

LEE VALLEY REGIONAL PARK AUTHORITY

SCRUTINY COMMITTEE MINUTES 20 JUNE 2024

Members Present: John Bevan (Chairman) Calvin Horner
 Ken Ayling Marshall Vance
 Janet Burgess (Remote Access) Terry Wheeler (Remote Access)
 Mike Garnett

Apologies Received From: Steven Heather, John Wyllie

Officers Present: Beryl Foster - Deputy Chief Executive
 Dan Buck - Corporate Director for Sports & Leisure (Remote Access)
 Jon Carney - Corporate Director for Parklands
 Victoria Yates - Head of Human Resources
 Julie Smith - Head of Legal
 Jessica Whitehead - Volunteers Officer
 Michael Sterry - Senior Accountant
 Lindsey Johnson - Committee Services Officer

Part I

219 DECLARATIONS OF INTEREST

There were no declarations of interest.

220 MINUTES OF LAST MEETING

THAT the minutes of the meeting held on 29 February 2024 be approved and signed.

221 PUBLIC SPEAKING

No requests from the public to speak or present petitions had been received for this meeting.

222 REVIEW OF VOLUNTEERING UPDATE

Paper S/68/24

An email was tabled detailing the problems encountered with Simply Connect London.

A video was shown to Members which detailed the research on volunteering by the National Council for Voluntary Organisations. Key points included:

- Replacing the term ethnic minority to global majority, which includes all ethnic groups except British and other white groups.
- Volunteer satisfaction has decreased since 2019.
- GM volunteers had lower rates of satisfaction; more likely to feel excluded; less likely to continue volunteering; and less likely to feel a sense of belonging.
- GM volunteers were more likely to volunteer if it was for causes that are religious or helped with career progression; quick application process; a good culture of trust, respect, recognition and belonging; and flexibility in commitment and hours.

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The Volunteers officer explained that as part of the Phase 2 update, officers were looking at how similar organisations and charities work with volunteers in order to get a better understanding of volunteering nationally and how we compare. A staff Equality and Diversity Working Group will be looking at the points covered in the video.

The Volunteers officer explained about the problems with Simply Connect London, which allows us to advertise volunteering opportunities in London. The system is not as good as the previous system which was hosted by Team London. This is due to limited categories to choose from and unnecessary mandatory fields such as 'skills'. She is continuing to feedback concerns to the Greater London Authority to resolve these issues. She will continue to advertise volunteering opportunities with the London Boroughs directly, our own website, national volunteering websites, Herts and Essex. The Chairman suggested it might be beneficial to invite a representative from Greater London Authority to the next meeting.

The Chairman asked if we would be adopting the new term Global Majority. The Head of Human Resources replied stating that if it becomes a national term it would make sense to adopt it, however data would need to be comparative. A Member asked if there would still be a breakdown as to which ethnicities were volunteering. The Head of Human Resources responded stating that they are still required to complete a form which asks this. The Chairman asked that the new term Global Majority be reported to the next Authority meeting.

The Chairman informed Members of a community fun run in Tottenham that he had attended recently which had many young white people from Haringey participating in. He noted stalls from other organisations and felt we had missed an opportunity to promote volunteering in the Park. The Volunteers Officer responded stating that all participants received a pack about the Park after completing the run. Also our volunteers were given the opportunity to be stewards. The Chairman suggested that a QR code could be displayed where participants are registering and requested that Scrutiny Committee Members be given an example of the pack given out at this event.

A Member asked what recognition and awards are given to volunteers. The Volunteers Officer responded stating that Long Service awards are given each year. Volunteers who work more than 20 hours annually are given café discount cards, those who work over 100 hours annually are given discount cards for our venues. Volunteers receive free parking. There is also a yearly award ceremony, where nominated volunteers receive a certificate usually presented by the Chairman or Chief Executive. The Head of Human Resources added that the next award ceremony would be on 23 October and Scrutiny Committee Members would be invited.

Members were shown the link to volunteering, which is sent to periodically to Board Members. A Member suggested that icons detailing the type of work would make it easier to see what is available. The Volunteers Officer responded stating that we can look into this. The Chairman suggested that this demonstration of the link should also be shown to Members at the next Authority meeting.

(1) the update on phase 2 of the review of volunteering was noted; and

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- (2) with the approval of the Chairman of the Authority, at the next Authority meeting the term 'Global Majority' be explained and Members be shown the link to volunteering;**
- (3) Scrutiny Members to receive an information pack like the one given at the Tottenham fun run; and**
- (4) officer look into including icons on the volunteering opportunities link was approved.**

223 SCRUTINY SCORECARD 2023/24 Q4

Paper S/69/24

The Senior Accountant updated Members on the new counter system. Counters are an important way to gauge success of the Park, the new system aggregates data from mobile phones and apps which pings a location which can then track movement using algorithms. The new counter system will save £16k per year. The previous counter system was based on numerous counters across the Park, some of which were subject to vandalism. The new system is up and running. The old counters will be removed in due course.

A Member asked about distortions from people not having a phone or carry two phones. The Senior Accountant explained that no counter system will be perfect, but this system provides a more robust and consistent approach than the old system. We will be able to look at trends rather than numbers.

A Member raised concerns over data protection and tracking an individual. The Head of Legal responded stating that the data is aggregated and no individual can be identified. The Senior Accountant added that users have already agreed to privacy settings within apps.

The Corporate Director for Sport and Leisure updated Members that only a few KPIs fell short of targets and we are working with Greenwich Leisure Ltd to resolve this. Visitors to the Park remain strong. Customer satisfaction is above target. Media mentions have fallen short of target this year. The Ice Centre has had a strong first year with high visitor numbers. All venues have done well with Quest. Sites that participate in London in Bloom and Green Flag have all done well.

The Chairman asked where we are with setting up stakeholder questions due to the London Councils Summit not taking place. The Corporate Director for Sport and Leisure responded stating that we have costed up options for this, which has been included in the budget and will be carried out in the next financial year. The Chairman asked that more details be reported on this in the next meeting.

A Member asked why actions from the staff survey from 2022 was still being worked through. The Corporate Director of Sport and Leisure responded stating that this was due to a previous contractor not completing the work. Right Directions picked this up last year, with officer working groups progressing this. Staff are regularly updated via email and at the Chief Executive's staff briefings. The Head of Human Resources added that a new staff survey will be going out in August as a lot has changed since 2022 and it will be interesting to compare the surveys to see what staff still consider important. The results of this new survey will be presented to Members in February 2025.

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A Member asked if the five staff dismissals were anything to be concerned about. The Head of Human Resources responded stating that they were not and were for varying reasons.

- (1) the report was noted; and**
- (2) more details on the work on stakeholder questions be reported to the next Scrutiny Committee.**

224 ANY OTHER BUSINESS

A Member requested that a Terms of Reference be sent to Scrutiny Members to help understand the remit of this Committee. It was also requested that a work programme for this Committee be circulated. The Chairman responded stating that the 'Review of Volunteering' was a large subject that has been divided into 4 phases, which would be concluded over the next couple of meetings. Towards the end of this review officers will consider other suitable topics which can be circulated to all Scrutiny Members to decide which to scrutinise. A list of previous topics can also be circulated to show what has been previously scrutinised.

Chairman

Date

The meeting started at 2pm and ended at 3.13pm