



**CHESTERTON  
COMMUNITY COLLEGE**

**Chesterton Community College**

**Sports Centre Committee Minutes**

**26<sup>th</sup> February 2013**

**Chesterton Community College**  
**Minutes of the Sports Centre Committee Meeting**  
**Tuesday 26<sup>th</sup> February 2013**

- 1. Present:** Edit Tokorcsi, Hannah Greenwood, Mary Sanders, Mark Patterson, Jim Warwick, Sally Gibson, Tracy Roden, Alistair Wayne

**In attendance:** Wendy Palmby (Clerk)

- 2. Apologies:** Helen Christy

This meeting was quorate 4 Governors out of 4 present. (Quorum is a minimum of 3 Governors)

- 3. Declaration of Pecuniary Interests:** None were declared.

- 4. Register of Business:** None were registered

- 5. Minutes of the last meeting** (06.12.2012): These were agreed and signed as a true record.

- 6. Matters arising:** Actions from the minutes were discussed as follows:

- **Gladstone online system:** Special permission to use this system has to be obtained from the County Council, due to firewall issues. The council will make their decision in March. The option of hosting this system with Gladstone is a possibility, but the additional cost would be in the region of £3000 per annum. It was decided to wait for the County Council's decision before going any further.
- **Spinning Bikes:** The cost of fifteen new bikes on a five year lease would cost £16000.00 plus VAT. This is around £300 per month. The option of purchasing our own bikes at £800 each is being investigated, to see if this it is more cost effective given that we could have a considerable length of time using them (beyond a 5 year lease). It was decided that this could be discussed and agreed virtually.

**Action:** Tracy Roden/Edit Tokorcsi

- **Information Packs:** It was difficult getting specific names for a mailing list, so it was decided to advertise in the Cambridge Matters which has a circulation list of 49000 homes. It was suggested that it would be useful to have a response figure in relation to this advert.

**Action:** Edit Tokorcsi

**Midweek opening times:** The alcohol license has now been granted. The Sports Centre are renegotiating a lease with The Box Cafe personnel. The Governors suggested we ask to see their business plan and lease for another year. We can then review again going forward.

**Action:** Tracy Roden/Edit Tokorcsi

- **Leaflets to Primary Feeder Schools:** All the feeder schools have been contacted regarding the distribution of leaflets and offered a free swim card. All were co-operating at the moment. It was suggested that the school's SSCO could possibly help with this in the future. It was also suggested that a "save the date" leaflet be given out at Easter to announce the summer holiday dates early. The Governors also suggested we could offer early booking to these users, to beat the rush.
- **Update on the new Fitness suite:** This is still going well following a good press release in the Cambridge Evening News, with a picture including the Mayor. The feedback has been really good. A chart was produced to show the increase in membership of the Sports Centre from April 2011 to January 2013 and it showed a healthy increase in membership by about 25%. The Governors asked what the maximum or optimum number of members would be.

**Action:** Edit Tokorcsi/Hannah Greenwood to investigate.

- A short discussion followed on how best to survey the users of the fitness suite and it was decided that a quick one tick survey would be best. The users of the suite could be asked to give a quick 1 to 5 rating on their experience at that time, on their way out of the Sports Centre. It was also suggested that we could incentivise the use of the facilities when the centre is less busy and the reasons why this is difficult were explained. The Governors asked for a monthly breakdown of early usage and associated costs for potentially opening every day 7am - 9am from September 2013.

**Action:** Edit Tokorcsi

- 7. Customer feedback analysis:** Copies of this analysis were distributed to the committee prior to the meeting. Edit Tokorcsi explained the questions and the results obtained from this survey. The Governors then discussed the results, commenting on any significant changes and what impact they may have. It was suggested that a demographic breakdown of membership would be useful for the next meeting, for example, gender, age, corporate and non-corporate. It was felt important that we understand our customer base and to be aware if it changes as this could affect our marketing plans.

**Action:** Edit Tokorcsi

- 8. Customer Survey Results:** Copies of these results were distributed prior to the meeting. There was good improvement to services and facilities overall and the key changes that had led to this were discussed. It was explained that previous comments and questions raised had been addressed.

Further points raised were as follows:

- Priority booking for members could be put in place.
- Online booking would help with swimming lesson enrolment.
- Showers and changing room toilets are being refurbished in the summer.
- Hair dryers have been replaced.

- Staff received training on how to clean the changing rooms and these are now on a weekly check list.
- Health and safety requirements for Music in the wet areas were being addressed. □ Action plan is tied into the feedback.

The Governors congratulated the Sports Centre on the improvement in service and facilities.

## 9. A.O B.

- **Cancellation Analysis:** Hannah Greenwood produced an interesting graph comparing the number of cancelled memberships to new members on a monthly basis. It showed that there were significantly more new members than cancelled memberships overall.
- Water bottle machine may not be functioning correctly. **Action:** Edit to raise with the Box Cafe staff
- Potential new Pavilion on the Chesterton Sports field. Some 106 money from the Cambridge City Council redevelopment has been earmarked for a new pavilion on the Chesterton sports ground. The plans have been circulated to Governors and this pavilion would be managed by the Sports Centre in non school time.

**10.Date of next meeting:** Tuesday 26<sup>th</sup> March at 8.00 am in the Head's Office. It was felt that this meeting should be rescheduled for April, date to be advised.

The meeting closed at 9.35am