



WANDSWORTH BOROUGH COUNCIL

Information on TFC Leisure Ltd (TFC)

Rocks Lane has sports industry accredited, experienced and environmentally sensitive contractors for the development of all their centres which are located in mixed urban, park, wildlife, common, residential, office and transport hub environments.

TFC have managed their site in Rocks Lane, Barnes for nearly 25 years. It is located on Barnes Common and is adjacent to the Wildfowl and Wetlands centre in Barnes, a site of SSSI. They have 9 floodlit areas and 13 AGP areas at their Barnes Centre and have worked with the local interest groups, operators and community stakeholders to enable sporting activities and facilities to co-exist with the natural flora, fauna and wildlife.

TFC have 25 years of experience of developing and managing multi-sports centres in the public sector. TFC have installed and refurbished over 40 pitches/courts and 4 mini courts and have built/refurbished clubhouses at each of their sites to provide state of the art floodlit sports facilities for the benefit for the local community. This has included 5 successful planning applications for floodlit AGP and tennis court provision and 3 successful planning applications for clubhouse provision.

At Roehampton TFC will install the most environmentally friendly 3G pitches available with the most up to date guidance produced by the FA, Sport England and FIFA.

TFC will consult with Environment Services, Ecology Officers and all stakeholders with regards to the scheme causing any concerns or impact on local neighbours and the biodiversity in the area.

It is proposed that all play will have a curfew of 9pm. The proposed hours of operation would be

Monday to Friday: 9am – 9pm

Saturday and Sundays: 9am – 7pm

Proposals for aesthetic and noise abatement planting will be discussed with all stakeholders, environmental officers and advisors.

Localism

TFC guarantee to conserve the bookings and usage of the facility by existing community users and will work with them to improve the site for them and the local community. They also aim to build on their policy of recruiting and training personnel from the local community. A prime example of the success of this policy is their Head of Football at Ricks Lane, Barnes. Living in the local council estates in Roehampton, she joined TFC from Shene School at the age of 16 years of age as a trainee coach, having helped out at Dover House Lions FC and now 11 years later she is their Head of Football.

Accreditation of the Centre

TFC commit to gaining accreditation of the centre to recognise quality of the sports delivery and the centre operations. Following assessments of the centre's overall sporting make-up and delivery, TFC will achieve one or all of the following;

FA Chartered Standard

Tennismark+ or Quest (UK Quality Scheme for Sport & Leisure)

Customer Service Levels

The centre will be operated to the highest levels of customer service in line with TFC policies and reputation. Fully trained staff will be accessible at all times in person, by phone or via email and will deliver a professional, competent, prompt and courteous service at all times. TFC have an open and clear feedback channels and will work closely with all customers, partners and the local authority to deliver an outstanding service for all involved.

An onsite booking system by person or by telephone, users can speak to somebody when booking and meet them in person to discuss any issues or for further information regarding what TFC offer.

Extra Sports Facility Provision and Quality Improvement

TFC will explore the possibilities with stakeholders and funding bodies of providing the following facilities/equipment:

A children's playground available for the use by customers during centre opening hours.

Cricket practice nets

Investment in excess of regular maintenance expenditure will be made to the natural grass pitches.

Long jump, high jump, pole vault (juniors) and field event equipment.

Added Value Initiatives

TFC will introduce a number of initiatives all of which have been implemented with great success at their other venues.

Coaching Programme

TFC will establish a community focused coaching programme on the facilities for sports including; netball, tennis, football, cricket, uni-hoc and multi-sports camps.

There will be a year round programme from 3 years to adult, including links with existing schools and other Wandsworth schools and delivered by their experience and accredited coaching team based on their mantra of "Play, Learn, Compete!"

Competition Programme

As well as retaining all current fixtures TFC will introduce a competition pathway for each sport. Again, based on their previous experience they will introduce junior leagues for netball, football and uni-hoc as well as run LTA sanctioned tournament events for tennis.

Community Benefits

TFC will engage with the local community to ensure they deliver facilities appropriate for their needs and wishes in order to create a sporting and social community hub. TFC will provide opportunities for free and discounted access to facilities for local residents and run social sessions for all age groups. All state schools within the borough will be able to access the facilities and coaches at a discounted rate and they will work with WBC, NGB's and Sport England to deliver initiatives to target key inactive participation groups, previously inactive, 14-25 year olds, female players, ethnic minorities, disability groups and over 60's i.e. walking football. TFC will also introduce a Scholarship Scheme for high achieving juniors to increase their opportunity to access coaching.