

## Teddington Pools & Fitness Centre Hydrotherapy Pool User Group

### Notes of meeting held on 11 May 2015

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**Present:** Jean Jacob Richmond Back Pain Group  
 Jackie Venus Visually Impaired Society for Richmond  
 Colin Sinclair Head of Sport & Fitness, LBRUT  
 Caroline McGuire Centre Manager, Teddington Pools & Fitness Centre

**Apologies:** Veronica Bowles

Action

#### 1 NOTES FROM MEETING HELD ON 3 NOVEMBER 2014

- (i) CM informed users that the Mural was nearly finished and looked great. Feedback has been very positive so far.
- (ii) CM informed users that the 4 disabled bays at the top of the Hydro Pool slope would remain for blue badge holders only.
- (iii) CM informed users that we had looked into weekly microbiological testing, but after discussions with the relevant parties and by completing a risk assessment, it has been decided this will continue to be done monthly.
- (iv) CM informed groups that they were responsible for reporting any incidents within their own practices. Although TPFC will still continue to report these and action as necessary following our procedures.
- (v) CM informed groups that at this point we have decided against a stereo as not many groups would use this. The licencing is very expensive and if only a couple of groups would have music then this would not be feasible for us.
- (vi) CM informed users that she has recently requested signage quotes in order to replace the signs around the building including for the Hydro Pool main entrance.
- (vii) CM informed users that Lee had some contact from groups regarding fire evacuations, but has had no replies about arranging training / practice drills.
- (viii) CM to look into screening of the bins again.
- (ix) CM informed users that the resurfacing of the Hydro car park and slope has been completed.
- (x) CM informed users that the external lighting works had been started and should be completed in the next few weeks.
- (xi) CM asked for feedback regarding overlapping of the changing rooms. CM was informed that this had improved.
- (xii) CM informed users that the sliding doors were due to be replaced in the next couple of weeks.

CM

## 2 USER ISSUES

- (i) JV discussed doors / curtains and the lack of privacy the curtained areas offer. CM informed JV that the curtain for the assisted change is temporary and the sliding doors would be replaced soon. CM will look into a middle panel for the curtained cubicles to try and help with privacy so only the front section had a curtain. CM
- (ii) JV has asked for a line to be painted around the column by poolside around head height to make the column stand out better for users. CM will raise a request for this. CM
- (iii) JJ raised the issue of screening the bins. CS informed JJ that this hasn't been a priority but it is something we will look into and consider again. CM to arrange ideas and quotes. CM
- (iv) JJ raised the issue about the lack of chairs / mixture of heights. JJ has requested that there are at least 8 chairs in the Hydro reception area and that there is a mixture of both height chairs. CM to ensure this is in place. CM
- (v) JJ raised the issue of the outside area. JJ is happy about the mural, but feels the area could be more welcoming. JJ also raised that the slope should be swept more often. CM to raise this with the Lifeguard team. CM

## 3 DATE OF NEXT MEETING

Monday 2 November 2015, 6.00pm at Teddington Pools & Fitness Centre. All



## Centre Manager Report – Monday 11<sup>th</sup> May 2015

### Equipment and Facilities

The office refurbishment started on Thursday and is nearly finished. Just a few finishing touches to go!

Valves in the plant room have been replaced over last 6 months.

Cleaning schedule has changed and now all main cleaning is done every night. We have a day time cleaner for a few hours each day and the Lifeguards pick up the rest of the daytime cleaning.

### Staffing

We have employed a number of casuals over the last 6 months. Nana who currently works in the gym through the agency has been employed full time as a Fitness Instructor. Sarah Cassidy is currently on a full time secondment on reception covering Caroline Jefferies while she is over working in the phone hub.

### Customer Service Excellence

The Sport and Fitness Services Section achieved the Customer Service Excellence accreditation in December 2014, so the next assessment will be in December 2015.

### Marketing and Memberships

Currently we have 1044 direct debit members' and 129 annual memberships.

In September / October we attended:

- St. Mary's Freshers Fair
- Richmond College Freshers Fair

Our current promotions are:

- One month free for the member, one month free for the friend if you refer a friend who joins the centre
- 12 months for the price of 10 on all annual memberships

### Programming

Swim Fit has been launched and is going ok. Trying to promote the 2 sessions and increase numbers. Feedback has been great.

We are analysing figures for next term; looking mainly at hydro public vs hydro private and private swimming lesson slots.

Online booking for spinning has been successful so this will now be launched for all classes within the next few weeks.

We have just introduced Les Mills classes in April – these will include Body pump, RPM and Body Attack. So far feedback has been great.

## **Conclusion**

Priorities moving forward:

- To continue increasing the budget performance by monitoring and close scrutiny of targets
- To keep memberships strong and memberships valuable
- To continue monitoring the cleaning closely since the review and changes