

STANDARD MINUTES FORM

SUMMARY OF CUSTOMER FORUM

SITE : Bedale Leisure Centre
 MEETING : Customer Forum

DATE : Thursday 4 June 2009
 PARTICIPANTS : See circulation list below

ACTIONS	PERSON	DATE
<p>Welcome</p> <ul style="list-style-type: none"> FH welcomed the attendees and thanked them for agreeing to come to the meeting. FH apologised for the lapse in these meetings and assured the group they will be brought back on track and held 6 monthly 		
<p>Financial Performance – Income & Usage</p> <ul style="list-style-type: none"> The leisure centre achieved its income and usage target for the financial year of April 2008 to March 2009. The centre had 124,443 visits over the 12 month period which is a slight increase of 2,000 customers from the previous year. The 1st month of trading of the new financial year was also very positive 	Ref	Ref
<p>Customer Care Trend Analysis</p> <ul style="list-style-type: none"> MS discussed the most recent User Survey that had been undertaken. A key issue was the cleanliness of the facility and we know this has lapsed over the last few months, however it was agreed amongst the members and the staff present that a vast improvement had been seen, although more improvement still needed. MS also mentioned the recent Hyper Holidays consultation that was done with all the schools in the Bedale Cluster area, which gained some amazing feedback from the children informing the centre what activities they would like to see operated during the summer holidays. FH took this opportunity to discuss with the group the issues regarding the sauna. It was agreed that we need to try to operate the sauna on a basic level to cater for everyone. Lotions etc are not acceptable for a number of reasons, one being Health and safety as it can make the surfaces touched by someone wearing the lotion greasy. It was agreed eating and rehydrating yourselves in the rest area is acceptable, but NOT in the sauna cabin itself. 	Ref Ref All	Ref Ref - 5/6/09
<p>Promotions</p> <ul style="list-style-type: none"> MS talked the group through the current SU4S promotion, the Weight & See class and the past Mothers Day promotion CY enquired about possibility of a family membership. FH explained this has been looked at numerous times and will pass it onto the Health & Fitness Manger and the Marketing Manager to discuss once again 	Ref FH	Ref 30/6/09
<p>Health & Safety</p> <ul style="list-style-type: none"> FH talked the group through the accidents for the period April 2008 to March 2009. It equates to 0.76 number of accidents per 1000 customer. 	Ref	Ref
<p>Building Issues</p> <ul style="list-style-type: none"> FH explained why the work being done in Phase 2 has taken longer than originally thought, however it is hoped it should all be finished by Friday 12 June. Tracy talked the group through the issues with cleaning and how these were now being addressed 	Ref Ref	Ref Ref
<p>Future Events</p> <ul style="list-style-type: none"> It is hoped to hold another Open Weekend in October similar to last year. Further details will follow in due course FH explained the Girls National Biathlon final was being held at BLC on Saturday 20 June. It is appreciated that when these kinds of events are held at BLC it does make the centre exceptionally busy, however it is a real honour that such an event wants to come to Bedale and feels the facilities are worthy of holding the event. On Wednesday 1 July the primary schools will be hosting their own mini biathlon in coordination with the centre and the school sports partnership. It will be between 2 to 3.30pm and involves the school children swimming a length and then running round the school field for a short distance. The centre staff will try their best to keep disruption to the regular customers down to a minimum. 	Ref Ref Ref	Ref Ref Ref
<p>Any Other Business</p> <ul style="list-style-type: none"> AG said to the group he thinks the centre and staff are very good and although there may have been issues over the passed few months they are usually resolved relatively quickly. He wanted his thanks passing onto the staff. CY also mentioned that the classes are excellent and asked FH to make sure this was passed onto the coaches FH acknowledged these generous comments and said all feedback will go back to the staff 	Ref Ref Ref	Ref Ref Ref
<p>Close of Meeting Fiona thanked everyone for their attendance and input.</p>	Ref	Ref
<p>Circulation List: FH – Fiona Hughes (Centre Manager) MS – Myles Strudwick (Assistant Manager) TM – Tracy MacArthur (Duty Officer) PS - Pam Stead ** CY - Carole Young NN - Nicola Nattrass* HB - Helen Bullock ME - Mike Edser AG/PG - Alan and Patricia Gatenby SW - Sue Ward SP - Sheila Phillips* II - Ian Inglis AH - Ann Hutchinson*</p> <p>* unable to attend Forum ** Error in original circulation list Pam Stead did not receive an invite to the Forum. FH apologises for this.</p>		