

Teddington Sports Centre Liaison Group

9 September 2014

Present:	Dafna Gornall	Melbourne Road & Trowlock Way Residents
	Jean Mackey	Melbourne Road & Trowlock Way Residents
	Helen Harris	Trowlock Island Residents
	Martin Blaiklock	Broom Road & Langwood Chase Residents
	Jock Wishart	Royal Canoe Club
	Tim Malthouse	Teddington Hockey Club
	Andy Sutch	Sport Richmond
	Cllr Tania Matthias	Ward Councillor
	Jon Davey	Sports Centres' Manager, LBRUT
	Colin Sinclair	Head of Sport & Fitness, LBRUT
Apologies:	James Klahn	Teddington Sports Centre, Centre Manager
	Dudley Groves	Fairways & Thamespoint Residents

Minutes	Action
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1 NOTES OF LAST MEETING HELD ON 11 March 2014

- | | | |
|-------|--|-------|
| (i) | MB referred to dead trees on Broom Road Recreation Ground. CS would make David Allister, Head of Parks, aware of this issue. | CS |
| (ii) | There was further discussion about the planting of trees at the rear of 26-28 Melbourne Road. CS to discuss with David Allister. | CS |
| (iii) | CS/JW updated the group on proposals for the Trowlock Way Car Park:

- Additional spaces
- Marking and bollards to better define the access road
- School sixth formers were forbidden from driving to school
- The School were considering applying for more spaces at the front of the school | |
| (iv) | JW would circulate details of River Reach meetings. The Sports Centre would endeavour to attend these meetings and ensure better co-ordination of all events, including those on Broom Road Recreation Ground. | CS/JD |
| (v) | MB suggested bus stop parking in Broom Road, ideally adjacent to the Langdon Park pitch. | |
| (vi) | Water Supply – CS would send HH details of the progress on this issued outlined in Ishbel Murray's recent email. | CS |

2 RESIDENTS' ISSUES

- | | |
|-------|--|
| (i) | DG felt the meeting on 11 March had been aggressive in tone and this should be avoided. |
| (ii) | There was discussion about out of hours contacts. When the Sports Centre was closed, the site is the responsibility of the School. |
| (iii) | There was concern about the pitch being used for practice after 6pm on |

Saturday 6 September. TM would follow up.

TM

- (iv) MB had made 3 complaints to the Centre by telephone and his calls had not been returned. DG stressed that if she left a message, this was always returned.
- (v) MB complained about shouting from adults. JD stressed that if hirers caused excessive persistent disturbance under the terms and conditions of their hire, their booking would be cancelled.

JD would continue to look at moving football to other centres and CS mentioned that it was possible that the upgrading of the pitch at Hampton Sport & Fitness Centre may see the installation of a "3G" football/rugby surface.

CS

- (vi) There was discussion about the reverberation noise by balls hitting the fence. JD would again look at possible solutions to this problem.
- (vii) CS stressed that if residents felt there were concerns about noise, that incidents should be reported as soon as possible, citing the precise day and time.

JD

The Centre would then monitor closely bookings at these times.

- (viii) There was a discussion about possible flooding problems in the area.

3 USER ISSUES

- (i) TM thanked the Council for ensuring that the new pitch had been completed on time.
- (ii) TM had written to the Council expressing his concern about the proximity of Pitch 2 to the new Sixth Form block and the potential for broken windows from stray hockey balls.
- (iii) JW requested that pitch contractor collect rolls of old shock pad stored next to the main club.
- (iv) AS, on behalf of Sport Richmond and Richmond Volleyball Club, expressed his thanks for the completion of the beach volleyball courts.
- (v) The Group were keen for the School to be represented at this meeting, following Clive Morris's recent departure.

4 CENTRE MANAGERS' REPORT

JD presented his report (attached).

- (i) JD would calculate the proportion of LBRUT residents to non-residents using the Centre.

JD

5 ANY OTHER BUSINESS

- (i) JW raised the fact that a camper van had been parked/dumped opposite the entrance to the School and had not moved for a number of weeks. Apparently, there were difficulties in getting this removed due to the fact that Trowlock Way was an unadopted road.

- (ii) It was agreed that CS/JD would report back within 3 months on progress on key issues, including the co-ordination on events. CS/JD

6 DATE OF NEXT MEETING

Tuesday 10 March 2015 at 6.30pm at Teddington School.

All



CENTRE MANAGER'S REPORT

September 2014

1 EQUIPMENT AND FACILITIES

The Astro Pitch has just undergone a full refurbishment.

The new Beach Volleyball Courts were officially opened on 24 July and have been in full use over the summer period.

The table below shows attendance figures for the Beach Volleyball Courts for the Summer 2014 period:

Activity	Attendances (Summer 2014)
Richmond Volleyball Club	560
Casual Beach Volleyball Bookings	210
Children's Play Beach Drop-in Sessions	180

2 STAFFING

Recruitment of new staff: Sophie Williams – Casual Duty Manager

3 HEALTH AND SAFETY

In an effort to improve and manage the safety of the site and equipment, we have introduced and implemented the following measures:

- Annual service of fire equipment
- Annual service to Emergency Intercom System
- Portable Appliance Testing
- Boiler service records
- Display Screen Equipment Risk Assessment
- Manual Handling Risk Assessment
- Passenger Lift Examination
- Emergency Lighting Certificate
- Fixed Electrical Installation Certificate
- Asbestos Survey
- Fire safety checks
- Football Goal Inspections Checklist

4 CUSTOMER SERVICE EXCELLENCE AND QUALITY STANDARDS

The Sports Centre was Quest Assessed on the 5 March 2014, although we still await the final report, the assessor was positive about the development and improvement of the facility and we are positive that we will be re-accredited.

The Sports Centre has a rolling Action Plan for Quest which relates to customer service, H&S, maintenance, cleaning, continuous improvement, staff training, business plan management and environmental management. This is regularly discussed in staff meetings on a monthly basis.

5 MARKETING PLAN

The Sports Centre's Marketing Plan was completed in April 2014 - moving forward for the next financial year we will be looking to:

- Continue to distribute programmes to local schools in the Royal Borough of Kingston
- Extend special offers on Squash Courts in order to encourage multiple visits per week
- Encourage junior bookings through 50% discount
- Encourage over 60's participating in Squash through 50% discount
- Constant review of website
- Updated 2014 planner to list upcoming events, fairs and fetes
- Increase fitness class participation through special offer and new classes
- Promote the new Beach Volleyball Courts through Richmond Volleyball Club and local schools
- Increase usage of Brief Your Market and cross-selling of activities

Below is a breakdown of how the special offers performed for the period April 2014 – August 2014

Area	Offer	Reason	Outcome /Uptake
Squash Courts	Over 60s discount	To increase over 60s participation in sport	32
Squash Courts	Half Price squash courts at weekends	To increase usage during off peak times	84
Sports Hall	Junior Badminton	Increase junior participation in sport	7
Squash Courts	Junior Squash	Increase junior participation in sport	8

6 PROGRAMMING

Junior Programme

Attendances have decreased in our junior programme along with income. This is due to the availability of coaches, shortening the term courses and also losing the sports hall whilst school exams take place.

The table below shows a comparison of income and attendances on all junior courses for the period April – September for both 2013 and 2014:

Course	Income April 2013 - Sept 2013	Income April 2014 - Sept 2014	Attendances April 2013 - Sept 2013	Attendances April 2014 - Sept 2014
Trampolining	£3376.90	£3315.00	710	706
Football	£2262.00	£2194.00	487	473
Squash	£131.30	£88.80	27	18
Gymnastics	£3883.80	£4668.60	833	985
Judo	£1362.50	£498.20	295	107
Street Dance	£771.40	£345.60	164	71
Karate	£1600.80	£1989.10	348	426
Boys Basketball	£303.25	£61.20	59	12
Girls Basketball	£369.00	N/A	80	N/A
Wheelchair Basketball	£20.40	£33.20	6	10
Total	£14081.35	£13193.70	3009	2808

Trampolining – We are on target for our Trampolining classes. The slight difference is due to re-enrolment for this coming term. We have been able to increase the numbers on 4 of our classes so we will be increasing income and attendance for the Autumn Term.

Gymnastics – Our Gymnastics continues to be very popular.

Judo – Some extra marketing needs to be worked on for Judo as numbers have decreased over the past year. We will work with the Busen to increase numbers by doing displays in local junior schools.

Street Dance – Numbers have decreased dramatically for Street Dance and some investigation is needed into the reason for this.

Brentford Football Coaching – We are on target for our Football classes. The slight difference is due to re-enrolment for this coming term.

Squash – Numbers have decreased since last year and we hope to increase these again in the Autumn Term when the squash season starts.

Karate – Our Karate course continues to be very popular.

Basketball – Due to the loss of the sports hall we were only able to run a few weeks of basketball.

Adult Programme

The adult programme overall has shown a decrease in attendance and income.

The table below shows a comparison of income and attendances on all adult courses for the period April – September for both 2013 and 2014:

Course	Income April 2013 - Sept 2013	Income April 2014 - Sept 2014	Attendances April 2013 - Sept 2013	Attendances April 2014 - Sept 2014
Volleyball	£641.00	£308.50	20	10
Yoga	£369.33	£289.40	49	69
Squash	£655.90	£163.60	119	30
Trampolining	£176.50	£127.30	25	16
Zumba	£857.00	£451.60	174	104
Stretch n Tone	£458.20	£199.50	91	38
Pilates	£391.70	£217.00	79	42
Ballet	£66.70	£222.00	16	49
Total	£3616.33	£1978.90	573	358

Trampolining – Trampolining has seen a decrease in comparison to last year. We will be advertising these classes through our marketing database.

Volleyball – We have seen a decrease in volleyball players, this has been due to a lack of coaches and increased usage of the sports hall by the school. We hope to be able to continue the volleyball programme on the sand courts on Trowlock Way.

Yoga – Some work still needs to be done to increase numbers on this class. Increased advertising through our marketing database and managing the quality of coaching will hopefully help here.

Zumba – Over the summer we have seen a decrease in our fitness classes altogether. We anticipate these numbers will increase from the start of term.

Stretch and Tone – Again, the summer fitness class decrease has affected this class too. We anticipate these numbers will also increase from the start of term.

Pilates – Pilates has increased in popularity but we are finding that a few of our customers are swapping between Yoga and Pilates. We are now hoping to get them committed to both of these fitness classes through our Fitness Direct Debit membership.

Fitness Membership – We currently have 1 Direct Debit Membership and will be working hard to improve this number by increasing the fitness classes and changing of coaches.

Holiday Programme

Since July 2011, we have had a Service Level Agreement with KOOSA Kids to provide holiday play schemes at Teddington Sports Centre. KOOSA Kids are using the facility during all school holidays this year.

Holiday Period	Overall Attendances 2014
Easter Holidays	756
May Half Term	348
Summer Holidays	1,956

7 FUTURE PLANS / PRIORITIES

- Maximise sports hall availability
- Increase adult fitness class participation
- Get 5 non-members onto Direct Debit memberships
- Complete maintenance to flood lit AWP floor
- Review and update NOP, EAP and Risk assessments for QUEST accreditation.

James Klahn
Centre Manager
Teddington Sports Centre