

Etwall Leisure Centre

fitness sport leisure



Joint Management Committee

Secretary to the Committee

Frank McArdle

Chief Executive,

Site,

South Derbyshire District Council,

6HZ

Civic Offices, Civic Way, Swadlincote,

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Business Manager

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Etwall Leisure Centre, John Port School

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Phone 01283 735404

E-mail:

Our Ref: DS

Date: 29th March 2022

Dear Councillor,

Etwall Leisure Centre Joint Management Committee

A Meeting of the **Etwall Leisure Centre Joint Management Committee** will be held at **John Port Spencer Academy**, Main Street, Etwall, Derbyshire on **Wednesday, 06 April 2022 at 17:00**. You are requested to attend.

Yours faithfully,

Secretary to the Joint Management Committee

To: **Representatives of South Derbyshire District Council Labour Group**

Councillor Shepherd (Chair), Councillor Singh

Conservative Group

Councillor Muller

Representatives of the Governors of John Port Spencer Academy

D Parker (Vice-Chair) K Squire and M Walker-Endsor

AGENDA

Open to Public and Press

- 1** Apologies and to note any substitutes appointment for the Meeting.
- 2** To receive the Open Minutes of the following Meetings:

12th January 2022 **3 - 5**
- 3** To note any declarations of interest arising from any items on the Agenda
- 4** ETWALL LEISURE CENTRE **6 - 57**
- 5** ACTIVE NATION PERFORMANCE REPORT **58 - 72**

Exclusion of the Public and Press:

- 6** The Chairman may therefore move:-
That in accordance with Section 100 (A)(4) of the Local Government Act 1972 (as amended) the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.

ETWALL LEISURE CENTRE JOINT MANAGEMENT COMMITTEE

12th January 2022

PRESENT:-

Representatives of South Derbyshire District Council

Labour Group

Councillor D Shepherd (Chair)

Conservative Group

Councillor D Muller

Independent Group

Councillor D Angliss (joined the meeting at 5.24pm)

Officers

K Stackhouse Strategic Director (Corporate Resources)

A Thomas Strategic Director (Service Delivery)

E Minogue – Head of Cultural and Community Services

Representatives of John Port Spencer Academy

Governing Body

Mrs M Walker-Endsor - School Governor

Representatives of Active Nation

Terry Simms

EL/07 **APOLOGIES**

The Committee was informed that apologies were received from D Parker (Vice Chair).

EL/08 **MINUTES**

The Open Minutes of the Meeting held on 22nd September 2021 were noted and approved as a true record and signed by the Chair.

EL/09 **DECLARATIONS OF INTEREST**

The Committee was informed that declarations of interest had been received from Councillor Shepherd and Councillor Muller in reference to Item EL/05 by virtue of being Members of the Planning Committee.

EL/10 **INCOME & EXPENDITURE 2021/22 AND PROPOSED BASE BUDGET 2022/23**

The Strategic Director (Corporate Resources) presented the report advising the Committee of the transactions that went through the account and that the Joint Management Committee had responsibility for general repairs, maintenance, and utility costs. It was noted that a credit had been received for utilities that included a recalculation for a previous year. The Committee was advised that for 2022/23

the normal base budget was recommended with a utility cost contingency of £10,000.

RESOLVED: -

That the income and expenditure 2021/22 and the proposed base budget 2022/23 were approved

EL/11 **ETWALL LEISURE CENTRE – S106 FUNDING**

The Head of Cultural and Community Services presented the report informing the Committee of plans for the site including any down time for the squash courts and the toilet project.

Members sought confirmation that the project would take place.

The Head of Cultural and Community Services confirmed that the project would take place and that the funding needed to be committed and drawn down.

Councillor Muller was relieved that the expiry date of the project had not passed and that funding would not have to be returned to the Developers.

RESOLVED:-

That the Etwall Leisure Centre S106 Funding was approved

EL/12 **ACTIVE NATION PERFORMANCE REPORT**

The Active Nation Representative presented the report informing the Committee of the increased usage of facilities and a good growth in activities. The site was working at 100 percent capacity and was working with Parish Trusts to let out other sports facilities.

The Committee was advised that the new covid virus strain had presented some challenges and that there had been uncertainty around what restrictions would be imposed which had seen a decline in numbers during December but that take up in January had increased. and the adoption of safe practices on site continued.

The Committee was informed about the launch of an on-demand service which allowed members to join activities virtually in their home and that both swimming and outdoor activities had increased to 70% of the pre-Covid activities.

It was noted that challenges exist regarding the operation of safe facilities along with the recruitment of lifeguards and the instability of staffing levels due to covid. The Committee was advised of the appointments of a new Swimming Coordinator, a Maintenance Officer and two Deputy Managers.

The Chair was impressed with the launch of the on-demand service and thanked the representative for a very positive report and raised a query regarding in house training for lifeguards and how the centre recruited their staff.

The Active Nation representative advised the Committee that they were working with Pingle School to encourage students to enrol in lifeguard training and that they used Indeed for their recruitment and were also working with John Port School to recruit students.

RESOLVED:-

That the Active National Performance Report was received and noted.

EL/13 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

RESOLVED:-

That in accordance with Section 100 (A)(4) of the Local Government Act 1972 (as amended) the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.

The meeting terminated at 17.37 hrs

D SHEPHERD

CHAIR

REPORT TO:	ETWALL JOINT MANAGEMENT COMMITTEE	AGENDA ITEM: 4
DATE OF MEETING:	6 APRIL 2022	CATEGORY: (RECOMMENDED)
REPORT FROM:	ALLISON THOMAS – STRATEGIC DIRECTOR – SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	HANNAH PEATE 07977 437 325 / hannah.peate@southderbyshire.gov.uk	DOC:
SUBJECT:	ETWALL LEISURE CENTRE	
WARD(S) AFFECTED:	ETWALL AND SURROUNDING WARDS	TERMS OF REFERENCE: (HCS08)

1.0 Recommendations

- 1.1 That the Committee receives an update on a range of matters relating to Etwall Leisure Centre.

2.0 Purpose of the Report

- 2.1 That the Committee receives updates with regards to an independent Quest Report, Top Lodge Audit and Fees and Charges.

3.0 Detail

- 3.1 In January 2022, the Active Communities and Health Team commissioned Top Lodge to undertake an independent audit of the Council's Leisure Centres in Swadlincote and Etwall and a Quest Mystery shopper visit to both sites.
- 3.2 The Top Lodge audit (attached) looks at numerous elements of Leisure Centre Operations and provides a comprehensive report on areas for improvement.
- 3.3 The Quest Mystery Visit (Attached) - assessed a visit to a centre from the eyes of a customer and provides valuable feedback which will inform service improvement moving forward.
- 3.4 In response to these audits, the leisure provider Active Nation is creating a Service Improvement Plan and the audit actions are also tracked within the Master Monitoring Matrix at the monthly Contract Management Meetings and interim meetings held between the Active Communities and Health Partnership Manager of SDDC and the Business Manager of Active Nation.
- 3.5 There have been ongoing negotiations with Active Nation around the proposed fees and charges increase for 2022-23. Following ongoing dialog and check and challenge a 5% increase will be applied across the board for fees and charges at

Etwall, with the exception of 3G pitch prices for the Lead Partner club of the facility who supported the securing of funding to enable this facility to come to fruition.

- 3.6 Following the JMC in January 2022, the S106 funding has been transferred to John Port Spencer Academy in order that the improvement works can be scheduled and undertaken.

4.0 Financial Implications

- 4.1 Following the Top Lodge audit which is still being assessed there could be some financial implications of these compliances being met. Where at all possible, these will be met through Active Nation Contract requirements and existing leisure centre budget where appropriate. If anything were to be of a more significant nature requiring additional resource this would be tabled at the relevant Committees and the JMC members would be informed.

- 4.2 No further financial implications are anticipated at this time in relation to this report.

6.0 Corporate Implications

Employment Implications

- 6.1 None arising from this report.

Legal Implications

- 6.2 None arising from this report

Corporate Plan Implications

- 6.3 The provision of leisure centers within the District enables the Council and partners to deliver services to the residents of South Derbyshire and fulfil elements of Our Environment, Our People and Our Future themes of the Corporate Plan.

Risk Impact

- 6.4 The Departmental risk registers has been updated to take into account the finding of the independent audit and the requirement to review the Planned Preventative Maintenance programme for the Leisure Centres.

7.0 Community Impact

Consultation

- 7.1 The provision of leisure services makes positive contributions to the delivery of the Active South Derbyshire Physical Activity, Sport and Recreation Strategy 2017-2022. It also delivers across the key themes within the Sustainable Community Strategy – Children and Young People, Healthier Communities, Safer and Stronger Communities and Sustainable Development. These documents were developed in consultation with South Derbyshire residents and organisations.

Equality and Diversity Impact

- 7.2 The facilities are accessible to everyone and utilised by the school in term-time during the school day and are accessible for local community usage during evenings and weekends.

Social Value Impact

- 7.3 Physical inactivity and ill-health can cost the economy millions of pounds per year. By providing the District's facility infrastructure, it supports the improvement of individual's / community health and wellbeing and potentially reduces wider costs to society such as the health service and will support the facility needs of South Derbyshire's growing population.

Environmental Sustainability

- 7.4 Residents will be encouraged to cycle and walk to the facilities, which will potentially reduce traffic congestion and pollution.

8.0 Conclusions

- 8.1 The ongoing auditing of the leisure provision and subsequent Service Improvement Planning will support the delivery of quality service provision for the residents of South Derbyshire.

9.0 Background Papers

Appendices

Quest Report



20220131 - Etwall
Leisure Centre - Ques

Top Lodge Report



20220121 - Top
Lodge - SDDC Combii



Quest Assessment Report

SOUTH DERBYSHIRE DISTRICT COUNCIL ETWALL LEISURE CENTRE

ASSESSMENT TYPE: Quest Mystery Visit Report

MV DATE & TIME: 31st January 2022 07:35

OVERALL ASSESSMENT SUMMARY

ASSESSMENT TYPE

QUEST MYSTERY VISIT REPORT

OVERALL

GOOD

EXECUTIVE SUMMARY

STRENGTHS

The reception area was clean as was the gym. There was plenty of sanitising spray located around the gym with blue roll available.

There were no items of equipment in the gym out of order and all functional kit was stored in designated areas. This meant finding equipment was very easy. It was evident that the centre took pride in how the gym kit was presented and it made a pleasant change to see the equipment in such good condition.

There was a covered bike rack outside the front of the building which was good to see and a permanent bike pump fixed to the floor which I thought was a great addition to the centre.

There was a professional notice board displayed which had various QR codes branded onto it. It was to provide more information but didn't say exactly what information it would lead me to find out. It covered a variety of social media platforms and I thought this was a great, simple way to engage with its younger users.

AREAS FOR IMPROVEMENT

Within the toilet or changing areas, there was no visual evidence that regular checks were being completed. Considering my visit was early morning, with very few customers within the centre, I was disappointed to find some toilet roll holders with empty rolls, soap dispensers empty, and litter within the baby change units. The centre appeared to have sufficient staffing levels as I observed 4 staff members behind reception on occasion.

There was a door leading to the gym which had a 'fire door keep shut' fixed on it was propped open by a wooden doorstop. There was a set of blue doors leading into the village change which were propped open by wooden doorstops. Upon entry to the centre via the main doors, I noticed various wooden doorstops on the floor but they were not being used at that time, given that other fire doors were being propped open, it would appear there is a normal practice of propping fire doors open throughout the centre.

I enquired at reception about any older adult memberships for my mother who was 65 years of age as I could not locate any information on the joining section of the website. The lady behind the desk was using her mobile phone as I walked up to the counter. The staff member was not wearing a name badge. The staff member was unable to resolve my query at that point but took some details down using some spare paper and was advised that someone would call with more information the same day.

Writing my details on a piece of scrap paper was not very professional and gave a poor impression.

ASSESSOR

OVERALL ASSESSMENT SUMMARY

OVERALL	GOOD
MV Experience	Good
DAY 1	Good



DAY 1 ASSESSMENT PERFORMANCE

MODULE	ELEMENT	BAND
OPERATIONS	Cleaning and Housekeeping (MV)	Satisfactory
OPERATIONS	Maintenance and Equipment (MV)	Good
OPERATIONS	Environment (MV)	Very Good
PEOPLE	Customer Experience (MV)	Good
PEOPLE	Team and Skills Development (MV)	Good
DAY 1 BAND >		GOOD

OPERATIONS - Cleaning and Housekeeping (MV)

SECTION		BAND	
Mystery Visit		Satisfactory	
SECTION	QUESTION	AREAS FOR IMPROVEMENT	[U/S] - Unsatisfactory [S] - Satisfactory [G] - Good [VG] - Very Good [E] - Excellent
Mystery Visit	Are the standards of cleanliness high throughout the building?	Some areas of the venue were disappointing and not what I would expect to see in a leisure centre given the enhanced cleaning regimes that are supposed to be or have been in place. There was mould growing at lower levels and within the grout area of the showers.	G
Mystery Visit	Are the standards of presentation high throughout the building?	In the changing rooms, there was a very large waste bin which was full of litter and giving off an unpleasant smell. This was unsightly to see especially with it being early morning which made me question the cleaning regime of the centre. In the car park was a banner hanging down which was promoting a No-Strings badminton session at the centre.	VG
Mystery Visit	Is there evidence of a monitoring process in place?	Within the toilet or changing areas, there was no visual evidence that regular checks were being completed. Considering my visit was early morning, with very few customers within the centre, I was disappointed to find some toilet roll holders with empty rolls, soap dispensers empty, and litter within the baby change units. The centre appeared to have sufficient staffing levels as I observed 4 staff members behind reception on occasion.	U/S
Mystery Visit	Are the standards of housekeeping high throughout the building?	In the village change, there was a section where cleaning equipment was being stored which although relatively tidy, was unsightly and easily accessible for customers to touch, use and even trip over. There were at least 3 yellow warning signs being stored next to the water fountain in the gym, which just made it look cluttered and presumably done so because its the easiest place to store them.	VG
Mystery Visit	Is fire safety well managed?	There was a door leading to the gym which had a 'fire door keep shut' fixed on, it was propped open by a wooden doorstop. There was a set of blue doors leading into the village change which were propped open by a wooden doorstops. Upon entry to the centre via the main doors, I noticed various wooden doorstops on the floor but they were not being used at that time, given that other fire doors were being propped open, it would appear there is a normal practice of propping fire doors open throughout the centre.	S

"OPERATIONS - Cleaning and Housekeeping (MV)" AFI IMAGES

Q: Are the standards of cleanliness high throughout the building?



Q: Are the standards of cleanliness high throughout the building?



Q: Are the standards of presentation high throughout the building?



Q: Are the standards of presentation high throughout the building?



Q: Is there evidence of a monitoring process in place?



Q: Is there evidence of a monitoring process in place?



Q: Is there evidence of a monitoring process in place?



Q: Are the standards of housekeeping high throughout the building?



Q: Is fire safety well managed?



Q: Is fire safety well managed?



SECTION	QUESTION	STRENGTH
Mystery Visit	Are the standards of cleanliness high throughout the building?	The reception area was clean as too was the gym. There was plenty of sanitising spray located around the gym with blue roll available.
Mystery Visit	Are the standards of presentation high throughout the building?	Information was displayed around the venue in a professional manner, using a dedicated notice board or clip frames. Walls were decorated to a high level.
Mystery Visit	Is there evidence of a monitoring process in place?	
Mystery Visit	Are the standards of housekeeping high throughout the building?	Shortly after my arrival, I observed a team member sweeping the reception foyer. There was a specific hanger near reception where brushes were stored and hung up.
Mystery Visit	Is fire safety well managed?	Fire extinguishers were located throughout the centre in designated stands with appropriate identification labels above them.

OPERATIONS - Maintenance and Equipment (MV)

SECTION		BAND	
Mystery Visit		Good	
SECTION	QUESTION	AREAS FOR IMPROVEMENT	[U/S] - Unsatisfactory [S] - Satisfactory [G] - Good [VG] - Very Good [E] - Excellent
Mystery Visit	Is the maintenance of the buildings, structure and car park acceptable?	There was only 1 high-level lamp not working but seemed to be a waste of electricity as the sun had already risen during my visit and the lights were still on. There was a wooden part of border fencing which was damaged and could cause damage to a vehicle.	VG
Mystery Visit	Is the maintenance of the fixtures and fittings within the building acceptable?	A toilet cubicle in the male toilet within the village change was locked off for the entirety of my visit. There was nobody ever using the cubicle and no out-of-order sign was displayed, however, I did notice a missing panel from the wall within the cubicle. There was no information advising if this was a maintenance issue, and no information when it would be back in use, it was simply locked. Lockers in the village change area and outside the gym had some locks missing. The private shower area within the group change had its shower curtain missing and the seat was missing leaving just a frame.	S
Mystery Visit	Are toilets and changing facilities well maintained, with all necessary amenities?	Each toilet accessed had a working hand dryer however they were of poor specification, presumably not energy efficient and the speed of air produced was poor. They also had visible rust on them. A toilet in the group change was taped up with no rectification date.	G
Mystery Visit	Is activity equipment available and in good condition?		E
Mystery Visit	Is there a provision of goods for sale and hire equipment to meet the programming needs?	There appeared to be some empty wall space where other items of shop stock could have been on display.	VG
Mystery Visit	Are maintenance issues managed effectively?	A bucket was placed under a sink because it had a constant dripping leak from the pipework underneath. Another toilet cubicle had an out-of-order sign on it, however, the cubicle door was open. The sign on the door was not branded and it was also ripped and was not pleasing to see.	G

"OPERATIONS - Maintenance and Equipment (MV)" AFI IMAGES

Q: Is the maintenance of the buildings, structure and car park acceptable?



Q: Is the maintenance of the buildings, structure and car park acceptable?



Q: Is the maintenance of the buildings, structure and car park acceptable?



Q: Is the maintenance of the fixtures and fittings within the building acceptable?



Q: Is the maintenance of the fixtures and fittings within the building acceptable?



Q: Is the maintenance of the fixtures and fittings within the building acceptable?



Q: Is the maintenance of the fixtures and fittings within the building acceptable?



Q: Are toilets and changing facilities well maintained, with all necessary amenities?



Q: Are toilets and changing facilities well maintained, with all necessary amenities?



Q: Are maintenance issues managed effectively?



Q: Are maintenance issues managed effectively?



SECTION	QUESTION	STRENGTH
Mystery Visit	Is the maintenance of the buildings, structure and car park acceptable?	
Mystery Visit	Is the maintenance of the fixtures and fittings within the building acceptable?	
Mystery Visit	Are toilets and changing facilities well maintained, with all necessary amenities?	The accessible toilet standards were good.
Mystery Visit	Is activity equipment available and in good condition?	There were no items of equipment in the gym out of order and all functional kit was stored in designated areas. This meant finding equipment was very easy. It was evident that the centre took pride in how the gym kit was presented and it made a pleasant change to see the equipment in such good condition.
Mystery Visit	Is there a provision of goods for sale and hire equipment to meet the programming needs?	There were various items of shop stock available and it was good to see a price list available so I knew which items would fit my budget. The stock had a mixture of items covering a wide spectrum of ages including swim nappies for babies.
Mystery Visit	Are maintenance issues managed effectively?	

OPERATIONS - Environment (MV)

SECTION	BAND
Mystery Visit	Very Good

SECTION	QUESTION	AREAS FOR IMPROVEMENT	
Mystery Visit	Are environmental conditions acceptable?		E
Mystery Visit	Is a Display Energy Certificate (DEC) displayed and in date? (for sites over 250m2)?		E
Mystery Visit	As a customer were you encouraged to help the facility with environmental management?	The environmental-specific board was more focused on what the centre has done and its goals. Nothing was obviously around the centre relating to how I as a customer could support environmental management or initiatives.	G

[U/S] - Unsatisfactory
 [S] - Satisfactory
 [G] - Good
 [VG] - Very Good
 [E] - Excellent

SECTION	QUESTION	STRENGTH
Mystery Visit	Are environmental conditions acceptable?	I found all areas visited to be a comfortable temperature for the activities taking place in them.
Mystery Visit	Is a Display Energy Certificate (DEC) displayed and in date? (for sites over 250m2)?	The DEC is displayed in an environmental-specific notice board in the corridor on the way to the gym.
Mystery Visit	As a customer were you encouraged to help the facility with environmental management?	There was a covered bike rack outside the front of the building which was good to see and a permanent bike pump fixed to the floor which I thought was a great addition to the centre.

"OPERATIONS - Environment (MV)" STRENGTH IMAGES

Q: Is a Display Energy Certificate (DEC) displayed and in date? (for sites over 250m2)?



PEOPLE - Customer Experience (MV)

SECTION

BAND

Mystery Visit

Good

SECTION	QUESTION	AREAS FOR IMPROVEMENT	[U/S] - Unsatisfactory [S] - Satisfactory [G] - Good [VG] - Very Good [E] - Excellent
Mystery Visit	Is the Reception area welcoming and well presented?	The reception area was clean, litter-free and very basic. There was no mood music being played to help with motivation. Some venues play local radio stations in the morning so that they contain traffic reports.	VG
Mystery Visit	Are sales and enquiry opportunities dealt with professionally?	I enquired at reception about any older adult memberships for my mother who was 65 years of age as I could not locate any information on the joining section of the website. The lady behind the desk was using her mobile phone as I walked up to the counter. The staff member was not wearing a name badge. The staff member was unable to resolve my query at that point but took some details down using some spare paper and I was advised that someone would call with more information the same day. Writing my details on a piece of scrap paper was not very professional and gave a poor impression.	VG
Mystery Visit	Are enquiries made via the telephone proactively dealt with?	The call relating to swimming lessons didn't make me feel enthused. No questions were asked about my child, including if they had been in swimming lessons before. I was not offered a taster session or the opportunity to come and observe a lesson to see how it was structured or the types of activities involved.	VG
Mystery Visit	Are enquiries made online proactively dealt with?	I could not find an email address on the website which enabled me to email the centre directly, I was only able to complete a 'contact us' form online. I didn't receive any form of automated email confirmation to advise on how long it would be before a response would be provided. I didn't receive any reply to my web enquiries which was disappointing. The only acceptance of the enquiry being submitted is a small confirmation at the bottom of the pop up which I have provided an image of.	S
Mystery Visit	Is Information available for all customers?	There were some notice boards that had no information on them. Information relating to the products or activities on offer would have been helpful.	G
Mystery Visit	Is feedback proactively sought, actioned and responded to in a timely manner?	I couldn't find any location where feedback was being sought in terms of comment cards. I could not see where any actions of customer comments had been displayed with actions that had been taken to promote that feedback and comments were taken seriously and put into practice.	G
Mystery Visit	Are all staff observed and spoken to friendly, helpful and knowledgeable?	I enquired at reception about some lost property that my partner had left a few days ago. There were 4 staff members behind reception. A lost property book was not checked to see if the items had been handed in and my details were not taken in case the items turned up at a later date.	S
Mystery Visit	Are the facilities and programme accessible for all?		E
Mystery Visit	Are facilities baby and child friendly?		E

"PEOPLE - Customer Experience (MV)" AFI IMAGES

Q: Are enquiries made online proactively dealt with?



Q: Is Information available for all customers?



SECTION	QUESTION	STRENGTH
Mystery Visit	Is the Reception area welcoming and well presented?	
Mystery Visit	Are sales and enquiry opportunities dealt with professionally?	I did receive a call from the centre at approximately 10:00 on the same day and a polite answerphone message was left asking me to contact the centre so my query could be handled in more detail.
Mystery Visit	Are enquiries made via the telephone proactively dealt with?	
Mystery Visit	Are enquiries made online proactively dealt with?	
Mystery Visit	Is Information available for all customers?	There was a professional notice board displayed which had various QR codes branded onto it. It was to provide more information but didn't say exactly what information it would lead me to find out. It covered a variety of social media platforms and I thought this was a great, simple way to engage with its younger users.
Mystery Visit	Is feedback proactively sought, actioned and responded to in a timely manner?	
Mystery Visit	Are all staff observed and spoken to friendly, helpful and knowledgeable?	
Mystery Visit	Are the facilities and programme accessible for all?	<p>Disabled parking bays were available nearest the main entrance.</p> <p>The gym, studio, pool, changing, and accessible toilets were all on ground level.</p> <p>There was a notice promoting junior badminton sessions.</p> <p>There were junior gym sessions and lane swimming which catered for 14+ years which was unusual to see but I found this very positive in order to help younger children stay active.</p>
Mystery Visit	Are facilities baby and child friendly?	There was plenty of family changing rooms that had baby changing units. The pool was a sloping depth which is helpful for families with younger children.

Q: Is Information available for all customers?



PEOPLE - Team and Skills Development (MV)

SECTION	BAND
Mystery Visit	Good

SECTION	QUESTION	AREAS FOR IMPROVEMENT	
			[U/S] - Unsatisfactory [S] - Satisfactory [G] - Good [VG] - Very Good [E] - Excellent
Mystery Visit	Are staff carrying out their duties in a professional manner?	I did not observe a fitness instructor in the gym. During my visit, I did not observe ongoing cleaning taking place in the toilets or changing rooms given the level of cleanliness in these areas.	VG
Mystery Visit	Do the staff work as a team and appear to be well managed?	There was a receptionist wearing a jacket on the reception desk and a lifeguard too. The receptionist was using a mobile phone at one point. There seemed to be high levels of staffing in the centre for the level of customers and time of day.	G
Mystery Visit	Are the activities delivered well by staff, including the standard of coaching and instruction?		N/A

SECTION	QUESTION	STRENGTH
Mystery Visit	Are staff carrying out their duties in a professional manner?	The lifeguards were in uniform and were observing the pool from the highchair.
Mystery Visit	Do the staff work as a team and appear to be well managed?	
Mystery Visit	Are the activities delivered well by staff, including the standard of coaching and instruction?	

COMMENT & CONVERSATION DETAILS

COMMENTS 1

<i>Type of Comment</i>	Email - Contact us via Website
<i>Date</i>	2022-01-14
<i>Contact Details</i>	No reply
<i>Contact</i>	jamesrjwalker@gmail.com
<i>Reply Received</i>	
<i>Details of Response</i>	My enquiry was regarding spin classes.

COMMENTS 2

<i>Type of Comment</i>	Email - Contact us via Website
<i>Date</i>	2022-01-21
<i>Contact Details</i>	No reply
<i>Contact</i>	leorocfells@gmail.com
<i>Reply Received</i>	
<i>Details of Response</i>	My enquiry was regarding badminton and equipment hire.

COMMENTS 3

<i>Type of Comment</i>	Email - Contact us via Website
<i>Date</i>	2022-01-28
<i>Contact Details</i>	No reply
<i>Contact</i>	pelwell1963@gmail.com
<i>Reply Received</i>	
<i>Details of Response</i>	My enquiry was regarding shop stock for swimming accessories.

COMMENTS 4

<i>Type of Comment</i>	Email - Contact us via Website
<i>Date</i>	2022-01-28
<i>Contact Details</i>	Olivia Tarry
<i>Contact</i>	strectchrissyx@gmail.com
<i>Reply Received</i>	2022-01-28
<i>Details of Response</i>	Good Afternoon Christine, I will be happy to help you with your enquiry. Our Premium Membership (£38) does come with free Wifi and there is no contract for our Premium Membership either, all we ask is that if you do ever want to cancel, you just give us 30 days notice. At the moment, we are only offering the Premium Membership, which comes with the classes as well, there is currently no option for swim and gym only. If there is anything else I can help you with, either email me or call us on 01283 216269. Thank you, Olivia. Olivia Tarry Membership Sales Advisor

COMMENTS 5

<i>Type of Comment</i>	Telephone
<i>Date</i>	2022-01-31 14:53
<i>Number Dialed</i>	01283735404
<i>Number of Rings</i>	Rang until answerphone message (after pressing option 3)
<i>Answer</i>	No Answer
<i>Response to Query</i>	

COMMENTS 6

<i>Type of Comment</i>	Telephone
<i>Date</i>	2022-01-31 15:07
<i>Number Dialed</i>	01283735404
<i>Number of Rings</i>	2
<i>Answer</i>	Answered
<i>Response to Query</i>	My enquiry was around swimming lessons for my 3-year-old child who could swim 15 meters. Although I received some information regarding my enquiry, the call ended without any of my contact details being taken for the centre to follow up on my enquiry.

COMMENTS 7

<i>Type of Comment</i>	Telephone
<i>Date</i>	2022-01-31 16:20
<i>Number Dialed</i>	01283735404
<i>Number of Rings</i>	1
<i>Answer</i>	Answered
<i>Response to Query</i>	The call was answered by Olivia. I enquired about family memberships. I was advised that family memberships are not an option but then advised me that I could refer friends or family as part of my membership which would enable me to exercise with them. My contact details were not taken. I would have given my details on the basis that they were being collected in case any future promotion became active which would benefit my query.

ACTION PLAN

SOURCE	SUB SOURCE	TASK / ACTION REQUIRED
Response	Customer Experience (MV)	I could not find an email address on the website which enabled me to email the centre directly, I was only able to complete a 'contact us' form online. I didn't receive any form of automated email confirmation to advise on how long it would be before a response would be provided. I didn't receive any reply to my web enquiries which was disappointing. The only acceptance of the enquiry being submitted is a small confirmation at the bottom of the pop up which I have provided an image of.
Response	Team and Skills Development (MV)	I did not observe a fitness instructor in the gym. During my visit, I did not observe ongoing cleaning taking place in the toilets or changing rooms given the level of cleanliness in these areas.
Response	Customer Experience (MV)	I enquired at reception about any older adult memberships for my mother who was 65 years of age as I could not locate any information on the joining section of the website. The lady behind the desk was using her mobile phone as I walked up to the counter. The staff member was not wearing a name badge. The staff member was unable to resolve my query at that point but took some details down using some spare paper and I was advised that someone would call with more information the same day. Writing my details on a piece of scrap paper was not very professional and gave a poor impression.
Response	Customer Experience (MV)	The reception area was clean, litter-free and very basic. There was no mood music being played to help with motivation. Some venues play local radio stations in the morning so that they contain traffic reports.
Response	Environment (MV)	The environmental-specific board was more focused on what the centre has done and its goals. Nothing was obviously around the centre relating to how I as a customer could support environmental management or initiatives.
Response	Cleaning and Housekeeping (MV)	Some areas of the venue were disappointing and not what I would expect to see in a leisure centre given the enhanced cleaning regimes that are supposed to be or have been in place. There was mould growing at lower levels and within the grout area of the showers.
Response	Cleaning and Housekeeping (MV)	In the changing rooms, there was a very large waste bin which was full of litter and giving off an unpleasant smell. This was unsightly to see especially with it being early morning which made me question the cleaning regime of the centre. In the car park was a banner hanging down which was promoting a No-Strings badminton session at the centre.
Response	Cleaning and Housekeeping (MV)	Within the toilet or changing areas, there was no visual evidence that regular checks were being completed. Considering my visit was early morning, with very few customers within the centre, I was disappointed to find some toilet roll holders with empty rolls, soap dispensers empty, and litter within the baby change units. The centre appeared to have sufficient staffing levels as I observed 4 staff members behind reception on occasion.
Response	Cleaning and Housekeeping (MV)	There was a door leading to the gym which had a 'fire door keep shut' fixed on, it was propped open by a wooden doorstop. There was a set of blue doors leading into the village change which were propped open by a wooden doorstops. Upon entry to the centre via the main doors, I noticed various wooden doorstops on the floor but they were not being used at that time, given that other fire doors were being propped open, it would appear there is a normal practice of propping fire doors open throughout the centre.
Response	Cleaning and Housekeeping (MV)	In the village change, there was a section where cleaning equipment was being stored which although relatively tidy, was unsightly and easily accessible for customers to touch, use and even trip over. There were at least 3 yellow warning signs being stored next to the water fountain in the gym, which just made it look cluttered and presumably done so because its the easiest place to store them.
Response	Maintenance and Equipment (MV)	There was only 1 high-level lamp not working but seemed to be a waste of electricity as the sun had already risen during my visit and the lights were still on. There was a wooden part of border fencing which was damaged and could cause damage to a vehicle.
Response	Maintenance and Equipment	A toilet cubicle in the male toilet within the village change was locked off for the entirety of

	(MV)	<p>my visit. There was nobody ever using the cubicle and no out-of-order sign was displayed, however, I did notice a missing panel from the wall within the cubicle. There was no information advising if this was a maintenance issue, and no information when it would be back in use, it was simply locked.</p> <p>Lockers in the village change area and outside the gym had some locks missing.</p> <p>The private shower area within the group change had its shower curtain missing and the seat was missing leaving just a frame.</p>
Response	Maintenance and Equipment (MV)	A bucket was placed under a sink because it had a constant dripping leak from the pipework underneath. Another toilet cubicle had an out-of-order sign on it, however, the cubicle door was open. The sign on the door was not branded and it was also ripped and was not pleasing to see.
Response	Maintenance and Equipment (MV)	<p>Each toilet accessed had a working hand dryer however they were of poor specification, presumably not energy efficient and the speed of air produced was poor. They also had visible rust on them.</p> <p>A toilet in the group change was taped up with no rectification date.</p>
Response	Maintenance and Equipment (MV)	There appeared to be some empty wall space where other items of shop stock could have been on display.
Response	Customer Experience (MV)	There were some notice boards that had no information on them. Information relating to the products or activities on offer would have been helpful.
Response	Customer Experience (MV)	I enquired at reception about some lost property that my partner had left a few days ago. There were 4 staff members behind reception. A lost property book was not checked to see if the items had been handed in and my details were not taken in case the items turned up at a later date.
Response	Customer Experience (MV)	I couldn't find any location where feedback was being sought in terms of comment cards. I could not see where any actions of customer comments had been displayed with actions that had been taken to promote that feedback and comments were taken seriously and put into practice.
Response	Team and Skills Development (MV)	There was a receptionist wearing a jacket on the reception desk and a lifeguard too. The receptionist was using a mobile phone at one point. There seemed to be high levels of staffing in the centre for the level of customers and time of day.
Response	Customer Experience (MV)	The call relating to swimming lessons didn't make me feel enthused. No questions were asked about my child, including if they had been in swimming lessons before. I was not offered a taster session or the opportunity to come and observe a lesson to see how it was structured or the types of activities involved.

Initial Health and Safety Audit

**Conducted for South Derbyshire County Council
Cultural and Community Services**

**The Greenbank Leisure Centre
Etwell Leisure Centre**

**Carried out by Top Lodge Leisure Ltd
January 2022**

This series of audits was arranged by Eugene Minogue, Head of Cultural and Community Services for South Derbyshire County Council and conducted on behalf of Top Lodge Leisure by Paul Hackett and Shenagh Hackett.

The audits were carried out on 4th and 5th January 2022.

The Auditors wish to thank Terry Simms and Liam Richardson for their time, commitment and hospitality, which was greatly appreciated. The Auditors would also like to thank all site employees who contributed to the audit.

Every effort has been made to ensure that all statements and information offered in this report are given in good faith; they relate to matters seen during the audit and information supplied by the organisation prior to the visit. The auditor assumes that the information supplied and representations made by the organisation during the audit on which the report is based were up to date, accurate and complete. The organisation must notify Top Lodge Leisure of any factual inaccuracies in the report or misinterpretation of information provided by the organisation as reflected in the report.

The report is written by Paul Hackett MSc, CMIOSH, MIIRSM, F.CIMSPA, MCMI, MISPE, MIFSM and Shenagh Hackett MBA, MCMI, ACIPD, Tech IOSH. Both are directors of Top Lodge Leisure Limited

Summary

Greenbank Leisure Centre

An established sports centre including sports hall, gyms and swimming pool with an adjacent climbing wall building. The swimming pool plant is in good condition having recently been refurbished. The sports hall area is less well maintained with serious fire door deficiencies and inadequate heating. Gymnasiums are well provided for with equipment in a tight space; some of the equipment is in poor condition following Covid -19 disinfection treatment. Other heavy equipment is not secured to the floors other by its own weight. The décor is tired and could be improved by a vast amount

Ventilation is suspected as not being up to modern standards and could well need updating.

Electrical maintenance may have been completed but was not able to be confirmed by record keeping.

Passive and active fire controls were in place but with the absence of the Fire Risk Assessment it was not possible to identify if controls had been kept up to date. The passive controls' compartmentation and fire doors were not well maintained.

The pool plant room was in good order having been recently refurbished and pool water appeared to be reasonable but it was not able to be confirmed by record keeping.

Etwell Leisure Centre

Etwell is a newer building and is operated in a three-way arrangement between the schools and others. Structurally the building appears to be in good condition; heating and ventilation is functional although site staff were unaware of what maintenance had taken place or if alterations had been made to adapt to Covid requirements. The ventilation ducting in the plant room had missing insulation indicating work had taken place but it was not possible to identify what had taken place.

Fire controls and passive fire protection appeared to be in good order but as the Fire Risk Assessment was not made available it was not possible to cross reference with documentation.

The pool plant room was in reasonable order and pool water appeared to be reasonable but it was not able to be confirmed by record keeping.

Recommendations

- A complete review of the safety policy to be carried out as the majority of information is generic with very little site specific information shown.
- It is unknown if the electrical systems have been repaired to a satisfactory level and therefore making the buildings safe.
- The emergency action plans require reviewing and working with staff in different parts of the building to make sure that everyone is trained and understand their roles in an evacuation
- Check the effectiveness of the action plans adding scenarios such as closing off a normal access route or placing additional items in areas could be developed.
- All risk assessments could now be reviewed and made site specific whilst being transferred on to the portal. These could also be aligned to safe systems of work.
- A review of documentation with certification to be carried out. This could form part of the inputting of information onto the portal. This will enable the management team to monitor certification more closely
- A full review of training for all staff be carried out including competency training in specific areas of work.
- Refresher training to be put in place for all climbing wall staff and a review of qualifications as recommended by governing bodies carried out.
- A review of the websites could be carried out to ensure that the information given out is current and site specific. Currently the site for Greenbank is advertising the climbing wall as a venue for stag or hen parties.
- Ensure that staff who work on the holiday activity programme receive training in the safe operations of equipment and activities particularly in the areas of manual handling, operation of inflatables and emergency procedures.
- The fire risk assessment which was not able to be accessed needs to be checked for compartmentalisation in the plant room at Etwell.
- The report concerning the ventilation system at Greenbank should be followed up to determine when the work is to be carried out to enable the Centre's activity programmes to be planned.
- Training to be put in place to ensure that lifeguards understand what to look for on daily inspections. Inspections to be recorded with actions noted.
- Ensure that coaches/assistants from other external groups including gymnastics, trampoline and football have DBS checks in place. Evidence should be held with the hiring agreements making sure that volunteers are also included.

- All cleaning stores to be tidied with equipment stored correctly, sinks cleaned, mops hung up and coloured coded equipment identified. Electrical equipment to be stored tidily and correctly i.e. not thrown in a spare corner.
- An inspection of all fire doors to take place to identify where replacement/remedial actions are required. This could prioritise those that are in the poorest condition and programmed as part of the ongoing maintenance plan.
- Evacuation drills to be carried out to ensure that people with disabilities are able to leave the building safely particularly at the Greenbank Centre. The emergency action plan to be updated to reflect this procedure.
- Drills could be made more realistic with scenarios put in place such as blocking a normal evacuation route or placing an object in the zone areas (rooms etc).
- Records of evacuation drills could be expanded to show what did and didn't work and action taken if additional training is required. Invacuation plans could also be put in place.
- Manual handling risk assessments to be reviewed and made equipment specific and at the same time review all tasks that may involve manual handling including lifting and moving equipment between sites and areas. Involving all staff in the review process may be beneficial.
- Check driving insurances of staff who use their own vehicles to transport equipment between sites. Licences should also be checked as part of the corporate driving policy.
- Consideration could be given to identifying a method to ensure that staff understand and implement any updates other than signing the page.
- All staff including reception, coaching, gym instructors and lifeguards to be involved in reviewing safe systems of work that tie into safe working practices. Refresher training to be put in place with competency assessments to ensure that current practice is aligned with documented procedures.
- Review the PA testing information that is held on the portal to ensure that all items of equipment are listed.
- A review of all substances used on the site to be carried out and COSHH sheets and the hazardous substances updated. Any chemicals that are not currently used to be disposed of and removed off the sheets.
- COSHH training to be recorded for all staff together with the correct use of PPE.
- A dermatological assessment to be carried out with staff who use cleaning chemicals. This can be simply asking whether there are any existing allergies or sensitivities and recording in personal files together with actions taken to protect them.

- Additional information could be added to the Fire Log book identifying any specific issues that may have arisen during inspection checks and to follow up the progress of any actions.
- Check that trampolines are locked to prevent unauthorised use as recommended by the Association for Physical Education and Coachwise in their guidance documents and that access to the gym only store is secured.
- Regular checks for the rooms Climbing Centre to be put in place particularly during holiday periods to maintain standards.
- Keeping users up to date with maintenance issues could help to maintain good relationships and demonstrate to users that customer standards are in place.
- A review of the provision of facilities for disabled users of the sites to be carried out together with emergency evacuation procedures.

Overall positive conclusions

- The management and operations of Greenbank Leisure Centre and Etwell Leisure Centre is overseen by the Business Manager Terry Sims, Liam Richardson Competent person and Venue Site co-ordinator and Adam Bailey, Maintenance Engineer. This allows for continuity between the sites.
- Liam Richardson has achieved the NEBOSH General Certificate in Safety and Health and is a qualified pool plant operator. Adam Bailey is a qualified pool plant operator and has also received training from contractors TFM in the operation of the plants at both sites.
- The audits took place during school holidays and there was a lively programme taking place at both sites.
- The cafeteria at the Greenbank Centre is managed by Alex Morray and was fully operational. It has been awarded 5 Stars and documentation concerning HACCP was in place.
- Generic documentation concerning safety is produced corporately and contextualised by Liam Richardson. He is currently in the process of uploading documentation onto a central portal.
- Trusted Facility Management (TFM) are the maintenance contractors for both the Council and the Contract. This allows for a good working relationship and sharing of knowledge within both Centres.
- Maintenance information is recorded on a central portal. This includes planned preventative maintenance, certification and inspections.
- All information is in the process of being inputted into the main portal with the intention of going paperless.
- Induction training takes place and lifeguard training follows the RLSS Uk standards.
- The pool plant at Greenbank has had filters, pumps and motors recently replaced and these are in good condition.

Overall concerns.

- To minimise time spent on site, documentation was requested prior to the audit. Evidence not available during the audit was also requested to be sent to TLL however no documentation was received therefore some issues have been unable to be verified.
- Generic documentation has been developed by Active Nation however this has not been contextualised for either site. Many of the documents and procedures had not been reviewed since 2017/18.
- Recording of training including competency and refresher/ongoing training is poor. Induction training consists of a list that is signed by the employee and it was not possible to see individual training records which had been requested as evidence following the audit.
- It was not possible to evidence DBS records or training for coaches/volunteers from external clubs and it was thought that this was held by the person responsible for hirings. This meant that the management team would not be aware of the status of coaches or volunteers.
- Management of the climbing wall observed was poor with staff unable to explain the training that they had received and also unsure of safety checks other than harnesses to be carried out. During the audit a holiday session was observed which did not appear to be following the safe system of work.
- Provision for people with disabilities is generally not good and presents a lower standard of customer care.
- Many of the fire doors at each venue are inadequate and require rehangng/replacing/repairing. Some doors are in poor condition and some have had air panels cut into them.
- The electrical installation condition reports (EICR) at Etwell and Greenbank were marked as unsatisfactory. There is no record on site of the repairs and it was not possible to locate any evidence on the TFM portal.

	<ul style="list-style-type: none"> • To check the effectiveness of the plans adding scenarios such as closing off a normal access route or placing additional items in areas could be developed.
<p>Risk assessments/safe systems of work</p>	<p>Risk assessments are generic and have not been updated since 2017/18. It is intended that all the assessments will be placed on a new portal. This is to be carried out by Liam. Task assessment sheets are in place however these are mostly generic and it was not possible to follow these on to site/activity specific safe systems of work. Manual handling risk assessments are general with no evidence of competency testing or refresher/ongoing training other than at induction.</p> <ul style="list-style-type: none"> • All risk assessments could now be reviewed and made site specific whilst being transferred on to the portal. These could also be aligned to safe systems of work. • Manual handling risk assessments to be reviewed and made equipment specific and at the same time review all tasks that may involve manual handling including lifting and moving equipment between sites and areas. Involving all staff in the review process may be beneficial. • All staff including reception, coaching, gym instructors and lifeguards to be involved in reviewing safe systems of work that tie into safe working practices. Refresher training to be put in place with competency assessments to ensure that current practice is aligned with documented procedures.
<p>Training</p>	<p>Lifeguard training is maintained following RLSS Uk guidance. Training records were available on-line on the RLSS Uk software.</p> <p>The only evidence to support site specific training for all staff is the induction sheet which is tick box with a signature. Although advised that training takes place there is no evidence to demonstrate competency.</p> <p>It was not possible to see individual training records of other staff or records of competency training in other areas. Samples from a selection of staff were requested to be sent to TLL however to date these have not appeared.</p>

	<p>Questions should be raised concerning the training and qualifications of the staff running the climbing sessions observed at APEX. Equipment has been supplied by Hangfast Adventure Engineering and some training had been provided. However staff observed did not appear to have knowledge of climbing techniques and when questioned did not what they had been trained in other than checking the harnesses. The task assessment sheet states that staff should be adequately trained however there did not appear to be evidence to show what this training is. Training records were not available. Maintenance and check lists of the equipment were also unavailable.</p> <p>Evidence of training undertaken was requested to be sent to TLL however to date this has not been received.</p> <ul style="list-style-type: none"> • A full review of training for all staff be carried out including competency training in specific areas of work. • Ensure that staff who work on the holiday activity programme receive training in the safe operations of equipment and activities particularly in the areas of manual handling, operation of inflatables and emergency procedures. • A review of training provided by Hangfast to be carried out together with refresher training for staff covering the safe systems of work contained in the operating procedures. <p>DBS records are held by Kelly(?) who is responsible for hirers and therefore it was not possible to check these.</p> <ul style="list-style-type: none"> • Ensure that coaches/assistants from other external groups including gymnastics, trampoline and football have these checks in place. Evidence should be held with the hiring agreements making sure that volunteers are also included. <p>Corporate safeguarding protocols are in place dated August 2021. Evidence to support training was not available.</p>
Maintenance	<p>Maintenance at both sites is carried out by TFM on behalf of the Council and the Contractor. All maintenance information is held on a central portal and although accessing this with Liam it was not easy to find evidence of close-outs or further actions. Details are not specific and</p>

close outs were difficult to find e.g. close outs for the fixed electrical lighting inspections and emergency lighting could not be identified.

The PPM schedule is also held by TFM and was able to be accessed. However, Liam was unable to demonstrate sufficient detail to assess progress and actions.

Adam Bailey looks after the plant rooms at each site and is supported by TFM. He has inherited the plant rooms from the previous engineer and is carrying out a complete clear out at Greenbank where skips are being ordered to remove a large amount of unwanted items. The plant room at Etwell was clean and tidy.

- The fire risk assessment which was not able to be accessed needs to be checked for compartmentalisation in the plant room at Etwell.

Permit to access forms are in place and one used by TFM in December 2020 was provided. A template developed by Right Directions was seen and referred to a contractor carrying out air con work in February 2019.

Permits to work are held by TFM on their portal however these were not identifiable during the audit.

A report seen on the TFM portal indicated that the ventilation system at Greenbank requires extensive work. It is not possible however to assess the progress or whether this had been carried out.

Ladders were observed in the plant room; Adam carries out monthly checks. There was no documentary evidence of the checks available to the auditors at that time.

The safe system of work was in place for accessing the roof at the Greenbank Centre and had been reviewed by Liam Richardson in April 2021

PA testing has been carried out and a sample of plugs observed at Greenbank showed in date stickers with testing carried out 17th May 2021. PAT records are held on the portal however this was not able to be easily found when accessed.

- Review the information that is held on the portal to ensure that all items of equipment are listed.

Equipment in the gym at Greenbank appeared to be quite tightly packed.

Some of the heavier equipment with moving parts were not secured to the ground possibly resulting from movement of the equipment during COVID protocols.

Rust damage is appearing on pieces of gym equipment mainly at the Greenbank Centre.

- Review the positioning of the equipment following the standards laid out in BS EN ISO 209571/1- the standard for stationary training equipment.

Lifeguards check the sauna on opening up however more thorough checks are required which should also be recorded. Exposed screws and a standard piece of wood (not specific for a sauna) was found on inspection of the sauna during the audit. This wood is not seasoned and treated which means that it will dry out at a different rate and could become a fire hazard.

- Training to be put in place to ensure that lifeguards understand what to look for on inspections. Inspections to be recorded with actions noted and followed up.

The hairdryers were not working in the wet changing room at Greenbank. According to a member of the public they had not been working for some time and the person spoken to stated that she had reported the dryers on a number of occasions. After checking with the

	<p>management team they were aware that they had not been working for some time however this is being rectified with repairs authorised.</p> <p>A number of lockers in the changing rooms had their locks taped over with yellow/black tape which did not portray a very good image with poor decoration throughout.</p> <ul style="list-style-type: none"> • Keeping users up to date with maintenance issues could help to maintain good relationships. <p>Maintenance of boilers could not be verified as the CP15 form was not available.</p> <ul style="list-style-type: none"> • A review of documentation with certification to be carried out. This could form part of the inputting of information onto the portal. This will enable the management team to monitor certification more closely <p>The PIPA certificate for the bouncy castle at Greenbank was dated 17th May 2021 with PA testing on the plug the same date. The electrical socket, inflator and wiring were also accessible to the children running around.</p> <p>The pool hoist was due for its next service in December 2021; it was felt that this had been done but evidence was not available.</p>
<p>COSHH</p>	<p>COSHH records were very weak and could benefit from being reviewed; they did not include all the parameters expected from the COSHH regulations.</p> <p>The hazardous substances list at Etwell was dated October 2020 and appeared to be a working document with names and numbers only inserted.</p> <p>There was a notice in the staff room at Etwell concerning the use of colour coded equipment and infection control.</p>

	<p>Disabled toilets are being used as cleaning stores in both centres. Equipment was not stored correctly and was generally untidy. Other cleaning chemicals appeared to be stored in different staff areas. PPE was not obvious.</p> <ul style="list-style-type: none"> • A review of all substances used on the site to be carried out and COSHH sheets and the hazardous substances updated. Any chemicals that are not currently used to be disposed of and removed off the sheets. • COSHH training to be recorded for all staff together with the correct use of PPE. • A dermatological assessment carried with staff who use cleaning chemicals. This can be simply asking whether there are any existing allergies or sensitivities and recording in personal files together with actions taken to protect them. • All cleaning stores to be tidied with equipment stored correctly, sinks cleaned, mops hung up and coloured coded equipment identified. Electrical equipment to be stored tidily and correctly i.e. not thrown in a spare corner.
<p>Fire safety</p>	<p>The original fire risk assessment was not available and the review of the assessment that was available showed that none of the actions raised had been closed out. It was not possible to demonstrate closure indicating that the sites have not been brought up to a satisfactory conditions as far as fire safety risk is concerned.</p> <p>There is a fire log book in place at both centres however this is not used to its full potential and only used to record areas including fire extinguisher checks, fire drills and emergency lighting. Issues that have been identified are noted and recorded as being reported to TFM however closure of the issues cannot be demonstrated with some of the same faults being constantly reported.</p> <p>A fire door register is in place however many of the fire doors are inadequate in both buildings and require updating. Some doors are in poor condition and some have had air panels cut into them. The fire door adjacent to the sports hall at Greenbank had had ventilation holes put in that stops the doors from being classed as fire doors.</p>

	<p>The fire doors to the studio in the APEX Centre did not close properly.</p> <ul style="list-style-type: none">• An inspection of all fire doors to take place to identify where replacement/remedial actions are required. This could prioritise those that are in the poorest condition and programmed as part of the ongoing maintenance plan. <p>Evacuation drills take place with the Academy at Etwell however although the drills are recorded there is very little information as to how the drill went and whether additional training is required. Similar comments also apply to evacuations carried out at Greenbank.</p> <ul style="list-style-type: none">• Additional information could be added to the Fire Log book identifying any specific issues that may have arisen.• Drills could be made more realistic with scenarios put in place such as blocking a normal evacuation route or placing an object in the zone areas (rooms etc).• Evacuation drills to be carried out to ensure that people with disabilities are able to leave the building safely particularly at the Greenbank Centre. The emergency action plan to be updated to reflect this procedure. <p>A certificate of fire conformity for the fire extinguishers at Etwell was issued by CLK Fire and Safety Compliance Ltd on 24th May 2021.</p> <p>Servicing of extinguishers at Greenbank had been carried out by TFM. Records were not able to be accessed. Certification had been granted by TFM despite two extinguishers being recorded as not being passed.</p> <p>The lift doors at the top and bottom of the stairs at the Greenbank Centre did not have any warning notices on them regarding the use of lifts during fire.</p> <ul style="list-style-type: none">• Evacuation procedures to be reviewed to ensure that the safe evacuation of people with disabilities is identified and procedures put in place and documented.
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	<p>The electrical installation condition reports (EICR) at Etwell and Greenbank were marked as unsatisfactory. There is no record on site of the repairs and it was not possible to locate any evidence on the TFM portal.</p> <ul style="list-style-type: none"> • It is unknown if the electrical systems have been repaired to a satisfactory level and therefore make the building safe.
Pool Plant	<p>Etwell:</p> <ul style="list-style-type: none"> - The plant room was clean and tidy with backwash notices in place on filters. - Chemicals were clearly marked - 3 spill kits were in place - Daily log sheets were completed - pH was running at 7.3 – 7.4 which is acceptable levels - New PPE is on order with boxes for storage <p>Greenbank:</p> <ul style="list-style-type: none"> - The previous plant technician had recently retired and Adam has been slowly clearing the plant room. A good start has been made with skips ordered to take away the rubbish. - Water test results showed that the readings are quite variable with pH ranging between 7.3 – 8.0 - Spill kits were in place. - Microbiological water test results were asked to be forwarded to TLL – not received to date.
Asbestos	<p>A report from ESG in 2016 identified 20 asbestos areas within Greenbank. A statement from Active Nation states that no asbestos was on site in July 2018 (issue 5) however there did not appear to be clearance certificate signed by an authorised asbestos body held on site.</p> <ul style="list-style-type: none"> • Check that this certification is in place and ensure that this information is available for contractors when signing in.

Ancillary areas	<p>Greenbank:</p> <p>The reception area is bright and welcoming however the downstairs area including the sports hall and disabled toilet is disappointing and in need of redecoration and some maintenance.</p> <p>The disability toilet did not have an emergency chord and appeared grubby. Irrespective of when this was built as in not legally requiring a chord, it could be seen as not providing an appropriate level of customer service to disabled users.</p> <p>The lift did not have any signage inside or out warning people not to use in the event of a fire. This was also the case at the top.</p> <p>The male toilets next to the sports hall contains a disused/defunct boiler and also has a lot of equipment that appears to have been stashed there. The door was locked off.</p> <p>One of the equipment stores in the sports hall that is solely used by the gymnastics club was open despite being told that it was locked by them. The lock also did not work meaning that it could not be locked leaving it open and equipment including unlocked/unchained trampolines accessible.</p> <ul style="list-style-type: none"> • Check that trampolines are locked to prevent unauthorised use as recommended by the Association for Physical Education and Coachwise in their guidance document and that access to the gym only store is secured. <p>The previous plant maintenance technician had recently retired and Adam has taken over the role and has begun a big clear out of old items and rubbish that has been collected over</p>

	<p>the years. A couple of skips are to be ordered to get rid of everything. A set of exercise bikes surplus to requirements are currently stored in the plant room.</p> <p>Day to day management of the plant room is carried out by Adam who is assisted when required by contractors TFM. Major engineering work is also carried out by TFM was also use sub-contractors.</p> <p>The APEX climbing centre looks tired and could benefit from redecoration. The room used for parties had recently been painted.</p> <p>The toilets in the climbing centre were in a grubby condition with unflushed toilets.</p> <ul style="list-style-type: none"> • Regular checks for the rooms Climbing Centre to be put in place particularly during holiday periods to maintain standards. <p>Etwell:</p> <p>Most of the ancillary areas are part of the academy and outside the scope of the audit. Shared changing rooms and corridors are managed by the Academy and were being used by the Centre’s holiday play group.</p> <p>The outdoor court areas appeared to be in good condition with a holiday football programme taking place during the audit.</p>
<p>Website</p>	<p>Both Centres’ websites are difficult to navigate and at present the “kick star”t January programme covers the screen making it difficult to access other areas.</p> <ul style="list-style-type: none"> • A review of the websites could be carried out to ensure that the information given out is current and site specific. Currently the site for Greenbank is advertising the climbing wall as a venue for stag or hen parties.

Photographic evidence

Greenbank Leisure Centre






The Combined Liability Insurance Certificate dated 1 June 2019 – 31 May 2020






Examples of the some of the areas that are to be cleared in the plant room at Greenbank



Electrical cupboard – the door would not shut. A lot of the issues observed had already been noted by Adam and are work in progress.

	<p>Back wash signage -in place on filters.</p>
	<p>New pumps at Greenbank (view from above)</p>
	<p>System of work for accessing the roof. Signed and dated April 2021</p>

	<p>Safe system of work for emergency spill absorbers – undated</p>
	<p>Climbing wall safety and risk statement.</p>
	<p>Signing in sheet for the holiday session at the APEX Climbing Centre</p>







Damaged sports hall doors











Light switches in sports hall



Fire door with vents cut in. The properties of the fire doors have been defeated.

 	
	<p>The decommissioned gas boiler. This is in a locked off room.</p>
	<p>Unchained/locked trampolines</p>

	<p>Lift doors without signage top or bottom</p>
	<p>Sauna repair with raised screws. The wood is not seasoned and treated which means that it will dry out at a different rate and could become a fire hazard.</p>
	<p>Damaged equipment on the poolside.</p>
	<p>Sample of pool water tests showing fluctuating pH levels</p>

	<p>Water damage on the poolside</p>
	<p>Out of use disabled toilet</p>
	<p>Example of a poorly decorated door reflecting some of the decoration standards around the Centre</p>
	<p>Fire door showing intumescent strip painted over making it ineffective. On some doors the hinges had also been painted over.</p>

Etwell Leisure Centre



Disabled toilet used as a cleaning store







Another cleaning store



Some cleaning chemicals. Other bits and pieces are spread around the staff room and other places.

		<p>Unsecured goal posts</p>
		<p>Electrical connection not isolated from users – children were running around this.</p>
		<p>Damage to sports hall floor showing the split which also requires remarking</p>
		<p>Hazardous substances sheet</p>

		<p>Glare on poolside.</p>
		<p>Spill kits</p>
		<p>Adam Bailey Pool Plant Certificate</p>
		<p>pH reading for the pool at Etwell.</p>



ACTIVE NATION

South Derbyshire February 2022

Key Areas Presented:

- >> Brand Map
- >> Participation
- >> Financial Report
- >> Contract successes
- >> Contract challenges
- >> Feedback

Our Brand Map



Participation – NLRF Uploads Green Bank

Type of Visit	Actual	Actual	Actual
	Dec-21	Jan-22	Feb-22
	Total Visits	Total Visits	Total Visits
	#	#	#
<u>Fitness (Gym) activities</u>	2,712	3,905	3,992
<u>Swimming - lessons</u>	2,327	3,297	3,312
<u>Swimming activities</u>	2,219	3,025	3,104
<u>Sports Hall activities</u>	398	501	612
<u>Outdoor activities</u>			
<u>Other</u>	1,023	1,325	1,423
Total	8,679	12,053	12,443

Participation – NLRF Uploads Etwall

Type of Visit	Actual	Actual	Actual
	Dec-21	Jan-22	Feb-22
	Total Visits	Total Visits	Total Visits
	#	#	#
<u>Fitness (Gym) activities</u>	2,313	3,021	3,268
<u>Swimming - lessons</u>	2,366	2,975	2,983
<u>Swimming activities</u>	1,939	2,579	2,673
<u>Sports Hall activities</u>	245	336	478
<u>Outdoor activities</u>	1,653	2,196	1,832
<u>Other</u>	2,185	2,124	2,142
Total	10,701	13,231	13,376

Financial NLRF Uploads – South Derbyshire

Actual or Forecast Period	Actual	Actual	Actual	Actual	Actual	Actual	Actual
Period	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21
Income:							
<u>Health and Fitness</u>	33,417	70,240	89,810	51,343	59,177	60,184	84,520
<u>Swimming - Lessons</u>	15,883	2,028	3,410	31,671	48,073	48,904	58,576
<u>Swimming - other</u>	17,318	29,641	23,869	33,408	26,327	48,355	20,272
<u>Other indoor activities</u>	2,488	5,690	8,500	10,538	7,194	8,956	12,187
<u>Outdoor activities</u>	9,512	6,805	5,782	13,290	4,922	10,062	13,447
<u>Other income</u>	10,816	(24,626)	2,073	3,048	2,216	1,824	7,967
Total income	89,434	89,778	133,444	143,298	147,908	178,284	196,969
Eligible Expenditure:							
<u>Staffing</u>	(49,879)	(99,833)	(78,549)	(115,026)	(100,531)	(78,328)	(98,672)
<u>Utilities</u>	(20,853)	(6,411)	(17,758)	10,370	(4,246)	(4,610)	(11,511)
<u>Repairs and Maintenance</u>	(3,121)	(19,866)	(17,767)	(31,778)	(6,795)	(18,235)	(8,301)
<u>Equipment</u>	(613)	(2,682)	(2,915)	(5,817)	(6,194)	(3,347)	(3,186)
<u>Management Costs</u>	(8,057)	(36,442)	(37,955)	(43,307)	(31,168)	(20,354)	62,694
<u>Cost of Sales</u>	(13,338)	(11,594)	(3,001)	(1,522)	(2,623)	(5,446)	(14,577)
<u>Other expenditure</u>	(119)	46	879	(1,149)	(627)	-	(851)
Total Expenditure	(95,980)	(176,782)	(157,066)	(188,229)	(152,184)	(121,100)	(45,251)
Surplus/(Deficit) before additional items							
	(6,546)	(87,004)	23,622	(44,931)	(4,276)	57,183	151,716
<u>Management Fee</u>							
	2,665	2,665	2,665	2,665	2,665	2,666	2,667
-							
Surplus/(Deficit)	2,457	(82,755)	28,928	(44,907)	(18,893)	47,014	139,276

Financial NLRF Uploads – South Derbyshire

Actual or Forecast Period	Actual	Actual	Actual	Actual
Period	Dec-21	Jan-22	Feb-22	Mar-22
Income:				
<u>Health and Fitness</u>	58,077	65,895	70,970	
<u>Swimming – Lessons</u>	54,818	62,430	48,099	
<u>Swimming - other</u>	15,829	21,525	43,594	
<u>Other indoor activities</u>	7,384	10,584	14,531	
<u>Outdoor activities</u>	8,246	10,568	8,531	
<u>Other income</u>	32,068	(25,147)	1,474	
Total income	176,422	145,854	187,198	
Eligible Expenditure				
<u>Staffing</u>	(92,537)	(95,227)	(124,950)	
<u>Utilities</u>	(11,840)	(16,292)	(15,267)	
<u>Repairs and Maintenance</u>	(1,160)	(15,986)	(9,864)	
<u>Equipment</u>	(208)	(4,315)	(1,553)	
<u>Management Costs</u>	(8,081)	(26,559)	(44,378)	
<u>Cost of Sales</u>	234	2,502	(1,143)	
<u>Other expenditure</u>	918			
Total Expenditure	(112,678)	(155,876)	(197,154)	
Surplus/(Deficit) before additional items	(63,747)	(10,022)	(9,955)	
<u>Management Fee</u>				
-				
Surplus/(Deficit)	46,212	(20,025)	(30,079)	

Supporter Numbers

Venue	Fitness DD Feb 20	Fitness DD Feb 22	Variance	Annual Feb 20	Annual Feb 22	Variance	Lessons Feb 20	Lessons Feb 22	Variance
Green Bank	1381	1,334	-47	1216	547	-669	1279	1,111	-168
Etwall	1100	1,112	+12	1069	555	-514	1332	1268	-64
Contract	2481	2446	-35	2285	1102	-1183	2611	2379	-232

>> 116 new supporters subscribe to a fitness membership & 69 new supporters join the Learn to swim programme at Etwall during February 22

>> 183 new supporters subscribe to a fitness membership & 97 new supporters join the Learn to swim programme at Green Bank during February 22

Successes - February 2022

- >> Successful Feb half term activity programme in the pool
- >> Successful swimming crash course held at Etwall over the half term week
- >> 5 new block bookings at Etwall and 1 new block booking at Greenbank achieved in Feb 22
- >> On Demand launched – Kym Marsh spear heading the campaign
- >> New party HIIT group exercise class introduced to the programme
- >> Increased occupancy numbers in the soft play sessions since the sessions have been moved from the sports hall to the Grove Hall

Challenges – February 2022

- >> Drainage issues at Etwall LC
- >> Locker security solutions at both sites
- >> Re-Sale supply issues at both sites
- >> Maintaining a consistent service due to lack of staffing resources due to isolation periods
- >> Reduced bookings / complaints in sports hall at Greenbank due to lack of heating

Supporter Feedback – February 2022

>> Interest in clubs like badminton.

>> Freezing subscription requests

>> Party enquiries

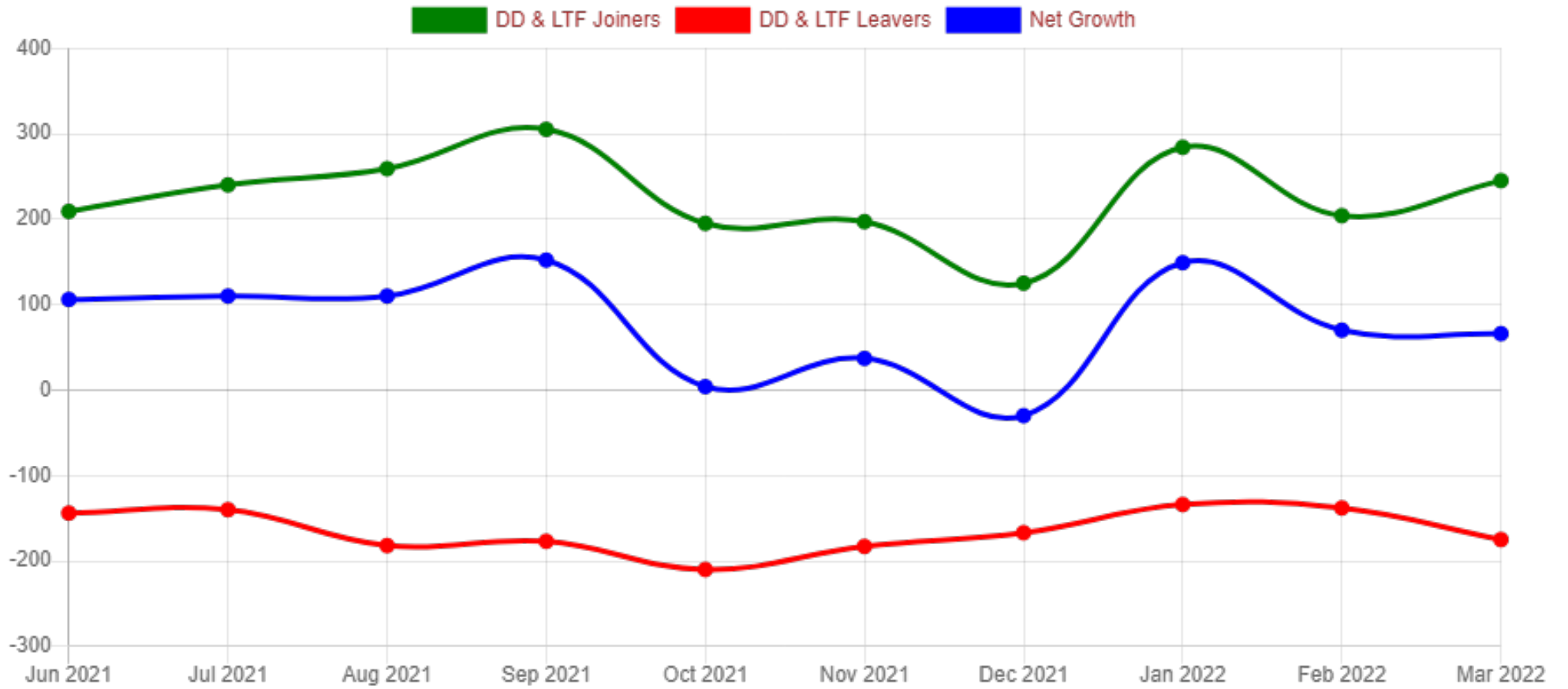
>> LTS enquiries on all platforms

>> Opening hour enquiries.

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19
3G pitches	5,273	7,455	3,902	3,729	5,516	1,802	9,924
	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20
3G pitches	-	-	-	-	-	-	-
	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21
3G Pitches	0	9512.1	6805.1	5781.5	13289.5	6682.5	10061.5

Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Year Total
6,827	12,756	10,400	8,187	12,856	88,624
Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Year Total
- -	13,746 -	32	-	5,900	- 7,878
Nov-21	Dec-21	Jan-22	Feb-22		
13446.54	8245.5	10,568	8,531		

Joiners and Leavers



Joiners and Leavers

