



## Northern Area Committee

10th February 2005

**Report of Cllr West – Chairman of the Durrington  
Swimming Pool and Fitness Centre Managing Body  
01722 434234**

# REPORT

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## DURRINGTON SWIMMING POOL AND FITNESS CENTRE UPDATE REPORT

### 1. Introduction

The Chairman of the Durrington Swimming Pool and Fitness Centre Managing Body met with the Manager of the Swimming Pool and the Head of Community Initiatives to discuss recent events and issues facing the pool and its staff. It was decided that these should be brought to the attention of the Northern Area Committee to recognise the continued hard work and commitment that the staff make to ensuring the facility is a success as well as to raise the profile of issues which will affect them in the coming months.

### 2. Issues Discussed:

- 2.1 Luke Vaughan will be taking over the operational management of Durrington Pool for the foreseeable future to allow Rick Weston to focus on strategic management of both the Five Rivers and the Durrington site.
- 2.2 A new water electro-chlorification system has been installed which has many benefits including fewer potentially dangerous chemicals to store or use, fewer mineral deposits, fewer chemicals being added to the water and the new system is 77% cheaper than the old system.
- 2.3 The Swimming Pool has received its “mystery shopper” from QUEST and the report which followed was very pleasing. Once again the staff at Durrington have been praised for their excellent commitment to customer service and their willingness to go beyond the call of duty. There were a few areas that were highlighted for attention the main one being that the Centre is being to look tired and in need of refurbishment. However, as the Centre is awaiting the outcome of a Disability Discrimination Act assessment which may recommend alterations, the manager proposes to await this assessment before any refurbishments are committed to.
- 2.4 Luke Vaughan will undertake a desk-top audit of improvements needed based on his daily experience of the operation of the Centre in time for the next managing body meeting. This will give an initial idea of how much work is required. However, any works will have to be funded from within the existing maintenance budget.
- 2.5 Income for the Centre is approximately £9000 below that of the same time last year. This is largely a result of decreased levels of attendance but figures are showing that attendance levels are rising again. Young people seem to be returning to the pool and vending profits are increasing.
- 2.6 More special offers will be devised to attract customers to Durrington Swimming Pool later in the year.
- 2.7 District councillors have provided the marketing manager with the contact details of parish magazines and adverts will be placed in these editions in the year to promote the Centre.

- 2.8 The mother and babes swimming promotion of “buy one get one free” had gone very well and even though it has come to an end attendance figures have been maintained.
- 2.9 The Multi Use Games Area will be ready in the next few months. SDC will split any profits generated from it 50:50 with WCC.

### **3. Recreation Road**

- 3.1 Richard Sheard met with Dr Keith Robinson on 25<sup>th</sup> January and used the opportunity to raise the issue. Dr Robinson is currently further investigating the issue and will report back in the near future as stated in his letter of 22<sup>nd</sup> December 2004.

### **4. Recommendation:**

That the Northern Area Committee note the update report and extend thanks to the staff of Durrington Pool for their continued hard work.

### **7. Implications**

7.1	Financial	-	None
7.2	Legal	-	None
7.3	Human Rights	-	None.
7.4	Personnel	-	None
7.5	Community Safety	-	None
7.6	Environmental	-	None.
7.7	Council's Core Values	-	Providing excellent service. Being fair and equitable.
7.8	Ward Affected	-	Durrington.