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In the emergency action place requires reviewing and working with suffix different parts of the building to make user that reverging is trained and understand their riches in an executation. Check the effectiveness of the action plans adding scenarios such as design of a normal access that parts. These could also be aligned to use by steme of work. A review of the webstices could be reviewed and make steeped in which the information given out is current and attained the webstices could be reviewed and make steeped in which the information given out is current. A review of the webstices could be reviewed and make steeped in which the information given out is current. A review of the webstices particularly in the arrass of manual handling, operation of infinitulation and register production. Ban 22 register of engineers and extended production in the access and endergroup production. Ban 23 reviewed in the webstices and the follows the production of infinitulation and register production. Ban 24 reviewed his state control on the text of creation when the webstices particularly in the acress of manual handling, operation of infinitulation and register production. Ban 25 reviewed in the verification system as Creations through the extensive programment to be planned. Ban 26 reviewed in the verification system as Creations through the extensive programment to be planned. Ban 27 required fine through the verification system as Creations through the planned with actions served with actions and planned with actions and	Jan-22	It is unknown if the electrical systems have been repaired to a satisfactory level and therefore	LR	Υ	certification on site
Troite or placing additional items in areas could be developed. In 22 All risk assessments could not not reviewed and made items performed that being transferred on to the portal. There could all allow be signed to display the portal. There could all allow be signed to display the portal. There could all allow be signed to display the portal of the portal. There could allow be signed to display the portal of the porta	Jan-22		LR	N	EAR TO be reviewed at both sites
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and site specific. Currently the site for Greenbank is advertising the climbing wall as a summer for site of period stage of the parties. Ensure that staff sho work on the holiday activity programmer receive training in the safe programmer receive training in the safe programmer. The programmer is the programmer of the parties of the	Jan-22	the portal. These could also be aligned to safe systems of work.	LR	N	· · ·
Jan 22 Orarstons of equipment and activities particularly in the areas of manual handling, operation of inflatables and emergency procedure. Jan 23 The fire risk assessment which was not able to be accessed needs to be checked for compartmentilation in the plant room at Elivery 1. Jan 24 The report concerning the ventilation system at Creatblank should be followed up to determine when the work is to the current activity and present and the same that the work is to the current activity and presented activity and the work. Jan 25 Training to be pair in place to ensure that infligurated understand what to look for on daily improved the place when the same that coaches/assistants from other external groups included. Jan 26 Coloured Coded equipment identified. Electrical equipment to be be down the hiring agreements making sure that volunteers are also included. Jan 27 Coloured Coded equipment identified. Electrical equipment to be stored tolky and correctly is not the composition of th	Jan-22	and site specific. Currently the site for Greenbank is advertising the climbing wall as a venue for stag or hen parties.	SH	Y	
Compartmentalisation in the plant room at Ewell. 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 fleguards understand what to look for on daily inspections. In the exercised with a consistency and the place of the exercised with activity programmes to be planned. Training to be put in place to ensure that fleguards understand what to look for on daily inspections. In the exercised with activity programmes to be planned. Training to be put in place to ensure that fleguards understand what to look for on daily inspections. In the exercised with activity programmes to be planned. Training to be put in place to exercise with activity programmes to be planned. Training to be put in place to exercise with activity programmes to be planned. Training to be put in place and check sheet in place. Training to be put in place and check sheet in place. Training taken place and check sheet in plac	Jan-22	operations of equipment and activities particularly in the areas of manual handling, operation of	SH/LR	Υ	
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Jan 22 I football have BS checks in place. Evidence should be held with the hiring agreements making sure that volunteers are also included. All cleanings stores to be tidied with equipment stored correctly, sinks cleaned, mops hang up and correctly cannot thrown in a sparse corner. An inspection of all fire doors to take place to identify where replacementy/remedial actions are required. This could prioritise those that are in the poorset condition and programmed as part of the negoing maintenance plan. Evacuation drills to be carried out to ensure that people with disabilities are able to leave the congreging maintenance plan. Evacuation for the negoing maintenance plan. Evacuation for the congreging maintenance plan. Evacuation for the procedure. Jan 22 Part of the governing body standards. It R V Site vist from SDDC H 8.5 officer to help identify pririty areas, fire door audit to now be completed. It R V Training completed twice yearly It R V To be introduced on next drill It R V To be introduced on next drill It R V To be introduced on next drill It R V To be introduced on next drill It R V Evidence shown as part of claiming expenses It R V Evidence shown as part of claiming expenses It R V Evidence shown as part of claiming expenses It R V Evidence shown as part of claiming expenses It R V Evidence shown as part of claiming expenses It R V Evidence shown as part of claiming expenses It R V Evidence shown as part of claiming expenses It R V Evidence shown as part of claiming expenses It R V Evidence shown as part of claiming expenses It R V Evidence shown as part of claiming expenses It R V Evidence shown as part of CoSHH induction training It R V Evidence shown as part of CoSHH induction training It R V Evidence shown as part of CoSHH induction training It R V Evidence shown as part	Jan-22		LR	Υ	Training taken place and check sheet in place
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ian-//	Jan-22		TS	Y	
	Jan-22		LR	N	IFI accrediation as part of Quest assessment required

Date	Action Required	Responsible	Completed	Comments
Jun-21	Fixed Electrical Installation Inspection Certificate (Dry-Side)	Person LR	Υ	Inspection certificates in place
Jun-21	Fixed Electrical Installation Inspection Certificate (Wet-Side)	LR	Υ	Inspection certificates in place
Jun-21	Fire Alarm Test Certificate and Service Records	LR	Υ	Certificate and service records in place
Jun-21	Passenger Lifts and Hoist Examination and Inspection There was no cleaning equipment such as spray bottles or	LR	Y	Certificates in place Spray bottles were introduced, have
Jun-21	cloths in the changing rooms to wipe down the area I had changed in.	LR	Y	now been removed due to relaxtion 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 tasks.	LR	N	
	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			
Jun-21	of chemicals used at the centre could help with the promotion of the centre's green approach to service delivery.	LR	N	
				Training and competency tests are in place, still need to be deliverd to the
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.	LR	Y	whole workforce
lun-21	This could include some form of competency testing. There may be benefit establishing some form of customer	LR	v	NPS system in place
JUII-21	benchmark of the cleaning standards at the centre, perhaps utilising an NPS scoring system. If management are receiving more compliments and positive	LK		You said, we did board in place for
Jun-21	feedback from customers about improved cleaning standards this information could be fed back to staff, customers and stakeholders.	SH	Y	supporters to see
	As I was looking to make my activity booking, I noticed that the option to book an activity over the weekend whilst the centre			Amendments made to prevent this happening
Jun-21	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	
	A planned preventative maintenance programme could be			PPM Schedule in place
Jun-21	developed by the centre management, which would assist in extending the longevity of centre assets and reduce equipment downtime for customers.	LR	Y	
Jun-21	There may be benefit establishing some form of customer benchmark of the maintenance standards at the centre, again	SH	Υ	NPS system in place
	perhaps using a net promoter score system to obtain feedback. It may be beneficial to introduce formal measures and targets			Target to be agreed and measured
Jun-21	for improvement surrounding staff sickness levels and staff turnover. These can provide management with information into overall staff morale, and allow comparison between	ABM's	N	against via Atlas system
	centres. There may be benefit in developing some form of refresher			SWELL (Smile, Welcome, Engage, Listen
Jun-21	training programme in customer service, possibly on an annual basis, as it may have been some time since staff undertook the	SH	Υ	and Learn) training has started but needs to be embedded into the culture further
	initial training. The centre may wish to consider the introduction of some form of quantifiable measure of customer satisfaction to give			NPS system in place
Jun-21		SH	Υ	
	future. The centre could further utilise the net promotor score to gauge satisfaction amongst customers on an ongoing basis.			
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	
	Enhanced customer feedback processes including post use			User group in place at Etwall LC, needs
Jun-21	research might usefully be incorporated and once reviewed could determine how effective the activity programme is being delivered.	SH	Y	implementing at Green Bank LC
	It may benefit the centre to understand how the demographic profile of users compares with that of the local catchment. This			Postcode analysis of supporters required to understand better our actual users to
Jun-21	could identify any underrepresented groups and allow management to develop programmes and activities to attract those sections of the community not currently utilising the	SH	N	better inform the programme
	facilities.			
Oct-21	When enquiring about 3G pitch hire, I was told to email a member of stall, rather than having my details taken to be followed up directly by the team.	КВ	Υ	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. The wetside accessible shower was constantly leaking	LD	Y	Signage displayed Shower repaired
Oct-21	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	LR	Y	
Oct-21	constantly leaking and using water. A number of the team observed weren't wearing name badges.	LR	v	All staff issued with a lanyard and name
Oct-21	The hose reel was rusty and seemed to leave a mark on the	LR	Y	badge Hose removed and replaced with a new one
Oct-21	There were some lockers that were damaged and looked poor.	LR	N	one
Oct-21	I noted no information within the centre regarding expected cleanliness standards. The addition of photographs on the safe systems of work in a	LR/SH	N	Cleanliness standards in each area need displaying
Oct-21	step by step guide may well help with stall training and understanding as imagery can help with supporting the written	LR	N	
Oct-21	instructions. Unlocked 415 volt distribution cabinet in the sta⊠ room could be a serious health risk.	LR	Υ	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	TS	Y	SIP in place
	inputting , tracking, prioritising and evaluating actions. The cleaning store door was left open and unattended in the			Cleaning cupboard has changed location
Oct-21	access the area.	LR	Y	and is now secured
Oct-21	No refresher training is provided in respect of COSHH and maybe this could be considered say annually. The team were aware that the NPS system of measuring	LR	Y	Started, needs fully completing NPS system in place
Oct-21	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,	SH	Υ	
	response numbers and outcomes. The schedules to be checked o≅ were a bit hit and miss and			Check sheets in place and monitored by
Oct-21	this could be due to a lack of stalling 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	LR	· ·	the management team
	maintenance checks also were a little hit and miss, with some jobs appearing to be outstanding for sometime.		·	
Oct-21	A good deal of the ancillary equipment in the disabled changing rooms/showers was rusty, uninviting to use and in need of	TS	N	
	replacement. A large extent of lockers were without locks or bands and there			Maintenanc schedule to be introduced
Oct-21	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.	LR	N	
	This could be a safety hazard and perhaps should be addressed.			Cleaning cupboard has changed location
	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			Cleaning cupodard has changed location
Oct-21	Assessment. Storage in the area looked a little haphazard and there was no evidence of compliance with coloured cleaning equipment segregation.	LR	Y	
	Some cleaning and housekeeping issues appear to be arising			
	from a lack of stall working in the Centre and this is perhaps starting to reflect negatively on the customer experience. Cleanliness of the grid system could be improved, although in			
Oct-21	hand and the Erst aid supplies looked disorganised, disheveled and in need of better management. The First Aid room also	LR	Y	
	looked a bit disorganised with equipment on the Boor. No formal class assessments are in place at the present and			
Oct-21	perhaps these can be introduced in the near future. This quality check could then potentially support stall recognition	LD	N	
	and training systems. The class programme does not have any information that may provide guidance as to what the activity involves to the			
Oct-21	uninitiated. Perhaps this could be added to guide new users to the most suitable class for their level of ability and preference.	LD	N	
	More outreach consultation with possible partner organisations and community groups may help to identify what			Started to work with SDDC to address this
Oct-21	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	

Date Action Required Responsible Person Completed Comments