

Date	Action Required	Responsible	Completed	Comments
Jan-22	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.	LR	N	LR to speak to Kevin Lane when next review of policy is due
Jan-22	It is unknown if the electrical systems have been repaired to a satisfactory level and therefore making the buildings safe.	LR	Y	EICR testing completed, all C1's, C2's and FI's completed, certification on site
Jan-22	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	LR	N	EAP to be reviewed at both sites
Jan-22	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.	LR	N	Work with Trainser Assessor during staff training to set up scenarios
Jan-22	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.	LR	N	Started, needs completing
Jan-22	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.	SH	Y	Social media champions in place for both sites
Jan-22	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.	SH/LR	Y	This will be completed on the delivery of the next half term programme
Jan-22	The fire risk assessment which was not able to be accessed needs to be checked for compartmentalisation in the plant room at Etwell.	LR	N	
Jan-22	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.	TS	N	Currently working on agreeing timescales with SDDC in terms of completing this work
Jan-22	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.	LR	Y	Training taken place and check sheet in place
Jan-22	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.	KB	Y	Clubs have clubmark affiliation, this affiliation ensures that coaches are DBS checked as part of the governing body standards
Jan-22	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.	LR	Y	Actions completed
Jan-22	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.	LR	N	Site visit from SDDC H & S officer to help identify priority areas, fire door audit to now be completed
Jan-22	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	LR	Y	Training completed twice yearly
Jan-22	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).	LR	N	To be introduced on next drill
Jan-22	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.	LR	N	To be introduced on next drill
Jan-22	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.	LR	Y	Started and on going
Jan-22	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.	TS	Y	Evidence shown as part of claiming expenses
Jan-22	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.	LR	Y	Competency tests in place
Jan-22	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.	LR	Y	Completed
Jan-22	COSHH training to be recorded for all staff together with the correct use of PPE.	LR	Y	Completed
Jan-22	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.	LR	Y	Completed as part of COSHH induction training
Jan-22	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.	LR	N	
Jan-22	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.	LR	Y	Access to trampoline cupboard is only available to Duty Managers and the tramoplane club
Jan-22	Regular checks for the rooms Climbing Centre to be put in place particularly during holiday periods to maintain standards.	KM	Y	Completed
Jan-22	Keeping users up to date with maintenance issues could help to maintain good relationships and demonstrate to users that customer standards are in place.	TS	Y	User group in place at Etwall, communication boards at Etwall and Green Bank to be introduced
Jan-22	A review of the provision of facilities for disabled users of the sites to be carried out together with emergency evacuation procedures.	LR	N	IFI accreditation as part of Quest assessment required

Date	Action Required	Responsible Person	Completed	Comments
Jun-21	Fixed Electrical Installation Inspection Certificate (Dry-Side)	LR	Y	Inspection certificates in place
Jun-21	Fixed Electrical Installation Inspection Certificate (Wet-Side)	LR	Y	Inspection certificates in place
Jun-21	Fire Alarm Test Certificate and Service Records	LR	Y	Certificate and service records in place
Jun-21	Passenger Lifts and Hoist Examination and Inspection	LR	Y	Certificates in place
Jun-21	There was no cleaning equipment such as spray bottles or cloths in the changing rooms to wipe down the area I had changed in.	LR	Y	Spray bottles were introduced, have now been removed due to relaxation of Covid measures
Jun-21	The centre could benefit from creating a cleaning schedule for staff to follow and sign to confirm they have complete the task to the required standards.	LR	Y	Cleaning schedule in place
Jun-21	The centre could consider implementing a cleaning standard so staff know what is required from each task.	LR	N	
Jun-21	Consideration could be given to reviewing the volume of cleaning materials used in line with the wider environmental objectives set for the Centre. Monitoring the annual quantity of chemicals used at the centre could help with the promotion of the centre's green approach to service delivery.	LR	N	
Jun-21	Management could consider completing and recording some more in-depth training with those undertaking cleaning duties to ensure they fully understand what is being asked of them. This could include some form of competency testing.	LR	Y	Training and competency tests are in place, still need to be delivered to the whole workforce
Jun-21	There may be benefit establishing some form of customer benchmark of the cleaning standards at the centre, perhaps utilising an NPS score system.	LR	Y	NPS system in place
Jun-21	If management are receiving more compliments and positive feedback from customers about improved cleaning standards this information could be fed back to staff, customers and stakeholders.	SH	Y	You said, we did board in place for supporters to see
Jun-21	As I was looking to make my activity booking, I noticed that the option to book an activity over the weekend whilst the centre was still closed appeared to still be live. I went through the process but stopped short of paying for an activity though it seemed like I could have done this.	SH	Y	Amendments made to prevent this happening
Jun-21	A planned preventative maintenance programme could be developed by the centre management, which would assist in extending the longevity of centre assets and reduce equipment downtime for customers.	LR	Y	PPM Schedule in place
Jun-21	There may be benefit establishing some form of customer benchmark of the maintenance standards at the centre, again perhaps using a net promoter score system to obtain feedback.	SH	Y	NPS system in place
Jun-21	It may be beneficial to introduce formal measures and targets for improvement surrounding staff sickness levels and staff turnover. These can provide management with information into overall staff morale, and allow comparison between centres.	ABM's	N	Target to be agreed and measured against via Atlas system
Jun-21	There may be benefit in developing some form of refresher training programme in customer service, possibly on an annual basis, as it may have been some time since staff undertook the initial training.	SH	Y	SWELL (Smile, Welcome, Engage, Listen and Learn) training has started but needs to be embedded into the culture further
Jun-21	The centre may wish to consider the introduction of some form of quantifiable measure of customer satisfaction to give management an understanding of where satisfaction levels are now, and how they might develop plans to improve in the future. The centre could further utilise the net promoter score to gauge satisfaction amongst customers on an ongoing basis.	SH	Y	NPS system in place
Jun-21	There is evidence of testimonials seen during the assessment but there is further scope in displaying these testimonials more extensively throughout the centre.	SH	N	
Jun-21	Enhanced customer feedback processes including post use research might usefully be incorporated and once reviewed could determine how effective the activity programme is being delivered.	SH	Y	User group in place at Etwell LC, needs implementing at Green Bank LC
Jun-21	It may benefit the centre to understand how the demographic profile of users compares with that of the local catchment. This could identify any underrepresented groups and allow management to develop programmes and activities to attract these sections of the community not currently utilising the facilities.	SH	N	Postcode analysis of supporters required to understand better our actual users to better inform the programme
Oct-21	When enquiring about 3G pitch hire, I was told to email a member of staff, rather than having my details taken to be followed up directly by the team.	KB	Y	Training given to ensure details are taken at the time
Oct-21	I didn't note a cleaning station when I was taken into the gym for a look.	LD	Y	Cleaning station in place
Oct-21	I noted no signage requesting centre users to wipe down their equipment after use.	LD	Y	Signage displayed
Oct-21	The website accessible shower was constantly leaking throughout my visit. When informing the team, they stated that they were aware, however, there was no out of order signage present. The shower had not been isolated, so it was constantly leaking and using water.	LR	Y	Shower repaired
Oct-21	A number of the team observed weren't wearing name badges.	LR	Y	All staff issued with a lanyard and name badge
Oct-21	The hose reel was rusty and seemed to leave a mark on the floor beneath it.	LR	Y	Hose removed and replaced with a new one
Oct-21	There were some lockers that were damaged and looked poor.	LR	N	
Oct-21	I noted no information within the centre regarding expected cleanliness standards.	LR/SH	N	Cleanliness standards in each area need displaying
Oct-21	The addition of photographs on the safe systems of work in a step by step guide may well help with staff training and understanding as imagery can help with supporting the written instructions.	LR	N	
Oct-21	Unlocked 415 volt distribution cabinet in the staff room could be a serious health risk.	LR	Y	Cabinet now secured and locked
Oct-21	There is no evidence of a Service Improvement Plan being in place and perhaps this could be considered as a vehicle for inputting, tracking, prioritising and evaluating actions.	TS	Y	SIP in place
Oct-21	The cleaning store door was left open and unattended in the pool changing rooms. This meant children could potentially access the area.	LR	Y	Cleaning cupboard has changed location and is now secured
Oct-21	No refresher training is provided in respect of COSHH and maybe this could be considered on an annual basis.	LR	Y	Started, needs fully completing
Oct-21	The team were aware that the NPS system of measuring satisfaction is used, but no knowledge of the results and actions arising. The management team on-site may need to review the position with the NPS in relation to surveys, response numbers and outcomes.	SH	Y	NPS system in place
Oct-21	The schedules to be checked off were a bit hit and miss and this could be due to a lack of staffing or management presence and auditing. This was noted in the pool hall checks and likewise checks in the changing rooms and toilets. Some of the maintenance checks also were a little hit and miss, with some jobs appearing to be outstanding for sometime.	LR	Y	Check sheets in place and monitored by the management team
Oct-21	A good deal of the ancillary equipment in the disabled changing rooms/showers was rusty, uninviting to use and in need of replacement.	TS	N	
Oct-21	A large extent of lockers were without locks or bands and there did not appear to be any maintenance programme in place to keep these serviceable. Some of the locker doors had weakened return springs and remained open when not in use. This could be a safety hazard and perhaps should be addressed.	LR	N	Maintenanc schedule to be introduced
Oct-21	The cleaning cupboard (formerly disabled change) is used for storing cleaning equipment and materials, but this was open and unattended when checking the area during the Assessment. Storage in the area looked a little haphazard and there was no evidence of compliance with coloured cleaning equipment segregation.	LR	Y	Cleaning cupboard has changed location
Oct-21	Some cleaning and housekeeping issues appear to be arising from a lack of staff working in the Centre and this is perhaps starting to reflect negatively on the customer experience.	LR	Y	
Oct-21	Cleanliness of the grid system could be improved, although in hand and the first aid supplies looked disorganised, dishevelled and in need of better management. The First Aid room also looked a bit disorganised with equipment on the floor.	LR	Y	
Oct-21	No formal class assessments are in place at the present and perhaps these can be introduced in the near future. This quality check could then potentially support staff recognition and training systems.	LD	N	
Oct-21	The class programme does not have any information that may provide guidance as to what the activity involves to the uninitiated. Perhaps this could be added to guide new users to the most suitable class for their level of ability and preference.	LD	N	
Oct-21	More outreach consultation with possible partner organisations and community groups may help to identify what gaps in community use remain and possibly what could be introduced into the Centre's portfolio of activities, for example pre and post natal classes.	SH	Y	Started to work with SDDC to address this
Oct-21				

Date

Action Required

Responsible
Person

Completed

Comments