

# Teddington Pools & Fitness Centre User Group Meeting

## Notes of meeting held on 19 September 2011

---

**Present:** Rebecca Marks                      Physiotherapy & User of Hydro Pool  
 Carol Stockman                              Richmond Back Pain Group  
 Sylvia Burge                                    Richmond Back Pain Group  
 Dewah Mehri                                    Women's Friendship Group  
 Palwasha Mehri                                Women's Friendship Group  
 Lee Wreford                                    Deputy Manager, Teddington Pools & Fitness Centre  
 Colin Sinclair                                    Head of Sport & Fitness, LBRUT

**Apologies:** Anna Kersey  
 Jackie James

**Minutes** **Action**

### 1 CENTRE MANAGER'S REPORT

LW presented the report (attached to these minutes).

The following item was discussed:

- |     |  |    |
|-----|--|----|
| (i) | A number of members felt that the new showers were rather stiff. LW would raise this with the installer. | LW |
|-----|--|----|

### 2 CLIENT OFFICER

CS presented the report (attached to these minutes). With regard to the curtain walling and refurbishment work, it was possible that there would need to be a closure of the pool. However, it was hoped that this work could all be carried out in December and that disruption could be kept to a minimum.

### 3 RESIDENT/USER ISSUES

The following items were raised by users:

- |        |  |       |
|--------|--|-------|
| (i)    | Tiles in the hydrotherapy pool were slippery. LW to explore.   | LW    |
| (ii)   | LW was still looking into the provision of a bench / more chairs in the hydrotherapy pool.   | LW    |
| (iii)  | Hair dryers could not be used in conjunction with the new mirrors.   |       |
| (iv)   | Curtains needed replacing in the showers.  |       |
| (v)    | The provision of a pedestrian crossing still required consideration.   | CS    |
| (vi)   | Trial spinning bikes had been installed in the studio. Feedback was welcome on these and new bikes would be purchased in the near future.  |       |
| (vii)  | There was concern expressed about the cost of public sessions in the hydrotherapy pool for disabled users. LW/CS would review along with all charges, with new charges applying for April each year. | LW/CS |
| (viii) | There was a discussion about the hire of the hydro pool, which was lower   |       |

where groups provided their own lifeguard.

- (xi) There was a need for further disabled car parking spaces near the hydrotherapy pool.
- (x) There was a discussion about the limited range of public times in the hydrotherapy pool and a request was made for late morning and early afternoon sessions to be added.
- (xi) The maximum number using the hydrotherapy pool for public sessions was 8. LW would check that publicity was consistent on this. LW
- (xii) A comments box had now been installed in the hydrotherapy pool.
- (xiii) There was discussion about the risk assessments for specific sessions and emergency action plans.

#### **4 DATE OF NEXT MEETING**

Monday 19 March 2012 at 7.00pm All



## Centre Manager Report – Monday 19<sup>th</sup> September 2011

### Equipment and Facilities

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

- Sanding and re-sealing of studio floor
- New air con unit in studio
- New showers in the hydro pool and
- Large maintenance works on all drains within and around the centre.

We have not spent a lot of money on maintenance so far this year as we are hoping to have a refurbishment of the changing rooms around Christmas time. Information will be displayed around the centre as soon as things are finalised. During this period the high level windows and curtain walling around the poolside will also be replaced.

### Staffing

Gareth Dungate (one of our full time lifeguards) is still on a secondment and is acting as Duty Manager until the end of September.

We have now employed for this role and Tony Riches started last Tuesday. He will take over the management of the lifeguards.

We have also recruited 3 new swimming teachers, 1 x full time receptionist covering maternity, 2 x part time receptionists, 3 x casual receptionists, 2 x casual fitness instructor, 4 x casual leisure assistants. All of these are currently going through our recruitment process and will hopefully starting in the next month or so.

We also recruited Matt Earland from a casual to a full time fitness instructor.

### Customer Service Excellence

The Sport and Fitness Services Section achieved the Customer Service Excellence accreditation in December 2009. This was reassessed in December in 2010 and we achieved re-accreditation.

We have received 93 compliments / complaints over the last 6 months compared to 34 during the previous 6 months. However, 19 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	14	1
Hygiene/ Cleaning	27	3
Staff Issues	8	12
Other Issues	13	2
Pool Issues	6	3
Gym / Studio	23	1

We have also received 32 enquiries in our Leisure box email.

## **Marketing and Memberships**

Currently we have 641 direct debit memberships which are broken down as follows: all inclusive membership 172, gym only membership 162, class only membership 21, corporate membership 174 and swim only memberships 112.

We also have 152 annual memberships (93 are over 60's annual swim memberships) and 129 three month memberships which include students and exercise referral patients.

We have just reviewed all our membership options and these changed on the 1<sup>st</sup> September. They now include a gold and silver membership – silver including classes and gym for everyone. We have also introduced a direct debit option for exercise referral and students.

We have been involved with the following initiatives since Mar 2011:

- No joining fee offer during January 2011
- Studio survey during June / July with comments being displayed in the Centre and the adjustment of the studio timetable in September with 2 added Zumba classes on

## **Programming**

Personal training has become a lot more successful within the last 6 months.

Zumba was launched on the September timetable last year and more classes were added in January to meet demand. We are also adding another two classes on this September as this class has proven very popular!!

We are having a Quest dummy run in September which will give us an action plan to start working through. We are hoping to achieve Quest by January 2012.

## **Conclusion**

Priorities moving forward are the same as the last meeting. These are still our main targets that we are working through.

- 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 January 2012
- Improve daily maintenance / pre-prevention annual plan
- To improve the uniform and appearance of all staff

## **TPFC User Group Client Report**

### H&S review

Full review of all aspects of H&S around the centre including risk assessments for all activities, updating of the Fire folder, revised management plans, and a revised EAP. In addition a site survey identified several areas for action and this has resulted in the removal of several redundant items, the scheduling of remedial maintenance work (lighting and lightning protection) and changes to housekeeping procedures (tidy areas, private access only areas, and a reduction in the number and type of chemicals in use – specifically reducing the use of more harmful chemicals)

### Hydrotherapy Pool

The Hirers Agreement, Normal Operating Procedures and User Indemnity forms have all been rewritten to take account of changes to industry best practice and TPFC management have worked with the hirers, external bodies and third party organisations to draw up these documents

### Water quality

The test reports for bacteria have shown excellent results and the fitting of a specialist non-return valve earlier this year will help to ensure the continued safety and welfare of customers using the pool

### Training

The staff training programme has been revised to increase the number of attended sessions by each member of staff and the sessions now incorporate site specific areas which previously had only been on an ad hoc basis. This will enable a more thorough transmission of information between staff and the management team

### Quest

TPFC have entered the Quest (Quality Management System) accreditation process. The first step was a “Test drive” dummy run held on Tuesday 13<sup>th</sup> September. The report from the assessor is due and this will be used as the action plan for the full assessment in late January/early February 2012

### Construction & maintenance

Significant work is just around the corner to completely overhaul the curtain walling throughout the building. Curtain walling is the structure that is hung from the main superstructure of a building in order to vastly increase the amount of glazed area. Two sides of the main pool hall and several other smaller areas around the building will be stripped out and replaced to modern building and environmental standards. This will improve the energy efficiency of the building, help control the temperature and humidity in the pool hall and reduce the glare across the pool water that is a hazard for Lifeguards. The work will also incorporate re-certification of the Lightning Protection System.

Timed to coincide with the curtain wall project changing area refurbishment will update the wet and dry change areas to a modern standard and attempt to eliminate some of the ongoing issues with plumbing and drainage. Again a significant sum of money has been set aside for this work and this will markedly improve the customer experience of visiting the centre

## Grounds maintenance

Some problems have been encountered with the council appointed contractor responsible for hedge trimming, weeding, grass cutting and leaf clearance. A new contract manager has been appointed by the contractor and various dialogues have taken place recently in an effort to improve the appearance of the grounds surrounding the building. It is hoped the improvements continue

## Partnership working

### Women's Friendship Group

The centre and Sports and Fitness have worked with the WFG to fund a lifeguarding course for nominated members of the group so that they can Lifeguard their own sessions and provide an opportunity for both self advancement and employment. The course begins at the end of September and culminates with the qualifying exams before Christmas.

September 2011