

LLC CUSTOMER PANEL MINUTES 31 May 2017

PRESENT:

APOLOGIES:

ACTION

Minutes of the last meeting

The minutes from the previous meeting were agreed as an accurate record.

Matters arising from previous meeting

A comment was made regarding the cancellation of classes, and that it is sometimes difficult to get through the Reception. A suggestion for a 'cancellation line' was made, i.e., a dedicated telephone line with answering machine for class cancellation only. Although KB thought this was a good idea, she suggested that this would first need to be considered by the Senior Management team. KB updated the panel that the Trust were moving away from TMBC as their IT provider and that part of the transfer could possibly involve upgrading to a VOIP system, which KB hoped would allow a dedicated cancellation line. Unfortunately there has been no progress on this issue therefore the Larkfield Management Team were seeking alternative options.

KB

Issues raised by Panel Members

A complaint was made about the general condition of the Health Suite changing rooms. KB agreed that this facility was in need of some attention and stated that she would be looking into the refurbishment of this area in the near future. Whilst KB was keen to progress, she shared concern that there was no such budget for the project. KB hoped to update the panel at the next meeting.

KB

A panel member stated that they find the Larkfield Website quite confusing. KB did say that the website had recently been updated, but that she would pass this comment on.

KB

Feedback was given from the panel regarding some good lifeguarding standards that had recently been witnessed. Also that a panel member felt that the staff and instructors were an asset to the Leisure Centre.

INFO

A comment was made that although an email address had been update on Plus2 the newsletter was still being sent to an old email address. KB to check with marketing.

KB

A complaint was made about certain exercise classes that were not cleaning up after themselves. KB to address with the Health & Fitness Manager to ensure instructors are aware of their responsibilities as members of staff of the Centre. H&FM

A question was raised if a defects list for the spin bikes could be made available for customer to complete if they feel there is a problem with a spin bike. It should be noted that all spin bikes are subject to maintenance checks, therefore any issues are reported to the manufacturer for attention. KB to check with the Health & Fitness Manager that the correct maintenance checks are taking place and that defects are being resolved in a timely fashion. H&FM

Issue with tables and chairs not being moved in time for Sunday morning yoga was raised. KB explained that ultimately the instructor of this class is responsible for making sure the area is ready for the class. Health & Fitness Manager to address. H&FM

A Member of the Panel commented that they were still unable to fit a water bottle under the water fountain that is situated outside the Studio. KB stated that when the hire contract for this water fountain is renewed LLC would request a different design. INFO

Whist KB sympathised that the Health Suite changing rooms were often hot especially when the weather outside is hot, she reiterated the although the changing rooms do have air handling, unfortunately it is only designed to circulate fresh air from outside in and has no air conditioning facility. Therefore, if the air temperature is 30 degrees outside, then this will only be circulated inside. INFO

A member of the panel pointed out that over the recent Bank Holiday, the class timetable was allowing classes post 9pm to be booked. KB stated that she was not aware this was possible if the classes were taken off Plus2, which she thought they were over the Bank Holiday. KB

A suggestion was made for text alerts to be sent out by text if there were any changes to classes. KB felt that this would be a good idea, but that it would need to be an automated system. KB stated that she would put the suggestion forward. INFO

Some general maintenance and presentation issues were raised by the Panel Members at the meeting. KB to address: KB

- Issue with first basin in dry change, to be added to the WAM.
- Dry change toilet leak.
- Health Suite changing rooms not always clean.
- Replace clock in Health Suite
- Blue overshoes not being worn in Health Suite.

Facility Development

KB was very pleased to tell the group about the plans that are in INFO

development to add two new studios to the building and remodel the gym to increase floor space and allow for a dedicated spin studio. KB explained that the development was subject to planning, however, if approved this would see the new studios open at Christmas and the gym extension/Spin Studio opening in March 2018. The estimated cost of this development is just under £1 million and is being funded by the Trust with TMBC funding the renewal of the majority of the kit.

KB mentioned at the previous meeting that the lockers in Wet and Dry Change were due for renewal, including upgrading of locks so that they can take the new £1 coins. This installation was now underway. INFO

KB explained that approval to change the Health Suite locker locks was still pending; however, it was proposed that these locks be changed to wristband readers that will open automatically at the end of the night in order to combat customers that take keys away with them. INFO

KB was disappointed to tell the group that the new Health Suite spa bath appears to have a leak underneath. Meetings were to take place with the contractor in order to rectify the problem; however, it is possible this work will be carried out at Christmas. INFO

Finance

At the last panel meeting KB explained that the service fee paid by TMBC to the Trust to run the Centres was due for renegotiation. Whilst the Trust continues to perform well in financial terms, the service fee negotiation will have a significant impact on the Trust finances as it has been proposed that from 2018 the service fee will be reduced to zero. INFO

Staffing

KB spoke about the difficulty that the industry as a whole were experiencing with recruitment and that Larkfield was not immune, in particular for Recreation Assistants/Lifeguards. Nevertheless, KB stated that Larkfield are committed to training and developing their employees and that there were some very promising staff coming through the ranks. INFO

In order to implement 30 minute welfare checks of the Health Suite and comply with guidance, KB explained that the Fitness Consultant rota would be changing in the summer. Rather than 4 full time posts supplemented with casual staff, the rota will be changing to 3 full time Fitness Consultants and 4 Part Time, who will also offer PT services. INFO

KB was unhappy to note that due to a member of staff leaving the Trust and another on long term sickness, the Maintenance Team had recently been reduced from 5 to 3 staff. KB stated that every effort would be made in order to keep on top of all the maintenance issues, INFO

however, it will be necessary for the team to prioritise jobs.

Quality & Customers

KB was pleased to announce that while the staff are overall, very good at Customer Service the Trust had committed to a new Customer Experience training programme call Bee Training. INFO

The Trust will be installing a new customer Swimtag interactive area in place of the old CSA desk. A new screen will be installed which will promote the Swimtag offering, including a leader board showing off who is topping a leader table of customer swims! INFO

KB explained that due to the popularity of the Excel Membership, the age limits were going to be redefined. Currently Excel membership is for customers up to 18 years old with restricted gym use, however, over 16s are still able to purchase and adult membership that allows them to use the facility at any time. It is proposed that the new Excel Membership will be for 11 to 16 year olds and Gym21 for 16 and overs. INFO

Larkfield have recently introduced a new range of cleaning products. These products profess to be more environmentally friendly. The effectiveness of the new products will be assessed to ensure that they are up to the job. INFO

Programme and Marketing

KB was pleased to announce that the Beach Fit offer had once more been successful with 287 memberships sold and 174 people signed up for the ongoing direct debit. INFO

KB told the group that in order for the gym staff to use the TRP software efficiently, they really need photos of members attached to their membership so that can recognise them in the gym. KB stated that a promotion would be launched so that in return for an updated photo customers can claim additional points. Details of the offer to follow. INFO

Catering

A member of the panel was disappointed to note that the café always seemed to closed early, especially over bank holidays. KB stated that she was happy to check the opening times and to draw this to the attention of the Café Manager. KB

AOB

A two day detailed Health & Safety Leisuresafe audit took place in November 2016 and saw the Centre score a very respectable 90%. INFO

The Centre also undertake the National Benchmarking Survey (NBS) which It identifies performance across four sets of indicators: INFO

- Access (usage by specific market segments)
- Efficiency
- Utilisation
- Customer satisfaction with services at the Centre.

Again, the Centre score very well in the following areas: NS-SEC 6&7; females; unique visitors per month; total income; direct income; fitness income; swim income; casual use; staff; activity availability and car parking.

KB was sad to inform the group that two panel members, Philip Bryant and John Cousins were stepping down from their role on the Customer Panel. KB commented that both members had embraced their role and she appreciated the commitment and support that both had given. INFO

Date of Next Meeting – tbc – November/December 2017 (date dependant on progress of the new development)