

THE VALE OF GLAMORGAN COUNCIL

GOVERNANCE AND AUDIT COMMITTEE: 13<sup>TH</sup> JUNE 2022

REFERENCE FROM HEALTHY LIVING AND SOCIAL CARE SCRUTINY  
COMMITTEE: 8<sup>TH</sup> MARCH 2022

“936 LEISURE MANAGEMENT CONTRACT – YEAR 9 PERFORMANCE  
REPORT (DEH) –

The Operational Manager for Neighbourhood Services, Healthy Living and Performance introduced the report to outline the performance of the Leisure Management Contract over the previous 12 months and advised that the Leisure Management contract was now into the final year of the initial 10-year contract.

The potential extension to the contract had been agreed in principle but detailed negotiations were ongoing with all parties committed to a positive outcome. The delays to signing the extension agreement had been mainly due the impact of Covid-19.

The year 9 report varied greatly from previous reports as it detailed the performance from August 2020 to July 2021 and therefore reflected the restrictions the service had had to adapt to as a result of Covid regulations.

The report also detailed the actions taken and planned response to the Audit Wales review of the Council’s out-sourced Leisure Services published in January 2021. The Audit Wales report concluded that the Council had maintained its leisure centre provision and was receiving an income from its contract with Legacy Leisure Limited but until recently lacked a strategy to shape the service; that there was significant scope for the Council to apply the sustainable development principle and focus on delivery of its well-being objectives through its contract with Legacy Leisure, and; the Council had strengthened its management of the contract, but there was scope to improve arrangements to assure itself that it was achieving value for money.

Legacy Leisure, the Council’s Leisure management contractor was required to produce an annual report detailing performance, service improvements and any operating issues. The Operational Manager subsequently introduced the Legacy Leisure Regional Director Wales & Southwest who provided a PowerPoint presentation outlining the Vale of Glamorgan Active Communities Strategy.

In conclusion to the presentation, the Regional Director advised of the next steps as follows:

- To gather feedback to inform the Active Communities Strategy,
- Complete the recruitment process for the Active Communities Manager post,
- Conduct a social value assessment,

- Further development of the Active Communities Action Plan, and
- Conduct final consultation and launch the Strategy.

Following Officer representations and subsequent questions from the Committee, the following points of advice were added by Officers:

- The Active Communities Manager post would be operational within the Vale of Glamorgan area and funded by Sport Wales. Although Legacy Leisure wanted the roll to be a permanent position the funding was currently only available on a temporary basis.
- A comparison exercise had been undertaken against other local authorities in Wales in relation to Vale of Glamorgan fees for leisure services. The exercise had demonstrated that although fees had increased inline with public inflation, Vale of Glamorgan fees were still competitive in comparison.
- Now that the pandemic had transitioned to endemic in nature, Legacy Leisure continued to work within the social restriction guidelines as set by the Government. Some environmental changes as a result of the pandemic were now preferred by customers using the facilities such as the re-spacing of equipment within gyms and regular assessments of air condition systems.
- The date for starting the Active Communities Strategy public consultation had not yet been confirmed. Elected Members would be afforded further opportunity to consult on the strategy action plan once the plan had been finalised.
- The Active Communities Manager Post would be responsible for maintaining connections with the Local Authority and local organisations to maintain an effective outreach service. Legacy Leisure had access to community grant funds that it hoped to be more proactive in assigning going forward.
- Women only swimming pool sessions were still in operation and remained popular.

In conclusion, Councillor McCaffer thanked all leisure staff for their continued efforts to provide valued and crucial leisure services across the Vale of Glamorgan and especially during the pandemic. It was a very positive step to be so close to confirming a contract extension and, as always, communication with stakeholders and service users would remain essential going forward.

With no further comments or questions, the Committee subsequently

#### RECOMMENDED –

- (1) T H A T the contents of the covering report and the performance of the Legacy Leisure Contract for Year 9, as set out in Appendix A, be noted.
- (2) T H A T a Year 10 performance report for the Leisure Management contract be presented to Committee in the autumn of 2022 (September).
- (3) T H A T the actions being taken in response to the Audit Wales Report be noted and the approach proposed for the remainder of the contract period be

endorsed.

(4) T H A T the report be referred to the Governance and Audit Committee and thereon to Cabinet for consideration in relation to the issues raised by Audit Wales.

#### Reasons for recommendations

(1) Having regard to the contents of the covering and appended report in relation to the performance of the contractor during the Year 9 period.

(2) To keep the Scrutiny Committee informed of progress on the Leisure Management Contract.

(3&4) To ensure that the Leisure Management Contract reflected the findings of the Audit Wales Report, and that necessary action was taken to provide assurance that the issues identified by Audit Wales were being progressed.”

Attached as Appendix: Report to Healthy Living and Social Care Scrutiny Committee: 8<sup>th</sup> March, 2022

Meeting of:	<b>Healthy Living and Social Care Scrutiny Committee</b>
Date of Meeting:	<b>Tuesday, 08 March 2022</b>
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Leisure Management Contract – Year 9 Performance Report
Purpose of Report:	To provide an update on the performance of the Leisure Management Contract.
Report Owner:	Dave Knevett – Operational Manager, Neighbourhood Services, Healthy Living and Performance
Responsible Officer:	Miles Punter - Director of Environment and Housing
Elected Member and Officer Consultation:	Accountant Environment and Housing Legal - Committee Reports Operational Manager - Property Operational Manager - Accountancy
Policy Framework:	This report is a matter within the Policy Framework and Budget
<p>Executive Summary:</p> <ul style="list-style-type: none"> <li>• The Leisure Management contract is now into the final year of the initial 10--year contract. The potential extension to the contract has been agreed in principle but detailed negotiations are on-going with all parties committed to a positive outcome. The delays to signing the extension agreement have been mainly due the impact of Covid-19.</li> <li>• Legacy Leisure, the Council’s Leisure management contractor is required to produce an annual report detailing performance, service improvements and any operating issues. This Report is presented to the Healthy Living and Social Care Scrutiny Committee to allow Committee to assess the performance of the Leisure Management Contract over the past 12 months.</li> <li>• The year 9 report varies greatly from previous reports as it details the performance from August 2020 to July 2021 and therefore reflects the restrictions the service has had to adapt to as a result of Covid regulations.</li> <li>• This Report also details the actions taken and planned response to the Audit Wales review of the Council’s out-sourced Leisure Services published in January 2021.</li> <li>• The Audit Wales Report concludes that the Council has maintained its leisure centre provision and is receiving an income from its contract with Legacy Leisure Limited but until recently lacked a strategy to shape the service; that there is significant scope for the Council to apply the sustainable development principle and focus on delivery of its well-being objectives through its</li> </ul>	

contract with Legacy Leisure, and; the Council has strengthened its management of the contract, but there is scope to improve arrangements to assure itself that it is achieving value for money.

## **Recommendations**

1. That Committee notes the contents of this report and the performance of the Legacy Leisure Contract for year 9 (Appendix A).
2. That a year 10 performance report for the Leisure management contract be presented to Scrutiny in the autumn of 2022.
3. That Committee consider the actions being taken in response to the Audit Wales report and endorses the approach proposed for the remainder of the contract period.
4. That Committee refer this report and their comments to the Governance & Audit Committee and thereon to Cabinet for consideration in relation to the issues raised by Audit Wales.

## **Reasons for Recommendations**

1. To note the performance of the contractor during this period.
2. To keep Scrutiny informed of progress on the Leisure Management Contract
3. To ensure that the Leisure management contract reflects the findings of the Audit Wales report and that action is taken.
4. To provide assurance that the issues identified by Audit Wales are being progressed.

## **1. Background**

- 1.1 Committee will be aware that the Council's Leisure Management Contract was awarded to Parkwood Community Leisure and commenced on 1st August 2012 for a period of ten years with the potential for a further 5 year extension. Due to Covid restrictions the period of the proposed extension is now likely to be extended. The award of the contract followed an extensive procurement process and set out to significantly reduce the revenue cost to the Council of its Leisure Centres operation. The contract was subsequently sub-contracted to Legacy Leisure, a not for profit charitable organisation, in October 2014 and this provided the opportunity for further savings to be made.
- 1.2 The Contract, prior to covid restrictions, was the only Leisure Management contract in Wales to be providing a revenue income to a local authority. Whilst the contractor has required financial support during the Covid restrictions periods, the flexibility of the contract has kept these costs lower would be for other Welsh councils as staff have been able to be furloughed, the service has been able to react quickly to changes to the restrictions applied and the contractor has retained a large customer base (albeit this has been diminished during the pandemic).
- 1.3 The Council continues to work to respond to the Audit Wales review of the Council's Out-sourced Leisure Services report which was published January 2021. The report challenged the Council to assure itself that the contract is providing

value for money and strengthen the application of the sustainable development principle when it extends the contract. Officers have been able to demonstrate that the current contract provides value for money by undertaking a comparative exercise against all other Councils in Wales. However the Council has acknowledged that there is further work required to strengthen the application of the sustainable development principle.

- 1.4** This report presents Committee with the Year 9 report from Legacy Leisure and sets out details of the work underway by the Council to respond to the findings of the Audit Wales review.

## **2. Key Issues for Consideration**

- 2.1** Attached at Appendix 'A' is the year 9 (1st August 2020 – 31st July 2021) annual report from Legacy Leisure.
- 2.2** The annual report highlights that despite the restrictions the service still hosted 323,996 customer visits. This, as expected, is significantly down on previous years where attendances close to 800,000 have been recorded.
- 2.3** Although trading conditions have been challenging the development, introduction and acceptance of the Legacy Leisure App has been accelerated. This has proved vital in keeping customers aware of developments and allowing bookings to be made quickly and easily.
- 2.4** One area that Legacy has acknowledged as challenging has been retaining and recruiting staff, particularly for management roles. There appears to be a combination of reasons for this including the effects of the pandemic, the furloughing of staff reducing income, opportunities to develop careers with the skills gained working in the Leisure Centres and a staff not wishing to work traditional shifts associated with leisure.
- 2.5** All electrical re-wires of the leisure centres are now complete improving the environmental impact of the Leisure Centres with the introduction of energy saving features.
- 2.6** The challenges for the service highlighted in the Welsh Audit Office report published in November 2020 continue to be raised in liaison meetings between the Council and the Welsh Audit Office.
- 2.7** During regular liaison meetings with colleagues from Audit Wales, the Council's response to the findings of the audit work have been discussed. Whilst progress in some areas has been noted, the Council acknowledges that there is further work required to strengthen the application of the sustainable development principle.

**2.8** In order to respond to Audit Wales’ finding that there is significant scope for the Council to apply the sustainable development principle and focus on delivery of its well-being objectives through its contract with Legacy Leisure, a series of actions have been agreed.

**2.9** A constructive meeting, with examples shared of the work Parkwood Leisure are involved with in England, was held recently. As a result of this meeting the Council and Parkwood Leisure have agreed to take forward a set of actions to address the areas identified, including:

- Setting out further specific areas of collaborative working between Council departments and Parkwood Leisure. These will include exploring closer synergies between the Council’s Sports Development Service and our leisure centres.
- Identifying opportunities to increase the involvement of service users in shaping the Council and Parkwood Leisure’s ‘offer’ in the leisure centres and our wider leisure work. Work in this arena has already commenced, with the Public Service Board’s survey of over 1,000 residents and other Council consultation activities being used to identify areas of opportunity for further collaboration. There will be a requirement on Parkwood Leisure to work with the Council to tailor their offer, encourage participation and to identify (and work to remove) any barriers to accessing services.
- Discussion with Parkwood Leisure on the role the organisation can play in contributing towards the Cardiff and Vale Move More, Eat Well plan. This Plan was developed by the Cardiff and Vale Regional Partnership Board and the two Public Services Boards and is led by colleagues in public health.
- A commitment to reviewing the approach to reporting on performance, to reflect the contribution to our well-being objectives and the five ways of working.

**2.10** In addition, information on the Sustainable Development principle as a means of scrutinising activity and the proposed methods by which this Scrutiny Committee may wish to scrutinise this area of work following the Local Government Elections in May 2023 (for example, through site visits, presentations from Parkwood Leisure etc.) will also be developed. This is considered timely, and will be developed with the new members of the Scrutiny Committee after the Local Government Elections in May of this year.

**2.11** Officers will also set out detail to the strategic context within which the leisure contract operates, drawing linkages with relevant other Council work including



our Reshaping programme and Recovery Strategy. This will include a review of how we scrutinise the Contract and related activity. Early discussion with the new Chairperson and members of the Healthy Living & Social Care Scrutiny Committee, after the elections will be vital to the success of future meaningful scrutiny.

**2.12** The next annual report on the Contract will be radically different to previous years, reflecting the issues identified above.

**2.13** The Council's Leisure Strategy will be also be subject to review, to better reflect the five ways of working throughout the Strategy, and in particular it will:

- Set out in further detail how the role of Council departments and external partners, (such as Public Health Wales and Parkwood Leisure), can be demonstrated in a more integrated way, emphasising how the objectives of these departments/organisations are inextricably linked and drawing out examples of further integration that can be pursued over the lifetime of the Strategy.
- Update the profile of service users accessing different forms of leisure provision. This will enable the identification of any groups within our community who may not be accessing services. (but would particularly benefit from doing so, for example from a preventative perspective), or where there may be barriers to accessing services that need to be addressed. For example, information in relation to age, gender and ethnicity will be analysed to inform this work.
- Actions will be reviewed to ensure that they adequately design, target and promote different forms of provision and to any groups where potential gaps in provision or barriers exist. This will be undertaken in partnership and with residents having the opportunity participant in the process.
- The opportunity will be taken as part of the review to identify the longer-term ambition for leisure in the Vale of Glamorgan (by necessity, wider than the leisure centre contract) in the context of the Council's well-being objectives and the national Well-being goals.
- A greater distinction will be drawn in the revised Strategy between the objectives of the Strategy, their contribution to our well-being objectives and the wider well-being goals for Wales and the action plan to pursue these commitments.

**2.14** The Council's Strategic Leadership Team will shortly meet with colleagues in Public Health from the Cardiff & Vale UHB to discuss the joint agenda around public health matters focusing on Council services which contribute to health determinants. Leisure services will be a key area of focus here. The Council will

take the opportunity to explore these issues in further detail at that meeting, and during the development of the PSB Well-being Plan during the first quarter of 2022/23.

- 2.15** The work described above is already moving at pace, with the Policy & Business Transformation team working to support leisure service colleagues. The opportunity will be taken throughout this process to identify the transferable lessons which can be shared more widely across the organisation and again this is timely with the forthcoming adoption of our next Annual Delivery Plan for 2022/23 and to inform our self-assessment work. The Annual Delivery Plan has been amended post-consultation to draw out the contribution of leisure services more explicitly across a number of actions to support the delivery of the Council's well-being objectives.
- 2.16** As in previous years a representative from Legacy Leisure will be at the Committee Meeting and there will be an opportunity for members to ask questions. Parkwood have also requested to deliver a short presentation to the committee demonstrating their commitment to the issues raised in the Audit Wales report.

### **3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?**

- 3.1** The long-term future of the Leisure Centres is being safeguarded by both the proposed contract extension and the continuing upgrading works. The proposals set out in this report regarding the review of the Council's leisure strategy will provide an opportunity to consider the long-term landscape of leisure services in the Vale of Glamorgan, the current and future needs of our citizens and to establish an action plan to ensure services are fit for the future.
- 3.2** The Leisure Centres already make a significant contribution the Council's well-being objectives and further investment will provide new opportunities for residents to take up new physical activities. Remaining fit and healthy is the best prevention known for residents to enjoy healthy lives and the partnership with Legacy Leisure demonstrates the Council's commitment to long term health objectives for its residents and visitors.
- 3.3** The proposals in this report set out how the Council and Legacy Leisure will further progress opportunities to understand how our work can integrate with that of partners, building on the existing linkages, for example, with health services and services such as the GP referral scheme.

- 3.4** The Leisure management contract is a good example of a collaboration project within the Council demonstrating how an external 'not for profit' organisation, Legacy Leisure, and the Council can work together to provide quality services. Further opportunities to collaborate with others, such as more local community and sports groups and key partners, will proactively be sought.
- 3.5** Legacy Leisure regularly consults with customers about future requirements and many of the initiatives presently offered at the sites are as a direct result of this. This report includes proposals to enhance the involvement of service users (present and potential) more in the design and delivery of leisure services.

## **4. Resources and Legal Considerations**

### **Financial**

- 4.1** Under the terms of the contract, which is commercially confidential, Legacy Leisure is paying the Council for the delivery of this service. However due to Covid implications financial support has been provided to Legacy throughout the pandemic that the Council has been able to reclaim from Welsh Government.
- 4.2** The Council has funded capital works at the leisure centres including replacement boilers at Penarth Centre, completion of works to the wet and dry changing rooms at Barry and Penarth, provided a new floor in the main hall at Barry and has started work on the roof replacement at Cowbridge.

### **Employment**

- 4.3** There are no direct employment implications associated with this report.

### **Legal (Including Equalities)**

- 4.4** There are no specific legal implications associated with this report.

## **5. Background Papers**

None



Vale of Glamorgan Leisure Centres

Annual Services Report

Year 9

August 1<sup>st</sup> 2020 to July 31<sup>st</sup> 2021

## **FINANCIAL (Protecting the investment)**

**1** “The Contractor shall supply to the Council forthwith and upon each renewal date of any relevant policy a certificate from its insurers or brokers confirming that the Contractor's and PCL's insurance policies comply with this paragraph 17”

A copy of Legacy Leisure's Insurance documents can be found in **Appendix 1**

**2** “On the date one year after the completion of that part of the Council Works (and the installation of a Combined Heat and Power unit at Penarth and Barry) the actual usage of each of the Utilities for each of such Premises for that Year shall be substituted for the corresponding figure in Appendix E and shall thereafter be the Base Usage in respect of such Premises”

**This information is not required in the annual report.**

**3** “Within three months of the end of each Year the Contractor shall provide to the Council an audited calculation of the Operating Surplus made by the Contractor during the said Year”

**This information is not required in the annual report.**

**4** “After each Year the Contractor shall carry out a separate calculation for Utilities (as provided for in paragraph 19 of Schedule 2) to identify whether an adjustment is required for any of the items”

**This information is not required in the annual report.**

**5** “The Council will pay the contractor or the contractor will pay the Council the contract price in the monthly instalments specified in Appendix F (subject to para 1.3) on the last Business day of each month”

**This information is not required in the annual report.**

**6** “The Contractor shall provide each year to the Authorised Officer a copy of its audited accounts and those of PCL within six months of the relevant accounting reference date subsequent to those provided in accordance with any tender requirements”

**This information is not required in the annual report.**

**7** “By 30<sup>th</sup> November in any Year the Contractor shall submit proposals to the Council for changes to fees and charges”

A copy of the core prices that were in place during the Contract Year 9 are available to view in **Appendix 2.** These remain unchanged from the proposals made in the Contract Year 8 annual report, taking effect from January 2020. The next anticipated price increase is due January 2022.

## **Section 1 PROPERTY (Protecting the asset)**

**8** “ Carry out Planned Preventative Maintenance as agents in accordance to schedule 12”

Example templates of the Planned Preventative Maintenance (PPM) Schedule can be found in **Appendix 3.** These are unchanged from the previous year. Significant disruption to PPM schedules was experienced during the reporting period following the unprecedented centre closures where items of plant were offline and statutory compliance items took priority in absence of available staffing.

**9** “Professional Indemnity Insurance from commencement until 6 years after completion of Council works as Schedule 12 – provide copy of PL insurance”

A copy of Parkwood Leisure’s Insurance document can be found in **Appendix 4**

### **10 “Utilities and Carbon**

- provide energy reading and costs
- Re-base each year as Schedule 4
- Reduce landfill and promote recycling
- Carbon Reduction

Legacy Leisure’s Environmental Management Policy can be viewed at **Appendix 5**

A review of the centre's electricity and gas consumption is found at **Appendix 6.**

A copy of each of the Leisure Centred Display Energy Certificates is displayed in reception of each site and a copy is available upon request.

**11** “Register of Training. Provide evidence of training log”

An example copy of a centre's monthly training schedule can be found in **Appendix 7 (for NPLQ staff) and 8 (For NRASTC staff)**.

**Appendix 9** shows a dashboard view of all the training modules completed via our online training platform Human Focus within the reporting period.

Legacy Leisure is partnered with Lifetime training for apprenticeships and upskilling existing staff with apprenticeship training programmes.

**12** “Performance Monitoring regime”

In year 2 of the contract a change was made in regards to how the contract was monitored.

**This information is not required in the annual report.**

**13** “Repairing Obligations - Planned Preventative Maintenance (PPM)”

A copy of a Planned Preventative Maintenance (PPM) Schedule can be found in **Appendix 3**

**14** “Redecorate the interior of the building in every third year and in the last 6 months of term and exterior every 5 years.

A number of projects that were planned to be undertaken to enhance the interior decoration of the Leisure Centres were paused in view of the closures / pandemic.

Additionally some areas are pending completion of works, such as Cowbridge gyms awaiting roof replacement to prevent the internal roof leaks.

**15** “To carry out in good workmanlike way, same standards and type at the beginning of the term”

When selecting a reputable organisation to undertake works we would normally utilise industry knowledge. As an organisation we have a list of key accounts which are selected by the head office commercial / procurement team. Normally these are national organisations, although we also use smaller local businesses so that we reinvest into the local area.

Within the reporting period the central commercial department launched a new Prime Contractor Management System for better management of our contractors/suppliers. This allows contractor self registration, searchable data for that contractor e.g. geographical coverage and monitoring / regulation of appropriate accreditations and insurances. This improves our purchasing systems overall due diligence and ensures any work carried out is completed by fully accredited contractors.

We have included our tendering policy in **Appendix 10**

**16** “To keep all machinery and equipment properly maintained, to renew all parts as required”

**This information is not required in the annual report.**

**17** “The Contractor will ensure that all Premises should be available for use by the public and/or school, according to the minimum opening hours”

The Leisure Centres were closed within the contract year 9 as follows:

- 1st August 2020 to 10th August 2020 [9 days] - Barry / Penarth
- 1st August 2020 to 1st September [31 days]- Colcot, Cowbridge and Llantwit Major
- 23rd October 2020 to 9th November 2021 [16 days] - All Centres
- 19th December 2020 to 17th May 2021 [148 days]- All Centres
  - A total of 173 or 195 days of closure.

The Leisure Centre opening times when in force continued to exceed the contractually minimum opening hours as per **Appendix 11**.

**18** The Contractor will implement cleaning and housekeeping approaches and processes based on the Quest Management Core Issue Module OPS1. Reference should be made to Schedule 10 of the Contract which identifies the arrangements in relation to the Joint Use facilities.”



Examples of cleaning schedule sheets are available upon request. These have been bolstered to include ZOONO E-sprayer cleaning schedules and 2 hourly disinfection cleans introduced during the pandemic.

**19** “The Contractor shall undertake water quality tests on site for all pools at a minimum of 4 tests daily when there are no problems. This is the minimum standard when open to the public. When problems arise or the Authorised Officer requests the frequency of testing should be increased until consistent levels are regained. All such results must be recorded and retained on site for a minimum of 3 months.”

Pool Water Quality tests are undertaken above the industry best practice and ACOP guidance (e.g. PWTAG / SPATA) by a qualified member of staff at the following intervals across the Vale of Glamorgan Leisure Centres:

- Swimming Pools = Every three hours (minimum requirement for standard / stable readings is three times a day for automatically controlled monitoring systems)
- Health Suites = Every two or four hours (minimum requirement for every four hours for commercial light use, during periods of heavy use this should be increased to every 2 hours)

It is not a requirement to include test data although records are available for inspection.

N.B. test frequency was reduced during periods of extended Leisure Centre closure. Where spa pools were drained and empty, no readings were possible or required.

**20** “The Contractor shall detail in their Method Statement – Health Safety and Environmental Management their approach to delivering the Council’s requirements and the treatment of Swimming Pool Water. The contractor will also be required to demonstrate compliance with the other requirements in this part of the specification”

The Management of Health and Safety at Work Regulations 1999 (specifically Regulation 5) requires a planned and proactive approach to Health and Safety. **Appendix 12** outlines the Swimming Pool Water Management and Treatment procedures (PP1-PP10) in line with industry and PWTAG guidance. Each Leisure Centre will have its own specific copies of these for its use.

**21** “The Contractor shall report to the Council annually as part of the performance management meetings (as set out in Part 3 of Schedule 5 of the Contract) on changes to environmental practices to show where improvements are being made,

making best use of the sustainable measures built into the Premises. The Contractor shall be required to highlight where new initiatives could be adopted and to advise the Council of the benefits of such initiatives.”

The Leisure Centres continue to maintain a focus on energy saving initiatives and Legacy Leisure prides itself on promoting good practice. Company wide utility league tables are shared monthly as a measure of comparing utility consumption year on year and against other similar facilities. This is followed up with meetings including those who have improved to share good practice and those sites that are highlighted as going requiring improvement. An example of this league table for June 2021 is included in **Appendix 13**.

**22** “The Contractor shall ensure the following documents are in place throughout the Contract, meet national best practice and make available to the Authorised Officer upon request the following documents for the Premises”;

- Contractor’s Health and Safety Policy and related Procedures
- Normal Operating Procedure (NOP)
- Emergency Action Plan (EAP)
- Comprehensive Risk Assessments
- Record of reportable and other injuries that require treatment to staff and customers

I can confirm that all listed documents remain available to share with the Authorised Officer upon request.

**23** “The Contractor shall procure an independent audit of health and safety procedures and systems at the Premises at the times agreed with the Authorised Officer and the Contractor shall make the findings available to the Authority. This shall be as a minimum of one audit of each entire facility every year”

The bi-annual rolling programme of internal H&S audits experienced disruption as a result of the COVID-19 pandemic and resulting closures. The latest audit scores are as follows:

We are also partnered with ROSPA as a health and safety consultant who undertake external health and safety audits on a rolling programme.

All health & Safety audits are available for inspection by the client officer upon request.

**24** “The Contractor shall maintain a secure environment to protect: Users of, and visitors to, the leisure centres; Staff; and the equipment and sports equipment in a manner which does not compromise the personal privacy of users.”

Legacy Leisure confirms that it has management systems in place to monitor and ensure all elements of statutory compliance. During contract year 7 the Vale of Glamorgan Council introduced its own independent checks of statutory compliance items.

Please find below an example weekly Statutory Compliance Report dated June 2021.

<b>STATUTORY OBLIGATIONS SUMMARY</b>								
<b>Site Name</b>	<b>Compliance</b>	<b>Expires Soon</b>	<b>Expired</b>	<b>Missing Data</b>	<b>Non Compliance</b>	<b>Applicable</b>	<b>% Compliance</b>	<b>% Not Compliance</b>
Penarth Leisure Centre	34	5	5	0	5	44	88.64	11.36
LLantwit Major Leisure Centre	32	5	1	0	1	38	97.37	2.63
Barry Leisure Centre	34	6	0	1	1	41	97.56	2.44
Cowbridge Leisure Centre	36	5	0	0	0	41	100	0
Colcot Leisure Centre	19	1	0	0	0	20	100	0

<b>EXPIRED STATUTORY COMPLIANCE ITEMS</b>				
<b>Site Name</b>	<b>Item</b>	<b>Comment</b>	<b>Date Of Issue</b>	<b>Expiry Date</b>
LLantwit Major Leisure Centre	Electrical- FVI Swimming pool/wet areas	LL Pending completion	2021-02-08 00:00:00	2021-06-09 00:00:00
Penarth Leisure Centre	Fire- Sprinkler / Suppression system Service	Health Suite Closure	2020-01-01 00:00:00	2020-12-30 00:00:00
Penarth Leisure	Flues/Smoke Dampers	VOGC Pending	2020-01-01	2020-12-30

Centre		completion	00:00:00	00:00:00
Penarth Leisure Centre	Pool Filter Bed Inspection.	Health Suite Closure	2020-01-01 00:00:00	2020-12-30 00:00:00
Penarth Leisure Centre	Sauna and Steam Cabin	Health Suite Closure	2020-01-01 00:00:00	2020-06-29 00:00:00
Penarth Leisure Centre	Spa- Legionella Test	Health Suite Closure	2020-01-01 00:00:00	2020-03-31 00:00:00
Barry Leisure Centre	Electrical -FVI Dry Sites	LL Pending completion	None	None

Statutory compliance items are an area of shared responsibility between the Vale of Glamorgan Council and Legacy Leisure.

**25** “The Contractor will implement customer relationship management processes, techniques and standards based on the Quest Management Core Issue People 1, Quest Glus6 and customer expectations. The Contractor shall detail their approach and Customer Care Plan in their Method Statement – Customer Care.”

A copy of our customer care policy in **Appendix 14**.

**26** “The Contractor will operate the reception services based on the Quest Management Core Issue People 1, Quest Gplus 8, 11 and customer expectations”.

Legacy Leisure continues its commitment to affording all staff the necessary tools and training in order to meet the expectations of our customers. The contract does not undergo QUEST assessments; it adopts its principles and good industry practice. We have a commitment to deliver ongoing training to our front of house staff and adhere to dedicated processes. Our sales teams are on hand across the centres to welcome new customers to our facilities, understand their needs, show them what is available and offer the best possible value of service.

**27** “The Contractor will maintain a balance between casual bookings, pay and play activities, programmed courses, club use, school use and events at the facilities and in accordance with Quest Management Core Issues Gplus2, 3, 4, 5, 10”

The Vale of Glamorgan Leisure Centres offer facility hire either on a pay & play or block booking basis, accommodating clubs that have been with us for many years and others that have recently returned.

We also deliver successful Aquatics and School learn to swim programmes across our wet site facilities.

As an operator we try to keep a balance between Block Bookings, Group Exercise occupation, casual bookings and events to enable all members of the community to access the facility when convenient to them. This is also essential to remain competitive and commercially viable, without becoming dependent on a minority of clubs / customers.

Detail programme inspections are available for review by the Authorised Officer upon request.

**28** “The Contractor will be expected to clearly set out in their Method Statement for Fees and Charges the proof that will be expected in order that customers can easily claim any proposed concessions.”

A copy of the core fees and charges for 2020 and 2021 is available in **Appendix 2.**

**29** “The Contractor will work closely with the Council and play an active part in the Local Authority Partnership Agreement including attendance at meetings and full partnership involvement, appropriate to the major operator of sports facilities in the local area”

Legacy Leisure can confirm that it continues to contribute and actively participate in its positive partnership with the Vale of Glamorgan Council.

**30** “The Contractor will at all times comply with the Council’s Welsh Language Scheme (Welsh Language Act 1993)”

Legacy Leisure wherever possible complies with the Welsh Language Scheme.

Legacy Leisure remains open and available to expand its programme to meet demand for all activities delivered in the medium of the Welsh Language.

**31** “The Contractor will be required to implement the free swimming programme and liaise with the Council with regards the annual review process and provide information and support where appropriate.”

The free swimming programme has been implemented and is integral to the wet side centres swimming pool programmes. Legacy Leisure has provided full representations in partnership with the Council through the FSI programmes,

evaluation, relaunch and consultations both independently appointed by and directly with Sport Wales representatives.

**32** “Free use of the facilities by Armed Forces personnel will be honoured by the Contractor for the duration of the Contract. There will be no claim to the Council for compensation with regards this arrangement”

Legacy Leisure can confirm that it continues to offer free use of the facilities to Armed Forces personnel. We also comply with the funding regulations relating to the AFFS (Armed Forces Free Swimming) Scheme.

**33** “The Contractor is required to detail their approach to the delivery of a catering service for the Premises as part of their Method Statements - Catering. The Method Statement should identify the proposed product range and the Service availability”

A streamlined service is available across all of the Leisure Centre’s in the form of fresh coffee and packaged confectionery items.

**34** “The Contractor will as a minimum be expected to maintain the current levels of ICT equipment and server system in place to support the current levels of service delivery at the leisure facilities”

The Vale of Glamorgan Leisure Centres ICT equipment has been maintained at the same level as afforded before handover in 2012. In a number of cases this equipment has been replaced with new upgraded equipment in line with technological advances e.g. PC replacements, barcode scanners, tablets, routers etc.

**35** “The Contractor will be responsible for ensuring that the changing facilities are available and are clean prior to any use to the standards outlined in this Specification and the Contractors relevant Method Statements”

Cleaning schedules and records are available for review by the Authorised Officer upon request.

**36** “In accordance with Quest Management Core Issues Ops 1 and Ops 4. The Contractor will ensure that the directional and required DDA signs to and around all the premises are visible, clear and accurate, based on customer perception and any regulatory requirements including the Council’s current Welsh Language Scheme where appropriate. The Contractor’s Inventory shall include reference to mandatory

and advisory signage within the leisure facilities which shall include type and location of the individual signs.”

The Authorised Officer is invited to inspect during site visits the installed signage that is used within each of the Vale of Glamorgan Leisure Centres. Any feedback following inspection can be progressed.

**37** “The Contractor shall implement, produce and submit to the Council a policy and practices for ensuring the protection of children, young people and vulnerable adults, including appropriate screening of staff at all times in line with the Council’s policy and any legislative or regulatory bodies”

Legacy Leisure has a duty of care to provide a safe, friendly environment where young people and children can take part in activities with confidence whether for fun, developmental, social or educational purposes.

Legacy Leisure requires an enhanced Disclosure Barring Service (DBS) submission for all staff working within a regulated position. Furthermore all staff are required to complete mandatory training on safeguarding.

The client officer is kept informed of any concerns or potential risks to safeguarding as soon as reasonably practicable from within the Leisure Centres.

We have included a copy of our child protection policy in **Appendix 15**.

Senior Management within the Leisure Centres have undertaken further training on Child Protection in Sport supported by the NSPCC.

**38** “The Contractor shall implement a no smoking policy throughout the Premises”

Please find included at **Appendix 16** a copy of our smoking procedure confirming that Legacy Leisure does not permit the use of cigarettes or E-cigarettes at its facilities.

**39** “The Contractor will produce and implement an annual schedule of external communication activity, including a mix of advertising, promotional and public relations activities, based on the shared strategic outcomes and objectives and the identified needs of the various parts of the community. The Quest Management Issues Gplus 11 should be adopted in the marketing and promotional plans”

Legacy Leisure strives to reinvent its marketing strategies and remain competitive within the leisure sector. A core marketing strategy is centrally arranged by the

Parkwood Leisure Head Office Marketing Department which is supplemented by local initiatives and activities. Effective marketing strategies during the COVID-19 pandemic have almost exclusively had to adapt to be focused online; communicating with members and potential customers virtually.

**40** “The Contractor shall implement a system to ensure continuous improvement at the Premises and in the Services throughout the Contract. The Council requires the Contractor to fully cooperate and assist the Council in any statutory assessment. The systems should meet the Quest Management Core Issue Purpose 2. The Contractor will carry out an annual customer satisfaction survey, covering all aspects of the service”

The year 9 report period did not include a local 2021 Vale of Glamorgan Leisure Centre customer survey questionnaire, owing to the closures of the Leisure Centres and significant business disruption.

However, as part of our closures, re-opening and recovery strategy plans we engaged with the members across all of the Parkwood / Legacy Leisure sites, both prior to reopening as well as post opening. Copies of the overview results from these surveys are available to view at **Appendix 17a-c**.

**41** “The Contractor shall (and shall procure and ensure that PCL shall) display appropriate statutory notices in all areas where potentially dangerous and hazardous chemicals or gases are stored and handled and shall additionally retain COSHH data sheets for all chemicals to be used”

Legacy leisure can confirm that both hazardous chemicals & gases are stored and handled correctly and welcome inspection from the authorised officer when requested.

**42** “The Contractor shall produce and implement comprehensive written instructions for the safe use delivery handling and storage of all chemicals and cleaning materials”

Legacy Leisure can confirm that we have site specific and comprehensive written instructions on the safe use, storage and handling of all chemicals that are included under COSHH regulations. These are available for review by the Authorised Officer upon request.



**43** “The Contractor shall (or shall procure and ensure that PCL shall) throughout the Contract Period maintain the necessary processes and documented procedures to provide the Council with the performance monitoring information required by this Contract in such a format as the Authorised Officer shall reasonably require and without prejudice to the generality shall based on the Council’s financial year provide quarterly updates and forecast projections indicative benchmarking indicators) and the performance monitoring information”

This is not a requirement of the annual report, however available upon request by the client officer.

**44** The Contractor shall (or shall procure and ensure that PCL shall) ensure that every person employed or engaged by the Contractor or PCL in and about the provision of the Services or carrying out subcontracting or third party provision from the Premises is at all times complies with and is properly and sufficiently trained and instructed with regard to:

2.3.1 the task or tasks which that person has to perform including but not limited to the use and operation of equipment and/or the supervision of persons using equipment;

2.3.2 any relevant provisions of the Contract

2.3.3 all relevant rules codes policies procedures and standards of conduct of the Council which are set out in paragraph 13 of Schedule 2 and Schedule 13 or are referred to or notified to the Contractor by the Council from time to time and

2.3.4 all relevant rules procedures and statutory requirements concerning health and safety at work and the Equalities Act 2010 and the Contractor shall (and shall procure and ensure that PCL shall) implement a programme of training and instruction on all matters concerned with the Services and related tasks so as to ensure that only well trained and knowledgeable persons or staff are engaged in the provision of the Services or carry out sub-contracted or third party provision from the Premises.

This is not a requirement of the annual report, however Legacy Leisure can confirm its ongoing compliance with adherence to items of safety, standards and procedures.

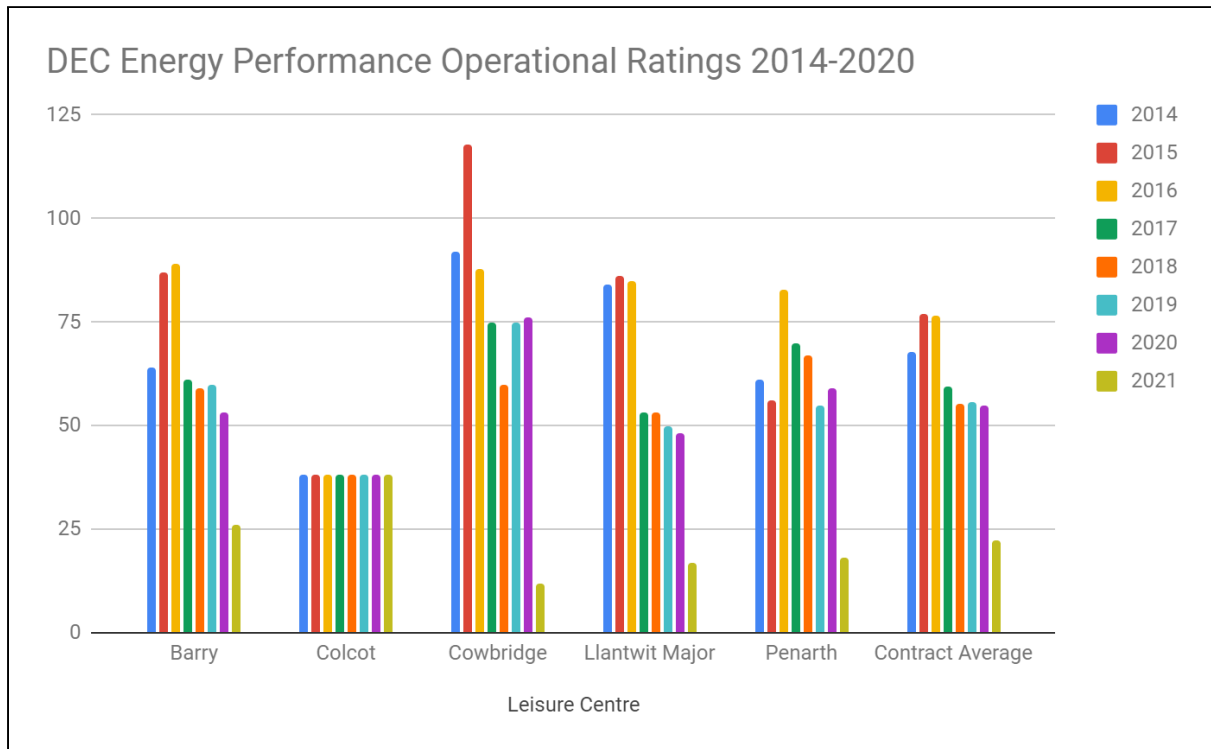
**45** The Contractor shall (or shall procure and ensure that PCL shall) maintain an up to date register of all training given to staff or any other person which shall be made available upon request to the Authorised Officer or the Council’s Health and Safety Officer or any other duly authorised Council representative

Training records are available upon request by the Authorised Officer.

## A) Safeguarding the environment for now and for the future

1) “The Contractor actively promotes the reduction in energy consumption within the new facilities”

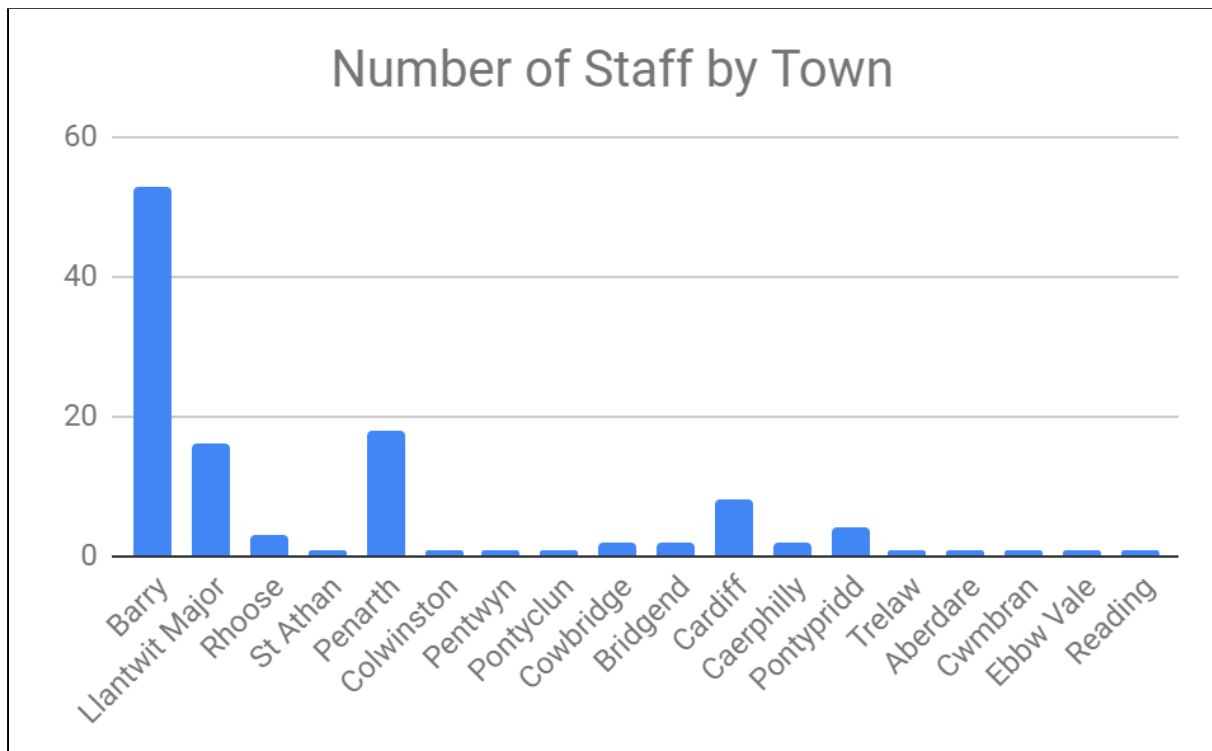
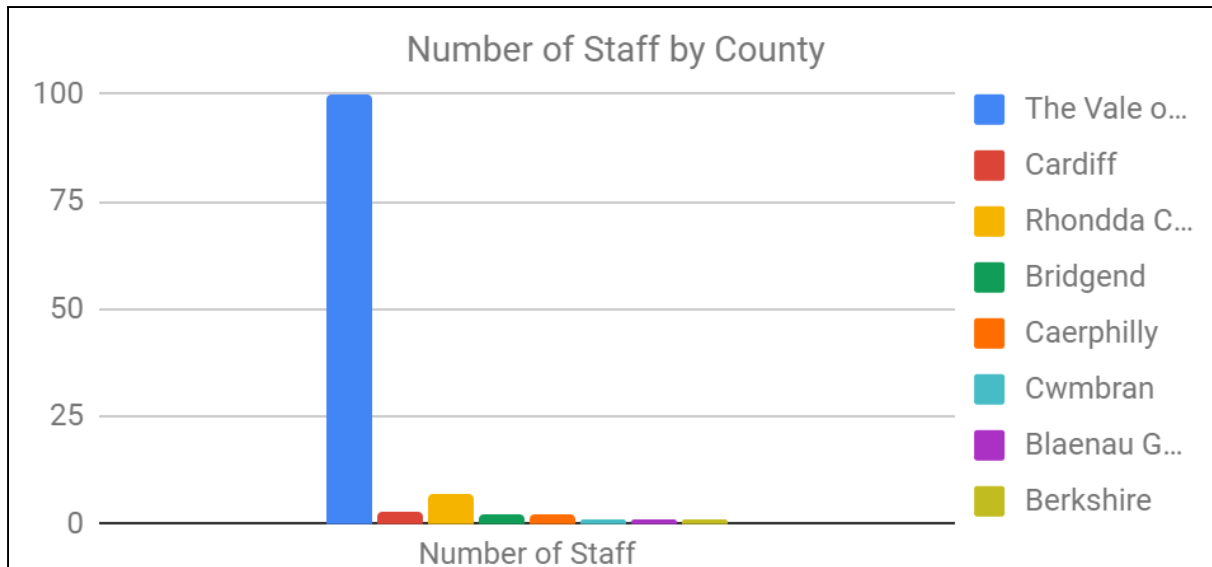
The energy performance operational ratings can be viewed in the graph below:



## B) Local Employment

2) “The leisure centre provides a wide range of sustainable jobs for local people”

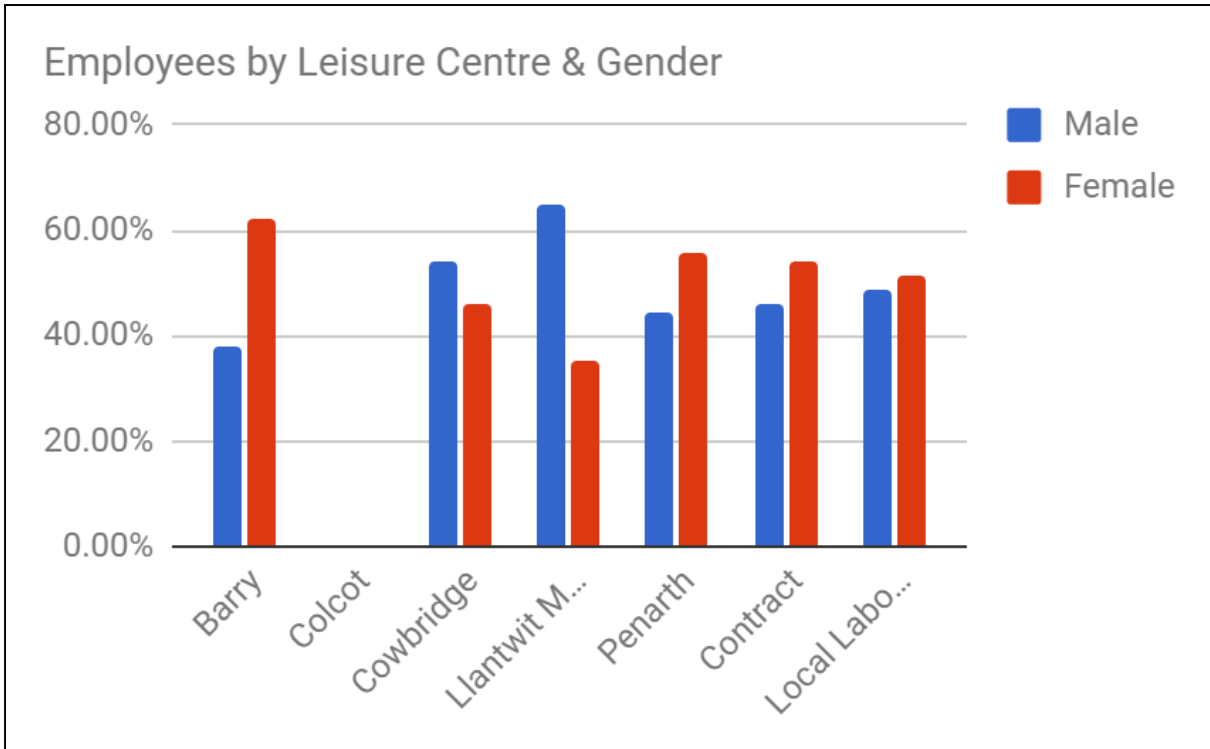
Number of local people working at the leisure centre: 100% of staff working with the leisure centres for Legacy Leisure live locally within South Wales (one exception providing a student address in Reading). For further breakdowns please see below charts:



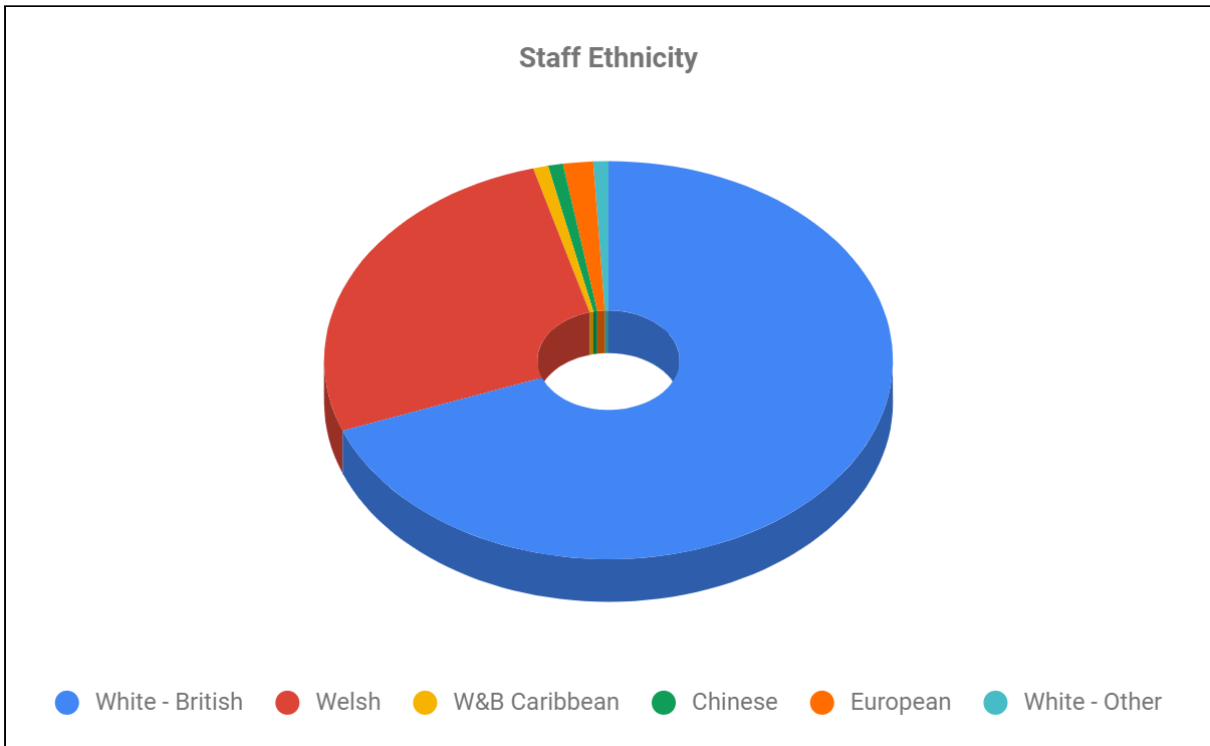
3) “All parts of the community are encouraged to work at the leisure centre and barriers are removed”

**Appendix 18** contains the full data set for the official Labour Marketing Statistics.

- Representativeness of males working at the leisure centre (compared with the local labour market):
- Representativeness of females working at the leisure centre (compared with the local labour market):



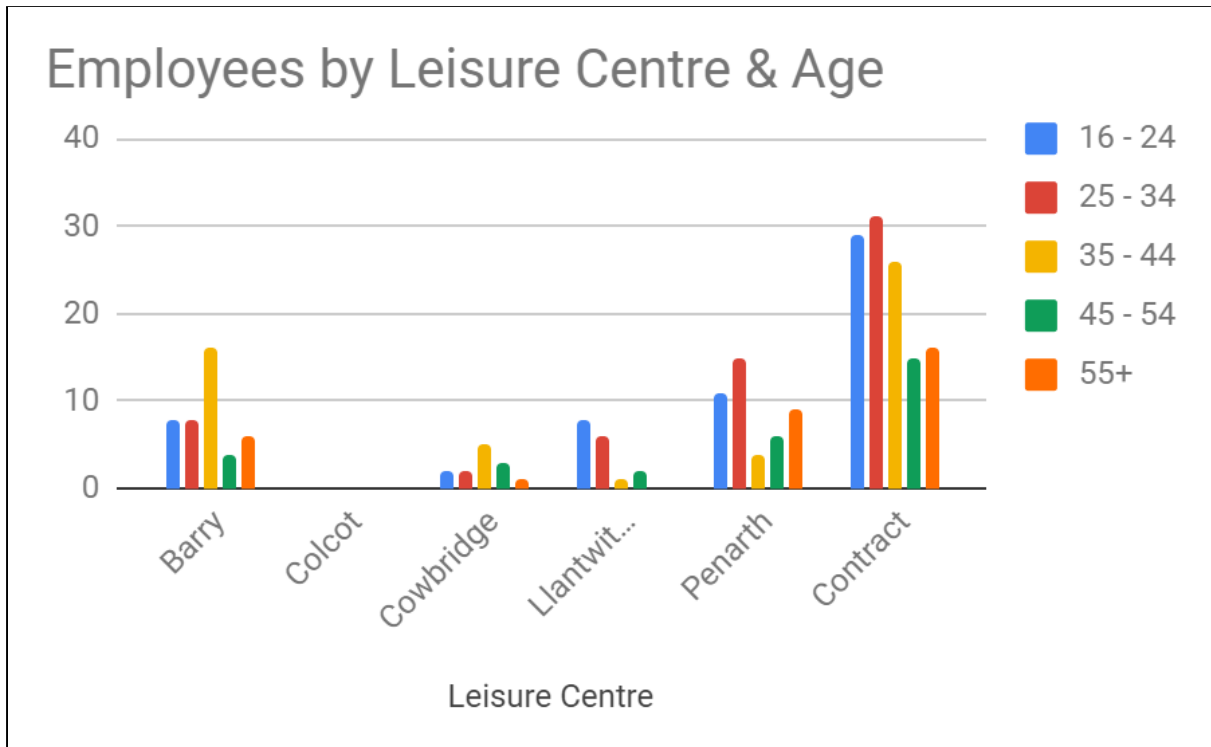
- Representativeness of BME working at the leisure centre (compared to the local labour market):



- Representativeness of people with a disability or long-term limiting illness working at the leisure centre (compared to the local labour market):

During contract year 9 Legacy Leisure employed one member of staff with a disability.

- Age profile of the workforce at the leisure centres (compared with the local labour market).



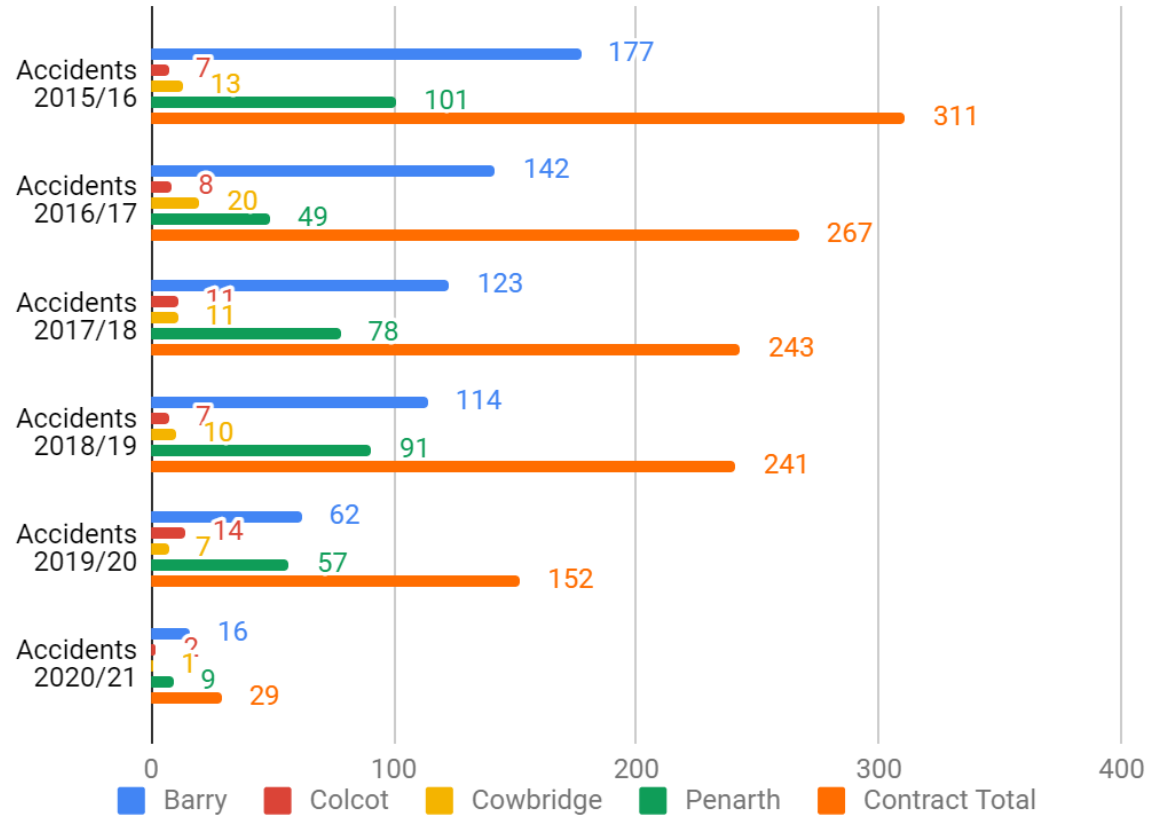
### C) Supporting Health, wellbeing and safer communities

4) “The leisure centre facilities and activities are safe for all members of the public”

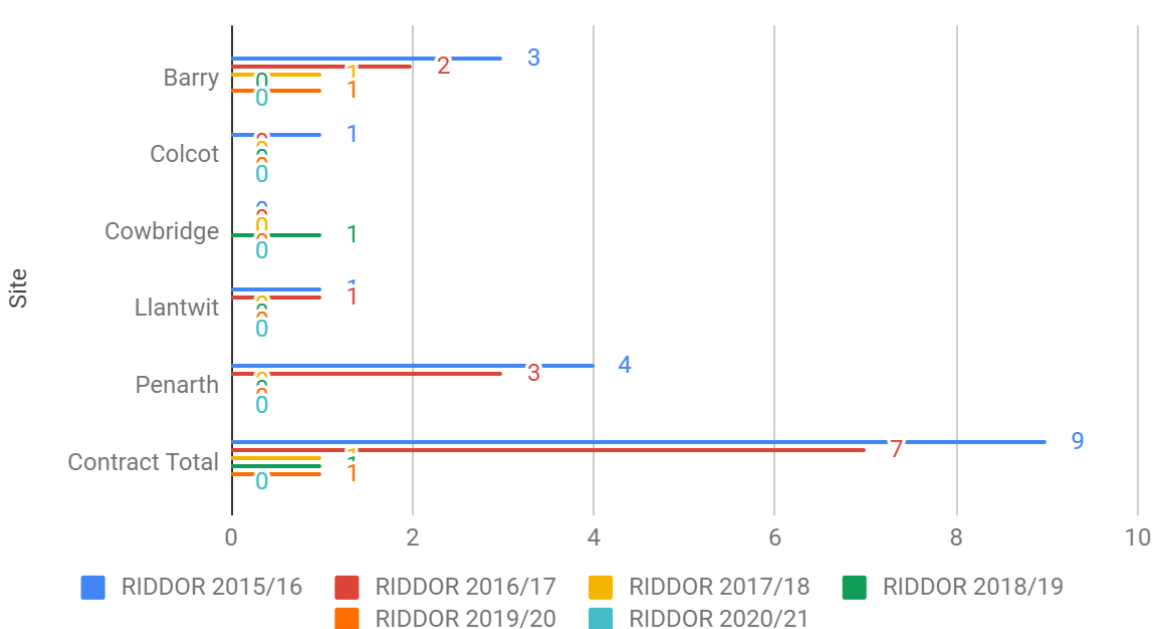
- No of customer accidents (requiring completion of accident report form)
- No of accidents reported to the Health and Safety Executive e.g. RIDDOR

Contract year 9 is unsuitable to be compared to prior year accidents and RIDDORs within the Leisure Centres due to its closures.

## Accidents - Contract Years 4 to 9



## RIDDOR - Contract Years 4 to 9

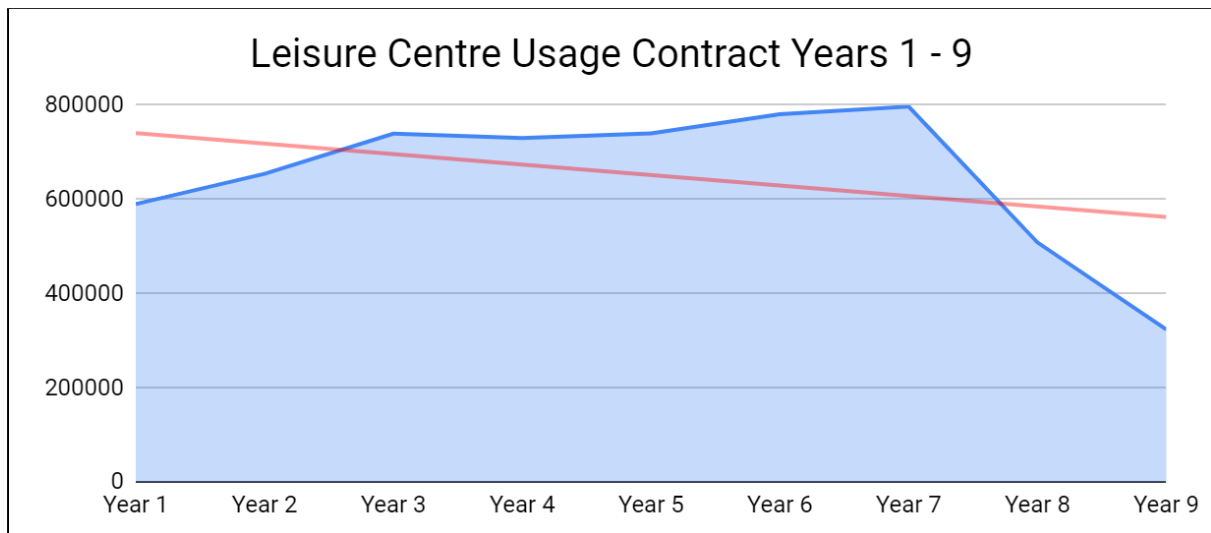


No RIDDOR was reported within contract year 9.

5) “There has been a 10% increase in the number of people participating in sport and active recreation at the leisure centre”

- The number of participants in activities at the leisure centre.

Leisure Centre Usage had seen growth of 23.49% between years two and seven of the contract. However, during contract years 8 and 9 the Leisure Centre closures demonstrate the significant reduction in annual participants.



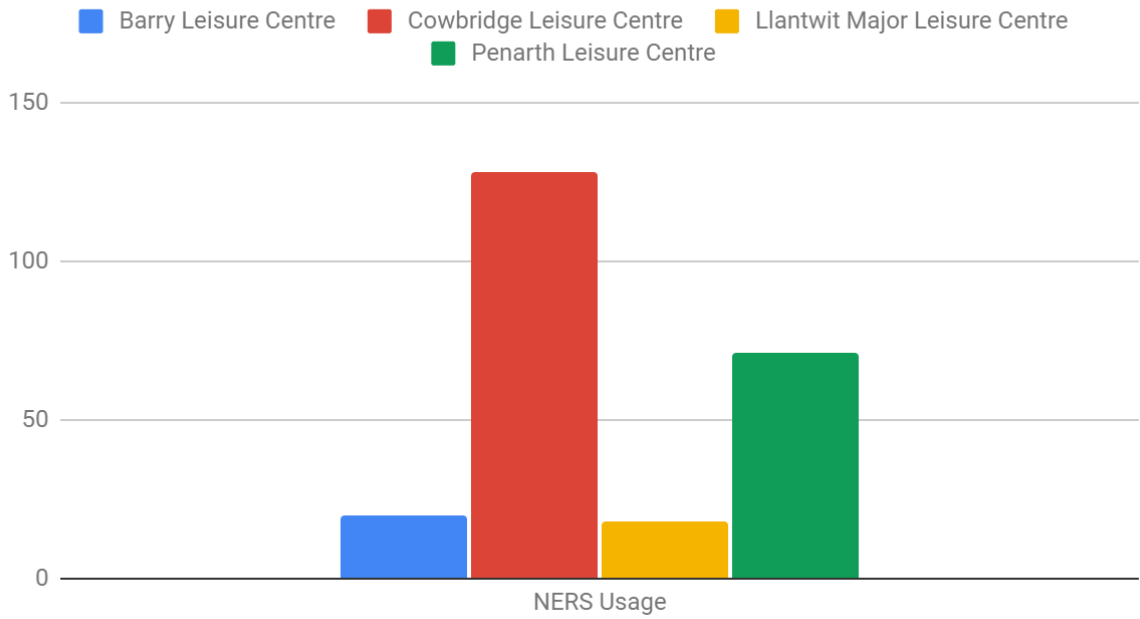
- The number of 60 and over and 16 and under who have participated in free swimming during public times, (broken into male and female)

A breakdown of FSI participation is available upon request by the client officer; noting that during contract year 9, the level of participation is not comparable to prior years. Figures are also Bi-annually reported to Sport Wales. Changes in operation required as a result of the pandemic forced changes to how FSI sessions were accessed, moving from pay and play to online booking in advance. This restricted the qualitative data available and so a split between male and female participants for U16's is not available for this period.

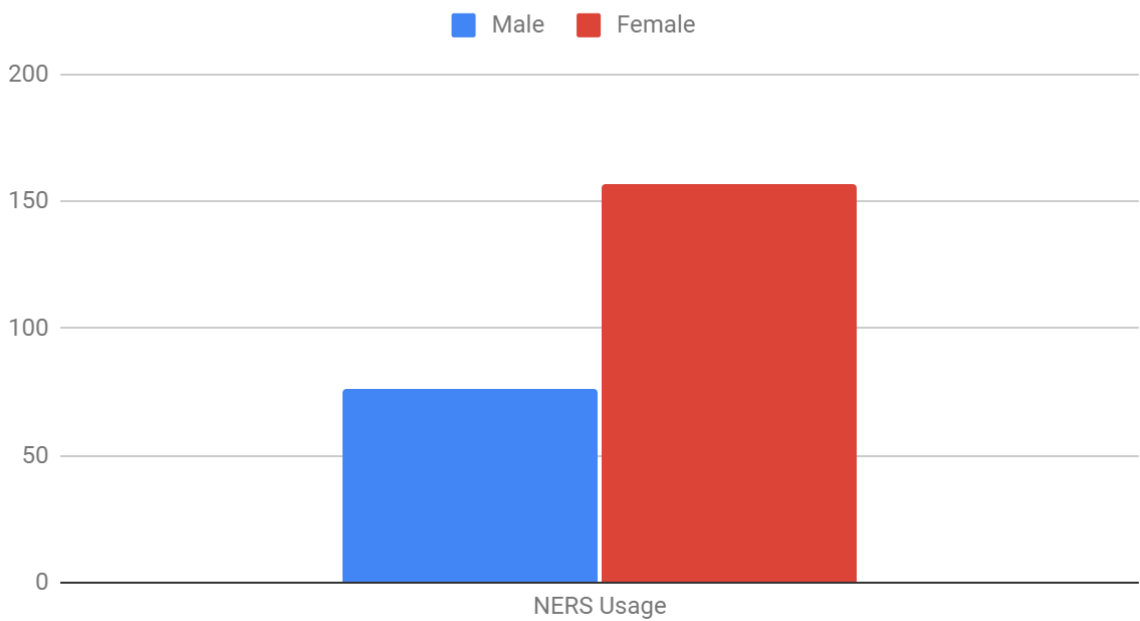
- The number of people using the GP Referral scheme is divided into male and female.

The GP referral scheme (NERS) was absent from the Leisure Centres from 1st August 2020 to 14th June 2021. In this period the centres accommodate 78 unique customer visits, 53 assessments and 187 class attendances. The usage for the latter part of June 2021 and July 2021 is provided below:

## GP Referral Usage Jun & July 2021



## NERS Usage - Male & Female





- The % of GP Referral clients who take out further membership at Leisure Centre after completing their initial 3 month referral

None - no initial 3 month referrals were completed whilst NERS was operational within the leisure centres in contract year 9.

6) “People in the community have enhanced enjoyment and feel-good factor due to participation in leisure centre activities”

- % of annual survey respondents who feel they are meeting what they set out to achieve by using the leisure centre

Member survey results across all Parkwood / Legacy Leisure members are available to view at **Appendix 17**.

#### **D) Building strong & inclusive communities**

7) “The leisure centre services reflect the best possible value for money”

The following items were omitted when converting from Parkwood Community Leisure to Legacy Leisure in April 2015: Total annual revenue cost of the Contractor contract, Total level of income derived by the Contractor from the operation, Total level of expenditure incurred by the Contractor from the operation, Operational recovery rate (excluding Contract Price).

Legacy Leisure is committed to providing best value for its services, both for its core prices, which have consistently increased under RPI limits year on year and its membership packages which are priced according to market sensitivity and local competition.

8) “Percentage of customers of the leisure centre are satisfied with the service”

- % of customers satisfied or very satisfied with overall service / % of customers dissatisfied or very dissatisfied with overall services

Unfortunately a local survey to confirm The Vale of Glamorgan Leisure Contract’s level of customer satisfaction was not completed within contract year 9.

- No of complaints (written and verbal) / No of compliments (written & verbal)

Legacy Leisure receives customer feedback in numerous different methods including: email, letters, website feedback, social media, verbally to reception & via

correspondence directly to Legacy Leisure Head Office or the Vale of Glamorgan Council.

For Contract year 9 these sources of information were not sufficiently compiled.

- Average speed of written response to written customer complaints (days) / Number of letters not responded to in 10 working days / Average response time to letters from the public (days)

Legacy Leisure's customer complaint procedure stipulates that all customer complaints / correspondence requiring a response are answered within 10 working days. This procedure has been adhered to within contract year 9, wherever possible and more often than not exceeded. In any event where a response is due to take longer, a holding correspondence is issued to advise the customer on the cause of the delay and when a full response should be expected.

- Percentage of telephone calls answered within 15 seconds

90.58% of the 80,794 incoming calls were answered during the contract year 9, with an average call time of 01:37 minutes per call. A full VOIP system report is available to view at **Appendix 19**.

- Gym Equipment and Gym Facility down-time (hours) per month

During contract year 9 there was significant gym facility downtime during the periods of closure. Equipment availability during the August - December 2020 and May - July 2021 periods was kept to an absolute minimum. Equipment relocations and displacement exercises were completed prior to reopening to avoid disruption and welcome our members back as smoothly as possible. Equipment station numbers were reduced in some areas as a direct result of social distancing requirements in force throughout the entire contract period (relaxed in Alert Level 0 on 7th August 2021).

## “CERTIFICATE OF EMPLOYERS’ LIABILITY INSURANCE (a)

(Where required by regulation 5 of the Employers’ Liability (Compulsory Insurance) Regulations 1998 (the Regulations), one or more copies of this certificate must be displayed at each place of business at which the policy holder employs persons covered by the policy)

Policy No YMM902604  
Reference No 703157

- |  |                               |
|--|-------------------------------|
| 1. Name of policy holder                     | Legacy Leisure Limited        |
| 2. Date of commencement of insurance policy. | 31 <sup>st</sup> October 2020 |
| 3. Date of expiry of Insurance policy.       | 30 <sup>th</sup> October 2021 |

We hereby certify that subject to paragraph 2:-

1. the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney**(b)**; and
2. (a) the minimum amount of cover provided by this policy is no less than £5 million **(c)**.

Signed on behalf of Royal & Sun Alliance Insurance plc (Authorised Insurer)



Scott Egan  
Chief Executive, UK & International  
Royal & Sun Alliance Insurance plc

### Notes

- (a) Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.
- (b) Specify applicable law as provided for in regulation 4(6) of the Regulations.
- (c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.’  
paragraph 2(b) does not apply and is deleted.

**THIS IS YOUR CERTIFICATE OF EMPLOYERS' LIABILITY INSURANCE.**

**A copy of the certificate must be displayed at all places where you employ persons covered by the policy. THE EMPLOYERS' LIABILITY (COMPULSORY INSURANCE) (AMENDMENT) REGULATIONS 2008 permits the display of this certificate in an electronic form, provided persons covered by this policy have reasonable access to it.**

**The employer is strongly encouraged to retain all records related to this insurance.**



**To Whom It May Concern**

28 October 2020

Dear Sirs

**Legacy Leisure Ltd**

We act as Insurance Brokers for the above named client and in that capacity we can confirm the following covers are in existence:

**Employers Liability Insurance**

Insurer: Royal & Sun Alliance  
Policy Number: YM902604  
Period of Insurance: 31 October 2020 to 30 October 2021  
Limit of Indemnity: £20,000,000 any one occurrence  
£5,000,000 in respect of Terrorism  
Principal Condition Indemnity to Principal

**Public and Products Liability Insurance**

Insurer: Royal & Sun Alliance  
Policy Number: YM902604  
Period of Insurance: 31 October 2020 to 30 October 2021  
Limit of Indemnity: £20,000,000 any one occurrence (and in all in Any One Period of Insurance for Products Liability)  
Principal Condition Indemnity to Principal

**Excess Public and Products Liability Insurance**

Insurer: AIG Europe Limited  
Policy Number: 24652068  
Period of Insurance: 31 October 2020 to 30 October 2021  
Limit of Indemnity: £10,000,000 any one occurrence (and in all in Any One Period of Insurance for Products Liability) in excess of £20,000,000

**Continued**

**Manchester:** Cobac House, 14-16 Charlotte St, Manchester M1 4FL

**T:** +44 (0)161 236 6969

**London:** 65 Leadenhall Street, London EC3A 2AD

**T:** +44 (0)203 928 1200

**enquiries@bridgeinsurance.co.uk | bridgeinsurance.co.uk**





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**Property & Loss of Revenue**

Insurer: RSA Insurance Plc  
Policy Number: TBA  
Period of Insurance: 31 October 2020 to 30 October 2021  
Cover: "All Risks" of physical loss of or damage

**Hired in Plant Insurance**

Insurer: Royal & sun Alliance  
Policy Number: RSAP663567200  
Period of Insurance: 31 October 2020 to 30 October 2021  
Limit of Indemnity: £400,000 any one occurrence  
Cover: "All Risks"

I trust you find this to be in order but should you have any queries then please do not hesitate to contact me.

Yours faithfully

**Amanda Tilbury ACII MIRM  
Client Service Executive**

E-Mail: [amanda.tilbury@bridgeinsurance.co.uk](mailto:amanda.tilbury@bridgeinsurance.co.uk)  
Telephone: 0161 234 9353

*All information is provided on the basis of the information currently available to us and we do not warrant its accuracy or completeness,*

*Insurance cover is subject to the terms, conditions, limitations and exclusions etc of the relevant policy(ies) and any expiry date provided represents the normal expiry date of the policy(ies) and neither we nor Insurers are responsible for notifying you of any material change in or cancellation or voidance of the policies.*

*Neither we nor Insurers shall be liable to you or to any party who seeks to rely upon the information provided for any loss caused, including for the avoidance of doubt indirect or consequential loss however caused, whether arising under contract, misrepresentation, mis-statement or any tortious act or omission including negligence.*

Site	Vale of Glamorgan Contract			
Site	CORE PRICES (Client Approval)	Cost 2020	Core	Concession
Vale Contract	Gym - Peak	£6.70	Y	
Vale Contract	Gym - Off Peak	£5.60	Y	
Vale Contract	Gym - Concession Peak	£6.20	Y	Y
Vale Contract	Gym - Concession Off Peak	£3.40	Y	Y
Vale Contract	Swim - Peak	£3.75	Y	
Vale Contract	Swim - Off Peak	£3.75	Y	
Vale Contract	Swim - Concession Off Peak	£2.15	Y	Y
Vale Contract	Swim - Concession Carer Off Peak	£2.15	Y	Y
Vale Contract	Racket Sports - Peak	£7.95	Y	
Vale Contract	Racket Sports - Off Peak	£6.45	Y	
Vale Contract	Racket Sports - Concession Peak	£7.15	Y	Y
Vale Contract	Racket Sports - Concession Off Peak	£4.25	Y	Y
Vale Contract	Classes - Peak	£5.10	Y	
Vale Contract	Classes - Off Peak	£4.05	Y	
Vale Contract	Classes - Concession Peak	£4.30	Y	Y
Vale Contract	Classes - Concession Off Peak	£2.10	Y	Y
Vale Contract	NERS Exercise Referral Gym Session / Class (auto discount)	£2.00	N	
Vale Contract	Party Mania - Sports Hall / Swimming Pool Party	£100.00	Y	
Vale Contract	Holm View Astro 1 hr	£28.00	Y	
Vale Contract	Colcot Half Astro 1 hr	£28.00	Y	
Vale Contract	Colcot Full Astro 1 hr	£53.00	Y	
Vale Contract	Colcot/Holm View Astro Lights 1 hr	£11.00	Y	
Vale Contract	Holm View Main Hall Hire 1 hr	£34.50	Y	
Vale Contract	Penarth Main Hall Commercial Hire 1 hr	£81.50	Y	
Vale Contract	Barry/Colcot/Cowbridge/Llantwit/Penarth Main Hall Hire 1hr	£45.00	Y	
Vale Contract	Barry / Penarth Half Main Hall Hire & Small Hall Hire 1 hr	£32.25	Y	
Vale Contract	Colcot / Cowbridge / Llantwit Major Half Main Hall	£22.50	N	
Vale Contract	Barry/Cowbridge/Llantwit/Penarth Studio Hire 1 hr	£31.00	Y	
Vale Contract	Barry/Cowbridge/Llantwit/Penarth Room Hire 1 hr	£16.00	Y	
Vale Contract	Barry/Llantwit/Penarth Main Pool Hire 1 hr	£77.50	Y	
Vale Contract	Barry/Penarth Both Pools Hire 1 hr	£124	Y	
Vale Contract	Barry/Llantwit/Penarth Lane Hire 1 hr	£22.50	Y	
Vale Contract	VOGC Sports Development Facility Hire 1 hr	£20.00	Y	



Site	Penarth Leisure Centre
Month	DEC
Year	2019

Summary of Maintenance Sheets											
#	Equipment	O&M Manual	Locations	Action Required	Frequency	Internal / External	PPM / STAT COMP	Month(s) Due	Date Completed	Comment / Reading	Signature of Completion
1	AHU: Air Coils	Y	Various AHU x 6: AHU 1 Pool / AHU dry & wet change-out of service / Health Suite Vapo AHU x 2 / Health Suite AHU x 1	Check coil matrix is clean and unobstructed and air flow is evenly distributed. Clean coil matrix with soft brush and mild detergent solution	Six Monthly	Internal (Maintenance)	PPM	June / December			
2	AHU: Air Filters	Y	Various AHU x 6: AHU 1 Pool / AHU dry & wet change-out of service / Health Suite Vapo AHU x 2 / Health Suite AHU x 1	Check condition of filters. If damaged, replace the filter. If dirty, clean the filter, retaining channels and frames. Record Manometer reading before and after cleaning (a differential pressure of >150Pa requires attention. Max of 300Pa)	Six Monthly (ALTERNATE WITH SERVICE VISIT)	Internal (Maintenance)	PPM	June / December			
3	AHU: Air Terminals / Dampers / Drains	Y	Various AHU x 6: AHU 1 Pool / AHU dry & wet change-out of service / Health Suite Vapo AHU x 2 / Health Suite AHU x 1	Check that grilles and diffusers are clean and not smutting surrounding surface. Clean external louvers, sails and mesh screens. Remove any debris found. Clean damper blades. Ensure condensate drains are clear so that water can flow freely from the unit (ALTERNATE WITH EXTERNAL CONTRACTOR SERVICE VISIT)	Six Monthly (ALTERNATE WITH SERVICE VISIT)	Internal (Maintenance)	PPM	June / December			
4	AHU: Coppered Ceiling Tile Fan Convactor	N	Gym x 21 (12 supply & 9 extract) / Gym Extension x 3 (2 supply & 1 extract) / Esayfire Studio x 3 (2 supply & 1 extract) / Cycle Studio x 5 (4 supply & 2 extract) / Front of House & Corridor x 2 / Wetside & Dryside Changing (Various)	Removal of all dust and dirt from ceiling tile vents (Supply & Extract)	Annually	Internal (Maintenance)	PPM	March			
5	AHU: Ductwork	Y	Various AHU x 6: AHU 1 Pool / AHU dry & wet change-out of service / Health Suite Vapo AHU x 2 / Health Suite AHU x 1	Check all duct joints and access panels for air tightness. Check door edge seals are secure and undamaged. Check ductwork supports are tight are free of corrosion. Ensure that flexible connections are undamaged and air tight.	Six Monthly	Internal (Maintenance)	PPM	June / December			
6	AHU: Energy Recovery Ventilator (Lossnay)	Y	Main Gym x 2 / Gym Extension x 1 / Cycle Studio x 1	Air Filters: Use a vacuum cleaner to remove light dust. To remove stubborn dirt wash in a mild solution of detergent and warm water. Lossnay Cores: Use a vacuum cleaner with soft brush attachment to suck up the dust and dirt on the exposed surfaces.	Annually	Internal (Maintenance)	PPM	March			
7	AHU: Energy Recovery Ventilator (Lossnay)	Y	Main Gym x 2 / Gym Extension x 1 / Cycle Studio x 1	AHU Extract Fans & Controllers (Muirne XS Wall Fan Supply / Extract Units & Vent Area Fans)	Remove dirt and encrustation from the grille(s), fan register, motor casing and clear ductwork areas as far as reasonably practicable	Annually	Internal (Maintenance)	PPM	March		
8	AHU: Fire Dampers	Y	Plant Room - Main Pool AHU Ductwork x 6 Fire Dampers TBC	Perform visual check of the damper, ensuring it is free of any foreign items	Quarterly	Internal (Maintenance)	PPM	January / April / July / October			
9	AHU: Fire Dampers	Y	Plant Room - Main Pool AHU Ductwork x 6 Fire Dampers TBC	Remove build up of dust and dirt with a dry cloth (do not introduce moisture / oil / lubrication to the damper)	Quarterly	Internal (Maintenance)	PPM	January / April / July / October			
10	AHU: Fire Dampers	Y	Plant Room - Main Pool AHU Ductwork x 6 Fire Dampers TBC	Inspect insulation for water absorption / staining, cracks and crushing (compression of the insulation should be avoided as it reduces thermal efficiency). Check that insulation is securely in place and return insulation that has been removed for maintenance.	Annually	Internal (Maintenance)	PPM	March			
11	AHU: Insulation	Y	Plant Room	AHU Fan Motors: Isolate from the power and remove casing. Clean the heat sink and cooling fan with compressed air and remove any excess dust / dirt	Annually	Internal (Maintenance)	PPM	March			
12	AHU: Inverter / Variable Speed Drive (VSD)	N	Plant Room	Clean and visually inspect the exterior. Remove cover and clean out any dust deposits. Clean fan filters and replace if necessary.	Annually	Internal (Maintenance)	PPM	March			
13	AHU: Speed Control Units (Toilet Extracts)	Y	Various (Wetside and Dryside Changing Room Toilets)	Testing of volume control dampers (e.g. fully open to fully closed)	Annually	Internal (Maintenance)	PPM	March			
14	AHU: Volume Control Dampers (Lossnay duct)	Y	Main Gym x 2 / Gym Extension x 1 / Cycle Studio x 1	Air Filters: Use a vacuum cleaner to remove light dust. To remove stubborn dirt wash in a mild solution of detergent and warm water. Check for damage and replace if necessary	Six Monthly (ALTERNATE WITH SERVICE VISIT)	Internal (Maintenance)	PPM	June / December			
15	Air Conditioner Indoor Unit	Y	Various AHU x 20: ACU ceiling cassettes x6 in main gym / ACU in upstairs group fitness studio x4 / ACU in downstairs studio x2 / ACU in electrical switch room x1 / ACU in gym extension x2 / ACU in spin studio x2	Review of facility subsector management plan to be completed annually by competent person. External service requirements to be completed in accordance with O&M guidelines / periodically as necessary	Annually	Internal (Centre Management)	STAT COMPLIANCE	April			
16	Asbestos	Y	Whole Building	Inspection & Testing of Disabled Alarm Call Points (Audible)	Daily	Internal (Duty Management)	PPM	Daily		Refer to Duty Managers Building Tour Check Sheets	
17	Disabled Alarms	N	Total of Disabled Alarms TBC	Clean Traps / U-bends to urinals / sink basins	Six Monthly	Internal (Duty Management)	PPM	February / August			
18	Drainage	Y	Wetside Changing Rooms - Male / Female / Accessible / Outside	Clean Traps / U-bends to urinals / sink basins	Six Monthly	Internal (Duty Management)	PPM	February / August			
19	Drainage	Y	Wetside Changing Rooms - Male / Female / Family / Accessible	Clean Traps / U-bends to urinals / sink basins	Six Monthly	Internal (Duty Management)	PPM	February / August			
20	Drainage	Y	Toilets - Male / Female / Accessible	Clean Traps / U-bends to urinals / sink basins	Six Monthly	Internal (Duty Management)	PPM	February / August			
21	Drainage	Y	Outside Rainwater outlets / downpipes	Clean all debris from rainwater outlets and downpipes. (External Contractor Required for High Access Areas)	Six Monthly	Internal (Maintenance)	PPM	March / September			
22	Electrical Control Panels	N	Various (e.g. plant rooms / stores etc)	Check panel door is tightly closed. Check panel is live, that indicator lamps are working and that no alarms are present. Check time switch is correct.	Monthly	Internal (Duty Management)	PPM	January / February / March / April / May / June / July / August / September / October / November / December			
23	Emergency Lights	N	Various (refer to site plan / emergency lighting green book records)	Inspection of emergency lighting to ensure operational. If not in order, replacement of bulb or fitting (if LED).	Monthly	Internal (Duty Management)	PPM	January / February / March / April / May / June / July / August / September / October / November / December			
24	Emergency Lights	N	Various (refer to site plan / emergency lighting green book records)	Emergency light should be energised from its battery for a continuous period of at least one hour	Quarterly	Internal (Duty Management)	PPM	March / June / September / December			
25	Fire Alarm Call Points	N	Various (refer to site plan)	Inspection & Testing of Fire Alarm Call Points (Audible)	Weekly	Internal (Duty Management)	PPM	Weekly		Refer to Duty Managers Building Tour Check Sheets	
26	Fire Equipment: e.g. External Fire Doors / Fire Panel	N	Various	Inspection and testing of external fire doors and fire panel to ensure compliance and functioning as required	Daily	Internal (Duty Management)	PPM	Daily		Refer to Duty Managers Building Tour Check Sheets	
27	Fire Extinguishers	N	Various (refer to site plan)	Inspection of Fire Extinguishers	Monthly	Internal (Duty Management)	PPM	January / February / March / April / May / June / July / August / September / October / November / December			
28	General Pipework	Y	Dryside Changing Rooms - Male / Female / Accessible / Outside	Inspect taps / valves for leaks and rectify if possible. Visually check all pipe hangers and supports. Check condition of all flexible pipe connections. Operate all normally open valves and stock cocks (fully closed to fully open, if still, repeat until clear (always shut slightly off fully open to avoid sticking open).	Six Monthly	Internal (Maintenance)	PPM	February / August			
29	General Pipework	Y	Wetside Changing Rooms - Male / Female / Family / Accessible	Inspect taps / valves for leaks and rectify if possible. Visually check all pipe hangers and supports. Check condition of all flexible pipe connections. Operate all normally open valves and stock cocks (fully closed to fully open, if still, repeat until clear (always shut slightly off fully open to avoid sticking open).	Six Monthly	Internal (Maintenance)	PPM	February / August			
30	General Pipework	Y	Toilets - Male / Female / Accessible	Inspect taps / valves for leaks and rectify if possible. Visually check all pipe hangers and supports. Check condition of all flexible pipe connections. Operate all normally open valves and stock cocks (fully closed to fully open, if still, repeat until clear (always shut slightly off fully open to avoid sticking open).	Six Monthly	Internal (Maintenance)	PPM	February / August			
31	General Pipework	Y	Plant Rooms - Balcony / Roof	Inspect taps / valves for leaks and rectify if possible. Visually check all pipe hangers and supports. Check condition of all flexible pipe connections. Operate all normally open valves and stock cocks (fully closed to fully open, if still, repeat until clear (always shut slightly off fully open to avoid sticking open).	Six Monthly	Internal (Maintenance)	PPM	February / August			
32	Internal & External Fire Doors	N	Various (refer to site plan)	Monthly Door Inspection complete remedial work where required	Six Monthly	Internal (Duty Management / Competent Person)	PPM	March / September			
33	Internal Redecoration	N	Various	Assess area, paint walls & skirting if required. Replace damaged or stained ceiling tiles where necessary.	Annually	Internal (Maintenance)	PPM	May			
34	Ladders / High Level Access Equipment	N	Plant Room - Roof / Balcony & Mobile Ladder	Condition assessment completed and recorded (form F12)	Six Monthly	Internal (Duty Management)	PPM	January / July			
35	Legionella - Running of Little Used Outlets	N	Various (refer to Legionella risk assessment)	Locate each identified little used outlet / tap and flush through and purge to drain for one minute.	Weekly	Internal (Duty Management)	PPM	Weekly		Refer to Duty Managers Building Tour Check Sheets	
36	Lockers	N	Dry and Wet Changing Rooms / Expressions Corridor	Record the number of lockers operational and out of service in each area. Replace broken locker mechanisms, keys and straps.	Six Monthly	Internal (Maintenance)	PPM	April / October			
37	Pool Plant: Inverter / Variable Speed Drive (V)	N	Plant Rooms - Pool	Pool Circulation Pumps: Isolate from the power and remove casing. Clean the heat sink and cooling fan with compressed air and remove any excess dust / dirt	Annually	Internal (Maintenance)	PPM	February			
38	Poolside Alarms	N	Main Pool x 3 & Leamer Pool x 1	Inspection & Testing of Poolside Alarm Call Points (Audible)	Daily	Internal (Duty Management)	PPM	Daily		Refer to Duty Managers Building Tour Check Sheets	
39	Poolside Rescue Equipment	N	Main & Leamer Pool (equipment list TBC)	Inspection of poolside rescue equipment (e.g. spineboard, torpedo buoy, throw bag etc) to ensure it remains fit for use	Daily	Internal (Duty Management)	PPM	Daily		Refer to Duty Managers Building Tour Check Sheets	
40	Portable Electrical Appliances (PAT)	N	Sports Hall Store, Studios and Wetside Changing Rooms	Formal visual inspection of high risk portable electrical appliance items including hair dryers, inflatable blowers and sound systems.	Quarterly	Internal (Duty Management)	PPM	February / May / August / November			
41	PPE	N	Various	Inspection of PPE to ensure it remains fit for purpose and free from defects	Monthly	Internal (Duty Management)	PPM	January / February / March / April / May / June / July / August / September / October / November / December			
42	Radiators	Y	Various	Check radiator valves and connection for leaks. Remove any dust build-up from back or hidden surfaces	Six Monthly	Internal (Maintenance)	PPM	February / August			
43	Water Fountain / Boilers	N	Expressions Gym & Cafe	Inspect the filter / record the display reading for the filter and replace if necessary.	Quarterly	Internal (Maintenance)	PPM	March / June / September / December			



## “CERTIFICATE OF EMPLOYERS’ LIABILITY INSURANCE (a)

(Where required by regulation 5 of the Employers’ Liability (Compulsory Insurance) Regulations 1998 (the Regulations), one or more copies of this certificate must be displayed at each place of business at which the policy holder employs persons covered by the policy)

Policy No YMM902604  
Reference No 703157

- |  |                               |
|--|-------------------------------|
| 1. Name of policy holder                     | Legacy Leisure Limited        |
| 2. Date of commencement of insurance policy. | 31 <sup>st</sup> October 2020 |
| 3. Date of expiry of Insurance policy.       | 30 <sup>th</sup> October 2021 |

We hereby certify that subject to paragraph 2:-

1. the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney**(b)**; and
2. (a) the minimum amount of cover provided by this policy is no less than £5 million **(c)**.

Signed on behalf of Royal & Sun Alliance Insurance plc (Authorised Insurer)



Scott Egan  
Chief Executive, UK & International  
Royal & Sun Alliance Insurance plc

### Notes

- (a) Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.
- (b) Specify applicable law as provided for in regulation 4(6) of the Regulations.
- (c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.’  
paragraph 2(b) does not apply and is deleted.

**THIS IS YOUR CERTIFICATE OF EMPLOYERS' LIABILITY INSURANCE.**

**A copy of the certificate must be displayed at all places where you employ persons covered by the policy. THE EMPLOYERS' LIABILITY (COMPULSORY INSURANCE) (AMENDMENT) REGULATIONS 2008 permits the display of this certificate in an electronic form, provided persons covered by this policy have reasonable access to it.**

**The employer is strongly encouraged to retain all records related to this insurance.**

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## ENVIRONMENTAL POLICY

### Our Goal

Parkwood Leisure, partner and subsidiary companies, seek to be respectful custodians of the environment whilst carrying out our business activities, by reducing our negative impacts on the environment. Our commitment to maintaining an Environmental Management System (EMS) that meets the requirements of BS EN ISO 14001 aids our dedication to best practice and continual improvement in all aspects of our work and of the environment we work in. We shall demonstrate to our employees, partners and other stakeholders our commitment to the environment by promoting environmentally responsible practices and incorporating sustainable principles into our work.

### Our Business

Is to provide specialist leisure and facilities management services, including the operation of - swimming pools, sports centres, fitness gyms, golf courses, catering facilities and theatres in partnership with our clients.

### Our Environmental Policy

We shall:

- Develop an awareness and understanding with our employees, partners/clients and the wider community of the many interactions between the company's operations and the environment;
- Maintain a healthy working environment for all our customers, employees and the community;
- Working towards protecting the environment by preventing or mitigating adverse environmental impacts;
- Comply will all relevant environmental legislation and other requirements to which the company subscribes, related to our environmental aspects;
- Reduce the amount of energy we use through good management, training and informed purchasing practices and decisions, and;
- Achieve continual improvements to enhance our environmental performance and EMS.

### Our Environmental Strategy

We shall deliver our environmental policy by:

- Setting clearly defined objectives and targets addressing environmental issues;
- Demonstrating continual improvement in our management of environmental issues;
- Taking account of environmental issues in our commercial decision making;
- Working constructively with organisations concerned for the environment;
- Promoting our environmental activities with our staff, partners and other stakeholders and letting them know of our concern for the environment;
- Complying with the legislation, regulations and codes of best practice aimed at protecting and improving the environment;
- Providing support and advice to staff, suppliers and other stakeholders on environmental matters relating to our operations and ensuring that all staff and subcontractors will be made aware of this policy and associated procedures concerning our impact on the environment (including making this policy publicly available), and;
- Monitor, audit and review our performance, and ensure this policy is reviewed for continuing suitability during the management review process.



**Glen Hall**  
Managing Director

Document: Environmental Policy	Page 1 of 1
Author: Glen Hall, Managing Director	Issue: 18
Approved by: Glen Hall, Managing Director	Date: March 2019

Vale Leisure Centre Utility Consumption - Contract Year 9

Utility	Site Name	Branch Number	Meter	1st August 2020 to 31st July 2021												2020/21
				Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
Elec	Barry Leisure Centre	LL591	2199989622400	37948	22441	29328	33468	30081	40783	27374	28994	18673	15681	10006	13784	308561
Elec	Colcot Leisure Centre	LL595	2198765192051			15896	7374	17342	2106	2180	7682	2820	3516	3417	3417	65750
Elec	Colcot Leisure Centre	LL595	2199992461950	0		332	256	0	0	0	0	0	0	0	0	588
Elec	Cowbridge Leisure Centre	LL594	2199989658105	5341	16196	14353	14489	14118	4887	4324	5289	2403	11573	8972	9782	111727
Elec	Llantwit Major Leisure Centre	LL593	2199989657982	11451	17386	17171	16460	15980	9164	9219	10334		8848	8451	9442	133905
Elec	Penarth Leisure Centre	LL592	2199989621425	38100	19443	17450	17854	34932	20245	21223	23820	16582	38400	36349	42946	327343
Elec	Penarth Leisure Centre	LL592	2199992692091			20314	10226	376	338	298	330	166	203	212	222	32685
Gas	Barry Leisure Centre	LL591	81120502	0	348208	273994	315700	421248	373304	-343396	53028	68942	150124	132409	139825	1933386
Gas	Colcot Leisure Centre	LL595	8889441910	1786	804	17816	22182	35932	8134	7227	40946	9955	3341	2951	4071	155145
Gas	Cowbridge Leisure Centre	LL594	81116309	424	4064	34032	43762	50194	0	0	0	1114	34387	2004	2988	172969
Gas	Llantwit Major Leisure Centre	LL593	79415410	7412	3818	13994	24142	22528	0	0	0	1926	6937	6948	8097	95802
Gas	Llantwit Major Leisure Centre	LL593	79433210		39632	47316	49908	42038	0	0	0	8441	24977	17193	16747	246252
Gas	Penarth Leisure Centre	LL592	776309	117312	323330	382824	377802	306538	0	0	534	32719	182473	122488	114910	1960930

## 3 Session Ongoing Training and Competency Assessment Plan

2 Hour	The Lifeguard, Swimming Pool and Supervision (20 mins)	CPR, AED and First Aid (40 Mins)		Intervention, Rescue and EAP (1 Hour)
Session 1 (May/August November)	NOP/EAP Refresher <b>Discuss Covid Changes</b> Role of the Lifeguard Accountability Overview of H+S Scanning Customer Care <b>Maintain SD Guidelines</b>	Priorities of Cas Management Moving Casualties Dealing with Regurgitation Recovery Position CPR - Adult <b>Covid Guidelines to be followed</b>	Priorities of First Aid Hygiene Procedures and importance <b>Discuss changes to procedure due to Covid</b> History, Symptoms, Signs Heart Attack Shock	Putting the Casualty First Poolbased Rescues Types of Rescues Lifeguard Entries Identifying and Emergency
				Fitness and Teamwork
Session 2 (June/September December)	NOP/EAP Refresher <b>Discuss Covid Changes</b> Visibility Common Pool Features Common Pool Hazards <b>Discuss changes due to Covid</b>	Choking Cardiac Arrest Airway Management <b>Reinforce Covid guidelines</b> CPR - Child Infant <b>Covid</b>	Breathing Problems Dressings and Bandages Cramp Burns and Scalds Aftermath <b>Hand Washing</b>	Personal Safety Rescue Equipment Rescue Skills Casualty Recovery
				Scenarios
Session 3 (July/October)	NOP/EAP Refresher <b>Discuss Covid Changes</b> Supervision of specialist equipment and activites Early Intervention and Accifent Prevention Use of Technology to assist Lifeguarding	CPR Adult (Drowning and Spinal) <b>Covid</b> Problems with CPR	Fainting Heat Exhaustion Sprains and Strains Diabetes	Spinal Cord Injury Management PXB
				Fitness and Timed Swims

NRASTC Quarterly Staff Training										
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## 2 Session Ongoing Training and Competency Assessment Plan

2 Hour	The Swimming Teacher, Swimming Pool and Class Management (20 mins)	CPR, AED and First Aid (20 Mins)	Intervention, Rescue and EAP (1 Hour 20 Mins)
Session 1 March/September	NOP/EAP Refresher <span style="color: red;">Discuss Covid Changes</span> Role of the Swim Teacher Induction Training PSOPs	Unconsciousness CPR - Drowning <span style="color: red;">Covid</span> Effects of Drowning	Putting the Casualty First Teamwork Types of Casualties Entries Identifying and Emergency Personal Safety
Session 2 December	NOP/EAP Refresher <span style="color: red;">Discuss Covid Changes</span> Types of Pools and Lessons Pre Class Safety Considerations Managing Safety during lessons Swimming Pool and Lesson Rules Ratios Swimmers with Special Needs or Disability	Unconsciousness CPR - Drowning <span style="color: red;">Covid</span> Effects of Drowning	Rescue Equipment Rescue Skills Casualty Recovery Poolbased Rescue In Water Rescue Spinal/PXB

# Human Focus Training Dashboard - Year 9 (August 2020 to July 2021)

User Training Results
Training History
Training Matrix
Statistics
Assessment(s) To Do

☰ Filters

Overall

By Site Location

By Department

By User Group

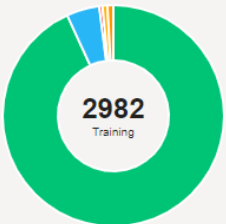
By Compliance

01-08-2020 to 31-07-2021 ✕

Duration  
Custom ▾

? Help

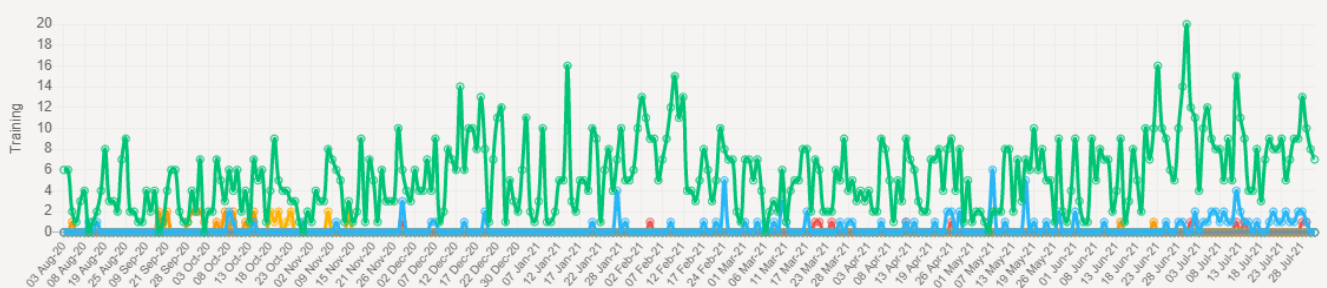
**Status Overview from 01-08-2020 to 31-07-2021**



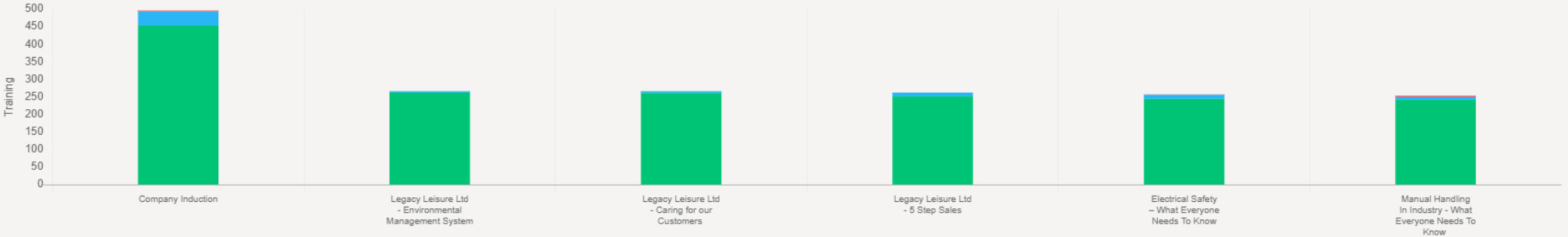
2982

Training

**Timeline from 01-08-2020 to 31-07-2021**



**Training Overview from 01-08-2020 to 31-07-2021**



Select Training

# PURCHASING POLICY

## Document Owner

Giles Rawlinson  
Finance Director  
Attwood House  
Telephone: 01299 253400

## Related Documents

Version	Reference	Name	Date
	FP02	Purchase Orders	
	FP03	Purchase Invoices	
	FP35	Petty Cash	
	FP10	Competitive Bidding Procedure	

Version	Reason for change	Date	Changed by
10	Date Of issue	22.Jan.2014	NJC on behalf of AJAW
	Review - Date Only	29 Jan 17	AW Review - no change
	Review - Date Only	8 Oct 18	AW Review - no change
11	Review - Date Only	3 Jan 2020	RG Review - changes completed

## **Aim of Policy**

The aim of this policy is to set out the framework within which the purchasing function is undertaken by Parkwood, Subsidiary companies and partners and provide the principles within which Directors and Senior Managers can make purchasing decisions.

## **Role / Definition of Purchasing**

To acquire the right quantity of goods and services, at the right time, of the right quality, from the right source at the right price.

## **Principles**

Understanding the true costs of purchasing activity as a whole will inform the correct balance between national, regional, area and local contracts. The presumption must be that the majority of suppliers must be under contract and that these contracts should be national or regional in nature and that local suppliers are only used where it is contractually required, economically beneficial and demonstrates corporate social responsibility.

There following are the basic objectives of this policy:

- (i) To supply the organisation with a flow of goods and services to meet its needs.
- (ii) To ensure continuity of supply by maintaining effective relationships with existing sources and developing other sources of supply either as alternatives or to meet emerging or planned needs.
- (iii) To buy efficiently and wisely, obtaining by an ethical means the best value for money.
- (iv) To maintain sound co-operative relationships between departments, providing information and advice as necessary to ensure the effective operation of the organisation as a whole.
- (v) To develop staff, policies, systems, procedures and organisation to ensure the achievement of these objectives.

## **Purchasing Categories**

Purchasing Categories are set out in Annex A.

## **Purchasing Manual**

The Parkwood subsidiary companies and partners' Purchasing Directory is the authoritative document for contracted, preferred and recommended suppliers, held on the intranet for use by all those involved in purchasing. Where contracts and agreements are in place sites must purchase items using those suppliers unless express permission has been granted by the Commercial Department. This directory will include:

- Details of all Group purchasing arrangements
- Details of all Company purchasing arrangements nationwide.

## **Requirement for Competitive Bidding (Tender), Benchmarking and Request for Quotes**



For competitive bidding or requests for quotes, a minimum of 2 suppliers shall be invited to provide tender prices and wherever possible, 3 or more. Exceptions to this rule shall only be authorised by the Managing Director. (There may be exceptional situations where a single source supplier is appropriate).

Competitive bidding or benchmarking should be undertaken for:

- all company wide contract categories listed at Annex A, at least every 3 years.
- the purchase of any expenditure item or service where no contract exists and where there is a total projected company annual cost above £40,000 (net of VAT). In such circumstances the competitive bidding process may be conducted at regional level and must take a view of the contract covering the respective region as a minimum and the whole company as a preference.
- Specific circumstances where an independent tender is contractually required (refurbishment of centres, new build etc)

Requests for quotes must be made for the supply of all goods and services that are not covered by an existing contract or company agreement where the annual projected cost is in excess of £1,000 and less than £40,000 (net of VAT).

The Competitive Bidding Procedure will be maintained in the Oracle ([FP10](#)).

All other items should be purchased at the best possible prices on a site by site basis.

### **Supplier Monitoring**

Supplier performance monitoring procedures will be developed and improved as the (ABS) e5 implementation progresses.

### **Corporate Social Responsibility**

The Parkwood subsidiary companies and partners' are committed to choosing environmentally friendly suppliers and products where possible; it will seek sustainable products and source locally where it is practical to do so. Statements on sustainability and environmental impacts are required from companies bidding for our contracts.

### **Authorisation Levels**

Authorisation levels are contained within the Purchasing Procedures and shall be approved by the Managing Director ([FP 02](#))

### **CapEx**

Procedures for purchasing of CapEx are outlined in the Purchasing Procedures ([FP 02](#))

### **Lifecycle**

Procedures for purchasing of equipment lifecycle items are outlined in Purchasing Procedures ([FP 02](#))

### **Advance Business Solutions (ABS) e5 software system.**

Now the system is in place the greater availability of purchasing data should improve the rate of progress. The required end states are:

- a. Improved policing of adherence to corporate supplier agreements.

- b. Regular performance of supply base analysis to ensure that spend categories are reviewed and consolidated list of contracted, preferred and recommended suppliers from which to produce tender lists for corporate supply contracts.
- c. Increased number of corporate supply contracts.
- f. Statistical supplier performance monitoring.
- g. Improved supplier risk reduction.

**Review of the Policy**

The policy will be reviewed every 2 years by the Commercial Director in conjunction with the Financial Controller, or more frequently if required.

**Andrew Wadland**  
**Commercial Director**  
**January 2016**

**Annex A**

**PURCHASING CATEGORIES**

<b>Supplier Category</b>	<b>Type of Contract</b>
<b>(a)</b>	<b>(b)</b>
Postal / Delivery Courier	National

Letterheads & Compliment slips	National
Membership Cards	National
Postage inc franking	National
Office Stationery	Group
Till & Credit Card/PDQ Roll supplier	National
Office Furniture	National
Photocopier rental & copy charges	National
Press / Media - Advertising	National
Press / Media - Recruitment	National
Café Furniture	National
Cash Handling	National
PDQ Charges	National
Finance System(s)	Group
Finance System(s)	National
Beers Wines and Spirits	Group
Compresses Bottled Gas	National
Catering Disposables	Group
Catering Equipment	Group
Freezers and POS Equipment	Group
Vending - Cold Drinks	Group
Vending - Hot Drinks	Group
Vending - Cold Drinks	Group
Vending - Snack Machines	Group
Vending - Confectionary	Group
Vending - Sports Nutrition	Group
Ice Cream	Group
Catering - Fresh/Dry	Group
Catering - Frozen	Group
Party Bags	National
Party Consumables	National
Gym Equipment – CV	National
Gym Equipment – Resistance	National
Gym Equipment – Loose Items	National
Gym Equipment – Spin Bikes	National
Sports Hall Equipment – Loose Items	National
Soft Play	National
Pool Chemicals	National
Dosing Equipment	National
Cleaning Chemicals and Materials	National
Spa Treatment Consumables	National
Cleaning Machines	National
Pool Vacuums	National

Retail Sports Goods - Swimming Badges	National
Retail Sports Goods - Spinning Merchandise	National
Retail Sports Goods - Sway Dance Clothing	National
Retail Sports Goods – S Dance Merchandise	National
Retail Sports Goods - Goggles	National
Retail Sports Goods - Swimming Costumes	National
Retail Sports Goods - Swimming Aids	National
Retail Sports Goods - Sports Equipment	National

Electrical Contractor	1 per Area
Builders Merchant	National / Regional

Plumber	Allowance per Region / Area
Glazier	Allowance per Region / Area
Window Cleaning Contract	Allowance per Region / Area
AHU Plant Maint - Electrical/Controls	Allowance per Region / Area
AHU Plant Maint - Mechanical	Allowance per Region / Area
BMS – Maint and Servicing	National
Intruder Alarms – Maint and Servicing	National
Tools, Ironmongery and Hardware Supplies	National
Pool Plant	Allowance per Region / Area
Pest Control	National
PAT	National
Water Treatment Testing	National
Fire Testing	National
Plant Hire	National
Audio Hi-Fi / Video	National
Light Bulbs & Electrical Fittings	National
Training – Fire	National
Training – First Aid	National
Training - Catering	National
Clothing and Uniform	National
Safety Clothing	National
Name Badges	National
Professional Services - Auditors	Group
Professional Services - CRC Auditor	Group
Professional Services - Energy Consultants	National
Professional Services - Legal	National
Professional Services - Surveyor	National
Professional Services - Utility Consultant	National
National Non-domestic Rates	Group
CHP Scheme Consultant	National
CHP Maintenance	National
Utilities - Biomass Fuel Suppliers	National
Utilities - Gas	Group
Utilities - Electricity	Group
Utilities - Comms Lines	Group
Utilities - LL Call Charges	Group
Utilities - Telephone Rental	Group
Utilities – Mobile Call Charges	Group
Dryside Inflatables	National
Wetside Inflatables	National
First Aid Supplies	National
Personnel Hygiene Services	National
Hand Driers	National
Air Fresheners	National
Marketing - Design	National
Marketing - Print	National
Marketing - Advertising Revenue	National
Car Leasing	Group
Confidential Waste	National
General Waste	National
Hazardous Waste Disposal	National
Recycling	National

Statutory Compliance Testing	National / Regional

2021 Centre Opening Times - 435 Hours												
	Barry		Penarth		Cowbridge		Llantwit Major		Colcot		Total	
Monday	7:00 am - 9:00 pm	14.00	6:30 am - 9:00 pm	14.50	7:00 am - 9:00 pm	14.00	7:00 am - 9:00 pm	14.00	8:00 am - 9:00 pm	13.00	69.50	
Tuesday	7:00 am - 9:00 pm	14.00	6:30 am - 9:00 pm	14.50	7:00 am - 9:00 pm	14.00	7:00 am - 9:00 pm	14.00	8:00 am - 9:00 pm	13.00	69.50	
Wednesday	7:00 am - 9:00 pm	14.00	6:30 am - 9:00 pm	14.50	7:00 am - 9:00 pm	14.00	7:00 am - 9:00 pm	14.00	8:00 am - 9:00 pm	13.00	69.50	
Thursday	7:00 am - 9:00 pm	14.00	6:30 am - 9:00 pm	14.50	7:00 am - 9:00 pm	14.00	7:00 am - 9:00 pm	14.00	8:00 am - 9:00 pm	13.00	69.50	
Friday	7:00 am - 9:00 pm	14.00	6:30 am - 9:00 pm	14.50	7:00 am - 9:00 pm	14.00	7:00 am - 9:00 pm	14.00	8:00 am - 9:00 pm	13.00	69.50	
Saturday	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	45.00	
Sunday	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	45.00	
Total		88.00		90.50		88.00		88.00		83.00	437.50	
Bank Holidays	9:00 am - 7:00 pm		9:00 am - 7:00 pm		Closed		Swim Lessons Only		Closed		0.0	
Minimum Contract Requirement - 415 Hours												
	Barry		Penarth		Cowbridge		Llantwit Major		Colcot		Total	
Monday	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	65.00	
Tuesday	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	65.00	
Wednesday	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	65.00	
Thursday	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	65.00	
Friday	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	8:00 am - 9:00 pm	13.00	65.00	
Saturday	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	45.00	
Sunday	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	45.00	
Total		83.00		83.00		83.00		83.00		83.00	415.00	
Bank Holidays	Closed		Closed		Closed		Closed		Closed		0.0	

Parkwood Leisure, Subsidiary Companies and Partners	Ref No. : PP1
<b>Leisure Centre Operating Procedure</b>	Page : 1 of 5
	Issue : 1
	Date of Issue : September 2020
Title: Pool Plant Management	Approval : HSC Manager

## 1. PURPOSE & SCOPE

- 1.1 To manage swimming pool plant effectively and safely.
- 1.2 This procedure details how swimming pool plant and water quality is managed. It details our policy commitment, staff structure, plant room environment,
- 1.3 It is supported by a suite of detailed operational procedures.

## 2. REFERENCES

- 2.1 Swimming pool water treatment and quality standards for pools and spas (Pool Water Treatment Advisory Group-PWTAG)
- 2.2 Oracle procedures
- 2.3 Managing health and safety in swimming pools- HSG179:2018
- 2.4 BSEN15288:2018 Parts 1&2 Swimming pools for public use

## 3 DOCUMENTS

- 3.1 Pool Plant Procedures- PP2 onwards
- 3.2 HS05- Monitoring of Standards
- 3.3 HS04- Risk Assessment
- 3.4 Safety Policy

## 4 LOCAL INFORMATION

- 4.1 This procedure is corporate, but may generate site specific records.

## 5 RESPONSIBILITIES

Centre Manager- Overall responsibility for pool water quality and development and implementation of site specific procedure based on this template.

Duty Manager- Shift responsibility for pool water quality and plant room housekeeping.

Trained pool plant operator- Responsible for carrying out specific tasks including inspections, water tests and backwashing to maintain water quality. Plant room housekeeping.

## 6 PROCEDURE

### 6.1 Policy Statement

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The company is committed to maintaining high standards of water quality in line with industry and PWTAG guidance in line with the company Safety Policy. Risk assessments are conducted in accordance with Procedure HS04.

The company is committed to operating all services safely in line with our safety policy statement.

## 6.2 Staff Structure

The Health, Safety and Compliance Manager oversees the revision and document control of the template of procedures.

General/Centre Manager coordinates standards and systems on site.

Duty Manager coordinates the operation of the pool on a shift basis.

Pool Plant Operator is a trained person to conduct specific tasks e.g. backwashing.

Recreation Assistants report water quality problems and conduct pool water tests.

### Pool Plant Training Policy

- Pool plant maintenance e.g. backwashing, cleaning injectors, filling day tanks should be done by Pool Plant Operator trained personnel (PPO). There may be exceptions where the process is automated and the technical understanding requirement may be lower.
- Conducting pool water quality tests does not require a PPO qualification.
- Broadly there are two PPO qualifications, one that lasts for 3 years and one for 5 years. Wherever possible training in the 5 year option should be organised.
- Course should be level 3 on the national occupational standards framework, e.g. PWTAG, CIMSPA, STA approved.

## 6.3 Measuring and monitoring performance

A series of daily, weekly and monthly checks are detailed in the Pool Plant Procedures along with the corrective action processes.

Internal 6 monthly audits of performance and periodic external audits are conducted in accordance with procedure HS05.

## 6.4 Plant Room environment

The following housekeeping rules are to be followed in the plant room:

- Keep secure to prevent unauthorised access



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- Keep emergency routes clear
- Do not allow rubbish and broken items to build up
- Maintain floors in a tidy condition, including preventing build up of split chemicals.
- Excess water is removed via a sump pump
- Any protruding hazards at head height are highlighted and cushioned if necessary.
- Keep PPE accessible, personal and well maintained.
- Ensure lighting fully working.
- Ventilation ok.
- Are there adequate warning signs & notices related to personal protection, e.g. Noise, hazardous chemicals?
- Are machinery guards fitted and serviceable where appropriate?

## 6.5 Lone Working, COSHH and Personal Protective Equipment (PPE)

To maximise safety due to gas inhalation or other injuries all tasks involving plant room operations must comply with the following procedure:

- Staff member alerts another staff member that they are going to the plant room
- Staff will only undertake tasks and handle chemicals and equipment for which they have received full and documented training in.

Each site will have identified (as part of the risk assessment) certain tasks which should not be completed by a lone worker. These tasks must only be completed when two members of trained staff are available.

## 6.6 Pool Plant procedures

A suite of pool plant operating procedures details the essential processes for safe and proper operation;

<b>Title</b>
PP1- Pool plant management
PP2-Filtration and backwashing

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PP3- Pool chemical deliveries
PP4- Pool Chemical storage, dosing and good practice principles
PP5- Pool water standards & testing
PP6-Water quality problems
PP7- PAC coagulant and injector cleaning
PP8-Cleaning HTH hopper
PP9-Pool plant technical information
PS21- Faecal Contamination

### Review

New Document April 2019- HSC Manager  
Reviewed by HSC Manager -Sept 2020- no changes

### Appendix One- Glossary of Terms

#### Glossary of plant equipment and terminology

**Filter** – A device using a sand/glass base where water is forced into at high pressure causing polluted particles to be taken from the water. It is recommended that the sand is changed a minimum of every seven years. Although annual inspection may change the frequency.

**Strainer Basket** – A gauze basket located inside the pump to catch larger particles of pollution.

**Calorifier** – A device used for indirectly heating the water controlled via a heat bypass valve. Many different types of calorifiers exist and may vary between facilities. Common types are non storage calorifiers, plate heat exchanger and run around coil.

**Chemical Control Panel** – A computerised panel that measures the constant pH and chlorine/disinfectant levels of the water using ampermetrics. These probes must be cleaned and calibrated at least monthly and the probes are generally replaced every three years. Cleaning and calibration of this unit will vary between sites and it is recommended that operators consult their individual operating guides for this.

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**Day Tank and 'Bund' Container** – A day tank is the vessel responsible for holding automatically added chemicals through the dosing system. They will usually hold the following chemicals – ‘Sodium Hypochlorite’, ‘Calcium Hypochlorite’, ‘Sodium Bisulphate’ and in extreme cases ‘Hydrochloric Acid’. In certain larger pools there may be a container holding Poly Aluminium Chloride, Spa Pools may use a brominated product fed through an erosion feeder.

**Gas Cylinders** – Some sites may be using carbon dioxide cylinders (CO<sub>2</sub>) as a pH balancing agent. It is important to ensure that the gas supply is turned off at the chemical control panel and at the cylinder prior to disconnection. In reconnection it is imperative that the gas has a good seal and is not over tightened before being turned on. CO<sub>2</sub> alarms should be in place and serviced annually.

**Injector** – This is a device used for supplying chemicals to pool water via the pipework.

**Infusion Rod** - This is a device used for infusing gas into pool water via the pipework.

**Self Levelling Unit and Automatic Top Up Valve** – This is a device used for ensuring that the water is maintained at a constant level. The self levelling valve is in essence a ball cock or an electrical sensor that measures the water level, any shortfall in water is made up by the automatic top up valve (also used for freshwater dilution).

**Liquid Metering Instruments (LMI) pumps** – These are the pumps that are responsible for delivering chemicals to the pool water.

**Filtration** – This relates to the normal flow of water through the pipework and associated equipment throughout the operational day where water is pumped through from the top of the filter to the bottom and back to the pool.

**Backwashing** – This term relates to diverting the filtration flow from the bottom to the top of the filter and out to the drain. By doing this pollution is removed from the filters and freshwater dilution replenishes the pool.

**Flocculant**- Trickle dosed into the filter (normally PAC) to coagulate solid pollution to aid effective filtration.

# Utility League Tables -JUNE 2021

ELECTRICITY JUN 2019 vs JUN 2021

9	Cowbridge Leisure Centre	-34.9%	
16	Penarth Leisure Centre	-27.1%	
25	Llantwit Major Leisure Centre	-21.4%	
57	Barry Leisure Centre	20.9%	Overnight electricity baseline is higher than 2019 baseline consumption (approx 10kWh per hour overnight). Out of hours usage to be reviewed.

GAS JUN 2019 vs JUN 2021

7	Cowbridge Leisure Centre	-50.8%	
13	Llantwit Major Leisure Centre	-40.9%	
20	Penarth Leisure Centre	-32.3%	
30	Barry Leisure Centre	-16.0%	
35	Colcot Leisure Centre	-6.9%	

OVERALL ELEC PERFORMANCE (Average)

-15.6%

OVERALL GAS PERFORMANCE (Average)

-35.0%

# CUSTOMER CARE POLICY

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December 2020

<b>Document:</b> Customer Care Policy	<b>Page:</b> 1 of 8
<b>Responsibility:</b> Glen Hall (Managing Director)	<b>Version:</b> 12.0
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## Document Owner

Glen Hall

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Version	Reason for change	Date	Created by
5.0	Version number & date amend	16 January 2009	Matthew Roberts
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10.0	Review & date amend	1 June 2018	Glen Hall
11.0	Review & date amend	1 October 2019	Glen Hall
12.0	Review & Format Change	1 December 2020	Glen Hall

## Related Documents

Version	Reference	Name	Date
	A04	Health & Safety Policy	1 January 2020
5.0	A06	Environmental Policy	18 March 2019
12.0	A07	Admission, Care & Protection of Children Policy	1 December 2020
3.0	A09	Media & Public Relations Policy	1 April 2016
13.0	A13	Programming Policy	1 December 2020
13.0	A12	Fees & Charges Policy	1 December 2020
8.0	MA18	Customer Behaviour Management Procedure	1 April 2020
13.0	R01a	Customer Care Principles & Guidelines	1 February 2020

	R19	Customer Comment Scheme	1 April 2020
	F712	Customer Care Training Module - HF	
13.0	HS5	Violence to Staff & Lone Working Procedure	1 August 2020
	HR01	Employee Handbook	1 October 2020
4.0	A03	Internal Marketing Standards	1 August 2013
11.0	R20	Customer Complaints Handling	1 April 2020
	F3000	Customer Service Charter	1 December 2020
	A	Quality Policy	1 December 2020

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## 1. Policy Statement

Parkwood, Subsidiary Companies and Partners' places the highest priority on meeting and exceeding Customer and Client requirements in customer care. We pride ourselves in our **DNA** which sets out our approach for **Driving Innovation, Nurturing People & Achieving Excellence** in all aspects of service delivery to ensure the highest standard of customer care.

Our mission is to **create strong, lasting partnerships, built on a foundation of efficient and effective delivery, to encourage happier and healthier lifestyles**. Our collaborative approach is based on honesty and transparency, working closely with local authorities to deliver against their own corporate, commercial and social objectives.

The Parkwood, Subsidiary Companies and Partners' Customer Charter sets out our five priorities:

- To create the right impression
- To display a positive attitude
- To deliver consistently high standards
- To deliver a safe environment
- To determine & deliver your needs

Our customers are considered to include members of the public, our employees and other organisations the company comes into contact with from time to time. This policy has been formulated in response to the Company's ambition to become a market leader in this sector.

## 2. Terms of Reference

Customer Care is defined by the company as achieving high customer satisfaction in the following areas:

- **Customer Communication** & Response Times
- Cleanliness, hygiene, environmental conditions
- Value for money
- Attitude of staff
- Programme variety
- Healthy & Safe Environment
- **Accessibility**

### **Our aim is to:**

- Establish customer needs for our products and services
- Provide customers with effective and innovative solutions to their problems
- Facilitate a teamwork approach with customers to ensure expectations are realised
- Provide communication links, processes, procedures and systems at all appropriate levels in order to maximise customer responsiveness and cooperation
- Facilitate customer reviews to improve the quality and delivery of service with the aim of developing continuous improvement to all added value aspects of our service
- Conduct regular surveys and welcome feedback whether positive or negative
- Regularly review any suggestions to improve our service levels made by both our customers and our staff

- Record and review all dissatisfactions raised in order to improve what we do, wherever possible
- Deliver our customer services fairly, reasonably and without prejudice
- Ensure our employees treat customers in a professional, courteous and helpful manner. Customers can expect us to respect their privacy and dignity. We are fully committed to treating people as individuals, providing equality of opportunity for all our employees and equal treatment for our customers
- Value diversity which will enable us to realise the full potential of all our employees and help provide the best possible service to our full range of customers
- Strongly promote customer focus within our entire organisation
- We provide a wide range of services and aim to deliver the best possible experience to all our customers. We will strive to ensure that no customer is unable to use, or is disadvantaged in accessing, our facilities. We will consult regularly to review customer needs and requirements. We will act to avoid and eliminate discrimination against any customer.

Standards of customer care are reported objectively via a series of performance monitoring systems, which avoids unnecessary bureaucracy and does not impinge upon employee autonomy.

- Site based performance indicators
- Internal benchmarking
- External, industry benchmarking

To achieve the required standards of customer care the company adopts the principles highlighted below.

### **3. External Communication**

The Company adopts a range of formal and informal communication systems and procedures to ensure that customers' views and comments are monitored throughout the management period. These will include, but is not limited to:

- User surveys
- Non user surveys
- Customer comment feedback forms, letters and verbal reports
- Customer forums & management question times
- Press, public relations and new media communications
- Social Media data gathering
- Website feedback

The Company sets out clear timescales, responsibilities and performance/tolerance levels for each of these processes to ensure that its customer care standards are achieved. In some circumstances the Company may support the use of external agencies to carry out research functions.

These modes of communication are designed to ensure that all views (across genders, race, ability, cultural etc.) and trends (national, regional and local) are taken into account for all facilities and services provided.

## **4. Internal Communication**

A series of regular meetings between employees in all designations will be implemented to ensure that employees at all levels feel both knowledgeable enough and empowered to accept responsibility for addressing customer requests and concerns.

The frequency, nature and delegation of employee meetings will be set out in each centre's operating procedures.

The Company will also operate a number of internal communication networks to keep employees informed of local and corporate issues. This will include the regular updating of the Company intranet, publication of corporate newsletters, memos and on site operation logs for each area of work, i.e. Duty Managers, Recreation Assistants, Receptionists. Shifts will be designed to include an over-lap time, allowing staff time to discuss recent amendments and pass over information.

## **5. Training**

Customer Care will form an integral part of the training process. This ensures that all staff receive both general and specific training. From the point of induction (within the first 4 weeks employment) through a personalised development scheme that ensures continued personal development for each individual. Each employee will be provided with details of the company's expectations in respect of their responsibilities for maintaining quality, care and excellence in customer care via the employee handbook

The policy requires that procedures and policies put great emphasis on providing a quality service to the users and ensuring that staff are fully aware of facilities, programming and pricing structure.

All employees will be required to complete the E Learning customer care session on commencement of their employment and refresher courses throughout their employment. This ongoing approach to training ensures staff remain abreast of updates in standards, legislation and safety systems.

The Company's approach to customer care looks to draw on the skills and experience of long serving staff including the transfer of skills between contracts where opportunities arise.

In terms of standards of customer care, Parkwood, Subsidiary Companies and Partners' is committed to the standards set out in the National Vocational Qualifications in areas such as Sport & Recreation/Customer Care and Catering.

The Company adopts a policy of encouraging and rewarding employee initiatives that will result in customers experiencing improved levels of customer service (e.g. Employee of the month etc). All staff will be made accountable for delivering high standards of customer care.

## **6. Quality Management System**

To ensure that there are minimum standards of service and customer care across all products and services, the Company adopts a core range of operating procedures. These are divided into health

and safety, financial, human resource and operational procedures. The latter covers all aspects of service delivery for the core products services and facilities operated by the Company. These procedures are all designed to be responsive and subject to continuous improvements identified by changes in customer expectations at national, regional or local variations, legislative changes and amendments to industry guidelines.

Parkwood, Subsidiary Companies and Partners' Quality Management System is about far more than providing a high level service: it is also about continual awareness of changing customer needs and feedback, getting the best out of resources, effectively communicating the service on offer, delivering the determined service effectively, efficiently, economically, and consistently and then analysing the success of the service provided.

Parkwood, Subsidiary Companies and Partners' Quality Management System adopts the principles of QUEST and where appropriate supports the local application for accreditation. Similarly, we monitor performance at centres where contractually required by clients through the National Benchmarking Survey (NBS), which quantifiably reports customer satisfaction levels.

## **7. Safety, Cleanliness & Hygiene**

The Company recognises that there is a need to provide a clean, safe and hygienic environment at all times. Procedures and systems have been instigated to provide this including safety audits, a specific health and safety policy etc. All procedures associated with safety and environmental conditions will set out response times and acceptable standards of service.

## **8. Smoking - Including E Cigarettes (Customers & Staff)**

The Company adopts a no smoking Policy throughout all its centres, aimed at reducing smoke related death, disease and disability among people working and visiting the Centres.

## **9. Complaints Handling**

Parkwood, Subsidiary Companies and Partners' will receive and deal with all feedback in a positive and constructive manner; adopting procedures that ensure all complaints are treated seriously, recorded, monitored and reported. By responding proactively to complaints, the company maintains the highest standard of service through the principle of continuous improvement.

If any complaint should be so serious in nature that it raises issues of the specification, and can not be rectified without the assistance of the Client representative, then they shall be informed immediately. Copies of all complaints made to Parkwood, Subsidiary Companies and Partners' will be made available to the Client, along with the response made.

Any complaints received from a Client will be responded to within 2 working days. Where this does not permit a full investigation of the matters raised this may be in the form of a holding letter confirming the actions to be taken and a date for further information to be supplied.

## **10. Reviews**

This policy will be reviewed in two years or following significant changes to the operation. Any changes to this policy must be agreed in writing with the Managing Director.

# ADMISSIONS, CARE & PROTECTION OF CHILDREN/VULNERABLE PERSON POLICY

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December 2020

<b>Document:</b> Admissions, Care & protection of Children/Vulnerable Person Policy	<b>Page:</b> 1 of 11
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7.0	Review & date amend	1 May 2018	Glen Hall
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## Related Documents

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2.0	HR023a	DBS Policy	1 October 2020
	HR023b	DBS Procedure	1 October 2020
	HR011a	Disciplinary Policy	1 October 2020
	HR011b	Disciplinary Procedure	1 October 2020
	HR006a	Induction Policy	1 October 2020
	HR006b	Induction Procedure	1 October 2020
	HR034a	Recruitment & Selection Policy	1 December 2020
	R19	Customer Charter	1 December 2020

	HS06	Holiday Scheme Childcare Information	1 December 2020
	HS05	Holiday Scheme Registration Forms	1 December 2020
5.0	AD31	Photographic permission/licensing	1 August 2019
	F079	Photographic Agreement Form	1 December 2020

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## **1. Introduction - Vulnerable Groups including Children**

Parkwood, Subsidiary Companies and Partners' are particularly aware of its social responsibility as a provider of sports and leisure facilities and activities for Vulnerable Groups which includes children less than 18 years of age and those with special educational needs.

As a company, we want to make a positive contribution to a strong and safe community, abiding by our duty to assist in the right of every individual to stay safe.

## **2. Purpose to follow Local Authority Safeguarding**

This policy has been designed to protect Vulnerable Groups which includes Children, Adults and its employees using services and facilities provided by the Company. The policy communicates the principles by which the Company and its employees operate and provides a framework to ensure that services are delivered in a good, safe and reputable manner through high calibre personnel.

The policy also provides guidance on how the Company responds to evidence of abuse or bullying being experienced by children whether in or out of the responsibility of the company.

## **3. Policy Statement**

Parkwood, Subsidiary Companies and Partners' has a duty of care to provide a safe, friendly environment where vulnerable adults and children can take part in activities with confidence whether for fun, developmental, social or educational purposes. An environment where parents and guardians can happily empower trusted staff with the responsibility for the health, safety and welfare of their children.

The values derived from different backgrounds; racial, cultural, religious and linguistic are recognised by Parkwood, Subsidiary Companies and Partners'. Their welfare, development and education are paramount.

Parkwood sites are required to abide by the Safeguarding Policies and Procedures of the Local Authority.

The designated member of staff who coordinates Safeguarding issues on site is the Centre Manager and will be responsible for liaising with their Local Safeguarding Board, and where applicable OFSTED on any safeguarding issues.

The Centre Manager as the coordinator will ensure the Centre operates to the required Policy and standards. The Centre Manager will need to ensure that this Policy document reflects their Local Authority Policy and procedures and be aware of any future updates.

The Company will operate a set of systems to be followed by all employees, self employed individuals, clubs or teams using or hiring the facilities when dealing with vulnerable groups including children.

## 4. Legal Framework

All agencies that work with children and families share a commitment to safeguard and promote their welfare and for many agencies that is underpinned by statutory duty or duties.

Set out below is the statutory context, and guidelines, that underpins the roles of practitioners in working together to safeguard and promote the welfare of Vulnerable Groups including children.

### 4.1 Primary Legislation

- Protection of Freedoms Act 2012
- The Children Act 1989 – s 47 Note much repealed in favour of Childcare Act 2006
- The Protection of Children Act 1999, Note minor amendments in favour of Childcare Act 2006
- Data protection Act 1998
- The Children Act 2004 (Every Child Matters) minor amendments in favour of Childcare Act 2006
- Childcare Act 2006
- [The Adoption and Children Act 2002](#)
- Police Act 1997
- [Mental Health Act 1983](#)
- Safeguarding Vulnerable Groups Act 2006
- The Health & Safety at Work Act (1974) and associated regulations.
- Human Rights Act 1998 Note in relation to Working Together to Safeguard Children 2010.

### 4.2 Secondary Legislation

- Sexual Offences Act (2003)
- Criminal Justice and Court Services Act (2000)
- Race Relations (Amendment) Act (2000)
- Race Relations (Amendment) Act (1976) Regulations
- Rehabilitation of Offenders Act 1974 and associated regulations
- [Counter-Terrorism and Security Act 2015](#)
- [Public Interest Disclosure Act 1998](#)

### 4.3 Guidance

- Working Together to Safeguard Children guidance 2015
- What to do if you are worried a Child is Being Abused (2004)
- The Framework for the Assessment of children in Need and Their Families (2000)
- The Common Assessment Framework 2005
- Local Conditions set out by Social Services Departments
- CIMSPA Info Note 008: CRB checks and when to use them
- ISRM Guidance Note No 340: Roles, skills, knowledge and competencies for safeguarding and protecting children in the sports sector
- Factsheet on Safeguarding Vulnerable Groups Act: Available at [URLwww.isa.homeoffice.gov.uk/PDF/283896\\_ISA\\_A4\\_FactSheetNo1.pdf](http://www.isa.homeoffice.gov.uk/PDF/283896_ISA_A4_FactSheetNo1.pdf)
- CIMSPA risk assessment guidance for child admission policies 2005 (2002)
- Early Years Foundation Stage reform 2012

## 5. Liaison with External Bodies

Centres will work to the guidelines set out by their Local Safeguarding Board. Training, as a minimum, in local operating procedures will be given and guidance in accordance with the local authority requirements will be sought where possible, from the local Safeguarding Board and incorporated into the training for staff. In addition, appropriate staff will complete our E Learning safeguarding module on commencement of employment and at appropriate review periods thereafter. **No person belonging to a vulnerable group including children will be left under the individual control of any staff member who has not undertaken this training.**

Where a site is registered separately, they will notify the registration authority (OFSTED) of any incident or accident and any changes in our arrangements that may affect the wellbeing of children. (OFSTED telephone number is 08456 404040).

It is important to remember that confidentiality is critically important at all stages of the reporting procedure. This is necessary to safeguard all parties including the potential perpetrator. Employee responsibilities are to inform only those people identified within the policy and not to discuss the case casually with their colleagues.

The important statutory duties in relation to safeguarding children cannot be met without effective and appropriate sharing of relevant information, some of which may normally be regarded as confidential between an employee and customer or client.

The Company will ensure that systems are in place in order that staff is suitably qualified to coach or supervise in the activity for which they are employed with the appropriate level of first aid qualification.

## 6. Employees

Parkwood, Subsidiary Companies and Partners' recognises and complies with its legal responsibility under relevant acts and guidance including as outlined in section 4 the Protection of Children Act 1999, the Criminal Justice and Court Services Act 2000 and the Safeguarding of Vulnerable Groups Act 2006 to prevent certain people from working with children or vulnerable adults and meets the requirements of the Police Act 1997 and the Protection of Freedoms Act 2012. In accordance with this legislation the Company sets out a detailed DBS Policy. The definition of regulated positions has been changed under the Protection of Freedoms Act 2012 and the position applied for needs to be that defined by the DBS. As an example the position of Receptionists is not recognised, a more accurate description for DBS purposes would be Coach, Instructor or Children's Party Host etc.

It should be noted that in some cases, Local Authorities may require all staff to undergo DBS checks. Employees are not permitted to individually supervise a member of a vulnerable group including children unless they have complied with this Policy.

Candidates are informed of the need to carry out DBS Enhanced disclosure checks with the Criminal Records Bureau before posts working directly with children or vulnerable adults can be confirmed, as required by the Local Authority procedure. If this is not applicable we will follow the Divisional policy and procedure, which is the minimum legal requirement.

We abide by OFSTED requirements, where we are registered, in respect of references and DBS for staff to ensure that no disqualified person or unsuitable person works at the crèche or has access to the children.

It is likely that the Local Authority Safeguarding Policy will require one of [our facilities](#) to refer an individual to the Disclosure and Barring Service if action has been taken against an individual for a serious Safeguarding Issue. In these circumstances other bodies such as the Local Authority Safeguarding Board, Social Services including Children Protection and the Police would be involved and a multi agency approach would be in place.

We have taken reasonable steps to ensure we have control over who comes into our Centres to ensure no unauthorised person has access to vulnerable groups including children.

We work in partnership with Educare to provide a comprehensive E learning package in safeguarding, which will help staff involved in activities with vulnerable groups including children within the centres to ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect and so that they are aware of the local authority guidelines for making referrals.

## **7. Reporting Abuse**

The Children Act 1989 introduced Significant Harm as the threshold that justifies compulsory intervention in family life in the best interests of children. Physical abuse, sexual abuse, emotional abuse and neglect are all categories of significant harm. There are no absolute criteria on which to rely when judging what constitutes significant harm. Sometimes it may be a single violent episode, but is more often an accumulation of events.

We acknowledge that abuse of members of vulnerable groups including children can take different forms – physical, emotional, sexual as well as neglect.

Where such evidence is suspected, the member of staff makes a dated record of the details of the concerns on the formal incident report form (F3032) and discusses what to do with the Centre Manager immediately. The Centre Manager will seek guidance in the first instance from the local Safeguarding Board and then report the issue to the client.

Where a member of staff is accused of any abuse the Regional Director will be informed and an initial investigation under the Company's Disciplinary Procedure will be carried out immediately. The Company treats allegations of abuse of a member of a vulnerable group including children as a serious matter and may report any individual who is identified as having committed any act of indecency or abuse in any situation.

We will ensure that all Parents and Guardians are directed to the complaints procedure (Ref Customer Care Policy A7, Customer Service Charter F3000 and Customer Comment Card F145) to comment on the service provided by the Centre, which may include an allegation of abuse. We will follow the local Safeguarding Board guidance when responding to any complaint that a member of staff or volunteer has abused a member of a vulnerable group including children. We will respond to any disclosure by a member of a vulnerable group including a child, adult or staff

member that alleged abuse by a member of staff may have taken, or is taking place, by first recording the full details of any such alleged incident using the Incident Report Form (Ref F3032).

All notified cases of abuse of a member of a vulnerable group including a child, will be reported by the Centre Manager to the Local Safeguarding Board. The Regional Director must be informed and they will ensure that the Client is made aware of the situation. We will also notify OFSTED, where the Centre is registered, about any allegations of serious harm or abuse while a child is in our care.

## **8. Disclosure**

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is usually done so under the guidance of the local Safeguarding Board. See section 5 for further information.

## **9. Support to Families**

Parkwood, Subsidiary Companies and Partners' believes in building trusting and supportive relationships with families and staff in the Centre.

Parkwood, Subsidiary Companies and Partners' will make it clear to parents and carers its role and responsibilities in relation to safeguarding members of vulnerable groups including children.

A decision of whether continued access to the Centre whilst investigations are being made in relation to any alleged incident will be made following guidance/direction from the Local Safeguarding Board.

## **10. Play**

OFSTED require that for registered crèche or playschemes we introduce key elements of child protection into our programme to promote the personal, social and emotional development of all children, so that they may grow to be 'strong, resilient and listened to' and so that they develop understanding of why and how to keep safe.

We create within the crèche and playscheme a culture of value and respect for the individual, having positive regard for children's heritage arising from their colour, ethnicity, languages spoken at home, cultural, religious and social background.

We will ensure that this is carried out in a way that is developmentally appropriate for the children.

We promote acceptable behaviour according to each child's level of maturity and understanding. Physical punishment will not be used. We will set a good example and help children to learn self respect and respect for others. We will aim to help children understand the rules that are in place for their safety and that of others through simple explanation.

## **11. Anti-Bullying**

Parkwood, Subsidiary Companies and Partners' believes that bullying of any kind is unacceptable. The Company has a responsibility to respond promptly and effectively to issues of bullying and will have in place at each centre procedures, training and systems to identify and react to or simply prevent its occurrence.

## **12. Registration of Facilities**

If registered, all childcare facilities will be provided in accordance with the relevant requirements of the local Social Services or OFSTED and will submit to regular inspections by the same (Ref CR/01 Pre school, nursery procedures - responsibilities).

Any hirers and sub-contractors using facilities managed by the Company will also be required to provide evidence to demonstrate that they also meet these requirements where they are involved in the activity of working with or directly supervising children through the Centre Terms & Conditions of Hire.

## **13. Registration & Control of Children or Vulnerable Adults - On Site for Organised Activities**

All parents & guardians leaving children or vulnerable adults on site for an organised activity must complete the necessary registration forms (Ref HS02, HS03 or HS05) to give full details of the child and their needs as well as contact details for parents & guardians. All centres will identify collection points and procedures to ensure that no children are left unsupervised at the start, during or after organised activities have taken place. (CR/01 Pre School and nursery procedures)

The Company recognises that it has a duty for a member of a vulnerable group including children to reasonably use means to discourage them from leaving the supervision of the Centre or their appointed staff of their own accord and/or without giving notification of their departure or intended destination. We cannot hold a member of a vulnerable group including a child against their will if they so insist they wish to depart. When the Centre staff become aware of the departure of any member of a vulnerable group including children under their care they will make every effort to immediately inform the Centre Manager who will advise the next of kin or guardian straight away. Where this is not possible the police and the Local Safeguarding Unit (or any other body as defined in the Local Authority Safeguarding Board Policy) will be advised of the departure.

## **14. First Aid, Medicines & Medication**

The Company will display notices at reception areas to advise customers of their responsibility to inform staff of any medical conditions or medication that may affect a child or Vulnerable Adult. This is reinforced by the Child Registration Forms.

Parkwood, Subsidiary Companies and Partners' will discourage medicines and medication to be left with staff whilst children or vulnerable adults attend activities on site. However, it is important to recognise that in certain cases storage and administering may become necessary

(E.g. Asthma inhalers etc.). In these cases the centre will apply a clear set of procedures to control access, storage; labelling and issue of use such medication to ensure safe use. The Company reserves the right not to issue certain medication or modes of medication (injections) where specialised training may be required.

## **15. Day Trips & Excursions**

The Company does not carry out any organised activity which is a Day Trip or Excursion, without prior consent from a Divisional Board Director and confirmation of cover by the Insurance Broker – this will include appropriate risk assessments and supervision requirements.

## **16. Photographing of member of Vulnerable groups including Children**

The taking of photographs using videos, photographs, and mobile phones is expressly forbidden without the formal authorisation and evidence of authorisation as set out in the procedures for taking photographs (Ref [HS06](#) Childcare information for parents; Photographic Permission/Licensing AD31; Photographic Agreement F079). Should any person not abide by this requirement, the Centre Manager will be informed who will then take immediate and appropriate action.

## **17. Customer Notices**

Each Centre will ensure it has erected a 'Welcome to your Leisure Centre' poster, which will clearly outline visitor guidelines in regards Admission and Protection of all Patrons, including Children and Vulnerable Adults.

## **18. Reviews**

This policy will be reviewed in two years or following significant changes to the operation or legislation. Any changes to this policy must be agreed in writing with the Managing Director.

# NON SMOKING POLICY

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December 2020

<b>Document:</b> Non Smoking Policy	<b>Page:</b> 1 of 5
<b>Responsibility:</b> Glen Hall (Managing Director)	<b>Version:</b> 6.0
<b>Date of Approval:</b> December 2020	<b>Status:</b> Approved
<b>Date of Issue:</b> December 2020	<b>Review date:</b> December 2022



## Document Owner

Glen Hall

Managing Director - Parkwood Leisure

Telephone:07720 038592

## Document Status

Version	Reason for change	Date	Created by
1.0	New Policy issued	9 January 2009	Sophie Baylis
2.0	Issue Number & Date Change	10 January 2011	Sophie Baylis
3.0	A briefing from the BMA Occupational Medicine Committee and the Board of Science (March 2012)	1 August 2013	Matthew Roberts
4.0	Review	1 March 2016	Glen Hall
5.0	Review & Update	23 April 2017	Glen Hall
6.0	Review & Format Change	1 December 2020	Glen Hall

## Related Documents

Version	Reference	Name	Date

## **Contents**

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<b>5. Responsibility</b>	5

## 1. Policy Statement

The purpose of this policy is to comply with **The Smoke-Free (Premises and Enforcement) Regulations 2006, guidance from the British Medical Association 2012 and the Company Environmental Policy**. The policy has been developed to protect all employees, customers and visitors from exposure to secondhand smoke and to reduce the risk of fire. The Policy has also been reviewed in light of the growing use of e-cigarettes which are considered to undermine smoking prevention and cessation by reinforcing the normalcy of cigarette use in public and workplaces.

This policy forms part of the company's commitment to the health, safety and wellbeing of its employees.

## 2. Statement of Commitment

Exposure to secondhand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non smokers within the same airspace does not completely stop potentially dangerous exposure.

From 1<sup>st</sup> July 2007 all Parkwood, Subsidiary Companies and Partners' premises (including Regional Offices and Head Office) became "Smoke-Free" in line with The Smoke-Free (Premises and Enforcement) Regulations 2006.

Parkwood, Subsidiary Companies and Partners' recognises it has a duty to its staff to ensure that as far as is reasonably practicable all employees, customers and visitors have the right to a smoke free environment. Smoking is therefore prohibited in all enclosed and substantially enclosed premises of the company including shared company vehicles and grounds. This policy applies to all employees, customers, contractors, members, visitors and consultants.

## 3. Implementation

All staff will be aware of the national legislation regarding the Smoke Free Laws, however the company's Smoking Policy will be communicated to all employees during their induction.

All employees are asked to assist with ensuring that customers, visitors and contractors comply with the policy by explaining the principles in a polite and positive manner. Employees should seek assistance from a manager if a situation becomes challenging or confrontational.

Site inspections and audits will check the provision of signage, a designated area and bins etc.

Staff who fail to follow this policy will be subject to the staff disciplinary procedure.

Site management will decide the appropriate action to take on customers and visitors who fail to follow this procedure.

Appropriate "No Smoking" signs are clearly displayed at each site and in all smoke free vehicles (i.e. the company pool car).

#### **4. E-Cigarettes**

As e-Cigarettes are unregulated and have a great deal of variance in their chemical composition, the company considers their usage to be in line with all other smoking practices outlined within this policy. This position will be reviewed in line with guidance from relevant bodies, as e-Cigarettes continue to be developed.

#### **5. Responsibility**

Overall responsibility for policy implementation and review rests with the Directors and Managers of the Company, however all staff are required to fully adhere to and support the implementation of the policy.

This policy will be reviewed in two years or following significant changes in law, medical guidance in the use of cigarettes and similar. Any changes to this policy must be agreed in writing with the Managing Director.

**LEISURE CENTRE**

# **PARKWOOD LEISURE MEMBERS' SURVEY**

**PREPARING FOR FACILITIES TO RE-OPEN**

**LeisureCentre.com**

# INTRODUCTION

## Glen Hall Managing Director

Over the last 18-24 months we have been on a mission to place our customers firmly at the centre of everything we do. The thoughts, opinions and behaviours of our customers is core to our business decision making. Once we were forced to close our facilities due to the Covid-19 pandemic, we were faced with a period of uncertainty and it made sense for us to speak to our customers to get their feedback on what the future could look like for them and how we could re-open safely.

So ahead of the government giving the go-ahead for leisure centres and gyms to re-open, we have conducted an extensive survey of our members to help formulate plans for re-opening our gyms and group exercise classes. We will be following this up with a similar survey to our swimming members and swimming lesson participants.

We're delighted that almost 9000 members have responded, illustrating to us how important and integral physical activity is to people's lives. The survey looked at member behaviour pre-lockdown and asked participants to share their views on what they want from their leisure centre once facilities can re-open. The survey has given us some strong messages from our members and fascinating insights into what they want and value from us. It's given us a basis from which to re-open and created a degree of certainty for everyone which we so eagerly crave at this time.

We're excited to welcome customers back to our facilities and continue creating safer, happier and healthier communities.



# THE SURVEY

**21**  
QUESTIONS

**51,273**  
MEMBERS EMAILED

**8,563**  
RESPONDENTS

**16.7%**  
RESPONSE RATE

# AREAS COVERED:

ACTIVITY HABITS

OPERATIONAL CHANGES

FACILITIES AND SERVICES

PRICING

DIGITAL OFFERING

# PHYSICAL ACTIVITY HABITS OF MEMBERS

What were our members up to prior to lockdown, and how will that change as we return to normality?



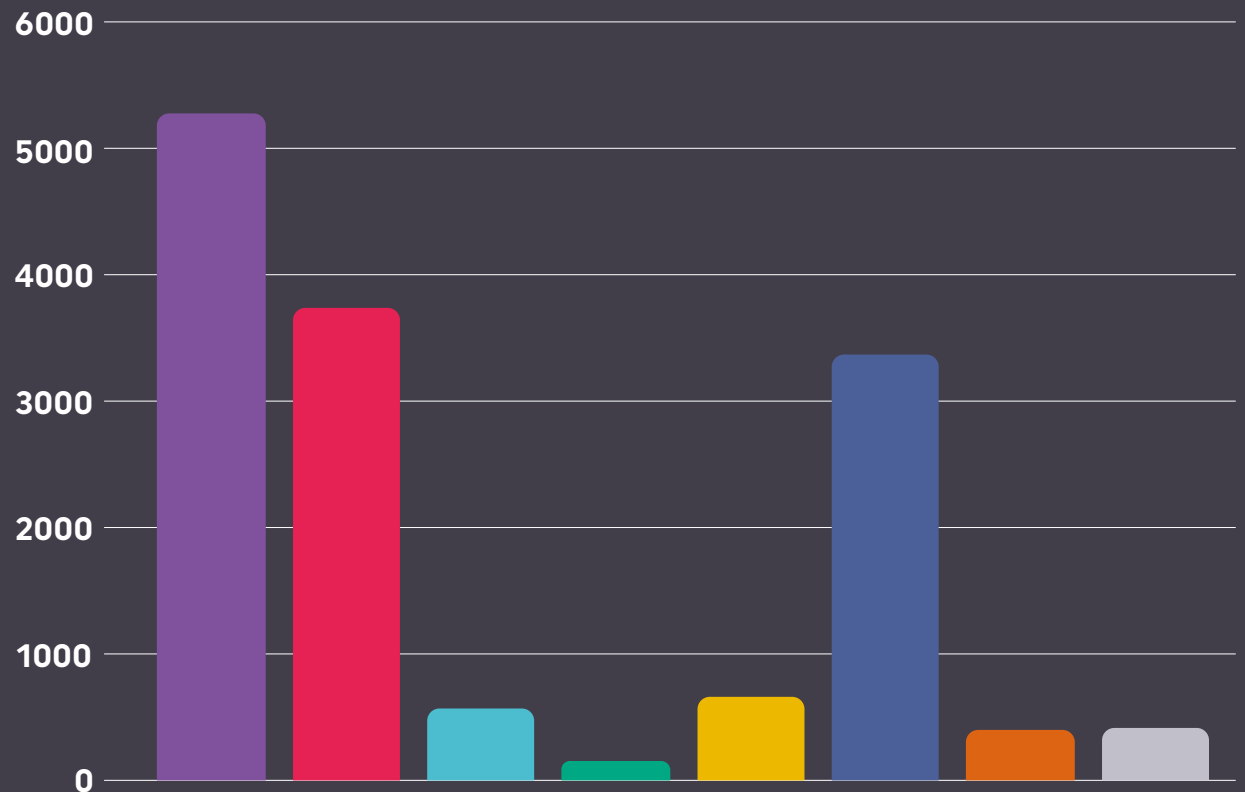
# PRE-LOCKDOWN

Prior to lockdown, the majority of Leisure Centre members took part in gym workouts (72%) and group exercise classes (51%), closely followed by casual swimming (46%).

Virtual classes (both in-centre and at-home) were attended by just 9.6% of members, with sports hall activities, swimming lessons and other sports (e.g. tennis, squash, bowling) participated in by a total of 19.9% of members.

## What activities did you participate in prior to the lockdown?

- Gym
- Group exercise classes
- Virtual classes - in centre
- Virtual classes - at home
- Sports hall e.g football, badminton, gymnastics etc.
- Swimming - casual
- Swimming - lessons
- Other (Climbing, Tennis, Squash, Bowling)



# GETTING BACK TO THE GYM

Almost **60%** of members said that they would be happy to return to the gym as soon as facilities can re-open and when social distancing measures remain in place; this increased to **72.8%** of members once centres have fully re-opened.

## 60%

of members would be happy to return to the gym as soon as facilities can re-open

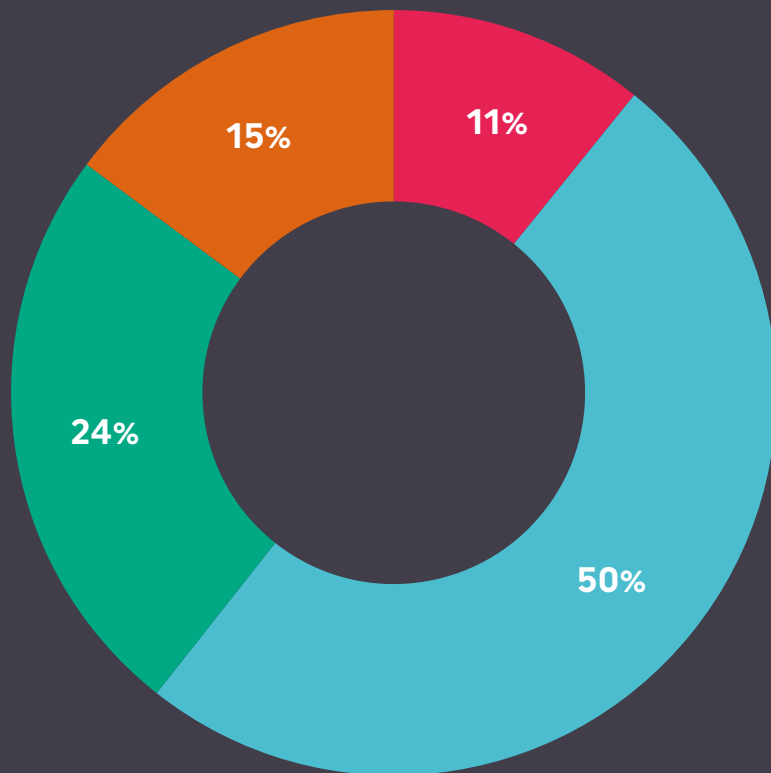
## 72.8%

of members would be happy to return to the gym once centres have fully re-opened



# GETTING BACK TO THE GYM

Nearly **50%** of members said they'd visit our centres 'about the same' when we re-open with just our gym and classes available. A further **24%** said they'd visit 'less', with **35%** of those visiting less saying it's due to being afraid of contracting Covid-19 and **33%** due to them waiting for other facilities (eg swimming pools) to re-open.



More About the same Less Not at all

of the 24% who said they'd visit less

**35%** were afraid of contracting Covid-19

**33%** were waiting for other facilities to re-open

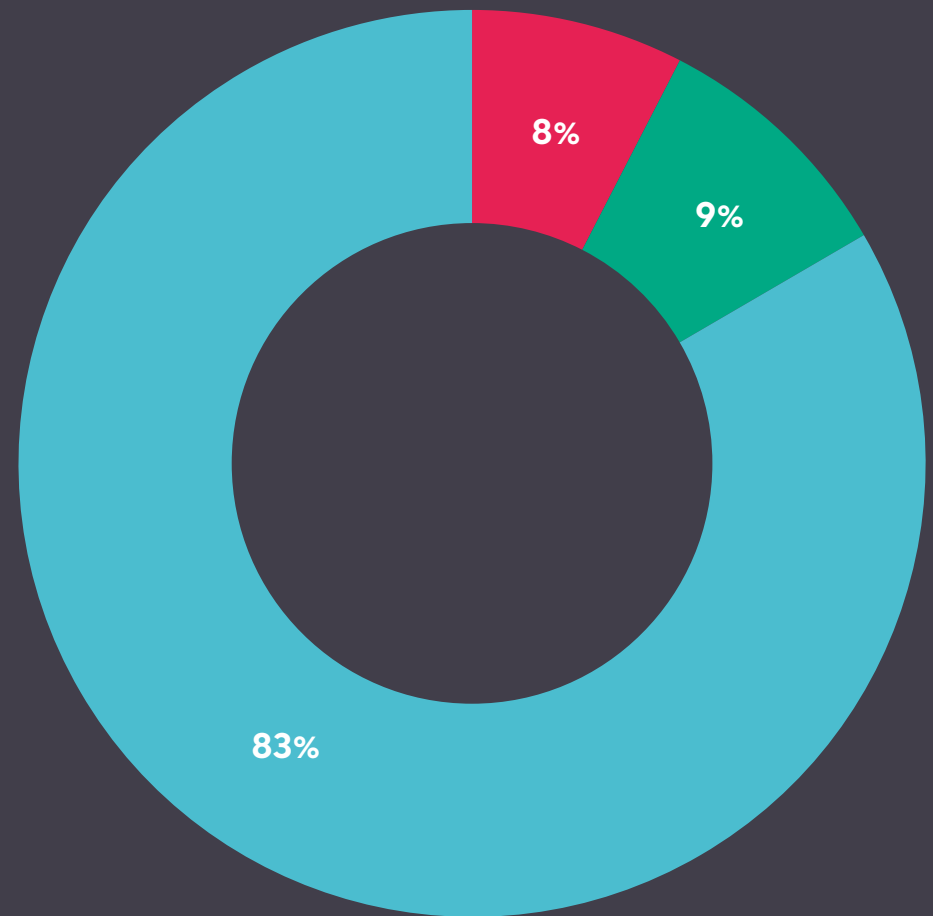
# GROWING POPULARITY OF VIRTUAL CLASSES

In-line with industry trends, the survey shows an increase in demand for virtual classes, both in-centre and at-home. Prior to lockdown, only **9.6%** of members participated in virtual classes; post-lockdown, **30.4%** of people said that they would opt for virtual classes during the continued social distancing phase, with **26.7%** carrying on once facilities are fully open.

However when asked how much members were willing to pay to access this, the majority (**83%**) said they'd want it included in their membership.

**If we offered an online membership which included on-demand workouts and live streamed classes would you see this as being:**

- A replacement of your membership
- A paid addition to your membership
- Included in your membership for no extra cost



# HOW WILL THINGS LOOK DIFFERENT?

We all need to accept things will look a little different when we return, but we wanted to get the views of our members on how that would affect them.



# GYM & CLASS CAPACITY

According to the survey, **76%** of those who previously attended fitness classes are happy to do so at a reduced capacity.

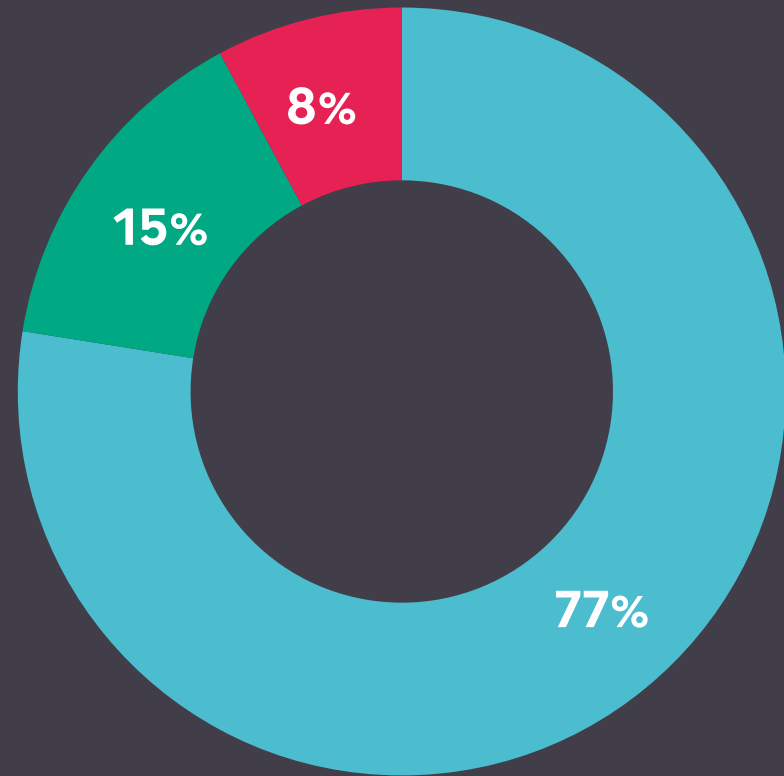
**76%**  
happy to attend  
fitness classes at  
reduced capacity





# GYM & CLASS CAPACITY

77% of gym users also agree with the implementation of a gym slot booking system to help manage capacity and allow time for enhanced cleaning schedules.



Yes No I do not use the gym as part of my membership



# FACILITY ACCESS & OPENING TIMES

Like many other operators, we will be required to make changes to our current operation. This will include temporarily reduced opening hours and closing changing rooms.

Of the survey participants, the most popular response when asked about preferred opening times was '08:00 – 20:00'.

# 80%

of members also stated that they are happy to continue using their leisure centre whilst the changing rooms are unavailable.

# 98%

respondents were happy to adhere to the new card payment only policy

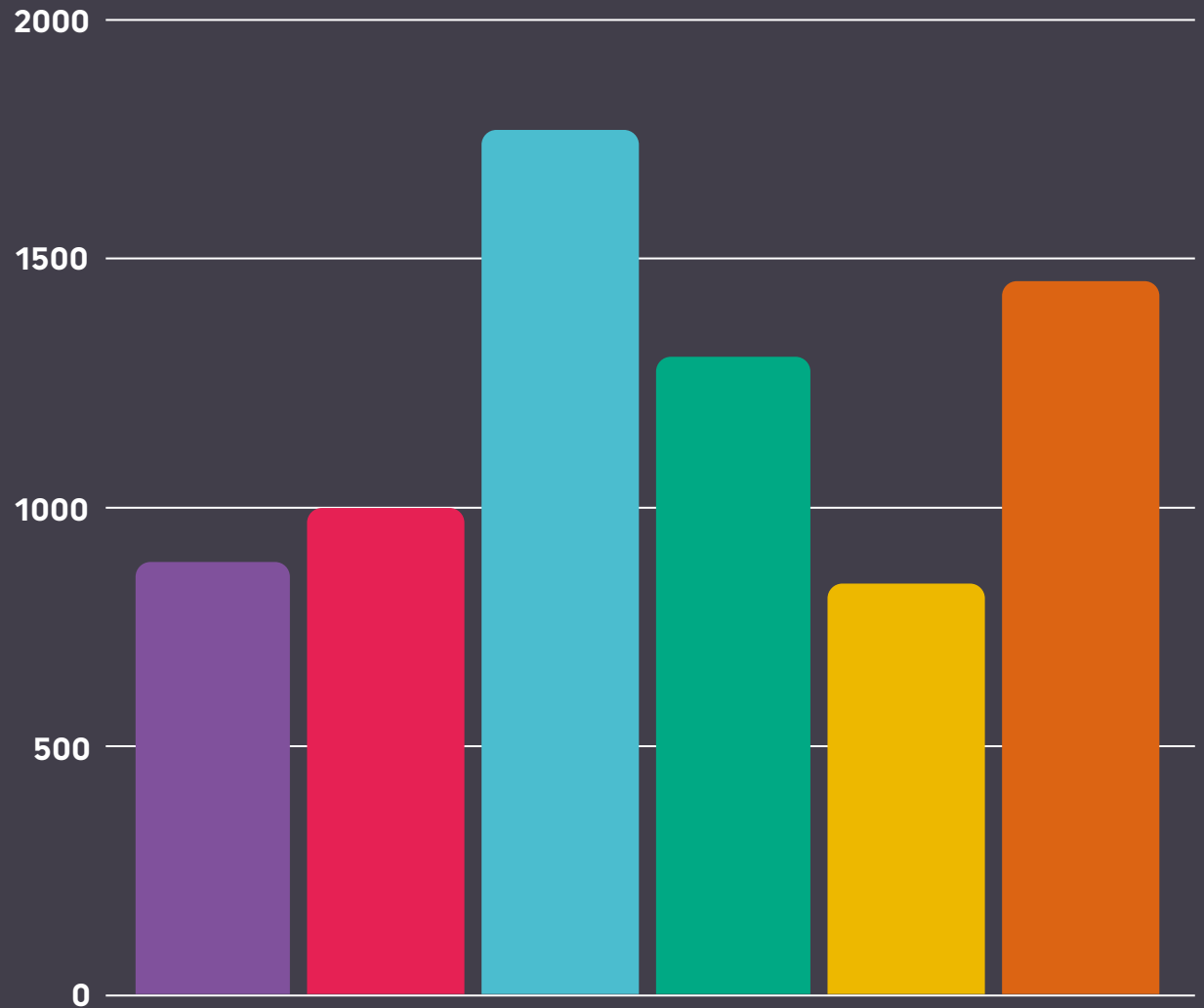




# FACILITY ACCESS & OPENING TIMES

Initially as we phase the opening of elements of the facilities, the opening hours will be reduced. What would be your preferred time to open?

- 06:00 - 18:00
- 07:00 - 19:00
- 08:00 - 20:00
- 09:00 - 21:00
- 10:00 - 22:00
- 06:00 - 11:00 & 16:00 - 21:00



# PERSONAL TRAINING SESSIONS

Of those members who were using a personal trainer before lockdown, almost everyone (**95%**) stated that they would be happy to continue doing so whilst social distancing measures are in place.

# 95%

happy to continue using a personal trainer whilst social distancing measures are in place



# HOW THIS INFORMATION IS BEING USED...

The responses to the Members' Survey have formed a major part in the discussions and subsequent plans for re-opening, and every effort has been made to meet member requirements in-line with government and industry guidelines.

To find out more about Parkwood Leisure's re-opening plans, visit [HERE](#)

**LeisureCentre.com**





# LEISURE CENTRE

Centre Name: Penarth... (4)

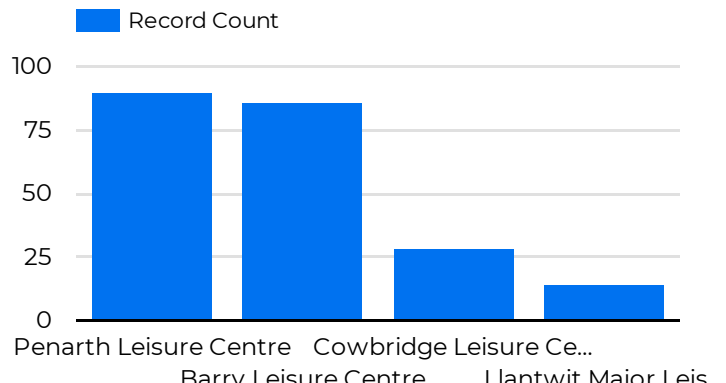
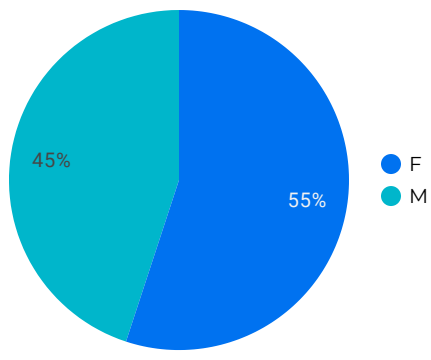
Gender

Total Count

218

## Customer ID

Each customer ID is their unique identifier within Atreemo

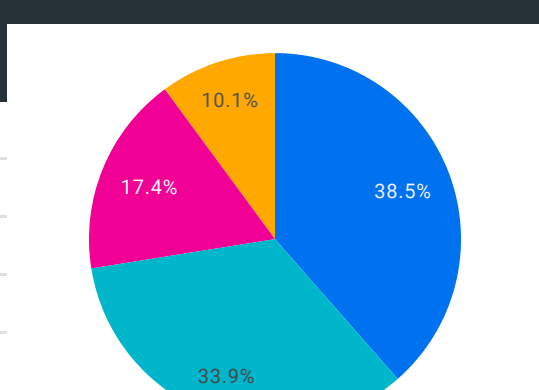


Customer ID	Comments
231994	more spin classes
358564	i am very pleased how well you have done with this pandemic. it has not been easy to deal with the change but you have been good dealing with the rules and kept the people safe who use the gym good job keep it up.
515608	Your staff are fantastic.
25250	Your mobile app is terrible and doesn't work at all. I can't sign in even though I am using the correct username and password. "Oops something went wrong please try again later" so I can't book gym sessions unless I ring up the center. Absolute disgrace for somewhere charging £40 a month.
392360	You have done a great job. Now let's get public swimming back so I can take the kids!
355250	You have been very good regards times etc, I do find that the younger group do not clean the machines after the gym as much as they should. The lane swimming times at the moment are very poor same late time every

1 - 100 / 104 < >

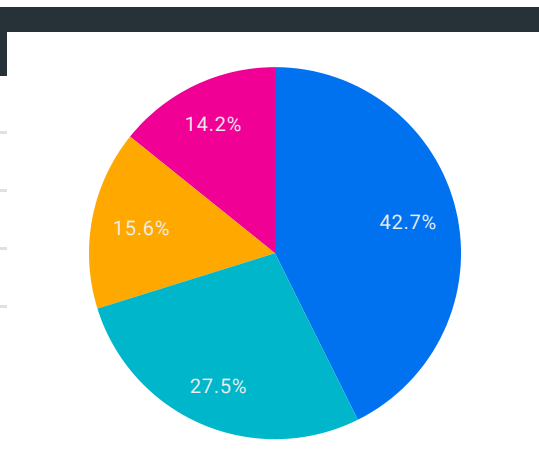
When restrictions are lifted would you like bookings to remain in place for gym sessions?	Record Count
1. Yes	84
2. No	74
3. I don't have a preference	38
4. Not applicable to me	22

1 - 4 / 4 < >



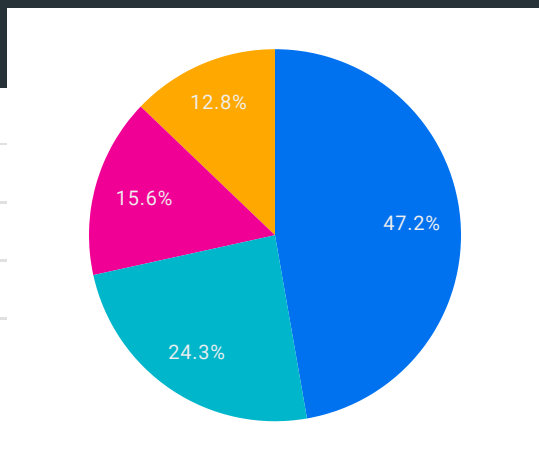
Generally, what time did you visit our gym pre-covid?	Record Count
1. 09:00 - 17:00	93
2. After 17:00	60
3. Not applicable to me	34
4. Before 09:00	31

1 - 4 / 4 < >



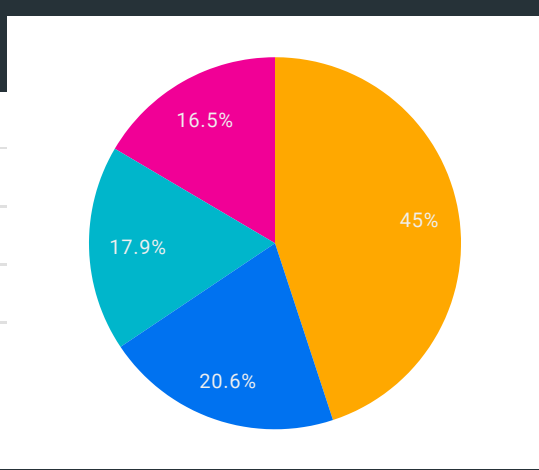
Once restrictions are lifted, when will you be planning to visit the gym?	Record Count
1. 09:00 - 17:00	103
2. After 17:00	53
3. Before 09:00	34
4. Not applicable to me	28

1 - 4 / 4 < >



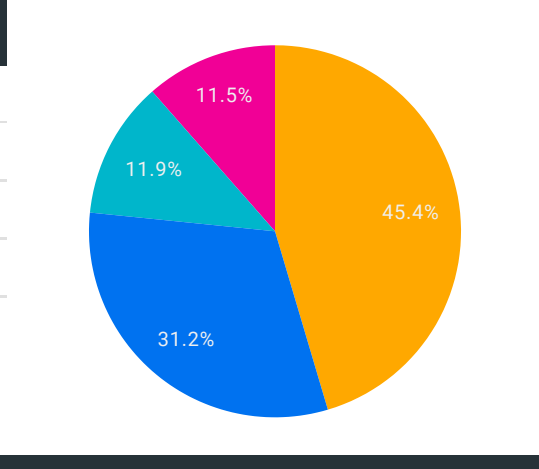
When restrictions are lifted would you like bookings to remain in place for lane swimming?	Record Count
1. Not applicable to me	98
2. Yes	45
3. No	39
4. I don't have a preference	36

1 - 4 / 4 < >



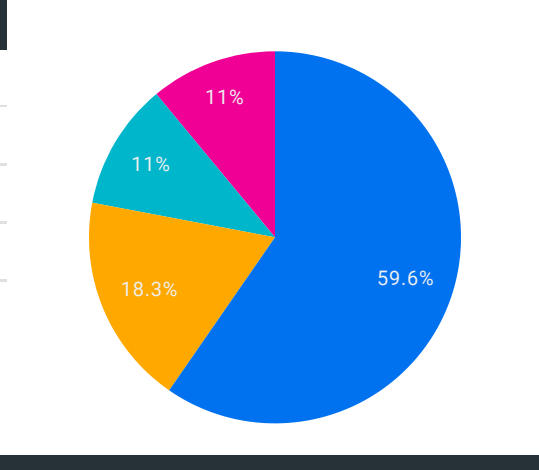
When restrictions are lifted would you be happy to book for family/public swimming?	Record Count
1. Not applicable to me	99
2. Yes	68
3. No	26
4. I don't have a preference	25

1 - 4 / 4 < >



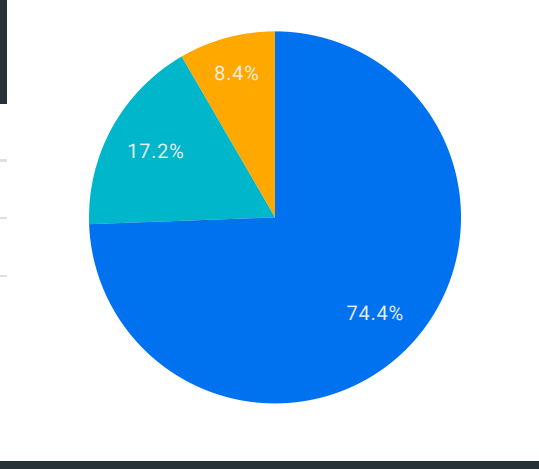
When restrictions are lifted will you make use of our dryside/gym changing rooms (where applicable)?	Record Count
1. Yes	130
2. Not applicable to me	40
3. No	24
4. I don't have a preference	24

1 - 4 / 4 < >



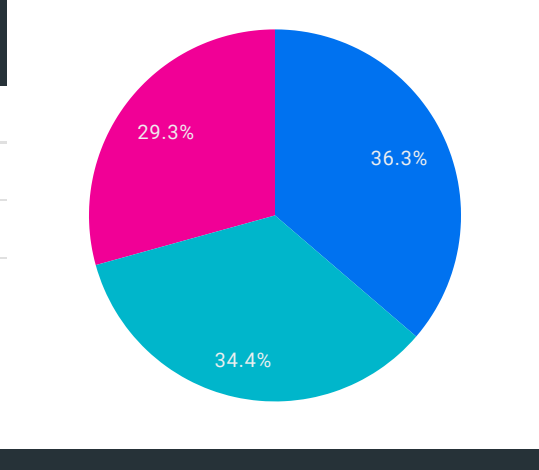
Throughout the pandemic we've provided cleaning materials for you to use after your workout. Do you expect to have to continue cleaning your equipment after use once restrictions are lifted?	Record Count
1. Yes	160
2. No	37
3. Not applicable to me	18

1 - 3 / 3 < >



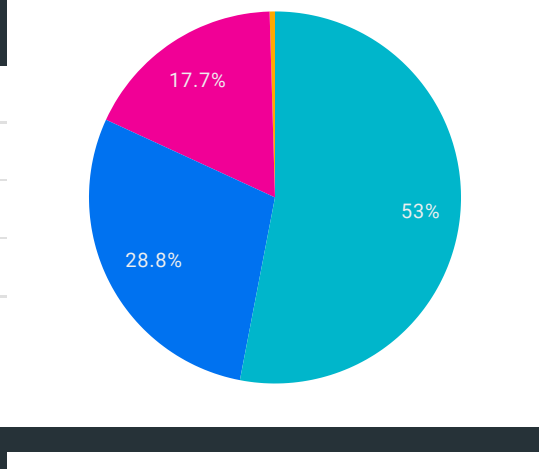
During the pandemic, we have followed social distancing guidelines in our centre. Would you like us to continue this once restrictions are lifted?	Record Count
1. Yes	78
2. No	74
3. I don't have a preference	63

1 - 3 / 3 < >



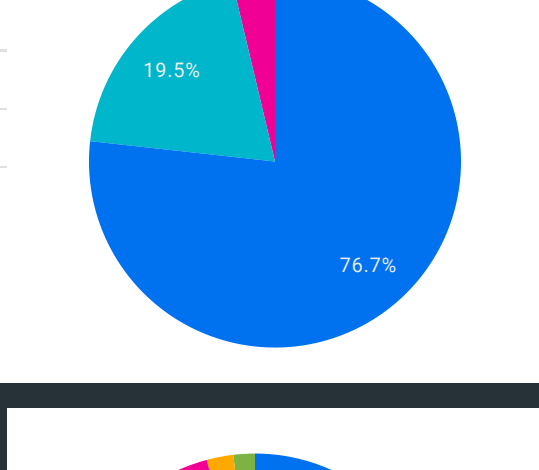
We have encouraged visitors to wear face coverings in non exercise areas whilst at the centre. Would you like this to continue once restrictions are lifted?	Record Count
1. No	114
2. Yes	62
3. I don't have a preference	38
4. Not applicable to me	1

1 - 4 / 4 < >



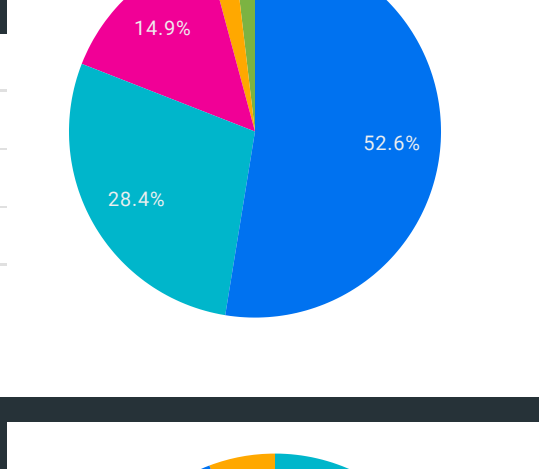
How much will you exercise at our centre?	Record Count
1. I will visit the same as before covid	165
2. I will visit more than before covid	42
3. I will visit less than before covid	8

1 - 3 / 3 < >



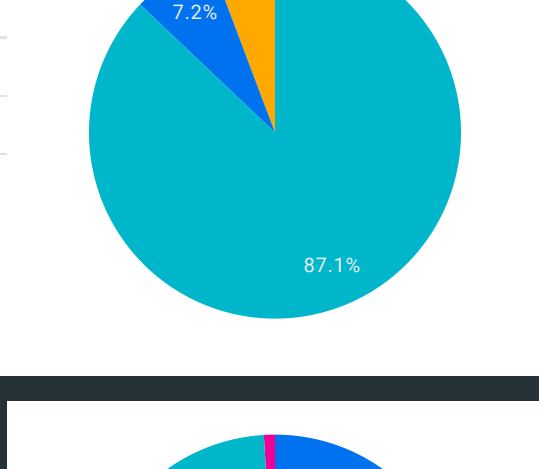
On a scale of 1-5 (1 being 'not confident at all' and 5 being 'very confident'), how confident are you that we will ensure that our leisure centre is a safe environment for you to visit and exercise in?	Record Count
1. 5	113
2. 4	61
3. 3	32
4. 2	5
5. 1	4

1 - 5 / 5 < >



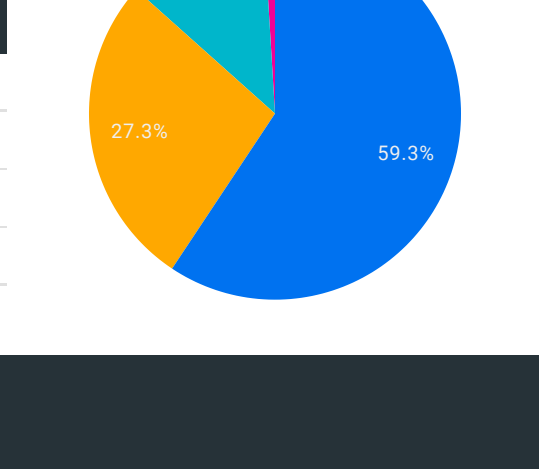
Before 1 June, did you use any of our free on demand workouts via our app or website?	Record Count
1. No	182
2. Yes	15
3. Not applicable to me	12

1 - 3 / 3 < >



Now that group exercise classes have returned, we are offering our Leisure Centre virtual studio, with some free classes available and the option to upgrade for £1.99 a week. Please tick the option most applicable to you	Record Count
1. I will not be using the free or paid classes available on the ...	124
2. Not applicable to me	57
3. I will be using the free classes available on the Leisure Ce...	26
4. I will be paying to upgrade my Leisure Centre virtual stud...	2

1 - 4 / 4 < >



# LEISURE CENTRE

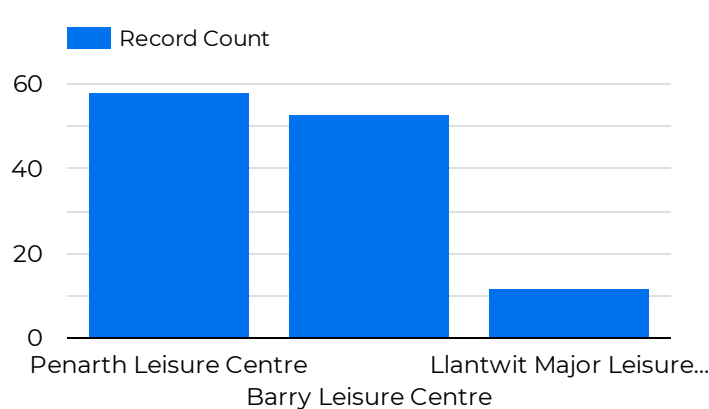
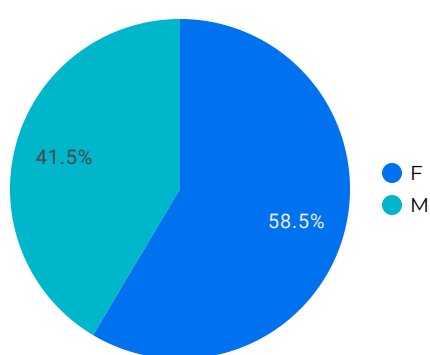
Centre Name: Penarth (3)

Gender

Total Count

123

**Customer ID**  
Each customer ID is their unique identifier within Atreemo

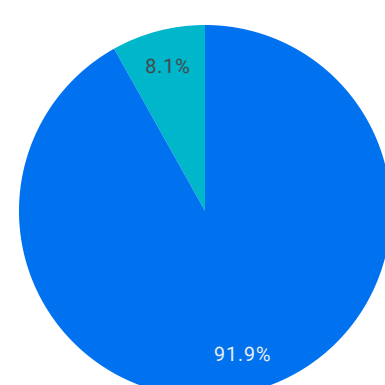


Customer ID	Customer Comments
390451	i think it should go back to one way in one way out voa mens then womens as there is a LOT of people now in one changing room waiting for the next class etc. there is no clean down inbetween classes at all
1415773	follow government guidelines, do your own risk assessments and keep protective measures in place if as an employer / service provider deem an activity 'risky'. For example, keeping barriers and social distancing for staff and teachers, masks for one to one interactions and social distancing in group classes would seem like sensible interventions.
396287	Would like more swimming on weekends for public so I can take the kids swimming
72531	We left the Cardiff international pool because of the really poor admin staff and joined Penarth instead where the staff are very helpful and have the information knowledge staff at Cardiff seemed to never have - and it was like this pre-pandemic as well. If I phone or go to the desk and ask a question I would often be met with a response of 'dunno'!
1810718	We have felt very safe at the leisure centre, however it would be nice that teachers are in the water with pupils, specially for those teaching younger pupils.
1141700	We have always brought our children pool ready to ensure we don't spend long in the changing room. Someone

1 - 55 / 55

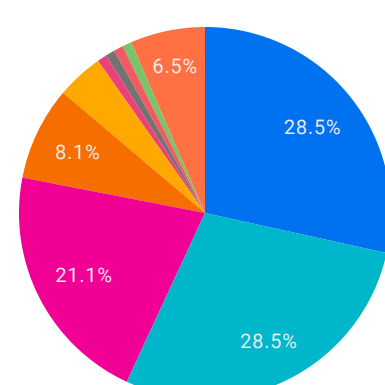
When you enrolled your child onto our learn to swim programme, did you join online or in centre?		Record Count
1.	In Centre	113
...	Online	10

1 - 2 / 2



Why did you join in centre rather than online? Tick the one most relevant to you:		Record Count
1.	I live near the centre so thought I would drop in	35
2.	I didn't know you could book online	35
3.	I've previously book in centre in the past	26
4.	I found the online joining process difficult	5

1 - 4 / 4

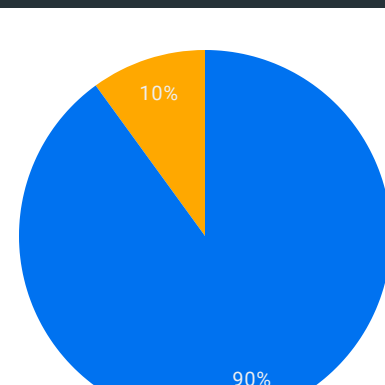


Customer ID	Other Comments
1498460	Other (Please specify)::They said I HAD to. come in
1415773	Other (Please specify)::online didn't exist
1031257	Other (Please specify)::Wanted to find out information as son has additional needs
997470	Other (Please specify)::I was already there at the time of knowing I needed to book

1 - 12 / 12

Please tell us about your experience with our online joining process		Record Count
1.	I found the whole process easy	9
2.	I found the process easy to choose my class and creat...	1

1 - 2 / 2

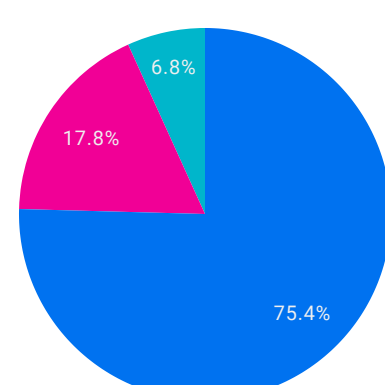


Customer ID	Can you provide us with more information on your experiences while joining online?
1839757	I found booking lessons easy however booking normal swimming very difficult

1 - 1 / 1

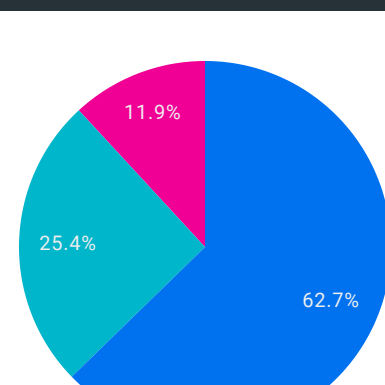
We have encouraged parents to bring their children 'pool ready'. Are you planning to continue bringing your child 'pool ready' once lockdown measures are lifted?		Record Count
1.	Yes	89
2.	Unsure	21
3.	No	8

1 - 3 / 3



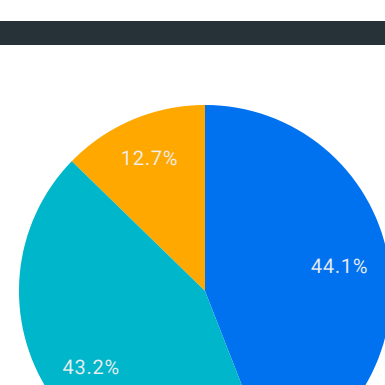
To ensure that we are compliant with social distancing guidelines we have encouraged teachers to teach from the side of the pool. Do you feel comfortable practice continuing?		Record Count
1.	Yes	74
2.	No	30
3.	I don't have an opinion	14

1 - 3 / 3



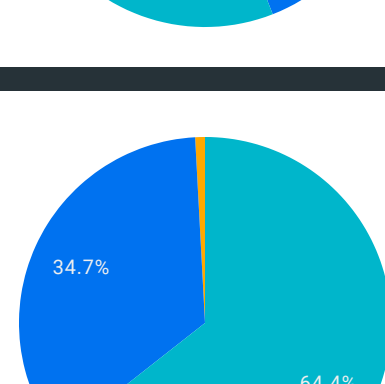
During the pandemic, we have followed social distancing guidelines in our learn to swim classes and throughout the centre. Would you like us to continue this once restrictions are lifted?		Record Count
1.	Yes	52
2.	No	51
3.	Not applicable to me	15

1 - 3 / 3



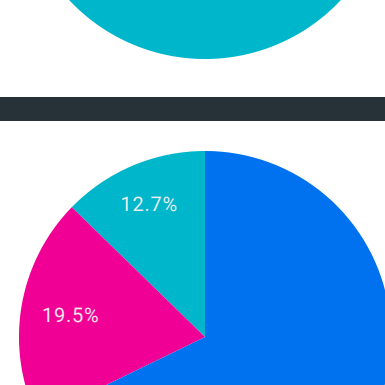
We have encouraged visitors to wear face coverings in non exercise areas, including whilst spectating classes.		Record Count
1.	No	76
...	Yes	41
...	Not applicable to me	1

1 - 3 / 3



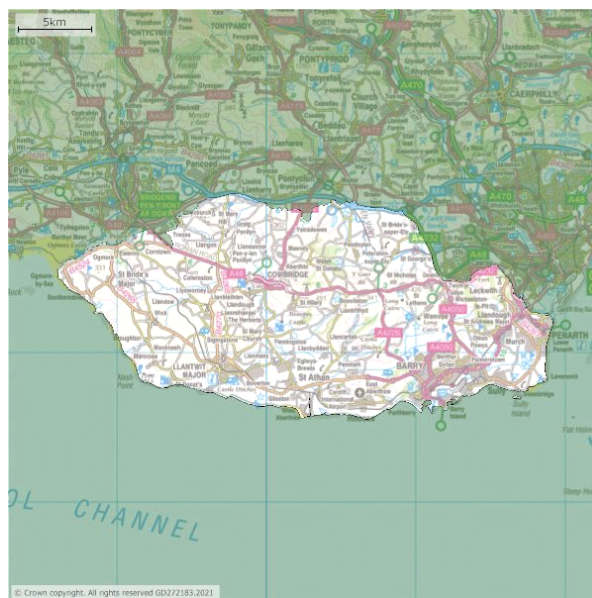
We have allowed for a 5-10 minute gap between classes to give teachers an opportunity to update registers, mark off class achievements and clean the equipment between classes. Would you like this gap to remain once restrictions have been lifted?		Record Count
1.	Yes	80
2.	I don't have an opinion	23
3.	No	15

1 - 3 / 3



## Labour Market Profile - Vale Of Glamorgan

The profile brings together data from several sources. Details about these and related terminology are given in the definitions section.



### Resident Population

#### Total population (2020)

	Vale Of Glamorgan (Numbers)	Wales (Numbers)	Great Britain (Numbers)
All People	135,300	3,169,600	65,185,700
Males	65,700	1,563,500	32,211,600
Females	69,600	1,606,100	32,974,200

Source: ONS Population estimates - local authority based by five year age band

#### Population aged 16-64 (2020)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
All People Aged 16-64	81,500	60.2	61.2	62.4
Males Aged 16-64	40,200	61.2	61.8	63.1
Females Aged 16-64	41,300	59.3	60.5	61.7

Source: ONS Population estimates - local authority based by five year age band

Notes: % is a proportion of total population

## Labour Supply

## Employment and unemployment (Jul 2020-Jun 2021)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
<b>All People</b>				
Economically Active†	62,000	79.3	75.4	78.4
In Employment†	58,600	74.9	72.0	74.4
Employees†	53,000	69.3	62.7	64.7
Self Employed†	5,500	5.5	8.9	9.4
Unemployed (Model-Based)§	2,800	4.5	4.4	5.0
<b>Males</b>				
Economically Active†	31,600	83.5	78.4	82.0
In Employment†	29,900	78.9	74.6	77.6
Employees†	26,400	71.5	62.2	65.2
Self Employed†	3,500	7.5	12.0	12.1
Unemployed§	#	#	4.7	5.3
<b>Females</b>				
Economically Active†	30,400	75.4	72.3	74.8
In Employment†	28,700	71.0	69.4	71.2
Employees†	26,600	67.3	63.3	64.3
Self Employed†	2,000	3.7	5.8	6.7
Unemployed§	#	#	4.0	4.7

Source: ONS annual population survey

# Sample size too small for reliable estimate

† - numbers are for those aged 16 and over, % are for those aged 16-64

§ - numbers and % are for those aged 16 and over. % is a proportion of economically active

## Economic inactivity (Jul 2020-Jun 2021)

	Vale Of Glamorgan (Level)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
<b>All People</b>				
Total	15,300	20.7	24.6	21.6
Student	5,000	32.7	27.6	28.5
Looking After Family/Home	2,200	14.5	16.1	19.3
Temporary Sick	!	!	1.8	2.0
Long-Term Sick	2,500	16.3	28.9	23.8
Discouraged	!	!	0.5	0.8
Retired	3,300	21.7	13.6	13.5
Other	#	#	11.5	12.0
Wants A Job	2,900	19.1	19.1	20.7
Does Not Want A Job	12,400	80.9	80.9	79.3

Source: ONS annual population survey

Local authority profile for Vale of Glamorgan

# Sample size too small for reliable estimate

! Estimate is not available since sample size is disclosive

Notes: numbers are for those aged 16-64.

% is a proportion of those economically inactive, except total, which is a proportion of those aged 16-64

Workless Housholds (Jan-Dec 2019)

	Vale Of Glamorgan	Wales	Great Britain
Number Of Workless Households	5,800	178,200	2,854,000
Percentage Of Households That Are Workless	15.1	18.4	13.9
Number Of Children In Workless Households	#	73,800	1,184,900
Percentage Of Children Who Are In Households That Are Workless	#	13.5	9.6

Source: ONS annual population survey - households by combined economic activity status

# Sample size too small for reliable estimate

Notes: Only includes those households that have at least one person aged 16 to 64.

Children refers to all children aged under 16.

Employment by occupation (Jul 2020-Jun 2021)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
Soc 2010 Major Group 1-3	32,300	55.4	45.9	50.0
1 Managers, Directors And Senior Officials	6,600	11.3	9.6	10.9
2 Professional Occupations	14,900	25.4	20.8	23.3
3 Associate Professional & Technical	10,800	18.5	15.3	15.6
Soc 2010 Major Group 4-5	9,300	16.0	20.5	19.2
4 Administrative & Secretarial	6,000	10.2	10.2	10.2
5 Skilled Trades Occupations	3,300	5.7	10.2	9.0
Soc 2010 Major Group 6-7	9,500	16.2	17.6	16.1
6 Caring, Leisure And Other Service Occupations	4,800	8.2	9.9	9.0
7 Sales And Customer Service Occs	4,700	8.0	7.7	7.1
Soc 2010 Major Group 8-9	7,200	12.4	16.0	14.7
8 Process Plant & Machine Operatives	3,700	6.3	6.3	5.6
9 Elementary Occupations	3,600	6.1	9.6	9.1

Source: ONS annual population survey

Notes: Numbers and % are for those of 16+

% is a proportion of all persons in employment

Qualifications (Jan 2020-Dec 2020)

	Vale Of Glamorgan (Level)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
NVQ4 And Above	39,000	52.5	38.5	43.1
NVQ3 And Above	51,800	69.7	58.3	61.3
NVQ2 And Above	63,800	85.8	76.5	78.1
NVQ1 And Above	69,500	93.5	86.7	87.7
Other Qualifications	2,300	3.1	5.6	5.9
No Qualifications	2,500	3.3	7.7	6.4

Source: ONS annual population survey

Notes: For an explanation of the qualification levels see the definitions section.



## Local authority profile for Vale of Glamorgan

Numbers and % are for those of aged 16-64

% is a proportion of resident population of area aged 16-64

### Earnings by place of residence (2020)

	Vale Of Glamorgan (Pounds)	Wales (Pounds)	Great Britain (Pounds)
<b>Gross Weekly Pay</b>			
Full-Time Workers	555.1	541.7	587.1
Male Full-Time Workers	582.0	562.4	622.9
Female Full-Time Workers	516.9	515.4	544.3
<b>Hourly Pay - Excluding Overtime</b>			
Full-Time Workers	14.39	13.83	15.18
Male Full-Time Workers	14.73	14.12	15.64
Female Full-Time Workers	13.83	13.49	14.42

Source: ONS annual survey of hours and earnings - resident analysis

Notes: Median earnings in pounds for employees living in the area.

### Out-Of-Work Benefits

Under Universal Credit a broader span of claimants are required to look for work than under Jobseeker's Allowance. As Universal Credit Full Service is rolled out in particular areas, the number of people recorded as being on the Claimant Count is therefore likely to rise.

### Claimant count by sex - not seasonally adjusted (September 2021)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
All People	3,145	3.9	4.4	5.0
Males	1,915	4.8	5.3	5.8
Females	1,230	3.0	3.6	4.1

Source: ONS Claimant count by sex and age

Note: % is the number of claimants as a proportion of resident population of area aged 16-64 and gender

### Claimant count by age - not seasonally adjusted (September 2021)

	Vale Of Glamorgan (Level)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
Aged 16+	3,145	3.9	4.4	5.0
Aged 16 To 17	10	0.3	0.4	0.3
Aged 18 To 24	655	6.8	6.1	6.5
Aged 18 To 21	370	7.2	6.2	6.5
Aged 25 To 49	1,775	4.3	5.1	5.6
Aged 50+	710	2.6	3.1	3.9

Source: ONS Claimant count by sex and age

Note: % is number of claimants as a proportion of resident population of the same age

Local authority profile for Vale of Glamorgan

Working-age client group - main benefit claimants - not seasonally adjusted (November 2016) [Discontinued]

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
Total Claimants	9,610	12.2	14.4	11.0
<b>By Statistical Group</b>				
Job Seekers	960	1.2	1.4	1.1
ESA And Incapacity Benefits	5,420	6.9	8.4	6.1
Lone Parents	860	1.1	1.2	1.0
Carers	1,360	1.7	2.2	1.7
Others On Income Related Benefits	160	0.2	0.2	0.2
Disabled	710	0.9	0.7	0.8
Bereaved	140	0.2	0.2	0.2
Main Out-Of-Work Benefits†	7,390	9.4	11.3	8.4

Source: DWP benefit claimants - working age client group

† Main out-of-work benefits includes the groups: job seekers, ESA and incapacity benefits, lone parents and others on income related benefits. See the Definitions and Explanations below for details

Notes: % is a proportion of resident population of area aged 16-64

Figures in this table do not yet include claimants of Universal Credit

## Labour Demand

### Jobs density (2019)

	Vale Of Glamorgan (Jobs)	Vale Of Glamorgan (Density)	Wales (Density)	Great Britain (Density)
Jobs Density	48,000	0.60	0.77	0.87

Source: ONS jobs density

Notes: The density figures represent the ratio of total jobs to population aged 16-64.

Total jobs includes employees, self-employed, government-supported trainees and HM Forces

### Employee jobs (2019)

	Vale Of Glamorgan (Employee Jobs)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
Total Employee Jobs	40,000	-	-	-
Full-Time	25,000	62.5	65.0	67.8
Part-Time	14,000	35.0	35.0	32.2
<b>Employee Jobs By Industry</b>				
B : Mining And Quarrying	50	0.1	0.2	0.2
C : Manufacturing	3,500	8.8	11.3	8.0
D : Electricity, Gas, Steam And Air Conditioning Supply	300	0.8	0.6	0.4
E : Water Supply; Sewerage, Waste Management And Remediation Activities	200	0.5	1.0	0.7
F : Construction	2,250	5.6	4.7	4.9

Local authority profile for Vale of Glamorgan

G : Wholesale And Retail Trade; Repair Of Motor Vehicles And Motorcycles	5,000	12.5	15.4	15.0
H : Transportation And Storage	1,500	3.8	3.4	4.9
I : Accommodation And Food Service Activities	4,000	10.0	9.4	7.7
J : Information And Communication	700	1.8	2.2	4.3
K : Financial And Insurance Activities	500	1.2	2.5	3.5
L : Real Estate Activities	600	1.5	1.3	1.7
M : Professional, Scientific And Technical Activities	3,000	7.5	5.1	8.8
N : Administrative And Support Service Activities	1,500	3.8	6.6	8.9
O : Public Administration And Defence; Compulsory Social Security	2,250	5.6	7.6	4.4
P : Education	4,000	10.0	9.1	8.7
Q : Human Health And Social Work Activities	8,000	20.0	15.8	13.1
R : Arts, Entertainment And Recreation	1,250	3.1	2.2	2.5
S : Other Service Activities	700	1.8	1.5	2.0

Source: ONS Business Register and Employment Survey : open access

- Data unavailable

Notes: % is a proportion of total employee jobs excluding farm-based agriculture

Employee jobs excludes self-employed, government-supported trainees and HM Forces

Data excludes farm-based agriculture

Earnings by place of work (2020)

	Vale Of Glamorgan (Pounds)	Wales (Pounds)	Great Britain (Pounds)
<b>Gross Weekly Pay</b>			
Full-Time Workers	499.4	537.8	586.7
Male Full-Time Workers	542.0	556.7	622.9
Female Full-Time Workers	463.0	515.4	544.0
<b>Hourly Pay - Excluding Overtime</b>			
Full-Time Workers	13.32	13.73	15.17
Male Full-Time Workers	14.22	13.98	15.63
Female Full-Time Workers	12.35	13.39	14.41

Source: ONS annual survey of hours and earnings - workplace analysis

Notes: Median earnings in pounds for employees working in the area.

Civil service jobs as a proportion of employee jobs (2018)

	Vale Of Glamorgan (Headcount)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
Total civil service jobs	310	0.8	2.7	1.5
Full-time	270	0.7	2.0	1.1
Part-time	50	0.1	0.7	0.3

Source: ONS Annual Civil Service Employment Survey

Note: Percentages based on % of total jobs in area that are civil service jobs

Composition of civil service jobs by sex and hours worked (2018)

	Vale Of	Vale Of	Wales	Great Britain
--	---------	---------	-------	---------------

### Local authority profile for Vale of Glamorgan

	Glamorgan (Headcount)	Glamorgan (%)	(%)	(%)
Total civil service jobs	310	-	-	-
Full-time	270	87.1	74.0	76.9
Part-time	50	16.1	26.0	23.1
Male	170	54.8	42.3	45.7
Full-time	160	51.6	38.2	41.5
Part-time	10	3.2	4.1	4.2
Female	140	45.2	57.7	54.3
Full-time	110	35.5	35.8	35.4
Part-time	40	12.9	21.9	18.9

Source: ONS Annual Civil Service Employment Survey

Note: Percentages based on % of Total Civil Service Jobs made up of each category

## Businesses

### UK Business Counts (2021)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (Numbers)	Wales (%)
<b>Enterprises</b>				
Micro (0 To 9)	3,975	91.1	95,995	89.6
Small (10 To 49)	330	7.6	9,305	8.7
Medium (50 To 249)	50	1.1	1,470	1.4
Large (250+)	5	0.1	315	0.3
Total	4,365	-	107,085	-
<b>Local Units</b>				
Micro (0 To 9)	4,365	85.8	108,110	83.6
Small (10 To 49)	625	12.3	17,400	13.5
Medium (50 To 249)	85	1.7	3,270	2.5
Large (250+)	15	0.3	510	0.4
Total	5,090	-	129,295	-

Source: Inter Departmental Business Register (ONS)

Note: % is as a proportion of total (enterprises or local units)

## Definitions And Explanations

### Resident Population

The estimated population of an area includes all those usually resident in the area, whatever their nationality. HM Forces stationed outside the United Kingdom are excluded but foreign forces stationed here are included. Students are taken to be resident at their term-time address.

## Labour Supply

Labour supply consists of people who are employed, as well as those people defined as unemployed or economically inactive, who can be considered to be potential labour supply. Information in this section relates to the characteristics of people living in an area.

Most labour supply data comes from the Annual Population Survey (APS). The APS is the largest regular household survey in the United Kingdom. It includes data from the Labour Force Survey (LFS), plus further sample boosts in England, Wales and Scotland. The survey includes data from a sample of around 256,000 people aged 16 and over.

As APS estimates are based on samples, they are subject to sampling variability. This means that if another sample for the same period were drawn, a different estimate might be produced. In general, the larger the number of people in a sample, the smaller the variation between estimates. Estimates for smaller areas such as local authorities are therefore less reliable than those for larger areas such as regions. When the sample size is too small to produce reliable estimates, the estimates are replaced with a #.

## Economically Active

### Economically Active

People who are either in employment or unemployed.

### Economic Activity Rate

People, who are economically active, expressed as a percentage of all people.

### In Employment

People who did some paid work in the reference week (whether as an employee or self employed); those who had a job that they were temporarily away from (eg, on holiday); those on government-supported training and employment programmes; and those doing unpaid family work.

### Employment Rate

The number of people in employment expressed as a percentage of all people aged 16-64.

### Employees And Self Employed

The division between employees and self employed is based on survey respondents' own assessment of their employment status. The percentage show the number in each category as a percentage of all people aged 16-64. The sum of employees and self employed will not equal the in employment figure due to the inclusion of those on government-supported training and employment programmes, and those doing unpaid family work in the latter.

### Unemployed

Refers to people without a job who were available to start work in the two weeks following their interview and who had either looked for work in the four weeks prior to interview or were waiting to start a job they had already obtained.

### Model-Based Unemployed

As unemployed form a small percentage of the population, the APS unemployed estimates within local authorities are based on very small samples so for many areas would be unreliable. To overcome this ONS has developed a statistical model that provides better estimates of total unemployed for unitary authorities and local authority districts (unemployment estimates for counties are direct survey estimates). Model-based estimates are not produced for male or female unemployed.

The model-based estimate improves on the APS estimate by *borrowing strength* from the Claimant Count to produce an estimate that is more precise (i.e. has a smaller confidence interval). The number of people measured by the Claimant Count is not itself a measure of unemployment but is strongly correlated with unemployment, and, as it is an administrative count, is known without sampling error. The gain in precision is greatest for areas with smaller sample sizes.

### Unemployment Rate

Unemployed as a percentage of the economically active population.

## Economically Inactive

### Economically Inactive

People who are neither in employment nor unemployed. This group includes, for example, all those who were looking after a home or retired.

### Wanting A Job

People not in employment who want a job but are not classed as unemployed because they have either not sought work in the last four weeks or are not available to start work.

### Not Wanting A Job

## Workless Households

### Households

A household is defined as a single person, or a group of people living at the same address who have the address as their only or main residence and either share one main meal a day or share living accommodation (or both). For the purposes of this table, estimates only include those households where at least 1 person is aged 16 to 64.

### Workless Households

Households where no-one aged 16 or over is in employment. These members may be unemployed or economically inactive. Economically inactive members may be unavailable to work because of family commitments, retirement or study, or unable to work through sickness or disability.

### Children

Children refers to all children under 16.

## Occupation

Occupations are classified according to the Standard Occupation Classification 2010. Descriptions of the job titles included in each code are available in the [SOC manuals](#).

## Qualifications

Qualifications data are only be available from the APS for calendar year periods, for example, Jan to Dec 2005. The variables show the total number of people who are qualified at a particular level and above, so data in this table are not additive. Separate figures for each NVQ level are available in the full Annual Population Survey data set (Query data).

The trade apprenticeships are split 50/50 between NVQ level 2 and 3. This follows ONS policy for presenting qualifications data in publications. Separate counts for trade apprenticeships can be obtained from the full APS data set (Query data).

### No Qualifications

No formal qualifications held.

### Other Qualifications

includes foreign qualifications and some professional qualifications.

### NVQ 1 Equivalent

e.g. fewer than 5 GCSEs at grades A-C, foundation GNVQ, NVQ 1, intermediate 1 national qualification (Scotland) or equivalent.

### NVQ 2 Equivalent

e.g. 5 or more GCSEs at grades A-C, intermediate GNVQ, NVQ 2, intermediate 2 national qualification (Scotland) or equivalent.

### NVQ 3 Equivalent

e.g. 2 or more A levels, advanced GNVQ, NVQ 3, 2 or more higher or advanced higher national qualifications (Scotland) or equivalent.

### NVQ 4 Equivalent And Above

e.g. HND, Degree and Higher Degree level qualifications or equivalent.

## Earnings By Residence

The figures show the median earnings in pounds for employees living in the area who are on adults rates of pay and whose pay was not affected by absence. Figures for earnings come from the Annual Survey of Hours and Earnings (ASHE). The ASHE is based on a 1 per cent sample of employees, information on whose earnings and hours is obtained from employers. The survey does not cover self-employed. Information relates to a pay period in April.

The earnings information collected relates to gross pay before tax, national insurance or other deductions, and excludes payments in kind. It is restricted to earnings relating to the survey pay period and so excludes payments of arrears from another period made during the survey period; any payments due as a result of a pay settlement but not yet paid at the time of the survey will also be excluded.

## Out-Of-Work Benefits

### Claimant Count (Experimental Statistics)

The Claimant Count is the number of people claiming benefit principally for the reason of being

### Local authority profile for Vale of Glamorgan

unemployed. This is measured by combining the number of people claiming Jobseeker's Allowance (JSA) and National Insurance credits with the number of people receiving Universal Credit principally for the reason of being unemployed. Claimants declare that they are out of work, capable of, available for and actively seeking work during the week in which the claim is made.

The measure of the number of people receiving Universal Credit principally for the reason of being unemployed is still being developed by the Department for Work and Pensions. Consequently this component of the total Claimant Count does not yet correctly reflect the target population of unemployed claimants and is subject to revisions. For this reason the Claimant Count is currently designated as Experimental Statistics.

The Claimant Count is mostly derived from DWP administrative systems. For various reasons, e.g. a claimant's National Insurance number is not known, a small number of claims have to be dealt with manually. These clerical claims do not have as much detail as the computerised claims and therefore, whilst part of the claimant count by sex table, cannot be included the age breakdown.

### Rates By Age

Unemployment benefits normally only apply to people aged 18 years and over. They can only be claimed by 16 and 17 year olds in exceptional circumstances. Consequently the counts for this age group are typically very low.

### DWP Working-Age Client Group

**From August 2017 DWP discontinued this dataset when they changed the way they publish their benefit statistics. The last period of data is the November 2016 figures published in May 2017.**

The number of working-age people who are claiming one or more main DWP benefits. The main benefits are: bereavement benefit, carer's allowance, disability living allowance, ESA and incapacity benefit, severe disablement allowance, income support, jobseeker's allowance, and widow's benefit. The age at which women reach State Pension age is gradually increasing from 60 to 65 between April 2010 and April 2020. Throughout this period, only women below State Pension age are counted as working age benefit claimants."

The total count is broken down by statistical groups. These categorise each person according to the main reason why they are claiming benefit. Each client is classified to a single group.

Benefits are arranged hierarchically and claimants are assigned to a group according to the top most benefit they receive. Thus a person who is a lone parent and receives Incapacity Benefit would be classified as incapacity benefits. Consequently, the group lone parent will not contain all lone parents as some will be included in the incapacity benefits group and Job seekers groups.

Main out-of-work benefits consists of the groups: job seekers, ESA and incapacity benefits, lone parents and others on income related benefits.

These groups have been chosen to best represent a count of all those benefit recipients who cannot be in full-time employment as part of their condition of entitlement. Those claiming solely Bereavement Benefits or Disability Living Allowance (DLA) are not included as these are not out-of-work or income based benefits. DLA is paid to those needing help with personal care. These people can, and some will, be in full-time employment. If DLA claimants are also in receipt of JSA, IS, ESA or Incapacity Benefits in addition to DLA they will be counted under the relevant statistical group. In addition, we exclude those claiming solely carer's benefits or claiming carer's benefits alongside income support, as DWP does not pursue active labour market policies for this group. Carers benefits are paid to those with full time caring responsibilities. The group entitled to Carer's benefits alongside Income Support (IS) includes around 86,000 claimants and has been stable over time.

This Nomis series is different to that published in the Office for National Statistics (ONS) Labour Market Bulletin. The Nomis series uses DWP Jobseeker's Allowance numbers, whilst the Labour Market Bulletin uses the Claimant Count, using different methods, coverage and reference periods

### Labour Demand

Labour demand includes jobs available within the area.

### Jobs Density

The level of jobs per resident aged 16-64. For example, a job density of 1.0 would mean that there is one job for every resident aged 16-64.

The total number of jobs is a workplace-based measure and comprises employee jobs, self-employed, government-supported trainees and HM Forces. The number of residents aged 16-64 figures used to calculate jobs densities are based on the relevant mid-year population estimates.

## Employee Jobs

The number of jobs held by employees. Employee jobs excludes self-employed, government-supported trainees and HM Forces, so this count will be smaller than the total jobs figure shown in the Jobs density table. The information comes from the Business Register and Employment Survey (BRES) - an employer survey conducted in September of each year. The BRES records a job at the location of an employee's workplace (rather than at the location of the business's main office).

## Full-Time And Part-Time:

In the BRES, part-time employees are those working for 30 or fewer hours per week.

## Note

All figures exclude farm-based agriculture

## Earnings By Place Of Work

The figures show the median earnings in pounds for employees working in the area who are on adults rates of pay and whose pay was not affected by absence. Figures for earnings come from the Annual Survey of Hours and Earnings (ASHE). The ASHE is based on a 1 per cent sample of employees, information on whose earnings and hours is obtained from employers. The survey does not cover self-employed. In 2004 information related to the pay period which included 21 April.

The earnings information collected relates to gross pay before tax, national insurance or other deductions, and excludes payments in kind. It is restricted to earnings relating to the survey pay period and so excludes payments of arrears from another period made during the survey period; any payments due as a result of a pay settlement but not yet paid at the time of the survey will also be excluded.

## Annual Civil Service Employment Survey

The Annual Civil Service Employment Survey (ACSES) is based on a census of civil service departments on 31 March. ACSES counts all home Civil Service employees. It excludes the Northern Ireland Civil Service, other Crown servants and employees of the wider public sector. There are home Civil Service employees based in Northern Ireland and Overseas. Headcount statistics are based on the number of employees with an employment contract who are being paid by the organisation. Employees can be permanent, on a fixed-term contract or employed on a temporary basis. The self-employed, contract workers and agency workers are excluded. Employees not on the payroll and not being paid during the reference period are also excluded, for example, those on unpaid maternity leave, unpaid sick absence and career breaks. Full-time employees are those who are contracted to work 37 hours per week (36 hours per week in London for employees employed prior to 2013. Employees in London substantively promoted since 2013, or who have joined the Civil Service subsequent to this date, are now contracted to work 37 hours per week if on a full-time basis). Part-time employees are those who work less than the normal contracted hours.

Note ACSES data is currently only available for local authorities in England and Wales.

## UK Business Counts

The data contained in the table are compiled from an extract taken from the Inter-Departmental Business Register (IDBR) recording the position of units as at March of the reference year. The IDBR contains information on VAT traders and PAYE employers in a statistical register which provides the basis for the Office for National Statistics to conduct surveys of businesses.

The table presents analysis of businesses at both Enterprise and Local Unit level. An Enterprise is the smallest combination of legal units (generally based on VAT and/or PAYE records) which has a certain degree of autonomy within an Enterprise Group. An individual site (for example a factory or shop) in an enterprise is called a local unit.

The employment information on the IDBR is drawn mainly from the Business Register Employment Survey (BRES). Because this is based on a sample of enterprises, estimates from previous returns and from other ONS surveys have also been used. For the smallest units, either PAYE jobs or employment imputed from VAT turnover is used.

Estimates in the table are rounded to prevent disclosure.



## Local authority profile for Vale of Glamorgan

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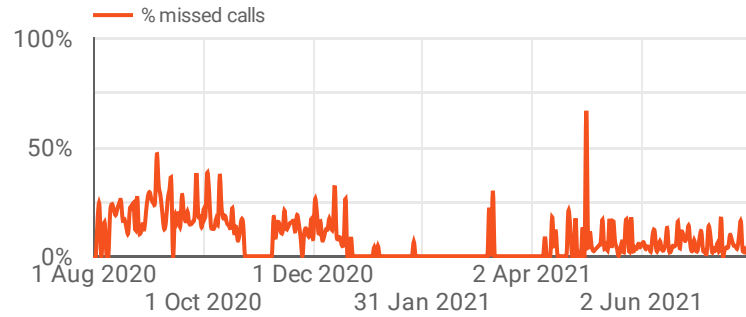
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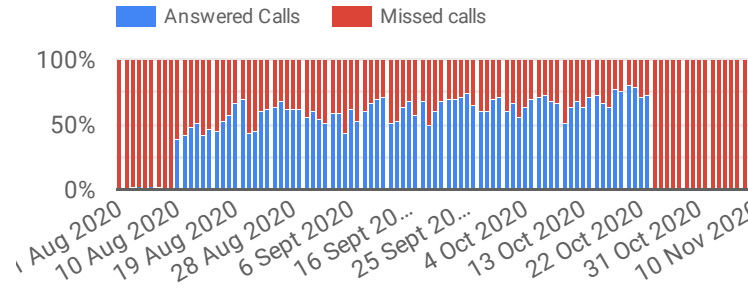
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% of missed calls



Incoming Calls vs Missed Calls



Total Outgoing calls  
**9,275**

Avg Outgoing talktime  
**00:01:20**

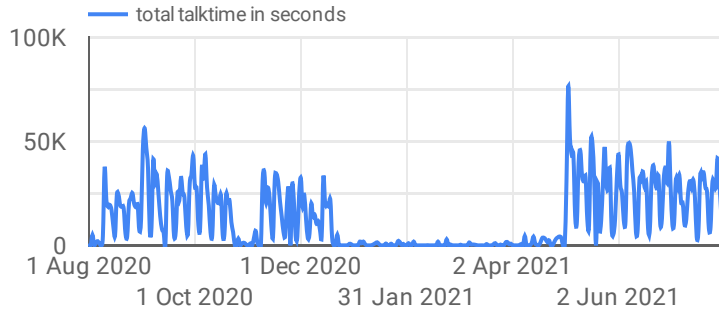
Total Answered calls  
**41,065**

Avg Incoming talktime  
**00:01:16**

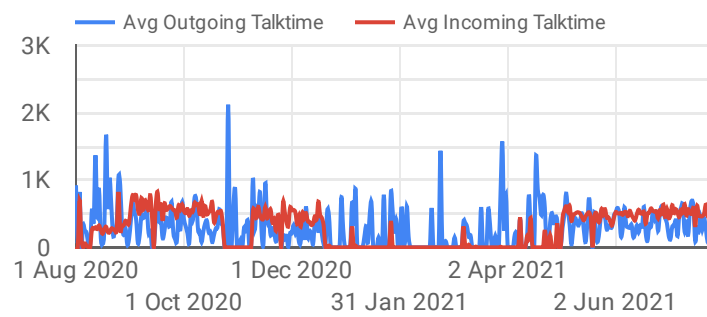
Total calls  
**80,794**

Avg Total talktime  
**00:01:37**

Total talktime



Incoming and Outgoing Talktime over time



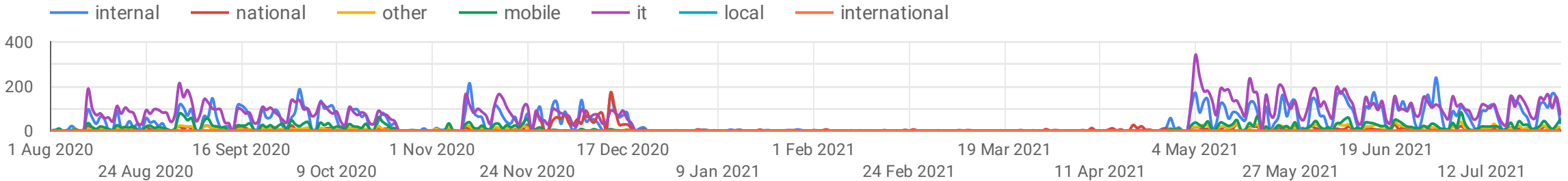
Total missed calls  
**16,153**

Total % of missed calls  
**9.42%**

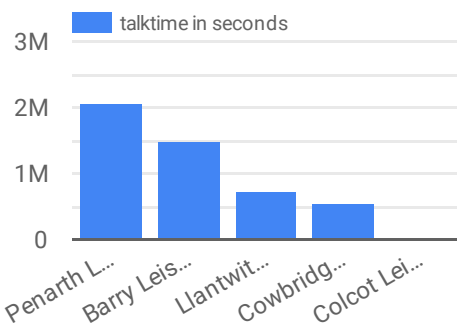
Total internal calls  
**14,301**

Total mobile calls  
**4,199**

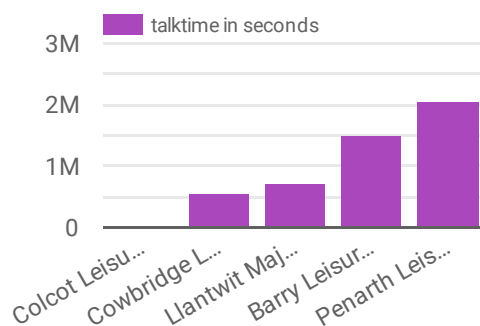
Calls by type



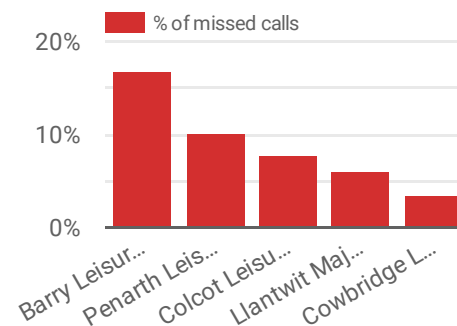
Total talktime by site (highest)



Total talktime by site (lowest)



% of missed calls by site (highest)



% of missed calls by site (lowest)

