

Teddington Sports Centre Liaison Group

15 March 2016

Present: Kris Nisson Trowlock Island Residents
 Martin Blaiklock Broom Road Residents
 Dudley Groves Fairways & Thamespoint Residents
 Jean Mackey Melbourne Road & Trowlock Avenue Residents
 Julie Dudley Teddington School
 Tom Bugar Centre Manager, Teddington Sports Centre
 Chris Percy Sports Centres' Manager, LBRUT
 Colin Sinclair Head of Sport & Fitness, LBRUT

Apologies: Andy Sutch Sport Richmond
 Tim Malthouse Teddington Hockey Club
 David Rijvers Teddington Volleyball Club
 Jon Davey Sport & Fitness Facilities' Manager, LBRUT

Minutes

Action

1 INTRODUCTIONS

- (i) CS introduced Tom Bugar, the new Centre Manager. TB had worked as Duty Manager at Teddington for a number of years.

2 NOTES OF LAST MEETING HELD ON 22 SEPTEMBER 2015

- (i) KN commented that generally the Trowlock Way car park was clearer.

3 RESIDENT ISSUES

- (i) MB urged the Centre to inform residents of any upcoming significant events.

CS would contact Tim Malthouse in Teddington Hockey Club for information on any major events between now and the end of the hockey season. CS

CS to similarly contact Richmond Volleyball Club for dates of any future beach volleyball events. CS

- (ii) Generally, MB observed that noise had not been as disturbing as in previous years.

- (iii) JD agreed to school contact details being included in the notes of this meeting.

JD urged that the school were happy to receive out of hours calls but these should only be in emergency situations and residents were urged to contact the school the next day if it could wait.

Premises – 24 hours in and out of hours number for:

Premises Assistant 07913 723 863
 Premises Manager 07913 298 685

- (iv) JM raised the issue of trespass in “no man’s land”. TB confirmed this had been an adult footballer. The Club had been warned that if there was a reoccurrence of this incident, their booking would be cancelled.
- CS confirmed that all Clubs were made aware that they were not to retrieve balls from the “no man’s land”. The Centre/Duty Manager would do this on behalf of the Clubs in daylight hours.
- JD/CP/TB agreed to review security in the “no man’s land” and explore ways this could be made less accessible. JD/CP/TB
- (v) KN had spotted school children trespassing in both the meadow area at the end of Melbourne Road and the copse by the squash courts.
- JD encouraged residents to immediately report any incidents to the school.
- (vi) KN complimented the school on its high level of maintenance of the site and buildings.
- (vii) DG felt that the revamp of the children’s play area on Broom Road Recreation Ground had been carried out to a good standard. However, 2 fence panels were still in place and needed to be removed. CS to raise this with Parks team. CS
- (viii) There was discussion about the planning application for a mobile phone mast on Broom Road which had been rejected. It was noted that a similar application for Holmesdale Road had been approved.
- (ix) MB explained that the Environment Agency were holding a drop in event at Tamesis Sailing Club to explain their strategy for managing the flood plain. MB urged all local residents to attend. This was being held on Tuesday 22 March 2016, 4pm to 8pm and would outline the work that the Environment Agency plan to undertake at Teddington, Molesey and Sunbury locks, plus their plans for Jubilee River.
- (x) KN had no complaints. The feeling from Trowlock Island was that noise and light disturbance was less with no incidents of swearing from players.
- (xi) There was discussion about a high pitched sound emanating from the school. This has been identified and eliminated, but unfortunately had begun again. JD to discuss with Mr Dangerfield at Teddington School. JD
- (xii) There was discussion about the impact of Royal Canoe Club events on the Trowlock Way car park.
- (xiii) KN explained that at times during the school day, there was very little capacity in the Trowlock Way car park due to school parking. JD to check that students were not parking there and also to inform teachers to park in marked spaces. JD

4 USER ISSUES

No user issues were raised.

5 CENTRE MANAGER’S REPORT

- (i) CP & TB presented the report, which is attached.
- (ii) CS outlined progress on the development of a new 3G football/rugby pitch at Hampton Academy/Hampton Sport & Fitness Centre. It was hoped that this would be developed in Summer 2016. The intention was to offer football clubs who use Teddington, use of the new 3G pitch at Hampton, thereby enabling the Centre to offer more floodlit slots to Teddington Hockey Club.

6 ANY OTHER BUSINESS

- (i) JM raised the planting of trees behind 26-28 Melbourne Road which was a planning condition related to the construction of the school. CS to raise this issue with the Council's Head of Parks. CS
- (ii) The small trees planted at Broom Road Recreation Ground had died. CS to raise with Head of Parks. CS

7 DATE OF NEXT MEETING

Tuesday 20 September 2016, 6.30pm at Teddington School. All

TEDDINGTON SPORTS CENTRE

CENTRE MANAGER'S REPORT

March 2016

1 EQUIPMENT AND FACILITIES

A table to show the objectives achieved with cost implications of over £500 carried out from September 2015 – March 2016.

Objective	Cost Implications
Hockey Goals Padding	£585
Sportsafe Equipment Repair	£1545

2 STAFFING

Recruitment of new staff: Thomas Burgar, Centre Manager

3 HEALTH AND SAFETY

In an effort to improve and manage the safety of the site and equipment, we have introduced and implemented the following measures:

- Annual service of fire equipment
- Annual service to Emergency Intercom System
- Portable Appliance Testing
- Boiler service records
- Display Screen Equipment Risk Assessment
- Manual Handling Risk Assessment
- Passenger Lift Examination
- Emergency Lighting Certificate
- Fixed Electrical Installation Certificate
- Asbestos Survey
- Fire safety checks
- Football Goal Inspections Checklist

4 CUSTOMER SERVICE EXCELLENCE AND QUALITY STANDARDS

The Sports Centre has a rolling Action Plan for Quest which relates to customer service, H&S, maintenance, cleaning, continuous improvement, staff training, business plan management and environmental management. This is regularly discussed in staff meetings on a monthly basis.

As a department we were successfully re-accredited in Customer Service Excellence in December 2015.

5 MARKETING PLAN

The Sports Centre's Marketing Plan was completed in April 2015 - moving forward for the next financial year we will be looking to:

- Continue to distribute programmes to local schools in the Royal Borough of Kingston

- Extend special offers on Squash Courts in order to encourage multiple visits per week
- Encourage junior bookings through 50% discount
- Encourage over 60's participating in Squash through 50% discount
- Constant review of website
- Updated 2015 planner to list upcoming events, fairs and fetes
- Increase fitness class participation through special offer and Fit Street Mail Drop
- Promote the Beach Volleyball Courts through Richmond Volleyball Club and local schools
- Increase usage of Brief Your Market and cross-selling of activities

Below is a breakdown of how the special offers performed for the period September 2015 – February 2016.

Area	Offer	Reason	Outcome/ Uptake
Squash Courts	Over 60s discount	To increase over 60s participation in sport	38
Squash Courts	Half Price squash courts at weekends	To increase usage during off peak times	167
Sports Hall	Junior Badminton	Increase junior participation in sport	58
Squash Courts	Junior Squash	Increase junior participation in sport	1

6 PROGRAMMING

Junior Programme

Attendances have decreased in our junior programme along with income. This is due to the availability of coaches, shortening the term courses and also loss of the sports hall whilst school exams take place.

The table below shows a comparison of income and attendances on all junior courses for the period September – February for both 2014 and 2015 financial years:

Course	Income Sept 2014 - Feb 2015	Income Sept 2015 - Feb 2016	Attendances Sept 2014 - Feb 2015	Attendances Sept 2015 - Feb 2016
Football	£3394	£2832	789	674
Gymnastics	£5970	£6451	1388	1500
Judo	£1477	£1229	343	285
Street Dance	£684	£566	159	131
Karate	£3702	£3529	860	820
Boys Basketball	£1396	£1478	324	343
Girls Basketball	£1804	£2318	419	539
Total	£16861	£18403	4282	4292

Gymnastics – Our Gymnastics continues to be very popular.

Judo – Judo remains popular. We will work with the Busen and introduce displays in local junior schools to continue to increase the income and attendance.

Street Dance – Numbers have decreased in Street Dance. We have had to change the coach and the day on which we run the class.

Brentford Football Coaching – The football courses are very popular on a Saturday morning.

Karate – Our Karate course continues to be very popular.

Basketball – Basketball remains popular with boys and girls.

Adult Programme

The adult programme overall has shown a decrease in attendance and income.

The table below shows a comparison of income and attendances on all junior courses for the period September – February for both 2014 and 2015 financial years:

Course	Income Sept 2014 - Feb 2015	Income Sept 2015 - Feb 2016	Attendances Sept 2014 - Feb 2015	Attendances Sept 2015 - Feb 2016
Volleyball	£1251	£667	245	121
Yoga	£347	£414	63	75
Squash	£116	£351	21	63
Zumba	£644	£568	117	103
Stretch n Tone	£441	£352	80	64
Core Stability	£225	£330	40	60
Ballet	£215	£484	39	88
Total	£3239	£3166	605	574

With all Fitness Classes we are running a local Mail Drop over the next month offering a free week's use of the Fitness classes at Teddington Sports Centre. We are hoping this will increase the usage across the board.

Holiday Programme

Since July 2011, we have had a Service Level Agreement with KOOSA Kids to provide holiday play schemes at Teddington Sports Centre. KOOSA Kids will be using the facility during all school holidays again this year.

Holiday Period	Attendance 2015/16
October	344
Christmas	205
February	327

7 FUTURE PLANS / PRIORITIES

- Maximise sports hall availability
- Increase adult fitness class participation
- Sign up 5 non-members onto Direct Debit memberships
- Complete maintenance to floodlighting
- Increase use of Beach Volleyball Courts and Tennis Courts
- Review and update NOP, EAP and Risk assessments for QUEST accreditation.

James Klahn
Teddington Sports Centre