

TEDDINGTON POOLS & FITNESS CENTRE USER GROUP MEETING

26 March 2007

Present: Ernie Hoare Teddington Swimming Club
Beverley Knott User Representative
Dan Balmer Local Resident Representative
Alex Balmer Local Resident Representative
Jamie Banwell-Clode Centre Manager, LBRuT
Louisa Russell Sport & Fitness Facilities Manager, LBRuT

Apologies: Colin Sinclair Head of Sport and Fitness, LBRuT
Yvonne Nairne Hydro Pool Representative

Minutes

Action

1 MATTERS ARISING FROM MEETING HELD ON 18 SEPTEMBER 2007

- AB was welcomed to her first meeting. It was noted that Sarah Underwood, a previous local resident representative would no longer be attending the meeting.
- LR explained that any development of the car park had been put on hold due to budget constraints. VAT now needs to be paid on Direct Debit payments, which has led to a shortfall in the sport and fitness budgets.
- Suggestion regarding reducing the number of car parking hours was discussed. LR to raise with CS and to feedback at next meeting.
- Issue of flooding in the car park was raised. JBC mentioned that Power Rod had been called in to examine the problem and further work was required to cut tree roots.

LR

2 CENTRE MANAGER'S REPORT

JBC presented the report, highlighting the following items:

- Following a flood in November, a number of items in the plant had been replaced including circulation pumps, air handing motors and improvements to air handling units and operating valves. The Centre had been closed for swimming for a week.
- JBC is still looking at quotations to improve the lighting outside the Centre.
- Two hose points had been installed, which has helped with cleanliness but major works still need to be done in respect of the drainage in the wet-side changing areas.
- JBC expressed concern with the rise of vandalism in respect of ceiling tiles, locks and hair dryers.
- Jody Adlington has resigned as Deputy Manager and JBC announced that he had resigned and that his last day at TPFC would be on Friday 30 March. Steve Austin would be at the helm subject to appointments being made.

Roger Gough (plant maintenance) had opted to work part time.

- Customer First noticeboard is being used to feedback on any questionnaires/surveys being undertaken. Last October, the National Benchmarking Survey, undertaken on behalf of Sport England and 355 users were involved. JBC highlighted areas that required improvement, namely cleanliness in the changing rooms and activity areas. Staff had been working to provide consistent standards and had introduced again the blue shoe covers. Cleaning schedules had been introduced and the Duty Managers had been taking a more active role.
- TPFC had undertaken a Quest Review in December and had been given the green light to go for registration. This was now on hold pending recruitment for a Centre Manager.
- Current Direct Debit membership is 904 members, 29 corporate memberships, 197 student memberships and 82 prepaid annual memberships.
- 31 studio classes were currently running a week and the Hydrotherapy Pool's occupancy rates had increased from 91 to 93%. Swimming lessons for February Half-Term were at 98% occupancy levels.
- JBC gave an update of the budget situation for 2006/07 and was suggesting that an overspend to a tune of £50,000 was expected due to VAT charges and a Centre closure in November.
- JBC distributed a draft copy of a fitness newsletter entitled Member News.
- LR thanked JBC for his informed and concise report.
- LR also thanked JBC for his contribution to the Centre for nearly 3 years as Centre Manger. The Centre has seen many positive improvements both to the building and its operation and she was grateful for his involvement with the fitness programme.

3 USER/RESIDENT ISSUES

- DB had consulted all the residents in Vicarage Road and feedback that the staff continued to provide good customer service and were impressed with the help given. Neighbours also appreciated the facilities offered.
- DB noted that some posts were missing near the entrance of the Hydro Pool. Some graffiti was also noticed.
- Some coach drivers were leaving their engines on for as long as half an hour and parking on the kerb. JBC to action. JBC
- Cleanliness in the changing rooms still needed further attention although some improvement had been noted. JBC
- Some cars were travelling down Vicarage Road at speed, although it was felt that they may be users of the Tennis Club at the end of the road or possibly some members of staff.
- EH raised the possibility of keeping some stock for the Swim Shop at the

Centre. This was deemed unlikely owing to a shortage of storage space in the building.

4 ANY OTHER BUSINESS

- LR raised the issue of the Leisure Card, which is now being managed within the Sport and Fitness Facilities Section. BK had been impressed with the new card and administration. It was hoped that the booking form would go on line shortly and that guidance from senior management and members for the concessions policy would be imminent.

5 DATE OF NEXT MEETING

Monday 17 September 2007 at 7.00pm

All