

EMPLOYEE ENGAGEMENT PROGRAMME

SERVICE LEARNING VISIT: FEEDBACK FORM BUCKIE SWIMMING POOL AND FITNESS CENTRE 20 MARCH 2018

CMT Rep: Roddy Burns, Chief Executive
Councillor: Tim Eagle, Councillor
HR Rep: Anne Smith, Senior HR Adviser

The Service Learning Visit was held with the staff of Buckie Swimming Pool & Fitness Centre on Tuesday 20 March 2018. A guided tour of the facility was provided and time was spent talking to individual members of the team about their role, the facility and providing employees the opportunity to ask the Chief Executive and Councillor any questions or raise any issues. The Service Learning Visit gave the opportunity to meet colleagues from both the reception area and leisure staff.

FEEDBACK

The visit provided a valuable insight into the roles and responsibilities within the team and gave an opportunity to discuss the service provided and staff ideas for developments that may assist in improving service delivery.

All involved in the visit commented on the positive experience of the visit and how knowledgeable all staff were. It was evident that staff took a great deal of pride in the service they deliver to the local community.

During the visit, team members raised a limited number of issues and were very positive about their roles and contribution to the service. Morale of staff was very positive and they all commented on enjoying the work they do.

Issues arising from the visit are captured below along with feedback to the issue and any arising actions.

Summary of Points from Visit

Issue	Points Raised/Noted	Feedback
Rumour of a new school and implications for pool.	The staff were interested to know if the rumour regards a new school was accurate. It was unsettling for staff as a new school may have implications for their facility. Staff were interested to know if this proposal was currently in scope	The current programme of the review of schools is coming to end. A new stream of funding will be available in due course and as part of our consideration for additional funding we have been reviewing schools from a 'behind the scenes' angle so in that sense the rumour is true. However there is a long way to go and a lot will be determined by the

		Government's criteria for allocation of funding. On this basis there is plenty of time to engage with staff on any proposal that may arise.
Car Parking	The facility is particularly busy at certain times which make parking a challenge. Suggested improvement would be to utilise the space across the road which was previously a tennis court. This would generate approximately another 20 spaces.	Acknowledged and noted.
Coffee/Vending Machines	The facility used to operate vending machines which generated in the region of £5.5k annually. These were removed due to the healthy eating guidance as the vending products were not deemed 'healthy'. This has been a significant loss both financially and from a service provision perspective. Customers do look for a refreshment and we have to direct them to the High Street.	Noted. Need to consider this position and review guidance from Scottish Government on this initiative. Potential for income generation across the service's centres if all were to install a vending facility.
Opening Hours discussion – views on expansion to early morning opening	It was discussed that whilst there is a high number of customers currently using the facility, it was not deemed that extending opening hours to include early mornings would generate significant additional income from new customers. The view was that the current users would just spread how they used the facility over the extended available time. There would also be an additional staffing cost to support any extension of hours. Where required it was suggested that a pilot would be a good way to explore/assess feasibility of any change.	Acknowledged and noted
Lack of investment in staff training	The facility is limited on the types of fitness classes that can be provided internally as there is a lack of investment in training staff in new developments/techniques within leisure. This means that when local providers come in we are only generating income from the hire of rooms rather than directly from customers – potential income is lost. Currently staff are only trained on essential repeat training i.e. First Aid. Potential to link with other leisure centres across the authority for training purposes. Currently some of our staff often undertake training at their own cost.	Acknowledged and noted.
Conversion of	Obsolete changing rooms were seen as	Noted

changing rooms in to weight and fitness rooms	an opportunity to expand the provision and as such were converted into fitness rooms. Customer feedback is that it would be helpful to draw back in the younger members if we to refresh the weights room in particular to include a rack for weights	
Pool facility discussion	Information was shared on the financial challenges of heating such a large pool given the depth of the pool at the deep end. Where a new facility was provided in the future it was deemed that there was a potential saving on heating and chemicals where the depth of the pool was reviewed.	Acknowledged and noted. It would be helpful to undertake a cost comparison exercise to aid factoring in differences within the pools across the authority.
Boilers Maintenance concerns	Boilers within the facility are now very old, being in situ since the building was established. Currently there is an ongoing concern resulting in the boilers having to be reset 3 – 4 times per day. Staff are not trained to do this however do undertake this process. Concern remains for the pressure this places on staff and equally that we remain able to heat the facility including the pool.	Noted.
Acknowledgements The Chief Executive would like to thank everyone he met for their time and participation in the service meeting.		