

## Customer User Forum Minutes 23<sup>rd</sup> February 2010

**Present:** Debra Godding, Jacki Reason, David Snook, Dee Harnett, Rebekah Hands

Apologies: Roger Garnett, the following was prepared in advance of the meeting by RG.

### Developments

New Café – The building works for the café development is now underway. It is under the management of Grandma Lees Diner and we are hoping the building works will be completed by the end of April. They will also be running the café outside in the lido during the summer. They have been in business for over 25 years and have many similar outlets across London.

Plant room - The refurbishment of the plant room will start in the spring early summer. The filters, heating and pumps will be replaced with a state of the art system, This will greatly improve the water quality and the way we manage the heating making further savings as part of reducing our carbon footprint. We will have to close the pools during this process but this shouldn't be for long.

Lido - Last summer we filled in a lot of the cracks which has reduced water loss dramatically, however, the lido needs a lot of work this year before opening due to cracks in the pool tank and crumbling edges. We have had quotes coming in which are very expensive. We did apply for a grant from the government as part of the free swim initiative, but were unsuccessful, so we are unable to do the amount of work we wanted to in the lido. We are preparing now for the opening in May.

Pool hall – This will be refurbished this year, probably near the end of the year. It is expected to close for at least two to three months. This includes replacing the air handling system, changing the lighting to give a brighter atmosphere, pool decks, wall decorations and possibly the windows. In addition to this, we will also be installing a movable floor in the diving pool so that we can increase our learn to swim programme and shallow water activities. For safety, when the movable floor rises, the boards will raise too. Issues were raised on whether the scum line being at deck level will increase the depth if the water, It will in the main and diving pools but not the teaching pool.

### Cleaning and maintenance.

As part of Quest and ISO we have to raise the bar in our cleaning and maintenance, we hope you have noticed a difference in what we are achieving. We have added radar locks to the disabled toilets, this has stopped the theft of shower equipment and vandalism.

The wall's leading to the dry side men's changing area from the swimming pool were badly punched or kicked through, this has been replaced by 8 X 4 sheets of laminated boarding.

Staff are regularly emptying the dry side lockers at night which has helped in preventing the personalisation of them

We recently replaced the men's dry side lockers and redesigned the layout. This has stopped the personalisation and breaking's we were experiencing.

We did the same in the men's wet side and it has had the same effect. There is also a section of new lockers in the family area. The new lockers are now big enough for motor cycle helmets.

The locks and benches were replaced in the communal, wet side women's and men's area's. Since then another bench fell away in the women's wet side. We will be replacing this during a night cleaning session to be organised. There is one more lock to be replaced in the family area. The locks are hard to come by and we may have to look at an alternative lock.

The wet side air handling and heating has been improved but will not be to the right standard until the pool hall refurbishment takes place as this is all linked.

#### Customer service.

Tottenham Green Leisure Centre is having a new reception area and a refurbishment of the foyer area for greeting customers. It is hoped that the same will happen to Park Road Leisure Centre as well which we feel will create a much better atmosphere in that area.

We are aware that we fall short some times and our customer satisfaction surveys show this. We are always told what we get wrong but hardly ever are we told when we get something right. We will be having external mystery visits to identify what areas we can improve in it would also help if our customers are happy with the service we provide their tell us, fill out a CSS form.

National bench marking starts soon and we will have teams in the foyer area asking customer's questions. Please give them some of your time as this is very important to us.

#### Issues raised by users.

- Clock missing in female wet side changing room – This has now been rectified
- Look into putting on an adult only swim in the teaching pool late afternoon / early evening – ongoing
- Lockers are dirty inside – This could be due to the weather, they will now be monitored more frequently.
- A recycling sign to be put up on the overshoe bin to encourage customers to reuse the overshoes – A new sign needs to be put in place.
- Need to put more benches in the men's only cubicles.