

# Teddington Sports Centre Liaison Group

22 September 2015

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**Present:** Kris Nisson Trowlock Island Residents  
 Dafna Gornal Melbourne Road & Trowlock Avenue Residents  
 Julie Dudley Teddington School  
 James Klahn Teddington Sports Centre Manager, LBRUT  
 Jon Davey Sports Centres' Manager, LBRUT  
 Colin Sinclair Head of Sport & Fitness, LBRUT

**Apologies:** Andy Sutch Sport Richmond  
 Tim Malthouse Teddington Hockey Club  
 John Bazalgette Trowlock Island Residents  
 Dudley Groves Fairways & Thamespoint Residents  
 Jean Mackey Melbourne Road & Trowlock Avenue Residents

## Minutes

## Action

### 1 TEDDINGTON SCHOOL ISSUES

- (i) The letter from John Wilkinson, Head of Teddington School, regarding the woodland area, had been well received by local residents.

JDu explained that exploratory works had been undertaken in order to understand what was in the woodland area. Undergrowth had been removed but no trees had been cut down.

The next stage was for the school to complete a tree survey and receive recommendations on future arboricultural works. Planning permission would be applied for if required.

The issue had established clear routes for the school to communicate with individuals and groups in the future.

- (ii) There was discussion about future planting in this area and KN urged the school not to consider planting leylandii.

- (iii) JDu explained that a light had been taken out along the boundary with Broom Road and this had been well received by Broom Road residents.

- (iv) JDu would forward to CS for distribution, the out of hours contact for the school. JDu

- (v) JDu explained that Rowena O'Bierne, Business Manager, was due to return from maternity leave in November 2015.

- (vi) JDu was thanked for taking the time to attend the meeting.

### 2 NOTES OF LAST MEETING HELD ON 10 MARCH 2015

- (i) CS had requested an update on planting at the rear of 26/28 Melbourne Road.

- (ii) River Reach meetings – these had generally either been attended by an officer from Teddington Sports Centre or Teddington Hockey Club.

- (iii) Teddington Hockey Club had been sending regular updates to residents.
- (iv) It was noted that there were spaces available in the Trowlock Way car park at most times.
- (v) The security light outside the Squash Courts had been replaced with a number of smaller less intrusive lights.

Blinds had been installed and sports centre staff would try to ensure that these were down whenever possible.

### **3 RESIDENT ISSUES**

- (i) KN reported that noise experienced on Trowlock Island had not been too intrusive and there had been no reports of swearing.
- (ii) Teddington Sports Centre's telephone number had changed to 020 3772 2999.
- (iii) KN reported that there was an accumulation of litter and leaves in the car park adjacent to the river. CS would follow up. CS
- (iv) Trowlock Way Car Park – similarly this doesn't get cleaned very often and specifically isn't cleaned before perimeter mowing takes place. CS CS to raise with the Head of Parks & Open Spaces.

### **4 USER ISSUES**

No users were in attendance.

### **5 CENTRE MANAGER'S REPORT**

JK presented the Centre Manager's report, which is attached.

JK explained that new padding had been purchased for the hockey goals and this would be permanently fixed to the goals.

### **6 ANY OTHER BUSINESS**

No items were raised.

### **7 DATE OF NEXT MEETING**

Tuesday 15 March 2016, 6.30pm at Teddington School. All



## CENTRE MANAGER'S REPORT

September 2015

### 1 EQUIPMENT AND FACILITIES

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

Objective	Cost Implications
Hockey Goals	£1100

### 2 STAFFING

Recruitment of new staff: Joe McCallister Casual 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 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.

### 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 new 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 March 2015 – September 2015

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	142
Sports Hall	Junior Badminton	Increase junior participation in sport	32
Squash Courts	Junior Squash	Increase junior participation in sport	9

## 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 losing 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 March – September for both 2014 and 2015:

Course	Income March 2014 - Sept 2014	Income March 2015 - Sept 2015	Attendances March 2014 - Sept 2014	Attendances March 2015- Sept 2015
Trampolineing	£2110.10	N/A	451	N/A
Football	£1912.60	£4028	413	793
Squash	£88.80	£41.40	18	9
Gymnastics	£3331.50	£5970	705	1119
Judo	£498	£722	107	146
Street Dance	£274	£814	57	164
Karate	£1667	£3035	356	629
Boys Basketball	N/A	N/A	N/A	N/A
Girls Basketball	N/A	N/A	N/A	N/A
Wheelchair Basketball	N/A	N/A	N/A	N/A
<b>Total</b>	<b>£9,882.00</b>	<b>£14,610.40</b>	<b>2107</b>	<b>2860</b>

**Trampolineing** – Due to the loss of the sports hall during the Summer Term for exams we were not able to run our Trampolineing classes. The course is now fully booked for the Winter Term.

**Gymnastics** – Our Gymnastics continues to be very popular.

**Judo** – Judo has increased in popularity after some direct mail marketing. 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 increased in Street Dance. We will be working with Combination Dance to introduce displays in local junior schools.

**Brentford Football Coaching** – The football courses are very popular on a Saturday morning, and we have increased the amount of coaches so that we can have more children participating.

**Squash** – Numbers have decreased since last year, we hope to increase numbers again in the Spring Term when our coach returns.

**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 adult courses for the period March – September for both 2014 and 2015:

<b>Course</b>	<b>Income March 2014 - Sept 2014</b>	<b>Income March 2014 - Sept 2014</b>	<b>Attendances March 2015 - Sept 2015</b>	<b>Attendances March 2015- Sept 2015</b>
Volleyball	£308	£105	30	15
Yoga	£267	£295	57	72
Squash	£163	£456	30	71
Trampolining	£127	N/A	16	N/A
Zumba	£396	£485	91	125
Stretch n Tone	£199	£251	38	56
Pilates	£201	£145	39	41
Ballet	£207	£211	46	61
<b>Total</b>	<b>£1,868</b>	<b>£1,948</b>	<b>347</b>	<b>441</b>

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.

<b>Holiday Period</b>	<b>Attendance 2015</b>
Easter	632
May	308
Summer	2072

## **7 FUTURE PLANS / PRIORITIES**

- Maximise sports hall availability
- Increase adult fitness class participation
- Get 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  
Centre Manager  
Teddington Sports Centre