

Customer Forum Meeting
Goole Leisure Centre
Wednesday 7 October 2009 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

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 Jeff and Steve to the forum and thanked them for attending.

2.0 National Customer Service Week

AL discussed the National Customer Service Week and explained how important it was to Goole Leisure Centre and East Riding of Yorkshire Council. He discussed some of the special events, which were taking place, ie name the baby competition - using staff photographs. A caption competition, a British food day, an East Riding quiz and a meet the management team workshop. The forum all agreed it was a positive way to further break down formal barriers with our customer base.

3.0 Tone Zone and Exercise Classes

MF addressed the forum with regard to the new Body Training system classes and how they were being promoted across all East Riding sites. JP and SG explained that they would like to try the Body Pump classes and feed back comments to MF.

DH updated the team on the current gym refurbishment situation. JP and SG thought the current equipment was fit for purpose but more available space would make it a more positive environment.

Cover for classes was discussed and also the issue of getting 'like for like' cover at short notice if an instructor is ill. SG suggested that the class participants are surveyed to see if they would rather have the class cancelled or an alternative class in its place and the majority have the final decision.

4.0 Website

RI discussed the current amount of website hits and explained that Goole hits had increased significantly to 22,441 during the month of August 2009. The forum had all taken a look at the website and SG stated that it was quite user friendly. RI explained that ERYC were working on a new format, which was more interactive and child friendly and he would inform the team when it would be live.

5.0 Customer Satisfaction survey

RI gave an overview of the Customer Satisfaction Survey in July 2009. He explained that the results from Goole were very positive with the Centre scoring a positive overall 91%.

DH had made some personal pledges to improve some key areas next time, which appear on the results and the website.

PN commented that the number of cleaners on duty seemed to low at present. RI explained that an advertisement for casual cleaners had been placed and that we were affected by maternity leave, sickness and vacancies.

6.0 Customer Comments

DH gave an overview of recent customer comments, which included exercise classes, shower facilities, hairdryers, swimming clock etc?

7.0 QUEST and Centre Developments

DH passed round the extremely positive mystery visit report for the team to read. All agreed it was a terrific report.

DH then explained that building services were looking to refurbish the toilet facilities near the snack bar.

8.0 Any Other Business

There was no other business.

Date of next meeting to be announced.