

Haltemprice Leisure Centre

Minutes of Customer Forum Meeting held on Tuesday 30 September 2008

Present: Bernard Holt David Green Cllr Mary-Rose Hardy
Rob Jones Tony Clarkson Patrick Morris (Duty Mgr)
Lin Preston (Catering Supervisor)

Apologies: Jim Stead Ann Daddy

1. Matters Arising from Previous Minutes

Item discussed from last meeting was regarding the issue of car parking which continues to be an issue at busy times. The forum is to raise a letter to Richard Primmer.

2. Quest

2.a Centre Performance - Tony Clarkson supplied a handout with an update on key performance indicators. It was noted that income is higher than the previous year and absence levels below the centre average.

2.b Customer Comments/Feedback - A small number of items were raised, car parking being the main issue along with cleanliness of the wetside changing area. An item was raised relating to the smell in the ladies upstairs toilets.

The fitness class programme has been enhanced with Body Combat classes which has increased numbers and is going well.

The summer holiday activity programme saw a drop in usage compared to previous years. Reasons are to be investigated.

Action: Tony Clarkson

Marketing – Tony Clarkson gave an overview of the proposed leaflet drop for October/November with showed copies of the proposed leaflet. The leaflets will be dropped to 23,000 homes in the Anlaby, Hessle, Cottingham and Ferriby areas.

3. Developments

3.a Disabled Facilities - The new disabled shower/changing area is completed. The mens dryside showers ceiling has been repainted.

3.b Christmas Works - Tony Clarkson highlighted a number of tasks that will hopefully be addressed during the Christmas Closure.

- i) It is intended to close the pool 24th November until 2nd January to replace the pool pipework.
- ii) Automatic doors to the swimming changing area are to be installed.

- iii) New showers in the wetside changing area.
- iv) Replacement lift – David Green highlighted a number of points and appreciated the signage. The replacement lift installation is progressing and is likely to take place in February 2009.
- v) There are a number of small items to be attended to on the poolside.

3.c Skate Park - The skate park is going well with only small issues such as minor damage to the fencing. The possibility of flood lighting the area is progressing.

3.d Play Park Area - There is still no news, however it is hoped the area will be developed next year.

3.e Catering/Reception Development - No news.

5. Any Other Business

- 5.a The group requested that car parking be made an Agenda item in the future.
- 5.b Lisa Kirby has been appointed to the vacant post of Fitness Coordinator.
- 5.c David Green request Admin investigate recent Sundry Debtor.

Next Meeting

Tuesday 2nd December at 7.30 pm.

A C Clarkson
6th October 2008