

# Overview and Scrutiny Management Committee: 29 May 2024

## Questions relating to the Performance and Risk Monitoring Report

### Visits to Leisure Centres – Question from Cllr Trigg

#### OSMC Question:



Para 24. Visits to WC leisure centres increase. Are we seeing that across the area or focussed on newer facilities etc? Ability to understand increased type of activity eg swim/gym visit/class etc?

#### Written response from Justine Foster, Service Manager Leisure Operations:

15 of the sites grew in attendance last year.

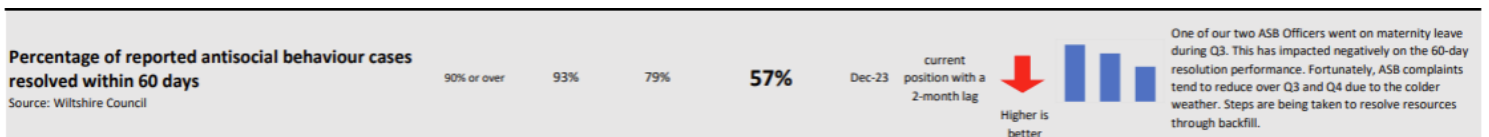
5 were slightly lower in attendance than the previous year – Devizes, Durrington Swimming Pool and Westbury Pool have had new competition opening up nearby which has had a direct impact; Devizes should recover following the health and fitness development that is happening this year and there is a plan in place to drive swimming lessons at the two pools. Trowbridge Sports Centre and Springfield Campus are the other two facilities that have seen a reduction in attendance.

The largest percentage growth was at Leighton Recreation Centre – a dry side only facility. A small investment in equipment both in the gym and for family activity along with the introduction of some Group Exercise classes has helped in achieving this.

The next largest percentage growth was at our newest facility Melksham Community Campus.

Across the year the biggest growth has been in Fitness Memberships, this membership offers access to the gym. Swimming and group exercise memberships have also grown throughout the year.

### Antisocial Behaviour – Question from Cllr Trigg



#### OSMC Question:

Para 36. Staffing Shortages – ASB Officer. At Feb meeting I asked about ASB Officer Mat Cover vacancy and was told that having major impact but close to filling role. Looks as if we were unable to do that. Also that technical support officer had been seconded elsewhere. We are no longer able to rely on colder weather to reduce ASB incidents..... what are the mitigations/impacts?

## Written response from Gary Tomsett, Team Manager, Environmental Protection, Antisocial Behaviour & Community Safety:

The new Public Protection Structure came into effect in March. Community Safety & ASB Team joined Environmental Protection under the management of Gary Tomsett.

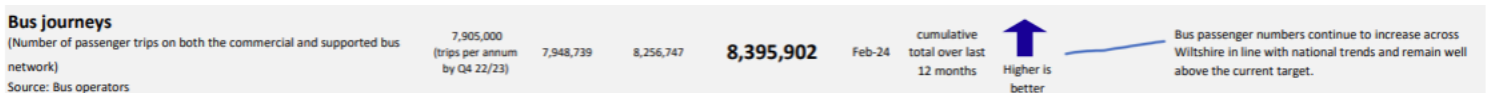
With regard to the current situation with the ASB team, an ex PCSO officer has been employed for 22.2 hrs per week to provide maternity cover through to December 2024.

There has recently been a bid submitted to the Enforcement Working Group for funding to extend this to 30hrs per week through to December 2024. We await the outcome of that bid.

The Technical Support Officer continues to work as a Dog warden. However, following a member of tech support staff retiring and another reducing her hours, a 21hr per week post was created. A member of CSU has been recruited to this post and she commenced last week. Part of her role will be supporting the team with respect to new working coming in via the ASB inbox.

Please remember all ASB reporting has a 60 day lag, so effect of staffing capacity will take time to show in the reported numbers.

## Bus Passenger Journeys – Question from Cllr Trigg



### OSMC Question:

Para 53. Bus Passenger journeys. Have increased. Am sure the £2 fare are having positive impact. At what point do additional journeys/routes become viable part of future planning?

### Written response from Jason Salter, Head of Service, Passenger Transport Unit:

Passenger numbers across both the commercial and supported network continue to increase. The first slide below represent the increase in passenger numbers since pre covid on the supported network. The second slide represent concessionary pass holders usage which has largely returned as it will now, reflecting national trends and is unlikely to increase further at this point. The reduction in concessionary use is generally down to the fact that during Covid people found alternative ways of making essential journeys, or relied upon goods being delivered.

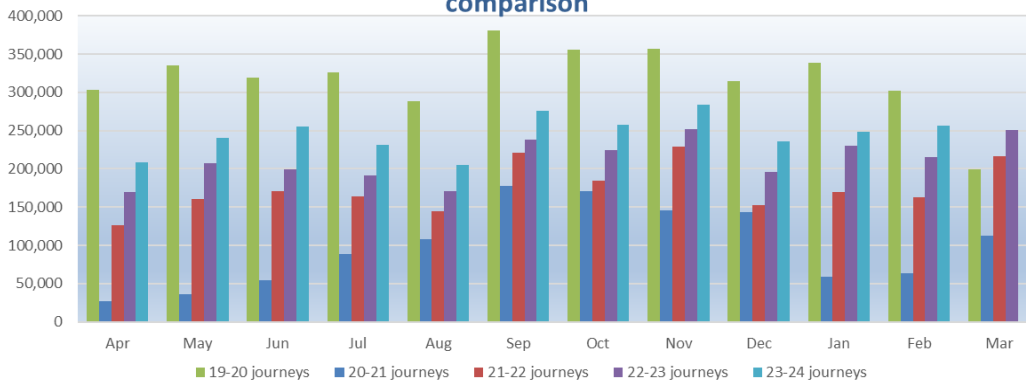
At the end of 2023 Wiltshire Council consulted on its future public transport policy, considering changed travel habits. As a result, we will be introducing a criteria by which we can rank the priority of bus services that Wiltshire Council should support based upon:

1. Cost per passenger trip
2. Whether a bus service serves population densities identified as low car ownership
3. Has links to rail stations
4. Whether a bus service serves an area with a recognised Air Quality Management (AQM)
5. Main journey purpose for that service

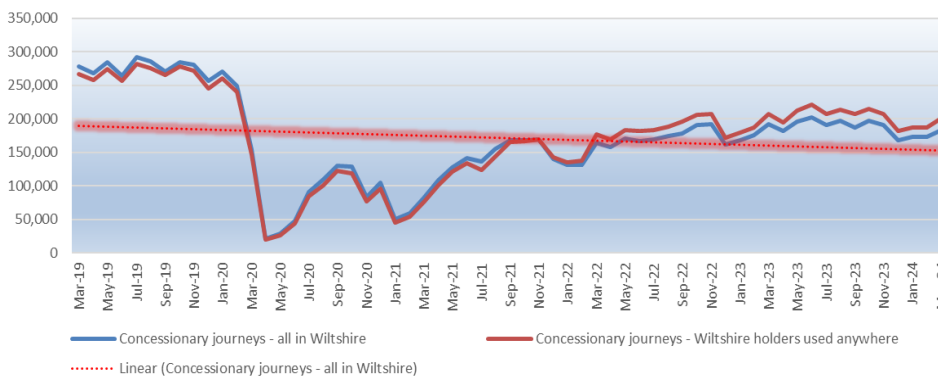
Officers are still in the process of analysing the outcomes of this tool and are set to discuss with the Cabinet member for Transport in due course.

It is unlikely that there will be a reduction in any bus service soon by adopting this approach.

## Passenger journeys on supported bus services in Wiltshire annual comparison



## Concessionary journeys



## Risk issue on Staffing Recruitment and Retention – Question from Cllr Trigg

<b>Staff Capacity: Recruitment and retention</b>	<p>Some, but not all, service areas have identified that this has now become an issue, with there being a range of factors at play in different labour markets. These include:</p> <ul style="list-style-type: none"> <li>- A smaller national workforce (less European immigration, earlier retirement/semi-retirement following the pandemic, increased numbers of those on out of work benefits) and closer to full employment.</li> <li>- Specific skills shortages.</li> <li>- Competition from the private sector and from other public sector organisations.</li> <li>- The impact of the increase in the cost of living making higher wages more important.</li> <li>- The cost increase of driving for those who have to travel in their role.</li> </ul> <p>The result is that some services are now impacted by insufficient staffing.</p>
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### OSMC Question:

Under risk/issues - staff capacity as below. Which services impacted and how is that affecting residents together with how managing expectations and communications?

### Written response from Tamsin Kielb, Director HR&OD:

We have continued to face challenges in recruiting and retaining qualified staff in Adult Social Care, Families and Children's Services, Planning and Legal and Governance and we have taken appropriate steps to mitigate these challenges. In line with the recently approved risk management policy this issue has been de-escalated to a strategic risk for ongoing monitoring.