

## Customer Panel Meeting

Date: 14/12/23

Minute		Action
	<b>Matters arising from previous minutes</b>	
	Panel member asked if the functional area of the gym could be scheduled for a clean directly following classes in this location. AB confirmed that SF is implementing a new cleaning regime for the gym and health suite for the new Year	SF
	Customer panel member requested a new clock in the ladies Dry Changing room.	Completed
	Request made for replacement of shower caddies in the health suite changing rooms. AB to order	Completed
	Issue raised regarding wall in the ladies health suite changing rooms. AB confirmed that some remedial works are to be completed in December.	INFO
	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. Works scheduled to start on 18 December	INFO
	Wet change cubicles discussed by panel members. AB updated members regarding the wet change area and in particular the family changing cubicles. Works to be undertaken in January.	AB
	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.	No Progress
	<b>Issues raised by Panel Members</b>	
	Panel members asked if a soft broom could be place in an accessible location by the studios for use between classes if customer comes in with muddy shoes. CS to investigate location and suitability.	
	A question was raised as to the frequency that the fitness pool floor was swept. AB confirmed that the pool vacuum if currently used (overnight) twice a week. This can be increased if required. AB to review and increase use if needed.	
	Panel members asked if the centre had considered "member newsletter/posters2 to highlight upcoming works or promotions around the centre. AB to speak with the marketing team to see if possible and a suitable location for non-electronic version.	
	Customer panel member questioned if tactive safeguarding information is accessible via the website. AB spoke about tactive policy and training, but will investigate if/where it can be located on the website and report back	
	A request was made for additional space or additional classes for Jump. AB expressed concerns over increased capacity for the studio but would speak to SF regarding more classes or change of location for greater capacity.	
	Customer panel members commented on the use of mobile phones in the gym by fellow customers. AB confirmed that at present there were no plans to ban phones, however photograph was not often allowed in the gym and a new tactive policy will shortly be confirmed regarding photography.	
	<b>Facility Development</b>	
	AB talked through various Christmas maintenance works including; <ul style="list-style-type: none"> <li>➤ Repaint of the Immersive Studio and Screen</li> <li>➤ Repaint of the functional area in the gym and majority of skirting boards</li> <li>➤ Sports Hall lighting and shutter repairs</li> <li>➤ Plant, Pool and Slide maintenance works including new noising to the slide steps and repair to space bowl ting</li> <li>➤ Minor Floor works</li> </ul>	
	AB also confirmed that the reception toilets would be renewed with new flooring, vanity units and toilets. This work is due to start 18 December	
	AB talked through some green initiatives that were being considered by TMBC including	

	additional PV panelling and LED lighting in all areas not currently converted to LED. No date has been set for these works however AB was hopeful that the lighting works would take place sooner rather than later	
	AB talked through the issues with Wet Change cubicles and what solutions were currently being considered	
	<b>Finance</b>	
	AB spoke about the membership numbers at LLC. The Oct promotion sales were positive and AB was hopeful for continued Health and Fitness sales moving forward.	
	AB was pleased to report strong figures relating to swimming lessons and casual	
	AB talked through the up coming Scale of Charges confirmed for the 1 January 2024	
	<b>Staffing</b>	
	AB was pleased to report a continued improvement in staff levels across the centre.	
	AB spoke about current vacancies with full time Team Leader, Reception and Gym posts currently being advertised	
	<b>Quality &amp; Customers</b>	
	AB talked about a recent Mystery Visit report and reported scores of 95% and 85% since the last panel customer panel meeting.	
	AB was pleased to confirm that Larkfield Leisure Centre scored Very Good in the recent Quest assessment	
	AB talked through how the Net Promoter Score worked and the need for LLC to improve on its current score. AB encourage panel members to promote this with their friends that attend the centre	
	AB talked about an improvement in cleaning standards around the centre and the need for the site management to review cleaning tasks regularly to ensure that tasks are allocated appropriately throughout the day/week.	
	SF to produce a new/updated gym cleaning rota	
	<b>Programme &amp; Marketing</b>	
	AB also confirmed that along with SF, class attendances will continue to be monitored closely in 2024 and adjustments to the class timetables will be swifter moving forward.	
	AB spoke about recruitment of additional instructors to help cover classes when staff members are ill or on leave.	
	Unfortunately Kids club will not be ran in 2024 due to inconsistent attendance in 2023	
	<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 updated the panel members on the returns from the PV panel installed in March on the sports hall roof. At the time of the meeting these had saved approximately 26.15 tonnes of CO2 being released the equivalent of 36 fully grown trees	
	<b>A.O.B.</b>	
	<b>Next meeting</b>	
	TBC	