

Teddington Sports Centre Management Committee Meeting

25 November 2010

Present:

Cllr Tania Mathias	Ward Councillor
Roger Mathias	Trowlock Island Resident
Jay Patel	Melbourne Road Residents
Dafna Gornall	Melbourne Road Residents
Martin Blaiklock	Broom Road Residents
Tim Malthouse	Teddington Hockey Club
Jon Davey	Sports Centres' Manager, LBRUT
Colin Sinclair	Head of Sport & Fitness, LBRUT

Apologies:

Clive Morris	Teddington School
Alison McGrandles	Teddington School
John Bazalgette	Trowlock Island Residents

Minutes

Action

1 NOTES OF PREVIOUS MEETING HELD ON 24 JUNE 2010

- (i) It was agreed that Dora Johncey would be taken off the mailing for the group.
- (ii) Martin Blaiklock attended the meeting and should have been included on the attendance list.
- (iii) It was pointed out that the Habitat Survey had been undertaken in April and not May 2007.
- (iv) The padding around the pitch had been installed in August 2010.

2 RESIDENTS' ISSUES

- (i) RM indicated that the effect of floodlights was the major problem and this had detrimentally affected the wildlife area.

RM suggested the installation of material on the wicker fence designed to screen some of the light. CS would raise with Darren Jacob. CS
- (ii) CS to visit the island to see the effects of the lighting (this happened after the meeting). CS
- (iii) RM raised concerns over use of the ramp. TM confirmed that the Club had agreed to the use of the ramp for deliveries and for emergency vehicles only. Club members and visitors were being encouraged to access the site via the Sports Centre entrance. TM

Cllr TM expressed concerns about cars blocking the entrance to the ramp and suggested installation of an emergency only sign.

CS would clarify with Corporate Property who was responsible for the maintenance and the cleaning of the ramp. CS

JD would contact Street Scene to ask them to undertake a litter pick of the ramp. JD

(iv) There was discussion about lighting from the Squash Courts that was visible on Trowlock Island. JD would look at installing blinds over the front windows and door. JD

(v) Acoustic Barrier – Trowlock Island residents claimed that an extension of this on the river side of the pitch had been promised by Cllr Stephen Knight and concerns were expressed that this had neither been included in the planning application or subsequently installed.

(vi) JP raised the issue of the lights affecting Melbourne Road properties. CS had spoken to Darren Jacob who had indicated that the back shields were on order and likely to be installed by mid-January.

There was discussion about the Planning Committee on 4 November 2010 and a suggestion that the lights should be turned off by 9.00pm each evening until the back shields were installed. CS had not received instructions to turn the lights off before 10.00pm Monday to Thursday and some bookings had been taken until April 2011 for up until 10.00pm.

CS reaffirmed his support in trying to find a solution that met the best compromise for local residents and users.

(vii) There was discussion about the proposed pruning of trees. JD had met with Paul Cross, LBRUT's Arboricultural Officer. In order to improve safety on the pitch, it was desirable to prune certain overhanging trees. Also the poplars had grown significantly since they were last cut and needed to be pollarded again. JD would organise a meeting with residents to discuss the options. JD

Residents felt that there had been a commitment as part of the school project to plant additional trees in the "no man's land" and this has not yet happened. JD to invite Darren Jacob to the meeting and to keep Cllr TM advised of any meeting dates. JD

(viii) MB raised the impact of the floodlights and the acoustic barrier on bats.

(ix) DG expressed concern about the number of footballs being kicked into her garden.

CS explained that when a similar problem had arisen relating to balls landing in the Trowlock Island car park, netting had been installed above the fence. The installation of netting would require planning consent.

(x) Cllr TM indicated that it would be helpful for residents to know when activities were not happening on Saturdays or Sundays. On these days residents would be able to plan events.

TM suggested that all Teddington Hockey Club fixtures were included on their website (www.teddingtonhc.com).

JD would forward to residents any dates when there were breaks in the weekend programme, e.g. Christmas and New Year. JD

TM indicated that the hockey season would end on Easter Weekend, i.e. 25 April 2011.

3 USER ISSUES

- (i) TM expressed concern about the safety of the pitch caused by the overhanging branches of trees.
- (ii) TM suggested looking at other pitches with new floodlighting systems and Wimbledon College School might be worth visiting.
- (iii) TM was keen to ensure that the new pitch was suitable for mini hockey and this would mean marking the pitch in 2 halves and not thirds.
- (iv) TM expressed concern that the new pitch might be more prone to the effects of frost.
- (v) TM explained that the hockey club planned to hold three more social events this season - however, the dates were not known at this stage. TM to forward the dates to CS, who would then circulate to the group.
- (vi) TM was happy to discuss any concerns with local residents. His mobile no. is 07860 553 103.
- (vii) JP raised the closure of the sports hall for exams, which meant that regular badminton could not take place. JD indicated that one badminton court was still available during school exams.

TM/CS

4 CENTRE MANAGER'S REPORT

JD circulated the report (attached).

5 ANY OTHER BUSINESS

- (i) There was discussion about the level of lighting in the school. JD suggested that residents should contact Clive Morris if there were concerns about the times that lights were coming on.

6 DATE OF NEXT MEETING

The next meeting would be arranged after the installation of the back shields. It was suggested that measurements of light levels should be taken before and after the installation of the back shields.

TEDDINGTON SPORTS CENTRE

CENTRE MANAGER'S REPORT

November 2010

1 EQUIPMENT AND FACILITIES

A table to show the objectives achieved with cost implications of over £500 carried out from July 2010 – November 2010.

Objective	Cost Implications
Spotting Decks	£1144.14

2 STAFFING

New staff: Dee Sugary – Zumba Coach
Alex Fryer – Non Contact Boxing Coach
Danielle Crossley – Gymnastics Coach

3 FINANCE

The Sports Centre continues to monitor the budget on a monthly basis and has introduced a number of measures to ensure it remains within its budget. These include:

- Monthly Budget projections
- Monthly Performance Indicators
- Income and Expenditure Report

4 HEALTH AND SAFETY

In an effort to improve and manage the safety of the site, we have introduced and implemented the following measures:

- Purchased new Gymnastics and Trampoline equipment
- Annual service of fire equipment
- Annual electrical safety tests
- Annual service to Emergency Intercom System

The Sports Centre will be working towards the following objectives within the next 6 months:

- Manage the new facility.
- Increase awareness of new courses.

5 CUSTOMER FIRST AND QUALITY STANDARDS

The Sports Centre has been awarded Quest re-accreditation from October 2009. The Sports Centre will be working towards increasing its percentage from 65% to 70%.

Since the re-accreditation we have moved into a brand new facility and purchased new equipment. Areas of the sports centre which we were previously marked down on, we feel will now improve greatly since moving into the new facility.

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.

6 MARKETING PLAN

The Sports Centre's Marketing Plan was produced in May 2010 and will be updated again in April 2011.

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
- A Non User survey to local businesses in Teddington
- Extend special offers on Squash and Badminton courts in order to encourage multiple visits per week
- Encourage junior bookings through 50% discounts
- Encourage over 60's participation in Squash and Badminton through 50% discounts
- Review of website
- Increase fitness classes from September 2010
- To increase usage at weekends through half price Squash courts

Below is a breakdown of how the special offers performed from July 2010- November 2010

Area	Offer	Reason	Outcome
Badminton & Squash	Buy one get one half price	To increase casual usage	66
Junior Court usage	50% off junior court usage	To increase junior sports participation	22
Over 60's Bookings	50% off court usage for over 60's	To promote/encourage over 60's to participate in sport	16
Squash Courts	Half Price squash courts at weekends	To increase usage during off peak times	78

7 PROGRAMMING

Attendances have decreased overall in the junior section of the programme during the period of July 2010 – November 2010, as well as this income has decreased. Details are outlined below.

The decrease in attendance can be attributed to:

- Issues with coaches availability, recruitment and skills
- Financial Support from PAYP Funding

The Sports Centre Manager has continued to review and improve classes in order to ensure that those courses that have performed well over this period continue to do so, while also achieving a high attendance from customers.

The following has been achieved:

Trampolining – All courses are well subscribed, and the transition of moving from the old gymnasium to the new sports hall has increased participation.

Gymnastics – Due to increased school usage we have lost one of our gymnastics classes on Wednesday as it would be too late, we have also lost some children from earlier classes as well due to timing.

Judo – Numbers and income have increased, we have also introduced a younger assistant Judo coach to help with class.

Street Dance – Income and numbers are the same, with a new coach and specific room with mirrors, we hope to increase the amount of children booked onto the course. We are also running Streetdance parties which will introduce children to the course.

Brentford Football Coach – Numbers have increased in both of the younger classes, and we hope to bring back a third class from January 2011.

Squash – Junior Squash has re-started with 3 children booked on, we hope with the school starting curriculum squash this will increase numbers for the class.

Karate – Karate has proven a great class with numbers increasing each week.

Basketball – We have introduced girls and boys basketball since opening in September. The girls basketball is proving to be a success, the boys is becoming more and more popular each week.

A table to show a comparison of income and attendances on all junior courses for the period July – November for both 2009/10 and 2010/11:

Course	Income £ 2009-2010	Income £ 2010-2011	Attendances 2009-2010	Attendances 2010-2011
Trampolining	4815.62	4890.65	1094	1111
Football	1500.20	1631.33	340	370
Squash	375.20	131.44	85	30
Gymnastics	2942.27	1123.43	668	255
Judo	861.20	1060.80	195	241
Streetdance	245.80	245.80	56	56
Karate	N/A	427.20	N/A	97
Boys Basketball	N/A	111.23	N/A	33
Girls Basketball	N/A	412.54	N/A	124
Total	10,494.49	10,034.42	2382	2317

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

Trampolining – Numbers have increased compared with this time last year, as well as people fully booked on we have introduced PAYG.

Volleyball – This course will always decline due to the school exams interrupting the flow of the course, but with the new hall and new second coach we should be able to cover the year and increase our income without changing prices.

Yoga – Yoga has now dropped to one mixed class. We will look to introduce the second class once numbers pick up.

Squash Social – Numbers have increased as we are advertising the adult squash and social together. There will now be a coach present for the first hour of the social.

Zumba – New fitness class introduced in September. The class hasn't been as successful as we would hope. We have concluded this is due to the timing. We are looking for a new coach to start the class earlier and we hope to start Body Circuits before the New Year and Pilates in January.

A table to show a comparison of income and attendances on all junior courses for the period July – November for both 2009/10 and 2010/11:

Course	Income £ 2009-2010	Income £ 2010-2011	Attendances 2009-2010	Attendances 2010-2011
Volleyball	531.89	684.68	96	124
Yoga	262.07	128.68	47	23
Squash	103	147.20	18	26
Trampolining	477.09	964.45	86	175
Zumba	N/A	36	N/A	8
Total	1374.05	1961.01	247	356

8 FUTURE PLANS/PRIORITIES

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