

FAMILY FORUM MEETING

13th June 2023

The Art Studio

Joy Stevens, Chair
Mohamed El Guindi,
Patricia Morgan,
Esther Van De Pette
Amber Dupont Liot
Oliver Milton
Alicia Penwell
Shelly Perrott,
Marc Newey
Simon Baker
Luke Fenton
Ana Leal

Emma Butler: Executive PA – Minutes

1. Apologies

Apologies were noted.

2. Approval of Minutes of 22nd February 2023

The Minutes from the meeting of 22nd February 2023 were approved.

3. Update/Reports

- OM said Children should be able to have a bucket of balls to hit. Just try one session where we collect the balls up. They can sign up, but parents must supervise. Sports shop to overview for 1 hour and report back. Look at a time when it is quiet, 5pm-6pm is too late.
 - At the moment they won't be in bays, so chance of hitting other children.
 - Look at options:
 - Time
 - Parents
 - Age restrictions
 - To be tightly controlled by Ricky
 - Find quiet times.
 - Low numbers
 - During school holidays only
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- IGC will be great for families with 13 bays. We are trying to get planning with a view to opening in October 2024.

FAMILY FORUM MEETING

13th June 2023

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3.1 Health Club

- Sports Summer Camps are being organised by Peter.
- New courses for new joiners and rookie lifeguard courses
- We had the Swimming Gala vs the Hurlingham Club with Juniors and parents joining in but Hurlingham always struggle to get the parents involved. It was very well organised but maybe next time use floats for the young ones as was very overwhelming for them and we need to make them feel included.
- Children with special needs, need a quiet sensory space during Galas.
- Look at Water Polo session in the pool for the teenagers with refreshments and a pizza after.
- Use the large floats for the pool parties and music, plus steppingstones but these need to be looked at before use.
- HC is so short staffed, so some things are hard to operate at weekends, so need to be mindful when planning.
- There is a big problem with contamination in the pools, with vomiting being the biggest issue because children take in too much water and it makes them sick. There is a 4-6 hour turn around to make the pool usable again when this happens. Other Members are complaining about it. There have been 8 contaminations in the last 6 months, with 6 x vomiting and 2 soiling accidents. With the last one in April. It was suggested that parents be fined if child under 4 not wearing a swim nappy. If sick, it is unfortunate. Luke to put up a sign to say that there will be a hefty fine if they do not abide by the rules. Luke to draft a letter for the website asap **LF**
- Some parents are taking photos of other children in the pool area and posting on social media. They must not do this and a notice to go out to remind parents.
- The Family Forum discussed the safeguarding of children and Luke has sent out a new safeguarding form which all parents must sign, or their children will not be allowed to attend any camps. Look at it being sent out annually. **LF**
- Pool parties are back, £675 for 10 children. We have had a good take up. The pool can be hired exclusively for £485. We should advertise sports and fitness parties on the Lime Tree lawns. Court 11 to be earmarked. Look at running bootcamps.
- Looking into Scuba diving courses, running Padi courses. Peter to look at external companies.

Pool:

- Dive in movie for the Indoor pool area to be looked at for autumn.
- Look at places to put dirty plates by the pool. Do hourly checks 8am – 18:30 from this weekend.
- The outside towel bin is not in a good place – look at new location **LF**
- Need to ask members if they have returned their towels when they leave. Bring up the above with House next week and report back at next meeting.

FAMILY FORUM MEETING

13th June 2023

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ITC:

- Indoor tennis has been very busy at the weekend. Need to put more tables and chairs in there. **SB**
- Need some space for children to do their homework. They do have the Reading Room and Bandstand. **LF**
- Pushing for a place to work in the Club House, where you can take calls. We should allocate the right-hand side of the reading room where you can do this. Putting a glass screen up to section off. The Café can only be used for working when it is not busy with people eating, so not 12-2pm. We could look at offering the Bridge room on a Sunday.

3.2 Social

- The magic carvery
- Beauty and the Beast Pantomime
- If you have any ideas, please let Debora know.
- Pool parties – good feedback and not thought to be expensive.
- Talk to Chef about different menus.
- BBQ Night – Wednesday Club night
- Pizza Oven open 11:30 – 6:30 Wednesday to Sunday
- Do a Family BBQ on a Friday evening.
- Bistro to close over the summer and have the BBQ instead (weather permitting)
- A WhatsApp group has now been set up to inform Members of immediate information they need to know that will impact on their enjoyment.
- Send out message on the WhatsApp group to advise members if BBQ is closing early.

3.3 Rackets Sports

- Kids tennis has been pushed to Sunday, why not Saturday's pm. To ask Dan.
- There is not enough court time. Look at holiday matches vs friendly with other Clubs.
- Online Family Forum with Membership Directory. Speak to HB
- The children are being turfed out of tennis. There is no accommodation for children to be competitive with the Club. You can't come in and out of playing. Marc to investigate. **MN**

3.4 Golf

A report by Ricky from the Sport Shop was noted.

- Ricky is looking for a female Pro.
- FF want to look at putting in a Crazy Golf pop-up for families. We need to look at buying or renting. It should be outside the Pro Shop on chip and putting green. Children must act appropriately at all times.
- A message to go out in the recorder, children playing tennis on the 9th green and hit by a golfer. Parents have no concept and need to be more responsible, as this has happened twice. Message to be sent out. **RP**

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13th June 2023

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3.5 Children's Activities to be reviewed:

- There is no playground for slightly older children. BM asked how we create another playground where children can be safe and in the same area.
- Put activities in two locations near the Health Club, this will keep children away from the Golf course. Maybe another mugger for football. Parents could then supervise but from a distance.
- Parents want a safe zone, look at a big playground.
- Do pop-ups in the afternoon at weekends on the Lime Tree lawn outside the office.
- Don't want children feeling ignored.
 - Pop – ups in Golf, Football and Driving Range

4. AOB

Lots of new members coming in with children at weekends (20%) It is important to make the Club more Family focused.

The meeting concluded at 11:39am.

5. DATE OF NEXT MEETING: TBC