

## **FITNESS CLASSES FAQs**

The following FAQs relate to the new January 2012 release of Renfrewshire Leisures fitness programme and the change in class times from 60 minutes to 45 minutes.

The reduction on the class time to 45 minutes is designed to meet the key aims of Renfrewshire Councils 'Active Renfrewshire strategy by increasing both the opportunities available through the provision of additional classes and increase participation, which has grown exponentially since the strategy was launched back in 2007 and forecast to continue in 2012/13

### **1. Should members have been consulted before making any change?**

Renfrewshire Leisure consults its customers through various means. On this occasion, to consult with our members would have been counterproductive by suggesting Renfrewshire Leisure had a choice between maintaining a 60 minute session or move to 45 minutes.

We simply don't have a choice, we have to make the change. The class timetable is already oversubscribed with many members unable to attend the classes that they want to. With membership due to expand by around 3,000 in 2012-13, and with no space to expand the aerobics programme into (unless we reduce the space and time available to clubs and participants in other activities which is not feasible), the only way we can increase the aerobics timetable in an attempt to meet demand is to reduce the length of classes to 45 minutes so that, in a 3 hour period, running classes back to back, we can run 4 classes not 3.

### **2. Should I have been notified in advance of this change?**

Yes, General awareness to customers should have been made earlier and Renfrewshire Leisure apologise for the lack of notice on this change. Our Health and Fitness Officer will ensure advance notice is given to customers in future.

### **3. Will my fees be reduced by a quarter due to the change in class time?**

Class fees will remain the same. Membership price points are calculated to take into consideration a number of factors including;

- Number of days facilities are open and available
- The aerobics class provision
- Gym provision
- Other services available to members
- General costs associated with running a public service

Customers pay to participate in an activity programme and classes are costed on that basis and not on their duration. Our membership deals continue to offer exceptional value for our customers with no increase in the annual cost of providing the service passed on to customers through a price freeze over the last four years. This is a positive for our customers in spite of a continued challenging financial climate.

**4. Are classes not designed for 1 hour?, will there be less benefit to me as a result of the time changes?**

There appears to be a belief, amongst users of the BTS programme, that all BTS class are designed to last an hour.

This is not the case. The duration of all of Renfrewshire Leisure's aerobics classes can be changed without having to make any compromises for class participants. For example when our aerobics instructors qualify to teach the Les Mills BTS programme they are also taught which elements of the routines they should remove should they need to reduce the class time (from the maximum 60 minutes) by any time increment required. Renfrewshire Leisure has spoken with FitPro (the organisation that operates the Les Mills BTS Programme in the UK) and FitPro have confirmed that they will provide help and advice to all of our instructors that contact them wishing to clarify which elements of the routines they should remove from their routines.

Renfrewshire Leisure has always provided 30 and 45 minute classes, in order to best meet the needs of customers and the service. This can be seen within the previous programme, which ran until the end of December 2011.

**5. Is this change simply a cost cutting exercise/money making scheme?**

On the contrary, this is all about trying to provide the best service possible to accommodate as many people as possible within our fitness programme.

**6. Are you not in breach of my membership terms and conditions, particularly clause 13 which states you must give 6 week's notice of any changes to my membership?**

The membership Terms and Conditions cover the membership agreement, they do not provide any kind of service specification or guarantee of services to members.

**7. I don't see any extra classes on, why?**

The aerobics timetable has grown by 10 classes, from 220 to 230. This doesn't include the vitality programme (21 classes) that, whilst Renfrewshire Leisure accept are not mainstream classes, still need to be accommodated within our facilities. Members will see an incremental increase in the number of classes, rather than a sudden and dramatic rise. This increase will happen particularly when the new facilities open at the Lagoon (March 2012), Johnstone and Park Mains High School (August 2012) and Linwood (Spring 2013).

Reason for the incremental change are (1) We need and take on board more instructors in order to provide these additional classes (2) There will be times within our aerobics programme that classes will not run "back to back" and so to our customers it may appear that the 15 minutes is not utilised. This however is not the case and these gaps will allow for the clearance and setting out of equipment for other classes as well as cleaning. So in some instances the "gap" will be used to make the programme run more efficiently (a large and well attended Body Pump class can take 10-15 minutes to set up/strip down) rather than to run additional classes.