

## LEISURE CONNECTION MANAGEMENT REPORT

### 1 SUMMARY

- 1.1 The purpose of this report is to provide members with the latest management report from Leisure Connection Plc. Arrangements have been made for a representative of Leisure Connection Plc to attend the meeting to answer any questions Members may have.

### 2 EXPLANATION

- 2.1 Due to the last meeting of this Sub Committee being cancelled, the report covers the period July to December 2000.
- 2.2 The problems with the showers were caused by faulty thermostatic mixer valves. The men's wet side showers had to be put out of action due to the water temperature being 48 degrees. A new thermostatic mixer valve had to be ordered direct from the manufacturer and this was installed immediately it was received. The showers were out of action for 16 days.
- 2.3 As there are several different types of thermostatic mixer valves installed in the centre, carrying spares would cost several hundred pounds. This would not be feasible as the average life span for these parts is 3 or 4 years.

### 3 RECOMMENDATION

- 3.1 It is proposed that the Committee **RECOMMENDS**

That the report is noted. (CD(F&ES))

R Crofts

Director of Finance & External Services

---

For further information please contact Miss E McIlwaine on:-

Tel:- 01702 318120

E-Mail:- [eva.mcilwaine@rochford.gov.uk](mailto:eva.mcilwaine@rochford.gov.uk)

# **LEISURE CONNECTION PLC**

**Report to**

**ROCHFORD DISTRICT COUNCIL  
LEISURE SUB COMMITTEE**

---

**CLEMENTS HALL LEISURE CENTRE**

An Open Day on 1<sup>st</sup> October generated a lot of interest with more than 50 customers taking out membership of varying types although the presence in The Royals at Southend saw very little interest.

Customer oriented events and promotions have included an: "Escape from Alcatraz" party when several Fitness Consultants performed for approximately 170 members; 6 Rowntrees Fruit Pastille Beach Radios to be won; Robbie Williams posters to collect as well as a very successful 5a Side Football Tournament organised by Duty Manager David Walpole.

On the down side we have had to give evidence at an inquest into the death of a customer who was rescued from the pool in June. An open verdict was recorded by the coroner who spoke very highly of the lifeguards efforts during the incident.

Vandalism has continued to be a problem culminating in a bomb hoax at the beginning of October. This was such a waste of resources and time. The good news is that the police do have an identified phone number are in the process of a prosecution.

In the meantime I have met with the Deputy Principal of Greensward College who will work on preventative measures with Year 9 pupils.

You will see from the attached Customer Comment Analysis that Showers continue to be an issue.

**PARK SPORTS CENTRE**

A new Duty Manager has been recruited to the team at Park with everyone now on the campaign to attract more customers into more activities by convincing them that WE ARE NOT CLOSED.

You will note from the figures that the outside area usage was much less than last year. This was majoritively due to the fact that Essex County council was slow to resurface the area.

**GREAT WAKERING SPORTS CENTRE**

We now have an all female team at Wakering who are hard at work thinking up new ideas to cater for more user groups.

Children continue to be a problem around the site but Mandy and Sherry appear to have them under control.

We have recently started a dance class after school and have 22 children attending regularly.

Due to demand, birthday parties are now being provided weekdays after school.

**FREIGHT HOUSE**

Conferences continue to be a success and on many days there are 3 seminars spread around the building.

As yet no one has taken a regular booking on the Wednesday evening since the Sequence Dancing folded.

Vandalism is an increasing problem at Freight. Youngsters are taking great delight in breaking security lights.

We are working with the local police to try and find a positive solution to the problem. Apparently one of the ringleaders has now been arrested but is not admitting to any offences at Freight House.

**MILL HALL AND CASTLE HALL**

Mill Hall had a very busy December with every weekend booked with local functions.

Unfortunately, the growth of the crèche was not as good as hoped and sadly the hours have been reduced.

Resident clubs continue to use the facilities every week.

The most recent booking at the Mill Hall is a Chi Ball class.

**Competition**

The local competition continues to affect usage, as you will see from the attached usage comparisons with last year. Recent statistics show that our Contract Membership Base has decreased by 40% over the last 5 years.

The Public Enquiry for Virgin Active was due to start on 10th October 2000. We await the outcome of it.

## USAGE FIGURES

	SWIMMING	SQUASH	BADMINTON	IMPULSE (FITNESS)	AEROBICS	5-A-SIDE	NETBALL	TENNIS	HEALTH SUITE
<b>July - September 2000</b>									
Clements Hall	54064	5434	7532	14450	10976	3968	0	0	2095
Park Sports Centre		2278	3216	2594	739	390	358	72	114
Great Woking S.C.			1521	0	137	70	0	28	13
<b>July - September 1999</b>									
Clements Hall	63146	6814	9300	15616	10929	6350	0	268	1731
Park Sports Centre		2506	4515	3304	861	290	1540	225	55
Great Woking S.C.			1733	36	296	0	0	26	84

<b>July - September 2000</b>					
	<b>CLUBS</b>	<b>SOCIALS</b>	<b>MEETINGS</b>	<b>OTHERS</b>	<b>TOTALS</b>
Mill Hall	295	63	20	5	383
Castle	135	26			161
Freight House	80	45	126		251
<b>July - September 1999</b>					
Mill Hall	308	46	15	10	379
Castle	171	7			178
Freight House	134	51	120		305

---

**ROCHFORD CONTRACT  
CLEMENTS HALL LEISURE CENTRE**

**CUSTOMER COMMENT: QUARTERLY ANALYSIS**

**1st July - 30th September 2000**

**A total of 46 were received during the period.**

**Any problems were rectified quickly and customer were contacted to gain more feedback and advise of the action taken.**

**The split was as follows:**

- 13 comments received complained about the situation with the wet and dryside show
- 3 comments received related to the failure of the inflatable during a Friday night Funswim.
- 2 comments were unhappy about the cleanliness of the Changing Village.
- 2 comments were distressed that we did not have an attendant in the Health Suite at the time of their visit.
- 26 other comments were unrelated, isolated incidents which were resolved where possible.

**ACTION TAKEN**

- Building Maintenance were informed and an engineer called out. Unfortunately both sets of showers required new parts which were out of stock. Delivery of the parts took a considerable amount of time which led to even greater customer dissatisfaction.
- The loaned inflatable came apart towards the end of the Funswim and was difficult to repair. Customers were given a free session the following week
- The suspect areas were cleaned immediately.
- Lightening had caused a blip in the Energy Management System. Building Maintenance were called and an engineer arrived to correct the fault.
- A new attendant has been recruited and the sessions in question are attended again.