

Teddington Sports Centre Liaison Group

18 September 2012

Present:

John Bazalgette	Trowlock Island Residents
Dafna Gornell	Melbourne Road & Trowlock Avenue Residents
Jay Patel	Melbourne Road & Trowlock Avenue Residents
Tim Malthouse	Teddington Hockey Club
Andy Sutch	Sport Richmond
Amanda Eliades	Broom Road & Langdon Chase Residents
Alison Davey	Broom Road & Langdon Chase Residents
Clive Morris	Teddington School
Jon Davey	LBRUT Sports Centres' Manager
Colin Sinclair	LBRUT Head of Sport & Fitness

Apologies: Councillor Tania Mathias
Paul Chadwick
Ian Dodds
Martin Blaiklock
Alison McGrandles

Minutes

Action

1 ACTION POINTS FROM NOTES OF PREVIOUS MEETING HELD ON 1 MARCH 2012

(i) CS explained that the Council rather than the School was responsible for maintaining the ramp.

DG urged Teddington Hockey Club cyclists to take care when exiting the hockey club via the ramp. TM to monitor.

TM

(ii) TM has reminded members to use the Sports Centre entrance, rather than the ramp, during Sports Centre opening hours.

(iii) The planting in no mans land was planned for early November 2012, subject to appropriate weather conditions.

(iv) There was discussion about major events that were held at the Sports Centre, by the Hockey Club and by the water sports Clubs and the need to ensure that they were co-ordinated.

CS would invite the water sports Clubs to attend this meeting or at least to submit details in advance of their major events.

CS

(v) AD raised the issue of Sports Centre users parking irresponsibly in Broom Road and Holmesdale Road.

JD would remind all users to park responsibly.

JD

It was suggested that the Police be informed when there are major events, and therefore, the likelihood of congestion and parking problems.

(vi) JD confirmed that the floodlights were turned off early if there were no bookings of the pitch, e.g. from 8.00pm-9.00pm.

- (vii) There was discussion about balls still going into back gardens. JD had looked at the possibility of installing netting, but this would require cutting of trees to install netting supports.

Generally, the residents were against the installation of netting from an environmental point of view.

AE & DG raised the issue of players climbing fences into gardens and the no mans land to retrieve balls.

JD / CS stressed that players had been advised not to climb fences and if any residents had concerns they should ring the Teddington Sports Centre office number 020 8977 0598.

JD / CS would consider the installation of notices further dissuading players not to climb fences.

JD/CS

- (viii) There was discussion about the extension of the acoustic barrier along Broom Road.

CS referred to the meeting to be organised by Paul Chadwick (all residents had seen his email) and it was suggested that this item be raised at that meeting.

- (ix) Residents raised the issue of noise, particularly from hockey or footballs hitting the fence or the goals.

JD / CS to inspect the goal padding and padding around the perimeter of the pitch.

JD/CS

It was suggested that notices should be installed advising players not to warm up by kicking/hitting balls against the fence.

- (x) There was a discussion about swearing. For the Sports Centre to take action (and terms and conditions of hire explicitly advise players that action will be taken), it would be helpful if neighbours could specifically identify the date and time when swearing had occurred.

2 TERMS OF REFERENCE

These were agreed by the Group. CS thanked JB for his contribution towards the drafting of these.

3 RESIDENTS' ISSUES

- (i) The lights illuminating the School stairwell were often left on in the evenings. CM would look into this.

CM

- (ii) There was a discussion about relationships between Teddington Hockey Club and the residents. DG expressed support in general for young people taking part in sport but asked TM to listen to residents' concerns. TM explained that the Hockey Club were keen to communicate effectively with residents and he was working hard to educate his members.

- (iii) TM would notify all on his residents' mailing list of forthcoming regional events. TM would add AE and AD to his mailing list if they wished to

TM

supply contact details.

4 USER ISSUES

- (i) CS explained that the Council had been successful in securing one evening per week's use of the new floodlit pitch at the St Mary's Teddington Lock site. This would enable the Sports Centre to continue to offer slots to users displaced from Teddington Sports Centre by the 9.00pm turn off of the lights.
- (ii) The Council would be leading on the upgrading of the carpet, shock pad and base for the floodlit pitch, with work likely to take place in Summer 2013. CS to advise of dates for upgrading, once these were known. CS
- (iii) There was discussion about the present floodlighting at Teddington Sports Centre and comparison with installations at other Sports Centres.

5 CENTRE MANAGER'S REPORT

JD presented this report (attached).

6 ANY OTHER BUSINESS

No items were raised.

7 DATE OF NEXT MEETING

Tuesday 5 March 2012, 6.30pm at Teddington School / Sports Centre. All

TEDDINGTON SPORTS CENTRE

CENTRE MANAGER'S REPORT

September 2012

1 EQUIPMENT AND FACILITIES

A table to show the objectives achieved with cost implications of over £500 carried out from February 2012 – August 2012

Objective	Cost Implications
Tree Pruning	£1140
Stud Partition (Squash Courts)	£3560

2 STAFFING

Recruitment of new staff: Cecelia Reed – Zumba Coach
Adam Wicks – Football Coach

3 FINANCE

See Appendix 1

4 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 Light Certificate
- Fixed Electrical Installation Certificate
- Asbestos Survey
- Fire safety checks
- Football Goal Inspections Checklist

5 CUSTOMER SERVICE EXCELLENCE AND QUALITY STANDARDS

The Sports Centre has been awarded Quest re-accreditation from November 2011 and the Sports Centre will be working towards its next annual re-accreditation in November 2012.

The Sports Centre has a rolling action plan for Quest which relates to areas which we need to improve upon. Continuous improvement to the centre is our main aim and is discussed monthly in Team Meetings.

Ongoing accreditation for Customer Service Excellence achieved December 2012.

6 MARKETING PLAN

The Sports Centre's Marketing Plan was produced in May 2012 and will be updated again in April 2013.

In achieving the objectives the Sports Centre has acted accordingly to complete the following:

- Continue to distribute programmes to local schools in the Royal Borough of Kingston
- Extend special offers on Squash and Badminton 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
- Review of website
- Increase fitness classes from September 2012
- To increase usage at weekends through half price Squash court offer

Below is a breakdown of how the special offers performed for the period February 2012 - August 2012:

Area	Offer	Reason	Outcome/Uptake
Squash	Buy one get one half price	To increase casual usage	44
Junior Court usage	50% off junior court usage	To increase junior sports participation	26
Over 60's Bookings	50% off court usage for over 60's	To promote/encourage over 60's to participate in sport	72
Squash Courts	Half Price squash courts at weekends	To increase usage during off peak times	179

7 PROGRAMMING

Junior Programme

Attendances have increased in our junior programme as well as income - this has been through increased marketing in local schools and the introduction of new classes.

The table below shows a comparison of income and attendances on all junior courses for the period February – August for both 2011/12 and 2012/13:

Course	Income Feb-Aug 2011	Income Feb-Aug 2012	Attendances Feb-Aug 2011	Attendances Feb-Aug 2012
Trampolining	£6,970.30	£5,174.75	1,548	1,149
Football	£2,866.00	£3,697.00	636	851
Squash	£312.00	£207.70	70	46
Gymnastics	£3,562.00	£4,360.00	809	988
Judo	£1,248.00	£1,567.60	283	368
Street Dance	£1,010.00	£1,108.00	229	246
Karate	£1,378.00	£1,994.00	313	443
Boys Basketball	£333.80	£93.60	111	30
Girls Basketball	£208.80	£240.40	69	75
Wheelchair Basketball	£341.30	£16.70	113	5
Total	£18,050.20	£18,459.75	4,181	4,201

Trampolining – this did not run during the summer term due to the school exams, therefore we have had a decrease in the income and attendance figures. We were able to transfer our course and customers to Orleans Park Sports Centre.

Gymnastics – We have seen an increase in income and attendance since we are a satellite centre for Richmond Gymnastics Association. This has meant we were able to introduce more classes and with the added advertising at RGA, we have attracted beginners to the sport.

Judo – numbers have increased from last year due to the increased marketing within local schools.

Street Dance – We have seen a slight increase here in both attendance and income. This course still remains a firm favourite with creative energetic youngsters, with good quality coaching provided by Combination Dance.

Brentford Football Coach – numbers have increased on this course with the introduction of a higher age limit. The new format was introduced in September 2011.

Squash – numbers have decreased since last year, but the course is already fully booked for this term and we are now a registered club with Squash England.

Karate – Increased income and attendance for 2012/2013 with the introduction of a second more advanced class.

Basketball – transferred to Orleans Park Sports Centre for the summer term due to the school exams, the classes followed the success at Teddington and we hope to see everyone return for the new term.

Adult Programme

The adult programme overall has shown an increase in attendance and income.

The table below shows a comparison of income and attendances on all adult courses for the period February – August for both 2011/12 and 2012/13:

Course	Income Feb-Aug 2011	Income Feb-Aug 2012	Attendances Feb-Aug 2011	Attendances Feb-Aug 2012
Volleyball	£415.50	£760.10	138	253
Yoga	£494.60	£703.90	80	101
Squash	£458.00	£803.20	76	133
Trampolining	£1,948.35	£158.20	278	26
Zumba	£1,387.28	£1,154.00	277	230
Stretch n Tone	NA	£513.00	NA	116
Pilates	NA	£702.30	NA	159
Total	£4,703.73	£4,794.70	849	1,018

Trampolining – Due to the school exams we were not able to run Trampolining during the summer term.

Volleyball – We have seen an increase in volleyball players. During the exams the Volleyball club moved to Whitton Sport & Fitness Centre. The course will return this term and we hope will be as popular as before.

Yoga – We have seen an increase this year due to extensive advertising at local events.

Zumba – Due to the cancellation of Zumba on a Saturday during the summer holidays we have seen a decline, the class will return from September and we are working on promoting this.

Stretch and Tone – We have been running this class since November 2011 and its been increasing in popularity.

To combat the decreasing numbers in adult attendances on our courses we are increasing the number of Fitness Classes on offer, with the introduction of Pilates and a specific class for lower back problems.

Holiday Programme

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

Holiday Period	Attendance 2011	Attendance 2012
Summer	1050	1795
October Half Term	225	N/A
December	99	N/A
February Half Term	N/A	245
Easter Holidays	N/A	422
June Half Term	N/A	82

8 FUTURE PLANS / PRIORITIES

- Review of Marketing Objectives
- Increase throughput at the Sports Centre
- Expand Adult Programme

James Klahn, Centre Manager
September 2012