

## THANKS FOR YOUR FEEDBACK

Springwood Leisure Centre held a customer forum in August, inviting customers from our Club Bookings and our Coaching Courses to have their say about our service. The forum was a great success. Thank you all for your feedback. Letters have gone out to customers to inform them of the short and medium term developments we will be putting in place as a result of the forum.

Our next forum will take place **7 November 4-6pm**. We will look to gain your feedback about our customer service standards including the facilities we offer. More information will be shared closer to the Forum date.

## THINKING ABOUT DOING A NEW ACTIVITY? WE NOW HOST THE FOLLOWING...

**Indoor Athletics** will start at Springwood Leisure Centre from week commencing 15 October. Mon 4-5pm and Wed 5-6pm  
 For more information contact [jadm.brown@hotmail.com](mailto:jadm.brown@hotmail.com) or call **07897201267**

**Tiddlekicks** at Springwood every Fri from 14 September 10.45-11.45am  
 For more information contact [enquiries@tiddlekicks.co.uk](mailto:enquiries@tiddlekicks.co.uk)

**Spanish Children Club** 5 week course, for 8-11 year olds, to learn Spanish in a fun environment. Starts Sat 29 September 11.45am-1.15pm  
 For more information contact [spanishchildrenclub@gmail.com](mailto:spanishchildrenclub@gmail.com)

## PRESENT OPTIONS IN THE BUILD UP TO CHRISTMAS

With Christmas approaching, have you thought about getting your child some gymnastics or Trampolining attire? Get a free water bottle when you buy our Derby Active Coaching t-shirts (£12.50). Offer ends 25 December 2018.

**Buy now to avoid missing out!**

## YOU SAID WE DID

Below are a few examples of the things we have done to improve our offers following your comments:

- Increase of coaching provision for trampolining. More coaches in the sessions means our participants will receive more coaching time and knowledge to aid progression.



- We have updated our group exercise timetable which will launch in October, including the addition of quick classes, Boxercise and Metafit to name a few (see over for more information).
- Following feedback from parents and staff, we have bought new Bars and Blocks for our gymnastics courses. The new apparatus will increase the gymnast's diversity of skills.
- We have implemented a telephone system that allows for more callers to get through at any one time. This will make it easier and quicker to get in touch with us. Our new number is **01332 641234**.
- Although we will always try to provide a 'like for like' alternative for a class that isn't on, we will now be texting out to our class participants to inform of the alteration and an offer of a replacement. Please check we have your correct number.

## MEMBER OF THE MONTH



### SEPTEMBER

David Watts is constantly putting a huge amount of effort into his sessions, whether it be classes or an individual workout. After being here for just over a year, David is still very committed to spin and circuit classes. Well done David, keep up the hard work!



### AUGUST

Congratulations Bridgett Torr, for your outstanding commitment to reach your goals. Not only has she pushed through Sammie's programming for the last 6 weeks, but has also contributed by doing extra activities outside of the gym including running, swimming and Badminton. In 6 weeks she has

dropped 12.5cm from her hips, 6.5cm from her waist and on average 2-3cm off her arms and legs. Well done, keep up the hard work!

## WALKING NETBALL COMING SOON

We are working with a group of volunteers to start Walking Netball sessions at Springwood Leisure Centre. We will contact you with more information as these sessions develop.

If this is something you may be interested in, please enquire at reception or email [springwood.sports@derby.gov.uk](mailto:springwood.sports@derby.gov.uk)

## HALLOWEEN HALF TERM ACTIVITIES

Get involved during the school holidays! See what we have on offer – ask our team or visit [inderby.org.uk/holidays](http://inderby.org.uk/holidays)



## SAMMIE'S INTRO TO WEIGHT LIFTING COURSE

Sammie has had great success with her clients on the 'Intro to Weight Lifting' course run in September with customers seeing excellent improvements in their resistance training confidence, strength and most importantly their lifting techniques. If you would like more information about this six week course or wish to sign up for January's, please enquire with the team or email [springwood.sports@derby.gov.uk](mailto:springwood.sports@derby.gov.uk)



## CLASSES WE RECOMMEND THIS AUTUMN

### FITNESS PILATES

A training option that focuses on the body as a human kinetic chain. If you want to improve your strength, flexibility, core strengths and recruit more muscles to improve posture, then fitness Pilates is the class for you.

Wed 10.30am

### BODY COMBAT

Fun, fast, interactive group exercise class. You'll combine punches, kicks and knees to music and kick up a sweat. Did you know you can burn off up to 750Kcal per hour with this class.

Mon 8.15pm & Thu 8.00pm

## NEW GROUP EXERCISE CLASSES FOR OCTOBER

<b>Abs Blast</b>	Mon	5.45-6.30pm
<b>Abs Blast</b>	Wed	10.30-11.15am
<b>BoxFit</b>	Wed	5.30-6.15pm
<b>Spin &amp; Core</b>	Thu	7-8pm
<b>Metafit</b>	Fri	5-5.30pm

For class descriptions and locations, please see our web pages

[inderby.org.uk/classes](http://inderby.org.uk/classes)

For more information on any of the content in this Newsletter or to get in touch please call 01332 641234 or email [springwood.sports@derby.gov.uk](mailto:springwood.sports@derby.gov.uk)