

TONBRIDGE SWIMMING POOL – ANGEL CENTRE

CUSTOMER PANEL MEETING NOTES

TUESDAY 26 JUNE 2019 – 7PM ANGEL CENTRE

1.0 MATTERS ARISING

- 1.1 AC facility development progressing. Proposals received and being reviewed by TMLT prior to being submitted to TMBC for consideration
- 1.2 Cleaning wipes still required for sports hall, Riverside and Medway hall. Portable units to be considered.
- 1.3 Riverside carpet still not sufficiently clean. Not ideal flooring to maintain cleanliness for exercise classes. Regular wet clean to take place and consideration to be given to a cheaper, thinner pile carpet.
- 1.4
- 1.5 Studio floor cleaning still requires improvement. Area under equipment is regularly missed.
- 1.6 Equipment readiness for the start of classes has improved but still late on occasion on Sundays. Panel happy that equipment is now more accessible for classes in the Jubilee.
- 1.7 Spin classes are now available most evenings in the creche.
- 1.8 It was noted that there have been less outdoor pool closures so far this year due to staff issues.
- 1.9 Customers would still like an awareness evening for mywellness technology.

2.0 FACILITY DEVELOPMENT / MAINTENANCE

- 2.1 Forthcoming works and equipment replacement:
 - TSP
 - Replace pool covers, consider spa refurbishment to extend sauna and replace steam room.
 - AC
 - Work to air conditioning in gym and studio, upgrade spin bikes, replace gymnastics equipment, new aerobic mats. Gym stretch mats are also being considered for replacement.

3.0 FINANCE & BUSINESS

- 3.1 TSP performed very well in 18/19 due to the better than average summer weather. due to excellent early summer weather and improved lifeguard recruitment. Unfortunately, recruitment has not been so good for 2019.

3.2 AC has performed above profile in nearly all areas, except health & fitness, which has suffered with the emergence of the local budget gyms. A new £39 (£33 concession) gym & class only membership has been introduced at AC only to help combat this.

3.3 GL/TL updated the Panel on changes to the loyalty points scheme.

4.0 CLEANLINESS

4.1 Customers concerned with the state of the Riverside carpet. Replacement will not be considered until development plans are finalised. It was agreed the Centre would arrange a deep clean at Christmas.

4.2 Dance studio floor still needs more regular attention as it can still be dirty at times for classes. DMs to be reminded to check between classes where the programme allows.

4.3 Rats have been noticed in the back alley on one or two occasions and it was requested that rubbish was properly disposed of. TL to order skipto remove any excess rubbish.

5.0 QUALITY

5.1 QUEST

- AC maintained QUEST Plus Very Good status in November retained with improvement in 5 of 12 categories.
- TSP unannounced Stretch assessment is imminent. Update – Day 1 passed. Day 2 due in September.

5.2 Mystery visits.

Three visits at each site had taken place since the last meeting..

- AC scored 80.6% / 87.1% / 87.1%. Positive comments about warmth, friendliness and knowledge of staff. Improvements include locker repairs, improved speed of answering calls and offering a tour. Cleanliness scored highly in all surveys.
- TSP scored 86.5% / 88.2% and 97.3%. Pleasant, polite and professional reception staff. Improvements include taking contact details and upselling in the cafe. Cleanliness scored 100% in all surveys

5.3 Net Promoter Score (NPS – How likely are you to recommend this facility to family or friends)

- AC NPS was 46% for 18/19. Main comments – upgrade of facilities, more spin classes and air con problems.
- TSP NPS was 60% for 18/19. Main comments – Main pool cold and better hair dryers.

5.4 Equipment not always ready for the start of exercise classes. Can be tight changeover for staff where equipment has to be moved around the building, but we will try to improve this.

- 5.5 Can equipment for Jubilee be more accessible to customers rather than them having to help themselves from the storage area. Staff to be requested to move equipment to outside the room.
- 5.6 AC Customers are very happy with the placement of a shower curtain between the shower and changing areas in the the ladies changing room.
- 5.7 It was suggested that the radiators have been coming on in the jubilee studio making it very hot during classes. TL to investigate.
- 5.8 Sufficient medium fitballs are now available for Riverside classes but sometimes there is not enough small ones. BW to review.
- 5.9 Some of the yoga mats are showing signs of wear and replacement was requested. BW/GL to review and organise replacements as required.

6.0 STAFFING

6.1 Leavers

- AC: Becca Sapsford, Bookings Officer, Vicki McGrath, DM (relocated to Lincoln), Trafford Fox (maternity leave – Baby boy Arthur)
- TSP: Tony Coles DM (emigrated to Canada), Sally Bartlett, Receptionist (New post at a Health Spa), Sam Watson (Maternity Leave – Baby boy Finlay)

6.2 New staff

- AC: Sean Whitely (Duty Manager),Michelle King (Booking Officer).
- TSP: Jade Earley (Duty Manager), Zoe Marchi (Swim School Coordinator), Lauren Waugh and Erin Guyton (reception)

7.0 PROGRAMME

7.1 Group Exercise Classes:

- New spin classes introduced most weekday evenings in the creche. It was requested that staff ensure that bikes are checked when put out to ensure that feet are all in place and they are set up correctly.
- Yoga flow and additional pilates classes added to programme.
- Cover in place for Andrea's maternity leave. Praise given for instructors covering Dawn's classes while she is on maternity leave.

7.2 Walking netball and Learn to Move activity sessions have been added to the tactive 150 programme.

7.3 Due to success of junior badminton coaching an additional Monday session has been added.

7.4 If the opportunity arises customers would like to see more evening yoga, pilates and some less vigorous aerobics classes.

- 7.5 Not all sports hall / Medway sessions have fans available, this is needed during the hot weather. TL to review current and purchase more if required.
- 7.6 Exercise class music issues raised at both sites.
- Not all instructors can get music system working in the Medway Hall. This is likely due to the connecting lead. Jack leads with alternative connectors have been ordered.
 - Music not loud enough at TSP as it is now plugged in at the first aid room. Charging unit to be checked and repaired if necessary.
- 7.7 Headsets being used more at AC, which has been received positively by customers.
- 7.8 TSP member wanted to thank SW for sorting out the early closing issues with the Spa. This is now much better for those who arrive at site a bit later.
- 7.9 It was suggested that some exercise instructors should look to update/refresh their classes more often.

8.0 MARKETING

- 8.1 The Panel was updated that Heart of Kent Hospice was the Trust's chosen charity for the year.

9.0 AOB

- 9.1 The presence of rough sleepers in the fire exit by Beales was acknowledged. AC are in liaison with TMBC and the police with regard to the issues being caused.
- 9.2 It was noticed that the riverside door is sometimes open for the first class in the morning. It is not believed that this is left open overnight as DMs do a lock-up walk just before leaving but TL to feed back panel comments.

Circulation: Customer Panel Members
TMLT Executive Management Team
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