Coles, Tom Deakin, Steve Griffiths, Dawn Johnson, Richard Lees, Andy Milne, Martin Peters, Vivienne Stock-Williams, Ray Tully and Loretta Whetlor as subs for Janet Lloyd

Officers: Sam Murrell, Marcus Prouse, Chris Hall, Simon Lewis, Kerry Prisco, Scott Weetch

Guests: Chief Inspector Justin French (ASP)  
Inspector Mike Griffiths (ASP)

Also Present: Councillors Chris Booth  
Brenda Weston and Janet Lloyd (Via zoom)

(The meeting commenced at 6.16 pm)

**11. Apologies**

Apologies were received from Councillors Janet Lloyd (via zoom), Mark Lithgow and Roger Habgood

**12. Minutes of the previous meeting of the Community Scrutiny Committee**

The minutes of the previous meeting held on 25 May 2022 were approved, subject to changes in items 6,7,8 – Text “chair noted” to be amended to the “committee noted”. *(Cllr Mansell prop and Cllr S Coles Sec. Unanimous)*

**13. Declarations of Interest**

Members present at the meeting declared the following personal interests in their capacity as a Councillor or Clerk of a County, Town or Parish Council or any other Local Authority:-

Name	Minute No.	Description of Interest	Reason	Action Taken
Cllr S Coles	All Items	SCC & Taunton Charter Trustee	Personal	Spoke and Voted
Cllr T Deakin	All Items	SCC & Taunton Charter Trustee	Personal	Spoke and Voted
Cllr D Johnson	All Items	SCC	Personal	Spoke and Voted
Cllr R Lees	All Items	Taunton Charter Trustee	Personal	Spoke and Voted
Cllr L Lisgo	All Items	Taunton Charter Trustee	Personal	Spoke and Voted

Cllr D Mansell	All Items	SCC	Personal	Spoke and Voted
Cllr M Peters	All Items	Taunton Charter Trustee	Personal	Spoke and Voted
Cllr R Tully	All Items	West Monkton	Personal	Spoke and Voted
Cllr L Whetlor	All Items	Watchet	Personal	Spoke and Voted

14. **Public Participation**

There were no requests for public participation.

15. **Community Scrutiny Request/Recommendation Trackers**

No outstanding items to report

16. **Community Scrutiny Forward Plan**

The Committee noted the Community Scrutiny Forward Plan. (*Unanimous*)

17. **Executive and Full Council Forward Plans**

The Committee noted the Executive and Full Council forward plans. (*Unanimous*)

18. **Update from Avon and Somerset Police**

Unparished Area Crime Statistics for the unparished part of Taunton were read out by Insp. Mike Griffiths for the last 3 months. This consisted of 844 crimes broken down as follows:-

- 232 offences of violence against the person
- 271 offences of theft
- 139 public order offences
- 78 arson and criminal damage type offences
- 30 vehicle offences
- 19 sexual offences
- 26 burglaries
- 16 robberies
- 9 drug related offences
- 5 fraud offences
- 2 carrying/possession of weapons (knives)

It was stated that this was typical for a town centre which included a high street (daytime) and night-time economy as well as some residential areas. Crime had reduced in these areas during the pandemic but was returning to pre-pandemic levels.

During the debate the following points were raised:

Offences against the person – violence. Is this centred around the night-time economy and is alcohol a contributing factor? Does it escalate around the weekend when there are more people in the town centre. For example, historically Thursday night when there was a concentration of marines in the town, there was known to be a lot of fighting at kicking out time.

- *The night-time economy has slowed down and police have thus scaled back operational resources. There are no longer the mass congregations of people outside nightclubs on Saturday nights. Also, partnership working through CCTV and street pastors has helped in reducing crime. The culture of the marines has changed and there is less participation in the Thursday evening drinking activity, unless it is a public holiday or shore leave. (Most of the marines, live locally and have integrated with their families into their communities so they return home rather than go out in the town). That being said, a high proportion of violence against the person offences will be alcohol related. (This includes drinking in the PSPO areas, shoplifting and other anti-social behaviour).*
- *Violent crime is now being subjected to “Hot Spot policing” which is known to be a pro-active way of reducing crime. The police target areas that have a high incidence of VAP and are highly visible for about 15mins. Their patrolling and visibility mean that there have been noticeable reductions in crime and greater confidence in the police. This has managed to reduce crime in these areas by as much as 30%.*

#### Communication channels

How can this be improved, especially in the rural areas? How can Councillors help with relaying messages about crime prevention and other statistics in their ward areas?

- *Covid hit policing in a variety of ways, not least that there were a new cohort of police recruits who joined in the middle of the pandemic and had to find new ways of engagement. (They had never experienced the night-time economy or face-to face policing because of the restrictions). Online Facebook Live surgeries were innovative, and ASP were the first to undertake them. As communities re-open there has been a return to face-to-face beat surgeries, visible policing at schools and community events, newsletters and live-streaming webinars.*
- *Although it is difficult for beat officers and PCSOs to attend every parish meeting, they will try to attend as often as possible and, in their absence, submit a crime stats report. Their attendance is dependent on meeting the demands of crime, and they are extremely busy. Can parish councils please be welcoming of young officers and PCSOs when they come along to parish meetings. Some of them are new recruits and want to work with local agencies. They cannot be answerable for operational matters or decide how resources are allocated. Please can this be viewed as an exercise in how to work together for the benefit of residents.*
- *Councillors can assist with this via their own local communication channels providing they have the information. It would be useful if a link could be established that would be mutually beneficial. They also tap into local networks such as neighbourhood watch and community groups which are a good way of sharing intelligence. Insp. Griffiths acknowledged that this was a valuable resource which he would be following up.*

- *Parish Council attendance will be encouraged but it likely to not be more than once or twice a year at most. In the absence of an officer a crime sheet will be submitted with latest statistics.*

### Rural Crime

Accepting of the fact that resources need to be allocated where there is the greatest concentration of people, (Taunton), but can more be sent to the rural areas such as Exmoor, Minehead and Watchet which seem largely forgotten.

It was noted that there had been an improvement in the level of patrolling in the rural areas particularly in Porlock, but it would be preferable if there was active engagement/patrolling for 15mins or so, rather than just driving through the village.

- *Resources are allocated using the Threat, Harm, Risk assessment. Risk or harm, threat to life will always take priority over other crimes. Nevertheless, if a crime is in progress, it should always be reported via the 999-emergency number.*
- *Resource is sparse but the police are concentrating heavily on prevention and education to reduce crime. A greater priority is now being given to high value agricultural crime which is looking to tackle organised cross border theft of quad bikes and farm machinery. Previously this was assigned a crime number in the Communications Centre at Portishead, assessed and filed with no further action. Due to changes in the processing system, it is now devolved back to the Rural Affairs Policing team to investigate and follow up the lines of enquiry, increasing the chances of recovery and arrest.*
- *Recently two county line networks were taken out in Minehead. The police are using the Threat, Harm, Risk assessment to prioritise their casework. These types of crimes do take a lot of police time but the PCSOs will try and be more accessible to their local communities and improve engagement.*

### Minehead

Has the removal of an established police base in Minehead resulted in any variation to the crime figures in that area?

- *Remained consistent. A fantastic team of officers who have managed to adjust to the changing environment by altering their working methods. PCSOs are embedded in their local communities and are finding innovative ways to prevent crime and work with residents. Examples of recent initiatives in Minehead:*
- *An officer identified that there were a growing number of distraction type burglaries. They used camera doorbell technology from neighbours to identify an offender and subsequently make an arrest, which resulted in a prison sentence.*
- *The PCSOs have also undertaken youth activities with young people, to paint and locate bird nesting boxes on Seaward Way in Minehead. This is in preparation for the new housing scheme that is being built and to welcome new residents to the neighbourhood. By engaging young people to have a pride in their local area, it will reduce ASB, vandalism and encourage community cohesion.*



- *A group of approximately 20 young people had disconnected from school and were in danger of falling into crime. A PCSO worked with local partner agencies to secure them employment and take them off the streets.*
- *Currently there is still a police presence in the Minehead Police Station, and it is hoped that this will be maintained once the station is closed. There are plans for the team to be based in an alternative location. ASP recognise that a great deal of good work goes on as part of the West Somerset One Team, and wider multi-agency working which is seen as “trail-blazing” across the force area and demonstrates good practice.*

Did Covid contribute to rising ASB, neighbour disputes and vandalism? Did this escalate these types of issues?

- *Yes – This was apparent across the whole country, not just in Avon and Somerset. There are now a cohort of young people who have “found their freedom” and are acting out to kick back against the perceived restraints they had over the last two years. A lot of work is being done with the CPS and education providers to work on prevention and reduce criminal behaviour. Unfortunately, due to the delays in processing and court proceedings, there have been backlogs in bringing perpetrators to justice.*
- *The emphasis now is on multi-agency working to intervene early and prevent these types of situations. It is important to recognise the signs and take steps to ensure young people do not engage in ASB or low-level criminal activity.*
- *There also seems to be a greater incidence in lack of parental responsibility. Social Services seem to be engaging a lot earlier in the process than they have in the past. Parents need to take accountability for their children. Unfortunately, a small number of young people tie up a lot of resources in what is usually complex casework. Parents need to be proactive about engaging with support services if needed and know where and what their children are doing.*

Wellington Town Council – Well served by the local beat team. Regular attendance at the Town Council meetings, or if absent a submitted report. Mini police in the primary schools are well supported. The local neighbourhood beat team are efficient, visible and provide a good service.

#### Recruitment and retention

- *There is a lengthy 3-year process to recruit new police officers, who come in at degree level entry. The most recent recruits did their training through Covid and are adjusting to the new patterns of working and engagement.*
- *It is hard to retain good PCSO’s because the most successful ones quickly move on to other opportunities within ASP, and as such there is quite a high turnover in certain areas.*

#### Speeding

What are the police doing to tackle such issues as speeding through the villages?

- *The police are trying to re-ignite local community speed watch initiatives, and can assist with this, but it is a volunteer led activity, not a police responsibility.*

### Gang culture – is it growing?

- *Young children are being heavily influenced by social media, which is contributing to a “gang culture mentality”, in some parts of Taunton. These “gangs” are not directly drug related and dealing county lines, but some children have been arrested for carrying knives, and are trying to imitate the gang behaviour they perceive via media channels. It is not as serious as some of the gang related incidents that take place in the cities such as London or Bristol and the police are aware and are dealing with it. Various operations are taking place to tackle this issue although the process is complex and drawn out. Fortunately, despite local perceptions it is confined to a small minority of young people.*
- *Current plans include a multi-agency approach to tackling and preventing youth crime during the school summer holidays. Activities are being planned that will reduce ASB, and communication strategies are being developed to ensure that these activities are well publicised.*

West Monkton – No police presence at a parish meeting in 10 years, and no visible police presence anywhere in the parish, since a very pro-active police officer was moved to a different area. A crime was being committed, and a local businessman rang 101 and tried to get through for 2 hours. There was no response!

- *Always ring 999 when a crime is in progress. The operator will assess the situation and decide how to allocate resources.*
- *Inspector Mike Griffiths arranged to follow up with individual councillors on how the police could work with them. All parishes should receive a newsletter or have some way of communicating with their local beat officers.*
- *Insp Griffiths has been signposted to the SWT website where all information on Cllrs and parish/town contacts is available.*

The Chair thanked the police for attending.

### 19. **To Consider Report from Executive Councillor for Community - Councillor Chris Booth**

Various policies and support initiatives are being put in place to deal with the cost-of-living crisis.

- Cost of Living Emergency Fund to be distributed via CAB. There is currently 50K set aside for this budget.
- Household Support Fund – Administered by SCC.
- The Community Pantries at Rowbarton and Minehead are at capacity and operating well. Rockwell Green Pantry is due to open imminently. These are stocked by Fareshare (ambient food) with some surplus being provided by other suppliers. Users are currently charged £3.50 per week across all the pantries and the team are testing to see if there is some degree of consistency around this. The offer needs to

be standardised so that participants know what they can expect for their money.

- CCTV is proving to be a challenging multi-agency project due to the variety of equipment in the different geographical areas. There is a need to replace old hardware in some areas which adds to the cost of the service.
- Somerset West Lottery. Work is now being undertaken to merge this with the Mendip lottery to create one lottery for the whole of Somerset under the new unitary authority.
- The grants scheme has now been taken back in-house from Somerset Community Foundation, so is administered by the SWT team led by Christine Gale. It was noted that SWT was rarely recognised for its grants when the foundation was assessing them in the past, so this will now be rectified. A lot of work to support the VCSE through grants and support is continuing together with assistance from Spark. Spark have also been helping the West Somerset Food Cupboard become a charity, vet volunteers and attract funding for their projects.
- The TYCC – legacy funding has now been allocated to the YMCA building for repairs to the roof, as well as distributed to the equestrian centre at Norton Fitzwarren.- Cllr Lisgo queried this and asked for the criteria on which these applications had been assessed. (*Christine Gale followed up this query which has been progressed on the Written Answer Tracker*).

During the debate the following points were raised:

- West Monkton also has established a community fridge, but this is a separate scheme run by the parish council. All volunteers are expected to hold food hygiene certificates. This is open to the public.
- Wivey Food Shares and Wivey Grows are also tackling food poverty in the Wiveliscombe area. Would be good to tap into and support this resource.
- Cllr Martin Peters asked whether the 50K budget allocated to tackle the cost-of-living crisis could be increased to help more people. This money has been earmarked from a previous underspend in last year's budget. If more funds can be found from other sources this will be supplemented, but at the present time this is limited to the 50K.

Cllr Lisgo reiterated the recommendation that was passed by Full Council to ensure that the VCSE was financially supported during the transition to the new unitary authority, and this would continue for the first year of business.

## 20. **Housing Revenue Account Financial Monitoring - Outturn Position 2021/22**

Kerry Prisco presented the report on the provisional outturn of the HRA financial monitoring. This has been a very challenging economic environment for the HRA

with greater financial restraints put upon the service but coupled with greater pressures and demands for delivery from both a political and regulatory point of view.

There have been backlogs in responsive, planned maintenance, as well as compliance works due to rising costs in materials adding additional pressures. Covid has continued to impact business operations by increasing costs in such areas as deep cleaning on shared accommodation and staffing requirements being maintained in tenancy support. Covid has also caused delays in delivery of the capital programme, as such the senior housing management team have proposed budget returns to reel on the capital programme.

The positive financial impact of this is that it increased investment income. In addition, there have also been two further financial one-off adjustments this year, which has helped the overall out-turn position.

- The first is the successful open contract project which identified major repairs as part of the void process, could be capitalised, and this reduced pressure on the revenue account.
- The second is that debtors in balance have been resolved during the year, resulting in a favourable one-off adjustment.

So, whilst the overall favourable position of the HRA 2021/22 is a net underspend of £170k: the unstable economic operating environment, along with the regulatory and political pressures means the HRA will still experience high levels of volatility and financial movements that are high risk in the financial year coming up.

Earmarked reserves are put to be at 54k and are committed to support spending in future years. During the year approval was given to return 1.044m of earmarked reserves that are no longer required, and these were put back into General Reserves.

General Reserves are projected to be 3.413m, so that is 1.4m above recommended balance of 2million. That additional balance on reserves should provide sufficient capacity to support the medium-term financial plan. In terms of the capital out-turn position the actual spend for the year related to capital maintenance for the existing housing stock, and for development of new stock.

The Housing SMT are proposing to return of 11.8m of capital money to general reserves and this will positively impact the 30 years financial business plan., as well as the council's treasury management strategy.

During the debate the following points were raised:

- The assumption on voids is that they are running on 2% void rate. Is this an accurate assessment as this can have quite an effect on the HRA.  
*The 2% void rate is improving. An improvement plan was implemented in January to reduce the turnaround time and there have been gains but the*

*system still needs refining. Most of the delays occur around the choice-based lettings as there are no provision for refusals within the parameters.*

*It is also dependent on the volume of repairs required on the void property. Some take a lot longer to complete. It was recognised that some of the void properties had capital works undertaken whilst they were empty.*

*Major works on void properties would also fall under the capital programme, so there needs to be an assurance that the void work is not paid for from the HRA. This is a good thing, because where costs can be capitalised, it reduces capacity and pressure on the revenue budget.*

*700k was identified as being capitalised in this financial year as a one-off adjustment. Obviously going forward, the works will be aligned with the capital budget from the outset, so there will be no need to move it at year end from the housing revenue account.*

- Underspend on assets – can the nature of the vacancies be explained?

*Underspend on salaries – in part this is a result of not employing development staff for the capital projects. These have been delayed because of COVID, subsequent supply chain issues and or changes in the programme. Some salaries have been capitalised to account for the RTB scheme, and for the void programme. (Followed up on Written Answer Tracker by Chris Brown)*

- Concern was also expressed about the reduction in the capital spend, as well as the HRA as this would reduce the level of funding available for such projects as the carbon retrofit programme. It was noted that 5m was being returned to General Reserves as not required, but this was resulting in a reduction of spend on air source heat pumps and insulation. Disappointment was expressed that despite the declared climate emergency, budgets for housing projects that could tackle it, were being reduced. (Followed up on Written Answer Tracker by Chris Brown)

*The Housing SMT has taken a realistic approach to looking at previous carry forwards, which resulted from delays in delivery due to Covid. They have looked at outstanding work and assessed whether it is likely to be completed in the next financial year. In the likelihood that it isn't then they have decided to return the underspend capital money to balances. The work has not been carried out due to supply chain issues, sub-contractor difficulties and tenants not allowing access to their properties during Covid.*

- Revenue is funded by the HRA and income is generated from dwelling rents, service charges and shop income. This budget can't be funded from other sources and or raised via loans. It's a self-contained budget. The capital budget, however, needs to find alternative methods of funding which can be done via loans or grants.

(The Meeting ended at 8.19 pm)

# SOMERSET WEST AND TAUNTON COUNCIL

## COMMUNITY SCRUTINY COMMITTEE WRITTEN ANSWERS TRACKER 2022/23

Date of Cttee	Scrutiny Cttee Request for information	Decision Maker /Directorate Responsible	Response to request for information	Date of response	Scrutiny Officer Comments/Update
29/06/2022	Query raised about the grant money from the Taunton Youth Community Centre (TYCC) legacy fund which was earmarked to be spent on the youth of Taunton. How was this money distributed to worthy causes and who decided who benefitted?	Cllr Chris Booth / Housing Directorate	<p><a href="#">Local groups awarded funding for youth support work (somersetwestandtaunton.gov.uk).</a></p> <p>Comments from Christine Gale forwarded to the Committee.</p> <p>Somerset Community Foundation as administrator of the fund recommended both YMCA and Conquest as main recipients because they both operate within two miles from the Taunton Town Centre, with a focus on youth work.</p>	30/06/22	Scott Weetch / Christine Gale provided an update on the process for distributing this fund. (Legacy money had been held for 20 years).
29/06/2022	<p>How has the underspend in relation to staff salaries come about?</p> <p><b>Assets Staff</b> (para 6.14)</p>	Cllr Fran Smith / Housing Directorate	<b>Assets</b> - The underspend in relation to several staff vacancies during the year across the capital investment and asset management teams is due to staff leaving and periods of the posts being vacant during the recruitment process. This has been exacerbated during the year with difficulty in recruitment to	05/07/22	Simon Lewis / Chris Brown

	<b>Develop and Regen</b> (para 6.11)		<p>sufficiently experienced technical staff.</p> <p><b>Development and Regeneration -</b> The underspend was due to two main reasons – a) staff turnover has and often does lead to budget savings as there are often periods of vacancy during the recruitment period. There has been a turnover of staff especially at project officer level over the past 12 months. b) one post has been held back from recruitment until the service is clear on delivery priorities. The post is a senior post earmarked for new build however the emerging low carbon retrofit strategy means this post may be retitled to support this area of work. During 2021/2022 the funding associated with this post was used to offset additional costs in the capital programme team.</p>		
29/06/2022	Why was there a lack of investment in air source heat pumps and insulation in Appendix A?	Cllr Fran Smith / Housing Directorate	The emerging low carbon retrofit strategy and delivery plan is seeking to align the capital decent homes programme and retrofit strategies to deliver works at pace, efficiently and within the resources the council has. The emerging strategy will be explored at a member briefing 1 <sup>st</sup> September and the strategy will be refined as it progresses to full Council in December 2022. This is three	05/07/22	Simon Lewis / Chris Brown



			<p>months earlier than previously proposed. The emerging strategy does prioritise fabric improvements over renewable heating systems in the early years as these measures can reduce more CO2 than changes to heating systems and reduce heat demand leading to more affordable warmth. It is important to note that grants are essential to ensure the council can move forward at pace on its retrofit and zero carbon ambitions and most grants for social landlords' support fabric first approaches rather than gas replacement. The service is discussing one grant scheme which could install some ASHP and solar PV and reduce the council's capital requirement which in turn could be used to speed up fabric measures or the replacement of gas and solid fuel systems to ASHP and Solar PV on well insulated council homes. In advance of the whole member briefing the housing service intend to discuss the emerging retrofit strategy with Cllr Mansell as the recent chair of the Community Scrutiny Committee working group on retrofit, Dixie Darch as portfolio holder for Climate Change and Cllr</p>		
--	--	--	---	--	--

			Fran Smith as portfolio holder for housing in August.		
--	--	--	---	--	--

	<b>COMMUNITY SCRUTINY</b>	
<b>Meeting</b>	<b>Draft Agenda Items</b>	<b>Lead PFH/ Lead Officer</b>
<b>27 July 2022</b>	(SLM) Everyone Active Bi-Annual Report	Steve Hughes / PFH Cllr Derek Perry
SRD = 15 July	SWP Update - Recycle More	M. Cowdell SWP / Stuart Noyce / PFH Cllr Andy Sully
Exec RD - 5 August	Executive Cllr PFH Session - Environmental Services	Cllr Andy Sully
Informal Exec RD - 5 July		
SMT RD - 22 June		
<b>31 August 2022</b>	HRA Financial Performance 2022/23 Q1	Kerry Prisco
SRD = 18 August	Review of Parking Strategies (TDBC & WSC)	Stuart Noyce / PFH Cllr Mike Rigby
Exec RD - 9 September	Executive PFH Session - Transport and Infrastructure	Cllr Mike Rigby
Informal Exec RD - 9 August		
SMT RD - 27 July		
<b>28 September 2022</b>	Windfall HRA Phosphate Credits	Chris Brown / James Barrah / PFH Housing Fran Smith
SRD = 16 September	HRA Low Carbon Retrofit Strategy and Action Plan	Chris Brown / James Barrah / PFH Housing Fran Smith
Exec RD - 7 Oct	Executive PFH Session - Housing	Cllr Fran Smith
Informal Exec RD - 6 Sept		
SMT RD - 24 August		
<b>26 October 2022</b>	CCTV Review	S. Weetch / PFH Community, Chris Booth
SRD = 14 Oct	Cost of Living Motion Update (prov)	S. Weetch / PFH Community, Chris Booth
Exec RD - 4 November	Executive PFH Session - Communities	Cllr Chris Booth
Informal Exec RD - 4 Oct		
SMT RD - 21 Sept		
<b>30 November 2022</b>	HRA Financial Performance 2022/23 Q2	Kerry Prisco
SRD = 18 Nov		
Exec RD - 9 Dec		
Informal Exec RD - 8 Nov		
SMT RD - 26 Oct		
<b>25 January 2023</b>		
SRD = 13 Jan		
Exec RD - 3 Feb		
Informal Exec RD - 3 Jan		
SMT RD - 14 Dec		
<b>22 February 2023</b>	HRA Financial Performance 2022/23 Q3	Kerry Prisco

SRD = 10 Feb		
Exec RD - 3 March		
Informal Exec RD - 1 Feb		
SMT RD - 18 Jan		

**EXECUTIVE**

<b>Executive Meeting</b>	<b>Draft Agenda Items</b>	<b>Lead Officer</b>
<b>17 August 2022</b>	<b>CANCELLED</b>	
venue =		
Exec RD = 5 August		
Informal Exec RD = 5 July		
SMT RD = 22 June		
<b>21 September 2022</b>	GF Financial Performance 2022/23 Q1	Kerry Prisco
venue =	HRA Financial Performance 2022/23 Q1	Kerry Prisco
Exec RD = 9 September	Corporate Performance Report Q1	Malcolm Riches
Informal Exec RD = 9 August	Firepool Design Guidance and Masterplan	Graeme Thompson
SMT RD = 27 July	Proposal to increase Taxi Fares	John Rendell
	<b>NO MORE ITEMS</b>	
<b>19 October 2022</b>	Windfall HRA Phosphate Credits	Chris Brown
venue =	Low Carbon Retrofit Strategy and Action Plan	Chris Brown
Exec RD = 7 October		
Informal Exec RD = 6 September		
SMT RD = 24 August		
<b>16 November 2022</b>	CCTV	Sally Parry/Scott Weetch
venue =	Connecting our Garden Communities	Graeme Thompson
Exec RD = 4 November		
Informal Exec RD = 4 October		
SMT RD = 21 September		
<b>21 December 2022</b>	GF Financial Performance 2022/23 Q2	Kerry Prisco
venue =	HRA Financial Performance 2022/23 Q2	Kerry Prisco
Exec RD = 9 December	Corporate Performance Report Q2	Malcolm Riches
Informal Exec RD = 8 November		
SMT RD = 26 October		
<b>18 January 2023</b>		
venue =		
Exec RD = 6 January		
Informal Exec RD = 6 December		
SMT RD = 23 November		

<b>15 February 2023</b>		
<b>venue =</b>		
Exec RD = 3 February		
Informal Exec RD = 3 January		
SMT RD = 14 December		
<b>15 March 2023</b>	GF Financial Performance 2022/23 Q3	Kerry Prisco
<b>venue =</b>	HRA Financial Performance 2022/23 Q3	Kerry Prisco
Exec RD = 3 March	Corporate Performance Report Q3	Malcolm Riches
Informal Exec RD = 1 February		
SMT RD = 18 January		

## FULL COUNCIL

Meeting	Report Deadline	Draft Agenda Items	Lead Officer
<b>06 September 2022</b>	<b>24 August 2022</b>	PFH Reports	
		Constitution Update	Amy Tregellas/Kevin Williams
		Community Governance Review for the Unparished Area of Taunton	Marcus Prouse/Kevin Williams
		Regularisation of Watchet Harbour Operating Lease (Confidential)	Jonathan Stevens
<b>04 October 2022</b>	<b>TBC</b>	Firepool Design Guidance and Masterplan	Graeme Thompson
		<b>SPECIAL MEETING - TO BE CONFIRMED</b>	
<b>06 December 2022</b>	<b>24 November 2022</b>	PFH Reports	
		Review of the Commercial Property Investment Activity and Performance Report	Joe Wharton
		Appointment of Returning Officer for Taunton Parish Council Elections	Marcus Prouse/Kevin Williams
		CCTV	Sally Parry/Scott Weetch
<b>07 February 2023</b>	<b>26 January 2023</b>	PFH Reports	
		Delegation of Returning Officer for Potential Parish Election 2023	
<b>28 March 2023</b>	<b>16 March 2023</b>	PFH Reports	
		Scrutiny Annual Reports x 2	
		Audit and Governance Annual Report	
<b>ITEMS TO BE CONFIRMED</b>			

Page 23





# Somerset West and Taunton Council

## Community Scrutiny Committee 27<sup>th</sup> July 2022

### Sports and Leisure Management (Everyone Active) Bi-Annual Report

This matter is the responsibility of Executive Councillor Derek Perry

Report Author: David Wheeler, Leisure Manager— External Operations

#### 1 Executive Summary / Purpose of the Report

1.1 Everyone Active, the Council's Leisure Provider, is required, under the terms of the Leisure Operating Contract, to submit a Bi-Annual Service Report, in this case covering the period 1<sup>st</sup> October 2021 to 31<sup>st</sup> March 2022. The service report outlines progress against performance standards set out in the service specification which is part of the main contract. The report includes the following contents:

- Service update
- Customer Feedback Summary
- Accidents and Incidents Report
- Cleaning Summary
- Membership and Utilisation Data
- Operational Income and Expenditure
- Maintenance Programme Update
- Sports Development and Community Update
- Environmental and Energy Management Plan Progress Report
- Grounds Maintenance Update
- Event Management Progress update
- Centre Focus

1.2 The financial performance across the six-month period was positive compared with the revised financial performance targets set against the background of the impact of COVID-19, with the contract showing signs of improvement with higher-than-expected income generated in health and fitness memberships and swimming lessons. However, challenges remain in place whilst the business recovers from the pandemic, and experiences rising utility prices.

There are also challenges across the contract with recruitment of staff which is consistent with what other Leisure Operators are experiencing currently. It is positive to note that there were no major incidents and accidents recorded during the period, and that progress has been made in areas such as Sports and Activity Development and

Environmental and Energy Management as well as the Centres receiving some positive feedback from customers across a range of other service areas.

- 1.3 Appendix A provides the SLM (Everyone Active) Bi-Annual Service Report to cover the period 1<sup>st</sup> October 2021 to 31<sup>st</sup> March 2022.

## **2 Recommendations**

- 2.1 The Community Scrutiny Committee is requested to support the following recommendations: -

a) Note the contents of the six-monthly update for the period 1<sup>st</sup> October 2021-31<sup>st</sup> March 2022

## **3 Risk Assessment**

- 3.1 Failure to regularly monitor performance could lead to the Council partner not delivering on some of its leisure priorities or key services.

## **4 Background and Full details of the Report**

- 4.1 The Council awarded a contract for the management and associated leases for the following Leisure sites to Sports and Leisure Management (Everyone Active) for an initial period of 8 months and 10 years with the option of an extension for up to 10 years, which commenced on 1 August 2019:

- Blackbrook Leisure Centre, Swimming Pool, and Spa
- Taunton Swimming Pool
- Wellington Sports Centre
- Wellsprings Leisure Centre
- Vivary Golf Course and High Ropes Centre

Due to the impact of COVID-19 the Council have decided to extend the contract for a further 5 years with no other changes to the terms and conditions of the contract.

- 4.2 The contract is a formal document, which is supported by a service specification, a set of leases and operator proposals. These arrangements provide a formal structure for both parties together with Key Performance Indicators (KPI's) and defined responsibilities for repairs and maintenance (Maintenance Responsibility Matrix).

## **5 Links to Corporate Strategy**

- 5.1 The provision of the Leisure Operator supports the following themes from the corporate strategy of an Enterprising Council:

- Pursue commercial investment opportunities that generate additional income that can be reinvested in service delivery to protect or enhance services on which our communities rely. Supported by a commercial investment strategy.
- Meet the challenge of Government completely withdrawing the Council's grant funding
- Ensure our land and property assets support the achievement of the council's objectives (including service delivery, regeneration projects and community

initiatives).

## **6 Finance / Resource Implications for Somerset Council in future years**

- 6.1 There are no financial implications for the Council associated with this report.
- 6.2 Since the commencement of the contract, Covid-19 resulted in the closure of the leisure facilities for prolonged periods up until the government fully lifted restrictions in July 2021. This has created financial pressures for the operator, and whilst they have been able to fully open since this date, they like many other Leisure Operators are continuing to rebuild their services which has an impact on revenue generated. In addition, the continued pressure on utility prices is creating significant challenges for the Contract. That said no further support has been required to be provided by the Council during the reporting period 1<sup>st</sup> October 2021 to 31<sup>st</sup> March 2022.

## **7 Legal Implications**

- 7.1 The Leisure Provision Contract is one of the Council's largest contracts. Reviewing performance and future plans is an important part of the management of the contract.

## **8 Climate, Ecology and Sustainability Implications**

- 8.1 SLM by managing the Council's Leisure Centres with improvements and ongoing decarbonisation of its operation will help achieve the Council's Climate Emergency Strategy. As assets and equipment are due to be replaced consideration will be given to reducing its impact in consultation with the Climate Change Team. Through regular contract meetings and submission of the Environmental and Energy Management Plan Progress Report contained within the Bi-Annual Report the Council encourage the operator to make positive contributions to supporting the Council with Climate Change.

## **9 Safeguarding and/or Community Safety Implications**

- 9.1 This update has no safeguarding or community safety implications. Through the Leisure Contract the operator is required to have safeguarding policies and safeguarding working procedures in place and regularly reviewed.

## **10 Social Value Implications**

- 10.1 The Leisure Contract requires the operator to provide services to targeted groups of residents such as those on low income. This is administered through the Concessionary Pricing Policy and through targeted health and physical activity programmes provided at the Leisure Centres.

## **11 Partnership Implications**

- 11.1 The provision of the Leisure Contract enables the Council to work pro-actively with their chosen operator to continually improve services. Mutual benefit can be achieved through formal contract meetings, submission of this Bi-Annual Report and annual plans.

## 12 Health and Wellbeing Implications

- 12.1 The Leisure Contract encourages the operator to focus on the Health and Well Being of residents by providing them with opportunities to participate in Sport and Physical Activities provide at the Centres they operate.

## 13 Asset Management Implications

- 13.1 The operator has responsibilities for maintaining the Council's Assets through the Maintenance Responsibility Matrix. Asset issues are discussed at regular contract meetings and through progress within the maintenance programme update contained in the Bi-Annual Report.

### Democratic Path:

- **Scrutiny / Audit and Governance Committee – Yes 27<sup>th</sup> July 2022**
- **Executive – No**
- **Full Council – No**

### Reporting Frequency: Twice-yearly

### List of Appendices (background papers to the report) (delete if not applicable)

Appendix A	Bi-Annual Service Report- 1 <sup>st</sup> October 2021-31 <sup>st</sup> March 2022
Appendix B	n/a
Appendix C	n/a

### Contact Officers

Name	Dave Wheeler
Direct Dial	01823219531
Email	@somerwestandtaunton.gov.uk
Name	Steve Hughes
Direct Dial	01823217511
Email	@somerwestandtaunton.gov.uk

# BIANNUAL SERVICE REPORT

1st October 2021 – 31st March 2022

Prepared by Mark Washington





## CONTENTS

1. Service update	3
2. Customer feedback summary	4
3. Accidents and incidents report	5
4. Cleaning summary	6
5. Membership and utilisation data	7
6. Operational expenditure and income	7
7. Maintenance programme update	8
8. Sport Development and Community update	9
9. Environmental and energy management plan progress report	11
10. Grounds maintenance update	13
11. Event management progress update	14
12. Centre focus	15
Appendix 1: Club Live Health & Fitness	16
Appendix 2: Swimming Lessons	16
Appendix 3: Consumption figures	16
Appendix 4: Membership and Utilisation Data	16

# 1. SERVICE UPDATE

This report covers the period between 1st October 2021 – 31st March 2022.

Whilst we continue to trade out of this global pandemic, COVID-19 clearly continues to have a challenging impact on our business. Whilst our business recovery continues, and there are shoots of positivity, we are facing new, unprecedented challenges with the soaring costs of utilities alongside recruitment challenges across the industry, mainly due to no training courses taking place over the past two years and the month-on-month increases with the cost of living. Like other leisure providers, the clear focus is to continue trading ourselves out of this global pandemic as quickly and safely as possible.

The primary areas of focus for this period will continue to see the following strategies applied:

- Return 'Health & Fitness' memberships to pre-COVID levels (February 2020).
- Return swimming lessons to pre-COVID levels (February 2020).

All the tasks above form part of the strategic direction taken by the Everyone Active West Region. The progress of these primary objectives will be regularly monitored and measured, with the relevant action taken on a monthly, quarterly, and six-monthly basis.

The real success story for 2021/22 has been experienced at Vivary Golf Course & Adventure Centre, which continues to see a significant increase in participation. Golf has remained as the number one sport that has benefited from COVID-19. Coupled with a 100% increase in those choosing a 'staycation', a significant growth in participation has really assisted in the sport becoming a regular activity once again for all golf courses across England.

Our competitive pricing structure for 'Health & Fitness' memberships has seen a significant uptake, with both new and existing members returning to our facilities. The end of the financial year witnessed the contract exceeding 5,000 'Health & Fitness' members for the first time in the contract's history.

During the pandemic we have seen a significant culture shift in the way in which customers pay for products and activities. Our cashless approach was one that offered a safe, secure payment option. This has enabled most centres to remain cashless except for Taunton Swimming Pool and Vivary Golf Course & Adventure Centre, where we have reintroduced cash as a payment option.

'Digit Tickets' is an online platform that enables customers to book the High Ropes and 'mini golf' activities at Vivary Golf Course & Adventure Centre. This technology is very easy to use and is therefore a very positive step forwards with our customer experience delivery at the centre. Plans are now in place to extend this online booking and payment platform to cover our events business at Wellsprings Leisure Centre. This platform will offer a greater deal of flexibility and control to our booking's allocations.

Positive steps are being made with our local partnership working. We have reached out to our community sports partnership for Somerset (SASP) to see how we can work together and implement our community strategy in areas within Somerset where we currently do not have leisure provision.

Despite the overall positivity, the Somerset West and Taunton Contract has still seen a significant financial loss for the financial year ending in March 2022. With no additional funding, Everyone Active needs to continue to work smarter and generate additional income across the partnership.

Plans are in place to implement an increase in the health & fitness legend members who have not seen a price increase for the past 5 year, plus it's my intention to review and increase the price for both the swimming and health & fitness memberships across the contract. These prices will still be significantly below the headline price when the contract commenced in 2019. There are no plans to increase any casual prices until the next review which will be for a 2023 implementation.

Overall, the centres continue to receive very positive feedback from our customers. Customer confidence remains high with the continual measures we have taken, and we continue to build this confidence to retain members.





## 2. CUSTOMER FEEDBACK SUMMARY

### Positives included:

- COVID safety measures introduced during the pandemic;
- The high number of classes and quality instructors we have across the contract;
- The comedy events at Wellsprings Leisure Centre;
- The presentation and course conditions at Vivary Golf Course;
- The fun and interactive instructors running the High Ropes programme;
- The ability to book swimming sessions at Taunton Swimming Pool.

### Negative comments/feedback included:

- A stray golf ball at Vivary Golf Course landing in a nursing home;  
**Centre response:** The area in question has been reviewed and minor repairs completed to the external fencing.
- A customer not wanting to pay by direct debit for her child's gymnastic session;  
**Centre response:** Discussions took place with the parent to identify the positives for paying by direct debit.
- Shower water temperature and the low pressure at Taunton Swimming Pool;  
**Centre response:** Shower water temperature was checked and found to be within the recommended settings. The pressure can not be increased.
- Pool water temperature at Wellington Sports Centre due to the boiler defect;  
**Centre response:** Temporary boiler repairs have now been completed to ensure we do not face similar issues for the next 12 months.
- No provision for a pool inflatable party at Blackbrook;  
**Centre response:** This was the case as we moved out of COVID, pool parties are now back as an option to book.
- Air temperature on the poolside at Wellington Sports Centre.  
**Centre response:** Meeting to take place in June 2022 to see what options are available to reduce the air temperatures before the main air handling unit is replaced in 2023.

Feedback is continually discussed with the Management Teams and is included within Quality Action Plans to improve our services.



## 3. ACCIDENTS AND INCIDENTS REPORT

In the main, all the recorded accidents were the usual trips, slips, and falls.

### Accidents

As a summary between 1st October 2021 – 31st March 2022 there were 73 accidents recorded across the Somerset West and Taunton contract.

Name	Oct	Nov	Dec	Jan	Feb	Mar	Total for site
Blackbrook Leisure Centre and Spa	5	3	1	2	8	10	29
Taunton Pool	2	2	1	3	1	2	11
Vivary Golf Course & Adventure Centre	1	0	1	1	0	1	4
Wellington Sports Centre	2	3	3	2	1	3	14
Wellsprings Leisure Centre	3	1	1	6	2	2	15
<b>Total for Month</b>	<b>13</b>	<b>9</b>	<b>7</b>	<b>14</b>	<b>12</b>	<b>18</b>	<b>Total Accidents 73</b>

### Accidents requiring hospital treatment

During this period, five of the accidents resulted in a customer going to hospital. These are summarised below:

Site	Date	What happened
Wellsprings Leisure Centre	29/1/22	Customer collapsed in gym. CPR provided. AED used. Customer revived. Customer taken to hospital in ambulance.
Wellsprings Leisure Centre	29/1/22	Customer doing 'Body Combat'. Customer jumped and twisted leg, hearing a pop. Customer made their own way to hospital.
Wellington Sports Centre	22/12/21	Customer fell over near to the centre. Colleague helped on their way to work. Ambulance called. Outside of EA red line.
Wellington Sports Centre	6/12/21	Colleague hurt their ankle supporting a gymnastics customer. Parents took them to hospital.
Wellsprings Leisure Centre	28/11/21	Customer completing a trampoline routine landed awkwardly on ankle. Parents took them to hospital.

### RIDDOR Reportable Accidents

There were no RIDDOR Reportable Accidents during this period.

## Accident to Visitor Ratio

During this period, the number of accidents ratioed against 10,000 visitors for the contract was 1.68.

On 29th January 2022, the Wellsprings team did a fantastic job with providing CPR to a gym member who was having a workout and went into an immediate cardiac arrest. With the help of an off-duty midwife, the Wellsprings team successfully resuscitated the gym member – great work!

This six-month period has seen a marginal increase of five accidents when compared to the period 1st April - 30th September 2021. This is likely to be proportionate and a direct result of attendance significantly increasing during the second half of the 2021/22 financial year.

## Incidents

As a summary between 1st October 2021 – 31st March 2022 there were 22 incidents recorded across the contract. There were no serious incidents to mention during this period.

Name	Oct	Nov	Dec	Jan	Feb	Mar	Total for site
Blackbrook Leisure Centre and Spa	3	1	1	0	2	0	7
Taunton Pool	0	0	0	0	0	0	0
Vivary Golf Course & Adventure Centre	2	0	2	0	0	1	5
Wellington Sports Centre	2	0	2	0	1	3	8
Wellsprings Leisure Centre	0	0	0	1	0	1	2
<b>Total for Month</b>	<b>7</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>Total Incidents 22</b>

This six-month period has seen a significant decrease of 22 incidents when compared to the period 1st April -30th September 2021. This is mainly due to the reduced footfall at Vivary Golf & High Ropes as we headed into the quieter period of the season.

## 4. CLEANING SUMMARY

It was established that all centres are adhering to their full cleaning schedule which ensures that the centres are always visibly clean. All checks are set and recorded on the centres' EQMS systems.

Due to the immediate resignation of our cleaner at Wellington Sports Centre, coupled with the ongoing recruitment challenges, the decision was taken to enter a partnership with AIS Cleaning Ltd. This contract cleaning company is due to start in April 2022 and I have every confidence that this alternative way to clean our facilities will see a significant improvement in the cleanliness and presentation of the changing and toilet facilities at Wellington Sports Centre.

All cleaning tasks and operational checks are completed on a daily, weekly, and monthly basis. These checks are recorded on our company EQMS portal. This enables all managers to have quick and easy access to the content of cleaning, along with a superb reporting suite that produces a simple set of KPIs for colleagues to benchmark and monitor their own centre performance.

I am really pleased to report that member adherence to the cleaning regimes continues across our facilities, which ensures that every measure is being taken to continually ensure that our facilities are both safe and secure.

## 5. MEMBERSHIP AND UTILISATION DATA

Our sales strategy was linked to a West Region mission to return both 'Health & Fitness' memberships and swimming lessons enrolments to pre-COVID levels before March 2022. I am pleased to report that our mission was achieved, and we have continued to see an upward trend. For the very first time, the contract has over 5,000 'Health & Fitness' members across the Somerset West and Taunton contract - an amazing result for which we should all be very proud.

Our use of social media has played a large part in reconnecting with our members. We continue to focus on constant reassurance and establishing our safety measures by posting details of our 'New Normal' cleaning routines, social distancing in classes and gyms, one-way systems, floor markers, sanitation stations, and members' testimonials.

We have been targeting different age groups to encourage and demonstrate diversity across all demographics and communities. Our postings have been driven by each site, so they are bespoke to each centre.

The membership data for our 'Health & Fitness' and swimming lesson members can be found in the relevant appendices.

## 6. OPERATIONAL EXPENDITURE AND INCOME

Our accounts for 2021/22 show a loss for the year of £380,791. Of which £227,194 was incurred during the period October 21 – March 2022 covered by this report. Losses in the first half of the year were significantly mitigated by the Furlough scheme which ended in October. While losses on this scale are initially alarming, the performance is significantly better than our forecast for the year which saw a loss of £650,000 as a realistic possibility. Encouraging signs can be seen in monthly income growth, from £190,000 in April 2021 to £348,000 in March 2022. This has been driven by the growth of both gym memberships and swimming lessons to levels in advance of those seen pre-pandemic. We have also seen a strong recovery in both the Spa and Tennis centres at Blackbrook Leisure Centre and Spa, and Vivary Golf & High Ropes continues to perform well during the summer months. We are also seeing the green shoots of recovery with several high-profile events returning to Wellsprings Leisure Centre towards the end of the period.

We incurred some significant one-off costs during the reporting period, both in terms of replacement items - including plant and equipment for the Spa and at Wellington - and some major remedial works discovered during statutory testing as we reopened after the lockdowns of 2021.

We feel that the contract is moving in the right direction and should be able to trade in line with the revised profile we have agreed for the extended contract term.

Moving forward, although gym membership numbers are excellent, this has been driven by discounted pricing which means our yield per member is much reduced against our original expectations. It may be necessary to increase membership prices towards previous levels in the coming months.

Our optimism is derived from strong income performance combined with the knowledge that many of the costs incurred in the last six months are standalone and, now the investments are made, should last for some years.

The major cloud on the horizon is the rapidly increasing costs of utilities, which can be seen in these accounts. The cost of heating and lighting the centres was in the £30,000 region in Spring 2021 and is now over £60,000 per month in Spring 2022 and is still increasing.



## 7. MAINTENANCE PROGRAMME UPDATE

Since reopening on 12th April 2021, every centre has continued to see a significant number of reactive maintenance issues that either required fixing or replacing. There appears to be a clear and direct link between maintenance defects and the fluctuating closures of our leisure centres; our plants and machinery are simply not built for this ‘open and closed’ scenarios.

A sample of the key and costly items is as follows:

- Fixing the cutting deck to the rough mower at Vivary Golf Course & Adventure Centre, resulting in costs exceeding £3,500;
- Tree works have continued at Vivary Golf Course & Adventure Centre, a direct result of the annual tree survey;
- Repairs to the workman utility vehicle at Vivary Golf Course & Adventure Centre;
- Repairs to the irrigation system at Vivary Golf Course & Adventure Centre;
- Repair works to the steam room generator at Wellington Sports Centre;
- High remedial costs from the fixed electrical and emergency lighting tests at Wellington Sports Centre;
- Replacement air conditioning units at Wellsprings Leisure Centre, at the cost of Somerset West and Taunton council;
- Numerous repairs on the air handling system at Wellsprings Leisure Centre;
- New heater for the spa at Blackbrook Leisure Centre & Spa;
- Repairs to the catering fridges in the café at Blackbrook Leisure Centre & Spa;
- Significant repairs to the pool plant at Taunton Swimming Pool for which the combined total exceeded £6,000.





## 8. SPORT DEVELOPMENT AND COMMUNITY UPDATE

### Health Walks

Together with the Somerset Activity and Sports Partnership (SASP), we have run virtual 'Health Walk' Leader training, for new Walk Leaders across the county, including Somerset West and Taunton areas. Plans are in place for face-to-face training to return, with sessions booked for June.

Everyone Active has delivered First Aid training sessions for our Wellington volunteers with many of them completing the accredited Emergency First Aid at Work course. These First Aid training sessions are now being delivered by our Community Sport Manager, enabling the courses to be delivered at a time and pace to suit our volunteers.

### Health Walks – Wellington

Our Wellington programme has continued to grow, with new Walk Leaders and First Aiders in place to cope with the increasing numbers of walkers each week.

In December, we held a Christmas coffee morning and get-together after the Health Walk, which was an opportunity for everyone to meet up, have coffee and cake, and meet the Wellington Sports Centre staff team.

### Health Walks – Taunton

Our Taunton programme has continued to grow, with both Ruishton and Creech St Michael walks increasing in numbers as well.

We have incorporated several new walks into the programme, which are being enjoyed by all. We also have plans to incorporate new starting points, into the programme, including Priorswood Library and Somerset County Cricket Ground.

## Flexercise

Everyone Active is working closely with both Somerset Public Health, and Age UK, on developing this programme, which includes completing a revision of the Flexercise training programme and manual. The updated course provides training that meets the needs of local care home staff across the Somerset West and Taunton area.

Everyone Active has been able to offer care homes in the West Somerset area, the chance to expand their Flexercise delivery, with support for developing their programme. Our Community Sports Manager will be available to offer support and equipment whilst delivering sessions.

Everyone Active, delivered two Flexercise sessions for Livewest at Sainsbury Community Hall, Minehead, as part of their activity afternoon.

## Together Funding

Everyone Active was successful in securing funding in December 2021 to support and increase our GP Referral programme.

The funding has enabled staff to receive additional training, including Escape Pain for backs, and specialised Level 4 training in pulmonary rehabilitation.

Escape Pain classes have been scheduled to start in May 2022 at Wellsprings Leisure Centre, and plans are being put in place for the pulmonary sessions. We plan to target these classes for those with long COVID, as well as asthma and COPD.

## Public Health Funding

Funding was granted to support local people to increase their activity levels following the lockdowns in 2021.

We are using this funding, to provide reduced price memberships, particularly focusing on those with long term health conditions, returning customers, students, and vouchers for families.

We are also supporting local sports clubs with marketing and reduced price hall hire in order to enable them to boost their numbers and support making clubs more sustainable overall.

## First Aid

Our Community Sports Manager has undertaken a First Aid Trainer course, to enable our Walk Leader volunteers, to have additional lifesaving skills when leading walks, as well as outside of their volunteering time.

The course has enabled us to offer accredited First Aid courses, providing a wide range of skills not only to our volunteers and staff, but to our customers and the local community. This has generated a wide interested and will be of great benefit to the local community in an emergency.

Along with providing full accredited courses, we plan to offer short open sessions for the local community, focusing on CPR and the use of defibrillators.

In March 2022, we offered our first Mini Medic course for children aged 7 – 11 years, which was well received, and we are planning to deliver this throughout the summer holidays.

## Walking Cricket

In partnership with Somerset County Cricket Academy, walking cricket sessions were launched at Blackbrook Leisure & Spa in January.

The new sessions are attracting a regular group of between 12 – 16 participants each week, and the team is going from strength to strength, with not only cricket skills improving, but friendships being formed. The group has recruited a lead volunteer to support the sessions.

## Partnership with Somerset Libraries

Somerset Libraries have been regularly joining the Taunton and Wellington Health Walk groups. In January 2022, the team visited Wellsprings Leisure Centre with their Books on Prescription range. These were made available to our customers and were of particular interest to those on our GP referral programme.



## 9. ENVIRONMENTAL AND ENERGY MANAGEMENT PLAN PROGRESS REPORT

Everyone Active engages the services of a broker to manage the procurement of utilities and relies on them to ensure that we are purchasing at the best price possible. This is especially difficult in the current very volatile marketplace where there is no cost certainty for the foreseeable future, and with most predictions suggesting in the region of a 40% increase in unit cost. The functional relationship with the brokerage is largely carried out at Board and Group level and so we direct sites to focus on reducing consumption.

EA adopts a two-tier approach to utility consumption reduction across the Group: one is to develop a technical action plan looking at opportunities to invest to save, and the other consists of energy engagement plans looking to improve the core operation of the sites as it is. The technical plan sits with the Regional Technical & Energy Managers and the engagement plans are very much the site-specific plans supported in their drafting by the RT&EM.

Everyone Active is also working on our own Net Zero Carbon Strategy, to be published shortly, and this includes the appointment of a Group Sustainability Manager for which interviews are currently being conducted.

**Aim of the Energy Engagement Plan:** To develop a culture of energy and environmental awareness so we can be as energy efficient and environmentally conscious in our operations as we can.



## Somerset West and Taunton Energy Engagement Plan

This section summarises the approach for the next twelve months. 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;
- Reduce waste going to landfill;
- Improve the quality of leisure centres;
- Maintain SLM's competitiveness and enhance our reputation;
- Provide a high-quality leisure experience;
- Engage and excite our Local Authority clients.

### What does good practice look like?

A leisure centre team that is trained, engaged, and committed to energy and environmental efficiency will ensure:

- Lights are switched off when areas are not in use, not just at the end of the day;
- Ventilation fans and heaters are switched off when not required (where they are not controlled by a BMS);
- BMS timings are set up to meet the requirements of the centre;
- Internal comfort conditions are maintained in an energy efficient manner and company standard settings are used;
- Consumption reporting is understood and reviewed by colleagues, with the impact key individuals can have on consumption made clear;
- All equipment is switched on only when required and off as soon as possible at the end of business;
- Pool covers are used when the pool is not in use and are put on at the earliest opportunity;
- Recycling bins are used correctly with clear bags and are not contaminated.

Additionally, the transition process of switching to the preferred utility provider for Everyone Active has now been completed, allowing for team members to receive quality and accurate half-hourly data. Therefore, this will become a clearer focus at site- and Group-level, being further enhanced through the appointments of Carbon Reduction Champions who will help drive down consumption.

### Electric vehicle charging

The electric vehicle charging point continues to be very well utilised at the Blackbrook Leisure Centre & Spa.

Date	Energy (kWh)	No of Sessions	GHG Savings (kg)
01/09/2021	3341.08	154	3083.822
01/10/2021	3567.32	182	3292.643
01/11/2021	2765.25	123	2552.321
01/12/2021	2427.82	106	2240.87
01/01/2022	2376.03	128	2193.082
01/02/2022	2581.14	124	2382.392
01/03/2022	2122	110	1958.601

Both Blackbrook Leisure Centre & Spa and Taunton Swimming Pool continue to benefit from reduced price electricity, both centres have roof top solar panels. With the recent spike in energy prices the tariff rate charged by Somerset West and Taunton to Everyone Active is on average 11 pence per kwh lower than the current price that is paid by Everyone Active.



## 10. GROUNDS MAINTENANCE UPDATE

All areas of responsibility with grounds maintenance have been fully implemented by Everyone Active and Somerset West & Taunton Council as per the written contract. The presentation of the grounds, boundaries, and walkways has been very impressive; centres often receive very positive feedback from customers on the external presentation of the surrounding grounds.

A structured tree maintenance programme has been agreed with SWT. Work commenced in September 2021 and will continue until the priority actions from the most recent tree audit have been completed at Vivary Golf & High Ropes.

Storm Eunice brought down several trees and limbs and the greens keepers have worked very hard to cut up and remove what they can. There are a couple of trees waiting to be removed by the Somerset West and Taunton team and they will also be replacing like-for-like the fence and the gate that were broken by fallen trees.

Holes 5 & 6 remain very wet, the dredging and the cutting back of the willow has had very little effect.

On the odd occasion that a customer has been less than happy, we have dealt with the issue without delay and the customer has been pleased with the outcome. In the main, general feedback of the course has been very positive, as seen in this feedback from a regular club that uses our facilities:

Dear Helen

On behalf of the TOGGS we would like to thank you and your team for the golf facilities at Vivary.

The course is in excellent condition and well maintained by the ground staff who work very hard. This during the winter and summer months. As you know we play 12 months of the year so appreciate how difficult the job must be during the winter.

Sue on Reception is exceptional and always greets us with a smile even when it's wet and cold. I do not see other members of the reception team but have been told they are all very welcoming.

Regards

Martin



## 11. EVENT MANAGEMENT PROGRESS UPDATE

The Events Sector really did take a knock due to the pandemic and was therefore the last business area to see a return to Wellsprings Leisure Centre. Despite the detrimental impact of this on the income for Wellsprings in 2021/22, when things were able to return, there was an appetite for a location such as Wellsprings. From October 2021 to March 2022, we have hosted several events and had thousands of people through the doors which has been great to see.

We have catered for the following events:

- Jimmy Carr's back-to-back show, which saw more than 1,700 people attend;
- Boxing;
- Cheerleading;
- Dance competitions;
- School festivals;
- Mum2Mum Markets;
- Several Dog Shows, of all different varieties;
- A trampolining competition;
- A Street Dance competition;
- A 'Bug Fest', including all sorts of creepy crawlies.

We are keen to promote this side of our events business as we feel there is more potential to be realised. A positive meeting with the Somerset West and Taunton Events and Culture Team has taken place to see where we can help each other and get our name out into the local community.

Another key player in our events business is Cullens Catering with Ed and Jackie Cullen; from small 'teas and coffees' events through to sit-down dinners, they do all our events catering. Everyone Active has worked alongside Cullens Catering for several years as they run the Golf Club catering at Vivary Golf Course & Adventure Centre. They have both the passion and the drive to work with us, so much so that they have applied for some funding to improve the offering at Wellsprings Leisure Centre, which includes lighting, drapes, and table décor to name a few areas for further improvement.

## 12. CENTRE FOCUS

### Blackbrook Leisure Centre & Spa

- Exceed the financial business plan for 2022/23;
- Successfully gain Quest accreditation in Q3/Q4;
- Significantly reduce consumption for both gas and electric with the introduction of a carbon reduction champion - energy action plans have been created and will be fully implemented in 2022/23;
- Agree to submit a LED lighting plan for the Sports Hall and Indoor Tennis Centre;
- Continue to look at opportunities to drive additional revenue with new activity schemes in the Sports Hall;
- Drive Spa sales via innovative outreach and corporate opportunities.

### Wellsprings Leisure Centre

- Exceed the financial business plan for 2022/23;
- Successfully gain Quest accreditation in Q3/Q4;
- Discussions with Cullen's Catering for the bistro;
- Agree to submit a LED lighting plan for the Sports Hall;
- Continue to drive and attract new events to Wellsprings Leisure Centre;
- Introduce our own booking office for events via the digit ticket platform;
- Continue to work with Taunton Academy on the introduction of a new, full-size 3G pitch;
- Significantly reduce consumption for both gas and electric with the introduction of a carbon reduction champion - energy action plans have been created and will be fully implemented in 2022/23.

### Wellington Sports Centre

- Exceed the financial business plan for 2022/23;
- New General Manager to fully implement best practice to support business growth and member satisfaction across all business areas;
- Successfully complete the flooring refurbishment to the family changing room;
- Successfully gain Quest accreditation in Q3/Q4;
- Continue to increase swimming lesson enrolments;
- Continue to monitor the impact with the new contract cleaning company;
- Significantly reduce consumption for both gas and electric with the introduction of a carbon reduction champion - energy action plans have been created and will be fully implemented in 2022/23.

### Taunton Swimming Pool

- Exceed the financial business plan for 2022/23;
- Introduce a new pool inflatable and launch new sessions for early Summer 2022;
- Mitigate the financial loss to Somerset West and Taunton Council for the pool closure, taking place from 31st August 2022 for a period of 10 days;
- Continue to increase swimming lesson enrolments;
- Improve retail experience;
- Significantly reduce consumption for both gas and electric with the introduction of a carbon reduction champion - energy action plans have been created and will be fully implemented in 2022/23.

### Vivary Golf & High Ropes

- Exceed the financial business plan for 2022/23;
- Continue developing the range of lessons and retail opportunities with the golf professional;
- Complete the build for the open driving range bay to maximise coaching opportunities;
- Complete a business plan for additional golf buggies;
- Continue to monitor the ground maintenance conditions of the areas around the 5th and 6th holes.

## APPENDIX 1: CLUB LIVE HEALTH & FITNESS

Site Name	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Blackbrook Leisure Centre	2120	2213	2111	2241	2285	2354
Wellington Sports Centre	1199	1177	1088	1186	1204	1195
Wellsprings Leisure Centre	1243	1282	1244	1383	1400	1418

## APPENDIX 2: SWIMMING LESSONS

Site Name	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Blackbrook Leisure Centre	1561	1563	1562	1626	1649	1662
Taunton Pool	445	439	436	452	458	468
Wellington Leisure Centre	574	587	581	597	610	619

## APPENDIX 3: CONSUMPTION FIGURES

Site Name	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
<b>Blackbrook Leisure Centre</b>						
Electric	34469	33826	30339	31020	27626	33171
Electric 2	5670	4307	2630	2896	2709	2948
Electric 3	38972	39282	40783	40520	36855	40343
Electric Total	79111	77415	73752	74436	67190	76462
Gas	18192	35925	34072	34505	19407	26491
Gas 2	99605	113959	119542	139663	121698	130892
Gas Total	117797	149884	153614	174168	141105	157383
<b>Taunton Pool</b>						
Electric	21166	21866	19580	19737	18641	20481
Gas	83091	110612	135978	143561	120972	112605
<b>Wellsprings</b>						
Electric	27253	25492	21277	24670	22779	25635
Gas	10891	27841	18038	36353	32300	31155
<b>Vivary Park</b>						
NHH Electric	767	223	233	246	496	654
NHH Elec Irrigation Pump	3011	95	2839	2889	2717	3124
NHH Electric 2	308	490	478	726	702	601
NHH Electric Total	326	808	3550	3861	3915	4379
Gas	242	196	229	425	601	430
<b>Wellington</b>						
Electric	23386	25278	24797	26501	24429	27406
Gas	93133	163637	182175	180222	162576	193441

## APPENDIX 4: MEMBERSHIP AND UTILISATION DATA

Centre	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Blackbrook	34491	33720	22480	39396	36640	41146
Taunton Pool	11300	10986	7042	11964	11659	11631
Wellington Leisure Centre	15725	15397	10201	14847	15199	15552
Wellsprings	11754	12528	7158	11742	11051	15561
Vivary	4764	3274	2093	1794	1858	3176



## Full Council Meeting – 5 July 2022

### Report of Councillor Andy Sully – Environmental Services

It gives me great pleasure to present my report to Full Council on the varied activities of the Environmental Services Portfolio.

#### Refuse and Recycling (Somerset Waste Partnership)

- Recycle More

Phase four (West Somerset) continues to bed-in following the launch at the end of Feb/start of March. Planning for the Recycle More roll-out to the phase 4 communal properties (end June) and schools (early Oct) was ongoing in May. Communications and engagement for this last part of the project includes a six-week prior to start postcard distributed to circa 5,800 communal properties. SWP are finalising plans for Williton depot refurbishment to start over the summer period.



- Collection Service

The service remains somewhat fragile but the roll-out of Recycle More is almost complete which is allowing more focus on quality issues. Processes have been analysed and reviewed to address key issues such as missed collections and complaint handling which is now starting to see improvements.

- Decarbonising of operations

Further investigation is being completed of dual fuel hydrogen, hydrogen fuel cells, clarified natural gas and HVO (as temporary solutions) and electric vehicles. Testing of numerous vehicles is underway to inform a partial re-fleet. Options will be taken to the partnership board for a steer.

SWP are finalising a power purchase agreement and other contractual matters ahead of installation of photovoltaic (PV) panels at Taunton and Evercreech which should be in place before the end of 2022.

#### Street Scene and Fleet

- Bin Replacement Programme

The roll out of the new bin infrastructure with recycling compartments has continued with the next 54 bins ready for installation by the end of July 2022 taking the total to over 200. Seven of the new bins were put into Victoria Park,



Taunton just prior to Green Flag judging and the jubilee weekend. The new bins were well received and, following the Jubilee Party in Vivary Park, appear to have proved their worth in keeping the area tidy.

- **Fleet**

The Council has ordered its next batch of electric vehicles as part of its scheduled replacement programme. This batch of small vans and pool cars and are due for delivery in October 2022. The HRA fleet is currently being reviewed to establish the suitability for electrification of its fleet due for replacement this year.



- **Litter enforcement trial**

I am extremely enthusiastic about the introduction of our new litter strategy at SWT. Since April, 346 fines have been issued and we are hoping to change attitudes and behaviour amongst those who think it's ok to litter and don't think there will be any consequences.

The Councils newly adopted litter strategy is a trial in partnership with East Hants Council. Littering is a criminal offence with a maximum fine of £2,500 and a criminal record. However, those caught littering can discharge their liability by paying a Fixed Penalty Notice for £100. The trial employees two full time authorised officers who will issue offenders with a Fixed Penalty Notice (FPN) without fear or favour. We want to education and work with the community as littering damages the local environment and effects peoples sense of pride in our district, and costs the council money that could be better spent. It can have a real impact on residents sense of security, safety and satisfaction within an area. SWT have adopted a zero-tolerance to littering from the 1<sup>st</sup> April and do not issue warnings. When a person is witness to throw, deposit or leave litter behind they will be issued with a FPN. In the first two months of the trial 346 FPNs have been issued which is in line with the approved model for the trial.



- **Environmental Improvement Team**

The new two person team was introduced in 2022 and have been working on the following:

Weeding - The team commenced weeding of several locations across the district including Taunton Town Centre, Watchet Esplanade and Minehead Quay. The team were also involved in the tidy up of the Councils Car Parks.

Spring Clean - During April and May, the team attended 50 Open Space locations across the district, collecting approximately 3 tonnes of litter and fly tipped items. In

addition to this, they were involved in the clear up of some streams and the strimming of six overgrown pathways. The team also continued to support Community Litter Picks with delivering and collecting of equipment and the litter cleared.

Watering - In June the team started the watering of hanging baskets and bedding which will continue over the summer.

## **Parks and Open Spaces**

- Programmed Works

The team are busy with planting out all the flower bed displays, this has started and is continuing during June. They have planted 140,000 bedding plants and put out the hanging baskets.



During the busy growing season with perfect conditions of rain and sunshine the grass cutting teams are working hard to catch up with the rounds currently one week behind. I have asked that the schedule of works is sent to members on a weekly basis for information.

- Nursery

The Nursery has been busy with deliveries to all our external customers now complete. As part of the new business plan to increase productivity the team have completed the trial of a hired filling machine which saved time and temporary staff hours.

The nursery has produced the following:

- 140,000 Bedding plants (56,000 for SWT and 84,000 for external);
- 22,000 Hanging basket plants;
- 1,800 Hanging baskets (400 for SWT and 1400 for external);
- 50 Large tower planters.

## **Environment and Coastal**

- North Hill, Minehead

Following a procurement process WSP have been appointed to deliver a design for the stabilisation works to North Hill, Minehead. WSP have worked with the Council in the past and are currently the Blue Anchor design team.



The gradient and complex access issues means that rope access will be the most likely method of assessment.

It anticipated that the designs will be finalised in the autumn ahead of a tender process to deliver the agreed scheme.

- Blue Anchor Coastal Defence Scheme

An order has been placed with Kier (our main contractors) for the delivery of 13,500 tons of granite rock armour from the Glensanda Quarry in western Scotland.

Three vessel loads will anchor off Blue Anchor and the rock will be transported to the beach by barge and off loaded at high tide.



Delivery dates have yet to be confirmed (at the time the report was written) but it is anticipated that the rock will be placed in late autumn 2022 with drainage works taking place simultaneously to seek to stabilise the cliff above the armour.

The scheme is designed to protect the B3191 in situ.

- Sand Clearance - Minehead

Whilst the sand has been cleared from the seaward side of the wave return wall the pavements have suffered from sand build up drains full of sand. A programme of clearance has started with test drains being cleared – if the trial is successful then all drains will be cleared which we hope will prevent future pooling of water on the Esplanade

- Exercise Safe Haven

A 'live' training exercise was carried out at Watchet Harbour on 23<sup>rd</sup> May involving all front line 'blue light services' including the coast guard. The Marine Group were involved too as the incident took place within the Marina. A full rest centre was established using SWT staff and other partners



The scenario was that a gas canister on a fishing vessel had exploded causing fire on board and injuries and trauma to a group of students who had chartered the vessel.

All parties worked together to treat those that were 'injured' and rescue those who were in the water, to bring the fire under control, deal with the public and ensure that the associated pollution incident was controlled.

It should be stressed that whilst this was a 'live' incident there was no danger to any of the participants or the public.



- East Quay Electrics

Following the work to replace the Harbour wall at Watchet in August 2021, further work is required to renew the electrics on the East Quay to ensure compliance.

Detailed designs were drawn up by consultants Houghton, Greenlees & associates.



A Competitive tender process was carried out in February 22 and the contract awarded in March to a company called EX2 who started work on site 13<sup>th</sup> June 2022 with an expected duration of 6 – 8 weeks. Key stakeholders/ interested parties in Watchet have been informed via email of start date and will be updated on a fortnightly basis of progress.

I would like to give my personal thanks to all the officers in the various teams that make up the portfolio who are delivering exceptional services in challenging times.

