

## Customer Panel Meeting

Date: 27/07/23

Minute	<p><b>Members Present –</b> [REDACTED]</p> <p><b>Apologies –</b> [REDACTED]</p>	Action
	<b>Matters arising from previous minutes</b>	
	Panel members raised concerns over the cleanliness of the fitness studios, in particular around the equipment storage. Panel members reported an improvement since the previous meeting. SF and CS confirmed an adjustment to the weekly/ daily cleaning schedules had been implemented following the previous customer panel comments	
	Panel members asked if the centre would consider matting outside the entrance to the studios to try and reduce dirt being brought into the studios. AB confirmed that this had been looked at but a decision was made to remain as current, with an increased focus on this floor from the Duty Management team when the weather is poor.	
	Panel members raised concerns over the music systems in the studios as instructors have been having problems recently. SF confirmed that replacement equipment had been purchased and seemed to have resolved the issue. Panel members stated that these technical issues had dropped in the recent months.	
	Panel member asked if the Treatment room in Dry Change were to be used in the future. AB confirmed that at present there is no confirmed works in these areas and discussions are currently underway between the Trust and TMBC regarding these rooms. AB confirmed that this is still the case.	
	<b>Issues raised by Panel Members</b>	
	Panel member asked if the functional area of the gym could be scheduled for a clean directly following classes in this location. SF to speak with the gym team and look to arrange bookings/ staffing to allow this wipe down.	
	Customer panel member requested a new clock in the ladies Dry Changing room.	
	Request made for replacement of shower caddies in the health suite changing rooms. AB to order	
	Issue raised regarding wall in the ladies health suite changing rooms. AB to speak with TMBC.	
	Concerns were raised over the suitability of the reception toilets. AB confirmed that funds have been made available by TMBC and that contractors were being sort for potential Christmas works.	
	Wet change cubicles discussed by panel members. AB spoke about the issue and the problems relating to this area	
	Customer panel member asked about Tanita and whether bone density reading could be added as a reading for all customers. SF explained that we had inadvertently being given access to this but was restricted again after around 1 month. Additional cost of this (and other elements) to be considered with any gym equipment renewal costs being explored in 2024.	
	<b>Facility Development</b>	
	AB confirmed that new pool covers for the Fitness and Teaching Pools have been ordered. Currently awaiting and installation date, works to be completed over night to minimise impact on customers.	
	AB spoke about a new display to be installed about the main entrance doors to inform customer of waiting times or facility closures when queue form.	
	Trust considering scope of any Christmas maintenance works with TMBC. At present no major works planned although this could change pending investigation works.	
	AB confirmed that a new entrance and exit gate was being investigated and asked that panel members reminded other users to either enter via the fast track or book in at reception directly.	

	<b>Finance</b>	
	AB spoke about the membership numbers at LLC. The May promotion sales were positive and AB was hopeful for continued Health and Fitness sales moving forward.	
	AB spoke about the massive challenge that increased utilities costs are having on the Trusts finance, and updated the Panel on last years end of year figures.	
	AB was pleased to report strong figures relating to swimming lessons and casual	
	<b>Staffing</b>	
	AB was pleased to report a continued improvement in staff levels across the centre.	
	Customer panel members praised recent staff interactions and highlighted Jess, Ed, and Kristos as being particularly polite and helpful.	
	AB talked through the recent Trust management restructure and informed all members of the introduction of a new post of Deputy Chief Executive (Emma Wood) and of new jobs role for Kirstin.	
	Chloe to return from maternity leave mid-September.	
	<b>Quality &amp; Customers</b>	
	AB talked about a recent Mystery Visit report and the areas highlighted for improvement.	
	AB confirmed that the centre will return to the QUEST quality assurance scheme in the Autumn with our first inspection since pre-covid.	
	Customer Panel members asked if Management staff could monitor each exercise class over a period to help with seeing things from the customers viewpoint and to look at possible improvements. AB confirmed that SF could introduce class quality monitoring monthly.	
	AB and SF talked about the constant monitoring of class numbers and the need to review the class timetable. SF highlighted the need for all customers to book into every class each session as underperforming classes will be removed from the timetable. Panel members suggested a sign to prompt customer outside the studios. SF to put one up.	
	AB spoke about a large increasing in anti-social behaviour from customers leading to several concerning incidents for staff and other users. AB informed the panel that the Trust is now going to employ a security company to provide on site presence on weekend and weekday evenings throughout the summer.	
	AB confirmed that the centre will operate a kids club over the summer holidays.	
	AB discussed telephone management figures with the panel following comments regarding answering of incoming calls. AB and the Trust to continue to look for solutions to the number of missed calls.	
	<b>Programme &amp; Marketing</b>	
	AB also confirmed that along with SF, class attendances will continue to be monitored closely in 2023 and adjustments to the class timetables will be swifter moving forward.	
	SF talked about Les Mills virtual spin classes and explained how the randomised nature changes nearer to a new release.	
	<b>Environment</b>	
	AB confirmed that other carbon reduction and energy saving measures are being investigated by TMBC and the Trust and that a Carbon Reduction report had been drawn up by TMBC	
	AB confirmed that the centre will be replacing all traditional lighting with energy efficient LED lighting in the coming months. Main areas for remaining installations are Wet and Dry Changing rooms and Fitness Room.	
	AB spoke about the returns from the PV panel installed in March on the sports hall roof. At the time of the meeting these had produced 33.62 MWh's of electricity equivalent to toasting 712,000 slices of bread!	

	<b>A.O.B.</b>	
	<b>Next meeting</b>	
	To be confirmed	