

CUSTOMER FORUM STAMFORD LEISURE CENTRE MONDAY 25 JULY 2011

MINUTES

PRESENT: Sue Chester (Contract Manager), Sharon Haythorn (SKDC Monitoring Officer) Paul Fowler (LC Swim Development Manager) x5 customers

MINUTES FROM LAST MEETING

SC reviewed the minutes of the last meeting April 2011. Showers are all now working.

Feedback from customers over the last 3 months has been mainly positive about cleaning standards and staffing. There have been a few concerns with parking by college students affecting customer spaces and we continue to police this with the college at busy times.

SC introduced Paul Fowler who is going to be working with the South Kesteven Leisure Centres developing swimming programmes and generating usage for the next 6 months. PF outlined initial plans he will be introducing at all ages eg lane swim sessions, adult lessons and an aquatic youth club.

SC gave an overview of issues and projects since the last forum:

- Currently recruiting a new duty manager
- Reception ceiling to be stripped and decorated starting this week
- New lighting has been installed in the changing rooms
- Emergency lights have been replaced on poolside
- Quest accreditation maintained – highly commended

CONCERNS RAISED

- Carpets in gym require cleaning – planned for Monday 1 August
- Need to ensure that centre is open on time – any concerns with individual team members will be dealt with by SC
- Toilets and drains smell in ladies – site to monitor and action as required

SC announced that she is leaving the company shortly and wished to thank all the customers for their continued support

DATE OF NEXT FORUM – TUESDAY 25 OCTOBER, 2011 at 6.00am.