

PARKWOOD LEISURE SERVICES WORKING GROUP

Tuesday 25 September 2012

Present:-

Councillors Shiel, (Chair) Morris and Sheldon

Also Present representing Parkwood

James Coulton, Regional Director South West
Darren Parrot, Assistant Regional Director South West
Stephen Hughes, Exeter Contact Manager

Also Present

Assistant Director Economy, Leisure Facilities Manager and Member Services Officer (HB)

18

TOUR OF LEISURE CENTRE

Charlie Tregedeon conducted Members on a tour of the Riverside Leisure Centre.

19

APOLOGIES FOR ABSENCE

This was received from Councillor Mitchell.

20

MINUTES OF THE MEETING HELD ON 9 JULY 2012

The minutes of the meeting held on 9 July 2012 were agreed.

21

MATTERS ARISING FROM THE MINUTES

In response to a Member, Stephen Hughes confirmed that, in the week leading up to recent Customer Forums, email reminders had been sent to centre members to remind them of the date and venue etc., although he was unable to confirm that all had been contacted. Although six had attended the Riverside Forum, only one or two had attended the other Forums.

James Coulton, recently appointed as Parkwood Regional Manager for the South West and previously the Assistant Director of Leisure at Plymouth City Council, confirmed that public meetings of this kind were of value and that it was the intention to persevere with them. It was hoped that improved advertising, messaging etc. would increase attendance above the core attendees. He agreed that interest could be increased if the forums were themed around development issues or focused on single issues such as Children's' activities or gym. Attendance at Forum's would continue to be monitored.

Stephen Hughes advised that managers often 'walked the floors' to ensure day to day interaction and he referred to conversations he had held recently with customers regarding the gym floor at Riverside and air conditioning in the Clifton Hill dance studio.

22

CUSTOMER FEEDBACK

More detailed customer comment tables had been circulated, broken down by category for each Leisure Centre.

Steve Lyon reported that a number of measures had been taken to improve feedback including notice boards at each Leisure Centre and that, as a result, the total number of comments received had increased from 36 and 24 in January and February to 44 and 55 in July and August respectively. These included a number of compliments (13 in July). Few comments had been received in respect of the Arena, the ISCA Centre or the Northbrook Golf Course but there had been a significant pick up for the Riverside. Of the eight comments relating to maintenance at this centre, seven had been in respect of problems with the lockers, mostly in the "Changing Village", and one relating to a leaking toilet.

The 14 comments under the 'environment' heading for Clifton Hill related to the air conditioning breaking down in the dance studio, which had been replaced by the Council as part of its contractual obligation.

Darren Parrott stated that these issues had also been brought up at Forum meetings. He confirmed that the comment cards could be improved and that these would be replaced when the existing stock ran out in December. Ideally, the customer should leave a phone number for the Centre managers to respond and Stephen Hughes gave an example of a customer who had been pleased to receive a call.

A customer survey had been undertaken recently with 800-900 people responding across all the Centres. In many cases these had been distributed in the gyms and to parents watching their children swim etc. These were to be analysed and would be reported to the next meeting.

23

INDIVIDUAL SITE BY SITE IMPROVEMENT PLANS

Stephen Hughes presented the improvement plans which had been produced on a site by site basis. It was noted that these were in addition to the Quest Improvement Plan and the financial audit. He advised that a health and safety audit had been undertaken at the Riverside on 24 September and at Pyramids on 25 September by Jason Stalon, a Parkwood Assistant Regional Director and that initial feedback had been good.

He reported that interviews for two managers, one for Clifton Hill and one for the two pools would be undertaken in the week commencing 1 October 2012. They would replace Peter Cheesman who had managed Clifton Hill and the Pyramids. He confirmed that he and Darren Parrott would discuss the suggestion for a survey of customers of preferred locker arrangements in the Riverside.

Richard Ball emphasised that, in addition to ensuring that the terms of the contract were being met and that equipment was being replaced as agreed, it was important to identify and work towards longer term aspirations and goals in terms of continuous improvement. The importance of commercial considerations were recognised but developing the leisure product on offer to the people of Exeter was also important. New themes and targets would need to be identified and these could be developed following analysis of the recent customer survey as well as action plans to address the outcomes from the Quest assessments at each site.

Darren Parrott and James Coulton agreed that setting targets above meeting the basic requirements of the contract was important. They referred to the success of the GP referral sessions and to the potential for further work in conjunction with NHS Devon and the RD&E. Parkwood staff were appropriately qualified for these referrals.

Two of Exeter's Centre's had received top scores for Parkwood sites in the South West from internal audits.

The report was noted and it was agreed that Richard Ball and Steve Lyon meet with the Parkwood Management to identify themes/targets for improvements over and above the maintenance requirements for report back to the next meeting of this group.

24

DATE AND TIME OF NEXT MEETING

The next meeting would be held at 2.30pm on Tuesday 20 November 2012 at the Pyramids Leisure Centre.

(The meeting commenced at 2.30 pm and closed at 3.52 pm)

Chair