

Minutes of Customer Forum Meeting held on Tuesday 9th February 2010

Present: Rob Jones Ann Daddy Cllr Mary-Rose Hardy
 Tony Clarkson Richard Bishop

Apologies: Jim Stead, Bernard Holt, David Green

1. Matters Arising from Previous Minutes

TC had received a letter from Jim Stead advising that he was stepping down from the forum and recommended a replacement,

Action: Group would like to thank Jim for his time on the group and TC to contact individual Jim recommended

2. Quest

a) Centre Performance - TC gave out information on the centre's performance this included Income, Usage/ visits and membership information. Centre continues to do well it's memberships base increasing (see attached)

b) Customer Comments/Feedback -

DG – forwarded comments relating to the pool temperature and a couple of hick up's
 TC to Action

The had been a number of complaint relating to the service
 As a Summary. The main points were :-

Area	No	Comment
Carpark	3	Car park struggles to cope with demand. This is an on going issue
Ventilation/Heating	7	Cold weather (freezing) resulted in a number of complaints as ventilation struggled to raise temperature sufficiently, The main source of complaints Squash courts. issue passed to property.

c) Pricing - TC raised the proposed price list for April 2010. Which had been distributed prior to the meeting. On average all price have increase 3.5 %.
 Discussion took part on the item of a membership for unemployed and the pro's and con's. however it was highlighted that there exists a concession scheme (sure saver)

3. Developments

- a) Christmas works - Due to the centre operating up to Christmas these were limited due to centre operation. However parts of the centre were re-painted – Gym. Tiling works on the poolside. And replacement of the wooden fascias.
- b) Skate Park - MRH update the group as to progress and future plans
- c) Leisure Review TC updated the group that the councils Asset Strategy Section had commenced a Leisure review of Haltemprice Leisure Centre to determine the future options. MRH highlighted to forum members how the councils capital programme works and it was noted that due to current financial issues (Global) and the councils commitment to affordable housing, major refurbishment/works may be difficult.
- d) Car Park – Group to highlight concerns again to Asset Strategy

Note : TC has been advised that £40,000 has been ear marked to improve pedestrian and car parking facilities at Haltemprice .

4. Programme

- a) Holiday Activities - TC updated the group as to developments with the Extended Schools – Working in partnership the Centre was now the main focus for providing activities during the Holidays- this is a change from previous years were the focus was on Kids club and Child care which has continued to fall. – Programme of activities was made available

5. Any Other Business

- a) Equalities – Access to facilities – The centre will be progressing with a programme of focus groups looking at the service. MRH – highlighted the graduate scheme within the council if that could be of assistance e through.
- b) Future developments – The members were asked for thoughts on the future developments for the site, these are small item which may be decorative or programme developments. Quick suggestions were – Pre school dance (like Children’s centres)

Action – group to forward items

Next Meeting

Tuesday 1st June at 6.30 pm. (Due to elections etc)