

TEDDINGTON POOLS & FITNESS CENTRE USER GROUP

1 October 2007

Present:	Dan Balmer	Local Resident Representative
	Alex Balmer	Local Resident Representative
	Ernie Hoare	Teddington Swimming Club
	Beverley Knott	User Representative
	Tim Fleming	Centre Manager, LBRUT
	Louisa Russell	Sport & Fitness Facilities Manager, LBRUT
	Colin Sinclair	Head of Sport & Fitness, LBRUT

Minutes	Action
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1 APOLOGIES FOR ABSENCE

There were no apologies for absence.

2 MATTERS ARISING FROM MEETING HELD ON 26 MARCH 2007

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| (i) | Some coach drivers were still keeping their engines running. TF would ensure that staff challenged this. | TF |
| (ii) | Some coach drivers were parking on the pavement and kerbs. TF would ensure that staff challenged this. | TF |

3 CENTRE MANAGER'S REPORT

TF presented the report highlighting the following items: -

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| (i) | Both internal and external drains had been cleared, improving drainage in both the changing rooms and car park. | |
| | BK reported that the drainage grill in the ladies' wetside showers was blocked. TF would ensure this was cleared. | TF |
| (ii) | Air conditioning units were being installed in the duty office and staff room following a health and safety report. | |
| (iii) | The centre has experienced some vandalism and graffiti in the changing areas. | |
| (iv) | TF had started as Centre Manager in June. The Centre was currently recruiting for a new Deputy Manager, full-time Leisure Assistant and casual Swimming Instructor. | |
| (v) | In the last quarter, the Centre had received 19 customer feedback cards, 6 of which mentioned cleaning. Initiatives to improve the standard of cleanliness include better induction and staff training, new rotas and cleaning checklists. | |
| (vi) | The Sport & Fitness Service has retained its Chartermark accreditation and Teddington Pools & Fitness Centre is working towards achieving Quest accreditation. | |
| (vii) | Current Direct Debit membership is 696 plus 74 student members. | |

There has been a major marketing campaign in September aimed at attracting new members.

- (viii) Currently all swimming lessons are full. Currently 32 adults fitness classes are being held each week.
- (ix) A recent health and safety audit provided a positive report. Some minor improvements were recommended. Concern was shown over the fire exit to Wades Lane Recreation Ground in that the paddling pool presented a possible obstruction.
- (x) Income is up by £17,267 on last year, with overall expenditure down by £41,209. The main area of concern is utility payments which are running above budget.
- (xi) Overall attendances are in line with forecasts.
- (xii) Meetings are now being held quarterly with Teddington Swimming club and a meeting is planned with the Three Wings Trust aimed at increasing the programme of special needs swimming.

4 CLIENT OFFICER'S REPORT

CS presented the report, highlighting the following issues: -

- (i) The Client Officer has made a number of visits to the centre in the last quarter. Cleanliness standards are generally improving.
- (ii) The Client Officer has funded improvements to drainage and air conditioning systems.
- (iii) The Education & Children's Service and its partners have recently been subject to a Joint Area Review inspection. The inspectors visited the pool and were able to observe the Whitton Gateway autism centre using the hydrotherapy pool, our special needs swimming squad for Clarendon School training in the main pool and staff attending a mental health awareness training session.
- (iv) External consultants have looked at the whole sports facility service including Sports Centres, Pools and Fitness Centres and have concluded that it is a well run service providing good value for money.
- (v) The Client Officer has approached the Parking Section about reducing the maximum stay in the car park from 4 to 3 hours. This was supported by the Group.
- (vi) The Centre has confirmed that it will continue to be part of the Council's Community Toilet Scheme.

5 DISABLED ISSUES

No disabled issues were raised. TF would advertise for a new disabled representative.

TF

6 USER / RESIDENT ISSUES

- (i) There was discussion about introducing another Teddington Swimming

Club early morning training session. This was likely to be held starting at 6am on Wednesdays, adding to the existing Friday morning session.

There were no objections from the group and it was agreed this would be introduced on a trial basis, to be reviewed at future User Group meetings.

- (ii) DB raised the issues of graffiti on the front of the building and the fact that wooden posts at the entrance had been knocked down by coaches.

DB and TF would arrange to meet to look at these issues and TF would rectify. TF

7 ANY OTHER BUSINESS

- (i) EH provided dates of forthcoming club galas. These would be held on 14 October, 24 November and 9 December, between approximately 3-8pm.

8 DATE OF NEXT MEETING

The next meeting would be held on Monday 31 March 2008 at 7.00pm at Teddington Pools & Fitness Centre. All