

Teddington Pools & Fitness Centre

Minutes of meeting held on Monday 16 March 2009

Present: Carol Stockman Richmond Back Pain Group
 Jacqueline James Richmond Back Pain Group
 Tim Fleming Teddington Pools & Fitness Centre Manager
 Louisa Russell Sport & Fitness Facilities Manager, LBRUT
 Colin Sinclair Head of sport & Fitness, LBRUT

Apologies: Nick Barnett Teddington Swimming Club
 Dan Balmer Local Resident
 Anne Wood Richmond Back Pain Group

Minutes

Action

1 MATTERS ARISING FROM MEETING HELD ON 29 SEPTEMBER 2008

(i) Coach drivers were still leaving their engines running. Staff were challenging drivers and TF would ensure that they continue to be challenged. TF

(ii) There was discussion about disabled car parking spaces to serve the Hydrotherapy Pool. It was agreed that though it would be helpful to have one or two spaces at the top of the slope, it was essential to provide at least one space near the Hydrotherapy Pool entrance in order for more severely disabled users to gain access.

Colin S/LR explained that the rail had been installed in response to the DDA regulations and advice from the Council's Corporate Property Services.

It was agreed that Colin S/LR/TF would contact Highways Department to see if a compromise could be reached. Colin S/ LR/TF

Carol S explained that there were times when access to the Hydrotherapy Pool was blocked by the skips or deliveries to the plant room.

TF would explore whether contractors could be asked to park up at the top of the slope when making deliveries. Carol S attended the pool at 10.00am on Wednesday, so this was the time she was most directly affected. TF

(iii) Carol S / JJ produced photographs showing that the Hydrotherapy gates were from time to time obstructed by the large garbage bins. TF would ensure that this didn't happen again. TF

(iv) There was a discussion about the desirability of having CCTV for the car park areas.

(v) Hydrotherapy Pool conditions of use. TF would arrange meetings with regular use groups to discuss these conditions of use. TF

2 CENTRE MANAGER'S REPORT

TF circulated the report which is attached. The following issues were discussed:

- (i) The vacant Deputy Manager's post had been filled and the new postholder was due to start work in April.
- (ii) TF agreed that there had been some problems with cleaning standards over the last few months.

JJ felt that the cleaning of the grills were a particular problem in the Hydrotherapy Pool. TF encouraged users to let him know if there was a problem.
- (iii) Colin S explained that the Ladies' Friendship Swimming Group was now operating on Sunday mornings and had a membership of 71.
- (iv) There was a discussion about the exercise referral scheme and referrals for back pain could link up with Matt Hellyer, the Exercise Referral Co-ordinator.

3 CLIENT OFFICER REPORT

No specific issues were raised.

4 RESIDENT / USER ISSUES

No issues were raised.

5 DATE OF NEXT MEETING

Monday 21 September 2009 at 7.00pm at Teddington Pools & Fitness Centre.



Centre Manager Report 16/03/2009

Equipment & Facilities

Upgrades to the facility in the last 6 months include:

1. Replacement of carpet and new gym kit in the fitness suite
2. Replacement of vinyl flooring in wetside changing areas
3. Installation of wet safe plug sockets for scrubbing machines
4. One of the pool filters has been refurbished

With reference to the parking in the Hydrotherapy pool our principal engineer has advised us not to create a space on the ramped entrance to the hydro pool. He does not feel that there would be enough room for access if cars were encouraged to park here. Also he does not feel that extending the current parking area beyond the tree line would make a huge difference. Therefore we need to explore alternative options to improve the parking arrangements for the hydro pool users.

Within the next six months we hope to complete a renovation of our pool hall lighting and electrics system.

The pool roofing insulation will also be replaced. Finally we are hoping to improve the Car Park drainage system.

We are currently investigating the possibility of knocking down the gym office, and then extending out into the vending area.

Staffing

Our staffing levels have improved marginally in the past 6 months, although we still need to recruit for the following positions:

1. Three full time Leisure Assistants.
2. One full time Fitness Assistant.

The good news is that we have recently appointed a full time Deputy Manager, which we are looking to start after Easter. We are hoping this will assist massively in driving the service forward. We have also appointed one full time receptionist, and we hope another one will be able to start just after Easter.

Chris Brown (one of our long serving Duty Manager's) left us just before Christmas. An internal appointment was made, and Hayley Turney is now in post. Early signs are very promising.

We are also looking to recruit for the following casual positions:

1. Leisure Assistants.
2. 20 hours per week sales position.

Jon Davey (Area Manager for Teddington and Hampton Sports Centre's) has continued his role at the Pool. His responsibilities have increased and he has been focussing his attention on the

equipment & facilities and reception areas. This has been of great assistance, and Jon will be with us for at least a few more months until the new Deputy Manager has been fully inducted.

Customer First

We received 34 Feedback cards and emails for the Quarter, January to Present:

Cleanliness = 4
Maintenance & Equipment Issues = 7
Compliments = 1
Programme change requests, Membership enquiries = 11
Staffing comments = 3
Women's Friendship Swimming group = 3
Job Vacancies = 2
Health & Safety = 1
Customer Comments = 1
General Queries = 1

11% of the customer comments were related to cleanliness, which is a big reduction from the last 6 months (which was 27%). Many of the requests have been related to the pool timetable and also enquiries into joining the gym.

Cleanliness appears to still be an issue. I feel that the standards of cleaning has slipped a little in the past 6 months, which is a shame as prior to that I feel we were moving in the right direction. The Wettons cleaner is proving very successful, however the standards of our own cleaning has been inconsistent. In an effort to improve standards we have introduced a formal monitoring system. The senior management team will be checking the facility randomly and producing a report.

Also we have asked Wettons to provide cleaning training for all our staff, so that we are all performing cleaning tasks to the same standard.

Marketing & Programming

Currently we have 668 Direct Debit gym memberships which are broken down as follows; All inclusive membership 235, gym only membership 221, corporate membership 135 and swim only memberships 107.

On top of that we also have an additional 127 student members on 3 month memberships.

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

- No join fee offer in January 2009. 84 new direct debit memberships.
- Numbers for the Nifty Fifty class are as follows; the Monday class has had 98 entrants between October and present. The Wednesday class has had 174 attendances for this period. For the same period in 07/08, we attracted 110 on Mondays and 170 on Wednesdays.
- A Studio survey will be run in March to find out if customers would like any class changes.
- The special needs swimming programme is running well. During the half term we ran a Special needs taster group in conjunction with Teddington Swimming Club. We had 64 separate attendances on this session, and attendants have been referred to our Wednesday group, into the club itself or other pool activities such as water polo.
- The exercise referral scheme continues to grow with 1,861 attendances for the 6 month period between October and present, compared to 1,609 for the same period in 07/08. More classes have been added and all have been very well attended.
- The "Sweat in the City" initiative initially signed up 19 new members. However we only had 3 regular attendants of the classes, and these 3 signed up on memberships after the scheme was completed.

- The Centre is still considering to run toddler fun sessions in the studio, but requires more storage space first.

Amendments to programming since March have been:

- An additional Saturday class has been added to the studio programme.
- From April 1st 60's plus free sessions will be introduced during all public swim times.
- The swim pass will now come part of the exercise referral scheme, so swims will cost £1. However most of the users of the pass are over 60 so will be able to access the free swim initiative.

Health & Safety

We passed the annual healthy and safety audit, with no major items.

We do have several major facility upgrades to carry out in the coming months but these are all in hand.

Our health & safety documentation will need to be reviewed soon as part of our annual process.

Staff receive regular health & safety updates as part of their team meetings and 121's.

Budgets

Income is £40k up on this time last year. Expenditure is £50k more than at this stage last year. Utilities costs have increased greatly in this period.

Financial Performance

	2008/09 Actual Budget	2007/08 Actual Budget
Salaries	+£623,605	+£611,557
Building Costs	+£211,567	+£181,873
Supplies & Services	+£51,022	+£47,285
Income	-£841,824	-£802,531
Total Income/Expenditure	+£38,607	+£48,701

Attendance

	2008/09 Oct-Mar	2007/08 Oct-Mar
General Swimming	28,667	26,732
Swimming Lessons	10,781	11,234
Holiday Activities	87	124
Public Hydro Pool	1,328	1,189
DD attendance	11,184	12,654
Gym PAYG	3,867	3,456
Classes	3,799	4,200
Totals	59,713	59,589

Attendance has remained fairly consistent from last year. It will be interesting to see if there is a knock on effect on the gym memberships as a result of the recent financial climate.

Conclusion

There have been some positive changes to the facility in the past 6 months which will hopefully benefit all users. I hope the new gym kit will be a success, and that this will generate more interest in the community.

The staffing issues have improved marginally in this time, but with the addition on a Deputy Manager and Receptionist (two key areas) we are hoping to drive the service forward.

Financially the centre has scope for improvement, and also in terms of cleanliness. I felt that with a more stringent formal monitoring process these areas can be improved dramatically in the coming months.

Priorities for the next 6 months

The next six months should prove vital in shaping the way we operate in the future. There are many issues that still need to be resolved, but with a full team of staff and formal supervision I believe we can begin to get to grips with these. Major priorities are as follows:

- To prepare the site and staff for the application of the Quest accreditation.
- To continue to drive through and deliver better cleanliness through a structured training and induction programme and a formal monitoring process.
- To deliver improved bottom line financial results with increased monitoring.
- To recruit full time staff for several positions.