

PARKWOOD LEISURE WORKING GROUP

Tuesday 21 October 2014

Present:-

Councillor Denham and Robson

Also Present

Events, Facilities and Markets Manager, Leisure Facilities Manager and Democratic Services Officer (Committees) (SLS)

Colleen Tumelty - Parkwood Leisure
Jeremy Wright - Parkwood Leisure
Michael Anderton – Parkwood Leisure

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APOLOGIES

Apologies were received from Councillor Henson and Morris.

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NICK COLE

Members of the Parkwood Leisure Working Group held a minute's silence to remember Nick Cole, who tragically died at the weekend whilst playing a football match. He was a valued member of staff and had worked as a Duty Manager at the Riverside Leisure Centre, and also at the Pyramids Swimming Pool. Councillor Denham spoke on behalf of Members to express their sincere condolences and to express that their thoughts were with the family and also the staff at Parkwood and particularly the Riverside Leisure Centre. Jeremy Wright thanked Members and echoed those sentiments. Nick's funeral was expected to be held on the 31st October and he was likely to be asking the City Council to permit the closure of the Riverside Leisure Centre for his former colleagues to be able to pay their respects at his funeral.

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MINUTES OF MEETING HELD ON 9 SEPTEMBER 2014

The minutes of the meeting held on 9 September 2014 were agreed as a true record.

Councillor Denham enquired if there was any feedback on the programmes held to try and mitigate the anti-social behaviour around the Wonford Sports Centre. Jeremy Wright would provide an update at the next meeting. **(Action JW)**

Members welcomed the positive response by Jeremy Wright to Dr Hayes's request for the availability of more healthy snacks and drinks being offered at Parkwood's Exeter sites.

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CUSTOMER FEEDBACK

Analysis of Customer Comments August 2014 to August 2014

Steve Lyon circulated an analysis of customer comments made for each of the centres for the period August 2013 to July 2014, which monitored the trend in the quantity and type of comment received.

Customer Comments

A copy of the detailed customer comments was also circulated for the month of August 2014 and the format included the response or action taken, under categorised headings of maintenance, health and safety, cleaning and staff and also where a compliment had been recorded. Steve Lyon provided a comparison between August 2013 and 2014. He noted there were eight fewer comments for the same period.

Councillor Denham welcomed the report and the proactive response to any issues raised. She noted there had been fewer comments and concerns from members of the public and she certainly felt that any issues are being dealt with properly by the individual sites. Steve Lyon agreed that that Parkwood were dealing with any such issues very effectively.

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FACILITY IMPROVEMENT PLANS

Jeremy Wright introduced Michael Anderton who was the Centre Manager for the Clifton Hill Leisure Centre. Michael provided a short presentation on their continuous work on the Facility Improvement Plan. He referred to a more targeted management focusing on specific areas as well as setting active targets ensuring there was the appropriate monitoring in place. The core business included driving up membership, marketing and a particular focus on customer care to ensure that there was value for customers. The most recent Quest Assessment's Directional Review had included a mystery shopper visit on the 18th September, which had been given an 87% satisfaction rating which was very encouraging. The main areas highlighted were customer comments on maintenance and cleanliness. Staff have endeavoured to address any issues with more regular deep cleans and ensuring that any problems were identified and a contingency measure identified and put in place. Customer feedback had been very positive and particularly in relation to keeping everyone informed.

Jeremy Wright confirmed that they were also looking at ways to improve both the exterior as well as the core decoration with a more planned approach but within budgeting expectations. They were working to ensure that Clifton Hill was seen as part of the hub of the community and that helped to influence the activities offered including:

- sway dancing
- Student events
- a more diverse range of events aimed at a wider audience
- 50 plus categories and exercise timetables
- Isca Active, part of the GP Referral Programme
- Consideration of a marketing plan for a short workout aimed at busy people.
- More collaboration with the Exeter Gymnastic Club.
- Developing links to local primary and secondary schools targeting and specific sports funding through a range of health activities.

He outlined a plan of action which included:-

- More collaborative working
- More targeted and involved links and working with the community
- Quicker resolutions to problems resulting from maintenance issues
- More analysis of customers joining and leaving
- Develop further the customer care and share information more regularly
- Develop the Manager's drop in visits
- Consider reintroducing customer forums at alternative times

- Establish an internal working group and ensure customers feedback on a regular basis
- More use of e newsletters/ internal notice boards as communication was key.

Councillor Denham was very impressed by the availability of information, the clear presentation of plans and the range of different activities and the positive customer communication. David Lewis commented on the proposed reintroduction of the customer forums. Jeremy Wright advised that they were able to vary the times which could the forums more appealing. Councillor Denham agreed with the idea of a customer working group and regular feedback was useful. Michael Anderton advised that they had taken their time to find three customers to comment and engage with those people on a long term basis. Jeremy Wright advised that the working group was only a pilot but could provide the opportunity to explain to the public some of the operational issues in more detail. If it was successful they may introduce to other centres and it would be another arena for engagement. Michael Anderton responded to a comment on an issue relating to the pressure of the showers, as the pump had not been working very effectively over a period of two months but they had now carried out some reactive work and were waiting for a resolution.

Councillor Denham thanked Michael Anderton for the presentation.

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FACILITY PROGRAMMES

Steve Lyon confirmed that a casual usage report would be made to the next meeting. **(Action SL)**

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ANY OTHER BUSINESS

Steve Lyon referred to the meeting with the police in relation to the Wonford Sports Centre. Councillor Robson said that they were still quite a few problems there. She also referred to a strip of land at the back of the Wonford Sports Centre where there were no lights and instances of anti-social behaviour were still taking place. Jeremy Wright advised that there should be lighting there and he would investigate with the Centre Manager and replace as appropriate. Dave Lewis said it was not an issue when the floodlights were on. He also referred to the prompt actions of staff which avoided another serious incident on the football pitch recently. Councillor Denham referred to the police meeting but also asked if there was anything that the City Council could do. She appreciated that it was a challenging centre for staff and commended the committed staff.

It was noted that the next meeting would be held at Northbrook Pool. Councillor Denham suggested that it would be helpful if Councillor Morse and Brimble and Dawson attended to discuss the issues.

It was agreed to invite Councillor Morse, Dawson and Brimble to the next meeting.

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DATE AND TIME OF NEXT MEETING

The date of the next meeting is 9 December at 10.00am at the Northbrook Swimming Pool.

(The meeting commenced at 9.45 am and closed at 11.00 am)

Chair