

TONBRIDGE SWIMMING POOL – ANGEL CENTRE

CUSTOMER PANEL MEETING NOTES

TUESDAY 13 OCTOBER 2016 – 7PM ANGEL CENTRE

Present: Gary Littlejohn – General Manager
Bradley Watson / Sam Watson – Operations Managers
Isobel Garden / Simon White – Trustees
Anne Corson, Gill Milligan, Ruth Fowler, Donna Tolhurst,
Kirsty Schircole, Davina Couldridge

Apologies: Brian Boulton, Denise Reynolds, Val Coombs, Anne Stocks,
Helen Goodger

1.0 MATTERS ARISING

- 1.1 Centre feed roll is now available in the studios. The Centre will look at putting sanitary wipes in the crèche for spin classes.
- 1.2 The Panel felt that promptness of class set-ups was much improved. It was felt that the additional hand weights in the studios had contributed to this. The new barbells were considered a bit big for most users and not as popular as the originals. The Centre will take this into account when ordering in the future, however they are proving more popular during Hiit classes. It was suggested that a mat trolley would help with transporting mats quicker, however there should now be sufficient mats in all areas for this not to be necessary.
- 1.3 New TRV's had been fitted to the radiators in the meeting rooms and it was hoped that this would help with temperature control in these areas.
- 1.4 Air conditioning remains an issue particularly with yoga and pilates. It was explained that it was difficult to move the temperature up and down quickly to cater for the different intensities, but the Centre would do it's best to accommodate this.
- 1.5 The Panel noted that class numbers are being consistently reduced when relocation is necessary.
- 1.6 It was still felt that a refurbishment of the gym toilets at AC was required.

2.0 FACILITY DEVELOPMENT / MAINTENANCE

- 2.1 The Panel was updated on the TSP fitness pool closure due to commence on Monday 17 October for 8 weeks due to unforeseen problems with the pool hall roof. It was noted that members will be recompensed accordingly.

- 2.2 GL explained the reasons behind the recent closures of the;
- Mens and Ladies changing room showers and toilets – Leak investigation and tile / substructure repairs to try and eliminate damp problems in the foyer, Medway Hall, offices and community corridor.
 - Fitness studio (twice) - Due to leaks from water fountain and air con unit respectively causing the flooring to warp. The Panel praised the Trust and Council for how quickly this was responded to and the facility was back in action.

3.0 **FINANCE & BUSINESS**

- 3.1 GL informed the Panel that the Trust was again operating above profile this year. AC income was ahead of profile on income with strong performance in fitness and coaching courses.
- 3.2 TSP was slightly down against profile to date mainly in courses and parties. Swim income had recovered after a strong summer.

4.0 **CLEANLINESS**

- 4.1 There is still occasions when the Riverside carpet is not cleaned sufficiently for Sunday yoga. The overhead lights could also do with a clean out.
- 4.2 It was raised that there is a regular build-up of dirt in the middle of the pool in the deep end. This area is vacuumed regularly but for some reason the dirt is drawn to this part of the pool. The Centre will review the cleaning frequency.

5.0 **QUALITY**

- 5.1 GL updated the Panel on QUEST at each of the sites:
- AC is due to undertake QUEST Plus on 9 & 10 November.
 - LLC had obtained QUEST Stretch (Outstanding) in September this year.
- 5.2 GL updated the Panel on the most recent mystery visits that took place at both Centres in August:
- AC scored 82%. 100% scores were achieved in health & safety, staffing and programme. Improvement areas included maintenance – Ladies showers out of action (for leak repairs), cleanliness – some cobwebs and toilet paper in the ladies, few blank poster frames.
 - TSP scored 87%. 100% scores achieved in cleanliness, health and safety, catering, swimming pool and telephone calls. Improvement areas included Reception staffing, café – too hot and notices for queue management.
- 5.3 Net Promoter Score (NPS – How likely are you to recommend this facility to family or friends).
- For the first half of the year:
- AC NPS is 28%. Main comments – Gym too busy and building looking tired, particularly changing facilities.
 - TSP NPS is 62%. Main comments – summer queues and lane etiquette.

6.0 STAFFING

- 6.1 The Panel still felt that reception struggled at busy times to process the queue quickly. Whilst improved there was not always reception assistance at busy times. It was requested that a fast track entry be considered but the Panel accepted that space was limited for this. It was also noted that more staff had received training to help at reception if required.
- 6.2 The current shortage of qualified lifeguard staff across the Trust sites that has resulted in a few closures over the summer was explained to the Panel. This is a national problem rather than a local one and even leisure agencies have been able to find and provide staff. TSP had recently carried out a review and was looking at some initiatives to improve both staff levels and the customer experience for next summer. TMLT has partnered with ICON a training provider to assist in the ongoing development of existing staff and to develop an apprenticeship scheme to enable future recruitment.

7.0 PROGRAMME

- 7.1 The next group exercise taster day will be on Monday 7 November and will showcase classes run by Rik Rampat – PowerWave, BodySculpt and Pure Strength. These classes are new to the programme and this gives the opportunity for people to try them at a peak time.
- 7.2 The new group exercise programme will be advertised in December for a January launch. More evening PiYo classes were requested. This is difficult at the moment due to the availability of instructor. Training to be considered for current instructors.
- 7.3 It was questioned as to why Sunday BODYPUMP was alternate weeks as this caused confusion for customers. This is due to instructor return from maternity leave. The Centre will check the on-line booking system as this has allowed booking on a week the session wasn't running. The Centre is in the process of taking on more BODYPUMP instructors, which should help with continuity of these classes.
- 7.4 Swimtag is now successfully installed at TSP. Since January 336 members have signed up to use it. There has been a combined total of 7,255 swims over a total distance of 8,738 km in 191 days. The average distance per swim is 1.2 km and average swim time per person is 32 minutes. TSP is looking to invest in a display screen for Swimtag in reception and some length counters for poolside.
- 7.5 Wellbeats virtual exercise system is now installed in the Dance Studio but the Centre still needs to resolve some IT issues for automatic updates. This has had a slow uptake. The Panel feel that this is because most people feel more comfortable with an instructor and there are concerns over safety if one person is using the system on their own. It was suggested an emergency alarm could be installed into the studio.

7.6 It is expected that the MYZONE (interactive heart rate monitor that uses cloud technology) will be launched at AC soon. This system is already in at LLC and is a great motivational tool for exercise.

7.7 Badminton – In addition to the successful No Strings session running on a Monday a new junior coaching session was launched in September. Some holiday Smash Up sessions have also been organised.

7.8 The Trust has made two appointments in the last year – Adam Perry (Head of Business Development) and Tilly Smith (Health & Well-being Co-ordinator) to assist in the Local Community health agenda. This has resulted so far in some hosted community events with MIND and the launch of a walking football session.

8.0 **MARKETING**

8.1 The Centre was complimented for its improved and proactive use of Facebook.

8.2 A panel member raised the issue of loyalty points and their value. Despite knowing how many you have when you use the book and pay system, it is not publicised at the centres or on the website what they can be used for or how many points each activity costs.

8.3 A Panel member asked when on-line booking was due to be available at Poulton Wood.

9.0 **ENVIRONMENT**

9.1 This year tactive has developed an Energy Management System to help reduce the Trusts impact on the environment and identify opportunities for energy savings. A very recent audit was conducted against the system and the results will be shared at the next panel meeting.

Circulation: Customer Panel Members
TMLT Executive Management Team
TMLT Board of Trustees
AC / TSP Staff