

# Teddington Pools & Fitness Centre User Group

## Notes of meeting held on 21 March 2011

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**Present:** Jacqueline James Richmond Back Pain Group  
 Sylvia Burge Richmond Back Pain Group  
 James Plant Resident Representative  
 Caroline McGuire Centre Manager, TPFC  
 Colin Sinclair Head of Sport & Fitness, LBRUT

**Apologies:** Anna Kersey  
 Nick Barnett Teddington Swimming Club

<b>Minutes</b>	<b>Action</b>
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**1 Matters arising from meeting held on 20 September 2010**

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| (i) CMc would provide JP with a regular update on galas.   | CMc |
| (ii) Hydrotherapy de-scaling would take place after Easter.  | CMc |
| (iii) Installation of mirrors was still outstanding.   | CMc |
| (iv) CMc would look at installing a bench in the Hydro Pool.   | CMc |
| (v) Shower curtains were being cleaned more often in the Hydro Pool. However, users felt there was still room to improve standards of cleanliness.                                   | CMc |
| (vi) CMc was drawing up a new cleaning rota which would mean that the cleaning contractor would clean in the evenings.   |     |
| (vii) CMc would look at leaks on shower hoses.   | CMc |
| (viii) Pedestrian crossing – CS to consider in conjunction with Highways.  | CS  |
| (ix) Wet changing rooms – new doors were required in order to overcome the draught problem.  | CMc |
| (x) There was discussion about the Women’s Friendship Group. Normally sessions were for 30 to 45 minutes. It was suggested that any comments about this group should be made to CMc. |     |

**2 Centre Manager’s Report**

CMc presented the report which is attached as Appendix A.

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| (i) There was discussion about promoting the use of purple comment cards. They will be publicised on notice boards. |  |
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**3 Resident Issues**

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| (i) JP had observed staff speeding in Vicarage Road. CMc would raise this with staff. | CMc |
| (ii) There was a problem with youths regularly gathering between the Pool             | CMc |

and Vicarage Road. CMc would contact the Community Police if this continued.

- (iii) There was a discussion about poor drainage in the car park. CS/CMc had had the gullies cleaned out, but would check if there was a more severe problem. CS/CMc
- (iv) Plans to install solar panels had been shelved. Any further plans would be discussed with residents.
- (v) CMc agreed to move the new TV screen as this was causing a problem of glare for residents. CMc
- (vi) CMc was currently reviewing procedures for swimming lesson bookings in order to remove the problem of queuing. CMc
- (vii) There was discussion about publicity for the pool in local schools.

#### **4 User Issues**

- (i) There was an issue of slippery tiles in the Hydro Pool. CMc would investigate. CMc
- (ii) There was a problem with cigarette butts near the entrance to the Hydro Pool. CMc explained that staff were not permitted to smoke close to the pool buildings. The butts were likely to come from Hydro Pool carers and helpers.
- (iii) CMc explained that the carpet in the main reception was due to be replaced. CMc

#### **5 Any other business**

- (i) CMc was planning to install water coolers in the Studio, Hydro Pool and Fitness Suite. CMc
- (ii) CMc was planning to purchase a stock of new spinning bikes. CMc
- (iii) CS explained that CMc / CS were looking to raise funds from 2011/12 budget to upgrade both the wet and dry changing rooms. CMc/CS
- (iv) CMc's contact details were as follows:

Caroline McGuire  
Centre Manager  
Tel. 020 8977 9111  
Email. [caroline.mcquire@richmond.gov.uk](mailto:caroline.mcquire@richmond.gov.uk)

#### **6 Date of next meeting**

Monday 19 September 2011, 7pm at Teddington Pools & Fitness Centre. All



## Centre Manager Report – Monday 21<sup>st</sup> March 2011

### Equipment and Facilities

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

- Fitting of a RPZ valve in line with guidelines set by Thames water.
- Repairing of Sump Pump for hydro pool.

Solar panels will no longer be installed due to funding complications at the moment, however, this may change in the future.

### Staffing

Lee Wreford was appointed as Deputy Manager on a permanent basis from October last year.

We have recently had a new Fitness Manager and Reception Manager start. Luke Chessman is our Fitness / Duty Manager and Leila Murphy is our Reception / Duty Manager.

We have also had 2 full time lifeguards start with us – Daniel Millar and Phil Lezon.

Gareth (one of our full time lifeguards) is still on a secondment and is acting as Duty Manager while we recruit for this position following Lee's permanent role.

### Customer Service Excellence

The Sport and Fitness Services Section achieved the Customer Service Excellence accreditation in December 2009. This was reassessed in December and we achieved re-accreditation.

We have received 34 compliments / complaints over the last 6 months compared to 67 during the previous 6 months. However, 10 of these were compliments which are more than we have received before and these were mainly about the studio classes and staff. This is broken down into the following categories:

Topic	Number of Complaints	Number of Compliments
Maintenance	2	
Hygiene/ Cleaning	3	
Staff Issues		5
Other Issues	4	
Pool Issues	3	1
Gym / Studio	12	4

We have also received 22 enquiries in our Leisure box email.

## **Marketing and Memberships**

Currently we have 698 direct debit memberships which is broken down as follows: all inclusive membership 210, gym only membership 189, class only membership 20, corporate membership 135 and swim only memberships 96.

We also have 151 annual memberships (63 are over 60's annual swim memberships) and 206 three month memberships which include students and exercise referral patients.

We have been involved with the following initiatives since Sept 2010:

- No joining fee offer during January 2011
- Studio survey during December 2010 with comments being displayed in the Centre and the adjustment of the studio timetable in January with 2 added Zumba classes on
- We attended St. Mary's Rag Week and had a stall there but this was not very successful

## **Programming**

Personal training has been introduced although the intake is very slow. Zumba was launched on the September timetable and more classes were added in January to meet demand.

The Easter hours are currently on display in the Centre.

## **Conclusion**

Priorities moving forward include:

- To continue increasing the budget performance by monitoring and close scrutiny of targets
- Continuous sales training and customer service training for staff
- To achieve Quest accreditation by July 2011 (now we have a full team of management staff we can now start to focus on this)
- Improve daily maintenance / pre-prevention annual plan
- To improve the uniform and appearance of all staff