



# **Moray Council**

## **Review of Sport, Leisure & Recreation Provision in Moray**

### **Briefing Sessions**

**04 – 29 September 2014**

## Contents

Introduction .....	17
Briefing Powerpoint Presentation .....	18
Community Briefing Speyside ASG 04.09.2014 Speyside High School .....	23
Community Briefing Keith ASG 10.09.2014 Keith Grammar .....	32
Community Briefing Lossiemouth ASG 11.09.2014 Lossiemouth High School .....	42
Staff Briefing Keith ASG 15.09.2014 Longmore Hall .....	43
Community Briefing Forres ASG 16.09.2014 Forres Academy .....	49
Community Briefing Milne's ASG 23.09.2014 Milne's High School .....	63
Community Briefing Buckie ASG 25.09.2014 Buckie High School .....	73
Community Briefing Elgin ASG 29.09.2014 Elgin Academy .....	84

## Introduction

A Committee report was submitted by elected members from the Review of Sport, Leisure and Recreation Provision in Moray to Full Council on 2 July 2014 which contained recommendations in relation to these facilities.

The recommendations were approved by Full Council and officers have produced an Action Plan for the next 12 month period. Further consultation is required on the approved recommendations in the Sport, Leisure and Recreation Review. The Community Support Unit has produced this programme to support Education and Social Care with the next consultation phase.

Community participation and engagement is a central feature of public policy across almost all services. Endorsement and adoption of the National Standards for Community Engagement by Scottish national and local government and leading public agencies has set targets for best practice. Endorsed by Scottish Government and developed by the Scottish Community Development Centre the VOiCE model for community engagement builds on two widely adopted and effective tools: The National Standards for Community Engagement and LEAP (Learning Evaluation and Planning). VOiCE focuses upon the four key planning and evaluation steps when planning community engagement.

Step one - Analyse

Step two - Plan

Step three - Do

Step four – Review.

## Briefing Powerpoint Presentation

### The Moray Council Review of Sport, Leisure and Recreation Provision

#### This evening...

- \* This evening .....
- \* General Update
- \* Proposals
- \* Facilitated activity

#### General Update

- \* Consultation, information gathering & analysis (October to February)
- \* Creation of report (March – April)
- \* Proposals identified by steering group (May)
- \* Presentation to Area Based Review Group (May)
- \* Presentation to Local Elected Members (June)
- \* Report to Special Full Council (July)
- \* Inform, consult with staff & local community (September)

## Opportunities for communities to participate:

- \* [futureleisure@moray.gov.uk](mailto:futureleisure@moray.gov.uk)
- \* [www.moray.gov.uk/futureleisure](http://www.moray.gov.uk/futureleisure) – online survey available from 18 August - 6 October to provide feedback on proposals. Hard copies of survey available through Business Support Unit on 01343 563395
- \* Correspondence can also be sent to Review of Sport, Leisure and Recreation Provision, Education & Social Care, Moray Council HQ, High Street, Elgin, IV30 1BX.

## Proposals

- \* General
- \* No closures at this stage
- \* Status quo not an option.
- \* Continue to keep ALO / Trust option as a potential future development.

## Proposals

- \* Swimming Pools
- \* Review opening hours
- \* Review pricing policies
- \* Review timetable and activities delivered
- \* Investigate commercial advertising opportunities
- \* Installation of underwater camera's

## Proposals

- \* Community Centre / Sports Halls
- \* Review pricing policies
- \* Review timetable & activities delivered
- \* Offer to public/local community/organisation as a Community Asset transfer.
- \* Review staffing levels

## Proposals

- \* Fitness Rooms
- \* Review pricing policies
- \* Review timetable & activities delivered

## Proposals

- \* Town Halls
- \* Review booking procedures
- \* Area Based Review Group to discuss town hall provision in more detail in due course.

## Proposals

- \* Synthetic / Grass Pitches
- \* Ambition that every secondary school in Moray has convenient / adjacent access to 3G pitch.
- \* Support development of 3G pitch for Elgin.

## Proposals

- \* Ice
- \* Retain ice facility
- \* Investigate gas plant options and costings
- \* Support future discussions with Ice4All

## Proposals

- \* Cullen Residential Centre
- \* Offer to public/local community/organisation as Community Asset Transfer.

## Timescale

- \* Implementing opening hours and timetable/activity changes in October 2014
- \* Implementing pricing policies and further timetable/activity changes in January 2015
- \* Review and evaluation of proposals over 12 month time period – October 2015
- \* Report to Special Full Council October – December 2015

## Proposals

- \* Facilitated Activity
- \* Feedback on proposals



## Community Briefing Speyside ASG 04.09.2014 Speyside High School

Total Number of Attendees	6
Total Number of Groups/Residents Represented	6

Total Number of Groups/Residents Registered	3
Total Number of Groups/Residents Registered but Not In Attendance	0
Total Number of Groups/Residents Attended but Not Registered	3

In Attendance	
Cllr George Alexander	Elected Member/Steering Group
Graham Jarvis	Head of Lifelong Learning, Culture & Sport
Kim Paterson	Sports Development Officer

Main Group Representing	
• Aberlour Community Association	• Speyside Swimming Club
• Dufftown Mens BALL Group	• Elgin Swimming Club
• Indoor Bowling	• Junior Football Club

Table Number	Facilitator	Scribe
1	Alison Hannan Community Support Unit	Alison McLaughlin Community Support Unit

## Questions & Answer Session

No questions were raised at the beginning of the session; Cllr George Alexander, Graham Jarvis and Kim Paterson left the briefing at this time.

The following question were raised throughout the evening and passed to the Lead Officers the next day and responses were sent to attendees:

Q	As the Moray Council provides the Moray Leisure Centre with funding, is it possible for the Moray Council to subsidise local groups in the cost of hiring the lanes as the charges are high?
A	Unfortunately Moray Council has no budget to support local groups hiring the lanes at MLC. Moray Council will be reviewing their Service Level Agreement with Moray Leisure Centre in the near future as the current lease expires in 2016.
Q	Are the costs of hiring the pools changing? As there is no information provided.
A	No changes to pool hire costs are planned at present, the Moray Council hire out the pools and will include this cost in future discussions with the community/staff briefing sessions.
Q	Is it possible to be given information on the costs of running the Aberlour facilities and the usage numbers?
A	<ul style="list-style-type: none"> <li>• Attendance figures for Speyside Swimming Pool in 2013/14 excluding school usage was 18,534.</li> <li>• Attendance figures for Speyside Community Centre/Games Hall including meeting rooms and pitches in 2011/12 was 22,235.</li> <li>• Speyside High grass pitches were hired for 89 games in 2013/14.</li> <li>• Speyside High synthetic turf pitch usage figures in 2013/14 were 7,290.</li> <li>• Gross expenditure at Speyside Swimming Pool and Community Centre in 2012/13 was £147,408 with the income generated from the pool/community centre being £53,864 which left a net expenditure of £93,544.</li> </ul>
Q	Are the current Saver Cards going to continue and are the prices to increase?
A	This question is up for discussion, the saver cards are an income generator for the pools etc but what we don't want to get to is a point of having too many membership deals/schemes as it can lead to confusion that is why the Moray Council welcomes feedback on the pricing policies and options of membership/saver cards within the facilities.
Q	Have you considered reviewing waiting lists for activities and potentially asking users if they would be willing to travel to other facilities to take part e.g. Dufftown?
A	Waiting lists have been reviewed and acted upon over the years in relation to spinning etc, the junior lesson waiting lists have been historic ones and mainly due to the tight timescale of preference for these by parents i.e. 3.30-5.00pm, the Moray Council now need to start looking outwith the norm to offer certain activities. As for travelling to other facilities etc the Council needs improved marketing of all the facilities and what they all provide. The Council is aware of a number of people from Keith that head down to the Metafit sessions at the Milne's facility.

### Questions & Answer Session (continued)

The following question were raised throughout the evening and passed to the Lead Officers the next day and responses were sent to attendees:

Q	Fees – is there a concession cost for single parent families?
A	No concession cost for single parent families but this is the sort of suggestions/feedback the Council is looking for from these community briefings.

## Table # 1

### Exercise 1 – Opening and Closing Times

#### Swimming Pools

- The current closing times in Speyside are suitable.
- The rooms should be open to the public during school hours, especially as many of the people in the area work shift patterns.
- Could tie in with companies in the area who could do a fitness scheme with the Council to enable workers to use Council facilities. This would help promote a healthier lifestyle.
- Elgin Swimming Club use Lossiemouth swimming pool in the early mornings and the evenings. There needs to be more support and opportunities for National Swimming level, for example similar to what happens in Aberdeen.

#### Fitness Centre and Community Centres

- Groups have scheduled times each week.
- Due to the popularity of the facilities groups need to book slots in advance, for example some groups book 2 years in advance.
- The schools use the facilities until 6pm and outside groups cannot gain access until after this time.
- Speyside Centre is very popular and gaining access to use the facilities is very difficult.
- It is not always suitable to have late time slots due to the nature of the group's activities e.g. young children.
- Many users travel to the facility as they do not have suitable facilities in their local areas.
- There is definitely scope for more users if there were more facilities available.
- If a group over runs their time slot, it has a knock on effect to the next groups.
- Lack of facilities has an effect on groups and usage.

#### Synthetic & Grass Pitches

- Clubs from outwith the Speyside area are booking the synthetic pitches for example Forres and Elgin.
- The cost of hiring the synthetic pitches can be an issue compared to hiring the grass pitches.
- Reduce the prices during the summer months and this would encourage use as people tend to use the grass pitches instead.
- Review opening times during the summer period.
- Encourage a Reward Programme for usage of facilities.

### Exercise 1 – Opening and Closing Times

#### Summary

- Work in partnership with businesses to help and impact on the programmes that are offered.
- It is felt that there is a lack of facilities to meet the high demand.

## Exercise 2 – Sessions and Activities

- No particular group or sport which is predominant in the area; there is no emphasis on one particular sport.
- All groups are voluntary run; the pool is the only one that is Council run.

### Swimming pools

- There are no competition based classes / events held in Speyside swimming pool (due to the length) but there is no reason why it could not be used for friendly competitions or development training.
- Other areas do not have the same facilities that are available in Speyside.

### Grass & Synthetic Pitches

- They are only used for football or rugby as are unsuitable for any other kind of sport.
- The upkeep of the pitches is unsuitable for example the length of the grass.
- There is an athletic group in Knockando area that use the Speyside facilities during the winter months.
- Aberlour Primary School is the only school that utilise the swimming pool this is due to the cost of transporting children to facilities.
- If lessons were carried out during the curriculum would it reduce the demand for private swimming lessons?

A split discussion took place regarding the demands of outside curriculum swimming lesson requirements.

- It was agreed that people shouldn't rely on local businesses to fund activities it should be the Tax payer and Councils responsibility.

## Exercise 2 – Sessions and Activities

### Summary

- Well used by voluntary groups.
- Aberlour facilities are good but the surrounding Speyside areas do not have the same choices/facilities.
- The upkeep/maintenance of grass pitches are poor.
- Swimming lessons are good and utilised by local primary schools (e.g. Aberlour Primary School) but not the surrounding schools.

### Exercise 3 – Entrance Fees

#### Swimming Pools

- The Speyside area facilities are well used, therefore to decrease costs would not necessarily increase user numbers.
- Should consider a concession price for single parent families.
- The Junior (1-15) and Over 60s prices should remain the current Moray price rather than the Average as this encourages social activities and keeps them active (consensus around the table).
- Could encourage further use by younger people via different activities for example water polo, aqua aerobics, continuing the ad-hoc activities staff carry out.
- There was a consensus on raising average costs except the Junior and Over 60s.
- A question was raised as to why Off-shore workers pay half price when they use it more than anyone else; it was felt that this was not a fair reflection on the price of each community.

#### Fitness Rooms

- Currently not available in this area. However it was felt that the prices should potentially be kept low at the beginning and then raise costs slightly (not to the average) and not all at the same time.

#### Community Centre

- Take each ASG separately and review the population as the usage will be different and this will have an impact on how much people are prepared to spend.

#### Sports Halls

- Due to the demand for facilities, groups pay the current charges to use the facilities.
- Groups find it best to rent facilities and charge users each week rather than each user paying an entry fee into the building.
- No to average costs (consensus reached at the table).

#### Synthetic & Grass Pitches

- Can be very expensive for groups to hire as well as paying for referees.
- No to average costs, it would be better to lower the current prices for example £20 (consensus reached at the table).
- The current charges can put groups in jeopardy due to the high prices.
- The lack of flood lights at grass pitches are also an issue.

### Exercise 3 – Entrance Fees Summary

- It was felt that the current facilities are already well used so decreasing prices would not necessarily increase user numbers. Junior prices should remain at current price.
- Swimming Pools - Raise costs to average prices except Juniors and Over 60s
- Why are off shore worker rates so cheap?
- No to increasing to the average price for sport halls.
- Pitches – current high prices can put some groups in jeopardy.

#### **Exercise 4 – Membership Schemes**

- Discussion held regarding Highlife Highland, it was recognised as a great scheme for that location.
- The advantage of a Membership Scheme for the Council is a guaranteed income. Paying on an ad hoc basis does not guarantee this.
- For this area (a similar model to Highlands) it is not so attractive to allow users to use all the facilities in the area due to the distance to travel.
- Lack of information on what is currently available across Moray is an issue as the attendees felt they currently have no idea of what is going on.
- A marketing campaign is required to provide people with information on the membership schemes that are available.
- If facilities are very busy when would you actually get to use the Membership scheme.
- Need to provide incentive to people to use the Scheme – it needs to benefit the user financially as it is a big outlay at one time, for example discount costs.
- Devolve Membership Scheme to each local area, this would allow each community to come up with an in-house Membership Scheme that suits the local area. Rather than a fit for all Scheme.
- The current set up in Speyside is financially suitable for groups.

#### **Exercise 4 – Membership Schemes Summary**

- The Highland scheme does not appeal – due to the distance of travel between the facilities.
- Lack of information on what is currently available and what is going on at each facility.
- Need a better marketing campaign.
- Provide incentives for people to use schemes e.g. discounts.



## Evaluations

Total Number Attended	<b>6</b>
Total Number of Evaluations Received	<b>6</b>

How would you rate this event?

1) Unsatisfactory	<b>0</b>	
2) Weak	<b>0</b>	
3) Adequate	<b>0</b>	
4) Good	<b>0</b>	
5) Very Good	<b>6</b>	<b>100%</b>
6) Excellent	<b>0</b>	

How would you rate the facilitation?

1) Unsatisfactory	<b>0</b>	
2) Weak	<b>0</b>	
3) Adequate	<b>0</b>	
4) Good	<b>0</b>	
5) Very Good	<b>5</b>	<b>83%</b>
6) Excellent	<b>1</b>	<b>17%</b>

## Community Briefing Keith ASG 10.09.2014 Keith Grammar

Total Number of Attendees	12
Total Number of Groups/Residents Represented	9

Total Number of Groups/Residents Registered	3
Total Number of Groups/Residents Registered but Not In Attendance	0
Total Number of Groups/Residents Attended but Not Registered	6

In Attendance	
Cllr George Alexander	Elected Member/Steering Group
Graham Jarvis	Head of Lifelong Learning, Culture & Sport
Kim Paterson	Sports Development Officer

Main Group Representing	
• Sports & Community Centre	• Friday Crafters (Cullen)
• Keith Community Council	• Keith Playcentre
• Archery	• Horticulture Society
• Keith Community Radio	• Keith Church Group
• Keith Junior Athletics Club/Keith District Youth League	

Table Number	Facilitator	Scribe
1	Alison Hannan Community Support Unit	Alison McLaughlin Community Support Unit

### Questions & Answer Session

Q	What marketing takes place?
A	There is no budget for marketing, but adverts are placed in Spotlight magazines, carrier bags. Special events are advertised as editorial pieces in newspapers and Moray Firth radio.
Q	Local radio stations are currently not utilised.
Q	Need to speculate to accumulate.
A	Staff members need to put forward ideas to help promote facilities and activities.
Q	Why close the cafes?
A	It is down to costs. The Council is not in the business to run cafes. There are individuals that can run the cafes.
Q	Why was a franchise not considered as an option?
A	Forres Community Centre and Elgin Library are coming up as an option.
Q	Not marketed enough
Q	Proposals are for 12 months; what happens after the 12 months and numbers reduce again?
A	The Councils Revenue budget will review the usage numbers on a continuous basis. Facilities must be sustainable.
Q	Swim cards in the summer are a good idea and the costs should be increased but for regular users the price should be kept as is.
A	That is the idea of the membership/club fees for those who use it regularly.
Q	Our group is a regular user of Longmore Hall and halls in Tomintoul and Drummuir and the price of hiring these venues are too cheap. The group is prepared to pay more as long as the facilities are upgraded e.g. the stage and lighting.
A	This is not the first time we have heard this.
Q	Cullen Community Centre users have indicated that they are willing to pay more. We carried out a survey of users previously and submitted this during the last stage of this Review.
A	We can confirm this was received and was included as part of the analysis of the review.
Q	Where will the monitors for the underwater cameras be stationed?
A	The monitors will be fitted to a specialised lifeguard chair at the pool side. The lifeguard will scan the top of the water and then scan the monitors, the underwater cameras do not record images.

**Table # 1**

**Exercise 1 – Opening and Closing Times**

Swimming Pools

- The swimming pool in Keith is not open enough and the closing time of 9pm is unsuitable; it is also closed from lunch times onwards at weekends.
- The facilities are well used and busy with other classes.
- Families are restricted when they can attend and closing at lunch times is unsuitable.
- Need to increase opening times.
- Need to advertise locally – use local press/media.
- Consider early morning sessions – Early Bird sessions at 6am.
- The initial response may be slow but it would increase.
- User numbers would increase at weekends especially in winter and days when there is bad weather.
- Inflatable sessions could be increased.
- Stop closing the pool for two weeks over Christmas and Bank Holidays; why not just have shorter opening times during this period?
- To combat the waiting lists for swimming lessons why not extend the timeslots by 30/60 minutes? This would help families.
- People travel to Keith to use the pool due to the quality of swimming lessons.
- If the Council and community are promoting a healthy and active lifestyle the Council need to extend the sessions to help this happen.
- Local schools do not have lessons as part of the curriculum; this must have an impact on the demand for lessons.
- Possibly consider reducing the age a child can start to have swimming lessons.
- Reduce the number of people that can use the lanes at one time; possibly extend the lesson sessions as it too crowded.
- The pool should start a swimming club for length lessons so it is just not privately run.

Community Centres/Halls

- Facilities are well used.
- It is difficult to book during certain times due to the demand of users.
- Closes too early (9pm).
- Halls need upgraded.
- Halls need to be advertised.

Fitness rooms

- Keith Community Centre is more of a fitness facility rather than a community facility.
- The facilities have been taken over by other groups/activities therefore the groups/users have moved away to other facilities.
- Do not feel it has a community aspect.
- Opening times are good.
- Well used at peak times.
- Possibly needs more advertising for off peak availability and classes.

### Exercise 1 – Opening and Closing Times (continued)

#### Synthetic & Grass Pitches

##### Synthetic pitches

- Due to the agreement with residents regarding flood lights, it would be difficult to increase opening times for synthetic pitches.
- The closing times of the swimming pool impacts on the availability of the synthetic pitches as the keys are stored there.
- Facilities are well used by groups outside of Keith.
- There are no toilets available except at the Community Centre.

##### Grass Pitches

- Lack of grass cutting and maintenance is an issue; it is inconsistent especially as clubs are paying for the use of the pitches.

##### Misc

- When the swimming pool is closed it impacts the usage of other facilities e.g. use of fitness rooms, community centre and access to synthetic pitches. If extended operating hours were introduced then all of these facilities would be available for usage/booking.
- Cullen Community Centre users have access to keys and can open and close as and when required.

### Exercise 1 – Opening and Closing Times

#### Summary

##### Swimming Pools

- Increase opening times (including Bank Holiday and 2 weeks over Christmas).
- Advertise opening times and what is on.
- Increase swimming lesson sessions.

##### Community Centre

- Lack of community aspect to facility, it is more of a fitness centre.

##### Synthetic & Grass Pitches

- Well used.
- Issues using at certain times due to the Community Centre/Swimming Pool closing times.
- Lack of toilets.
- State of toilets that are available at grass pitches.
- Lack of consistent grass cutting/maintenance.

##### Misc

- Marketing for all facilities needs to be increased.

## Exercise 2 – Sessions and Activities

### Swimming pool

- Aquarun / inflatables only out during holiday periods – it is a popular activity so should be out more regularly.
- Try swimming pool discos.
- Consider purchasing new materials for using in the pool e.g. Underwater torpedo equipment (charge) – available at pool in Ayrshire.
- Kayaking club.

### Community Centre/Fitness Rooms

- Archery club is well attended.
- Advertise the use of the facilities for birthday parties.
- Try new activities for older people e.g. pitball (type of tennis).
- Activities do not have to be on a grand scale, they can be as simple as a game of scrabble or cards.
- A timetable is required to show what is available across Moray and locally, and needs to be kept up to date.
- All groups need to utilise notice boards throughout the centre and outside (including the reception area).
- Open days showcasing what actually goes on in facilities.
- Notice boards outside the facilities as people are not always comfortable going inside facilities to find out what is available.
- Use local media and online media to advertise facilities.
- There is a lack of knowledge of what is available in Moray.
- Spinning classes particularly in winter very busy. Could put on additional classes.

### Sports Halls

- There are numerous sports available in the area.
- Grass pitches – grass cutting major issue and very inconsistent – when paying for facility, it should be in a suitable condition (cut and lined with cut grass collected).

### Misc

- Identify activity of the month and encourage new users to try out session.
- Over 50 non-peak time option to use different facilities is a good scheme.
- Advertising boards around grass and synthetic pitches.

## **Exercise 2 – Sessions and Activities Summary**

- Marketing options include open day sessions.
- Try new activities (including for older residents).
- There is a lack of advertising for what is happening in facilities.
- Allow all groups to use the notice boards in the reception areas.
- Series of open days to showcase facilities.
- Notice boards outside of facilities.
- Use suitable media to advertise facilities.
- Spend money on marketing, this will pay for itself.
- Try new activities (run by staff).
- New taster activity of the month.

### Exercise 3 – Entrance Fees

#### Swimming pool

- Good value for money as you can stay for as long as you want.
- People outside the area come to use the facilities because it is cheap.
- Consider reward cards; reward as you use rather than saver cards and paying for it up front.
- Concession card is killing Cullen Community Centre as it is too cheap. Users would like to see this cost raised. Saver card £8.25 for 10 sessions is far too cheap as works out at 82.5p per session. Cullen Community Centre user groups prepared a user questionnaire and the results said people willing to pay on average £2.
- Some attendees did not agree with the raising of entry fees.

#### Community Centre

- Use of the showers is too cheap.

#### Fitness Rooms

- Good value for money.
- If prices were raised it may put people off.
- Consider different reward systems and saver cards.

#### Halls

- Increasing the hall hire would impact groups differently; it will depend on how much each group charges their attendees.
- If prices are raised people will still complain.
- Need to be aware of the groups and the amount of money they have from their income.

#### Synthetic & Grass pitches

##### *Grass pitches*

- Expensive and not value for money. No consistent grass cutting.
- Toilets/pavilions are in an unsatisfactory condition.
- Some instances of lining pitches and then grass cutting them straight afterwards.

##### *Synthetic pitches*

- Price is okay except for lack of toilets. The average cost could be a scary cost for some groups.
- Tennis is good value for money especially if running a club with an income.
- If the grass and synthetic charges were to be increased a long term booking discount should be considered.
- Possibility of advertising boards around the grass and synthetic pitches.

#### Misc

- Consider advertising the value for money people are actually currently getting.
- Try rounding up the costs across the board, as long as the facilities are kept up to a standard e.g. consistent grass cutting.
- Facilities were not designed to make a profit; they are designed to provide a service.
- The cost of energy is high so why not consider alternative options e.g. installing solar panels.



### **Exercise 3 – Entrance Fees Summary**

- Reward cards – collect as you go rather than paying up front e.g. saver cards.
- Swimming pools – consensus for price remaining the same.
- Fitness rooms – currently good value for money.
- Community Centre – no comments as feel it is more of a fitness centre.
- Halls – need to be aware of groups/users income if raising the costs as this may result in groups folding.
- Grass pitches – very expensive especially due to lack of consistent maintenance.
- Synthetic pitches – should stay as they are.
- The Council should consider renewable energy e.g. solar panels.

#### Exercise 4 – Membership Schemes

- Off-Shore workers – why are they cheaper than the ‘normal’ person? There should be a standard adult entry fee. The Off-shore workers are currently getting a better value for money than others. Could consider restricting sessions that this can be used.
- Over 60s discussion held about raising the cost – there was no consensus at the table.  
Some felt there was a large discrepancy in the price and this category of users would more likely use the facilities compared to those who are working.  
Some felt it was wrong to claim that all those in this category could afford to pay a higher price; it would all depend on their income.  
Discussed the possibility of increasing the one off membership payment charge but maintaining the pay as you use costs.  
(There was no consensus to this discussion.)
- Need to be very careful when increasing costs.
- Consider removing saver cards and allowing each community centre to use other options e.g. reward cards.
- Disabled rates should depend on the level of disability and benefits received.
- Consideration should be placed on monthly options (family membership) rather than one off annual membership. This could be purchased as and when required e.g. during winter months.
- Consider a card for families that may be unemployed.

#### Exercise 4 – Membership Schemes Summary

- No concession for off shore workers or restrict sessions when it can be used.
- Get rid of saver cards and introduce a reward system.

**Evaluations**

Total Number Attended	<b>12</b>
Total Number of Evaluations Received	<b>11</b>

How would you rate this event?

1) Unsatisfactory		
2) Weak		
3) Adequate		
4) Good	<b>11</b>	<b>100%</b>
5) Very Good		
6) Excellent		

How would you rate the facilitation?

1) Unsatisfactory		
2) Weak		
3) Adequate		
4) Good		
5) Very Good	<b>4</b>	<b>36%</b>
6) Excellent	<b>7</b>	<b>64%</b>

**Community Briefing  
Lossiemouth ASG 11.09.2014  
Lossiemouth High School**

Total Number of Attendees	0
Total Number of Groups/Residents Represented	0

Total Number of Groups/Residents Registered	1
Total Number of Groups/Residents Registered but Not In Attendance	0
Total Number of Groups/Residents Attended but Not Registered	0

<b>In Attendance</b>	
Cllr George Alexander	Elected Member/Steering Group
Graham Jarvis	Head of Lifelong Learning, Culture & Sport
Kim Paterson	Sports Development Officer

***No representatives attended this workshop.***

## Staff Briefing Keith ASG 15.09.2014 Longmore Hall

Total Number of Attendees	3
Total Number of Facilities Represented	3

Total Number Registered	4
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In Attendance	
Graham Jarvis	Head of Lifelong Learning, Culture & Sport
Kim Paterson	Sports Development Officer

Facilities Representing	
<ul style="list-style-type: none"> <li>Longmore Hall, Keith</li> </ul>	<ul style="list-style-type: none"> <li>Elgin High School</li> </ul>
<ul style="list-style-type: none"> <li>Cullen Community &amp; Residential Centre</li> </ul>	

Table Number	Facilitator	Scribe
1	Alison Hannan Community Support Unit	Dawn Brodie Community Support Unit

### Questions & Answer Session

Graham Jarvis clarified that the Cullen Residential Centre includes the Community Centre i.e. the whole building.
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## Table # 1

### Exercise 1 – Opening and Closing Times

#### Swimming Pools

- Did not affect attendees.

#### Community Centres

- Cullen currently has three part time staff and if people want to book sessions outwith mornings they get keys.
- In Cullen - Residential groups get keys when they arrive.
- The current set up regarding keys in Cullen works well.
- Elgin Academy – prices are prohibitive and groups have moved to Elgin High from the Academy because of this.
- Elgin High - Limited availability between 6pm to 10pm and there is nothing on Sundays as it is not staffed. Facilities are used by the School at other times.

#### Fitness Rooms

- Mansion House is the best value for money in Elgin; it is not the best facility but good prices.

#### Sports Halls/Synthetic & Grass Pitches

- Elgin Academy has a 3G pitch.
- The pitches are used at Elgin High but not officially booked; turn up and use as they are needed. They are used at weekends for matches and there is cleaning up to do on Mondays but this is offset by the fact that because they are being used there is no vandalism.
- Longmore Hall has a wide range of activities and regular classes e.g. weddings. Lets are booked through the community hub.

### Exercise 1 – Opening and Closing Times

#### Summary

- Cullen Community Centre bookings outwith the staffed morning sessions are supplied with a key to open and close the venue.
- Users of Elgin Academy have moved to Elgin High School due to the current prices being charged.
- Elgin High School grass pitches are unofficially used as groups/teams 'turn up' and use them.

## Exercise 2 – Sessions and Activities

- Facilities in Keith are excellent and people are willing to travel to access these good facilities.

### Community Centres

Cullen – good for patchwork groups as it is well set up for this and holds a max of 13. Users take their own equipment.

### Sports Halls/ Synthetic & Grass Pitches

- Footballers, rugby, fencing – good range of fitness classes.

### Advertising

- Unless each group do their own advertising there is little time for staff to do this.
- Local Keith newspaper is good for including information.

## Exercise 2 – Sessions and Activities

### Summary

- Facilities in Keith are excellent and people are willing to travel to access these facilities.

### Exercise 3 – Entrance Fees

#### Swimming pools

- Two attendees did not use the pools so did not comment.
- Consider the price about right.
- Swimming lessons – did go up in price and some felt it was expensive.
- Some groups hire the whole pool.

#### Fitness Rooms

- Not booked out for groups, let by session for individuals.
- Issues around letting out facilities and covering the costs of maintaining equipment and facilities.

#### Community Centres

- Cullen – Senior Citizens/Over 60s £8.25 for 10 sessions  
82.5p for whole morning or whole afternoon  
Over 60s should be £20.
- Adult saver card £28 for 10 sessions at £2.80 – too big a gap.
- They can have room hire (£4.75 per hour) or saver cards; some groups are cheaper with the saver cards.
- Cullen Community Centre User Groups survey revealed people are prepared to pay more. Could introduce concessions for those on a pensioner tax credit.
- Not just activities that should be taken into account – company and social interaction is just as important.

#### Cullen Community Centre & Residential Centre

- £12 per person per night (if there are 17 people or over £167 per group per night max 38 people).
- Groups pay £25 non refundable deposit; this should be double (at least).
- Only £50 late cancellation fee, this is too low.
- Price structure for those outwith the area does not work. Should have one price for all.
- Heating, lighting and bedding is included in the £12 per night.
- Wide range of groups; 50 Germans coming this week in connection with Keith Grammar. Groups from Northumberland coming to Fochabers Fiddlers. Quilters at back end of the year.
- Could go up to at least £15 per night - the other Hostel accommodation down at the Harbour in Cullen is £16 per night.
- Cullen Residential Centre Hall room rate (only £4.75 per hour). There are groups such as line dancing and ballet held there which are taking in quite a bit of money so it could go up to at least £10 per hour.
- Clarity needed for private versus community lets – should a privately run dance school have the same rate as a community group?
- Disabled should they pay something? There are 3 rates of disability. Some disabled people feel they should be paying something.

#### Synthetic & Grass Pitches

- At Elgin High there is no fencing so fees cannot be charged.
- There are more adult groups using them on a free for all basis.



### **Exercise 3 – Entrance Fees Summary**

- Current prices for the swimming pool are considered right.
- Issues regarding lets for the fitness rooms e.g. covering costs of maintaining the equipment.
- Cullen Community users would consider paying higher rates.
- Elgin grass pitches are unofficially used due to no fencing; they are being used on a free for all basis.

### **Exercise 4 – Membership Schemes**

- Mainly concerned with pools, fitness rooms; doesn't affect schools/community centre.
- Too many options; confusing and system can be expensive.
- Family tickets are not relevant for single parents.

### **Exercise 4 – Membership Schemes Summary**

- Too many options.

## Evaluations

Total Number Attended	<b>3</b>
Total Number of Evaluations Received	<b>3</b>

How would you rate this event?

1) Unsatisfactory	<b>0</b>	
2) Weak	<b>0</b>	
3) Adequate	<b>0</b>	
4) Good	<b>1</b>	<b>33%</b>
5) Very Good	<b>2</b>	<b>67%</b>
6) Excellent	<b>0</b>	

How would you rate the facilitation?

1) Unsatisfactory	<b>0</b>	
2) Weak	<b>0</b>	
3) Adequate	<b>0</b>	
4) Good	<b>2</b>	<b>67%</b>
5) Very Good	<b>1</b>	<b>33%</b>
6) Excellent	<b>0</b>	

## Comments

- Poor turnout.

## Community Briefing Forres ASG 16.09.2014 Forres Academy

Total Number of Attendees	18 (+1Cllr)
Total Number of Groups/Residents Represented	17

Total Number of Groups/Residents Registered	16
Total Number of Groups/Residents Registered but Not In Attendance	3
Total Number of Groups/Residents Attended but Not Registered	4

In Attendance	
Cllr George Alexander	Elected Member/Steering Group
Graham Jarvis	Head of Lifelong Learning, Culture & Sport
Kim Paterson	Sports Development Officer

Main Group Representing	
• Findhorn Community Centre	• Forres Flounders
• Forres Camera Club	• Mary Blacks Art Class
• Free Style Swimming Club	• Boys Brigade
• Forres Blue Fins	• Forres Area Soccer 7s
• The Varis Player	• Senior Citizens
• 5 a-side Football	• Forres Swimming Pool
• Badminton Moray / Sport Moray / Forres Academy	
• Forres & Kinloss Community Council / Moray Province Curling Group	

Table Number	Facilitator	Scribe
1	Alison Hannan Community Support Unit	Andrea McArthur Chief Executive's Office
2	Kim Paterson Sports Development Officer	Alison McLaughlin Community Support Unit

## Questions & Answer Session

Q	What is the starting point for the synthetic pitches? Is there any money?
A	Total cost is approximately £600,000k and is normally part funded by SportScotland. The location of the pitches is important and is normally adjacent to the schools. Different funding streams are currently being investigated for the possibility of a 3G pitche in the Forres area.
A	Are 3G pitches open to the community?
A	Yes. They are lit and have boundary fences to ensure the security of the area.
Q	The structure to this evening is unexpected, anticipated it would have been similar to the consultation on the previous Leisure Review. Would have preferred a chance to discuss the proposals from the previous Leisure Review as opposed to sitting and discussing what is felt to be management level decisions rather than that of community members decisions.
A	This is a chance for the users / community to have an opinion on how facilities are run and how we can make them better.
Q	You said that the status quo is not an option, do you mean save money?
A	Yes.
Q	How do these options save money?
A	The proposals have not been set out to save money in the short term; it is about increasing usage and income in the long term. These proposals will cost money in the short term to see if they will work. Spend to save.
Q	Is this not the status quo?
A	No, we are spending money to increase usage and income. Longer term saving compared to short term saving.  The Steering Group could have looked at facilities and figures and decided to close certain facilities. The Steering Group decided to take the 12 months to allow users to use the facilities and test the proposals as things cannot continue at the current costs.
Q	There is no review of management or staff structures or marketing?
A	There are year on year reviews of staffing at the swimming pools and community centres.
Q	You are expecting attendees to go into these workshop discussions without the full details of the report that the proposals are based on.
A	The issues that have been mentioned during this question and answer session are those that need to be discussed.
Q	Why are Lossiemouth and Keith pools being marked for changes to opening times?
A	SportScotland recommend core opening times for swimming pools, we looked at the currently opening times across Moray and identified those facilities that are not currently open during these times.

***A number of attendees did not remain for the group table discussions.***

## Table # 1

### Exercise 1 – Opening and Closing Times

- Difficult to discuss without knowing the current opening and closing times of facilities.
- Restricted opening hours leads to less accessibility of facilities therefore may tend to be less used.

#### Swimming Pools

- Saturday afternoons – people do not attend.
- Early morning swims introduced 2 mornings – successful.
- Additional early morning swims restricted by budget constraints of facility.
- Swimming clubs find it hard to get sessions for training at suitable times for club members as suitable times tend to already be public sessions.
- Staff try to be flexible to accommodate club requests.

#### Fitness Rooms

- Information regarding current opening times would have been helpful.
- Fitness room is currently open when the pool is open.
- Fitness room is suitable for 16 people maximum and is well used.
- Fitness room is unmanned except when an induction is taking place.
- Classes in fitness room is restricted by opening hours and staffing.
- Fitness room always busy after school with students.
- Restriction of access due to only being open when pool open.

#### Community Centres

- Opening restricted by low number of staff.
- Usage of facility restricted by low number of staff.
- Coffee shop totally closed – currently out to tender.
- Currently a member of the public is a volunteer key holder as the time slot required by volunteers is not available for hire at the centre. By being a key holder this ensures the volunteer's group can use the facility (only able to be a key holder as a school Council staff member).

#### Synthetic & Grass Pitches

- Lack of floodlights at pitch restricts use.
- Sports hub currently looking at possibility of installation of lights at pitch – this would enable the facility to be used more particularly in the winter.
- Pitch is on a flood plain therefore this also restricts times that pitch can be used.

#### Town Hall

- Restricted by extreme difficulty in advance booking of facility – people wishing to book the Town Hall have to come out very early and queue (7.00am) on the day bookings open at start of year in order to stand a chance to secure a booking at the Town Hall when the booking desk opens at 9.00am.
- Caretaker is available to open and close for all events.

### Exercise 1 – Opening and Closing Times Summary

- Lack of floodlights at pitch and on a flood plain.

- Fitness Room restricted by pool opening/closing times.

## **Exercise 2 – Sessions and Activities**

It was highlighted by one of the attendees that it would have been more useful if information, perhaps the current timetables, on what sessions and activities were available in Forres to aid discussion.

### Swimming Pools

- Early morning swims introduced 2 mornings – successful – would be good if this could be increased.
- Fun sessions tend to be very busy.
- Swimming club only has 4 lanes allocated – due to size of club it would be better to have more.

### Community Centres

- Sports hall for teaching an exercise class versus other half of hall badminton – creates noise.
- Allocation of space/rooms when booking should be considered.
- Sessions restricted by low staff numbers and opening/closing times.
- Inherent design problems within the building regarding access to rooms – not logical – could there be redesign within the building to create better space/rooms?

### Fitness Rooms

- Only open when swimming pool is open therefore restricted availability, however always busy.
- Classes are limited due to staffing levels and opening times.
- After school sessions very busy with school pupils.
- It was asked if the fitness room could be considered for expansion?

### Sports Halls/Synthetic & Grass Pitches

- Pitch beside school is available for community and school use.
- The availability of the pitches is limited by the lack of floodlights.

### Town Hall

- Pre booking for whole the year – makes it difficult for other users to book.
- Review of how rooms allocated within bookings e.g. coffee morning versus band practice.
- Access for events when setting up.

## **Exercise 2 – Sessions and Activities**

### **Summary**

- Careful when booking; check what is already happening in other parts of building.
- Fitness rooms restricted by pool opening/closing times.

### Exercise 3 – Entrance Fees

School pupils pay adult fees once they turn 16 years old even if they are still at school – maybe introduce an intermediate youth charge?

#### Swimming Pools

- Limit to how much groups can pay for hire of facilities.
- School pupils pay adult fees once they turn 16 years old even if they are still at school.

#### Community Centres

- Voluntary groups are limited to how much they can afford to pay for the hire of facilities.

#### Sports Halls/Synthetic & Grass Pitches

- Limit to how much groups can pay for hire of facilities.
- New groups – could they be offered a reduced price for their first season/term until the group is established? – this would allow groups to become established and not be outweighed by the cost of starting up particularly in respect of hiring synthetic turf facilities.
- More groups using a facility leads to more ‘word of mouth’ about how good the facility is and could lead to more bookings/usage.

### Exercise 3 – Entrance Fees

#### Summary

- Generally reasonable (except synthetic turf).
- Offer a new groups start up rate for synthetic turf facilities.
- School children pay adult price at 16 years.

#### **Exercise 4 – Membership Schemes**

- Restricted opening/closing times restricts accessibility to facility therefore this may make a membership scheme less attractive. The more facilities are available, the more attractive and cost effective a membership scheme would be.
- Saver Cards – promote them more as this is ‘money in the bank’ at the time of purchase.
- Summer sizzler cards – effective and good value.
- ICT systems outdated therefore difficult to use for swipe cards.
- Monthly payments or yearly payments help people and/or families to budget – money paid out therefore more likely to use facility.

#### **Exercise 4 – Membership Schemes Summary**

- Allow budgeting facility for family/individuals.
- Variety and availability of facilities would ensure sign up.
- Various membership/scheme options.
- Trusts to run facilities – everyone has their own agenda/concern with their clubs. Pressure on people/groups to take over facility although perhaps not fully capable or have the time available to do so effectively.
- Sports Hub in Forres involves representatives of clubs and these people are volunteers therefore making a CAT difficult to achieve.



## General Discussions

- The Moray Council should be looking to increase staffing.
- Concerns over underwater cameras in pools which could reduce safety as they can look at what is happening underwater but they can't physically 'save' someone.
- On-line payments for Town Hall allows more flexibility however not all groups have access or facility to pay on-line – does this disadvantage the group?
- No benches around the swimming pool area – seats which can be moved back could be installed and advertising space sold which shows when the seats are upright – also provide seating at swimming events.
- Would have been useful to have a spreadsheet available showing charges for some facilities in the private sector.
- Entry to all facilities (excluding synthetic pitches) is generally considered to be very reasonable.
- More use of social media to advertise facilities e.g. spaces in a class, advertise that day.
- Forres web – advertising through here possibly.
- Development of a 3G pitch in Forres.
- Provide a good example of a facility run by Trust. Moray Leisure Centre is not a good example and it would be beneficial to be shown a good example and also to give pros and cons of each facility – help inform future decision making. Should facilities go to a Trust, there would need to be more community engagement around this.

## Table # 2

### Exercise 1 – Opening and Closing Times

#### Swimming Pools

- Clubs currently use the pool when it is not being used by members of the public; especially groups for children. Extending these times would not be beneficial due to the age of the children in these groups.
- Being able to use the pool at weekends as been a huge help especially after Kinloss pool closed.
- Kinloss pool is missed as Forres is not always able to accommodate the groups.
- Opening times need to be cost effective with staff costs.
- Do not feel Elgin is used as much as Forres, especially the use of the lanes.
- Swimming clubs are the core business and tend to encourage people to utilise other activities.

#### Community Centres

- The library in Forres is great and accessible for those that work.
- The library late opening on a Thursday evening is great and would hope this would continue as it is convenient.
- The community centre seems to be well used.

#### Fitness Rooms

- People are active outwith the fitness rooms e.g. swimming, cycling etc.
- More likely to use club activities rather than individual activities in the fitness rooms.
- Fitness rooms are used by all ages.
- The plan is to provide an induction for the whole school so they can begin to use the facilities straight away.

#### Halls/Town Halls

- Is ideal for groups of all ages.
- Groups are well established.
- There is storage for the group's equipment.
- ***Please ensure users receive plenty of notice before any changes are implemented.***

#### Ice

- Some issues with times it is available to book.
- Do not allow late sessions due to the current staff levels.
- Would hope that the Council could intervene in 2016 when the new Service Level Agreement is agreed and consult with user groups for views and opinions. Should definitely plan to consult with Ice4All who is the umbrella group for groups who use the ice facilities.

#### Misc

- User numbers tend to be seasonal (Swimming pool/fitness rooms) as people do not really want to be inside when the weather is nice.

## Exercise 1 – Opening and Closing Times Summary

### Swimming Pools

- Existing hours for children is suitable.
- Kinloss pool closure has impacted an increased demand for Forres pool.

### Community Centre

- The Library is accessible.
- Community centre is well used.

### Fitness Rooms

- Not utilised by the people at the table.

### Halls/Town Halls

- Well used.
- Great accessibility.

### Ice

- Ensure that the Council consult with Ice4All during the Service Level Agreement Review.

## Exercise 2 – Sessions and Activities

### Swimming Pools

- High demand for swimming lessons, long waiting lists.
- Unsure if lack of accessibility or staffing levels is the reason.
- Fun sessions during the holiday seasons are great.
- Lets for clubs is difficult as the facilities are working to tight timescales as the pool needs to be accessible to members of the public as well as groups.

### Community Centres

- Good and accessible.
- Families get a lot of use from the centre.
- Active School groups use the centre.
- Badminton clubs use the centre.
- It would be a big loss to the community if it were to close.

### Halls/Town Halls

- Always seem to be well used and is very rare that only one group is using it at a time.
- Having to book well in advance for use on certain dates e.g. 12 months in advance.

### Ice

- There is currently a varied programme.
- Ice4All are the umbrella group that deal with all issues of the groups.

### Fitness Rooms

- Lack of childcare facilities stops parents from using these facilities; this is a barrier.

### Misc

- If the Council were to shut any facilities the private sector would possibly take these over and the people would not get the facilities back as a service.

## Exercise 2 – Sessions and Activities

### Summary

### Swimming Pools

- High demand for swimming lessons with long waiting lists.
- Continue fun sessions during the holiday seasons.
- Tight timescales for lets and community use.

### Community Centre

- Time of sessions are good.
- Accessible for families and by other groups e.g. Active Schools.

### Halls/Town Halls

- Booking well in advance e.g. 12 months.

### Fitness Rooms

- Lack of childcare within facilities stops people from using the resources.

### Exercise 3 – Entrance Fees

#### Swimming Pools

- Elgin Moray Leisure Centre is very well priced compared to other areas within the UK.
- Club hire is cost effective as only need one member of staff during the session.
- To open to the public is less cost effective as three staff are required and one reception staff.
- Moray is recognised as a low income area and prices should remain low to reflect this.
- Over 60s price of £1.70 is reasonable but could be raised to £2 / £2.20 as not everyone is well off enough to purchase the book of tickets.
- Should have concession costs that accommodate users e.g. unemployed.
- Willing to pay extra (e.g. the average cost) if it would mean the facilities would remain open.
- The risk to raising prices could result in losing the current users.

#### Fitness Rooms

- Seems very cheap considering you can use the fitness rooms and the swimming pool for this price.
- What about private facilities? Prices must be higher than what the Council charge.

#### Community Centre

- The let prices are reasonable especially when groups may charge individual fees of their members.

#### Halls/Town Hall

- The let rate is preferable rather than individual fees; is there scope for charges per hour and by number of users.
- Need to be more of a business view and make money.
- Need to take into account when changes are implemented to warn groups in advance so they can take this into account when charging their members.

#### Synthetic & Grass Pitches

- Initial payout is high for 3G pitches but ultimately they will pay for themselves as they are low maintenance.
- Current costs including grass cutting, lining of pitches, pavilion use, lighting and toilets.

#### Misc

- Let costs – could the Council build in different charge categories for community group compared to that of business use (e.g. class based businesses)? Could community groups receive a discount rate?

### **Exercise 3 – Entrance Fees Summary**

#### Swimming pools

- Moray is a low income area – keep the prices low.
- Over 60s price is a bargain and could be raised.
- Risk to raising prices as this could result in losing users.
- Primary school swimming lessons being cancelled has impacted on demand of swimming lessons outwith school time and is a large source of income to pools.

#### Fitness Rooms

- Very cheap for what you can use e.g. fitness rooms and pool.

#### Community Centre/Halls

- Let rate is very reasonable especially if each user is being charged by an entry fee by the group.

#### **Exercise 4 – Membership Schemes**

- Highlife Highland scheme works well as people are willing to travel.
- Can you use a Membership Family Card for swimming lessons? No, this would not include the junior lessons as this is a different category for the pools. It can be used for 'normal' swimming sessions.
- Any family cards would need to be broken down e.g. 2 Adults and 1 Child or 1 Adult and 2 Children.
- Annual payment is more expensive than the Direct Debit – should this not be the other way round, the Direct Debit should be more expensive than the Annual payment.
- The current seasonal numbers cannot be broken down by residents and tourists.
- Having a card that allows access to other facilities and areas e.g. travel.
- Need to make it as easy as possible for users.
- Off shore Workers card – happy as only used occasionally.

#### **Exercise 4 – Membership Schemes Summary**

- Direct debit should be more than annual membership.
- Need to make it as easy for users as possible.

## Evaluations

Total Number Attended	<b>18</b>
Total Number of Evaluations Received	<b>11</b>

How would you rate this event?

1) Unsatisfactory	<b>0</b>	
2) Weak	<b>1</b>	<b>9%</b>
3) Adequate	<b>5</b>	<b>46%</b>
4) Good	<b>1</b>	<b>9%</b>
5) Very Good	<b>4</b>	<b>36%</b>
6) Excellent	<b>0</b>	

How would you rate the facilitation?

1) Unsatisfactory	<b>0</b>	
2) Weak	<b>0</b>	
3) Adequate	<b>5</b>	<b>45%</b>
4) Good	<b>0</b>	
5) Very Good	<b>6</b>	<b>55%</b>
6) Excellent	<b>0</b>	



**Community Briefing  
Milne's ASG 23.09.2014  
Milne's High School**

Total Number of Attendees	4
Total Number of Groups/Residents Represented	4

Total Number of Groups/Residents Registered	6
Total Number of Groups/Residents Registered but Not In Attendance	3
Total Number of Groups/Residents Attended but Not Registered	1

<b>In Attendance</b>	
Cllr George Alexander	Elected Member/Steering Group
Graham Jarvis	Head of Lifelong Learning, Culture & Sport
Kim Paterson	Sports Development Officer

<b>Main Group Representing</b>	
<ul style="list-style-type: none"> <li>Milne's High School Pupil Parent</li> </ul>	<ul style="list-style-type: none"> <li>Milne's Primary School Football</li> </ul>
<ul style="list-style-type: none"> <li>Elgin Model Railway Club</li> </ul>	

<b>Table Number</b>	<b>Facilitator</b>	<b>Scribe</b>
1	Alison Hannan Community Support Unit	Alison McLaughlin Community Support Unit

## Questions & Answer Session

Q	Milne's High school synthetic pitch is too small for games and there is no run off at the side of the pitch as the fence is up against it. Is there a possibility that this pitch could be extended?
A	This information/request will be reported back to members.
Q	Have you sought feedback from sport groups in the county?
A	Yes, groups that are known to us have been informed about these workshop sessions and of the questionnaire.
Q	Have they fed back?
A	We will not know until the questionnaire is complete. The response numbers are currently low; this may be due to the positive proposals that have been put forward. This is a genuine attempt by members to gain community opinions.
Q	How successful has the online survey been?
A	Compared to the first round of consultations there is a great difference. The first round of consultations received over a thousand responses to the survey whereas this time (to date) it is only in the hundreds.
Q	Does this include the hard copies?
A	They are being inputted as and when received. The final number will include the hard copies. The Council are taking a risk by investing over the next 12 months to allow people to increase user numbers and income.
Q	Have you looked at other local authorities?
A	We know the charges of the other authorities. A majority of the 32 local authorities are run by Trust organisations for example, Aberdeen and High Life Highland. Glasgow Life leisure budget is more than the Moray Councils overall budget. Members are happy to consider this approach but would like to consider the current proposals before considering this approach. Other local authorities are also undertaking this type of review/consultation.
Q	In a city you have a chance for private run facilities; Moray does not have this option.
A	The Council will always have safe, well run facilities and will not take a risk with the public and users of the facilities.
Q	How much engagement has there been with National Bodies? Is there any support to encourage users?
A	The Sport Development Officer and the Council work closely with a number of National Bodies. The Council has requested evidence, documents to let us know if there was anything that could contribute to this review / consultation. This is a continual discussion.
Q	Is there a hockey team in Moray?
A	Yes in Kinloss, it is run by volunteers. Active Schools is 75% funded by SportScotland and work with groups and National Bodies. The Sports Development Officer is one person. They all work to develop sport with other local authorities and National Bodies.

**Questions & Answer Session (continued)**

Q	How can families afford for children to consider sport professionally if it is based in the central belt? How do we nurture kids to continue if we do not have the facilities?
A	Our aim should be that everyone is physically fit and using facilities.
Q	Should maximise kids sport options e.g. recreational activity choice.
A	An example of a project which carries this out is Jog Scotland, people of all ages and abilities take part in this group.
Q	There could be seasonal sports and outwith these times it could be social sports; this will help to engage people of all ages..
A	If this is not ice or water based sport then it may make money.
Q	During holiday breaks our family always look for sport activity options but sometimes these do not run due to the lack of registered numbers; therefore you cannot rely on these sessions taking place.
A	It is difficult to staff and the children do not always want to actually be there. We would like to offer more options but it can be difficult to staff sessions. A good example is the Rugby Club which was a 5 day camp. There needs to be a balance between child minding and coaching and ability levels.
Q	What is ALO?
A	Arm Length Organisation. Majority of the other local authorities have Trusts who run the leisure facilities. Moray is currently carrying out an investigation of the Pros and Cons of these options.

**Table # 1**

**Exercise 1 – Opening and Closing Times**

Swimming Pools

- There are no pools in the Milne's area.
- Families go to Buckie for swimming lessons and there is a long waiting list.
- Some families use Moray Leisure Centre and there are no issues.
- Forres Hydro Pool – currently know when the sessions are and work around these times.

Community Centres

- Do not find Elgin suitable as there is no lift for disabled access and do not know why the Council has not sorted this out for equal accessibility.
- Due to the Elgin Town Hall being closed groups are having to find alternative venues.
- Elgin Community Centre could be better used if the layout was reviewed.
- Groups use the Games Hall at Elgin Community Centre during the winter only.
- Groups use Lhanbryde Community Challenge as a possible venue.
- Utilise Elgin for organised events for example Playschemes.
- If considering extending the opening hours you will need to take into account public transport and accessibility. People depend on public transport therefore it is important to take the availability of transport into account when extending opening hours.

Fitness Rooms

- Great facility in Milne's for local residents and they do not need to travel for facilities.
- Used by all age groups.
- Use Moray Leisure Centre due to a GP Referral.

Pitches

- Used to access the RAF facilities at Lossiemouth for District Tournaments as this was one of the only places (except for Gordonstoun).
- The problem with the pitch at Milne's High is that it is not suitable for big tournaments.
- The potential is not being maximised, it would be great if they could review the Milne's High School pitch.
- Clackmannashire have invested in all weather 5-a-side pitches, these have been fenced off for security and can be accessed whenever required.
- People need a safe place to go.
- Milne's High School synthetic and grass pitch is well used.

### Exercise 1 – Opening and Closing Times (continued)

#### Misc

- Lack of awareness of facilities that are available for people to use. For example, consider a Moray Info catalogue of resources that allow people to access information of what is available. This may encourage people to use the facilities.
- The investment of the Council may not always result in a financial income, but it is a society investment in the long term.
- Using facilities and sport is not cheap for families – must consider the cost implications.
- Need to encourage people to try new things so they can decide if they want to use them or not.

### Exercise 1 – Opening and Closing Times Summary

#### Swimming Pool

- Sessions are suitable.

#### Community Centre

- Lack of disabled access at Elgin is an issue for groups.
- Not used for regular group use.
- Must be aware of public transport hours if considering extending opening hours.

#### Fitness Rooms

- Great for local users but it could be used better.

#### Grass & Synthetic Pitches

- Milne's High school synthetic pitch is not big enough for tournaments.
- Request a review of Milne's High school synthetic pitch.

## Exercise 2 – Sessions and Activities

### Fitness Rooms

- The Milne's initial opening was well used but this could have dropped since.
- Circuit classes are run by instructors but some people want to just use the equipment individually.
- Offer taster sessions to help encourage people to come back and learn how to use the equipment and learn different types of classes.
- Classes are well used.
- Lack of information available.
- Encourage options for example a teenage user card.
- There is a mix of ages using facilities.

### Marketing

- Integrate/network sports as they all use similar elements in training for example a Community Sports Hub.
- Should utilise community spaces to advertise.
- Contracted access – allow discounted rates to encourage use of other facilities and advertise in Colleges and other facilities. Broaden the knowledge and communication links.
- If maximising facilities/resources we currently have then marketing should be the key to this for selling and promoting and to help promote the correct atmosphere.
- Consider someone with skills for an overall Moray marketing campaign.
- Tap into markets that are available and not currently targeting for example students and people who do not currently use the facilities.
- Part of marketing could include the cost of the services, income and the costs that are elsewhere.
- Market what options/discounts are currently available.
- Use social media and online information but ensure that people are targeted.
- Market via school and college events.
- Provide information to groups on offers that are available.
- Try not to clash with other events.

### Misc

- Consider heat exchangers, could these be used at Moray Leisure Centre? Consider researching this further.
- Moray Leisure Centre ice rink could be used for other events by covering the floor.
- GP Referral Scheme – should be broadened to encourage people to use the facilities and not just at Moray Leisure Centre.
- Work in partnership with charity groups for example Quarriers Carers.

## **Exercise 2 – Sessions and Activities Summary**

- Offer taster sessions.
- Advertise what is available.
- Network/join clubs for sharing and discussing training options.
- Broaden peoples' information.
- Prioritise marketing and promotion by targeting users for example:
  - Students
  - Companies
  - Charities
  - GP Referrals.

### Exercise 3 – Entrance Fees

#### Misc

- If the Council raise the price it may lose the current customers who are not willing to pay more.
- The Moray area is lucky with current prices compared to that of other areas.
- GP Referrals and reduced prices for people with a history of health referrals.
- Consider the introduction of discount and taster sessions.
- Need to be careful when raising individual costs.
- Let charges could be raised slightly.
- Armed Forces discount should be considered for example a Family Discount.

#### Swimming Pools

- Should be cheaper for kids; the junior swim could be slightly cheaper and raise the adult price slightly. (No consensus)
- Encourage more Sizzler Card type sessions during the school holidays.
- Reduce family ticket to approx £10. (No consensus)
- The price for this area is not that bad and is reasonably fair.
- Target family session once a week at a cheaper price.
- Classes could be money in advance rather than paying as you attend.

#### Fitness Rooms

- Very competitive.
- Concession price for GP Referrals.

#### Community Centres

- Reasonable especially for groups who charge an attendance fee to each member.

#### Grass & Synthetic Pitches

- Reasonable especially for groups who charge an attendance fee to each member.

#### Halls

- Possibly raise the costs slightly after looking at the average cost.
- Reasonable especially for groups who charge an attendance fee to each member.

### Exercise 3 – Entrance Fees

#### Summary

#### Swimming Pool

- No consensus at the table but the Sizzler Card options is popular.
- Classes should be paid in advance rather than paying as you attend.

#### Fitness Rooms

- Competitive prices.
- GP Referral concession prices.

#### Community Centre/Halls

- Reasonable especially for groups who charge an attendance fee to each member.

#### Grass & Synthetic Pitches

- Reasonable especially for groups who charge an attendance fee to each



member.

#### **Exercise 4 – Membership Schemes**

- Advertising and marketing is essential for example target groups/demographics such as:
  - Offshore workers
  - Sizzler cards
  - Students.
- Emphasise the Direct Debit option as the annual payment is a lot for a one off payment; the Direct Debit is more manageable.
- The annual payment is off putting.
- Why is the Direct Debit cheaper than the annual payment? Would it not be better to make the annual payment cheaper?
- Round up the Direct Debit to £30.
- An 8 week activity card is popular but it is only a one off. There needs to be something between the Direct Debit and 8 week activity card; a mid way option.
- Like the idea of the High Life Highland option.
- Like the idea of the Family Membership.
- Short term options should be available for example more than the 8 week activity option.
- Not being able to use the Membership card at the Moray Leisure Centre is an issue.
- The Direct Debit options are cheaper than the annual membership; all of the Direct Debit options could be raised/rounded up.
- The Council employee discount could be raised and encouraged to be utilised more often.

#### **Exercise 4 – Membership Schemes Summary**

- Promotion and marketing.
- Membership options including:
  - High Life Highland scheme
  - Family.
  - Short term.

**Evaluations**

Total Number Attended	<b>4</b>
Total Number of Evaluations Received	<b>4</b>

How would you rate this event?

1) Unsatisfactory		
2) Weak		
3) Adequate		
4) Good		
5) Very Good	<b>4</b>	<b>100%</b>
6) Excellent		

How would you rate the facilitation?

1) Unsatisfactory		
2) Weak		
3) Adequate		
4) Good		
5) Very Good	<b>4</b>	<b>100%</b>
6) Excellent		

## Community Briefing Buckie ASG 25.09.2014 Buckie High School

Total Number of Attendees	8
Total Number of Groups/Residents Represented	7

Total Number of Groups/Residents Registered	6
Total Number of Groups/Residents Registered but Not In Attendance	1
Total Number of Groups/Residents Attended but Not Registered	2

In Attendance	
Cllr George Alexander	Elected Member / Steering Group
Graham Jarvis	Head of Lifelong Learning, Culture & Sport

Main Group Representing	
• Buckie Swimming Pool	• ENABLE
• 1 <sup>st</sup> Brigade Company Boys Brigade	• Portgordon Art Group
• Cullen Art Class	• Cullen Patchwork Group

Table Number	Facilitator	Scribe
1	Alison Hannan Community Support Unit	Alison McLaughlin Community Support Unit

## Questions & Answer Session

Q	When will the school closures information be made available?
A	<p>The Consultation report will be published on Friday 26 September 2014. This report will hold recommendations only not decisions. Full Council will met on Wednesday 24<sup>th</sup> September and were issued with the report.</p> <p>Timescale:</p> <ul style="list-style-type: none"> <li>• October and November 2014 – Members discussions will take place.</li> <li>• January 2015 – Members will decide which recommendations to change into proposals.</li> </ul> <p>The School Consultation Act 2010 (Revised 2014) provides a clear process that must be followed. Scottish Government will also have a say on what is chosen.</p> <p>This is not a short term process; this will take a length of time.</p>
Q	How did you arrive at your costs of the facilities?
A	The current costs are traditional since Grampian Region times. The Council has the income and the costs of running each of the facilities.
Q	We don't have the information for making the savings, we cannot discuss as we do not have the full information.
A	The Council has energy; staff and rates costs for each property, the Council would save net of the Revenue income and running of each facility.
Q	The price is zero for free entry.
A	The costs are the same for the facility.
Q	Cost for each venue.
A	Yes, example energy, maintenance and staffing costs.
Q	It would be helpful to know what the costs of each venue and of the users; this would show the cost of each user no matter what the entry fee is.
Q	Do you have the foot fall figures?
A	<p>Yes, the Council has this information.</p> <p>What we are looking for tonight is how to increase the user numbers; no matter what the current number of users of each facility. This will show us that people are using the facilities and we have encouraged a healthier lifestyle in the population.</p>
Q	Is there going to be a target to reach?
A	No targets have been identified; the Council want to increase as much as possible. How many can we do rather than setting targets; what is the maximum number we can do and can we sustain it.
Q	Our Boys Brigade group are currently being charged £118 per week for the use of 3 rooms; why is this not free?
A	This is what needs to be discussed this evening; for example if your Let was free would other users have to cover the costs for these types of groups?

## Questions raised during the Workshop

The following questions were raised throughout the evening and passed to the Lead Officers the next day and responses were sent to attendees:

Q	13 to 15 year olds are going to be allowed to attend adult swimming sessions (heard via a news report); if this were to happen will there be more staff supervising these sessions?
A	No, more staff would be on duty to supervise this age group and they would only be permitted into these sessions if they were there to swim and not mess about. This age group currently access some of our adult only sessions and it has not been a problem to date.
Q	Portgordon Community Centre would like a point of contact to discuss various issues including: <ul style="list-style-type: none"> <li>• The purchase of a new urn</li> <li>• Removal of old equipment (e.g. printers) that is currently stored in the kitchen area</li> <li>• Repair of the outside drain which is over flowing.</li> </ul>
A	Ken Brown, Sports Facilities Manager, Sport and Leisure Office in Keith on 01542 888055.
Q	Request made for user numbers and income figures for Cullen Community Centre and Residential.
A	2011/12 – 9,274 users 2012/13 – expenditure £12,755 2012/13 – income £1,967 2012/13 – net expenditure £10,788.
Q	Request made for user numbers and income figures for Portgordon Community Centre.
A	2011/12 – 15,039 users 2012/13 – expenditure £91,098 2012/13 – income £22,428 2012/13 – net expenditure £68,669.
Q	Has the swimming pool temperature procedure at Buckie Community Centre been changed for the Mother and Toddler sessions? The temperature used to be raised during these sessions. If the temperature has been changed has this impacted on the number of people attending these sessions?
A	The swimming pool temp has been dropped by 0.5 degrees across all pools and there has been no impact on number of people attending sessions through usage figures.
Q	Why are disabled and carer entry fees free?
A	This was agreed by Local Elected Members a number of years ago at Council Committee and has never been changed however this is something that will be considered when making changes to future pricing charges.

**Questions raised during the Workshop (continued)**

Q	Why is the baby entry fee free; but the accompanying adult has to pay an entry fee?
A	This was agreed by Local Elected Members a number of years ago at Council Committee and has never been changed however this is something that will be considered when making changes to future pricing charges.
Q	How successful are the current entry cards/membership card schemes?
A	In the areas where they are operating they have been successful to a degree but require far better marketing in the future to ensure the sale of more. Once the till systems and software have been installed in all the sport and leisure facilities we will be undertaking a major marketing drive to make as many people in Moray aware of this scheme as possible.
Q	How many facilities in Moray are similar to Portgordon Community Centre e.g. those who are not staffed and are 'do it yourself' facilities?
A	Dufftown Community Centre. Lady Cathcart Community Centre does have a caretaker but they don't have receptionists etc. Town Halls again have caretakers operating when bookings are in hall but may be left unstaffed for periods if a long booking is using the facility.

**Table # 1**

**Exercise 1 – Opening and Closing Times**

Swimming Pools

- More standardised times for morning sessions as not always open to the public, this would result in more use.
- Longer opening times especially at weekends.
- Earlier opening on a Sunday including when members of the public can use the facilities.
- The crossover of sessions is a problem if the users stay late for example children staying late when the disabled sessions are due to start.
- Good support during class sessions.

Community Centres

- Portgordon Community Centre is not manned by any Council staff and there are a number of problems that have not been dealt with for example: request for a new urn, old equipment being stored in the kitchen area, outside drain overflowing. A key contact for groups to contact would be beneficial when things go wrong.
- Users of Portgordon Community Centre are paying for a facility that is below standard.
- It was requested for user group meetings for each venue to discuss issues.
- A group currently uses Buckie Community Centre and stores equipment in a room. The group keeps the equipment tidy but the cupboards are often in a mess and their equipment is being used by other groups without obtaining the groups permission.
- Depending on the rooms being used, members of the public sometimes have to walk through to access other parts of the facility.
- The current booking system in Buckie, Cullen and Portgordon is suitable and there are no issues in being able to book.
- Cullen is only staffed in the mornings and groups have keys to access the building at other times the key holder system works well.

Fitness Rooms

- These are open earlier than the swimming pools, why can the swimming pool not open at the same time?

Grass & Synthetic Pitches

- Group currently uses the games hall as did not know about alternatives venues being available.

## **Exercise 1 – Opening and Closing Times Summary**

### Swimming Pools

- Longer opening times, especially at weekends.
- Earlier opening and later closing on a Sunday.
- Standardised session times for the morning sessions.

### Community Centres

- Lack of maintenance in some Community Centres (e.g. Portgordon).
- Lack of named contact for reporting issues/problems.
- Need user group meetings for 'do it yourself' venues.
- Suitable booking systems.

### Fitness Rooms

- The swimming pool and fitness rooms should be open at the same time.



## Exercise 2 – Sessions and Activities

### Swimming Pools

- More standardised times for morning sessions as not always open to the public, this would result in more use.

### Community Centres

- Groups in Cullen are run by volunteers; the Council do not provide any activities / groups. The timetable would probably struggle to add more activities.
- Need to let the public know what is happening, there is no central point for information.
- Individual venues advertise but no central point e.g. there is nothing in the Northern Scot each week.
- Use suitable media e.g. Spotlight magazine for each area.
- Share information via the Library.
- Local press – possibly a diary to show events.

## Exercise 2 – Sessions and Activities Summary

### Swimming Pools

- Standardised morning sessions.

### Community Centres

- Sharing of information of what is happening at each facility.

### Exercise 3 – Entrance Fees

#### Swimming Pools

- Average price is reasonable compared to Moray; would possibly consider going higher than the average price.
- Should everybody pay? Why is the disabled person not paying? Everyone else pays even if it is a reduced rate. The disabled entry fee should be at a concession price rather than free. (No consensus)
- Consensus reached that the carer should be free as the disabled person would be unable to attend. It is already difficult for some groups to find carers.
- If disabled people started to be charged it may reduce the user numbers as all receive different levels of benefits.
- Disabled concession price should be in comparison to the disability benefit rate. There was a consensus for this suggestion.
- Pricing differentials: Peak times should be more expensive and quiet times should be cheaper as they would encourage users outwith the peak sessions. (No consensus reached).

#### Fitness Rooms

- Moray is reasonably priced – raise prices to the average price. (consensus reached).
- Sliding price scale based on the equipment available and the size of the facility was suggested.

#### Community Centres

- Discussion held regarding the free charges; attendees could not understand why disabled entry was free as the user is still a cost to the facility.
- Cullen user groups agreed previously that raising prices would be beneficial especially if it means they can keep the building open.
- Prices are the same across Moray but users are not receiving the same level of service and the facilities are not the same. Consider introducing a sliding price scale based on each facility and equipment available.
- The expense of providing bedding and laundry service at the Cullen Residential could be cut by no longer providing this service and advising users to bring their own sleeping bags.
- Saving cards should be one price for everyone no matter what the age; the current gap is complicated and silly.
- Current pricing structure is complicated; there are too many options.
- Groups who hire more than one room at a time are being charged for each room on an hourly basis; could a one off booking charge be implemented or a payment scale rather than hourly rates for each room?

#### Grass & Synthetic Pitches

- Moray is reasonable compared to the average price.

#### Misc

- Prices overall across the facilities in Moray are low compared to the average price.

### **Exercise 3 – Entrance Fees Summary**

#### Swimming Pool

- Average price is reasonable.
- Disabled entry fee to be linked to the benefit payment levels.
- Differential pricing options.

#### Fitness Rooms

- Moray is below the average – raise these to the average price.

#### Community Centres

- Raise prices.
- Disabled and 0-4 entry fees introduced.
- Scaled facility prices based on size and equipment (sliding price scales).

#### **Exercise 4 – Membership Schemes**

- Why do Off-Shore Workers get such a massive discount when they can use it whenever they like? Discussion held regarding the merits of this discount. There was no consensus if this should be removed or stay as is.
- Remove memberships and use hourly rates.
- The membership schemes must have high admin costs.
- Simplified approach across the memberships.
- Need same consideration to memberships to that of entry fee e.g. Family Membership Cards.
- Expensive for one off payments.

#### **Exercise 4 – Membership Schemes Summary**

- Simplified schemes.
- Introduce family options.

## Evaluations

Total Number Attended	<b>8</b>
Total Number of Evaluations Received	<b>8</b>

How would you rate this event?

1) Unsatisfactory	<b>0</b>	
2) Weak	<b>0</b>	
3) Adequate	<b>3</b>	<b>37%</b>
4) Good	<b>2</b>	<b>25%</b>
5) Very Good	<b>3</b>	<b>38%</b>
6) Excellent		
7) No Response Received		

How would you rate the facilitation?

1) Unsatisfactory	<b>0</b>	
2) Weak	<b>0</b>	
3) Adequate	<b>0</b>	
4) Good	<b>2</b>	<b>28%</b>
5) Very Good	<b>3</b>	<b>43%</b>
6) Excellent	<b>2</b>	<b>29%</b>

## Comments

- Second half.

## Community Briefing Elgin ASG 29.09.2014 Elgin Academy

Total Number of Attendees	9 (+2 Cllrs)
Total Number of Groups/Residents Represented	9

Total Number of Groups/Residents Registered	13
Total Number of Groups/Residents Registered but Not In Attendance	6
Total Number of Groups/Residents Attended but Not Registered	2

In Attendance	
Cllr George Alexander	Elected Member/Steering Group
Graham Jarvis	Head of Lifelong Learning, Culture & Sport
Kim Paterson	Sports Development Officer

Main Group Representing	
• Elgin Darby & Jones Club	• Jehovah's Witnesses
• Moray College: Sports Lecturer	• Lossiemouth United Junior Football Club
• Glen Moray Male Voice Choir	• Female Voice Choir
• Elgin Community Council	• ENABLE
• Moray Province Curling Development Group	

Table Number	Facilitator	Scribe
1	Alison Hannan Community Support Unit	Alison McLaughlin Community Support Unit

## Questions & Answer Session

Q	The lack of grass football pitches in Elgin and Lossiemouth are a problem as too many games are being played on them.
A	This is the benefits of synthetic pitches. There is a benefactor looking at locations in Elgin with the possibility of installing a synthetic pitch.
Q	We have to use the current pitches and keep up the maintenance without ruining the surface.
A	There is currently a debate about non fenced pitches and being used on ad hoc basis without prior knowledge. It is possible that the goal posts could be removed. Fenced areas cause their own problems and people complain at the lack of access.
Q	Is Elgin Town Hall opening on schedule?
A	Overall it is 2 weeks over schedule but opening at the end of November is on schedule.
Q	Are there plans of having a regional sports facility?
A	Not at present, this was discussed. Main point was how would the Council finance this option?

The following questions were raised throughout the evening and passed to the Lead Officers the next day and responses were sent to attendees:

Q	When will the ground floor of Elgin Community Centre reopen?
A	Mid October 2014 if the planned building works are complete.
Q	How many of the current memberships sell? What are the numbers?
A	The total memberships we have at present are 282.
Q	Who receives free lets?
A	Moray Council departments and partnership organisations.
Q	Can you book the Primary Schools in Moray for lets?
A	Designated Primary Schools are available for lets.
Q	Why is the grass cheaper than the synthetic pitches?
A	The price of the synthetic pitches was set after market research of similar facilities in other local authority areas. This was done to reflect the investment in the facility and the quality of them and the pricing was not set against the grass pitch prices for comparison.
Q	Why are kids synthetic bookings cheaper than adult use?
A	To encourage greater use at a younger age without a financial burden being placed on parents.

### Misc comment received at the end of the workshop:

Disappointed at the lack of information received on the review process and progress.

**Table # 1**

**Exercise 1 – Opening and Closing Times**

Swimming Pools

- Opening times have changed over the years and it is difficult to keep track.
- Not open long enough.
- Capital cost versus income – would it be in the facilities interest to open more?
- Would like an early morning session during the week.
- Facilities are good and great for the kids.
- Moray Leisure Centre is an example of lower user numbers when the prices are raised.
- The college would use the local facilities and Moray Leisure Centre for tutoring/classes if it was possible to block book the facilities at an agreed price.

Community Centres

- Normally available when required by the groups.
- Booking procedure – regular groups normally block book once a year.
- The facilities close too early in the evenings for some types of meetings; it would be beneficial if these could be extended to 10pm.
- Games halls are difficult to block book as they are not available.

Town Halls

- Availability is an issue as everyone wants it at the same time especially during the Spring/Summer and Christmas periods.
- The changes to the booking systems have caused problems for groups. For example having to book at midnight two years in advance to ensure your booking is unrealistic
- Some groups have no other alternative venues in the area.
- Certain groups are regular users at the same time of year – can this be taken into account.
- Different facilities in Moray have different booking systems – it should be the same across Moray.
- Like the idea of requesting the booking and receiving a provisional confirmation. Final confirmation is received once the bookings have been reviewed to take into account of what other bookings have been placed. Instead of first come first served.

Fitness Rooms

- Only use the Moray Leisure Centre.
- Not all facilities have fitness rooms.
- Moray College is open to the public twice a week.

Grass & Synthetic Pitches

- A lot of football is played and not all groups are paying the hire charges.
- Happy to pay but do not understand the pricing structure.
- Grass pitches in the area are being over used.
- Fenced pitches are required for junior league games.
- Would not want to see all pitches fenced as they should be open to being used.
- Need investment in new pitches as the current pitches will be hammered and ruined.



### Exercise 1 – Opening and Closing Times (continued)

- Suggest a Soccer 7s style with permanent mini goals to encourage use.
- Maintenance of 2G pitches are externally serviced but there have been issues with the suitability of the surfaces and the ball has not been able to roll due to the amount of sand on the surface.

### Exercise 1 – Opening and Closing Times Summary

#### Swimming Pools

- Early morning sessions.
- Extend opening hours.

#### Community Centres

- Extended evening hours to 10pm.
- Games hall is difficult to block book.

#### Town Halls

- Booking system is unrealistic.
- Booking systems should be consistent across Moray.

#### Fitness Rooms

- Use the Moray Leisure Centre.

#### Grass & Synthetic Pitches

- Grass pitches are being over used.

## Exercise 2 – Sessions and Activities

### Swimming Pools

- Early morning sessions during the week.
- Progression gap for lessons; sessions for ages 2-3 but gap until they can begin lessons.

### Community Centres

- Activities in Lossiemouth are popular.

## Exercise 2 – Sessions and Activities

### Summary

### Swimming Pools

- Gap in lessons.

### Community Centres

- Current activities are suitable and popular.

### Exercise 3 – Entrance Fees

#### Swimming Pools

- The price people are able to pay depends on their personal income.
- Offer adult and 2 kids or 2 adults and 1 child option.
- Current prices are reasonable.
- Raising the price may reduce the user numbers.
- Junior fees – would not like to see this raised above £2.
- Aqua Aerobics and other classes fees do not seem to be enough as attendees are being taught; could raise to £4.
- Disabled entry fees – consensus that the disabled person should pay a concession entry fee (for example £1.70) and the carer is free.

#### Fitness Price

- Don't understand why disabled people pay an entry fee to the fitness rooms but not the swimming pool.
- Family options should be slightly less.
- Offer adult and 2 kids or 2 adults and 1 child option.
- Do not think these prices should be raised as the current price is reasonable.

#### Community Centre

- Registered charity groups received a great value with self lets; but have no access to caretakers.
- Stagger costs based on the size of groups; proportional pricing – no consensus.
- Groups would not be adverse to paying more - no consensus.
- Some of the charges compared to that of the pitches are strange.
- Would prefer there not to be a substantial rise in prices especially for those voluntary run groups.

#### Grass & Synthetic Pitches

- Price of £41 is reasonable if the upkeep of the maintenance is held.
- Would not like to see teams to be priced out.
- Do not feel all groups are actually paying for the use of these facilities.
- Electricity prices for hot showers seems excessive; it should be a package price.
- Cost of synthetic pitches is difficult for teams to maintain the use.
- Need to take into account users of the facilities and price accordingly.
- Example price of £40 for 2 hours for synthetic pitches.
- Why is the grass cheaper than the synthetic pitches?
- Why are kids synthetic bookings cheaper than adult use?

### **Exercise 3 – Entrance Fees Summary**

#### Swimming Pools

- Offer adult and 2 kids or 2 adults and 1 child option.
- Current price is reasonable.
- Do not raise junior prices above £2.
- Taught classes – raise these prices.
- Disabled entry to pay concession price and carer entry free.

#### Fitness Rooms

- Offer adult and 2 kids or 2 adults and 1 child option.

#### Community Centre

- Staggered price based on size of the groups.

#### Grass & Synthetic Pitches

- Price is reasonable if the maintenance is upheld.
- Would not like to see teams priced out.

#### **Exercise 4 – Membership Schemes**

- People would need to be able to justify the use of facilities to pay the membership costs.
- Community Planning Partners monthly charge is too low and unfair, why should the Council benefit.
- Club/Group memberships – if 10 members from a group sign up - they should get the membership at a discounted price.
- Disabled membership – why would they purchase a membership when they gain free entry sometimes.
- Pricing structures are complicated.
- Membership does not include the Moray Leisure Centre.
- Simplify the membership to two strands – concession and full price.
- Price of Direct Debit is less than the annual amount – people will choose the cheaper option.
- Prices are too high for what is offer at the facilities especially when you compare them, for example Lossiemouth and Inverness facilities.

#### **Exercise 4 – Membership Schemes Summary**

- Community Planning Partners membership is too low.
- Club membership.
- Pricing is complicated

**Evaluations**

Total Number Attended	<b>9</b>
Total Number of Evaluations Received	<b>8</b>

How would you rate this event?

1) Unsatisfactory	<b>0</b>	
2) Weak	<b>0</b>	
3) Adequate	<b>0</b>	
4) Good	<b>7</b>	<b>87%</b>
5) Very Good	<b>1</b>	<b>13%</b>
6) Excellent	<b>0</b>	

How would you rate the facilitation?

1) Unsatisfactory	<b>0</b>	
2) Weak	<b>0</b>	
3) Adequate	<b>0</b>	
4) Good	<b>7</b>	<b>87%</b>
5) Very Good	<b>1</b>	<b>13%</b>
6) Excellent	<b>0</b>	