



Minutes of a Meeting of the Health Club Committee
Held on 22nd November at 7pm
in the Garden Room

Present:	Charles Shiplee	Liaison Director
	Vivien Harris	Club Chair
	Marc Newey	CEO
	Janine Railton	
	Nick Bunn	Chair
	Victoria Stephens	
	Fiona Sargeant	
	Laura Martin	
	Jasmine Amaria	
In attendance:	Simon Baker	General Manager
	Luke Fenton	Health Club Manager
	Ana Leal	Assistant Health Club Manager
	Ricky Alexis	Gym and Studios Manager
	Nilofar Arman	PA

APOLOGIES: N/A

1) WELCOME

MN welcomed the Committee to the first Health Club Committee Meeting and congratulated the six Members on their election for the Committee.

2) ELECTION OF CHAIR

Once introductions were made MN asked the Committee to elect a Chair for the Committee. VS proposed NB which was seconded by FS. JR was proposed and on a vote NB was elected for the first year as the Chair of the Health Club Committee.

3) TERMS OF REFERENCE

A copy of the 'Terms of Reference' for the Health Club was previously circulated and **noted**. JR suggested adding ways of improving 'staff experience' as well as the already mentioned 'Member experience' under 'Ways of Working'.

4) OPERATIONAL UPDATE

The Operational Update presentation was previously circulated and **noted**.

LF reported three new Lifeguard starters Mairi, Emma and Ed. There have been no leavers.

RA explained the Technogym App that can be used to track the progress of Members using the gym equipment. There will also be videos available to help and guide Members with their exercises.

The Committee said that most Members are not aware of the app facility and that personal trainers should be more proactive in their approach as most Members will not know to ask. RA explained that this facility has recently been updated and will be relaunched from the new year and so will be promoted to Members as well as inductions held on how to access the app and book classes.

JR suggested having a Health Club newsletter or a 'Top Ten' email for Health Club to help promote the Health Club activities and facilities, which would be especially helpful to new Members or those intimidated to join the gym not knowing what facilities are on offer. The Committee agreed. NB also suggested promoting activities on TV screens in the Health Club and SB confirmed that this is in progress.

Some of the Gym equipment is leased and the Club has 18 months to decide whether they want to renew the lease or look for other suppliers, a decision that will be made through tracking the utilisation of the equipment.

The layout of the Gym was discussed to expand the space within the confines of current footprint to allow for optimum usage. NB also suggested internal modifications such as having higher weights and resistance equipment for more senior Members. MN mentioned that for any changes to be made will

have to be raised by Member demand. JR also raised the point that with the 10% increase in Member subs, the Club should not be spending funds on gym expansion as this could result in Member complaints.

RA assesses fitness classes on a daily and monthly basis. There is a demand for evening after work classes and suggestions were also made for evening junior classes. Some classes overlap so Members cannot join some of their favourite classes, but this is challenging as moving one class means changing more classes which risks upsetting more Members. **RA to run the January fitness schedule past the Committee before finalising.**

RA

There is also a high demand for Pilates so it is suggested that Studio 2 could potentially be turned into a Reformer Pilates studio, subject to demand, and to have Pilates equipment that could be lifted against the wall which would be more space friendly. The Reformer Pilates will be a paid activity as it is a specialist class and furthermore prevents people from cancelling last minute. JR said that this should only be charged if it is offered as block sessions but not as a routine class, and the decision for this should be run past the Committee.

Group Cycle and HydroSpin

There will be a combination of live and virtual group cycle classes. The replacement and upgrade of the bikes will also be considered by RA/SB.

Two new bikes have been purchased for HydroSpin which increases the class capacity to 10 people.

Junior gym

RA is looking to introduce new programmes for the junior group, 11-15 year olds, from the new year. This new programme will reconsider the times that juniors are allowed in the gym to give more juniors access, taking usage and varying peak times into consideration.

Events

The Swim Gala event had 35 children and 24 families booked. LM said that it was a great event.

The next swim event is the Santa Swim on 17th December which anyone is welcome to attend, and the money raised will be for Royal Hospital for Neuro-Disability.

Feedback

The Summer guest policy hours have been reduced to 2pm from 4pm. Guests are allowed any time the rest of the year.

There have been opposing demands for the Outdoor Pool opening hours and its winter closure due to reasons such as environmental factors and the current cost of living crisis. Opposing the decision to close the Outdoor Pool in winter, CS raised the point that the Club is carrying out environmentally friendly measures such as the installation of solar panels and rainwater harvesting project, but the Club should not be closing facilities that Members have paid for. The Committee agreed that between 27th December to 3rd January the Outdoor pool hours are to be 8am – 1pm and then to close at 4pm after this date.

LF said that the Club is considering a thermal efficiency cover for the indoor pool which will give the Club a huge saving in energy costs, with a payback period of 11 months.

Statistics show that the Health Club usage for gym and swim have increased since October 2021 with some regular swim classes usually full.

Health Club projects

Most of the projects have been completed with positive feedback. The poolside lobby, however, is not yet fit for purpose as it is not completely airlocked as required to keep the cold air out. This is due to the sensors causing one door to open before the other is fully closed. There is no quick solution to this issue but could potentially be a winter/summer one where they could be left open in Summer and sensors to be turned off in Winter and doors pushed manually. The solution to this is ongoing.

A barrier needs to be set up in the Family Accessible Changing Room to prevent children from running straight into the deep end of the pool.

Outdoor Pool Storage Shed

Currently the shed is being used to store Health Club equipment. LF is working with contractors to get another shed for the equipment so the gazebo can be taken down.

Swim nappies

The Club policy currently is that children under the age of 4 have to wear swim nappies if they get in the pool. The consequences of not wearing the swim nappy are high as it would mean hours of closure of the pool, lessons lost, major cleaning, many upset Members and hundreds of pounds lost. VH suggested checking the policy of other clubs with regards to age and possibly reducing the age for nappy requirement to Under 3.

Agreed that Luke and Ana are to use their discretion for allowing some 3 or 4 year olds to swim without a nappy for those parents who are confident that their children don't need to wear one. The fine for having to close the pool due to an accident without a nappy in place will remain.

AOB

The Committee took a poll for who they wanted to vote for the 'Health Club Team Member of the Quarter'. Susanne Iseli, Blair Grandison and Bulent K were nominated. The Committee asked for team members to always wear their name badges.

There has been feedback about removing the wet kit plastic bags from the Health Club as there are spin dryers available and Members can bring their own bags if they wanted to. **The Committee agreed for the Club to remove the plastic bags and to only hand out as and when required. AL also suggested the Club can offer a reusable bag once to Members and to sell thereafter if lost. Committee welcomed this idea and agreed.**

The current Studio Class cancellation policy is such that after three 'no shows' booking rights are suspended for a week. **The Committee agreed that this system works well and are in favour of keeping it as it is.**

Some parents were concerned about a lack of activities for 14/15 year olds. The Club does offer activities for this age group, however, it seems that these children were not signed up for varying reasons and it may be that it was not

publicised well. Furthermore, the Committee discussed the possibility of swim competent youngsters under 16 who would like to use lane swim during adult only times. The Committee decided that there should be an Outstanding Junior Swimmers Programme to test swim abilities and that the lane swim for the juniors should take place on certain days and times. **LF and AL are to discuss and bring back to the Committee the band system and booking system for this programme.**

LF/AL

JR raised her concerns over staff pay, specifically the PT rates. SB, RA and LF have discussed this and the rate of pay for personal trainers will be increased from the new year, as well as the rates of pay for the swim team and freelance instructors. VH also mentioned the Club's new Staff Retention Scheme where staff who remain with the Club from November 2022 to December 2023 will receive a payment of £1,000.

The date of next meeting was left for discussion by the six Members of the Committee. Any items for agenda and discussion are to be sent to NB.

The meeting concluded at 9:20pm.