

Customer

Update

new forest
health and leisure

June 2009

Free Swimming

The government 2 year free swimming initiative for under 17's and 60+ years, has been hugely successful in the New Forest resulting in over 12,500 registered to swim free and of those nearly 15% are new to exercise and swimming.

Fit for Summer

Are you fit for the beach or fit to be running about with the kids this summer?? Now is your chance to tone up, lose weight and firm those wobbly bits with the help of a personal programme to reach your goals as well as free swimming, free classes and free gym. Just one payment of £35 for 5 weeks and there is also an exciting range of incentives to encourage users to stay with the exercise habit. Go for it...and get fit...

Council Savings plan

The Leisure Service, in response to the recession, has been asked to identify savings and implement them during 2009 and 2010. This is in line with other services of the council

Where possible, we will ensure that these savings have minimal affect on our service delivery. The level of safety that we pride ourselves on will not be affected or reduced in any way.

Opportune vacancies have already allowed us to reduce staffing in some areas of the centre via staff turn over. We plan to manage this reduction by training staff to be multi-skilled and flexible to enable them to help out when queues develop or if customer assistance is required.

www.NewForest.gov.uk

If you haven't had a chance to look at the *new* website of the New Forest then please do – it's definitely worth a browse giving information on all council services plus loads more.

Follow the link to our health and leisure home page for video footage of centre facilities which will give potential visitors a taste of what to expect.

The information on our web pages is updated regularly and gives details of activity dates, times and prices plus the latest promotions and special offers. The 'Find an Activity' grid, accessible from the home page, lists all the centres' activities and clubs in alphabetical order and gives detailed information on each of them.

The group exercise programme, sports courses and swimming times can be accessed on line as well as a copy of the holiday programmes prior to them arriving on the desk. A great wealth of information at your fingertips - well worth a look!!

If you have any feedback about our web pages or ideas on further content please use the 'Contact Us' facility located on many of the articles.

Summer Holiday Activities

Amazingly the Summer Holidays will soon be on us and all centres will have an array of Children's activities to entertain, educate and excite our younger customers. Whether it be sports, crafts, singing, dancing or just having fun with friends – there is something for everyone whatever age.

With more people staying in the UK this summer it is advisable to book early to avoid disappointment. Pick up a programme from reception or check online

0845 659 0845

The dedicated New Forest District Council Call Centre has been operational for a year. Staff have answered nearly 50,000 calls from customers with 88% of enquiries answered without the need to transfer the call to a staff member at the leisure centre.

The customer feedback survey first held in September last year is now being repeated to further improve the quality and range of the service. Please pick up a copy of the survey from reception or complete online at www.newforest.gov.uk/leisure

One concern we receive about the call centre is the use of the 0845 number. This is a local rate call and is a simple to remember number. Many customers now have call packages and free local area calls so if you wish to phone the '*number behind the number*' then please use 01590 646100

Reception

The main role of the receptionist is to serve customers arriving at the centre and we know you appreciate a smiling face on arrival. You can help us to enhance this part of their role by using the call centre number to book and pay for your activity or class, and by accessing the website to check on times and prices.

Another role of the receptionist is access control, so please be patient if we check your reason for entering and have the turnstile or gate activated. We do take the safety and security of our customers and children using the centres very seriously.

If you have any comment or feedback on any item within this update newsletter please contact Ann Van Hoof, Assistant Manager
01425 485483
ann.vanhoof@nfdc.gov.uk

Car Park Barrier

The new barrier has been a success in providing spaces for customers in the day times. We apologise if you have been inconvenienced with a change of routine but we do feel the benefits far out way the inconvenience of tokens.

The recycling containers will remain in the car park for the short term until another suitable venue in Ringwood has been found. However these will now be open for use after 6pm only.

Ringwood Maintenance and Refurbishment Programme

Savings have also been identified in the maintenance and refurbishment budgets for non priority works. These items are mainly in the areas of redecoration as it would not show good business sense to cancel or postpone the whole programme of planned maintenance or facility development.

At Ringwood the ATP (Astro Turf Pitch) will be replaced as soon as possible as it is showing serious signs of wear. The pitch central barrier and some perimeter fencing will also be replaced at this time.

The group / school male changing room will have the shower area completely retiled prior to the summer holidays.

The poolside walls are to be sealed, covered and protected to stop the paint from flaking away any further. We do not foresee any pool closure needed to enable this to take place.

A new coat of seal will be put onto the sports hall floor during the August bank holiday weekend. Due to the unpleasant smell of these works we have decided to close the centre completely whilst the works take place on bank holiday Monday.