

TONBRIDGE SWIMMING POOL – ANGEL CENTRE

CUSTOMER PANEL MEETING NOTES

TUESDAY 27 MARCH 2017 – 7PM ANGEL CENTRE

Present: Gary Littlejohn – General Manager
Tim Long – Operations Manager
Simon White – Trustee
Anne Corson, Helen Goodger, Ruth Fowler.

Apologies: Isobel Garden, Brian Boulton, Gill Milligan, Kirsty Schircole,
Davina Couldridge, Donna Tolhurst.

1.0 MATTERS ARISING

- 1.1 No further update on AC facility investment. Updates will be given at future meetings as appropriate.
- 1.2 Interactive screens at Centre receptions not currently being progressed.
- 1.3 MYZONE belts not being progressed at AC as these have been superseded by new Technogym mywellness App.
- 1.4 CXWORX classes not currently being expanded due to limited space and available instructors.

2.0 FACILITY DEVELOPMENT / MAINTENANCE

- 2.1 Since the last meeting, the following works have been undertaken.
TSP
New spa pool (teething problems noted), Teaching Pool safety flooring, new Café wall and glazing, new Outdoor and Fitness Pool dosing controls.
Planned – new sauna and domestic boiler.
AC
Extension of the Gym into Studio below; upgrade of Gym equipment to latest Technogym model with mywellness App; refurbishment of Changing Rooms.
Planned - replacement access gates due to age.
- 2.2 Roof works at TSP over Reception and changing areas took place with no issues and in timescale prior to Christmas. Final phase on the outdoor side of the pool hall has been postponed until October 2019.

FINANCE & BUSINESS

- 3.0 .
- 3.1 GL informed the Panel that the Trust continued to operate in surplus for 2017/18, despite increased competition from budget gyms in the local area.

3.2 The Panel raised the issue of the discounted sign-ups that accompany promotions and suggested that customers signing could have some leeway to sign-up, as they don't know if they are going to like it or not.

4.0 CLEANLINESS

4.1 Jubilee and Riverside can be a bit crummy following weekend parties but generally cleanliness OK.

4.2 Wipes are requested for equipment wipe down for classes in the Medway and Sports Hall. Set stations cannot be provided in these areas but portable dispensing would be considered.

5.0 QUALITY

5.1 GL updated the Panel on QUEST at each of the sites;

- AC had an unannounced Directional Review (new) as part of QUEST Plus retaining the very good level, scoring 5 excellents (Reception, Fitness Facilities, Other facility areas, The Team and Scenarios), 9 very goods and 4 goods.

Improvements include Gym access control, updating inspection clocks, store tidiness, changing rooms (now refurbished).

- TSP achieved QUEST outstanding for a second time in June receiving high praise from the assessor for the work being done for the community and the very positive feedback from customers and partners.

Improvements identified include more focus on outcomes rather than planning, more focussed health and wellbeing objectives, better resourcing – lifeguards and phones, improved measurement of outcomes.

5.2 GL updated the Panel on this year's mystery visits.

- AC scored 80% and 89%. 100% scores achieved in activity programme, marketing, staffing, environment and customer feedback.

Improvements include store security, equipment storage, customer information for first time visitors, general facelift and some high level cleaning.

- TSP scored 90% and 92%. 100% scores achieved in equipment, environment, maintenance, health and safety, catering, marketing, staffing, programme, health & safety, swimming pool, changing and toilets.

Improvements – Facelift for Spa, inspection clocks not up to date, answerphone system, lifeguards not in set positions.

5.3 Net Promoter Score (NPS – How likely are you to recommend this facility to family or friends)

- AC NPS is 36%. Main comments – Gym too small (now extended), studio cleanliness and price compared to new local gyms.

- TSP NPS 65%. Main comments – Evenings too busy for lane swimming, changing room smell in the summer, booking system detracts from impulse visits.

5.4 Often slow to set up Tuesday evening Body Conditioning in the Sports Hall and insufficient equipment available.

5.5 Request for reinstatement of exercise class registers to ensure class numbers remain within stated capacity. Gym Manager to follow-up.

5.6 It was noted that there was a shortage of medium fitballs available in the Riverside. Centre will review and purchase more if required.

6.0 STAFFING

6.1 Leavers

- AC: Linda Smith (Care Assistant) and Kelly Churchman (Ashford LT) have left after long service with both the Council and Trust; Jack Leeson has left to go travelling.
- TSP: John Hart (work nearer home – Hastings) and Kyle Price (Fire Service Call Centre) have left following long service, George Roff (Banking), Kirsty Hazell (Run own pub).

6.2 New staff

- AC: Vicki McGrath (promoted to Duty Manager), Emma Sharpling (Reception), Dan Thomas (Rec Assistant, Charlie Slocombe (Rec assistant), Jake Knott (Fitness Consultant)
- TSP: Steve Woolhouse (Duty Manager), Gemma McDowell (Lifeguard)

6.3 AC reception staff praised for management of long queues. Although still slow staff manage busy times more efficiently and are invariably cheerful.

6.4 Praise also given for new exercise instructors for both information given before starting and the variety of the classes.

6.5 Four new group exercise instructors taken on at AC – Hannah, Narissa, Debbie and Ian and will pick up classes in future months.

7.0 PROGRAMME

7.1 It was noted by the Panel, that while it was disappointing to lose one of the exercise studios, the Centre had made the best job they could and retained a strong Group Exercise Class Programme.

7.2 AC Group Exercise Class Programme review taking place for implementation in June. This will include additional Spin classes in the Crèche.

7.3 Health & Wellbeing – Learning disability activity session has been added to the AC Centre programme and taster Day organised for AC Dementia Sports Club on Thursday 24 May. It is hoped that this will develop into a regular session. Dementia-friendly swimming has also been introduced at TSP.

7.4 New Tuesday daytime Aqua Aerobics, additional Water Therapy class and daytime adult Swim Lessons have been added to the TSP Pool Timetable.

- 7.5 Request for additional Strength & Stretch and FC morning Pilates classes.
- 7.6 Request for outdoor Aqua Aerobics class in the summer. Centre to consider.

8.0 MARKETING

- 8.1 TSP has undertaken a second National Benchmarking Survey, which compares leisure trust facilities of similar size and use nationally against access, efficiency (cost and income), usage and customer satisfaction using a range of industry indicators.
- Access by the community has generally improved, increasing in six categories and going backwards in one.
 - Efficiency has remained roughly the same – high in income, but also high in cost of maintenance and energy.
 - Favourable scores in customer satisfaction with 10/13 scores above the industry average and a net promoter score of 68.56 – 37% above national average.

9.0 ENVIRONMENT

- 9.1 The most recent energy audits have shown improved scores at both sites. Both were praised for level of staff awareness and input.
- AC 69% (previously 46%) - Considerations include more PIRs, better urinal sensors (now waterless in gents change), Building Management System, pipe insulation and more efficient plant
 - TSP 75% (previously 55%) – Better toilet flush control, draught testing, reduce number of light units and pipework insulation.

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