

Teddington Sports Centre Management Committee

1 March 2012

Present:	Cllr Tania Mathias	Ward Councillor
	John Bazalgette	Trowlock Island Residents
	Anne Groves	Thamespoint & Fairways Residents
	Martin Blaiklock	Broom Road & Langwood Chase Residents
	Jay Patel	Melbourne Road & Trowlock Avenue Residents
	Peter Mackey	Melbourne Road & Trowlock Avenue Residents
	Tim Malthouse	Teddington Hockey Club
	Stuart Wisdom	NPL Football Club
	Andy Sutch	Sport Richmond
	Alison McGrandles	Teddington School
	Clive Morris	Teddington School
	Ian Dodds	LBRUT Head of Culture & Service Improvement
	John Davey	LBRUT Sport & Fitness Centres' Manager
	Colin Sinclair	LBRUT Head of Sport & Fitness

Apologies: Dudley Groves Thamespoint & Fairways Residents

Minutes **Action**

1 NOTES OF PREVIOUS MEETING HELD ON 25 NOVEMBER 2010

There was discussion about the action items listed in the notes of the previous meeting.

- (i) Ramp – the ownership of the ramp needed to be determined in order to define who was responsible for maintenance and cleaning. ID / CS to discuss with the Council's Head of Corporate Property. CS

- (ii) There was discussion about the use of the ramp by the Hockey Club. Teddington Hockey Club had unrestricted use of the ramp in the terms of their lease.

The Club kept the gate at the top of the ramp open when they were using the pavilion for safety reasons.

The Club would remind users that they were requested to access the pavilion through the sports centres reception rather than via the ramp entrance. TM

- (iii) There was discussion about the fact that as part of the planning consent, additional trees were to have been planted in the "no man's land". CS would raise this with Darren Jacob. CS

- (iv) Teddington Hockey Club were sending out information regularly about events. JD explained that where possible major sports centre events were being moved to other centres.

CS / TM to check that AG was on the distribution list for event information. CS / TM

There was discussion about the possible meeting, perhaps annually, of a group consisting of the water sports clubs, Parks, the Hockey Club and

- the Sports Centre, to ensure there was co-ordination and no major event clashes. AS indicated that Sport Richmond would be happy to co-ordinate this. CS/AS
- (v) There was discussion about the lights being turned off late on one occasion. CS outlined revised procedures at Teddington Sports Centre:
- The Duty Manager would at 10pm attend to the pitch before any other activity spaces.
 - The automatic switch which should ensure that the lights are turned off at 10.10pm would be checked on a weekly basis.
 - The Duty Manager would record every evening the time that the lights were turned off.
- (vi) There was discussion about the School perimeter lights that were permanently left on.
- (vii) JD confirmed that if bookings finished earlier than 10.00pm, then the lights would be turned off. Clubs would be asked to report to the office if they were finishing early. JD
- (viii) PM explained that hockey balls were still going into the gardens in Melbourne Road, predominantly from Pitch 2 (non-floodlit). JD had looked into netting and this would require pruning of some trees. JD would look at the feasibility of erecting netting for a small width of Pitch 2, immediately behind the hockey goal. JD
- TM explained that this problem seemed to happen during warm up before games and though the home team warmed up at this end of the pitch, it hadn't completely solved the problem.
- (ix) MB had requested that the acoustic barrier be extended along the Broom Road side of the School, but had received no response from the Council.
- ID/CS would raise this with other Council officers. ID/CS
- (x) Cllr TM reminded the Sports Centre that they had undertaken to move football bookings to Whitton Sport & Fitness Centre. CS explained that a number of football bookings had been moved to Whitton. However, some local football clubs wish to stay at Teddington.
- SW explained that NPL Football Club had moved some of its operation to Whitton, but this was not convenient for all its young members.
- AS reiterated that the community clubs who used Teddington Sports Centre made a major positive contribution to the area and that there were no alternative facilities.
- (xi) There was discussion about the outstanding planning application and the signing off of the planning conditions.
- ID explained that the Sports Centre were keen to see this issue resolved as soon as possible. TM explained that the non-consideration of the application for the pruning of the trees was causing a real problem. TM reminded the Group that the Club had a junior membership of 328, 90%

of whom lived locally, with a further 200 on the waiting list.

- (xii) There was discussion about the Olympic taster weekends planned for April and June 2012.
- (xiii) CM reiterated if there were any instances of noise and swearing during the school day, residents should contact him.

2 CENTRE MANAGER'S REPORT

JD circulated the report (attached), highlighting that attendances had increased since the new facilities had been open. In particular holiday schemes were very popular. As a consequence, financial performance has improved.

- (i) JP expressed concern about the sports hall surface that was supposedly corrected by the contractors. JD explained that the School and Sports Centre would undertake any repairs if these were required.

3 ANY OTHER BUSINESS

It was agreed that the group would be renamed the Teddington Sports Centre Liaison Group.

4 DATE OF NEXT MEETING

Tuesday 18 September 2012, 6.30pm at Teddington School.

All

TEDDINGTON SPORTS CENTRE

CENTRE MANAGER'S REPORT

FEBRUARY 2012

1 EQUIPMENT AND FACILITIES

A table to show the objectives achieved with cost implications of over £500 carried out from April 2011 – February 2012

Objective	Cost Implications
Table Tennis Tables	£550
New 5 Aside Football Goals	£1000
3 Sets of Hockey Goals	£2400

2 STAFFING

Recruitment of new staff

Natalie Less – Zumba Coach
Lena Knight – Stretch and Tone Coach
Claire Arnold – Casual Duty Manager
Heather Smith – Casual Duty Manager

3 FINANCE

See Appendix 1 (attached).

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:

- Purchased new Gymnastics and Trampoline equipment
- 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

5 CUSTOMER 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 Excellence achieved December 2011.

6 MARKETING PLAN

The Sports Centre's Marketing Plan was produced in May 2011 and will be updated again in April 2012.

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 2011
- To increase usage at weekends through half price Squash court offer

Below is a breakdown of how the special offers performed from April 2011- February 2012:

Area	Offer	Reason	Outcome/Uptake
Badminton & Squash	Buy one get one half price	To increase casual usage	104
Junior Court usage	50% off junior court usage	To increase junior sports participation	71
Over 60's Bookings	50% off court usage for over 60's	To promote/encourage over 60's to participate in sport	60
Squash Courts	Half Price squash courts at weekends	To increase usage during off peak times	267

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 introduction of new classes.

A table to show a comparison of income and attendances on all junior courses for the period April – February for both 2010/11 and 2011/12:

Course	Income 2010-2011	Income 2011-2012	Attendances 2010-2011	Attendances 2011-2012
Trampolining	£13,442.50	£14,790.85	3055	3361
Football	£5,303.60	£5,785.20	1205	1314
Squash	£396	£774.80	89	176
Gymnastics	£4,884.10	£6,443.20	1110	1464
Judo	£3,181.60	£2,808.40	723	638
Streetdance	£1,677.20	£1,985.20	381	451
Karate	£1,410.40	£2,517.20	320	572
Boys Basketball	£331.20	£2,463.32	100	746
Girls Basketball	£790.55	£2,065.75	239	625
WCB	3318.20	£874.40	132	364
Total	£31,735.35	£40,508.32	7354	9711

Trampolining – Increase in income for 2011/2012 compared to the previous year. This is due to the ongoing success and popularity of the classes and with the introduction of a new Saturday morning beginner's class.

Gymnastics – We have lost some children from earlier classes due to timing. There has been significant growth in 2011/2012 partly due to increased popularity and by becoming a satellite class with the RGA.

Judo – Judo numbers have decreased from last year, but we are working on increasing these with extra marketing and demonstrations in 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 – This course was postponed in early 2010/2011 and brought back again the following year, with good attendance. We hope to attract new audiences to the course and build on its success.

Karate – Increased income and attendance for 2011/2012 with the introduction of a second more advanced class.

Basketball – We have now had a full year of basketball and the high figures display its success.

Adult Programme

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

A table to show a comparison of income and attendances on all Adult courses for the period April – February for both 2010/11 and 2011/12:

Course	Income 2010-2011	Income 2011-2012	Attendances 2010-2011	Attendances 2011-2012
Volleyball	£1,646.30	£1,431.50	329	286
Yoga	£697.41	£824.75	124	142
Squash	£624.15	£579.10	111	99
Trampolining	£5,897.40	£3,468.20	921	541
Zumba	£369.38	£2,158.50	78	461
Stretch n Tone	NA	£229.15	NA	56
Total	£9,234.64	£8,691.20	1792	1585

Trampolining – Numbers have declined for this class. More PAYG customers are attending however, and we plan to limit the number of PAYG places for each class from April 2012.

Volleyball – We lost the use of the sports hall from April – June 2011, whereas in the previous year we were able to run the course in the gymnasium. We also found it harder this year to encourage people to come back after the long summer break.

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

Zumba – Since last year we have seen this class improve greatly.

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 BOKWA.

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. To date KOOSA attendance has been 1619.

Holiday Period	Attendance
Summer 2011	1050
October Half Term 2011	225
December 2011	99
February Half Term	245

8 FUTURE PLANS / PRIORITIES

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