

Customer Forum
 Minutes & action plan
 10th March 2010

Attendees: D Johnston (Manager), Bernie Clarke (Play & Early Years Officer), M Wood (Play Ranger – Adventure Playground), S Medlin (Play Ranger)
 Centre Users – D Perkins, R Russel, C Pond, G Wethererall, G Hepworth, P Barker, A Barker, S Boud

Item	Comments / Action	By
Minutes of last meeting	Agreed	
Sports hall still too hot on a Monday evening	Duty Managers to ensure fans are on. Rear doors may be opened providing music is not too loud.	DO's
Tone Zone refurbishment	DJ discussed the imminent refurbishment in the TZ and showed the forum members the new plans. All agreed it looked good. Concerns were raised from the group about the ill state of repair of the spin bikes. DJ hoped we would be getting new ones as part of the refurbishment but we need to look at the costing first. DJ to meet with line manager on 16 th March Also PB stated that the spin bikes seats need tilting back a few degrees. DJ to organise	DJ DJ/CB
Café Menus & refurbishment	DJ informed the group that he had a meeting regarding the refurbishment. DJ also asked for feedback on the menus, all agreed they had improved. AB asked about opening the café during the day. DJ explained we are trying this for a 3 month period starting 12 th April. DJ asked the group to pass the word about	All
New Exercise class programme	It was stated that Body Balance is better suited in the room upstairs because of space and temperature. DJ said he will try and extend the wooden floor in the room upstairs but budgets may not permit. In the mean time JW to speak with the balance instructor on how to operator the heater in the room	DJ JW/ SS
Site Performance	Staffing/Income levels/Swim lessons/DD numbers discussed. All agreed PLC was doing exceedingly well considering the catchments area	Info
Complaints / comments / compliments	Discussed with a few examples given of each. The group agreed its better to see a Duty manager rather than fill out the forms	All
Millennium Adventure Playground	BC and the play rangers discussed the new building that is located near the old marketplace next to the Pavilion and the benefits to the children and community.	BC PR
Concession prices on memberships	DJ asked the group if they think unemployed etc should receive a discount on DD memberships. All agreed they should not as they are cheap enough with the sunlight membership already. Next years	Info

	prices discussed in brief stating existing membership prices will not be increased.	
Equality	Dj asked the group if any groups are having difficulty in accessing our services or think we could do better. No issues were raised	Info
Employee of the month	DJ explained the relatively new Leire unit Employee of the month and asked if the forum would like to nominate anyone. No names were suggested at the forum	
Group Feedback / Comments		
Changing room electronic door	Asked when it would be fixed. Dj explained about the ongoing issues and that we have had this repaired 3 times in 1 year. A part has been ordered	
Plug missing form ladies toilets	DJ to try and find a replacement	DJ
Remote Control for the stereo in the spin zone	Needs looking at as its faulty. JW to investigate	JW
Body Pump Classes	It was suggested that new people coming to Pump have a quick 5 min induction to prevent overrunning classes. Current leaflets do ask new customers to turn up early and JW is introducing taster sessions for new customers every 3 months with new releases we will encourage new users to come to these.	JW

Action Plan

Item	Comments / Action	By
Plug for ladies wet	Replace	DJ
Music remote control	Repair the one for spin zone or replace	JW / CB
Spin Bikes Seat	Adjust to tilt slightly back	JW / CB
Heat in spin room	JW to ensure Sarah can operate the heat controller	JW / SS
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