

PARKWOOD LEISURE SERVICES WORKING GROUP

Monday 3 June 2013

Present:-

Councillors Shiel, Spackman and Sheldon

Also Present

Stephen Hughes, Exeter Contract Manager; Lee Golding, Senior Duty Manager Northbrook Pool, Simon Lewry, Exeter Arena Centre Manager; Steve Lyon, Leisure Facilities Manager; Declan Turner, Graduate Student Placement and Sharon Sissons, Democratic Services Officer (Committees)

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APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Morris, Dave Lewis and Darren Parrott.

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MINUTES OF MEETING HELD ON 11 MARCH 2013

The minutes of the meeting held on 11 March 2013 were agreed.

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CUSTOMER FEEDBACK

Customer Comments

Steve Lyon referred to the Customer comments for February and March 2013.

Stephen Hughes reported that the gym enhancements at the Riverside Leisure Centre had been well received; however the gym floor had not been fully replaced. However all of the lockers at the Riverside were now fully functioning. There remained an issue with the air conditioning at the Pyramids and high temperatures had been recorded. He would investigate the temperature issue, but there were five separate areas of the Pyramids, and the air conditioning was controlled centrally.

Customer Focus Groups

Stephen Hughes advised that a Customer Focus Group had been held at the Pyramids and up to 10 clubs had attended. However, focus groups in other centres had not been so successful. There was one attendee at the Riverside Leisure Centre regarding swimming lessons and they were satisfied with the programme. No one came to the meeting at the Northbrook Pool. Councillor Spackman suggested that it might also be that they are either satisfied or that they do not think that they can change anything. Councillor Sheldon considered that a text invitation might be more fruitful.

Steve Lyon added that Clifton Hill Sports Centre had also attracted a low attendance and some constructive comments had been made. Stephen Hughes stated that the athletic focus group will take place soon and he had a feeling that that was likely to be popular. It might be more beneficial to focus on a specific rather than general group for the autumn.

FACILITY IMPROVEMENT PLANS UPDATE

Stephen Hughes, General Manager, Exeter Contract outlined the qualitative improvements for the Exeter Contract, which covered eight sites in Exeter. The report included the agreed qualitative measures, with the baseline figures for 2012 and the targets for the coming year. An update on the Facility Improvement Plans for Northbrook Swimming Pool and the Exeter Arena were presented.

Northbrook Swimming Pool

Lee Golding, the Senior Duty Manager for the Northbrook Swimming Pool, updated the group on the progress made on the Improvement Plan for Northbrook Swimming Pool to September 2013.

He highlighted a number of areas –

IM1 - They had been working with the neighbouring boxing club to resolve some outstanding issues relating to the surface of the car parking area next to the swimming pool.

IM2 - Northbrook Pool had received a good rating, but very effort would be made to strive for further improvement. The cleaning schedule had met the specification.

IM3 – the opening hours were appropriate. The take up of swimming lessons had been very successful, both by the local community and local schools. Northbrook Pool was considered as a good community facility, and every effort was being made to increase the use.

IM4 - Additional external signage outside was still required, with consideration as to how this would be best placed. Stephen Hughes said they were working with DCC. Riverside and Clifton Hill had external directional signs.

IM6 - In response to a comment, Stephen Hughes advised that Northbrook Pool had a good level of club use. Stephen Lyon said they were always looking to see how to distribute club use around the city's swimming facilities and develop a more complementary programme. Northbrook Pool had good community use serving a densely populated area of Exeter.

IM7 - The Sports Development Manager had been working on the Swim 21 accreditation.

IM8 – A new system of cover, through a change in the rotas had been agreed and there was now more time to ensure that the appropriate cover was provided.

IM10 - The apprentice would undertake a lifeguard qualification and also Levels 1 and 2 swimming teaching. It was hoped that following the completion of the apprenticeships there will be the opportunity to continue working at Parkwood Leisure. Every effort was being made to allocate the training more efficiently

IM12 – It was encouraging to have more positive feedback from customers on the recent changes and improvements at the Pool.

IM17 - They would work towards achieving a 'Good' rating at the forthcoming Quest assessment visit.

IM19 – They would increase their use of ‘text blasts’ and use email more effectively. Stephen Hughes advised that text messages would be used to alert special offers with a yes or no response required.

IM21 – The use of inflatables had increased the number of children using the pool. In addition there were seven local schools and five swimming clubs making use of the Pool all year around, and the aim was to increase public use too.

Stephen Hughes stated that the staff at the pool were doing a great job. They would look at increasing numbers using the pool in some classes and also look at increasing the club use to alleviate some of the pressures on the Pyramids Pool.

In response to a comment from Councillor Shiel, Stephen Hughes stated that there were five swimming pool (three main and two learner) pools within a 4 mile radius. There was heavy club use at the Pyramids every evening. Stephen Lyons hoped they could address this in some way.

Exeter Arena

Simon Lewry, Centre Manager presented the Service Improvement Plan for Exeter Arena.

IM2 – They reported progress had been made.

IM3 - Exeter Harriers did not have the Exeter Clubmark accreditation. A meeting was planned for June to discuss obtaining a clubmark qualification.

IM5 - There were changes to the working pattern at the Arena so that there was always a Duty Manager on shift and more time to work on the improvement plan.

IM6 – A log would be kept of the regular patrols by the Maintenance Manager.

IM7 – Training needs were being delivered, with two members of staff due to take a First Aid training course, and there was also in-house training offered by Parkwood.

IM8 – Stephen Hughes reported that succession plans were in place.

IM9 - The Arena had an attrition rate of 14.88% which had now reduced to 7.26%.

IM11 - A customer services survey was due to take place in September. but that was likely to be brought forward before the track closure for resurfacing. The formula and baseline information had been agreed.

IM12 - It was also hoped to introduce a ‘You Said - We Did’ responses to the Customer Comments Boards and have in place by September.

IM14 - Stephen Lyon provided an update on the replacement of the track stating that this work would take place in later in year. There was an agreed budget of £750,000 to replace the track. It was hoped the work could be condensed, but resurfacing was weather dependent and required an ambient temperature to carry out the relaying of the track. The track should be available by June in time, for an event in early July 2014.

IM18 – the use of ‘text blasts had resulted in an increase of 20 memberships.

IM19 - The Arena had the second highest following on Facebook within Exeter's facilities.

IM20 – The bulb replacement programme would be carried out over the summer when there was less demand.

The reports were noted.

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MEETING DIARY FOR 2013

The following dates were noted:-

Monday 15 July 2013 at 2.30pm in Clifton Hill Sports Centre

Monday 16 September 2013 at 2.30pm in the Pyramids Swimming Centre

Monday 25 November 2013 at 2.30pm in the Riverside Leisure Centre

(The meeting commenced at 2.30 pm and closed at 3.30 pm)

Chair