

Teddington Pools & Fitness Centre User Group Meeting

Notes of meeting held on 24 September 2012

Present:	Anna Kersey	Studio User
	Sam Jempson	Studio User
	Neil Rodford	Teddington Swimming Club
	Sylvia Burge	Richmond Back Pain Group
	Jacqueline James	Richmond Back Pain Group
	Barbara Fliegner	Women's Friendship Swimming Club
	Caroline McGuire	Centre Manager, Teddington Pools & Fitness Centre
	Colin Sinclair	Head of Sport & Fitness, LBRUT

Apologies: Paulo Kaw Dale

Minutes

Action

1 NOTES OF LAST MEETING HELD ON 19 MARCH 2012

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|--------|---|-----|
| (i) | Improvements to the showers had taken place in March 2012. | |
| (ii) | There were no current concerns about the under-floor heating in the Hydrotherapy Pool. | |
| (iii) | New chairs had been bought for the Hydrotherapy Pool. CMc was still trying to source suitable bench seating. | CMc |
| (iv) | Pedestrian crossing and bike racks – the funding wasn't currently available to carry out these improvements. | |
| (v) | New spinning bikes had been purchased and were well received. It was noted that bike numbers were prone to falling off. | CMc |
| (vi) | The Studio cupboard had been tidied up. It was suggested by studio members that Duty Managers should tidy up at the end of the evening. | CMc |
| (vii) | The air conditioning was sometimes not turned on for classes. | CMc |
| (viii) | Problems with a trip hazard, lights and lane ropes had been sorted out. | |
| (ix) | The Richmond Back Pain Group commented that their equipment was still being used by other users. | |

2 USER ISSUES

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|-------|---|-----|
| (i) | There was sometimes a problem with the volume of the stereo during classes. CMc would investigate. | CMc |
| (ii) | There was discussion about the effectiveness of the traffic light system for classes. CMc explained that if a class was "red lighted" for more than 3 months, it would be replaced. Some members felt the "red light" system was de-motivating for instructors and users. | |
| (iii) | It was suggested that a profile of teachers and their classes be included on the website. | CMc |

- (iv) Concerns were expressed about a particular spinning instructor.
- (v) Curtains – the preference of users was to retain curtains in the Hydrotherapy changing rooms.
- (vi) CMc would investigate whether seats in cubicles could be adjusted. CMc
- (vii) There was a request for lower chairs to be available in reception. CMc
- (viii) Sometimes when the Hydrotherapy floor was cleaned before usage, it was still slippery and particularly dangerous for users with sticks.
- (ix) Concern was expressed about a male cleaner entering the female area to clean, without knocking.
- (x) Car park lights – there was particular concern expressed concerning lighting of the disabled bays.

CMc would look at improving lighting for the disabled bays and around the bike rack area. CMc
- (xi) CMc confirmed that the Centre would be open on 23 December 2012 and 30 December 2012 for Women’s Friendship Swimming Group sessions.
- (xii) There was discussion about Teddington Swimming Club’s sessions. The Club were considering moving to 5.00am start for some sessions. CS indicated that this was acceptable in principle to Teddington Pools & Fitness Centre. However, there would need to be consultation with local residents and, if agreed, introduction initially on a trial basis.

CS indicated that the Centre would be looking for the Club to relinquish some evening bookings in exchange for morning access.

3 CENTRE MANAGER’S REPORT

CMc circulated the Centre Manager’s report. There was discussion on the following items:

- (i) The Centre had recently invested £2,000 in improved lighting, £13,000 in spin bikes and £8,000 on a new pool hoist.
- (ii) The Centre was now employing daytime cleaners. Users felt that cleaning standards had generally improved.
- (iii) A Zogg’s Shop was opening in the Pool this week.
- (iv) Works to upgrade the emergency lighting have started.
- (v) New lockers are being installed in the Hydrotherapy Pool this week.
- (vii) The Centre now had 784 Direct Debit members.
- (viii) Demand for swimming lessons was at an all time high.
- (ix) In October, there would be a Relaunch of the fitness brand under the name “Feel Good Fitness”. This would include small group classes in

the fitness suite and the setting up of online bookings.

- (x) The Centre was still working towards Quest quality assurance.
- (xi) Teddington Swimming club were happy to send out Centre information via their Club database.

4 ANY OTHER BUSINESS

- (i) NR raised the issue of the Borough Gala that had been organised for 13 October 2012. The Club requested that the event commence at 3.00pm. CMc to consider.

CMc

5 DATE OF NEXT MEETING

Monday 25 March 2013, 7.00pm at Teddington Pools & Fitness Centre.

All



Centre Manager Report – Monday 24th September 2012

Equipment and Facilities

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

- £2000 on extra lighting in some changing rooms and toilets as the new cubicle panels are higher which made some areas darker.
- £13,000 on new spinning bikes and an extra 4 were purchased to help meet demand of classes.
- £8000 on new electronic pool hoist.
- £1000 on pool equipment to improve the lane ropes and a boom for both the main pool and learner pool.
- £1700 on a new pool cleaner that goes in the pool twice a week to clean the bottom.
- £800 on new chairs for main and hydro reception.
- £700 on new matting for the weight's area in the gym.
- £800 on two new industrial hairdryers for the wet changing room.
- £1740 on a defibrillator machine which all staff are currently being trained to use as this is now mandatory for lifeguards.

We are spending an extra £42,000 per year on daytime cleaners, 7 days a week which started a few months ago. This has had really positive results.

We will be opening a Zogg's shop (swimming equipment) in the reception area this week. We will be selling a larger range of goggles, hats and now also swim wear.

A new drinks vending machine will also arrive this week.

Our emergency lighting repair work has just been started and will last approximately 4 weeks. This cost will be met by the Council.

New lockers are also being installed in the hydro pool this week.

Staffing

We have had a number of casual members of staff recently start with us – these include casual lifeguards.

Luke Spragg, who is a casual fitness instructor has been promoted to full time fitness instructor and he will start this post on 1st October.

We are also currently employing a Front of House Manager and Sales Assistant.

We have also spent £5000 year to date on staff training including first aid courses and NPLQ courses which we now run in house for our staff and external people.

Customer Service Excellence

The Sport and Fitness Services Section achieved the Customer Service Excellence accreditation in December 2009. This was reassessed in December in 2012 and we achieved re-accreditation.

We have received 55 compliments / complaints over the last 6 months compared to 78 during the previous 6 months. However, 11 of these were compliments and these were mainly about the staff and studio classes. The majority of complaints were more suggestions rather than actual complaints. This is broken down into the following categories:

Topic	Number of Complaints	Number of Compliments
Maintenance	4	0
Hygiene/ Cleaning	8	2
Staff Issues	1	3
Other Issues	3	1
Pool Issues	5	1
Gym / Studio	23	4

We have also received 9 enquiries in our Leisure box email.

Marketing and Memberships

Currently we have 784 direct debit members' and 100 annual memberships.

We have been involved with the following initiatives since March 2012:

- 6 week summer memberships
- Free child swim with Kelloggs cereal
- Introduced a concession rate in the hydro pool
- British Gas – free swims and aqua classes

Programming

Our swimming lessons have grown even more within the last 6 months and especially since the Olympics – this includes adults and children for both group lessons and 121's.

We are currently working on our swimming school brand and hope to introduce extra classes within our designated swim lesson times for next term to help meet demand.

There will also be quite a lot of change in the way the gym is run over the next few weeks. This will include group inductions, gym based classes and better programme cards / sessions.

We are also introducing online bookings before Christmas, however the details are not known for this yet including what facilities this will be for.

Introducing a concession rate in the hydro pool has been extremely successful – hydro pool public attendances are increasing week by week.

We had a Quest dummy run in Sept last year which we are still working through. We hope to have achieved Quest by the end of the year, although this has been on-going for a while now.

Conclusion

Priorities moving forward are the same to the last meeting, as I feel these are the key to running a successful business and the best facility / service we can. These are:

- To continue increasing the budget performance by monitoring and close scrutiny of targets
- Continuous sales training and customer service training for all staff
- To achieve Quest accreditation by December 2012
- Improve daily maintenance / pre-prevention annual plan
- Improve cleaning on a daily basis