

## Haltemprice Leisure Centre

### Minutes of Customer Forum Meeting held on Tuesday 20<sup>th</sup> May 2008

Present: Rob Jones Anne Daddy Cllr Mary Rose Hardy  
David Green Tony Clarkson

Apologies: Julie Kipling

#### **1. Matters Arising from Previous Minutes**

Tony handed out a price comparison chart to compare a number of core prices, for example swimming, against other providers ie Hull City and South Hunsley.

Everyone at the meeting agreed that the new prices are competitive.

#### **2. Quest**

- a) Centre Performance - Feedback was given on centre feedback handout (attached). The feedback is generally very positive.
- b) Customer Comments/Feedback - A summary was given of the Council's 3Cs (comments, compliments and complaints), covering Jan-May. 27 Forms had been received of which 16 were complaints. The areas highlighted were discussed.

#### **3. Developments**

- a) Disabled Facilities - The new shower/changing room is complete. David Green advised the positioning of hand/support rails.
- b) Reception/Café/Planned Maintenance - Following a meeting with property services Tony fed back that it was unclear as to the planned programme at Haltemprice. The project appears to be on hold. Concern was expressed over the condition of the pool pipework and leaking water.
- c) Play Park - Provisional plans for the new play park were viewed, £250K funding has been applied for. Notification will be given September/October, if successful work will commence January 2009.

Matt Reid to contact Cllr Mary Rose Hardy to advice on additional funding sources and discuss options including fencing and outdoor adult fitness facilities.

#### **4. Centre Performance**

A number of areas in the centre program are being reviewed. The Body Training Systems brand of fitness training has been introduced and has been very well received.

## 5. Any Other Business

- a) Roof works have been completed but lead has been stolen again recently.
- b) Fun Fair – Skate Park Fund Raiser. The fun fair raised over £2000 for the skate park. There were a number of complaints and a few minor incidents, ~~the~~ the general view was positive. For future events the skate park committee to lead and advise.
- c) Kelloggs Swim Voucher promotion – Anne Daddy raised the issue of kids collecting these vouchers but no sites in the East Riding participating. Check website at Kelloggs.
- d) Tone Zone equipment – a number of items have been out of order for a couple of weeks. Tony advised a new contract was being implemented and a couple of hic ups had occurred.
- e) Disabled session Thursday evenings – there was a problem with the large cubicles as the swimming lesson children were using them. Tony to look at signage.
- f) Lift – David Green expressed concern with the lift jolting. Tony is to organise a sign to warn customers.
- g) Cleaning – Wetside. Tony highlighted the issues experienced while filling the wetside cleaners post resulting in problems at busy times. Hopefully this is now resolved, however in future Tony to be advised if areas are not at expected standard. Refer to the Duty Officer on site.

### Next Meeting

Tuesday 16<sup>th</sup> September at 7.30 pm.

A C Clarkson  
29<sup>th</sup> May 2008