

GRANTHAM MERES LEISURE CENTRE  
**CUSTOMER FORUM**  
WEDNESDAY 28 JULY 2010

**PRESENT:**

Leisure Connection: Sue Chester Contract Manager, Chris Pryke Business Manager

SKDC: Sharon Haythorne Monitoring Officer

X5 Customer Attendees

Representatives from the following Club users:

Grantham Lifesaving

Lynx disabled swimming

Grantham Water Polo Club

**APOLOGIES:** Grantham Athletics Club

CP opened the meeting and thanked everyone for attending. The agenda was to be an open meeting for individuals to feed back to the management team on any concerns and positive comments they wished to bring to the meeting. Introductions were made of members of the management team present and invited guest from South Kesteven District Council.

**FEEDBACK FROM LAST MEETING 27.04.10**

- Table Tennis Lighting – SH confirmed that SKDC's proposal to upgrade the lighting system in the TTC is on the Council's agenda tomorrow and a decision hoped by the end of the week. If declined, will relamp in the interim.
- A new cleaning contractor has now been appointed and there was positive feedback on the standards of cleanliness and remarked improvement in the wet changing village. A problem with the drainage has been identified and contractors attend every 6 weeks to flush the drains which have shown a marked improvement.
- Cardio theatre in the gym continues to be put on hold pending budget available.
- All the showers in the wet changing village have now been replaced
- Lifeguard behaviours have formed part of a new Company management training programme and continue to be monitored. Feedback is passed on directly to the teams.
- There still appears to be a minor problem with pool set ups, users are asked to speak to the duty manager immediately if it is not to their expectation.
- The sauna has now been repaired
- The televisions in harpers have been repaired and all connections checked.
- All pool temperatures are within Sport England guidelines and the air handling units serviced and repaired
- The pool floor has been cleaned – looking to purchase cleaner across the contract
- Student rates have been confirmed and are available for qualifying customers

**CENTRE NEWS**

- At the time of writing the minutes, it has now been confirmed that the lighting upgrades in the TTC have been approved and we await dates from the contractors to start the works.
- New hockey goals have been ordered ready for the start of the season due to vandalism. Alternative design and storage have/are being considered.
- The air conditioning in the gym has been upgraded with positive feedback
- The government funding for the free swimming ceases on 31 July 2010. Leisure Connection has agreed some alternative membership options for those enrolled on the scheme. New registrations will continue to be accepted until 31.07.10.
- New water polo goals and pool anti wave lane ropes have been purchased
- Information packs will be sent out to all clubs in September collating information on CRB's, registrations to affiliated bodies and specific contact details. Clubs will also be asked to provide links to their own websites which can be added to the centre site and SKDC websites where appropriate
- IFI works on dryside facilities has now been completed, funding was also used to make some minor alterations to wet side and purchase a new disabled hoist (pending installation)

**CUSTOMER DISCUSSION**

- Disabled club concerned about having no notice board on site. Posters can be displayed on the "Whats on at our centre" notice board in reception area or a notice board put up on the poolside balcony with the other water based clubs. LC would be happy to have information leaflets to give out to anyone enquiring about the club's specific activities. The club felt that there was a breakdown in communication and information not always passed on. CP provided another copy of the normal

operating procedures for the club's information, as the original emailed copy dated July 2009 did not appear to have been disseminated to its committee. A request was made to increase the pool temperature during disabled swim sessions or change the programme to benefit all those user groups preferring warmer water to a particular day. CP explained the operations of changing temperatures and benefits for all users. These items had previously been raised by the Club at the forum 09.06.2009. The programmes are continually reviewed and points raised will be considered during operation meetings. The club is invited to meet with the centre management on a 1-1 basis on return following the summer break.

- Pool temperatures can often appear cooler due to the outside climate or pool operations. On all occasions where concerns are raised, additional checks are made both manual and mechanical. Back washing where possible will be completed later at night to allow new water being introduced into the pools sufficient time to come back up to temperature. The pool covers help retain heat overnight.
- Programme changes to be displayed at reception with hand outs to be available for customers
- Gym staffing – concerns raised over the limited staff resources in the gym. There is currently no contractual responsibility for all hours to be covered and try to use the resources at the times when greatest supervision levels are required.
- Gym lockers – concerns that customers are taking keys off site and using for own personal use. To be checked and any items found will be removed. Locker servicing company to be contacted for larger wrist bands.
- Car Parking – limited spaces when functions take place – notices have been displayed advising customers of potential problems and where possible alternative parking spaces have been found. Additional team members are brought in to assist with functions management allowing minimal disruption to normal operations.
- Pool equipment storage – clubs would be happy to assist in sorting equipment and identifying specific storage areas
- Lifesaving club banner to be relocated as obscured by pool covers
- During holiday times – request for adults to have exclusive use of main pool during lunchtime swim. Footfall will be monitored and discussed during programme review. Lifeguard training to avoid this time to allow maximum pool space for adult swimmers where possible.
- There was positive feedback on:
- Service offered to customers with regards to retention and the free swimming
- Improved cleaning standards within the centre
- General helpfulness of the staff

**DATE OF NEXT MEETING – MONDAY 01 NOVEMBER 2010 at 6.00pm**