

Haltemprice Leisure Centre

Minutes of Customer Forum Meeting held on Tuesday 3rd March 2009

Present: Bernard Holt David Green Cllr Mary-Rose Hardy
 Rob Jones Ann Daddy Tony Clarkson

Apologies: Jim Stead Julie Kipling

1. Matters Arising from Previous Minutes

Tony Clarkson gave a summary of Christmas pool pipe works completed.

2. Quest

a) Centre Performance - see enclosed sheet. Overall good.

b) Customer Comments/Feedback

A Summary of comments was given out covering the period September 08 – February 09. The main points were :-

Complaints 22
Compliments 4
Comments 10

Area	No	Comment
Carpark	5	Car park struggles to cope with demand. Issue passed to property services to investigate options.
Shower Temp	4	New showers fitted in December, thermostat not set correctly. Now resolved.
Pool Temp	3	On reopening pool in January, valve had to be replaced. Now resolved.
Ventilation/Heating	4	Cold weather (freezing) resulted in a number of complaints as ventilation struggled to raise temperature sufficiently, issue passed to property.
Outdoor Play Area	1	See developments.
Function Room	2	Cleanliness of function room. Now resolved.

Compliments – all related to Birthday parties, holiday activities and staff interaction.

c) Forum Feedback

David Green raised a couple of items with regards to Thursday evening use of large cubicles and access for disabled users.

Action: Tony Clarkson to discuss with wetside cleaner. David Green to introduce himself to cleaner and discuss options.

Cllr Mary-Rose Hardy raised an issue over toilets, a comment was passed by Brian Jeffries – this is now resolved.

3. Prices

Members were given a new scale of charges for activities. Feedback was generally ok however, in future consideration over social wellbeing issues should be given priority over the commercial activities (i.e. memberships). Item to be feedback to Unit Manager.

4. Developments

- a) Car Park - Cllr Mary-Rose Hardy was asked if she had received a response to the letter she had sent – the answer was no.

Action: Tony Clarkson to follow up.

ERYC Safety Services have become involved and will also raise the issue following an accident in the car park.

The heavy demand is also resulting in disabled bays being used by the general public.

- b) Play Area - No further news other than the funding bid had failed.

Note: Following a meeting the play area will be developed later this year, the scale of investment will depend on the category of the park. As a minimum £50K will be invested as part of the pathfinder project. However it is hoped that the park is classed as a destination park to attract more investment.

- c) Café - The group discussed options to improve the current situation. The centre is costing a small refurbishment to include sofa's. The larger reception/café project is still pending.
- d) Skatepark - Is progressing well. New bins now in place.

5. **Any Other Business**

- a) The daffodils planted by Cllr Mary-Rose Hardy in December are starting to come through.
- b) Fun Fair – A date has been set for 1st June to 9th June. The fair will operate from Thursday 4th June until Sunday 7th June.

Next Meeting

Tuesday 12th May at 7.30 pm.

A C Clarkson
16th March 2009