

## **PARKWOOD LEISURE SERVICES WORKING GROUP**

Monday 15 July 2013

### **Present:-**

Councillors Shiel (Chair), Mitchell and Spackman

### **Also Present representing Parkwood**

Stephen Hughes, Exeter Contract Manager, Simeon Lewry and Gary Brown Centre Managers.

### **Also Present**

Leisure Facilities Manager, Halls Manager and Democratic Services Officer (Committees)

18

### **APOLOGIES FOR ABSENCE**

These was received from Councillor Denham and Darren Parrott.

19

### **MINUTES OF MEETING HELD ON 3 JUNE 2013**

Subject to the correct spelling of Simeon Lewry, the minutes of the meeting held on 3 June 2013 were agreed.

20

### **CUSTOMER FEEDBACK**

#### **Customer Comments**

Steve Lyon reported that the number of comments received had increased slightly in April and May. An air conditioning unit in the Riverside gym had broken down and a temporary system installed. The Clifton Hill gym equipment was reaching the end of its shelf life and there was an increase in complaints regarding its condition including the TV's attached to the cardio vascular equipment. New equipment would be installed in the week commencing 5 August 2013, the gym to be closed for 10 days. Members would be notified and advised of alternative gyms.

#### **Customer Focus Groups**

It had been the intention to hold seven Customer Focus Groups over both the spring and autumn. Six had been held in the spring, the one scheduled for the Arena deferred until 31 July to discuss the track closure. The meetings had been a mixed success with only the Pyramids one well attended. Future focus groups would be subject based - the Pyramids group would consider junior swimming and the Clifton Hill group fitness classes with class instructors to be requested to encourage their class members to attend. Rather than holding the ISCA group meeting at the end of the season the next one would be in mid season with a November date identified to be combined with an open day/free buffet. It was also the intention to offer members the free hire of function rooms at the ISCA bowls centre including the free use of a DJ for weddings and parties. It was hoped that money would be recouped through bar takings

## **FACILITY IMPROVEMENT PLANS UPDATE**

### **ISCA Bowls Centre**

Simon Lewry, Centre Manager, presented the Service Improvement Plan for the ISCA Bowls and Bridge Centre.

He highlighted the following areas:-

IM1 – a roof leak had been fixed.

IM2 - the cleansing regime had been amended including a clean before the customers arrive.

IM3 – on line booking system live but only 10% uptake to date. The system will facilitate better monitoring of usage.

IM6 – with a new secretary appointed further progress would be made with obtaining Clubmark for the Bowls Club.

IM10 – all members are to be informed of free use of function rooms for parties and weddings etc.

IM13 - Nineteen short mat bowls events have been scheduled.

IM20 – increase use of “text blasts” to communicate special offers to customers.

IM22- will work with the Council to consider the best way to replace the existing Direct Fired Unit which was at the end of its useful life.

It was noted that Stephen Hughes would liaise with Dave Lewis regarding increasing the profile of the Centre as a venue for events/functions.

### **Clifton Hill Sports Centre**

Gary Brown, the Senior Duty Manager at Clifton Hill, presented the Service Improvement Plan for the Centre.

He highlighted a number of areas –

IM1 – Devon County Council would be consulted to consider additional signage.

IM2 – the cleaning regime had been improved with earlier cleaning before usage build up during the day and three hourly checks.

IM3 – on line booking was at 50%.

IM4 – provide additional class for 50+.

IM7 – staff rotas changed to allow for Quest training.

IM8 – more regular patrols of the Centre now undertaken.

IM11 – annual offer to students to recognise the time they are not in Exeter. They can freeze their payments in June, July and August at a charge of £5.

IM13 – new gym equipment to be installed from 5 August and there would be a 10 day closure period. The equipment was very heavily used with an average of 40 customers per station compared with 25 at the Riverside. The industry life span of cardio vascular equipment was five years.

IM17 - It was also hoped to introduce a ‘You Said - We Did’ responses to the Customer Comments Boards and have in place by September.

IM19 – strive to achieve a “good” rating at the next Quest Maintenance visit.

IM21 - increase use of “text blasts” to communicate special offers and the forthcoming refurbishment.

IM22 – introduce Facebook and embed its use to communicate with customers and receive real time feedback. Governed by head office in its usage as concerns regarding negative comments. It was noted that the leisurecentres.com site received a number of negative.

The reports were noted.

22

### **ARENA TRACK**

Steve Lyon reported that interested parties including local clubs and athletic associations and the national athletic associations would meet with City Council officers and the consultants - Sportslabs - on 31 July to be briefed on the track replacement programme. The procurement process would commence in September 2013 with work to commence on 2 January 2014. Subject to suitable weather, the track would re-open on 1 July 2014, the works to last six months because of the size of the track with extra drainage works also necessary because of the switch from porous to non porous materials. It was anticipated that the track would then last for approximately 25 years with a re-spray required after 15. The budget was £750,000.

23

### **MEETING DIARY FOR 2013**

The following dates were noted:-

Monday 9 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 3.40 pm)

Chair

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