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

Top Lodge Leisure Ltd – Audit report – 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 rehanging/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.

Documentation and supporting evidence

Safety Policy	The statement is signed and dated January 2021
	The Safety Management Manual was last reviewed in 2018 Centre operating procedures are in place and dated April 2021
Safety Arrangements	 Regular on-line meetings take place for the safety team where updates to procedures and other safety issues are discussed. Any issues are then passed onto staff through notices in staff areas. A complete review of the safety policy to be carried out as the majority of information is generic with very little site-specific information. Consideration could be given to identifying a method to ensure that staff understand and implement any updates other than signing the page in the staff room. Safety inspections have been carried out at Greenbank using the Rockstar audit report that is sent to the Active Nation head office. This entails photographs of 377 areas to be forwarded it was thought, on a monthly basis.
Emergency action plans	 Action plans are in place and at Etwell evacuations take place with the Academy. Evacuations are recorded in the fire log book at both sites. Emergency action plans for Etwell did not make any mention of different parts of the building or staff including gym staff, reception team, holiday activity staff or external clubs. 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. The 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

	• 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.
Risk assessments/safe systems of work	 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. 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.
Training	Lifeguard training is maintained following RLSS Uk guidance. Training records were available on-line on the RLSS Uk software. 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. 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.

	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. Evidence of training undertaken was requested to be sent to TLL however to date this has not been received.
	 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.
	 DBS records are held by Kelly(?) who is responsible for hirers and therefore it was not possible to check these. 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. Corporate safeguarding protocols are in place dated August 2021. Evidence to support training was not available.
Maintenance	training was not available. 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

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 a 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 17 th 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

	management team they were aware that they had not been working for some time however this is being rectified with repairs authorised.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. Keeping users up to date with maintenance issues could help to maintain good relationships.
	Maintenance of boilers could not be verified as the CP15 form was not available.
	• 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
	The PIPA certificate for the bouncy castle at Greenbank was dated 17 th 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.
	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.
COSHH	COSHH records were very weak and could benefit from being reviewed; they did not include all the parameters expected from the COSHH regulations.
	The hazardous substances list at Etwell was dated October 2020 and appeared to be a working document with names and numbers only inserted.
	There was a notice in the staff room at Etwell concerning the use of colour coded equipment and infection control.

	 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. 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.
Fire safety	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.
	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.
	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.

The fire doors to the studio in the APEX Centre did not close properly.
 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 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.
• 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.
A certificate of fire conformity for the fire extinguishers at Etwell was issued by CLK Fire and Safety Compliance Ltd on 24 th May 2021.
Servicing of extinguishers at Greenbank had been caried 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.
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.
 Evacuation procedures to be reviewed to ensure that the safe evacuation of people with disabilities is identified and procedures put in place and documented.

	 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. It is unknow if the electrical systems have been repaired to a satisfactory level and therefore make the building safe.
Pool Plant	 Etwell: 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
	 Greenbank: 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 reading 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	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. • Check that this certification is in place and ensure that this information is available for contractors when signing in.

Ancillary areas	Greenbank:
	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.
	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.
	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.
	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.
	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.
	• 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.
	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

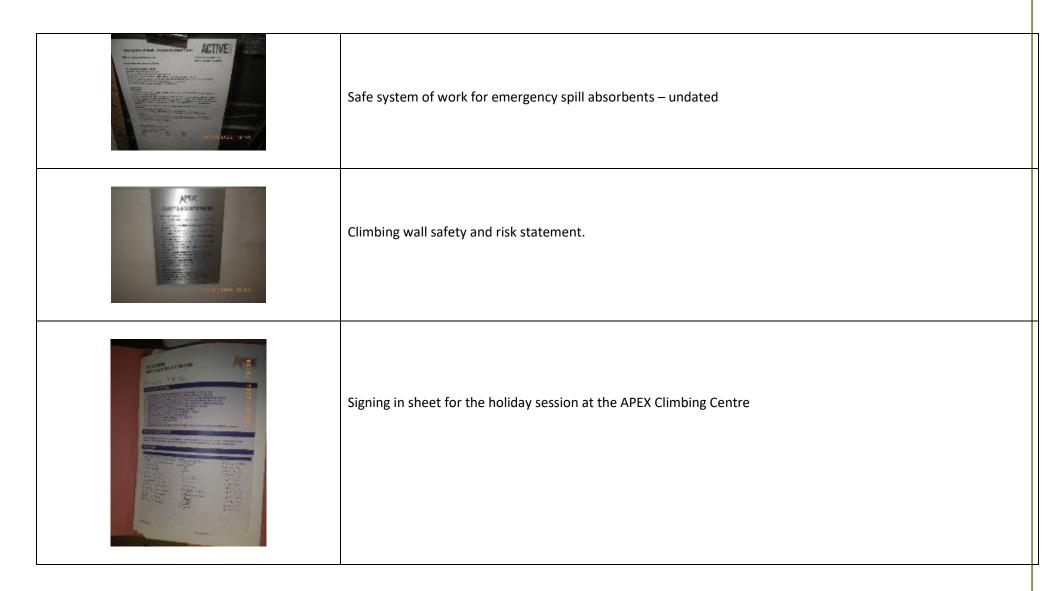
	the years. A couple of skips are to be ordered to get rid of everything. A set of exercise bikes
	surplus to requirements are currently stored in the plant room.
	Day to day management of the plant room is carried out by Adam who is assisted when required by contractors TFM. Major engineering work is also carried out by TFM was also use sub-contractors.
	The APEX climbing centre looks tired and could benefit from redecoration. The room used for parties had recently been painted.
	The toilets in the climbing centre were in a grubby condition with unflushed toilets.
	 Regular checks for the rooms Climbing Centre to be put in place particularly during holiday periods to maintain standards.
	Etwell:
	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.
	The outdoor court areas appeared to be in good condition with a holiday football programme taking place during the audit.
Website	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.
	• 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.



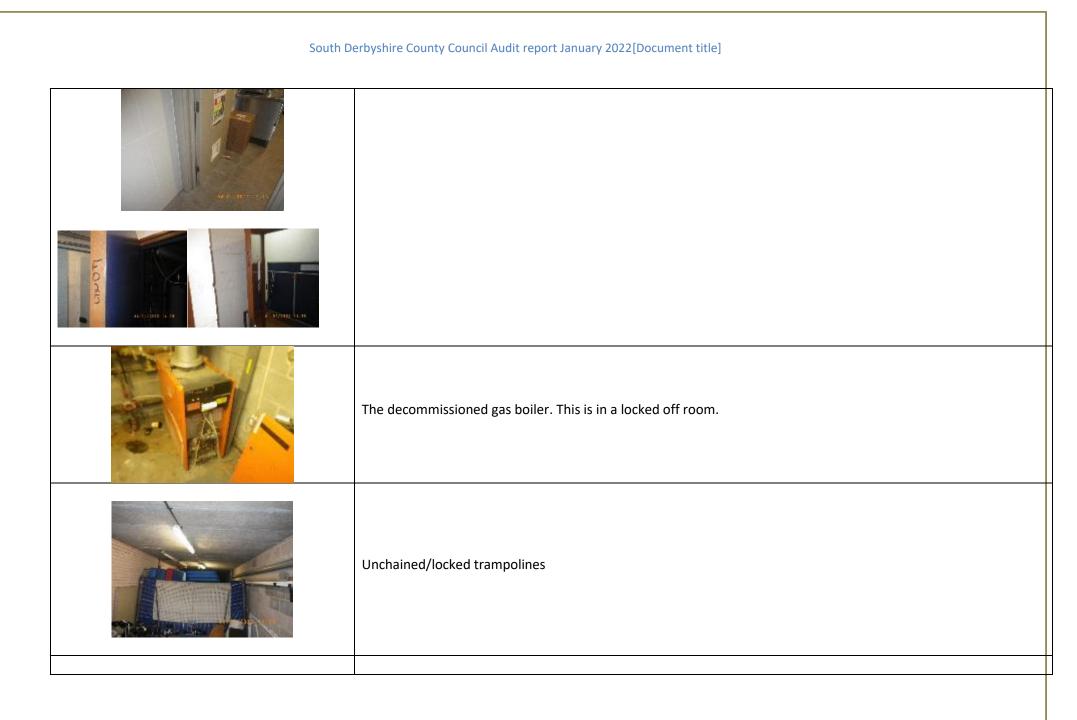
Greenbank Leisure Centre

	The Combined Liability Insurance Certificate dated 1 June 2019 – 31 May 2020
Line and the second sec	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.

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



	Damaged sports hall doors
	Light switches in sports hall
ad/b1 (41.35)	Fire door with vents cut in. The properties of the fire doors have been defeated.





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

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.	

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

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