

**Customer Forum Meeting**  
**Goole Leisure Centre**  
**Wednesday 23rd March 2010 at 9.30 am**

**Team:** D Halkon - DH, R Ibson - RI, A Leeman - AL, M Fox - MF,  
G Shaw - GS, O Binnington - OB, C Crampton - CC, F Gelder - FG,  
P Nicholls - PN, J Eastwood - JE, J Jukes - JJ, J Pursglove - JP,  
S Gossop - SG M Singleton - MS, Irene Blacker = IB

### **1.0 Previous Minutes**

RI thanked all members for attending and discussed the minutes from the previous meeting, all had received and read them and agreed that they were a fair reflection of the meeting. He also introduced new members Malcolm and Irene to the forum and thanked them for attending.

He then presented an overview of the action plan devised from the last meeting, which included results of the exercise class survey.

New casual cleaners appointed and exercise feedback from GP and SG regarding the Body Pump classes.

### **2.0 Goole Leisure Centre developments**

GS presented an overview of the extensive maintenance work that had been taking place at the Leisure Centre over recent months.

This included:

Treating and protecting the pool hall, steel work.

Replacing and relocating the Leisure Centre's main electrical switch board.

Replacing the boilers, which unfortunately caused some complications due to the exceptionally cold winter and pump speeds.

The replacement issues are now all resolved and will be a positive improvement to the centre.

DH discussed the current refurbishment of the toilets opposite the café and also regarding the changing room's disability modifications taking place in April in the disability change next to the sports hall.

DH hoped this would be a positive to visitors to the town as well as the customers of the centre.

### **3.0 Exercise Survey results**

RI presented an overview of the exercise survey results requested at October's meeting. He explained that 178 surveys had been returned and due to customer demand a daytime Aqua Aerobics had been launched on Tuesday mornings at 11.00am with numbers of 25 initially attending.

The survey stated that 83% of customers would rather see an alternative class provided than a cancellation if a regular instructor was not available.

RI explained that MF would gladly survey on any other questions the forum may have.

### **4.0 Prices**

RI discussed with the forum group the final confirmation of corporate prices for April 2010.

The forum agreed that they were reasonable, especially due to the current financial climate.

It was agreed that it was a positive move that price freezes had been put in place on Premier and Fitness Plus memberships.

### **5.0 Equality issues and diversity**

DH discussed the disability survey results that had just been compiled.

He also presented an overview about the parking changes which were having an effect on Goole Leisure Centre customers, especially in regards to causing distribution for some of the disability groups who use the centre regularly.

He continued to explain that he had met with Helen Clark (Pastures day Centre) whom had arranged a meeting with a parking representative to try to resolve some of the issues.

RI explained that in partnership with Sports Development new and different activities were now taking place at the Centre such as return to Netball/ Racquetball and additional sports and activity taster sessions with Sure Start and Kingsway centre's.

Chair Aerobics and bowling had taken place with Help the Aged which had been a real success.

Signage for these new activities was also on display in different languages to appeal to a wider audience.

### **6.0 Customer Comments**

DH handed out snap shots of customer comment over the last 3 months they tended to be about much of the improvement work taking place and some dissatisfaction regarding lack of Tone Zone refurbishment and age of equipment.

They were also positive comments regarding staffing.

### **7.0 Marketing and Promotions**

DH thanked all customers and staffs whom were involved in raising £419.75 for Sports Relief by completing at 12 hour spin-a-thon.

GP -Suggested promoting Gym members Steve Gossip, Anthony Raspin and Kylie Fisher on the gym notice board, who are all Tone Zone members in their bid to complete the London Marathon. The group all agreed this was a very good idea and any other achievement of customers would be worth displaying.

Malcolm explained that his daughter would be climbing Mount Everest and would be happy to supply publicity.

MS also discussed the feasibility of family memberships within the East Riding, DH agreed to raise this with Assistant Unit Manager Adrian Walters.

### **7.0 Website**

RI explained that a new website format was being produced centrally and he would feedback to the group as soon as he had further information.

### **8.0 AOB**

There was no other business.

Date of next meeting to be announced.