**Bletchley Leisure Centre – Steering Group Meeting Minutes**

**Date:** 26th July 2018

**Time:** 6.30pm-7.30pm

#### Venue: Bletchley Leisure Centre

**Attendees:** Russell Heady – Business Manager – Bletchley Leisure Centre, Naila Darr – Leisure and Facilities Officer – Milton Keynes Council. Representatives from block bookers: Bletchley Pre-School, Orbit Trampoline club, Bletchley Indoor Bowls Clubs, Linslade Crusaders Swimming Club, Leighton Linslade U3A Bowls.

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|  | **ITEM** | **ACTION** |
|  | Introductions – Russell introduced himself as Business Manager at Bletchley Leisure Centre, and Naila as MK Council Leisure and Facilities Officer.  Attendees then introduced themselves and explained a little about their involvement with Bletchley Leisure Centre.  Russell outlined the agenda for the meeting. |  |
|  | Previous Meeting Minutes Action Points:   * New lane ropes have been purchased for the pool. * Zebra crossings have been re-marked in the car park. * Tannoy announcements turned off for bowls (though still sometimes get left on) * Football goal posts have been repaired. | RH to reinforce to reception team to exclude bowls from all non-emergency tannoy announcements. |
|  | Communication – Russell explained that these meetings will be held every 3 months to improve communication. All agreed this was good.  Russell’s contact details are mobile: 07826551340 email: russell.heady@miltonkeynesleisure.co.uk  For bookings please email: mkbookings@hertsmereleisure.co.uk danielle.mcadoo@hertsmereleisure.co.uk or barbara.johnson@hertsmereleisure.co.uk |  |
|  | Company Update:  New name – Hertsmere Leisure will be changing name to InspireAll from 1st September 2018 as we now offer more than just leisure services and have many facilities outside the Hertsmere area. The site will be re-branded soon, to include new wall art, flags, uniforms and noticeboards. All staff wil get new uniforms.  Head Office Move / Restructure: Our head office has now moved to The Venue in Boreham Wood. |  |
|  | Business Managers Update:  Russell: I am now 6 months into my new job here as Business Manager. We have already made lots of improvements. From pigeon netting in the entrance area to new café menus, to new dumbbells in the gym, to new badminton nets and a refurbished bowls green vacuum. Recently we have also refurbished the sauna and steam room and upgraded the lockers. Other priorities are customer service, cleaning and maintenance. I hope you see many more improvements in the coming months.  One area that we are working hard to improve is the administration, specifically communication with all block bookers and invoicing / payments. A new Admin manager is currently being recruited and Barbara will be leaving the company. |  |
|  | Feedback:  The most common complaints we have received are:  The cleanliness of the centre, the queues at reception and the maintenance. We are working really hard to resolve these key areas. For example we will speed up reception with a new smart phone app and swipe and go system for members. We have employed new cleaners and have put in place a new cleaning schedule. We plan to embark on many maintenance projects like redecoration in the near future. Please keep all your feedback coming, it really helps us to learn what we do well and what can be improved.  Attendee Feedback:   * Pool water has been cloudy and dirty recently. * Car park safety still needs improving. * Air Conditioning: it’s too hot in the indoor bowls area and sports hall. * The internal lift has been broken for weeks. * Difficult to speak to admin, Barbara and Danielle. * New chairs needed for indoor bowls.   Russell:  The water quality is down a little recently due to problems with our balance tank and filters.  Unfortunately we cannot turn the air conditioning down. It is an unusually hot spell of weather which hasn’t helped.  The internal lift requires parts that are obsolete as the lift manufacturer ceased trading 5 years ago. We are currently attempting to get the parts repaired, but ultimately may need a new lift. Thanks for your patience.  We are recruiting a new admin manager who should really help to improve the communications. | RH to get internal lift repaired or replaced.  RH to look into buying new chairs for bowls.  RH to get filters refurbished and balance tank repaired to improve water cleanliness.  RH to recruit new admin manager. |
|  | Planned Maintenance and Refurbishments:  Re Branding of whole site – Large outside totem signs, flags, wall art, noticeboards, uniforms.  New gym floor / wall art and equipment  Class studio re-decoration including wall art. Spin studio new air conditioning.  New showers  Full building re-paint.  Pool filter refurbishment. |  |
|  | Club admin fees were discussed. Russell explained why these charges exist and how they are decided. |  |
|  | Meeting schedule:  Thursday November 29th 2018 6.30pm  Thursday February 28th 2019 6.30pm | Russell to send invites in advance of each meeting and reminders nearer the date. |
|  | Any Other Business / Feedback  Booking Membership Fees – Membership fees are being added to block booking invoices. Some clarity is needed on this for example one of the smaller bowling groups has all members eligible for a free concession card. MK Swimming club has several of its members with memberships at the centre.  Swimming Pool Lane Ropes: 3 new lane ropes are needed. Could be worth considering educating lifeguards on getting the lane ropes in and out as they are damaging them.  Communication with Barbara / Danielle: It is difficult to get hold of them to discuss bookings, invoices and payments. Shelley – We are reviewing the admin set up at Bletchley with a view to improving the communication and efficiency.  Footballers are delayed starting due to late finishes and slow set up. Goal posts are damaged and new nets needed.  A new underlay is overdue for the bowls green.  Tannoy announcements are loud and distracting for bowlers  Trampolines area need new crash mats. Bookings at same time can be noisy. Pleased with trampolines now staying up most of the week.  Car park gets full on gala days. Swim clubs will ask attendees to car share and walk where possible.  Car park Zebra crossing not clear and cars drive too fast.  Communication meetings like this are good and we appreciate you listening to our feedback. | Russell to arrange a communication to better explain this and who needs to pay it.  Russell to order 3 new lane ropes and arrange lifeguard lane rope training.  Russell to order goal post repair and nets. DMs to be better organised with set ups.  Russell to get quotes and ensure bowls area only receive emergency tannoy announcements are  Russell to order new crash mats and investigate if the noisy bookings can move to a court further away?  Russell to look into speed limit signs and re painting of Zebra Crossing. |
|  | Conclusion and Thanks: All agreed it had been useful to hear updates and communicate feedback.  Russell thanked everyone for attending. |  |