

# FLEMING PARK CONSULTATIVE GROUP

Tuesday 12 October 2010

## GENERAL MANAGEMENT REPORT

### Report of the Sport and Active Lifestyles Manager

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#### RECOMMENDATION

It is recommended that the contents of this report are noted and that Group Members make any comments on the issues raised.

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#### Summary

This report provides the Group with updates on major projects, attendances, customer comments and good practice at Fleming Park.

#### Statutory Powers

Local Government Act 1988, Section 19 Local Government (Miscellaneous Provisions) Act 1976

#### Introduction

1. DC Leisure manages Fleming Park on behalf of Eastleigh Borough Council. The partnership has been in force since December 1991 and the current contract runs until March 2020. The general management report is produced for each Consultative group meeting.

#### Update on Major Projects from March – August 2010

2. There have been a number of major projects during this period and these are listed below:-

ITEM	DETAILS
Condition survey	<p>Essential works have been completed. These included repairs to the fire escapes and poolside seating.</p> <p>The leak in squash court 1 is due to damage to the vapour barrier which results in condensation. This is impossible to repair without damaging the roof so options are currently being reviewed.</p>

4 additional tennis courts plus accommodation	Completed in May with an official launch on 4 September.
Older outdoor tennis courts	The surfaces were resprayed to match the new courts. New posts and nets were also provided.
PA system	Phase 2 works completed.
Fleming Park Development Plan	Meetings have been held with the Leader of the Council and DC Leisure. Currently we are looking at swimming and gym provision for the next 15 – 20 years. It is expected that the Plan will be in a draft format by the next Consultative meeting
QUEST	Delayed due to bankruptcy of previous administrators. Waiting for update on successors.
Studio 1	Replacement air conditioning units installed.
Male Group Changing Village	The changing area and showers have been refurbished
Kiosk adjacent to Main Hall	An existing store has been modified into a small kiosk. Drinks and snacks are served during special events and also at weekends

### **Attendances – March – August 2010**

3. Total attendances have fallen compared with the same 6 month period last year. There have been some issues with the recording of gym attendances and as these form a significant part of the total attendances, the figures are not quantifiable. However there is a definite downward trend for March to July with an encouraging upward trend in August. It remains to be seen whether this will continue into September and beyond.
4. 5 o attendances have fallen slightly from 6,590 to 6,230 but again the August figure was better than last year's.
5. Squash attendances have fallen from 10,603 to 10,060. Usage is a little erratic as in some months, this year's usage is higher than last year's. This will need to be monitored to assess whether there is an underlying downward trend.
6. Football attendances have increased over this period from 48,152 to 48,701. This is good news as football was showing a small decline in the previous period.

7. The largest increase comes from special events attendances as these rose from 9,890 to 16,443. This reflects the success of the special events programme.

### **Free swimming initiative - update**

8. National government decided to withdraw the funding for free swimming for those over 60 and under 17 with effect from 1 August 2010. The attendance figures for March – July 2010 are shown below:-

Month	60 and over	Under 17	Total
March	2437	1290	3727
April	2101	2060	4161
May	2205	1652	3857
June	2319	1662	3981
July	2577	1833	4410

9. DC Leisure and the Council decided to continue with free swimming for the under 17s for the month of August due to the school summer holidays. This gesture was well received by our customers. In order to further soften the blow caused by the withdrawal of funding, DC Leisure were also prepared to give free swimming to those under 8 from 1 September until the end of December 2010.
10. The Council and DC Leisure also operate the Passport to Leisure Scheme which has seen unprecedented demand from the over 60s. The scheme offers concessionary leisure to certain groups and includes half priced swimming during any general use session.

### **Review of customer comments**

11. The Centre operates a customer comments card system which is designed to generate feedback from customers with the ultimate aim of improving service. These comments are reviewed by DC Leisure and action is taken as required. Council officers also monitor the comments on a monthly basis and any issues are discussed with DC Leisure's Management Team.
12. During the past 6 months, the following areas have been discussed and actioned at the client meetings:-

COMPLAINT	ACTION
Limited car parking during special events	Early warning notices for customers about special events.  More information about overflow car parks especially at the civic offices  Increased patrolling
Sauna and steam room are not working	Repaired but may need replacement. Quotes are being reviewed.
Air temperature unacceptable in the gym and spinning studio	Gym air conditioning units repaired but one now needs complete replacement
Main Hall lights are not working	A bank of lights had fused. This has been repaired. DC Leisure may submit a capital bid for complete replacement

13. There were also a number of compliments mainly for instructors particularly for the gym and swimming academy staff.
14. DC Leisure continues to give a high priority to the resolution of complaints and the Council remains extremely satisfied with their approach.

### **Good practice**

15. At the last meeting it was reported that DC Leisure hoped to be awarded provisional status for the Inclusive Fitness Initiative Mark. It can be confirmed that this has been awarded and reflects the hard work that staff undertook to improve the Centre's accessibility.
16. Fleming Park Leisure Centre has also been highly successful in DC Leisure's internal audits as it achieved 90% or above in the following areas – Fitness, Food and Beverage, Technical and Environmental.
17. It should also be noted that the leisure centre has an energy rating of A and energy consumption continues to fall due to effective onsite management measures.

## Conclusion

18. Fleming Park has not been immune from the effects of the recession as the recent downward trend in attendances shows. However there are encouraging signs of an upturn. The complex is well managed by leisure professionals who are responsive to customers and quick to embrace good practice.

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### LOCAL GOVERNMENT ACT 1972 – SECTION 100D

The following documents disclose facts or matters on which this report or an important part of it is based and have been relied upon to a material extent in the preparation of this report:

Background Papers - None.