

Teddington Sports Centre Liaison Group

10 March 2015

Present:

Dudley Groves	Fairways & Thamespoint Residents
Kris Nisson	Trowlock Island Residents
Martin Blaiklock	Broom Road & Langwood Chase Residents
Dafna Gornal	Melbourne Road & Trowlock Avenue Residents
Jean Mackey	Melbourne Road & Trowlock Avenue Residents
Cllr Tania Matthias	Ward Councillor
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

Minutes

Action

1 NOTES OF LAST MEETING HELD ON 9 SEPTEMBER 2014

- (i) MB reported that the trees on Broom Road Recreation Ground were still a concern. CS to report this to David Allister, Head of Parks. CS
- (ii) David Allister had reported that a planning application had been submitted for planting at the rear of 26/28 Melbourne Road. CS to follow up on the species to be planted and to ensure that local consultation would be undertaken. CS
- (iii) River Reach meetings – either Teddington Hockey Club or the Sports Centre Manager would attend these. JK
- (iv) There was a request for the hockey club to circulate dates of major club or Middlesex County events. JK to discuss with Tim Malthouse. JK
- (v) CS was awaiting an update on the water supply to Trowlock Island.
- (vi) Tim Malthouse had followed up on the use of the pitch after 6pm on Saturday and it was noted that there had been no reoccurrence of this issue.
- (vii) The Sports Centre had conducted a sample survey of the residence of centre users and this had revealed the following results:
 - 66% Teddington / Hampton Wick
 - 25% Other London Borough of Richmond upon Thames
 - 9% Royal Borough of Kingston upon Thames
- (viii) Trowlock Way Car Park – it was noted that car parking was slightly easier, with problems mainly at weekends.
 - KN requested that the Council consider allocating specific spaces for Trowlock Island residents. CS
 - JDu will reiterate that sixth formers are not permitted to park there and JDu

for teachers to be considerate.

KN reiterated that it was essential that access routes were kept clear for emergency vehicles.

2 RESIDENTS' ISSUES

- (i) The padding on the hockey goals had been taped to the back boards. The only issue occurs when visiting umpires remove the padding.
- (ii) MB indicated that generally the noise had been better. The worst noise was during first team matches.

JK indicated that the end of the hockey season was 29 March, though this would be extended into April if teams progressed in cup competitions.

- (iii) JK explained that the floodlights were now turned off after school activities. The average time for the floodlights being turned off after community activities was 9.07pm. The timer mechanism has been checked and is set for 9.10pm.
- (iv) Squash – activities on the squash courts end at 10pm. The lights en-route to the squash courts are on timers.

JK/JDa will check the outside lighting and see if cowls can be fitted to reduce light spillage.

JK/JDa

- (v) MB asked about beach volleyball events. JK explained that the beach volleyball season will start after Easter. Main times of use will be 3pm-5pm for schools and 5pm-8pm for community activities. At this stage, no tournaments were planned.
- (vi) MB drew the group's attention to current consultation by the Environment Agency on the flood management strategy.

KN indicated that the Environment Agency had held meetings with Trowlock Islanders.

3 USER ISSUES

No issues were raised.

4 CENTRE MANAGERS' REPORT

JK presented his report which is attached. The following items were discussed:

- (i) The upgrading of the floodlit pitch had been largely completed. However, certain further works would be undertaken in the Easter holidays. There may need to be a short spell of more noisy work. This would be undertaken between 30 March and 2 April, working hours 8am-5pm.

CS confirmed that there would be no working over the main Easter period, 3-6 April 2015.

- (ii) The trees had grown again and were beginning to obscure the floodlights. Pruning would be necessary at some stage. When this was

necessary, the Council's Arboricultural Officer would be involved and there would be consultation with residents. It was likely that a planning application would be required for these works.

(iii) The new contact number for Teddington Sports Centre is 020 3772 2999.

5 ANY OTHER BUSINESS

Melbourne Road residents were keen to set up a meeting with the School.

6 DATE OF NEXT MEETING

6.30pm on Tuesday 22 September 2015 at Teddington School.

All



CENTRE MANAGER'S REPORT

March 2015

1 EQUIPMENT AND FACILITIES

A table to show the objectives achieved with cost implications of over £500 carried out from September 2014 – March 2015.

Objective	Cost Implications
Basketball Course Equipment	£530

2 STAFFING

Recruitment of new staff: Dimitri Collina – Duty Manager (Full-Time)
Damon Sarmadi – Duty Manager (Temporary Contract)

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 2014 - 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 new classes
- 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 September 2014 – February 2014

Area	Offer	Reason	Outcome/ Uptake
Squash Courts	Over 60s discount	To increase over 60s participation in sport	9
Squash Courts	Half Price squash courts at weekends	To increase usage during off peak times	209
Sports Hall	Junior Badminton	Increase junior participation in sport	21
Squash Courts	Junior Squash	Increase junior participation in sport	6

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 April – September for both 2013 and 2014:

Course	Income Sept 2013 - March 2014	Income Sept 2014 - March 2015	Attendances Sept 2013 - March 2014	Attendances Sept 2014 - March 2015
Trampolining	5894	4954	1281	1076
Football	2791	3394	606	737
Squash	629	101	136	22
Gymnastics	4147	4404	901	957
Judo	1192	1477	259	321
Street Dance	481	684	104	148
Karate	1470	3702	319	804
Boys Basketball	2288	1396	497	303
Girls Basketball	1549	1804	336	392
Wheelchair Basketball	647	772	140	167
Total	21088	22688	4579	4927

Trampolining – Due to losing our coach for the Tuesday and Friday sessions we are down on income and attendance. Saturday classes are fully booked. We hope to have a coach set up ready for the September Term.

Gymnastics – Our Gymnastics continues to be very popular.

Judo – Some extra marketing needs to be worked on for Judo, numbers have increased though over the past year. We will work with the Busen, and introduce displays in local junior schools.

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 Autumn Term when the squash season starts.

Karate – Our Karate course continues to be very popular.

Basketball – Basketball remains popular with boys and girls, we will be losing the sports hall due to exams in the Summer Term.

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 Sept – March for both 2013 and 2014:

Course	Income Sept 2013 - March 2014	Income Sept 2014 - March 2015	Attendances Sept 2013 - March 2014	Attendances Sept 2014 - March 2015
Volleyball	877	1352	175	270
Yoga	286	347	35	43
Squash	455	617	75	88
Trampolining	310	126	44	18
Zumba	1272	644	254	128
Stretch n Tone	708	441	141	88
Pilates	301	225	60	45
Ballet	238	215	47	43
Total	4447	3967	831	723

Trampolining – Due to losing our Adult Trampolining coach we have not been able to run classes since January 2015. We hope to restart this class in September.

Volleyball – We have seen an increase since assigning a new coach to the course. We are also able to continue running volleyball on the beach courts in the summer term when we lose the sports hall due to the school exams.

Yoga – Through increased advertising and coaching quality we have been able to increase our income and attendance in Yoga.

Zumba – We have noticed across the board with our Group Exercise classes that more of our users are becoming Direct Debit members at Teddington Pools and Fitness Centre, therefore the PAYG income has decreased.

Stretch and Tone – Numbers have been slow on this class, but we have seen a large increase in the last month.

Pilates – Pilates has increased in popularity but we are finding that a few of our customers are swapping between Yoga and Pilates.

Fitness Membership – We currently have 1 Direct Debit Membership and will be working to increase this number through additional fitness classes and changes in coaches.

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 this year.

Holiday Period	Attendance 2014/2015
October Half Term	345
December Holidays	78
February Half Term	310

7 FUTURE PLANS / PRIORITIES

- Maximise sports hall availability
- Increase adult fitness class participation
- Get 5 non-members onto Direct Debit memberships
- Complete maintenance to flood light
- Complete ongoing works to AWP and Cricket Nets
- 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