



PETERLEE TOWN COUNCIL

14th April 2022

A MEETING OF THE SCRUTINY & PROGRESS COMMITTEE WILL BE HELD ON FRIDAY 22nd APRIL 2022 IN THE BRANDLING SUITE, SHOTTON HALL, PETERLEE, SR8 2PH at 10.00AM

AGENDA

Ian Morris, P.S.L.C.C
Town Clerk (Proper Officer of the Council)

1. Apologies for Absence
2. The Minutes of the last meeting held on 24th September 2021
(attached)
3. Shotton Hall
To receive a verbal update from the Facilities Manager
4. The Pavilion Improvement Plan - Draft
(circulated)

5. Members engagement and Meeting attendance
To get feedback and comments

Scrutiny & Progress Committee – 14 members, Chair K Hawley & Vice Chair R Moore and S Franklin, E Watson, B Fishwick, M A Cartwright, D Howarth, D Hawley, G Johnson, M Sanderson, J Black, K Liddell, M McCue & R Burnip

THE MINUTES OF THE MEETING OF THE SCRUTINY COMMITTEE
HELD IN THE BRANDLING SUITE, SHOTTON HALL, PETERLEE
ON FRIDAY 24th SEPTEMBER 2021

PRESENT: COUN K HAWLEY (CHAIR)

Mesdames: - M A Cartwright, D Howarth, M McCue, J Black
& K Liddell, S Simpson

Messrs:- M Sanderson, R Moore, B Fishwick, T Duffy & B Fishwick

6. Apologies for Absence

Apologies for absence were submitted and accepted on behalf of Councillors D Quinn, K Duffy, G Johnson and S McDonnell. **RESOLVED the Council approve the reasons submitted at the meeting for absence received, and their apologies for absence be recorded.**

7. To receive declarations of interest

Members were reminded of the need to disclose any interests in items on this agenda, whether pecuniary or otherwise. No declarations were offered.

8. Exclusion of the Press & Public

RESOLVED that in view of the confidential nature of the items to be discussed, the committee passed the formal resolution to exclude the press and public from the meeting, pursuant to the Public Bodies (Admissions to Meetings) Act 1960 & the Local Government (Access to Information) Act, Part 1, paragraphs 11, (due to sensitive commercial and staffing nature of the issues being discussed).

9. Shotton Hall

Members and Officers continued discussions from the previous meeting about future options for Shotton Hall Banqueting Suites and voted on their decision, as follows:-

- A) Arrange full refurbishments and keep the building as a banqueting suite – **0 votes**
- B) Change into a building offered for community use and events – **12 votes (all members present)**
- C) Close the building – **0 votes**

AGREED Members' decision would be presented to all Council Members at the next Resources Meeting to be agreed/endorsed.

**PAVILION IMPROVEMENT PLAN
2022/2023**

Aim	Service Aim	Objective	Action/Step	Detail	Priority	When	Who
1 Standards & Systems							
To implement high quality systems underpinned by service standards, effective use of administration procedures and ICT	1.1	Develop and Implement a Pavilion Quality Management System (policies and procedures)	1.1.1	Identify all policies and procedures to be included within QMS	M	May-22	AF
			1.1.2	Produce working timetable and complete all new procedures	M	Jun-22	AF
			1.1.3	Undertake and complete training of staff on QMS procedures	M	Sep-22	AF
			1.1.4	Put QMS audit and review schedule in place	M	Sep-22	AF
	1.2	Improve Pavilion business function through ICT	1.2.1	Write business case and secure capital funding for new building LMS	H	HOLD	AF
			1.2.2	Procure new LMS software and hardware	H	HOLD	AF
1.2.3			Install LMS	H	HOLD	AF	
2 Environment & Buildings							
To operate clean, well maintained building with effective energy and environmental management	2.1	Improve the overall condition of the building	2.1.1	To undertake review of building maintenance requirements	H	May-22	AS
			2.1.2	Complete essential refurbishments to bistro and repaint internally where needed	H	DONE	AF
			2.1.3	To review and put in place an updated master cleaning process	H	Apr-22	SS
	2.2	Improve the environmental and energy management of the Pavilion	2.2.1	Complete work on climate emergency project	M	May-22	AF
			2.2.2	Put in place environmental plan	M	Aug-22	AF
			2.2.3	Co-ordinate approach to recycling	M	Jun-22	SS
			2.2.4	Produce PTC Environmental Procedure and insert into QMS for Pavilion	M	Aug-22	AF

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3	Health & Safety						
To effectively manage health and safety in the Pavilion for our staff, customers and contractors with a proactive approach to continuous improvement	3.1	Improve the management of health and safety with the Pavilion	3.1.1	To review all compliance issues and put in place compliance action plan	H	Apr-22	AS
			3.1.2	Complete all Health and Safety Policies and Procedures as part of the Quality Management System.	M	Aug-22	AS
			3.1.3	Increase amount of formal health and safety training	M	Sep-22	AS
4	Customer Focus						
To have an inclusive relations with our customers so that they are at the centre of everything we do	4.1	To develop and implement a new customer contact system, as well as an approach to engaging with customers	4.1.1	Design and put in place customer feedback systems.	M	Sep-22	AF
			4.1.2	Consider and put in place monitoring/contact system for business customers both current and prospective	M	Oct-22	AF
			4.1.3	Strengthen links with local & regional agencies including EDT and DCC AAP	M	Oct-22	AF

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5	Marketing						
To maximise the promotion and sales of all products and Services	5.1	Carry out pricing review and implement	5.1.1	Carry out benchmarking for private, business and Muga booking charges and produced new proposed price table	H	Done	AF
			5.1.2	Review Bistro prices with updated food offer and produce new proposed price table.	H	Done	AF/JF
			5.1.3	Review Bar prices and produce proposed price table	H	Done	AS
			5.1.4	Do overarcharching price and income forecast report for Council	M	Apr-22	AF
			5.1.5	Develop new interim process to improve income analysis prior to new LMS/POS	M	Apr-22	AF
			5.1.6	Configure LMS/POS with newley agreed products and prices	H	HOLD	AF
	5.2	Improve the reach and effectiveness of marketing	5.2.1	Design a planned approach to marketing	M	Jun-22	AF
			5.2.2	Work with PTC Marketing officer to improve marketing using digital and social media.	M	Jun-22	SS

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6 Team leadership & people management							
To have a skilled and competent workforce with high levels of ownership for service quality and sales through effective team leadership and people management	6.1	Improve our approach to Training and Development	6.1.1	Develop competancies and training matrix/database to underpin standards and systems	M	Jun-22	AF
			6.1.2	Ensure all staff apraisals are carried out as per schedule	M	Jun-22	AF
			6.1.3	Ensure all new staff are appropriately inducted	M	ongoing	AS
			6.1.4	Staff training programme in place and delivered as appropriate for each role in line with business requirements	M	Sep-22	AF
7 Business strategy							
Provide a clear direction and approach to planned delivery of our service	7.1	Use Quest as a driver for continous improvement	7.1.1	Put together a schedule of Quest units/issues as achievement goals	M	Jun-22	AF
			7.1.2	Undertake Self Assessment against declared units write imporvement plan in each area.	M	Sep-22	AF
			7.1.3	Put in place Review plan to track progress against Quest Management issues	M	Nov-22	AF
	7.2	Implement a business plan approach	7.2.1	Produce a Pavilion Business Plan	M	May-22	AF
			7.2.2	Agree and put in place review process for Business Plan	M	May-22	AF

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8 Programme & product development							
To have a relevant and viable mix of services and products and be responsive to changes in demand	8.1	To assist Health and Wellbeing Officer to improve Health and Fitness provision from the Pavilion	8.1.1	To investigate improvements to the Health and Wellbeing offer through programming and potential capital investments	M	Jul-22	AF
		8.2	To improve the events and functions offer in order to maximise income and profile	8.2.1	Consider the type of products for the Pavilion to make sure it is fit for purpose	M	May-22
	8.2.2			Design an approach to events including quality, pricing, marketing and Health and Safety	M	Jun-22	AF
	8.2.3			Review and produce improved booking and admin processes in place.	H	May-22	AF
	8.2.4			Put in place new pre and post booking process including customer feedback/surveys.	M	Aug-22	AS
	8.3	Improve the Bistro offer to increase sales and profitability	8.3.1	Research and design new menus	H	Jan-22	AF
			8.3.2	Review and implement new prices	H	Apr-22	AF
			8.3.3	Consider current and new target markets for the Bistro in our marketing approach and promote services to them.	H	May-22	AF
	9 Partnerships						
Currently Partnerships are considered within as actions as part of other objectives. This will evolve with Service Aims over time.							
10 Finance & Performance							
To effectively manage all areas of performance and financial information	10.1	Improve financial procedures	10.1.1	Review and ensure that audit recommendations are completed/up to date	M	Apr-22	AF
			10.1.2	Design a process to analyse income and expenditure leading to better evaluation	M	Apr-22	AS
			10.1.3	Improve awareness of income and expenditure for all staff to improve ownership in becoming more cost effective	M	May-22	AF