

Walnuts Leisure Centre – Minutes from Customer Forum Meeting 25th July 2007 6-7.30pm

Present:

Bromley Mytime: Ian Gallagher (IG) (Group Services Manager), Pam Hough (PH) (General Manager) , Simon Jones (SJ) (Assistant General Manager)

Customers: AM, SC, TC, WM & Jacquie, IT, GR

Apologies: Brian Turpin, James Morris, BG, LC

- 1. Introductions** – PH thanked everyone for attending, introduced herself, explaining that she had transferred from the Spa at Beckenham in June 07 to take over from Mary Rose McMahon. Each person then gave a brief explanation of who they were and the activities they participated in.
- 2. Minutes from previous meeting 22nd Feb 07** – These were agreed as correct
- 3. Agenda items**

Gym Development, This was mentioned at the last customer forum meeting. The Gym development scheme, a project worth in the region of £400, 000 is now currently under way. Progress of the project is good; the building work has been designed with minimal customer inconvenience as possible. A 3d planned layout was distributed; the new life fitness equipment would be multi functional and be suitable for use by all ages and abilities.

There will be a separate enclosed dedicated spin studio, a new consultation room and refurbished male changing area (including a new air condition system) and the entrance to the gym will be more accessible for disabled users. The work was schedule for 8 weeks but is running 2 weeks behind but due to finish by mid September 2007.

Once completed the work will commence on relocating a steam room and a sauna cabin in each of the disabled shower rooms on poolside, whilst a shower in each main area will be converted for disabled users.

Phase two of the health and fitness investment is to extend the Dance studio to the front of the building (overlooking the concourse), which will include an entrance from the top of the stairs, possibly dividing the room into two with a sound proof screen.

Health Suite, IG explained that the VAT issue regarding the pricing policy of health suites has been resolved and that Bromley Mytime sites will resume charging casual customers for use of health suite facility. Bromley Mytime members will be entitled to use of health suites free of charge.

However as the Walnuts will not be offering a full health suite facility (no Jacuzzi) it is proposed that there is a nominal charge of £2.50 for non –members who wish to use the sauna or steam as an add on to their other activity. It will not operate as a stand along service, casual customers will be entitled to purchase a health suite admission with either a gym or swimming admission ticket.

We are reviewing the operational issues as regarding to monitoring usage and opening times, it is proposed that the health suite facility is closed at the same time as swimming club bookings and galas. There had been previous evidence from surveys that the Jacuzzi was the least used by customers hence the decision was made not to re-instate it.

Customer feedback, PH gave a summary of the customer feedback from April – June 07, with a comparison to last year. There had only been a number of issues that attracted a number of feedback forms, this being 4 over the 3 month period concerning the relocation of the health suite and 3 regarding the cleanliness of the wet change specifically Saturday mornings – action taken, we employed a new member of staff to concentrate on this area and resolved the issue. However there is still work to undertake, using contract cleaners to supplement Mytime staff to raise the standards.

Mystery Shoppers, PH explained that the company had recruited 40 mystery shoppers to carry out customer service audits of various facilities, Walnuts included. The layout of the audit was discussed. We have received 8 so far in July and an overview of the results was given, the average score being 79%. Bromley Mytime's benchmark standards are over 70% good & 80% excellent. However this was the first month and there is still some tweaking to do regarding the scoring system.

The mystery shoppers audit has been based on the 20 service standards that are displayed within the centres and lets customers know what we will do to maintain standards, cleanliness, pool temp ranges, etc. The audit also links into the staff Code of Conduct.

Code of Conduct, PH explained that Bromley Mytime General Managers have been delivering the new Bromley Mytime staff Code of Conduct training. A

All staff are required to attend, 70% of Bromley Mytime staff have attended this training to date and further courses will be organised in order to cover the outstanding employees. The staff code of conduct booklet was distributed to the customer forum. Bromley Mytime is aiming to achieve excellence in our service to the customer and therefore welcome all types of feedback. PH requested any volunteers to participate in the Mystery shopper process for the next batch.

Update: Thank you SC and AM for agreeing, your details have been forwarded to Roz Crabtree for inclusion to the waiting list. Staff are also rewarded for good service and will be given a voucher that can be used in high street shops, PH would encourage the forum members to report outstanding examples of staff customer service to customers.

Partnership with Orpington College, PH explained that Bromley Mytime have agreed a fantastic partnership arrangement with Orpington college, whereby all new students aged 16-19 years old in October 2007 (approx 1600), will be offered a free off peak membership specifically for the Walnuts, applicable to swimming and gym use only starting in October until May 08.

This is a pilot scheme that will be reviewed monthly by the Walnuts Management team and if successful extended to other Bromley Mytime facilities, this partnership demonstrates Bromley Mytime's commitment to social agendas (health and engaging with young people). There were some concerns regarding supervision and overcrowding, however this will be managed by Walnuts management, with the full support of the Principal of Orpington College.

Buzz Zone investment, after reviewing Buzz Zone customer feedback during the past year, it was evident that additional activities for the under 3's area and for the older children are now required.

This was agreed and that some older children are looking for more challenging activities. Bromley Mytime are proposing to make investments in order to increase the activity in the under 3's section and creating an additional second tier section, incorporate a large trampoline and a climbing wall with a race programme built in.

We are also introducing a session for older children (8- 11 year old) on Friday nights until 7.30pm with music and theme nights. This will be introduced in September in line with the investment to the frame.

Brand Memberships, Simon gave an overview of the new membership packages and how they linked to our brands, Buzz, Connect, Active Lifestyles & Primetime.

4. AOB

Maintenance of spin bikes – Action: Mytime to ensure there is a regular programme for service.

Maintenance of air con in the Dance Studio – Action: Refer to Mytime for investigation.

Children in studio during classes – Action: Mytime to follow up with regular checks.

Maintenance of showers – Action: Mytime to review schedules and systems

Cleanliness of Main Hall – Action: Mytime to purchase large V mop, put bin into store and ensure cleaning schedules accommodate.

Cleanliness of scum line – Action: Mytime to review schedules and cover training with all RA staff

Cleanliness of Pool Bottom – Action: Duty Managers to liaise with technical staff for pool vac and carry out weekly.

Telephone systems – Action: PH to obtain quotes for upgrade and to investigate the installation of the swipe system.

Buzz Zone party food quality – Action: VD to review.

Dancing Lessons – Action: Review structure of programme and investigate options.

There was a positive general feeling regarding the Walnuts and that it was good value for money, although now competing with some private sector centres.

PH requested that any good news items from clubs be written up for inclusion on the Bromley Mytime website.

IG explained that Bromley Mytime wish to work in close partnership with sports clubs in the local area, to date, 22 awards of club grants had been awarded. Any club wishing to be considered for financial support (up to the value of £1000) should contact Simon Jones

The next meeting will be in October 2007; this shall be in order to review the success and function of the gym development.

These minutes will be available on the website www.bromleymytime.org.uk for access by all customers.

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