

**CUSTOMER FORUM MINUTES**  
**FRANCIS SCAIFE SPORTS CENTRE**  
**29 September 2009**

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

Apologies: Barry Sheard, Marion Field, Alan Kendra.

**Francis Scaife Developments**

Car Parking: container has now been removed.

Rear Car Park in planning stage for permanent surfacing.

New spin bikes: we have a maintenance contract with Matrix.

Trees: trees are to be cut back shortly to improve lighting in the car park.

Tone Zone Air-conditioning - Filters: in case of blocked filters, replacements to be kept on site to avoid delays.

Vending: contract up for renewal. Considering replacing coffee machine.

Air con: discussed temperature in meetings room and classes. Jacqui said that Pilates class is very cold and suggested a heater to offset air con. DJ to investigate control settings to adjust temperatures.

**Business Plan 2009/10**

New Plan: The new business plan will focus on improving the knowledge of frontline staff. The Forum congratulated staff on their knowledge and their improvement over the years.

**Leisure Participation Survey**

Darren explained how the survey works and made comparisons with previous results and pledges. Pledges considered for 2009/10 were cleanliness, disabled access, catering amongst others.

Forum discussed issues relating to contract and Property services response to maintenance issues.

**National Customer Services Week (Monday 5<sup>th</sup> – Sunday 11<sup>th</sup> October 09)**

Staff to wear tee-shirts and badges.

A mini survey is to be completed week commencing 5<sup>th</sup> October.

Employee of the month nominations to take place during the week

Staff will answer the phone “thank you for calling during NCSW”

Tone Zone quiz

Manager question time to take place on Wednesday 7<sup>th</sup> October 4.30 – 6.30pm.

## **Awards**

Quest – Work ongoing.

STA-mark – Francis Scaife passed the award, well-done to all staff.

ICS Award- Pat was interviewed and gave excellent feedback. Francis Scaife achieved excellent score

## **Customer Comments**

Darren went through the comments received between May and August 2009.

## **Staff Vacancies**

The centre has lost some good staff members recently. Mark Brammall left to undertake teacher training. Rachel (gym), Andy, Rebecca and Chris (CSAs) have also moved on. Vacancies will be filled during November 09.

## **Training**

Congratulations to Andrea, Richard & Jos for passing Body pump training.

## **Health & Safety**

10 members of staff currently undertaking the IOSH health & safety management course.

Inspections have been completed and 6 month inspection due shortly.

## **Website / Booking System**

Shopping basket now added improving speed of booking, member booking still to be finalised.

Aiming to make the website user-friendly for children.

Centre currently providing free internet use during library refurbishment. This may continue when library completed.

GP Referral booking system to be launched in late 2009, GPs will be able to refer patients straight into the Centre booking system.

## **Centre Programme**

Les Mills – Body Pump classes to commence in October with Body Jam and Body Balance to follow later in the year.

Body pump class times: Monday 7 – 8pm, Friday 6 – 7pm & Sunday 10 – 11am.

Numbers for the new Ladies Leisure class taught by Mary Jefferies have been good so far.

A new Pilates class taught by Jill Smith is will be introduced on Tuesdays.

Boxercise funding is available for 14 to 16 year olds from 4pm to 5pm.

The bowling club is to have an indoor bowling session in the sports hall.

Pat suggested that University of the Third Age might possibly use the centre for meetings.

### **Marketing /Promotions**

Possibly summer holiday university students' promotion

School leavers' promotion, hopefully to convert to new Crew card members.

Matrix Gym challenge to start soon. Ivan will coordinate.

March Madness 15 months for the price of 12 possibly implemented in March 2010.

Gift Card options were discussed.

### **A.O.B.**

Next Forum will be held in January 2010 and will include a buffet.