

FLEMING PARK CONSULTATIVE GROUP

Tuesday, 6 April 2010 (7:00 pm – 8:27 pm)

PRESENT:

Councillor A Broadhurst (Chairman); Councillors Holden-Brown, M Hughes, Irish, Noyce, G Smith, Tennent, Thomas and Mrs Welsh

Co-opted Members: C Abraham, S Boote, R Bunting, R Cutler, A Hardy, C Jones, G West and R Wheavil

Representing DC Leisure: P Leamore and J Parker

Representing Eastleigh Borough Council: J Birt, J Riddell and A Thompson

Apologies for absence were received from P Kirkpatrick, L Massey, M Sykes and E Szary

1. MINUTES OF PREVIOUS MEETING AND MATTERS ARISING

The Minutes of the meeting held on 13 October 2009 were agreed as a correct record.

2. GENERAL MANAGEMENT REPORT

The Sport and Active Lifestyles Manager introduced a report providing an update on major projects and current initiatives at Fleming Park during the period September 2009 to February 2010.

A number of major projects had been completed or progressed during this period, including the condition survey, which had identified a few essential works which were to be completed in the next few months. Works to the new pool disinfection system and filter refurbishment had been completed and Tennis Foundation funding had been secured for four additional outside tennis courts.

Attendances in January had been 16% down on the previous year, due to the severe weather, and also the effect of the roadworks in Passfield Avenue. An increase in squash attendances had taken place, however, and the number of people attending Healthwalks also continued to grow.

Free swimming attendances for the over 60s between April 2009 and February 2010 had been quite consistent, and the comparison with last October showed an increase in junior take up of 46% and 20% in adult participation overall.

Since October 2009 the Park Suite facilities, as well as the existing function suites, had been used by a number of different organisations and social gatherings for meetings and celebrations.

It was reported that DC Leisure and the Council had been awarded the provisional level for the Inclusive Fitness Initiative (IFI) Mark. This quality accreditation covered the following five main areas:

- Accessible facilities
- Inclusive fitness equipment
- Staff training
- Inclusive marketing strategies
- Policies and procedures.

Customer comments received had included cleanliness issues in the Changing Village in September. It was acknowledged that cleanliness would always be a challenge, but recent changes to cleaning rotas had helped to reduce complaints. Comments regarding other problems had been resolved, although the misuse of the car parking bays for disabled people was to be addressed initially by staff patrols on Tuesday nights. A check would be made to ascertain whether the car park was owned by the Borough Council, as enforcement could be used if this was the case.

It was AGREED that the report be noted.

### 3. BENCHMARKING REPORT

The Sport and Active Lifestyles Manager introduced a report which highlighted the main results of the recent national benchmarking service report and the resulting action plan.

Sport England's National Benchmarking Service for Sports and Leisure Centres (NBS) had produced a report for Fleming Park based on a survey of 332 users of the centre between 14 November and 22 November 2009 and a financial return based on the year 1 April 2008 to 31 March 2009. A survey was undertaken every two years and this was the fourth survey carried out at the Centre.

The report concentrated on two main parts: (i) key indicators associated with access, finance, and utilisation related to national benchmarks; and (ii) satisfaction and importance scores for selected attributes.

A comparison with the NBS 2007 survey was also provided in the report and an action plan based on the findings had been drawn up.

The full report was available from the Sport and Active Lifestyles Manager, who would be happy to discuss it further with Group members.

Access to the Centre was now considered to be a strength, with an increase in attendances by those over 60, and those under 60 with disabilities. However, the relatively small number of 11-19 year olds using the Centre was concerning and this was reflected in the action plan. It was advised that a review of the survey's location would be undertaken for the

future. This survey had been undertaken in Reception, which did not tend to be used by young people.

Financially, the Centre was now performing in the top quartile for key indicators such as subsidy per resident and cost recovery. The report commended the strong cost control, coupled with high income per square metre and high volume of visits.

With regard to utilisation, the most significant indicator was the number of people visiting the Centre on a weekly basis, for which the Centre registered in the top quartile.

The report analysed the rankings and mean scores of customers' satisfaction with a list of attributes, contained in Appendix 1 to the report. Primary weaknesses mainly concerned cleanliness and issues regarding the pool. However, the new Ultra Violet system had not been fully operational when the survey was undertaken and it was expected that rankings for pool water quality would improve in future surveys.

Strengths in service attributes remained unchanged and all staff attributes remained strong. The report highlighted more strengths than in 2007 and overall satisfaction scores had risen from 4.03 to 4.24 out of 5.

It was AGREED that the report be noted.

#### 4. FLEMING PARK DEVELOPMENT PLAN

The Projects Manager advised that a new, rolling development and asset management plan for Fleming Park for the next five to seven years was to be produced, the previous plan having been 80% to 90% achieved. A project board comprising DC Leisure and Borough Council staff and Members had drawn up a first draft and the plan should be complete by the end of the year.

The plan would include the Centre itself and the old golf course land, now used for open space. Suggestions received during the consultation process the previous year would be considered and any further ideas from the Group should be forwarded to the Project Manager.

During the discussion, the following suggestions and comments were made:

- Outside changing rooms needed at the Centre
- On the old golf course: a Cycle Cross course, cross country running and walking
- The need for a survey to establish the drainage situation on the above.

#### 5. UPDATE FROM CLUBS

Eastleigh Running Club: Sue Boote distributed flyers for the Club and

thanked Centre staff for facilitating the Club at the Centre. The Running Club had voted 80% to move to the Centre and they were settling down well, with good staff liaison. The Club met at 7pm on Mondays and Thursdays. On 26 April, with support from Running England, a beginners group was starting. Trained leaders would take the course, and support would be provided for one year. The Club was friendly, with 200 members, and welcomed people of all ages and experience.

Fleming Park Bowls Club: Richard Bunting reported that improvements had been made to the pavilion and it had been used by a variety of organisations over the winter. The Mayor was to open the new season on Saturday 17 April. During May every Saturday was to be an Open Day, when anyone could try bowling, with Club members available to help. No equipment would be needed and informal dress could be worn. A recruitment campaign was underway, with flyers distributed around the Borough. Unfortunately the Club only had a few Junior members, as the season was not compatible with the school exam period.

5.0 Club: Ann Hardy reported that the Club was still very strongly supported, with no shortage of new members.

Fleming Park Tennis Centre: Richard Cutler reported that a temporary portacabin was being used as a Club House since September, as development of the four additional courts, plus accommodation, had started. Funding had been secured from DC Leisure, the Borough Council and the Tennis Foundation. The members wished to create a community club, and were taking part in the Inclusive Racquets Festival. A tournament schedule had been drawn up, and Open Days and Family Days were planned. The Club would also be taking part in Park Sport. Thanks were extended to DC Leisure staff for their support.

Fleming Park Squash Club: Gary West reported that new members were joining the Club, as the Club was using Court 4, where they could be seen. Thanks were extended to DC Leisure staff for their support.

EDSAD: On behalf of Paul Kirkpatrick, the Sport and Active Lifestyles Manager reported that the Club was still strong, and a new member had benefited from the "Activity Buddy Scheme" whereby a volunteer assisted and encouraged a sporting activity. The Club was hoping to see more new members as a result of this. Thanks were extended to Janine Millard, Daisy Brookman and EDLAG for their help and support in this. Paul had recently attended the "Aiming High" event at Fleming Park, and was able to give some publicity for the Club.

6. DATE OF NEXT MEETING

It was agreed that the next meeting would be held on Tuesday 12 October 2010 at 7pm, at the Park Suite.