

Teddington Sports Centre Liaison Group

11 March 2014

Present:	Chris Ledger	Tamesis & Ariel Sailing Clubs
	Darren Jacob	LBRUT Consultant
	Tim Malthouse	Teddington Hockey Club
	Dudley Groves	Fairways & Thamespoint Residents Group
	Jock Wishart	Royal Canoe Club
	Richard Prince	Royal Canoe Club
	John Bazalguette	Trowlock Island
	Helen Harris	Trowlock Island
	Martin Blaiklock	Broom Road & Langwood Chase Residents
	Dafna Gornall	Melbourne Road & Trowlock Avenue Residents
	Cllr Tania Matthias	Ward Councillor
	David Allister	Head of Parks, Document & Delivery
	James Klahn	Teddington Sports Centre, Centre Manager
	Jon Davey	Sports Centres' Manager, LBRUT
	Colin Sinclair	Head of Sport & Fitness, LBRUT
Apologies:	Clive Morris	Teddington School
	Rowena O'Bierne	Teddington School
	Jeremy Law	Teddington School
	Andy Sutch	Sport Richmond
	Alison Davey	Broom Road Resident

Minutes

Action

1 NOTES OF LAST MEETING HELD ON 24 SEPTEMBER 2014

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| (i) | The trees planted at the rear of 26-28 Melbourne Road had died. DA would look at options for their replacement in the forthcoming growing season. | DA |
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2 RESIDENTS' ISSUES

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| (i) | Parking | |
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There was a broad ranging discussion about parking in the vicinity of the school / sports centre / recreation ground. With the completion of the sixth form, the reopened school car park would gain an additional 10 spaces.

The consensus of the group was that even with these additional spaces, there was insufficient capacity to meet the needs of the sports centre, recreation ground, clubs and local residents.

DA undertook to look at whether the capacity of the Trowlock Way car park could be increased by better layout, use of dead space etc.	DA
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| (ii) | Access | |
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There was a discussion about the periodic obstruction of access to the water sports clubs and concern that when this happened access for emergency vehicles was blocked.

DA undertook to look at whether measures could be introduced in the Trowlock Way car park to prevent parking from blocking access and this included possible installation of bollards. DA

(iii) Noise

MB raised the issue of noise from the sports centre artificial turf pitches.

DA mentioned the concept of noise monitors which hirers of Parks facilities were encouraged to appoint. TM would stress again to all team managers the need to reduce the noise to the minimum. TM

(iv) Water Supply

The residents and Royal Canoe Club were keen to engage with the appropriate officer in the Council regarding a new water supply. DA/CS would take this issue back to the Director of Environment to see if a way forward could be found on this issue. DA/CS

3 USER ISSUES

(i) There was a brief discussion about proposals for beach volleyball courts to replace the 2 old tennis / netball courts at Broom Road recreation ground.

(ii) There was discussion about the issue of balls going over fencing into residents' gardens, that had been discussed at previous meetings. The residents present undertook to discuss this with other residents to ascertain if this was still a problem.

4 CENTRE MANAGERS' REPORT

This was circulated to members of the group (and is also attached).

5 ANY OTHER BUSINESS

(i) JW requested that feedback on issues raised was provided within 4 weeks of the meeting. DA/CS

6 DATE OF NEXT MEETING

Tuesday 9 September 2014 at 6.30pm. All



CENTRE MANAGER'S REPORT

March 2014

1 EQUIPMENT AND FACILITIES

A table to show the objectives achieved with cost implications of over £500 carried out from September 2013 – March 2014.

Objective	Cost Implications
Squash Court re-sanded	£1700
Sportsafe (Equipment Auditing)	£2000

2 STAFFING

Recruitment of new staff: James Klahn returned from Secondment position at SSFC
Louie Hesling (Agency Staff)
Douglas Simon – Trampoline Coach

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 2013 - 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 October 2013 – February 2014

Area	Offer	Reason	Outcome/ Uptake
Squash Courts	Over 60s discount	To increase over 60s participation in sport	20
Squash Courts	Half Price squash courts at weekends	To increase usage during off peak times	155
Sports Hall	Junior Badminton	Increase junior participation in sport	26
Squash Courts	Junior Squash	Increase junior participation in sport	84

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 October – March for both 2013 and 2014:

Course	Income Oct 2012 - Mar 2013	Income Oct 2013 - Mar 2014	Attendances Oct 2012 - Mar 2013	Attendances Oct 2013 - Mar 2014
Trampolining	£4109	£4306	882	913
Football	£798	£981	174	212
Squash	£331	£397	71	84
Gymnastics	£3008	£3136	651	658
Judo	£1500	£668	325	141
Street Dance	£619	£309	137	66
Karate	£2017	£995	442	214
Boys Basketball	£1015	£1085	468	228
Girls Basketball	£425	£885	143	189
Wheelchair Basketball	£316	£357	143	107
Total	£14,138	£13119	3436	2812

Trampolining – Income and attendance has increased in comparison to last year. All classes are at capacity.

Gymnastics – Income and attendance is up, we are working with RGA to get these classes fully booked for the new term.

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 – Numbers are up on the Saturday morning football classes. We have had an increase in the younger age group and have been able to move children up into the advanced classes.

Squash – Numbers have increased since last year and the course is already fully booked for this term. We are now a registered club with Squash England.

Karate – Numbers have reduced for the second class, we will be looking to run some taster classes in locals schools, to boot interest.

Basketball – Numbers have increased in both girls and boys basketball. Both training sessions are now compulsory for squad players.

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 October – March for both 2013 and 2014:

Course	Income Oct 2012 - Feb 2013	Income Oct 2013 – Feb 2014	Attendances Oct 2012 - Feb 2013	Attendances Oct 2013 – Feb 2014
Volleyball	£1,126	£636	375	212
Yoga	£491	£255	81	42
Squash	£795	£637	132	106
Trampolining	£405	£178	57	25
Zumba	£1003	£1120	200	224
Stretch n Tone	£502	£558	100	111
Pilates	£385	£246	77	49
Ballet	N/A	£238	N/A	46
Total	£4707	£3630	1022	815

Trampolining – Trampolining has seen a decrease in comparison to last year. From the April half term we will be running one class until numbers pick up. We will be advertising these classes through our marketing data base.

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 Road.

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 – With increased marketing and excellent coaches onboard Zumba is now an exciting addition to the adult programme.

Stretch and Tone – We have been running this class since November 2011 and it has seen an increase in popularity.

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 fitness classes through our Fitness Direct Debit.

Fitness Membership – We currently have 1 Direct Debit Membership, we will be working to increase the amount of our direct debit memberships through an increase of fitness classes and change 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 will be using the facility during all school holidays this year.

Holiday Period	Attendance 2013/14 Av.
October Half Term	300
Christmas	40
February Half Term	250

7 FUTURE PLANS / PRIORITIES

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

James Klahn
Centre Manager
Teddington Sports Centre