



Horizon Leisure

Customer Forum: Discussion Points and Follow-Up Actions – September 2023

Introduction:

The following points were discussed at Horizon's customer forum on 13th September 2023. We will work on addressing the comments noted and we look forward to reconvening with the panel in early December 2023.

Feedback:

1. There is a non-functional shower in the female wetside changing rooms at Waterlooville Leisure Centre and the water pressure is consistently low, especially after Aqua sessions. It can be quite challenging to shower when there are many people using the facilities.

We apologise for this inconvenience and appreciate you bringing it to our attention. While it's worth noting that the changing rooms and toilets will undergo renovations in line with the upcoming refurbishment plans for Waterlooville next year, we will explore a short-term solution to help to address this issue.

2. There is currently one out-of-order toilet near Oceans of Play in Havant.

We are pleased to inform you that all toilets at Havant Leisure Centre are now fully operational. If you have any additional concerns, please email us at info@horizonlc.com.

3. It's great to hear about the additional wellbeing sessions you are offering. Have you considered adding anything to the schedule that focuses on strength training for women going through menopause?

Yes, we have already discussed this internally and it's something we are exploring.

4. One morning at 4am, I checked the app and noticed that classes were available with people already booked in. I thought classes were supposed to go live on the app at 6am?

We did experience a technical issue with our app a few weeks ago; however, we are pleased to inform you that it has now been resolved.

5. During our discussion, we touched upon the subject of Horizon's newly launched website. The panel noted that the website serves as a shop window for new customers, however, once members join, they primarily use the mobile app. The panel asked whether there are any plans to update the app. Some members mentioned that the current square layout feels a bit clunky and that the Les Mills app has a more user-friendly interface.

We encourage our members to visit our website (horizonlc.com) and provide feedback by emailing us at info@horizonlc.com. We will create a separate listening group when we further develop the app, which will hopefully be next year.

6. Horizon provided the panel with information about some new classes that will be added to our timetable, including:

- Body Attack on Fridays from 9:15am to 10am at Waterlooville
- Body Combat on Saturdays from 8:15am to 9:15am at Waterlooville
- Body Conditioning on Tuesdays from 8am to 8:45am at Havant
- CIRCL Mobility at Havant

7. The panel noted that the customer service at Havant was exceptionally welcoming, warm and friendly.

Thank you to the panel for this feedback. We will share it with our team and they will be delighted to hear such positive comments.

8. The desk placement at Waterlooville doesn't lend itself to providing an optimal customer experience because you can walk past the desk without needing to interact with staff.

We appreciate this valuable feedback. Currently, we are in the process of remodelling the reception desks at Havant and we will also assess what can be done to enhance the situation at Waterlooville.

9. The panel provided feedback on the Horizon Swim School and parents feeling that children were not progressing as quickly as they would like.

Horizon acknowledges and appreciates this feedback from the panel.

10. General Manager Craig provided an update on his observations after nine weeks of joining the business. The panel was pleased to hear his update and

appreciated his transparency. One of the concerns raised by the panel was the lack of signage when items in the centre are out of order. Could we introduce these communications and date them so that everyone, including customers and staff, can see how long things have been out of order and the steps being taken to resolve the issue?

Yes, we are currently in the process of recruiting a Facilities and Safety Manager, and it will be part of their responsibilities to implement this communication system.

11. Could you please look into the cleaning schedule for Studio 1 in Waterloo? Many pieces of equipment, including the dumbbells, could benefit from a deep clean.

Yes, we are currently in the process of reviewing all schedules, including cleaning schedules.

12. There is an issue with members not wiping down their class equipment after use. Could the class instructors kindly ask customers to follow this practice after each class?

Libby will communicate with the instructors regarding this matter.

13. Horizon is expanding its offerings for children and young people. We asked for input from the panel regarding activities they would like to see included as part of our after-school care programme.

The panel has provided several suggestions for activities, including basketball, netball, a badminton club, exercise classes like family Spin, football (tots) sessions, joint circuits classes, SEN sessions, projecting games onto a screen for interactive play, girls' football, boys' dance classes, hockey skills and dodgeball. Additionally, it was noted that having some of these sessions at Waterloo would be beneficial, as certain panel members have faced challenges attending Havant due to paid parking.

14. We are introducing a new initiative at Horizon called "Swimmer of the Week." As part of this initiative, we will be capturing photos for posting on social media. One of the panel members enquired about whether we would be seeking permission before posting these photos on social media.

Yes, Horizon has permission forms for parents to sign, and no images are shared unless these forms are completed.

15. It was noted that some class instructors have been experiencing issues with their microphones. Instructors and team members have been adjusting the music settings on the stereos, leading to inconsistencies in classes.

The microphone issue should now be resolved. However, if you observe any further issues, please contact us at info@horizonlc.com. We will also be conducting additional training with our Duty Management team regarding the stereo systems.

16. Could the air conditioning be turned on before classes begin?

We are in the process of developing a "ways of working" document, which includes establishing processes to improve the comfort of our members during classes.

17. Following the session, the panel was asked whether they would like to continue with the forum, including the group of participants and the session structure. The panel suggested creating a survey for participants to complete in order to gather more feedback. One participant mentioned that while the forum dates are scheduled well in advance, it would be helpful to have the full schedule for 2024 available so that people can plan these dates around their calendars.

Thank you for your input. We will put together a short survey and share this with the group.

A note to customer forum attendees: If any areas have been incorrectly recorded or if there were discussion points that are not included in these follow-up notes, please email info@horizonlc.com.