



## **Open Forum. 3rd October 2018**

37 attended + MC, ES, RB, SK, PB

25 Clubs.

Discussion in groups flowed and all present appeared to be engaged in feedback. Notes have been recorded in themes, and are followed up (*in italics*) with a review of the discussion and feedback from the Board/team.

*\*\* indicates a volume of comments on this point.*

### **Positives**

- Great ice and level of preparation \*\*
- Lighting and general ice hall environment \*\*
- Improvements in bar area
- Session times
- New clock

*Clear feedback from across group re quality of ice and attention of ice crew.*

### **Car parking**

- Extra space would be appreciated
- Better definition with line marking to improve efficiency \*\*\*
- Disabled parking needs to be defined

*Helpful suggestions. Improvement of car park to date noted. Several requests that we address poor parking discipline. Group advised that Board would explore other ways to develop parking space.*

### **Interior/building**

- Improve changing rooms - more space \*\*
- Return of the honours boards at rink
- Improve the storage for brooms/bags after games \*\*
- Develop disabled access to lounge
- Extra pictures on walls of rink

*Group advised that building project will address disabled access, changing room size and space. Plans also will provide defined storage for brooms etc. Board are considering ways to reflect 'history' of the rink and find funding for additional pictures.*

### **Communication**

- Improve circulation of RCCC information/news of events
- Provide details of available ice to curlers \*\*
- Could we book on line?
- Use variety of options for communication - comment that we rely too much on social media.
- Have rolling slide show on TV screen in lounge
- Advertise events on rear of menus on tables

*Interesting section of discussion, as many had not recognised existing communication routes. Of course this highlights the fact that a range of options is needed. Group advised that we are going to make 'ice availability' on webpage. We have no plans to add on line booking at this stage. We indicated that clubs need to be proactive in providing information for 'new' curlers - this will be placed on webpage etc.*

### **Clubs/increase participation**

- KCT to support clubs to share information about each club
- Links with KCDC and provide info about clubs inc when they play games/membership etc
- Small clubs need support to build numbers/large clubs 'poach' curlers
- Advertise 'Try Curling' more
- Increase coaching with schools -can RCCC fund transport?

*As above clubs need to take responsibility for their own growth - not criticise others for being more dynamic. KCDC is an important pathway to developing numbers of curlers. Not clear how 'Try Curling' can have wider publicity. School coaching has some key issues, including funding. We have a current issue with a shortage of coaches and coaches being available.*

### **Operation/off ice**

- Congestion at key times in bar
- Queues at coffee machine - extra machine behind bar.
- Can we have late opening after 9.45 session on Friday?
- Continue to develop use of TV to air curling matches
- Range of menu - comments about not being limited.

*Was stressed that we have a limited scope in kitchen - curlers should not expect a 'full/ extensive' menu - however curlers should expect good quality and very good service. Suggestions need to recognise the issues re staff costs. Group accepted that pre ordering was not popular. Also took time to explain rationale for coffee machine and why it was changed. Availability of filter coffee for groups was noted. Credit card facility to be set up. Also mentioned the new feedback form - the 3C's.*

### **Operation/on ice**

- Introduce practice ticket
- Introduce 'drop-in sessions at weekend for 'working' people
- One hour skill sessions advertised
- Cheaper rates for new curlers

*Group pleased with news about practice ticket. One comment showed unrealistic view of finances of this. Clarification needed re how ticket will be used. Useful ideas to develop interest and options for 'shorter' sessions.*

In conclusion a few key points that merit attention and action. Several are in longer term plans. We must also relate the opportune its to meet curlers and discuss OUR rink.

Phil Barton  
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Kinross Curling Trust