

**QUESTIONS TO BE ASKED OF EXECUTIVE
COUNCILLORS AT THE COUNCIL EXECUTIVE
MEETING 5th NOVEMBER 2003
(Agenda item 6)**

1. Question from Councillor Colin Barrett, read by Councillor Shirley Steel

My colleagues and I continue to receive correspondence from local people complaining about new facility arrangements being put in place by the leisure centre operator – particularly in Bath.

1. What are the existing procedures for consultation when the leisure operator wishes to change the arrangements of a facility?
2. Does the Executive Member believe there is merit in setting up a Council/leisure operator co-ordinated 'Customer Panel' to get things right?

Answer to be given by Executive Councillor Nicole O'Flaherty

1. The Leisure Partnership allows Aquaterra to take responsibility for programme changes within certain criteria laid out in the contract. Any changes should be discussed through the Project Group in advance. In some circumstances Aquaterra are obliged to bring the item to the Project Board for approval - if a particularly issue is sensitive.
2. Aquaterra currently have an active comments and complaints system through which customers can air their views on any aspect of the management of the Leisure centres. This is soon to be supplemented by a partnership (Aquaterra and Council)forum/user panel which will be in place by February 2004.

2. Question from Councillor Shirley Steel

The Midsomer Norton Jobcentre is scheduled for closure in April 2004. There have been suggestions that there is to be a Jobcentre presence in the Hollies, if this were to happen. Will the Executive Member elaborate on these suggestions, and will he commit himself to working with Jobcentreplus to provide this facility?

Answer to be read by Executive Councillor Paul Crossley on behalf of Executive Councillor Colin Darracott

Discussions are still taking place with Jobcentre Plus about the form their presence would take at The Hollies.

It is likely to be integrated into the One-Stop-Shop. I can confirm that Jobcentre Plus and myself are committed to developing a practical proposal.

3. Question from Councillor Bryan Organ (to be sent to Cllr Organ)

The Keynsham Market ceased to trade last month. Was the market operator granted any compensation as a result?

Answer to be read by Executive Councillor Paul Crossley on behalf of Executive Councillor Colin Darracott

The Market Operator was not granted any compensation as a direct result of ceasing to trade in Keynsham. The Market Operator and the Council agreed to cease the market for a number of reasons, including local traders' unhappiness with the content of the market. The Council did agree to underwrite 50% of the capital costs of the market for all 3 locations (Keynsham, Midsomer Norton and Bath).