

HALTEMPRICE LEISURE CENTRE

CUSTOMER FORUM

Minutes of Meeting held Tuesday 12th February 2008

Present: Councillor Mary Rose Hardy, Tony Clarkson, Bernard Holt, Rob Jones
Jim Stead, Ann Daddy, Julie Kipling

Apologies: David Green, Gail Lunn

1. Matters Arising/Previous Minutes

1.1 Car Park scheme was submitted to capital programme but due to priorities on scoring unable to progress. Car parking is a concern at this time of year.

1.2 Update on flood relief scheme extended until 6th April 2008.

2. Quest

2.1 Centre Performance – a hand out is attached showing the performance of the centre, income and user numbers are continuing to rise.

2.2 Customer Comments/Feedback

There have been a number of formal complaints since November the main points being cancellation of fitness classes due to sickness and maintenance during December.

2.3 Leisure Participation Survey Results

A summary of the results with action points is attached. Currently Haltemprice is in the bottom half of all ERYC centres scoring 83% against the average of 86%.

It is difficult to compare as customer perception varies, for example South Holderness scores 76% for catering but only provides a vending facility while Haltemprice scores 72% but provides a full café service.

3. Developments

3.1 A summary of work completed over the Christmas period was discussed.

3.2 Disabled works – currently a disabled shower and changing room is being constructed in part of the ladies dry side changing area.

3.3 During the Christmas period alterations were made to the reception counter and this has had a positive impact.

3.4 Property meeting – a meeting is to be held at the end of the month to discuss programmed works for the year plus potential development of café and reception. Tony Clarkson to update.

3.4 The Skatepark is progressing to Phase 2 and an order has been placed for new ramps.

4. Prices 2008/2009

Proposed price increases were handed out for feedback, this shows an average increase of 6% reflecting the issue of raising the income for Leisure by £60K.

Tone Zone session	£4.50 up to £5.00
Adult swim	£2.80 up to £3.10
Child swim	£1.85 up to £2.05
Over 60's swim	£1.70 up to £2.00

The consensus of the meeting was that the proposed price increases are reasonable.

Action: Tony Clarkson to compare with Hull City Council

5. Any Other Business

5.1 A request was made for a drinking fountain to be provided upstairs, Tony advised this is restricted due to plumbing.

5.2 Richard Clarke will be the new police officer (community) as of 3rd March 2008.

5.3 Cardiac Group – Angie Newlove has made no progress – this still needs to be developed.

Action: Tony Clarkson to raise

5.4 Nappy bins – there are no current issues.

5.5 Tone Zone – a number of items of equipment are out of use including TV's. Natalie Belt the fitness coordinator is progressing.

Next meeting is arranged for Tuesday 20th May 2008 at 7.30pm.

Tony Clarkson
Senior Facility Manager

Enclosed:

Centre Performance Summary
Leisure Participation Survey Results 2007
Proposed Prices 2008/2009

Customer Forum Minutes

Tuesday 20th November 2007

Present: Cllr Mary-Rose Hardy, Tony Clarkson, Bernard Holt, Rob Jones, Anne Daddy, Patrick Morris

Apologies: David Green, Gail Lunn, Tracey Rymer.

1. **Matters arising/previous minutes –**

- a) Car Parking – Issues highlighted again.

2. **Quest**

- a) Tony issued a handout detailing the centres performance against KPI's
 - i. Income up .
 - ii. Occupancy figures up due to Tone Zone use
 - iii. Tone Zone membership hit a plato
 - iv. Website number of hits increases 10,000 a month

- b) Customer Comments – a few minor comments changing rooms dirty etc. no complaints of any significance.

Rob raised the point of the nappy bins near the hair dryers – TC agreed that this is not the preferred area, however the previous location near the group changing resulted in nappies being deposited in the normal bins and now the reverse is the issue with nappy bins being used as a normal bin, resulting in them over filling. TC to investigate.

Mobile Phones in the changing rooms – new signs had been installed, however it is difficult to police, but hopefully will raises awareness.

3. **Developments**

- a) Summary of Proposed Christmas works was discussed, minor works which would involve:
 - Pool hall (replaced tiles) (closed for approx 2 weeks).
 - Sports hall exploratory works investigating the construction of the climbing wall.
 - Reception Counter – possible works

b) Future Works

Group discussed areas to target for improvement next year, consensus being the decoration of the Dry side changing areas should be high on the priorities.

4. Any Other Business

- a) Cllr Mary Rose Hardy highlighted that local Cycle/walking teams looking at that extending the cycle path network locally. Letter of support from the centre would be appreciated.
- b) Cardiac Group update
- c) Flood relief Scheme

Date of next meeting: Tuesday 12 February 2008 at 7.30pm.

Customer Forum Minutes

Tuesday 25th September 2007

Present: Cllr Mary-Rose Hardy, Tony Clarkson, Bernard Holt, Jim Stead, Rob Jones, Julie Kipling, Anne Daddy

Apologies: David Green, Gail Lunn, Tracey Rymer.

1. **Matters arising/previous minutes –**

- a) Car Parking – TC raised the feasibility study indicated by Richard Primmer in response to the letter sent by the forum – no response to date.
- b) Café development – JS raised with Cllr Everson – No political reason

2. **Quest**

- a) Tony issued a handout detailing the centres performance against KPI's
 - i. Income up on previous years and on track with profile.
 - ii. Sickness high for August 5.21% due to long term sick i.e. Broken leg (Tracey). Short term sick is 2.1% good
 - iii. Occupancy figures up due to Tone Zone use
 - iv. Tone Zone membership continue to increase steadily
- b) Customer Comments – a few minor comments changing rooms dirty etc. no complaints of any significance.
- c) Tone Zone – memberships see handout.
Discussion on the induction process AD highlighted she had difficulty in booking induction TC to follow up

3. Developments

- a) **Ground Floor Reception and Café area**
No progress to report.
- b) **Skate Park**
Mary-Rose Hardy explained all going well, few issues; (including a knife incident recently) Phase 2 for additional ramps etc has a provisional cost of £32k
Event held on the Saturday was well attended, Very Good, Concern over kids skating in the Car Park

Group highlighted with dark night creeping in recent Anti social behaviour and groups of youths congregating around the building – Community Police Support Officers have been informed and they are keeping a close eye on the issue.
- c) **Play park – new on the agenda, condition is giving rise to concern at County Hall – possible closure, removal of equipment. TC to update forum on developments.**

4. Programme of use

- a) **Summer activates – Centre had been awarded its Adventure Activities License and a number of rock climbing and hill walking.**

Attached pics

Note: Centre has been awarded £3400 from VIMT to fund future activities, Group highlighted general trends show increase in groups such as Scouts and Cubs

5. Any Other Business

- a) **Graffiti -**
Probation service will hopefully be sending offenders to remove and repaint.
- b) **Web Site**
The centre's website is now getting approximately 9,000 hits a month 15% of Squash court bookings now taken on line
- c) **Flood relief Scheme**
Current pot of monies available to provide activities for the victims of flooding in June.

Date of next meeting: Tuesday 20 November 2007 at 7.30pm.