

CUSTOMER FORUM MINUTES
FRANCIS SCAIFE SPORTS CENTRE
Thursday 15 July 2010

Attended: Dave Halkon, Darren Jackson, Jacqui Brown, Pat Moyler, Marion Field, Barry Sheard.

Apologies: Alan Kendra, Barrie Pearce

1.0 FRANCIS SCAIFE DEVELOPMENTS

DRYSIDE REFURBISHMENT:

The dryside refurbishment will hopefully commence in December. Some disruption is inevitable but ultimately worth it.

The proposed plans for the female and male dryside changing rooms were outlined as follows:

- Replace old flooring
- Remove old ceiling tiles
- Set of lockers to match wetside lockers
- New lighting with energy saving sensor lights
- New hairdryers
- Replacement of radiator
- Old benches replaced and partition bench removed.
- Air handling system to be updated
- New toilet, sink and taps etc
- Drains levelled and flush with rest of floor
- New long mirror and shelf
- Possibility of a drain in toilet to aid cleaning
- New colour scheme – white, turquoise and grey

Disabled toilet:

- New toilet, sink and taps
- Removal of baby changing unit (to be placed in female changing room).
- New lighting
- Dyson hand dryer
- New door furniture
- New floor tiles
- New colour scheme

CORRIDORS

New automatic push-button doors.

POOL PLANT

Installation of new filters to improve water clarity.

CAR PARK

New markings should have been completed some time ago but due to budgetary restrictions this has been put on hold.

MUSIC SYSTEM

New music systems to be installed in both the sports hall and function room.

2.0 BUSINESS PLAN 2010/2011

DJ reviewed Business Plan. Discussed corporate objectives and links between service plan and centre business plan. Staff objectives discussed in detail.

3.0 LEISURE PARTICIPATION SURVEY

DJ gave overview of annual survey. Francis Scaife undertook the survey, awaiting the results and will discuss in detail at the next forum meeting.

4.0 APSE

All Information collated and sent to APSE. Awaiting feedback and results for 2009/10.

5.0 QUEST

Quest maintenance assessment to take place on Sunday 5th September 2010. Review service delivery and service standards. DJ went through quest action plan and asked for any feedback on facility operations.

6.0 NATIONAL CUSTOMER SERVICE WEEK

The NCSW is under review. Focus groups and competitions will take place in October 2010.

7.0 CUSTOMER COMMENTS

DJ reviewed written and verbal comments from March 2010 and listened to feedback. See attached sheet for overview.

8.0 STAFF VACANCIES

Vacancy for part time fitness instructor. All other staff vacancies have been filled.

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9.0 HEALTH AND SAFETY

Six month inspection to take place in September 2010. RFID trial to take place in August, RFID is a portable device that will cover all health and safety checks, pool water readings and cleaning checks.- DJ explained the system in detail.

10.0 EQUALITY AND DIVERSITY

Changing Places facility for people of Pocklington, not just centre users.

Four staff members have undertaken a sign language course. Automatic doors to be installed in all corridors to improve accessibility.

11.0 WEBSITE/ONLINE BOOKING

Discussed the future appearance of website. Shopping basket, bookings etc have been delayed until October. Will have members' unique numbers and members' page plus forum to feedback on facilities and activities. Website hits have increased by 40% over the last 12 months.

12.0 CENTRE PROGRAMME

Discussed upcoming fitness class changes e.g. morning 9.15 spin class times; PM was pleased with new deep water aqua class on a Tuesday morning. Bowling to return in October 2010. All fitness class attendances are reviewed and any classes that under perform will be cancelled or replaced.

13.0 MARKETING / PROMOTIONS

DJ reviewed latest promotions e.g. Shape up for Summer, Summer Crew Card (£33 for six weeks membership). The Swim Card (£20) was explained and expiry date clarified. The possibility of a "Bring a Friend" promotion was discussed by the forum.

ANY OTHER BUSINESS

The VAT increase will take place in January 2011, not April 2011. It will increase to 20%. This might bring forward the price increases from April to January.

Meeting concluded. Next meeting to take place in October 2010.