

Teddington Sports Centre Liaison Group

20 September 2016

Present:

Andy Sutch	Sport Richmond	
Cllr Geraldine Locke	Hampton Wick Ward Councillor	
Jean Mackey	Melbourne Road & Trowlock Avenue Residents	
Kris Nisson	Trowlock Island Residents	
Julie Dudley	Teddington School	
Tom Burgar	Centre Manager	
Chris Percy	Sport Centres' Manager	
Colin Sinclair	Head of Sport & Fitness, LBRUT	

Apologies:

David Rijvers	Teddington Volleyball Club	
Dudley Groves	Fairways & Thamespoint Residents	Jon Davey
Dafna Gornall	Residents Representative*	

Minutes **Action**

1 NOTES OF LAST MEETING HELD ON 15 MARCH 2016

- (i) Tim Malthouse to send Club newsletter to all members of the group. TM
- (ii) David Rijvers to forward details of all 2017 events when available. DR
- It was suggested that Teddington Sports Centre could put together a calendar of events and circulate it to group members. TB/CP
- (iii) No Man's Land – only the school premises team now have access to this area.
- JM had challenged the two team members who had climbed the fence to retrieve a football. She immediately phoned the Sports Centre.

TB explained that the club had been identified and warned that their booking would be cancelled if they repeated the offence. Terms and Conditions for all bookings have been updated and all clubs have been warned.

JD was happy to provide the Sports Centre with a key to no man's land if required. JD
- (iv) CS reported that the fence panels in the children's play area had been removed.
- (v) KN reported that the high pitched sound could still be heard occasionally. It is possibly caused by a generator. JD would further investigate. KN would send JD details of when the noise was heard. JD/KN
- (vi) There were no current problems with parking in the Trowlock Way car park.
- (vii) 26-28 Melbourne Road. JM would contact the Sports Centre if the planting of trees was still an issue for residents of these properties.
- Planting of these trees did remain a Condition of Planning. CS to raise CS

with David Allister, Head of Parks.

- (viii) The issue of the trees on Broom Road Recreation Ground had been reported to the Head of Parks.

2 RESIDENT ISSUES

- (i) Fly-tipping was occurring in the Trowlock Way car park. Sometimes the grounds maintenance contractor would mow the grass before removing fly-tipping and litter. CS to report this to David Allister, Head of Parks. CS/DA
- (ii) Noise from football games was raised by JM. TB would remind all clubs to the fact that the sports centre was based in a residential area. JM suggested that signs could be erected in changing rooms. TB
- (iii) Cllr GL confirmed that she had received no communications regarding the sports centre.

3 USER ISSUES

- (i) AS raised the issue of floodlights. There had been significant advancements in technology and modern floodlights should provide less glare. AS, on behalf of the Clubs, would like to investigate new floodlight technology in order that there could be consideration of reverting to 10pm turn off of the floodlights on Pitch A and the possibility of floodlights on Pitch B.

AS and Tim Malthouse would develop some draft proposals for consideration by the group. AS/TM

JM expressed concern that noise would still remain a concern for residents if the pitch was in use from 9pm-10pm.

4 CENTRE MANAGER'S REPORT

TB presented his report which is attached.

- (i) Cllr GL raised the possibility of introducing handball, especially for girls. TB would consider this, possibly holding an open day for handball. TB

5 ANY OTHER BUSINESS

- (i) Dafna Gornall was stepping down from the group and was thanked for her contribution over the many years.
- (ii) TB alerted members of the group to the fact that there had been a number of smash and grab incidents in the Trowlock Way car park.
- (iii) CS was being made redundant and would be leaving the Council on 7 October 2016.

CS was thanked for his contribution towards this Liaison Group.

6 DATE OF NEXT MEETING

To be arranged for March 2017. All

TEDDINGTON SPORTS CENTRE

CENTRE MANAGER'S REPORT

September 2016

1 EQUIPMENT AND FACILITIES

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

Objective	Cost Implications
New Hockey goals / Install	£2,388.00
New Internal and External signage	£800

2 STAFFING

Recruitment of new staff: Joseph McAllister Part Time Duty Manager

We are still in the process of recruiting a full time duty 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 failed to gain Quest accreditation last year due to issues relating to the regulations of fixed wire testing. The sports centre is currently in the process of booking a quest assessment, as the fixed wire discrepancy has now been resolved.

As a department we will be re-assessed on our Customer Service Excellence in January. This will investigate how the sports centre deals with customer satisfaction levels, customer feedback / complaints and the customer's general experience of the sports centre.

5 MARKETING PLAN

The Sports Centre's has tried a wide range of marketing techniques in recent months; this has seen us more heavily involved in social media on platforms such as Twitter and Facebook.

- Continue to distribute programmes to local schools.
- Encourage junior bookings through 50% discount across all Racket sports.
- Encourage over 60's participating in Squash through 50% discount
- Constant review of our website
- Various forms of social media training for sports centre staff.
- The running of a squash open day to encourage people to try new sports.
- Increase in numbers of internal noticeboards and posters.
- £1 pay and play football for juniors over the summer period.
- Arranging meetings with local clubs i.e. Walbrook, Tamesis Club
- Play Beach Scheme ran on four dates across the summer offering free community use.
- Better in house marketing of TSC across the borough sports centres.

Below is a breakdown of how the special offers performed for the period March 2016 – August 2016

Area	Offer	Reason	Outcome/ Uptake
Squash Courts	Over 60s discount	To increase over 60s participation in sport	37
Squash Courts	Half price squash courts at weekends	To increase usage during off peak times	133
Tennis Courts	50% off for junior's at weekends	Increase junior participation in sport	59
Sports Hall	50% off for junior's at Weekends	Increase junior participation in sport	38
Squash Courts	50% off for junior's at Weekends	Increase junior participation in sport	18
Football AWP	£1 pay and play	Increase activities for juniors over the summer holidays	75
Beach Courts	Free play beach sessions.	Offer free community use activities.	

6 PROGRAMMING

Junior Programme

The table below shows the income and attendances on all junior courses for the period September – February 2015/16 and the remainder of the year March – August 2016/17

Course	Income Sept 2015 - Feb 2016	Income March 2016- August 2016	Attendances Sept 2015 - Feb 2016	Attendances March 2016- August 2016
Football	£2,832	£3,426.80	674	762
Gymnastics	£6,451	£6,990.28	1500	1652
Judo	£1,229	£1,074.41	285	247
Street Dance	£566	£768.40	131	156
Karate	£3,529	£3,321.60	820	805
Boys Basketball	£1,478	£334.80	343	65
Girls Basketball	£2,318	£267.80	539	56
Junior Tennis		£2,696.27		546
Total	£18,403	£18,880.36	4,292	4,298

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 started to pick back up, having now secured a regular coach allowing for greater class consistency.

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

Karate – Our Karate course continues to be very popular. With new advanced sessions starting this September

Basketball – Basketball remains popular with boys and girls. We lost the use of the sports hall due to school exams meaning the term was heavily shortened. The sessions did continue at Hampton Sports Centre and have since returned back for the September term.

Tennis – Very popular with 3 of the 4 classes being fully booked.

Adult Programme

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

The table below shows the income and attendances on all Adult courses for the period September – February 2015/16 and the remainder of the year March – August 2016/17.

Course	Income Sept 2015 - Feb 2016	Income March 2016- August 2016	Attendances Sept 2015 - Feb 2016	Attendances March 2016- August 2016
Volleyball	£667	£181.50	121	31
Yoga	£414	£478.20	75	108
Squash	£351	0	63	0
Zumba	£568	£361.00	103	94
Stretch n Tone	£352	£404.90	64	92
Core Stability	£330	£404.90	60	92
Ballet	£484	£228.60	88	81
Total	£3166	£2,059.10	574	498

Volleyball – Drop in numbers due to school exams in the hall.

Ballet – this has been added as a free class to Gold members across the borough, this has seen a consistent number of attendances, but a reduction in pay as you go income.

Squash – Had to be stopped due an injury to our coach. A new coach has been recruited and sessions have started back from September.

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 2016/17
Easter Half term	229
Summer Period	1925

7 FUTURE PLANS / PRIORITIES

- Maximise sports hall availability
- Increase numbers of weekend Sports parties
- Increase adult fitness class participation, through work with local clubs.
- Change of membership to include 5 courts a month (Tennis, Badminton, Squash, Table Tennis)
- Increase use of the all-weather pitch by Teddington Hockey Club where slots are available.
- Review and update NOP, EAP and Risk assessments for QUEST accreditation.

Tom Burgar
Centre Manager
Teddington Sports Centre