

Operations Team Chairman's Report **November / December 2009 January 2010**

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 have been under-manned for the last few months due to the non-resolution to our proposed recruitment of a full time Estate Worker and the deferred start date to 4 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 a go. Have a look at our very competitive prices by viewing the Kibblestone website www.kibblestone.org or contact the Camp Manager on 01785813407.

OPERATIONAL SUPPORT TEAMS (Would You Like to Give Some Support?)

DEN SERVICE TEAMS

Den Service Teams continue to support at weekends helping to keep the camp site clean and tidy, they also help to maintain the infrastructure. We are on the lookout to recruit more Service Teams, if you would like to have a go at 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 covers 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 role. Reception team meetings have been set up to ensure that all members operate within 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 tradesmen 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 any time to 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 Manager plan and carry out special estate groundwork projects, giving service two 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 ACTIVE SUPPORT

The Scout Active Support 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 Scout Active Support 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 mill's 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) & B.T.C.V TEAMS

C.P.S. Team work on projects on Sundays each weekend. The B.T.C.V teams come two days a week spasmodically.

Operational Projects Achieved

Constant up-dates on the Kibblestone web site. www.kibblestone.org

Review of how we can communicate better to our users.

Access to the Barratt Centre meeting room via Jubilee Drive gate only.

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

Circulation of Kibblestone Events 2010 promotional flyer.

Completion of all repaired pot holes on Jubilee Drive.

Operational Projects on review as On-going operationally

Constant up-dates on the Kibblestone website.

Planning permission for a radio mast.

Repairs to the Rover Den washroom roof.

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

Inventory and maintenance of all tools stored in the camp workshop.

Review wood provision.

Review of the complaints policy and 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 Oulton Road.

Installation of electric and water standpipes in the Marshall Amor Meadow and Oulton Field.

Upgrade to new electric showers in the Meadow Toilet block.

High Ropes / Low Ropes instructor training course.

Many more ongoing routine maintenance work and health and safety requirements are reviewed weekly by the Estate Manager, Divisional Chairperson and the Camp Manager.

Bob Dudley - Operations Team Chairman / Estate Manager