

Operations Team Chairman's Report.

August / September/ October 2009.

STAFFING UPDATE.

Camp manager and his team continue to provide our users with the best high level service. It is an ongoing challenge to provide booking activities and instructors which now includes the High / Low ropes adventure. The camp staff has been under manned for the last few months due to the slow resolution to completing the final stages of our proposed recruitment of a full time estate worker and the deferred start date to January 2010 of the part time reception administrator. Until these appointments are in place we are very reliant on our volunteers to help in reception and support on maintaining the camp infrastructure.

ACTIVITIES AT KIBBLESTONE.

All Kibblestone activity bases continue to be very popular. I advise all users to book early to save disappointment, as all our customers come to kibblestone to enjoy these activities. We now have the High / Low Ropes adventure activity for hire – just waiting for our customers to have ago have a look at our very competitive prices by viewing the kibblestone web site or contact the Camp Manager on 01785813407.

OPERATIONAL SUPPORT TEAMS.

DEN SERVICE TEAMS.

Den service teams continue to support at weekends helping to keep the camp site clean & tidy, they also help to maintain the Infrastructure. We are on the lookout to recruit more service teams, if you would lie to have ago at giving this excellent, challenging, experience Contact the Camp Manager on 01785813407 for an introductory weekend.

SHOP TEAMS.

The trading post is still well stocked for the camping season. The Shop Manager with four regular weekend teams cover 46 weekends of the year operating on a rota. The trading post is now required to open more mid- week and evenings in line with our business needs. Our challenge is to co-opt more mid- week / evening staff. If you are interested and can spare a few hours of your time. Please Contact the Shop Manager or the Camp Manager on 01785813407 for details.

RECEPTION TEAMS.

This support group help at weekends with the reception duties. The reception is the hub of the Camp Site, we have trained some individual regular volunteer helpers in this special roll. Reception team meetings have been set up to ensure that all members operate with the agreed S.O.P. for reception duties so that we obtain maximum customer service. If you would like to volunteer your services Please Contact the Camp Manager on 01785813407 for more information.

GOTCHA TEAM.

This group of very Practical – Self skilled Trades men support the Camp site Mondays and / or Tuesdays each week working on development projects and infrastructure maintenance work. If you would like to get involved and have anytime spare and would risk joining this happy band. Contact the Camp Manager.

ASTON & LITTLE STOKE ENGINEERING TEAM.

The engineering team in consultation with the Camp site Manager plan and carry out special estate groundwork projects, giving service twice to three times in a year.

If your group would like to be involved in this unique way Please Contact the Camp Manager on 01785813407 for details.

KIBBLESTONE SCOUT FELLOWSHIP.

The Fellowship is a team of people who offer their time and support to the Camp Manager to help on planned Camp events. They also hold social events to raise funds. New Fellowship members are always welcome. Please Contact the Camp Manager for enrolment details.

MOSTY LEA MILL FRIENDS

The friends open the mill for guided tours for the public who are interested in mills. They also do mill tours by special request. A small group of dedicated friends meet fortnightly on a Wednesday in the summer months to maintain the mills infrastructure.

All the above teams continue to support the Camp on a voluntary basis. We do need new members for all these teams. WHAT ABOUT IT DISTRICTS? CAN YOU HELP? PLEASE CONTACT US AT KIBBLESTONE ON 01785813407.

SUPPORT FROM C.P.S. (Probation service) & GROUDWORKS TEAMS.

C.P.S. Team work on projects on Sundays each weekend. The Groundwork's teams come two days a week spasmodically.

Operational Projects achieved and reviewed as On-going operationally.

Constant up-dates on the Kibblestone web site.

Planning permission for a Radio mast.

Repairs to the Rover Den washroom roof.

Review of how we can communicate better to our users.

Review of our budgeted business leaders (budget v forecast).

Inventory and maintenance of all tools stored in the Camp work shop.

Review of free wood provision.

Review of the Complaints Policy & Procedure.

Review of All activities and Instructor requirements daily use.

On-going review for traffic speed control measures on the "S" bends & Camp entrances on the Oulton Road.

Access to the Barratt Centre Meeting Room via Jubilee Drive Gate only, from June 1st 09.

Installation of three hard core roadways on the overflow car park.

Installation of Electric and Water Standpipes in the Marshall Amor and Oulton Field.

Up grade to new electric showers in the Meadow Toilet block.

Circulation of Kibblestone Events 2010 Promotional flyer.

Many more ongoing routine maintenance work and Health & Safety requirements are reviewed weekly by the Estate Manager – Divisional Chairperson and the Camp Manager.

High Adventure Project 2009

A very successful second year High Adventure project. Nine weeks conclusive Monday to Friday education visits are now concluded. Review meeting planned February 2010.

Bob Dudley. Operations Team Chairman.