

Teddington Pools & Fitness Centre

Notes of meeting held on 22 March 2010

Present: James Plant Resident representative
 Louisa Russell Sport & Fitness Facilities' Manager, LBRUT
 Caroline McGuire Acting Centre Manager, TPFC
 Colin Sinclair Head of Sport & Fitness, LBRUT

Apologies: Jacqueline Jones Richmond Back Pain Group
 Anne Wood Richmond Back Pain Group

Minutes

Action

1 MATTERS ARISING FROM MEETING HELD ON 21 SEPTEMBER 2009

It was agreed that as the turn out for the meeting was so low, the group and future meetings would be publicised on the Centre noticeboard.

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2 CENTRE MANAGER'S REPORT

LR presented the report, which is attached as an appendix.

3 CLIENT OFFICER'S REPORT

CS highlighted the following additional issues: -

- (i) Free Swimming for Over 60's – Over 3,800 people had signed up for the scheme that operated at Teddington, Pools on the Park and Hampton Pools. Attendances for over 60's were up 17% for 2009/10 compared to 2008/09.
- (ii) Free Leisure Card for young people aged 19 or below – This card had been launched in March 2010 and entitled young people to a range of benefits across Sport & Fitness and Youth Services.
- (iii) The Council had agreed to invest £85,000 from its 2010/11 capital programme to replace high level windows. This had been identified as a priority in a recent condition survey.
- (iv) The system of car park refunds was being changed from 1 April 2010.

4 RESIDENTS' / USERS' ISSUES

- (i) JP commented that the changing rooms were often cold and there seemed to be a draft. CMc to investigate.
- (ii) Traffic often speeded in Vicarage Road. JP was keen for there to be a speed limit, humps etc. CS mentioned that a forum for raising issues such as these was the Area Consultation Meetings.
- (iii) There was discussion about coach parking on the pavement of Vicarage Road. CMc would look at reorganising staff parking in order that sufficient coach parking were available adjacent to the fitness suite.
- (iv) CMc and staff to challenge coach drivers who left their engines running.

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| (v) | There was discussion about the disused paddling pool area. JP would support the provision of a café / ice cream vending operation. CS indicated that this area was a fire exit route from the pool and the paddling pool would need to be filled in to facilitate this. | CS |
| (vi) | CMc agreed to inform JP of any work that was being carried out overnight. This would assist with site security. | CMc |
| (vii) | Loose paving stones in the car park – CMc to contact Alison Harding in Building Maintenance. | CMc |
| (viii) | CMc would contact Parks Patrol to confirm the opening and closing arrangements for Wade’s Lane Recreation Ground. | CMc |
| (ix) | CMc to advise JP of any forthcoming gala dates. | CMc |
| (x) | LR raised a number of issues that had been raised by the Richmond Back Pain Group. These had been largely covered in the Centre Manager’s Report. CMc would investigate the provision of additional benching in the Hydrotherapy Pool. | CMc |

5 ANY OTHER ISSUES

There was a discussion about the possibility of residents holding a Street Party on a Bank Holiday when the centre was closed. The Centre would be fully supportive of this.

6 DATE OF NEXT MEETING

Monday 20 September 2010, 7.00pm at Teddington Pools & Fitness Centre.	All
CMc to publicise this on the Centre noticeboard.	CMc



Centre Manager Report 22 March 2010

Equipment and Facilities

The following work has been undertaken at the Centre during the last 6 months:

- The Fitness Suite has been extended to create more space for the equipment. This enabled the staff to be more accessible and able to consult with customers and assist as necessary.
- Hard wire testing has been completed which has meant that the certain works have been undertaken such as the Pool lights (6 lamps were replaced) and the replacement of the long awaited hairdryers in the Hydro Pool (due to be installed on Wednesday). Our apologies and thanks to everyone who has been so patient.
- We have been working with the Carbon Trust and our Sustainability Section to introduce measures to improve our carbon footprint but at the same time create savings to our utility bills. This has involved introducing light sensors and our own CHP (combined heat and power) unit.
- Following a cold winter, temperatures in the Learner and Hydrotherapy Pools have been raised by a degree to 33 degrees and 36 degrees respectively. We apologise if our boilers were unable to cope at times with the extreme conditions in the Hydrotherapy Pool.
- We are looking into getting more chairs or possibly another bench for the Hydro Pool. This has been a request from private groups as well as members of the public.
- We are also considering purchasing new stairs into the Main Pool. These would be positioned at an angle rather than leading straight down into the water and would block off the other stairs at the window side of the shallow end. This is a request from a customer and we are seeking your views before proceeding with this. They have been installed at Pools on the Park and are very popular.
- We had a slip in the shower of the Hydro Pool and matting was considered. However, it was decided against as this would be a tripping hazard and is regarded as a hygiene issue with respect to germs.
- We are looking at getting the floor tiles in the Hydro Pool acid washed to make sure they are as non slip as possible.

Staffing

Lee Wreford was appointed as Duty Manager in October and joined us from Teddington Sports Centre. Two full time Leisure Assistants and one Receptionist have nearly completed their probationary periods. We have also recently recruited a part time Sales / Marketing colleague.

I shall be leaving Richmond at the end of the month and then Caroline McGuire (Deputy Manager) will be Acting Centre Manager for approximately 3 months whilst we recruit a permanent Centre Manager. During this period Lee Wreford will act as Deputy Manager and we will fill his role with a casual Duty Manager.

Customer Service Excellence

The Sport and Fitness Services Section achieved the Customer Service Excellence accreditation in December.

We have received 54 compliments / complaints over the last 6 months compared to 144 during the previous 6 months. This is broken down into the following categories:

Topic	Number of Compliments / Complaints
Maintenance	11
Hygiene/ Cleaning	7
Staff Issues	3
Other Issues	6
Pool Issues	4
Gym / Studio	23

We have also received 9 enquiries in our Leisure box email, which are included in the categories above.

It is pleasing to note that only 2 written complaints have been received by the Centre with respect to cleanliness within the 6 months.

Marketing and Programming

Currently we have 692 direct debit memberships which are broken down as follows: all inclusive membership 221, gym only membership 214, corporate membership 139 and swim only memberships 118.

We also have 37 annual memberships and 170 student memberships.

We will be introducing an exercise class only membership from 1st April. The monthly cost will be at £36, which is the same amount as gym only membership. As classes are full now, booking will be available for Direct Debit members a week in advance.

We have gained IFI (Inclusive Fitness Initiative) for our Fitness Suite last November. It is hoped that this has increased accessibility for the following groups: Visual impairment, Physical impairment, Hearing impairment, Multiple impairment, Learning Disability and Mental Health conditions.

We have been involved with the following initiatives since October 2009:

- Attending the St. Mary's Fresher Fair which resulted in approximately 27 students joining.
- No joining fee offers during January 2010
- Studio survey during January 2010 with comments being displayed in the Centre
- DD questionnaire carried out in November 2009 with comments being displayed in the Centre
- Open Day in February which resulted in 17 new members and 10 people who had not attended centre before.

There have been changes in the Public Session programme in the Hydrotherapy Pool with customers over 60 requiring a GP's or Physiotherapist note to use these remedial sessions.

The Easter opening hours are as follows: We are closed on Good Friday and Easter Monday and will open between 10-5pm on the Saturday and Sunday.

Conclusion

Priorities moving forward include:

- To increase the budget performance by increased monitoring and close scrutiny of targets.
- The introduction of sales training for some staff.
- To achieve Quest accreditation by October 2010