

DEEPING LEISURE CENTRE
CUSTOMER FORUM
WEDNESDAY 15th June 2011, at 7pm.

PRESENT: Rachel Fox (Business Manager), Sharon Haythorn (South Kesteven District Council), Martyn Reynolds (Deeping Swimming Club), Mr P Dilks, Mrs G Windsor and Mrs J Stevens (all DSJ Parish Council)

APOLOGIES: Sue Chester (Leisure Connection – Contract Manager, South Kesteven Contract)

Rachel welcomed everyone to the meeting and opened with a brief overview of enhancements at the centre since the last customer forum:

New TV's have been installed in both fitness suites.

Lights in the sports hall have been replaced and faulty lights on poolside have been repaired.

A new shower pump has been installed in the dry changing rooms.

The major works in the AWP changing rooms following the burst water pipes in December has now been completed, and these were opened again in May.

The underground water leak in the car part has been repaired, and although a closure had initially been planned for this, the contractor managed to complete the work whilst keeping the building open, so disruption to the customers was kept to a minimum.

Fitness membership sales are still going really well, and the £19.99 offer has proved so popular that it has continued, and is set to stay for the next couple of months. A new class has also been added to the timetable – Toning Tuesday – which brings the total number of classes to nine.

The “Big Splash” is an initiative between the Amateur Swimming Association and the BBC to encourage more people back into swimming and is something that Leisure Connection are taking part in. The local swimming club are also involved in this and are holding a trial session on Saturday lunchtime. We are working with the club on this, so those who are not successful in getting into the club will be offered a place in our swim school.

Our current swim school offer is “Refer a Friend” – gaining one free week in the next term for every new person who joins as a result of a referral. We also have an adult swim school promotion, where every adult currently enrolled in our lessons can swim for just £1.00 in a general swim session.

Leisure Connection has now joined the Social Networking revolution and as from this month you can follow us on Facebook and Twitter.

During the summer holidays we will again be running our Camp Energy programme for 8-14 year olds. We have also been working with the Parish Council and the Youth Centre to keep the children off the streets and into an activity with some special offers including swim for £1.00 or skate for £1.00 with a voucher that can be collected from the Youth Centre. SKDC have produced their summer activity brochure which is currently going out to all children in the district via the schools and all our activities are included in here.

The following points were discussed with actions to be taken:

- Mr Reynolds announced that the swimming club would be carrying out more road shows in local schools in September, and would then be looking to host another “come and try day”.

- Mr Dilks asked Mr Reynolds if they still had a really bad relationship with the centre management team. Mr Reynolds said the club had enjoyed a good working relationship with the leisure centre for the past 10-15 years
- Mrs Stevens commented on the problems at the centre 3 years or more ago and asked why we seem to have gone back to this? RF explained that there are not any issues at present that we are aware of, we are monitored regularly and have good customer feedback. SH said as the monitoring officer, SKDC were very happy with the centre at present.
- Mrs Windsor asked how the café was doing. RF replied that Pool View Café is going very well, the customers are happy with the franchise and Linda receives good feedback from the customers regarding her service.
- Mr Dilks asked what would be on the SKDC/LC “wish list” for future maintenance and enhancements. As all attendees at the forum had made comment on the heat upstairs in the building, SH and RF said that the contractor would be asked to look at ways to better control the temperature upstairs. The toilets at reception and the dry changing areas are still original and would probably be looked at next.
- Mrs Stevens commented that there had been major fights with SKDC in the past to get any investment into the centre. RF and SH said that this was before their time but could only comment on the past three years which has seen huge improvements to the centre.
- Mr Dilks commented that the centre used to be really busy when it opened, and asked how many people use it currently? RF explained that monthly usage figures are given to the SKDC, and we currently average 15,000 users per month. These figures do not include the school use.
- Mrs Stevens said her wish list for the centre was that the building could look more attractive. This has been discussed before, and whilst flowers may not be the best option perhaps some shrubs or a row of trees would look nice. Mrs Stevens will discuss this again in the autumn, when new funding is available.
- Mr Dilks asked what is happening with the Rugby club as he understands the lease is up in 2013. SH has investigated this and has confirmed there is no change at present although the lease is definitely up in 2013.

The leisure centre team are passionate about the service they provide, and welcome your comments any time. Feedback is valued in helping us maintain and improve on our standards of service and thank you for your time and support of our facilities.

**Our next customer forum will be in September 2011,
see our customer notice board in reception for
further details.**