

CUSTOMER FORUM MINUTES
FRANCIS SCAIFE SPORTS CENTRE
Thursday 25 February 2010

Attended: Darren Jackson, Dave Halkon, Jacqui Brown, Pat Moyler, Barry Pearce, Barry Sheard

Apologies: Marion Field, Alan Kendra.

Francis Scaife Developments

Swimming pool plant – 2 x new pumps and a new boiler to be installed. Works also include asbestos removal. New filters to be fitted in May 2010, currently experiencing problems with cloudy water.

Car park – DJ discussed possible improvements were the car park could be extended but no action would take place this year.

Dryside changing rooms – new showers fitted to both the male and female dryside changing rooms. Decoration and minor refurbishment to take place in June 2010.

Sports hall lights – Awaiting confirmation date to relamp the lights.

Pricing Policy 2010/2011

DJ issued a copy of the new prices due in April 2010. Casual Tone Zone users and Sunlight up (but not to existing members). Crew card users also up slightly.

Toffs up to £4.50 per session.

Casual user introductory offer for TZ is an option.

Business Plan 2010/2011

DJ presented the Business Plan for 2010/11. New layout and objectives set for staff. Corporate priorities and striding ahead links were also discussed in detail.

APSE /LPS Survey 2010/2011

Survey covered. Hoping for award at APSE for 2009/10.

Quest/ Chartermark/ICS/STAmark

Maintenance assessment for Quest due shortly. ICS-Pat gave excellent feedback regarding the award. Chartermark assessment due in April 2010.

Customer Comments

DJ reviewed written and verbal comments from September to January and listened to feedback.

Pat would like more clarification of new class times.

Jacqui said Reception do a good job despite sometimes not being informed about issues.

Barrie suggested that a cross-over period might be an option. Print out of details (by email). DJ will inform CSO.

All said customer service has improved and DJ supported praise.
See attached list of comments/complaints.

Staff Vacancies

DJ confirmed that we have inexperienced staff at the moment. Two vacancies exist. Vanessa is the new CSO with responsibility for cleanliness, staff inductions and training.

Health and Safety

Six month inspection undertaken on Monday 22 February. Car park R/A updated. No significant issues.

Equality and Diversity

Focus group on Swimability was undertaken to analyse the customer journey and experience - forum given a copy of report detailing the questionnaire and feedback with action points. Automatic doors highlighted as an area for improvement. Pat mentioned disabled shower door – now repaired.

Website/Online booking

Website-corporate site being developed. DJ went through website hits with Francis Scaife averaging around 10,000 per month. Online booking will increase hits when available and also assist receptionists.

Centre Programme

Racketball sessions – free for adults and funded by the England squash association. Free sessions of Chinese massage available to customers. Jog Along is a new initiative run by Sports Development offering free jogging sessions for females. All sessions start and finish at the Centre.

Marketing / Promotions

DJ reviewed Marketing & Promotions over December Christmas promotion. March Madness 15 for 12 available on annual payments up front. Shape up for Summer to run in June offering a 3 for 2 on all memberships.

Any Other Business

DJ asked if there were any other issues but there were none.