

## **Leisure Centre User forum**

### **Minutes of Meeting – 12<sup>th</sup> August 2010**

#### **Minutes of last meeting**

- Provision of mats in pool changing rooms for customer safety was considered with decision to provide them near to cubicle showers only. Forum suggested that they are required on side near to Sauna and communal showers – PS to consider
- Confirmation that poolside clock at SVLC has been provided
- PS confirmed that redecoration of pool changing rooms at SVLC was due to be completed during August
- PS confirmed that time limits on gym equipment at SVLC had been provided with staff managing
- PS advised that problems with Coffee machine at SVLC continue to be experienced; currently in contract for delivery but are pressing operator to improve situation
- PS confirmed repair of pads on machines at both centres was complete
- PS to check that paper towel dispenser has been provided in Sauna at LLC
- Forum reported that re sealing of dance studio has been effective with staff managing classes effectively
- Forum questioned when class cancellation would be possible on line – PS advised that this is being considered during upgrade to website
- Forum questioned when it would be possible to view non bookable sessions – PS advised as above?
- Concessionary rates for customers booking on line are not being applied by system – PS to investigate
- Web does not remember customer e-mail – PS to investigate

#### **Member Feedback**

- Suggestion that Adult only swimming session is provided on Saturday afternoons – PS advised would not be considered until free swimming ends
- Sauna at Loughborough – Children are gaining unauthorised access – PS to ensure staff monitoring more closely
- Reported that light in wet side male toilet at Loughborough goes out to quickly – KM to investigate

- Recent weight management sessions at SVLC were well received, view was expressed that it could have been marketed more effectively to increase attendances
- Customer Journey Mapping exercises demonstrated to members how good service is at both centre
- View expressed that new instructors or those covering were well trained to ensure transitions are effective
- Request for a water dispenser to be provided in dance studio at SVLC - PS to consider
- Request for blinds to be fitted in Spin studio at SVLC – PS to investigate
- Instructors at SVLC to be asked to be stricter on late arrivals to classes, causing disturbance to classes
- Dance studio speaker at SVLC is faulty and a number of lights out PS to investigate and repair
- Suggested that class attendances are monitored effectively to identify under performance at both sites
- Suggestion that more use of sports hall at SVLC could be made – PS to consider
- Comment about speeding cars in car park at SVLC – KS to investigate cost of providing traffic calming measures; PS to look at education campaign to customers on issue of speeding in car park

### **Free swimming**

- Forum was issued with details of free swimming provision agreed with Charnwood borough council from 1<sup>st</sup> September 2010 to 31<sup>st</sup> March 2011

### **Customer Service Excellence**

- KS advised forum that Charnwood Borough Council in partnership with Serco Ltd had successfully achieved the governments CSE accreditation

### **New programmes**

- Boxercise is to be introduced
- 4 instructors on Zumba course

### **AOB**

- Open day at SVLC on Monday 30<sup>th</sup> August 2010

**Date of next meeting**

- Thursday 9<sup>th</sup> December 2010

Any customers interested in joining the user forums should in the first instance contact Paul Street on 01509 611080

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