

Comments and observations from the meeting

The Dance Studio was a conversation topic in which the members commented on numerous areas:

- ❖ The Centre acknowledged that there was less storage now since the cupboards had been removed. There are plans in place (from the Facilities department) to build a bespoke storage area along with 'pigeon holes' for shoes and bags etc. in the foyer downstairs. Timescale for this is currently unknown but hopefully before Christmas
- ❖ New mats for the studio are planned to be purchased in September (the new financial year)
- ❖ It was suggested that the sound system was replaced – this is to be investigated further and for the speakers to be repositioned or replaced
- ❖ Classes were still over running and it was requested to remind instructors that classes are 55 mins long and that if they don't finish on time it means that all the subsequent classes also run over causing disruption for all.
- ❖ It was requested that the time between classes was discussed and changed to have a break of 10-15 mins to avoid the over running of classes along with the max. number in Pilates classes in particular
- ❖ All studio instructors were great and it was mentioned the new instructor Matt was 'excellent'. Ellie in particular will sweep the studio before use and tidy away the equipment and this was greatly appreciated by customers
- ❖ The new air conditioning units will be installed at the end of August; it will be a cooling and heating system so hopefully this will combat the heat in the summer and the cool in the winter.

There was some concern about the number of unaccompanied children in the changing rooms during swim school especially at the end when the public were changing for the members swim.

- ❖ In the immediate future it was suggested the staff should make regular walk throughs during and at the end of swim school, and a panic alarm or phone line was suggested in case there was an incident with a young child and a member of staff was not around

It was pointed out that communication with the centre was difficult when setting up the squash leagues and the thought was that if the leagues could be better advertised and made easier to join more people would do so.

- ❖ The centre will ensure that the squash leagues have a more prominent place on the website and Facebook and will look into a subscription for squash players to make it easier for them as non members to book courts for their matches

It was commented on that the pool timetable continues to change on a more than frequent basis. Members would really like to have their 15mins back in the morning (to start at 7am rather than 7.15am) as this made a huge difference to those who like to swim before work and find it very rushed to fit it all in. It was felt that Yeovil swimming club were taking up far too much space and members being squeezed out

Meet the Manager

17 July 2017

It was explained why the time had changed in the morning but it was hoped that with some negotiation that the time may change back to 7am in September. It was duly noted that Yeovil DSC were on the timetable too frequently

- ❖ It was also mentioned that the lane etiquette posters need to be more prominent and that the lifeguards more vigilant with swimmers in the wrong lanes to avoid collisions and frustration.

A number of comments were brought up regarding the spin zone including the air con unit, music too loud and instructor making it too hard, having their own work out and discussing calories burnt and not giving enough instruction.

- ❖ The Air con units were specified by the installation company but the centre is aware of their limitations and is working to combat these. It was mentioned that it had been better in the couple of weeks
- ❖ It was mentioned that at times the music was too loud and some instructors were having their own workout instead of a work out for the customers – this will be brought up with the new Fitness co-ordinator to discuss with the instructors along with the music volume

It was suggested that new 'spinners' have an 'induction' (possibly take their FTW test) before attending their first class as with a half hour classes the instructor takes up time 'inducting' the new participant on how to use the bikes

- ❖ All new 'spinners' should be instructed to turn up early to the classes to ensure this does not disrupt the classes but in some circumstances this is not happening. The information will be passed on to the fitness team

Who is looking after the maintenance in the fitness suite? As a member was on a rower and it collapsed beneath them. The out of order Vibro plate is still in the fitness suite.

- ❖ This will be followed up with the fitness team

It was mentioned that the website was not as up to date as it should be although the centre which was duly noted.

- ❖ The centre is now in a position to employ a dedicated marketing assistant to take over all the digital media along with all the other promotional literature etc. for the centre

Everyone commented that they thought Shannon the new Masseuse in the Treatment Room was excellent and a great addition to the team

NEWS

The planned improvements for the pool were discussed which will involve the pool closing Wednesday 23 – Friday 25 August between 9am – 5pm. During which time the centre will be installing Ultra-Violet Treatment system, having remedial work done to the Air Handling system in the pool hall and the pool hall will be painted. The Team will be giving the whole centre, including the changing rooms a deep clean.

A date for the diary – the 10th anniversary party is now booked for Saturday 21 October and will be an 'old skool' disco at the centre including a band, disco, tuck shop and much more. Look out for more details nearer the time

Meet the Manager

17 July 2017

Next Forum to be in January 2018, date TBC

If you would like to be considered to attend the Forum, please contact Steve Hurley who will advise you – s.hurley@oxleysc.com