

Teddington Pools & Fitness Centre

Minutes of meeting held on Monday 29 September 2008

Present: Beverley Knott User Representative
 Anne Wood Richmond Back Pain Group
 Jacqueline James Richmond Back Pain Group
 Dan Balmer Local Resident Representative
 Tim Fleming Centre Manager, LBRUT
 Louisa Russell Sport & Fitness Facilities' Manager, LBRUT
 Colin Sinclair Head of Sport & Fitness, LBRUT

Apologies: Ernie Hoare Teddington Swimming Club
 Alex Balmer Local Resident Representative

Minutes **Action**

1 **MATTERS ARISING FROM MEETING HELD ON 31 MARCH 2008**

(i) Some coach drivers were still running their engines when waiting. TF has written to schools. TF would now write to coach companies. TF

(ii) Car Parking Spaces for the Hydrotherapy Pool – TF has met with the Council Engineer who is producing plans and costings for providing 2 new spaces near the ramp.

TF was working closely with the Council's Car Park contractor, NCP, in order that tickets can be issued for people parking illegally on the Hydrotherapy side. TF

TF confirmed that only vehicles delivering supplies should access the area beyond the ramp.

(iii) Concerns were expressed regarding an incident between a member of staff and a Hydrotherapy customer. TF will contact the customer affected. TF

(iv) TF would put together information on alternative car parks and public transport. TF would draw up a leaflet to be distributed by the end of October. Information would also be displayed on the noticeboard. TF

2 **CENTRE MANAGER'S REPORT**

TF presented the report highlighting the following issues: -

(i) A cleaning contractor was supplementing cleaning undertaken by Centre staff. Generally it was felt that cleaning standards were improving, but there was still some way to go.

TF would welcome customer feedback, positive or negative. TF

(ii) The paddling pool adjacent to the fire exit had been recommended for filling in, for health and safety reasons.

(iii) There has been a problem with skips, litter, deliveries etc. related to neighbouring High Street properties. CS would write to them. CS

- (iv) £92,500 was being invested in new fitness equipment across the 4 fitness suites. The tendering process was underway and new equipment would be installed early in 2009.
- (v) The Centre was still experiencing some problems with staffing, though in the previous 6 months almost all public sessions in the Hydrotherapy Pool had gone ahead.
- (vi) 56 Customer Feedback cards had been received in the period April – September 2008. Cleanliness and maintenance issues were the major concerns, but included were 7 compliments.
- (vii) Direct Debit memberships were down from 650 to 625 for the same period last year. However, student memberships were now up to 175.

A number of new marketing initiatives were being tried including advertising on local radio – this had resulted in 48 new memberships.
- (viii) New programmes added since March include an adult fitness programme, a chronic obstructive pulmonary class and a weight management class.
- (ix) Attendances are broadly similar to last year. However, net expenditure is up, largely due to the increasing cost of utility charges.
- (x) The Centre has signed up for the “Sweat in the City” initiative, which aims to attract more young women to be users/members of the fitness suite.
- (xi) There was a suggestion that the Centre could run more toddler sessions, using soft play, in the studio area.
- (xii) A defect reporting system had now been introduced. Customers are being encouraged to report defects, which will be logged, with maximum times being introduced for repairs to take place.
- (xiii) BK thanked TF for his report and praised his enthusiasm for improving customer service.

3 CLIENT OFFICER REPORT

CS highlighted the following issues: -

- (i) The Council had signed up for a Government scheme to provide free public swimming for over 60's. All public sessions at Teddington Pools & Fitness Centre, Pools on the Park and off-peak sessions at Hampton Pool would be on offer. The scheme would commence in April 2009.
- (ii) CS had made available £35,000 from a client equipment / maintenance code for minor improvements at Teddington Pools and Fitness Centre.

4 USER / RESIDENT ISSUES

- (i) Hydrotherapy Pool Conditions of Use – TF will be organising meetings with Hydrotherapy Pool User Groups and would arrange training TF

sessions for use of the hoist.

- (ii) With regard to staffing the Hydrotherapy Pool, TF explained that more staff were being trained to work in that area.
- (iii) TF would be holding a meeting on 30 September 2008 in order to more clearly define the hours when Social Services / PCT would be using the pool. TF
- (iv) DB observed that some staff were driving too quickly down Vicarage Road. TF would talk to all staff who used their cars for work. TF
- (v) On occasions, a bus had been parked obstructing access to the Hydrotherapy Pool. TF would ask the driver to move if this happens again. TF

5 ANY OTHER BUSINESS

No items were raised.

6 DATE OF NEXT MEETING

Monday 16 March 2009, 7.00pm at Teddington Pools & Fitness Centre. All