

## Electrical Installations

The Council has carried out major work throughout the summer to improve outdated wiring following an inspection and is now complete.

Additional work will take place in September and this will mean the closure of the pool for one week. Programming has been adjusted to compensate for this.



## Cumbria Youth Games

The centre also played an important role in the **Cumbria Youth Games** as the main site and operations centre on the day. Use of the facility was donated in lieu of sponsorship by Carlisle Leisure Ltd.

## Open Day

A very successful open day took place in July centred around a large regional junior football competition. Hundreds of visitors enjoyed the day, which featured demonstrations, kids activities, stalls and lots of other fun things to do. 10p swims were available throughout the day.

## Special Membership Offer for Allerdale Councillors and Employees!

We are delighted to offer all Allerdale Councillors and Employees a specially priced deal on **Ultimate Card** our ultimate membership package.

Ultimate card gives free access to virtually all pay per visit activities at Workington and Cockermouth Leisure Centres and Keswick Leisure Pool and including swimming, gym, exercise to music and most sports. You can also use the card at Carlisle facilities including the Sands Centre, The Pools and the City's golf and tennis facilities.

Normally single ultimate card membership is fantastic value at only £30 per month however the special price for Allerdale Councillors and Employees is only £25 saving £60 per year on the full price. Once you've paid your monthly fee all of the activities included in the scheme are free of charge!

A special application form will be made available to all of those who qualify from the beginning of October 2004. If you are an existing member you need to apply for the new rate and we will reduce your current payment as soon as we receive your new application form.

Please note the offer applies to single membership only and discounts are not available on other membership categories, discounts cannot be applied retrospectively.



### Got anything for the newsletter?

Send it in to the contact address below and we'll publish in our next newsletter.

**Martin Horne, Business Development Manager**

Carlisle Leisure Ltd, 16 Spencer Street, Carlisle, Cumbria CA1 1BG

Tel: 01228 625445, Fax: 01228 625557

Email: martin@carlisle-city.gov.uk



Quality Leisure for Quality of Life

# Allerdale Leisure Partnership News

September 2004

## Dear Partner

The partnership between **Allerdale Borough Council** and **Carlisle Leisure Limited** has now been in operation for a little over five months and this newsletter has been produced to keep everyone abreast and up to date with the work and progress achieved since April.

We recognise that it is still very early in the partnership and although much has been achieved already it is clear there is a long way to go especially regarding fundamental improvements to the fabric and quality of the facilities and raising the standards of service throughout.

We welcome your views and if you have any concerns or specific issues that you would like to raise with regard to any of the sites please contact the appropriate centre manager in the first instance **Fiona Buglass, Workington** (01900 61771), **Julia Tyson, Cockermouth** (01900 823596) or **Helen Davison, Keswick** (017687 72760).

The CLL contact after this is **Martin Horne, Business Development Manager** (01228 625445).

Contact with our partners is very important to us and we welcome the opportunity to improve our service to the people of Allerdale. We hope you find this newsletter informative and would be delighted to receive any feedback you may have. Please use the following e-mail address if you have any comments or updates for the next newsletter which will be produced in approximately 6 months time – [martinh@carlisle-city.gov.uk](mailto:martinh@carlisle-city.gov.uk).



Entrance to Keswick Leisure Pool

## Progress to date:

### Staff terms and conditions

We have started to improve terms and conditions for staff members and this initiative will continue through the first full financial year. The ultimate aim is the harmonisation of all terms and conditions.

### Access Card Schemes

Systems are now in place for both schemes and existing members are being transferred across to these prior to a full-scale launch of **The Ultimate and Leisure Access Cards** in the autumn. (Please see enclosed information).

### Staff Training Initiatives

Managers have undergone Recruitment and Selection Courses and have also undertaken training in the new leisure management system, FLEX. Staff have also undergone FLEX training prior to the August 1st launch. Training has also taken place for swimming teachers and lifeguards and we are attempting to overcome a shortage of trained staff by 'growing our own', providing increased opportunities for employment of local people.

### Customer Information

This has been redesigned and samples have been enclosed.

### Refurbishment Projects

Project manager Jeremy Griffiths is hard at work drawing up early draft schemes for the redesign and refurbishment of wet side changing rooms at Workington and all four reception/foyer areas. Refurbishments will be undertaken taking into account the needs of both our customers and staff. Work should commence on all four of these projects in the autumn.



Quality Leisure for Quality of Life

## Progress to date (continued)

### Uniforms

New corporate uniforms have been issued to all front line staff.

### External Facility Signage

This has all been upgraded and installed.



### Computers & Facility Management Systems.

All sites have had new hardware and software for facility management installed and this went live on 1st August 2004. All sites also have internet and e-mail capability and improved IT systems.

### 10p Swims

These have continued at Workington and Cockermouth and a programme of 10p swims is being devised at Keswick to ensure greater opportunities for local residents to use their local leisure facility.

### Centre Focus Groups

As part of our work with Cumbrian Newspapers Research it is our intention to set up site specific focus groups at each centre. Meeting every six months these groups will aim to give us qualitative feedback on what we are doing and will give users a regular input into the service we provide.

### DDA

A consultant is being recruited to deal with outstanding DDA compliance and will provide a report geared to ensuring outstanding issues are dealt with in the appropriate time.

### Centre Audits

Senior management have conducted site audits at all three centres to assess systems for health and safety and cleanliness and housekeeping with results being fed back to centre managers who will then produce appropriate improvement plans. A new system of housekeeping checks is being introduced and is designed to focus duty staff on day to day cleanliness and housekeeping issues.

### Recruitment

We have recruited new staff in key positions and appointed three new duty officers to enable managers to spend less time covering shifts and more time managing the service. We will continue to recruit staff where they are required and where the business demands it. CLL have employed a project manager who

will lead refurbishment and new build projects as outlined in the attached business plan and a Corporate Buildings and Premises Manager who will deal with company wide issues including Health and Safety, Contracts, Energy, Repairs and Maintenance. A Corporate Marketing Manager has already been recruited to support the work of the managers at the sites and to deal with company PR, publicity, advertising and image.

### Plant and Technical Issues

A technical survey of all of the facilities has been completed by Devin's consultants with a view to giving baseline condition surveys for all plant and technical equipment. This will form the basis for short-term improvements and long term facility planned preventative programmes.

### QUEST

QUEST defines industry standards and good practice and encourages their application and development in a customer-focused management framework. QUEST is recommended by the British Quality Foundation for Self-Assessment in Sport and Leisure Operations.

Workington and Cockermouth have both reregistered under the QUEST scheme and Keswick is aiming for a dry run self-assessment at the same time with a view to registering in early 2005.

## Marketing

A large regional campaign including press, TV and radio has taken place to promote summer activities across all of the sites. Bespoke summer literature was produced to support the campaign and this has also been distributed via the schools and throughout the community. Local campaigns to support Keswick and Open days at Workington and Cockermouth have also taken place.



## Keswick

Leisure Pool & Fitness Centre

### Plant

A great deal of work has been undertaken in conjunction with the Council to repair faulty plant, including circulation pumps, air purifiers and various motors and chemical systems before the busy summer period.

Office accommodation has been reorganised and air-conditioned, to make managers more accessible to customers.

## Cockermouth

Leisure Centre & Pool

### Pool Tank and other works

The Council has carried out essential work to repair and re-grout the pool tank and surrounds during August and this resulted in the pool being closed during this time. Whilst this took place the pool filter was refurbished and work done to improve the efficiency and appearance of the wet side showers as well as other minor repairs to plant.

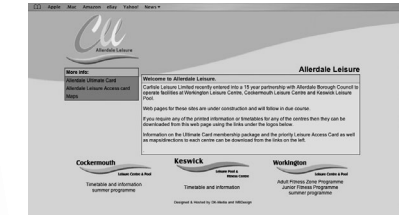
### Open Day

An open day was held in July in conjunction with Sport Relief's run a mile appeal. A free 'Toddlers Treats' for youngsters was also provided featuring games, arts and crafts, puppets and a magician. 10p swims were available throughout the day.



## Web Site

A series of web pages will be developed for each of the sites and in the meantime current basic information can be downloaded from a new Allerdale Section on the CLL web site at : [www.carlisleleisure.co.uk/Allerdale/index.htm](http://www.carlisleleisure.co.uk/Allerdale/index.htm).



Information is also available on the Allerdale Borough Council website: [www.allerdale.gov.uk](http://www.allerdale.gov.uk)

## Local Advertising

A series of adverts has been placed in the Keswick Reminder to attract locals and visitors to the pool.



## Sports Hall

The Council also undertook work towards the end of August to repair leaks in the main hall roof. A deep clean will be carried out in the near future to remove dust and cobwebs.

## Electrical Installations

An electrical inspection has taken place and remedial work will be planned by Property Services when the report has been finalised, to rectify any issues.