

Meeting of:	Healthy Living and Social Care Scrutiny Committee
Date of Meeting:	Tuesday, 09 February 2021
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Leisure Management Contract – Year 8 Performance Report
Purpose of Report:	To provide an update on the performance of the Leisure Management Contract.
Report Owner:	Report of the Cabinet Member for Leisure, Arts and Culture
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"> • The Leisure Management contract is now into year 9 of an initial 10 year contract. The potential 5 year extension to the contract has been agreed in principle but, due to financial and service issues arising from Covid-19, is currently on hold. It is highly likely that the Contract will require further negotiation to secure the extension given the impact of Covid-19. • 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 assessment of the Leisure Management Contract performance over the past 12 months. • This Year 8 Report demonstrates that despite some challenging market conditions and disruption to services due to Covid 19, upgrading works and performance has remained high. 	

Recommendation

1. That Committee considers the performance of the Legacy Leisure Contract for year 8.

Reason for Recommendation

1. To review the performance of the contractor during this period.

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. 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. Cabinet has granted permission for the contract to be extended by a further 5 years subject to successful negotiations being concluded with Parkwood / Legacy on several issues that have arisen since the commencement of the contract. These negotiations were concluded in January 2020 but whilst arrangements were being made for the extension to be signed Covid -19 restrictions came into force shortly thereafter and further discussion / agreement will now be required.

2. Key Issues for Consideration

- 2.1 Attached at Appendix A is the year 8 (1st August 2019 – 31st July 2020) annual report from Legacy Leisure. Copies of the appendices are available by request.
- 2.2 The Year 8 Annual Report highlights a number of successes achieved during the year including improvements to the buildings, extensive staff training and paid visits to the sites which were on target to eclipse last year before Covid-19 restrictions enforced centre closures. Up until the middle of March 2020 attendances had reached 512,657. Unfortunately, the Report also details the first lockdown in early 2020 and the subsequent damaging effects on the service for the remainder of the year.
- 2.3 The rewiring of the centres is now complete, improving the environmental impact of the Leisure Centres with the introduction of energy saving features.
- 2.4 Customer feedback continues to meet expectations in Year 8 with the main area of dissatisfaction being outside of Legacy's control. The main area of

dissatisfaction continues to be Car Parking at Barry Leisure Centre. Efforts are being made to improve the better availability of parking within the contract extension negotiations.

- 2.5** Following on from the recent Welsh Audit Office report considered by this Committee at its last meeting, officers have also undertaken a research exercise to determine the revenue cost of the Vale of Glamorgan's service in comparison to other local authority Leisure Centre services in Wales. The exercise shows that the Vale of Glamorgan as well as having significantly the lowest cost leisure provision in Wales, was also the only local authority with a known revenue surplus prior to Covid-19.
- 2.6** 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. Also due to the use of colours and fine print in the Annual Report (Appendix A) the report will be available electronically at the meeting.

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

The Well-being Outcome 4: An Active and Healthy Vale:

- 3.1** Objective 7: Encouraging and promoting active and healthy lifestyles. Work in partnership to deliver a range of activities through our leisure and community facilities and parks to increase levels of participation and physical activity.

Long Term

- 3.2** The long term future of Leisure Centres is being safeguarded by both the proposed contract extension and the continuing upgrading works.

Prevention

- 3.3** 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.

Integration

- 3.4** Leisure Centres already link with health services with services such as the GP referral scheme and provide a base for many Sports Clubs to offer opportunities to residents for both competitive sport and well-being activities.

Collaboration

- 3.5** 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.

Involvement

- 3.6** 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.

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.
- 4.2** The Council has funded capital works at the leisure centres including upgrades to the changing rooms at Barry and Penarth Leisure Centres and electrical rewiring at Barry, Cowbridge and Llantwit Major, with electrical works recently commenced in Penarth. Budgets for further works have been approved for a new hall floor at Barry Leisure Centre which is nearly complete and reroofing at Cowbridge Leisure Centre.

Employment

- 4.3** Equal Opportunities is however an important element of service delivery with the contractor committed to following the Council's policies.

Legal (Including Equalities)

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

5. Background Papers

Annual report from Legacy Leisure.



Vale of Glamorgan Leisure Centres

Annual Services Report

Year 8

August 1st 2019 to July 31st 2020

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 30th November in any Year the Contractor shall submit proposals to the Council for changes to fees and charges”

The proposed core prices for 2021 will remain unchanged from 2020 in view of the worldwide COVID-19 pandemic and the period of Leisure Centre closures. A copy of the core prices is available to view in **Appendix 2.**

Section 1 PROPERTY (Protecting the asset)

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

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

As a result of centre closures and staff being placed on furlough at immediate notice. A number of items were completed to a delayed time schedule or postponed whilst not in use / offline / closed.

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 has in place an Environmental Management System (EMS) which provides a practical framework for managing, evaluating and continually improving our environmental performance.

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

A review of the centres electricity and gas consumption is found at **Appendix 6.**

A copy of each of the Leisure Centred Display Energy Certificates is found in **Appendix 7**

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

An example copy of a centre's monthly training schedule can be found in **Appendix 8.**

Appendix 9 shows records of training that has been completed by staff working for Legacy Leisure within the Vale of Glamorgan Contract from Human Focus, our online training system (training modules include a range of health and safety, manual handling, data protection, IOSH, Legionella, Asbestos etc).

Legacy Leisure is also partnered with Lifetime training for recruiting new apprentices 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.

Within the 8th contract year a number of projects were undertaken to enhance the interior decoration of the Leisure Centres. A number of these are listed below:

- Barry Leisure Centre updated gym painting / decoration
- Barry Leisure Centre updated reception / foyer / cafe area painting / decoration
- Llantwit Major Leisure Centre paintain and decoration throughout the centre including, reception / foyer, circulation corridors and changing rooms.

- Penarth Leisure Centre updated gym painting / decoration

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. We would also expect all works undertaken to be guaranteed for a period of time.

We have included our tendering policy in **Appendix 11**

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 maintained opening hours in excess of the minimum contract requirements up until their forced closures due to COVID-19 in March 2020.

2019/2020 Centre Opening Times - 464 Hours													
	Barry		Penarth		Cowbridge		Llantwit Major		Colcot		Holm View		Total
Monday	6:30 am - 10:00 pm	15.50	6:30 am - 10:00 pm	15.50	7:00 am - 10:00 pm	15.00	7:00 am - 9:00 pm	14.00	8:00 am - 10:00 pm	14.00	Available for hire	0.00	74.00
Tuesday	6:30 am - 10:00 pm	15.50	6:30 am - 10:00 pm	15.50	7:00 am - 10:00 pm	15.00	7:00 am - 9:00 pm	14.00	8:00 am - 10:00 pm	14.00	Available for hire	0.00	74.00
Wednesday	6:30 am - 10:00 pm	15.50	6:30 am - 10:00 pm	15.50	7:00 am - 10:00 pm	15.00	7:00 am - 9:00 pm	14.00	8:00 am - 10:00 pm	14.00	Available for hire	0.00	74.00
Thursday	6:30 am - 10:00 pm	15.50	6:30 am - 10:00 pm	15.50	7:00 am - 10:00 pm	15.00	7:00 am - 9:00 pm	14.00	8:00 am - 10:00 pm	14.00	Available for hire	0.00	74.00
Friday	6:30 am - 10:00 pm	15.50	6:30 am - 10:00 pm	15.50	7:00 am - 10:00 pm	15.00	7:00 am - 9:00 pm	14.00	8:00 am - 10:00 pm	14.00	Available for hire	0.00	74.00
Saturday	8:00 am - 6:00 pm	10.00	8:00 am - 6:00 pm	10.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	Available for hire	0.00	47.00
Sunday	8:00 am - 6:00 pm	10.00	8:00 am - 6:00 pm	10.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	8:00 am - 5:00 pm	9.00	Available for hire	0.00	47.00
Total		97.50		97.50		93.00		88.00		88.00		0.00	464.00
Bank Holidays	9:00 am - 7:00 pm		9:00 am - 7:00 pm		Closed		Swim Lessons Only		Closed		Closed		0.0
Minimum Contract Requirement - 498 Hours (415 Hours excluding Holm View)													
	Barry		Penarth		Cowbridge		Llantwit Major		Colcot		Holm View		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	8:00 am - 9:00 pm	13.00	78.0
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	8:00 am - 9:00 pm	13.00	78.0
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	8:00 am - 9:00 pm	13.00	78.0
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	8:00 am - 9:00 pm	13.00	78.0
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	8:00 am - 9:00 pm	13.00	78.0
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	8:00 am - 5:00 pm	9.00	54.0
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	8:00 am - 5:00 pm	9.00	54.0
Total		83.00		83.00		83.00		83.00		83.00		83.00	498.00
Bank Holidays	Closed		Closed		Closed		Closed		Closed		Closed		0.0

These hours of opening are to be reviewed prior to the reopening of the Leisure Centres once Welsh Government guidance permits. Current considerations would be

to open across all sites 08:00-21:00 Monday to Friday and 08:00-17:00 on weekends.

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.

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 13 includes some example copies of Penarth Leisure Centres Swimming

Pool Water Management and Treatment procedures (PP1-PP10). Each site 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. Demonstrating our continuous improvement during the 2019/20 winter season, each site again introduced an energy saving action plan led by the nominated energy warden. This continues to be especially useful to implement during triad periods. Special mention to the Energy Warden at Penarth Leisure Centre, Alex, whose efforts to control energy costs during triad periods made unparalleled energy savings estimated to be in excess of £1,500 for the season (based on reduced kWh consumption during confirmed TRIAD warning periods at peak times e.g. 16:30-18:30 electricity usage on 2nd December 2019 was 31kWh vs a target of 128 kWh.

Company wide utility league tables have been introduced as a measure of comparing utility consumption year on year and against other facilities. This is followed up with meetings including those who have improved sharing good practice with those sites that are highlighted as going backwards. An example of this league table for January 2020 is included in **Appendix 14**.

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

A copy of our health and safety policy can be found in **Appendix 15**.

NOP and EAP are reviewed annually in line with company wide directives. Risk assessments are reviewed annually and all accidents / incidents are uploaded to our internal reporting system, Prime Systems, within a target of 48 hours.

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”

Legacy Leisure completes an internal health and safety audit of all of its facilities every 6 months and an external health and safety audits are completed by a NEBOSH qualified Manager / Director from outside of the Vale of Glamorgan Contract. Furthermore we are partnered with ROSPA as a health and safety consultant who undertake external health and safety audits on a rolling programme. Rolling programme experienced disruption for the March 2020 internal audits and external audits as a result of the COVID-19 pandemic and resulting closures. The latest audit scores are as follows:

HEALTH & SAFETY INTERNAL AUDITS

Latest Scores:

Barry = 91.39% (previously 83.23%)
Colcot = 88.84% (previously 88.84%)
Cowbridge = 95.00% (previously 93.53%)
Llantwit Major = 88.37% (previously 86.84%)
Penarth = 92.58% (previously 85.34%)

N.B. The above scores are from Sept 2019. The March 2020 audits were missed due to Centre closures. It is acknowledged that scores have decreased in some cases since that time as a result of our closures, staff being on furlough and absolute focus on COVID-19 H&S procedures.

HEALTH & SAFETY EXTERNAL AUDITS

Latest Scores:

Barry = none completed during contract report period (previously 87.98%)
Cowbridge = none completed during contract report period (previously 86.42%)
Llantwit Major = none completed during contract report period (previously 83.03%)
Penarth = none completed during contract report period (previously 82.99%)

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 during its monitoring visits.

A weekly summary report from March 2020, just prior to closures is included below for reference:

Please find below Statutory Compliance Report.

STATUTORY OBLIGATIONS SUMMARY

Region	Site Name	Applicable and Compliant	Applicable and not Compliant	Not Applicable
Wales & South West	Barry Leisure Centre	42	3	34
Wales & South West	Colcot Leisure Centre	20	3	53
Wales & South West	Cowbridge Leisure Centre	43	1	34
Wales & South West	LLantwit Major Leisure Centre	32	5	41
Wales & South West	Penarth Leisure Centre	38	7	34

Statutory compliance items are an area of shared responsibility between the Vale of Glamorgan Council and Legacy Leisure. The non compliant items at Penarth includes a number of items pending completion of the electrical rewire project.

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 17** of the annual report.

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 casual or block booking basis, accommodating clubs that have been with us for many years and others that have recently formed.

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.”

This information is not required in the annual report. In accordance with the reporting schedule information on the implementation of the free swimming programme is available within submitted LAPA reports.

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 at Penarth, Cowbridge and Llantwit Major Leisure Centre in the form of fresh coffee and packaged confectionery items.

It is currently viewed that post pandemic operation will transfer Barry Leisure Centres full catering service towards the more streamline services at the other sites, with its former operational set up no longer being viable.

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 include more RAM / processor speeds, barcode scanners can now scan directly from mobile devices, tablets are now used for a number of operational tasks, installation of Wifi internet routers, upgrading PC's to run the latest software, e.g. Windows 10 operating systems.

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 directional and required DDA signs that are used at 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 a mandatory training module 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 18**.

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 19** 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 Head Office Marketing Department which is supplemented by local initiatives and activities. Please find a copy of the 2020 central marketing strategy in **Appendix 20**. Obviously with centre closures and the safety restrictions imposed as part of the COVID-19 pandemic many planned activities have not taken place and marketing activity as a whole has to become fully online dependent in many cases as a result.

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 8 report period did not include a local 2020 Vale of Glamorgan Leisure Centre customer survey questionnaire, owing to the closure of the Leisure Centres. 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 21**.

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.

Included in **Appendix 22** is a copy of our COSHH procedures.

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”

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 information is not required in the annual report.

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

Not a requirement of the annual report, however available upon request by the Authorised Officer.

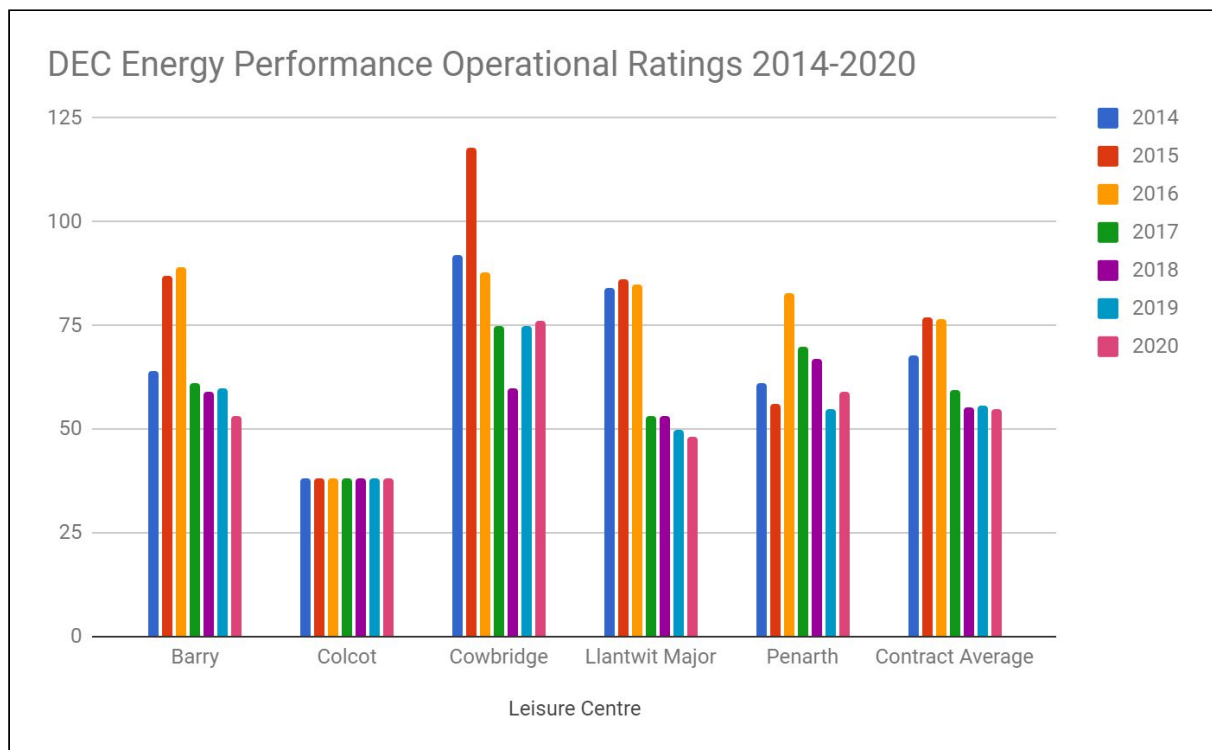
A) Safeguarding the environment for now and for the future

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

Legacy Leisure is committed to improving its energy efficiency and environmental performance at all the Vale of Glamorgan Leisure Centres and has strived to reduce where possible overall consumption levels for each utility service.

For more details please refer to point 10 of the annual report.

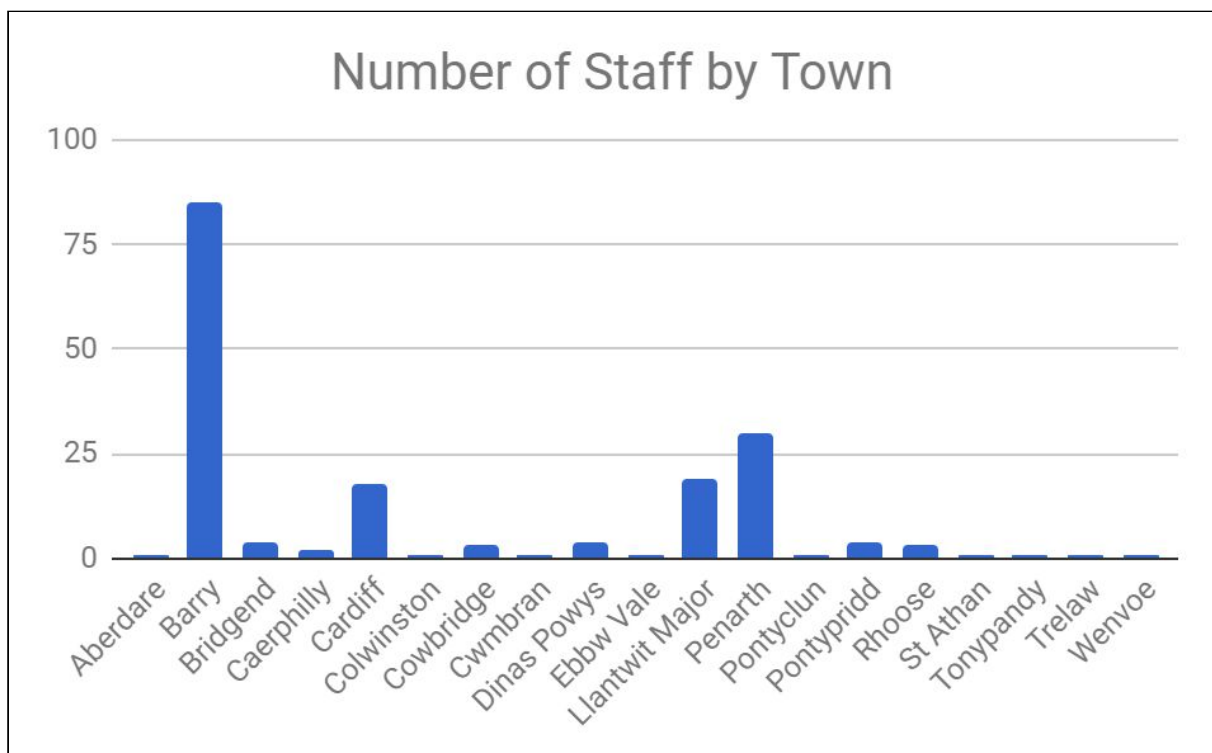
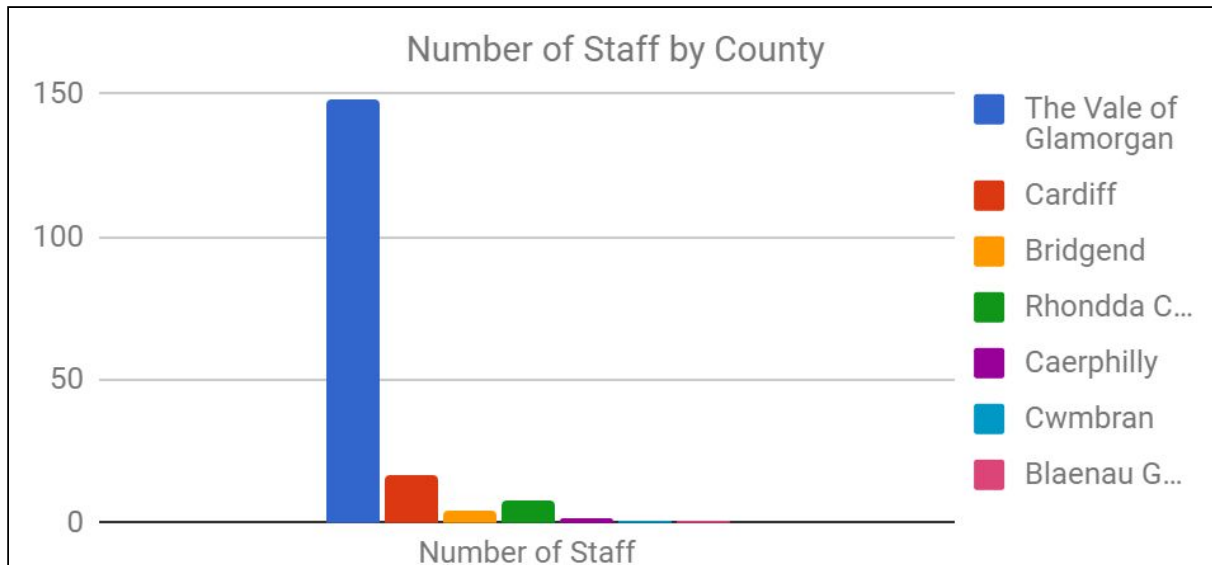
The energy performance operational ratings have been maintained at previous years progress and can be seen in the graph below:



B) Local Employment

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

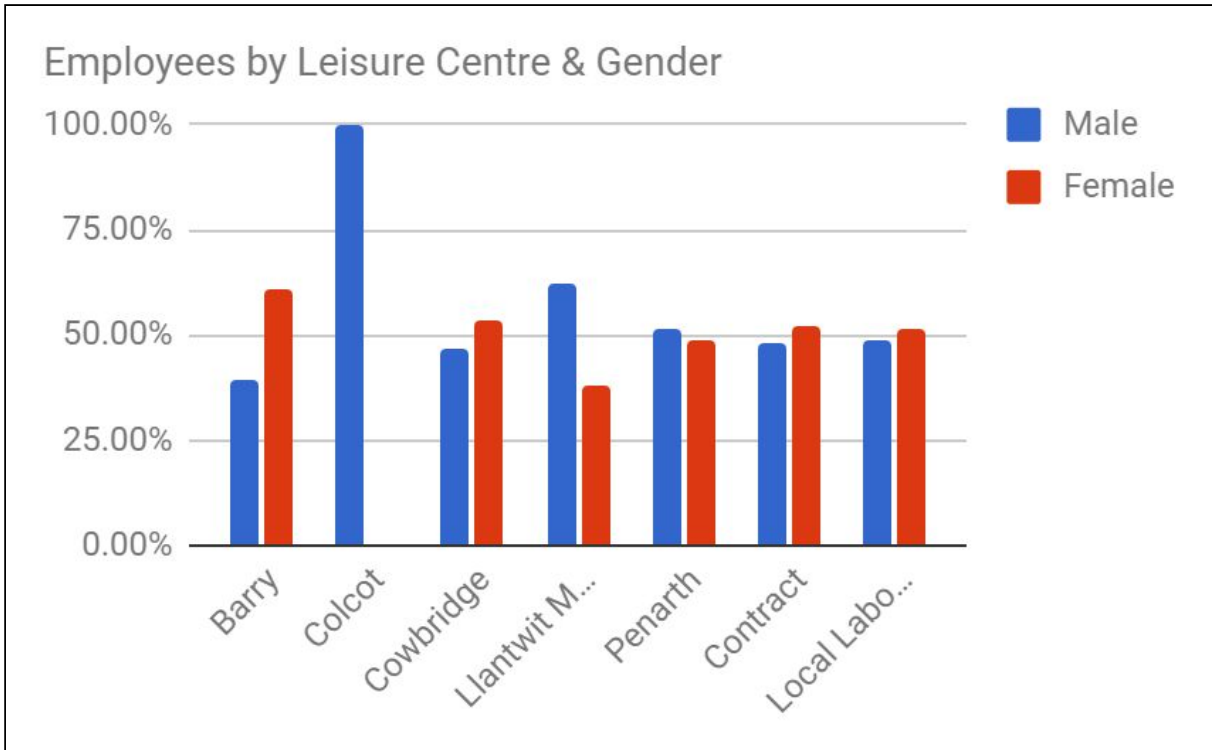
Number of local people working at the leisure centre: 100% of staff working with the leisure centres for Legacy Leisure live locally within South Wales. For further breakdowns please see below charts:



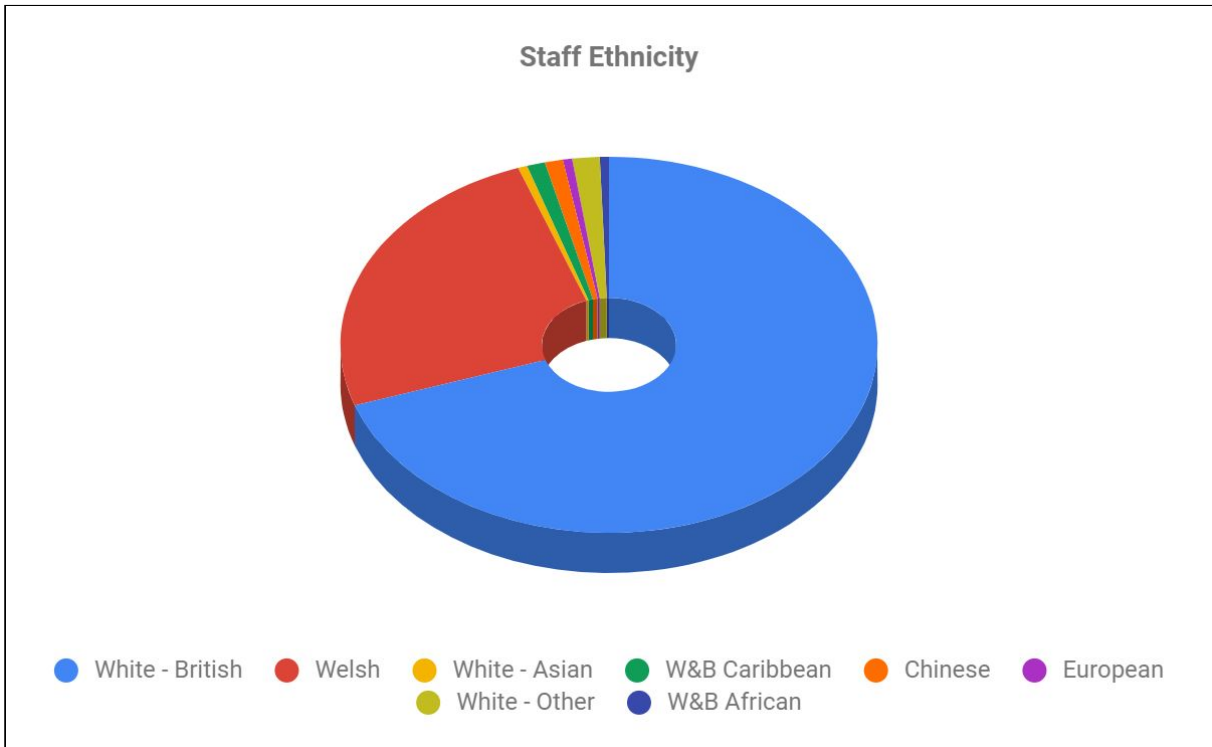
3) “All parts of the community are encouraged to work at the leisure centre and barriers are removed”

Appendix 23 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):



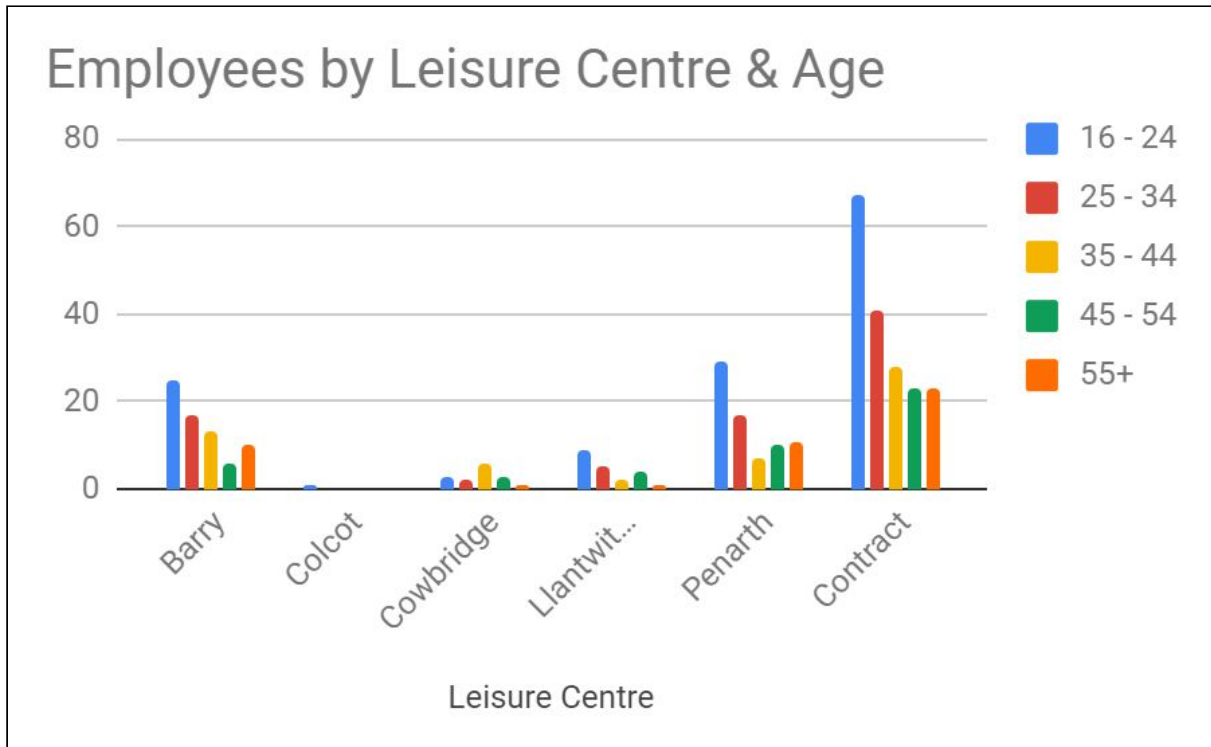
- Representativeness of BME working at the leisure centre (compared to the local labour market):



- 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 8 there was no recruited representation within the leisure facilities for disability, this is due to no applications for employment. Long-term limiting illness however was represented within existing staff, typically with cases of cancer.

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

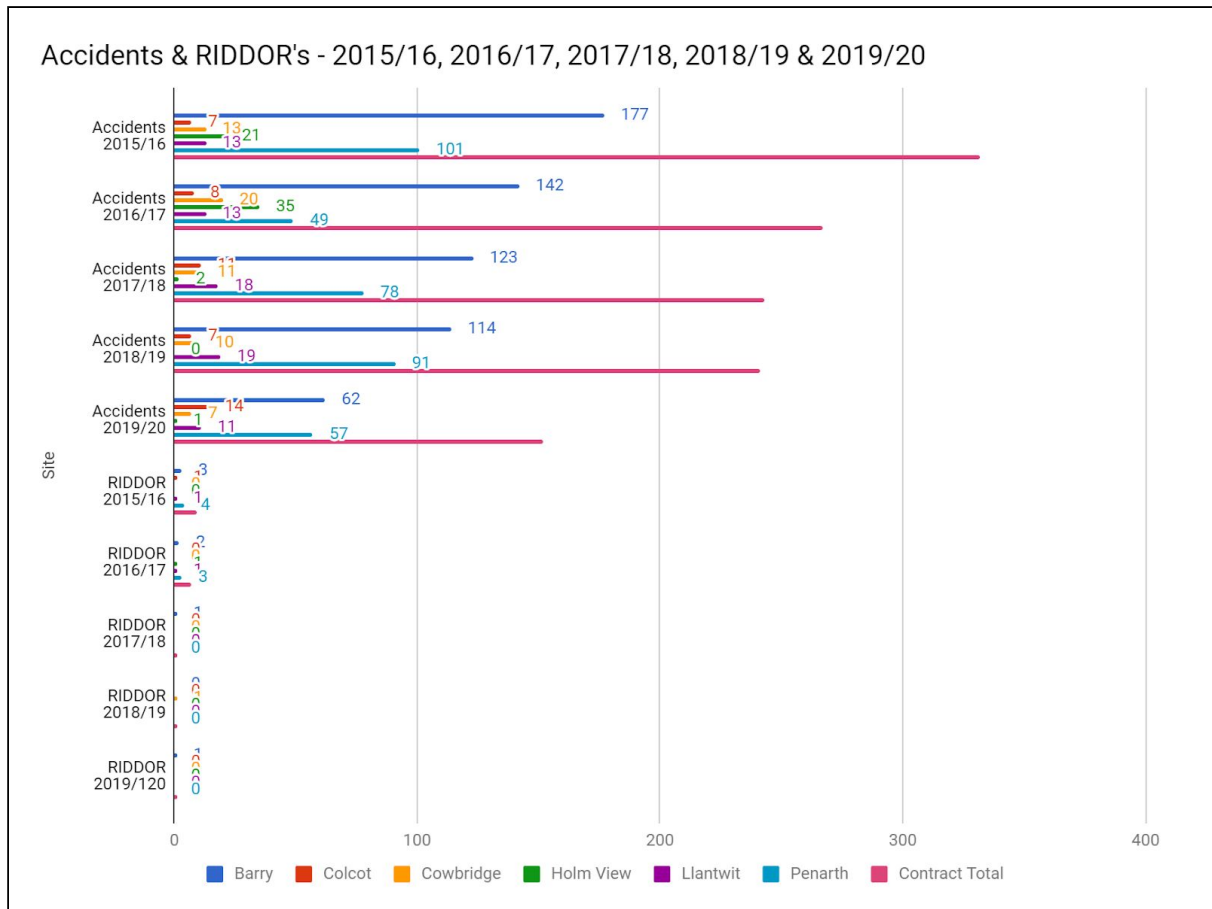


C) Supporting Health, wellbeing and safer communities

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 8 is unable to be compared to prior year accidents and RIDDORs within the Leisure Centres due to its closure from 20th March 2020 until 31st July 2020 of the report period.



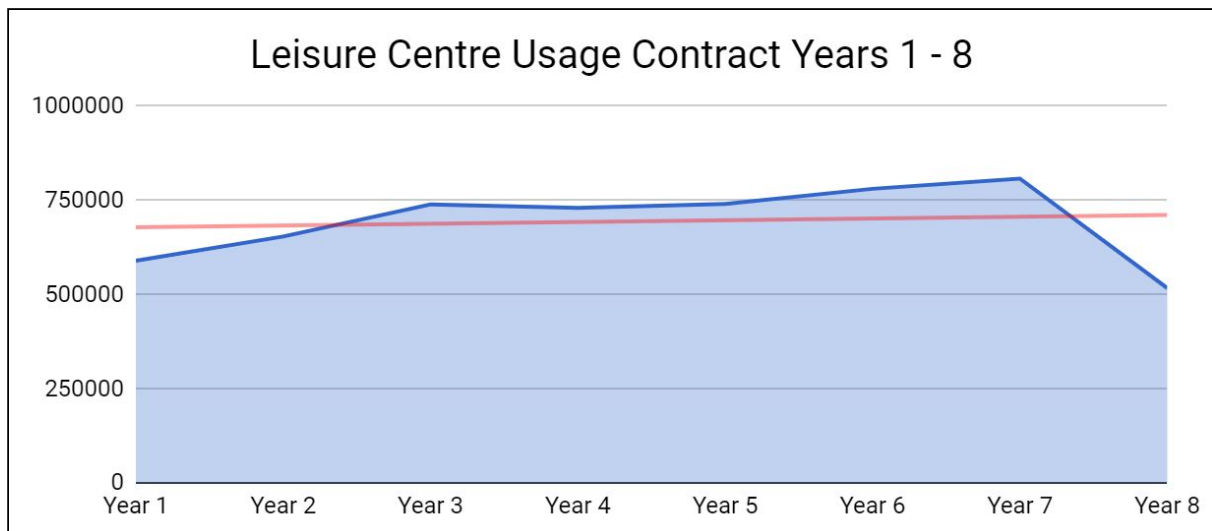
Reported RIDDOR was a result of a staff member at Barry Leisure Centre setting up equipment for soft play, tripping over at the same level and fracturing his elbow (the case being reportable due to the extended absence from work caused by an accident sustained within the workplace).

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 year 8 the Leisure Centres closed from 20th March 2020 and beyond the end of the report year on 31st July 2020, therefore the number of annual participants has decreased significantly. When adjusting for a full year's usage based on the number of full months of Leisure Centre opening the contract was on course to slightly exceed its prior year usage by 0.15%.

Please find a copy of the latest patronage figures submitted to the local authority in **Appendix 24** of this annual report.



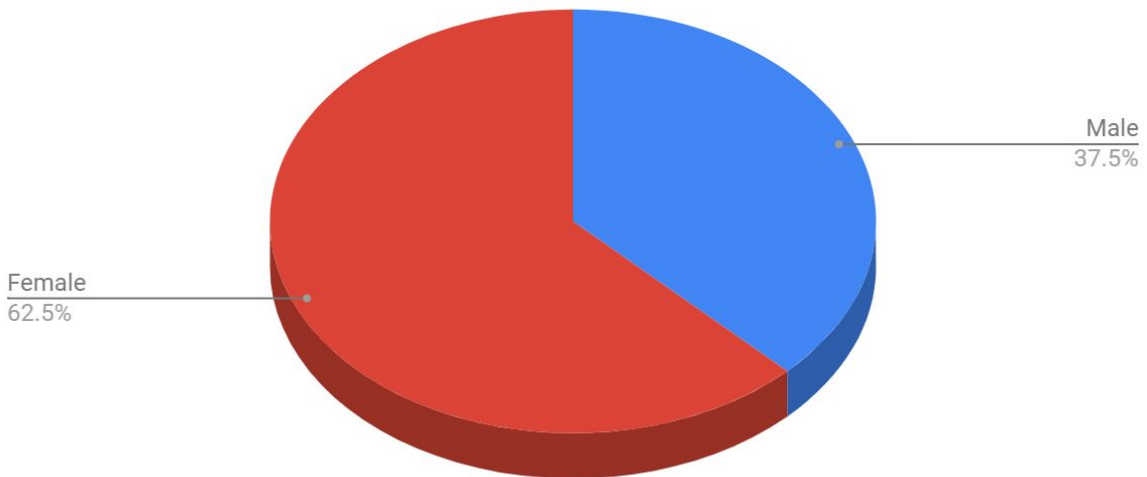
- The number of 60 and over and 16 and under who have participated in free swimming during public times, (broken into male and female)

The Free Swimming Initiative (FSI) scheme underwent a significant overhaul as a result of Sport Wales evaluation. The level of funding halved and the criteria changed. The new proposed scheme can be reviewed at [Appendix 25](#). The new scheme is still within its infancy and is subject to change. It is regularly reviewed and shared with our partners in Sport Wales. Specific breakdown of FSI participation is available upon request by the client officer; noting that during contract year 8, the level of participation would not be remotely comparable to prior years.

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

Patronage of the GP Referral scheme during contract year 8 was 11,419, utilised by 808 customers. The total membership reduced significantly following the March 2020 centre ongoing closures; standing in July 2020 at 12 PAYG and 12 DD customers, which is split between male and female as shown below:

GP Referral Members by Gender



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

Legacy Leisure introduced a method to report on this however it has not proved reliable as the price point for 60+ new members is the same as those having exited the NERS scheme. However, during the contract period 13 NERS DD customers have signed up within the Leisure Centres, this reflects 13 customers who are under the age of 60 years of age and on scheme.

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 21**.

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 the best possible value for money 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 8.

- 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 8 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 7, 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

Legacy Leisure endeavours to answer the telephone at each of its centres as soon as possible. To assist in the unlikely event that a call is not answered within 15 seconds at reception, contingencies have been introduced including the widening of income callings to include back office telephones, revising of the automatic telephone system to separate out membership calls from reception (which can occupy the line for an extended period). This KPI is not measured on our VOIP

telephone system however a confirmed 79,175 calls were made in total during the contract year with an average call time of 01:23 minutes per call. A full VOIP system report is available to view at **Appendix 26**.

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

Legacy Leisure can confirm that during the contract year 8 we experienced no gym facility downtime up until the full Leisure Centre closures on 20th March 2020.

Additionally kit down time was kept to a minimum, where alternative gym equipment of the same type was made available whenever possible when items were unfortunately placed out of order.

Gym equipment provisions were again increased during 2019 / 2020 increasing the number of stations in a number of our gyms as well as upgrading stations, lessening the impact of gym equipment unavailability.

“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 st October 2020 |
| 3. Date of expiry of Insurance policy. | 30 th 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
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.

Vale of Glamorgan Contract

CORE PRICES (Client Approval)	Cost 2018/19	Cost 2020	£ Increase	% Increase	Core	Concession
Gym - Peak	£6.60	£6.70	£0.10	1.52%	Y	
Gym - Off Peak	£5.45	£5.60	£0.15	2.75%	Y	
Gym - Concession Peak	£5.95	£6.20	£0.25	4.20%	Y	Y
Gym - Concession Off Peak	£3.20	£3.40	£0.20	6.25%	Y	Y
Swim - Peak	£3.65	£3.75	£0.10	2.74%	Y	
Swim - Off Peak	£3.65	£3.75	£0.10	2.74%	Y	
Swim - Concession Off Peak	£1.95	£2.15	£0.20	10.26%	Y	Y
Swim - Concession Carer Off Peak	£1.95	£2.15	£0.20	10.26%	Y	Y
Racket Sports - Peak	£7.95	£7.95	£0.00	0.00%	Y	
Racket Sports - Off Peak	£6.35	£6.45	£0.10	1.57%	Y	
Racket Sports - Concession Peak	£7.15	£7.15	£0.00	0.00%	Y	Y
Racket Sports - Concession Off Peak	£4.10	£4.25	£0.15	3.66%	Y	Y
Classes - Peak	£5.00	£5.10	£0.10	2.00%	Y	
Classes - Off Peak	£3.95	£4.05	£0.10	2.53%	Y	
Classes - Concession Peak	£4.00	£4.30	£0.30	7.50%	Y	Y
Classes - Concession Off Peak	£1.95	£2.10	£0.15	7.69%	Y	Y
Party Mania - Sports Hall / Swimming Pool Party	£100.00	£100.00	£0.00	0.00%	Y	
Holm View Astro 1 hr	£28.00	£28.00	£0.00	0.00%	Y	
Colcot Half Astro 1 hr	£28.00	£28.00	£0.00	0.00%	Y	
Colcot Full Astro 1 hr	£53.00	£53.00	£0.00	0.00%	Y	
Colcot/Holm View Astro Lights 1 hr	£11.00	£11.00	£0.00	0.00%	Y	
Holm View Main Hall Hire 1 hr	£34.50	£34.50	£0.00	0.00%	Y	
Penarth Main Hall Commercial Hire 1 hr	£81.50	£81.50	£0.00	0.00%	Y	
Barry/Colcot/Cowbridge/Llantwit/Penarth Main Hall Hire 1hr	£45.00	£45.00	£0.00	0.00%	Y	
Barry / Penarth Half Main Hall Hire / Small Hall Hire 1 hr	£32.25	£32.25	£0.00	0.00%	Y	
Colcot / Cowbridge / Llantwit Major Half Main Hall	£32.25	£22.50	-\$9.75	-30.23%	N	
Barry/Cowbridge/Llantwit/Penarth Studio Hire 1 hr	£31.00	£31.00	£0.00	0.00%	Y	
Barry/Cowbridge/Llantwit/Penarth Room Hire 1 hr	£15.25	£16.00	£0.75	4.92%	Y	
Barry/Llantwit/Penarth Main Pool Hire 1 hr	£77.50	£77.50	£0.00	0.00%	Y	
Barry/Penarth Both Pools Hire 1 hr	£124	£124	£0.00	0.00%	Y	
Barry/Llantwit/Penarth Lane Hire 1 hr	£22.50	£22.50	£0.00	0.00%	Y	
VOGC Sports Development Facility Hire 1 hr	£20.00	£20.00	£0.00	0.00%	Y	

Site		Barry 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 7: AHU 1-5 Roof Plant Room / AHU 5-6 Balcony Plant Room	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	February / August									
2	AHU Air Filters	Y	Various AHU x 8: AHU 1-5 Roof Plant Room / AHU 5-6 Balcony Plant Room / Catering Extract x 1	Check condition of filters. If damaged, replace the filter. If dirty, clean the filter, restoring channels and frames. Record Manometer reading before and after cleaning (a differential pressure of >150Pa requires attention. Max of 200Pa)	Six Monthly (ALTERNATE WITH SERVICE VISIT)	Internal (Maintenance)	PPM	February / August									
3	AHU Air Terminals / Dampers / Drains	Y	Various AHU x 7: AHU 1-5 Roof Plant Room / AHU 5-6 Balcony Plant Room	Check that grilles and diffusers are clean and not being fully obstructed. Clean & lubricate. Check & replace gaskets, seals and mesh screen. 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 EXTERNAL CONTRACTOR SERVICE VISIT)	Internal (Maintenance)	PPM	February / August									
4	AHU Coppered Ceiling Tie Fan Convectors	N	Gym x 16 (B supply & 8 extract) / Studio x 2 (1 supply & 1 extract) / Reception x 5 (local supply, x supply & x extract)	Removal of all dust and dirt from ceiling tie vents (Supply & Extract)	Annually	Internal (Maintenance)	PPM	February									
5	AHU Ductwork	Y	Various AHU x 8: AHU 1-5 Roof Plant Room / AHU 5-6 Balcony Plant Room / Catering Extract 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 and free of corrosion. Ensure that flexible connections are undamaged and not tight.	Six Monthly	Internal (Maintenance)	PPM	February / August									
6	AHU Energy Recovery Ventilator (Lossnay)	Y	Gym x 2 / Reception 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.	Annually	Internal (Maintenance)	PPM	February									
7	AHU Energy Recovery Ventilator (Lossnay)	Y	Gym x 2 / Reception x 1	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	February									
8	AHU Extract Fans & Controllers (Whairne X5 Wall Fan Supply / Extract Units)	Y	Main Dry changing room x 2 (male X5 and wall above ceiling), Female dry changing room x 2 (male X5 and wall above ceiling), Cafe x 1 (out of service), Old Health Suite x 1 (out of service)	Remove dirt and encrustation from the grilles, fan impeller, motor casing and clear ductwork areas as far as reasonably practicable	Annually	Internal (Maintenance)	PPM	February									
9	AHU Fire Dampers	Y	Plant Room - Roof x 7 (AHU 1 & 2, AHU 3 x 2, AHU 4 x 1 & AHU 5 x 2)	Perform visual check of the damper, ensuring it is free of any foreign items	Quarterly	Internal (Maintenance)	PPM	February / May / August / November									
10	AHU Fire Dampers	Y	Plant Room - Roof x 7 (AHU 1 & 2, AHU 3 x 2, AHU 4 x 1 & AHU 5 x 2)	Remove build up of dust and dirt with a dry cloth (do not introduce moisture / oil / lubrication to the damper)	Quarterly	Internal (Maintenance)	PPM	February / May / August / November									
11	AHU Insulation	Y	Plant Rooms - Balcony / Roof	Inspect insulation for water absorption / staining (cracks and crushing) (compression of the insulation should be noted) as well as any other damage. Check that insulation is securely in place and return insulation that has been removed for safe disposal.	Annually	Internal (Maintenance)	PPM	February									
12	AHU Inverter / Variable Speed Drive (VSD)	N	Plant Rooms - Balcony / Roof / Pool	AHU Fan Motors: Isolate from the power and remove casing. Clean the brushes and cooling fan with compressed air and remove any excess dust / dirt	Annually	Internal (Maintenance)	PPM	November									
13	AHU Speed Control Units (Toilet Extracts)	Y	Plant Room - Roof	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	February									
14	AHU Volume Control Dampers (Lossnay dry)	Y	Various AHU Plant / Ductwork	Testing of volume control dampers (e.g. fully open to fully closed)	Annually	Internal (Maintenance)	PPM	October									
15	Air Conditioner Indoor Unit	Y	Various ACU x15: ACU Main Gym x9, ACU Gym Office x1, ACU Cycle Workout Studio x2, ACU Group Fitness Studio x3 (combined ACU's x4: gym office etc x1, GP reformer office x1, dryside male x1, dryside female x1)	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	February / August									
16	Asbestos	Y	Whole Building	Review of facility asbestos management plan to be completed annually by competent person. External service requirements to be completed in accordance with CDM guidelines / periodically as necessary	Annually	Internal (Centre Management)	N/A	April									
17	Disabled Alarms	N	Main Building	Inspect & Test of Disabled Alarm Call Points (Audible)	Daily	Internal (Duty Management)	PPM	Daily				Refer to Duty Managers Daily H&S Building Check Sheet					
18	Drainage	Y	Disable Cabs Toilet x1, Disable Studio Disabled Toilet x1	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	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 gutters and downpipes (External Contractor Required for High Access Areas)	Six Monthly	Internal (Maintenance)	PPM	November / May									
22	Electrical Control Panels	N	Plant Rooms - Balcony / Roof / Pool	Check panel door is tightly closed. Check panel is live, that indication lamps are working and that no alarms are present. Check interlock 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)	Inspect & Test of Fire Alarm Call Points (Audible)	Weekly	Internal (Duty Management)	PPM	Weekly				Refer to Duty Managers Fire Folder (tested Tuesday AM)					
26	Fire Equipment - e.g. External Fire Doors / Fire Panels	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 Daily H&S Building Check Sheet					
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	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 clocks fully closed to fully open, if stiff, 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	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 clocks fully closed to fully open, if stiff, 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 clocks fully closed to fully open, if stiff, 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 clocks fully closed to fully open, if stiff, 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	February									
34	Ladders / High Level Access Equipment	N	Plant Room - Roof / Balcony & Mobile Ladder	Condition assessment completed and recorded from PAT	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 Daily Area Checklist (for upstairs toilets) and Pool test sheets (for plant room sink)					
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	March / September									
37	Pool Plant: Inverter / Variable Speed Drive (V)	N	Plant Rooms - Pool	Pool Circulation Pump: Isolate from the power and remove casing. Clean the brushes and cooling fan with compressed air and remove any excess dust / dirt	Annually	Internal (Maintenance)	PPM	December									
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 Daily H&S Building Check Sheet					
39	Poolside Rescue Equipment	N	Main & Leamer Pool (equipment list TBC)	Inspection of poolside rescue equipment (e.g. lifebuoys, rescue buoy, throw bag etc) to ensure it remains fit for use	Daily	Internal (Duty Management)	PPM	Daily				Refer to Duty Managers Daily H&S Building Check Sheet					
40	Portable Electrical Appliances (PAT)	N	Sports Hall Store, Studios and Wetside Changing Rooms	Formal visual inspection of high risk portable electrical appliances 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	None	Check radiator valves and operation for leaks. Remove any dust build-up from back or hidden surfaces	Six Monthly	Internal (Maintenance)	PPM	N/A	N/A	N/A							
43	Water Fountain / Boilers	N	Expressions Gym	Inspect the filter / record the display reading for the filter and replace if necessary	Quarterly	Internal (Maintenance)	PPM	March / June / September / December									

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	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			
11	AHU: Insulation	Y	Plant Room	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			
12	AHU: Inverter / Variable Speed Drive (VSD)	N	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			
13	AHU: Speed Control Units (Toilet Extracts)	Y	Various (Wetside and Dryside Changing Room Toilets)	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			
14	AHU: Volume Control Dampers (Lossnay duct)	Y	Main Gym x 2 / Gym Extension x 1 / Cycle Studio x 1	Testing of volume control dampers (e.g. fully open to fully closed)	Annually	Internal (Maintenance)	STAT COMPLIANCE	March			
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	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			
16	Asbestos	Y	Whole Building	Review of facility asbestos 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			
17	Disabled Alarms	N	Total of Disabled Alarms TBC	Inspection & Testing of Disabled Alarm Call Points (Audible)	Daily	Internal (Duty Management)	PPM	Daily		Refer to Duty Managers Building Tour Check Sheets	
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 YMM902603
Reference No 703157

- | | | |
|----|---|--|
| 1. | Name of policy holder | Parkwood Leisure Holdings Ltd and all subsidiary companies |
| 2. | Date of commencement of insurance policy. | 31 st October 2019 |
| 3. | Date of expiry of Insurance policy. | 30 th October 2020 |

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.

Profile - Year by Month - Electricity

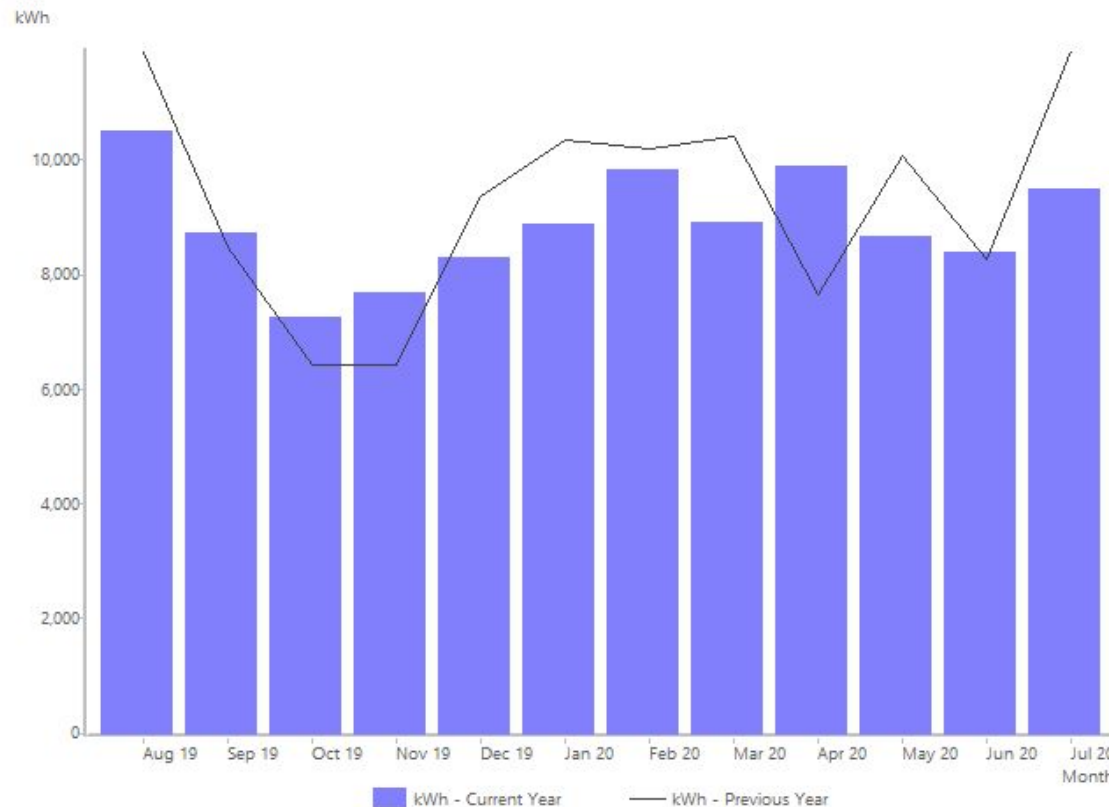
Company:
Site:
MPAN / Meter ID:
Online Meter Name:

Parkwood Leisure Holdings Ltd
Barry Leisure Centre
2199989622400 / K04D03512
HH 2199989622400 - K04D03512



Report For: Jul 2020
Report Run Date: 11/01/21 @ 12:19:06

Annual Profile of Electricity Consumption



Month	kWh End Jul 2019	kWh End Jul 2020
Aug	11,889.2	10,504.4
Sep	8,482.7	8,727.4
Oct	6,413.0	7,273.8
Nov	6,404.9	7,688.5
Dec	9,342.6	8,302.5
Jan	10,355.4	8,884.8
Feb	10,162.0	9,818.8
Mar	10,415.2	8,911.5
Apr	7,637.1	9,887.1
May	10,049.3	8,648.6
Jun	8,274.5	8,375.3
Jul	11,892.8	9,512.9
Year	111,318.9	106,535.6

Consumption

kWh End Jul 2019 111,319
kWh End Jul 2020 106,536
Difference -4,783
% Difference -4.30%

Load Factor 0.1517

Demand

MD (kW) on 10/02/20 @ 11:00 80.0
MD (kVA) on 10/02/20 @ 11:00 84.3
kVArh 20,899
Average Power Factor 0.9813

Profile - Year by Month - Electricity

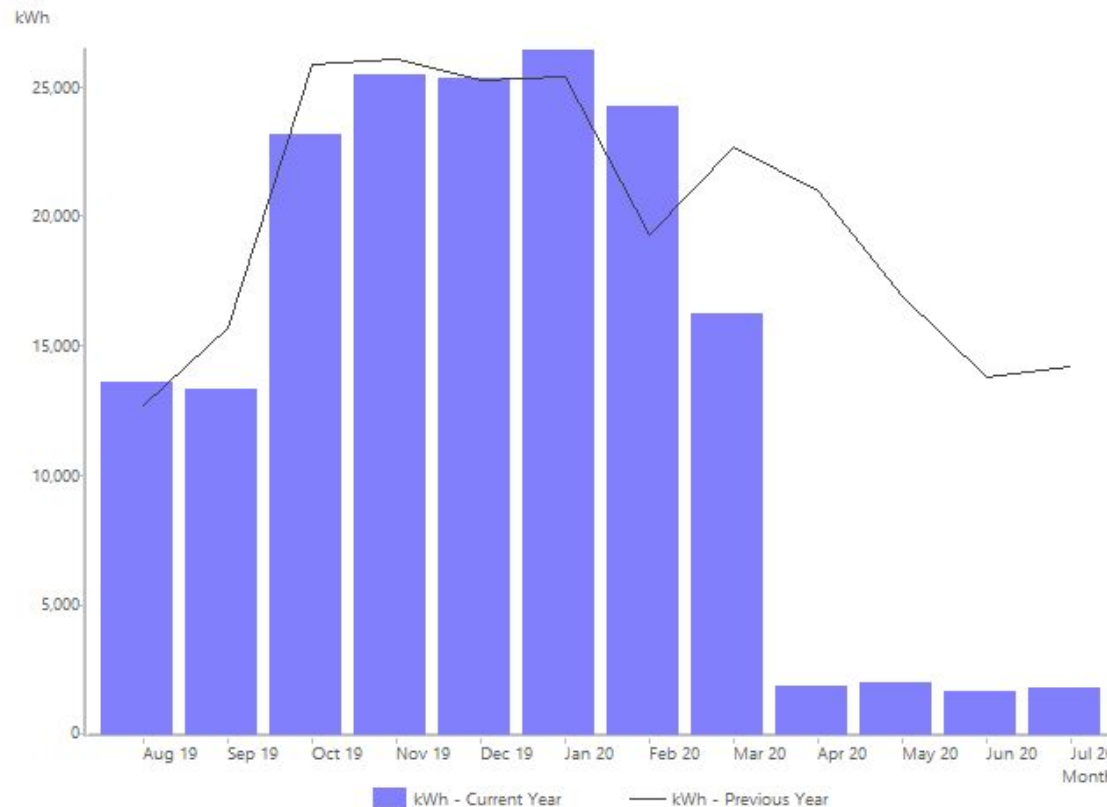
Company:
Site:
MPAN / Meter ID:
Online Meter Name:

Parkwood Leisure Holdings Ltd
Cowbridge Leisure Centre
2199989658105 / 210027743
HH 2199989658105 - 210027743



Report For: Jul 2020
Report Run Date: 11/01/21 @ 12:22:07

Annual Profile of Electricity Consumption



Month	kWh End Jul 2019	kWh End Jul 2020
Aug	12,639.3	13,608.9
Sep	15,686.0	13,310.5
Oct	25,842.2	23,117.7
Nov	26,071.7	25,396.8
Dec	25,262.3	25,295.2
Jan	25,330.4	26,371.5
Feb	19,225.6	24,267.2
Mar	22,695.1	16,243.8
Apr	20,989.2	1,834.3
May	16,899.7	1,981.6
Jun	13,768.7	1,644.9
Jul	14,150.5	1,817.6
Year	238,560.5	174,889.9

Consumption

kWh End Jul 2019 238,561
kWh End Jul 2020 174,890
Difference -63,671
% Difference -26.69%

Load Factor 0.3449

Demand

MD (kW) on 05/01/20 @ 15:00 57.7
MD (kVA) on 05/01/20 @ 15:00 57.7
kVArh 0
Average Power Factor 1.0000

Profile - Year by Month - Electricity

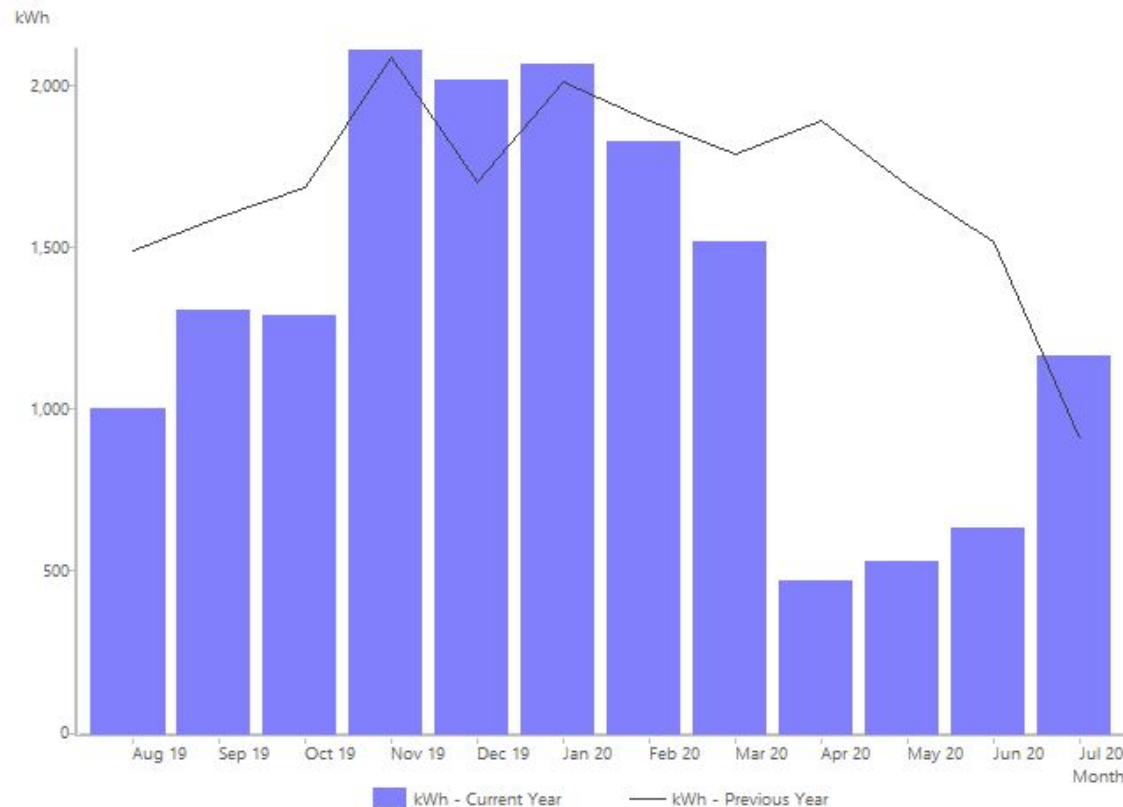
Company:
Site:
MPAN / Meter ID:
Online Meter Name:

Parkwood Leisure Holdings Ltd
Holm View Leisure Centre
2199989674738 / 211049101
HH 2199989674738 - 211049101



Report For: Jul 2020
Report Run Date: 11/01/21 @ 12:22:51

Annual Profile of Electricity Consumption



Month	kWh End Jul 2019	kWh End Jul 2020
Aug	1,490.9	1,001.5
Sep	1,593.7	1,307.5
Oct	1,687.3	1,292.6
Nov	2,086.2	2,105.2
Dec	1,700.7	2,014.8
Jan	2,008.3	2,064.6
Feb	1,889.1	1,828.9
Mar	1,783.7	1,515.8
Apr	1,890.6	471.2
May	1,693.4	531.1
Jun	1,516.0	636.2
Jul	910.4	1,168.8
Year	20,250.3	15,938.4

Consumption

kWh End Jul 2019	20,250
kWh End Jul 2020	15,938
Difference	-4,312
% Difference	-21.29%

Load Factor

0.1485

Demand

MD (kW) on 01/12/19 @ 14:30	12.2
MD (kVA) on 01/12/19 @ 14:30	12.2
kVArh	0
Average Power Factor	1.0000

Profile - Year by Month - Electricity

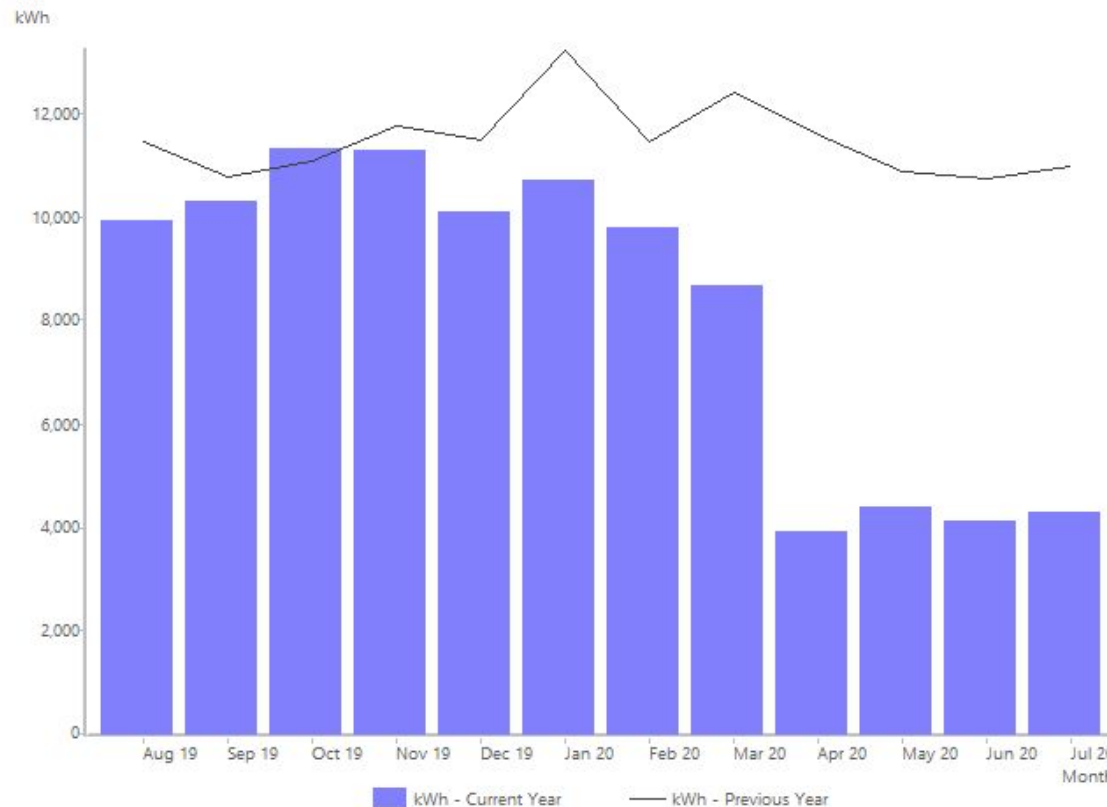
Company:
Site:
MPAN / Meter ID:
Online Meter Name:

Parkwood Leisure Holdings Ltd
Llanwit Major Leisure Centre
2199989657982 / 214027256
HH 2199989657982 - 214027256



Report For: Jul 2020
Report Run Date: 11/01/21 @ 12:23:15

Annual Profile of Electricity Consumption



Month	kWh End Jul 2019	kWh End Jul 2020
Aug	11,469.0	9,942.4
Sep	10,780.5	10,287.4
Oct	11,095.4	11,325.9
Nov	11,762.8	11,293.2
Dec	11,510.0	10,093.1
Jan	13,224.4	10,716.3
Feb	11,467.0	9,813.4
Mar	12,412.3	8,653.7
Apr	11,609.9	3,916.4
May	10,894.3	4,391.5
Jun	10,746.0	4,120.7
Jul	10,989.9	4,288.6
Year	137,961.4	98,842.7

Consumption

kWh End Jul 2019 137,961
kWh End Jul 2020 98,843
Difference -39,119
% Difference -28.35%

Load Factor 0.2443

Demand

MD (kW) on 01/12/19 @ 08:30 46.1
MD (kVA) on 01/12/19 @ 08:30 46.1
kVArh 12,466
Average Power Factor 0.9921

Profile - Year by Month - Electricity

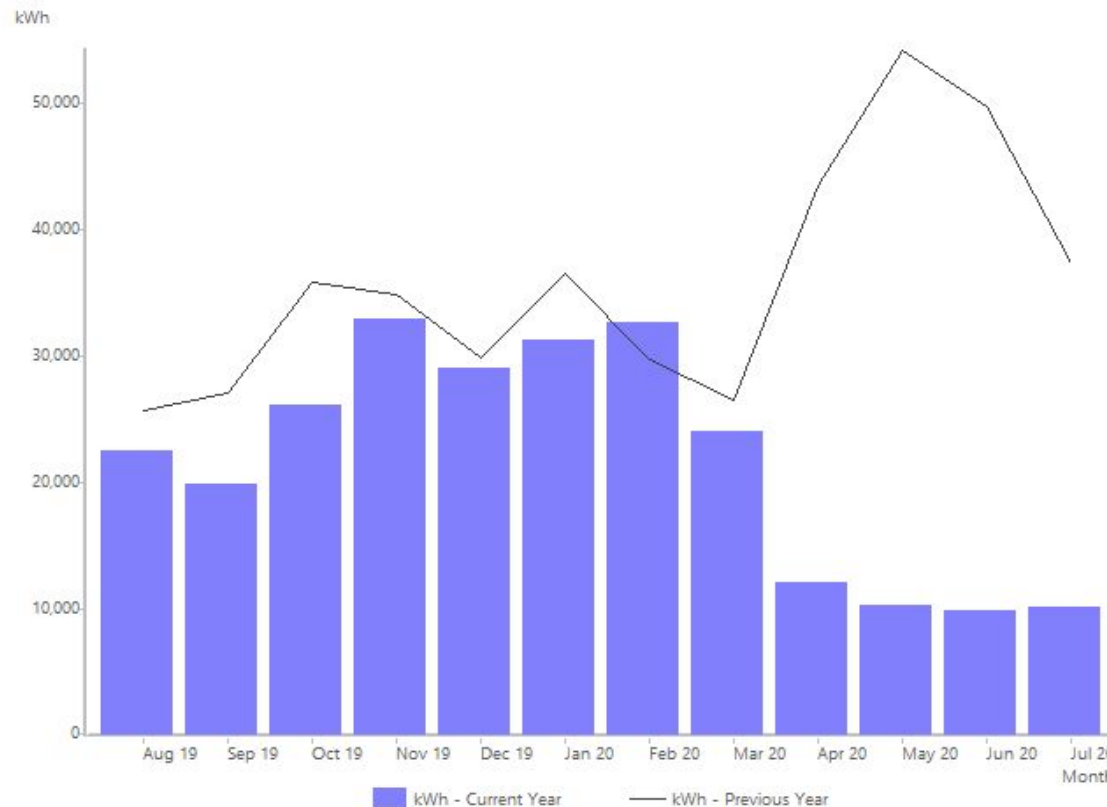
Company:
Site:
MPAN / Meter ID:
Online Meter Name:

Parkwood Leisure Holdings Ltd
Penarth Leisure Centre
2199989621425 / K13A002033
HH 2199989621425 - K13A002033



Report For: Jul 2020
Report Run Date: 11/01/21 @ 12:23:42

Annual Profile of Electricity Consumption



Month	kWh End Jul 2019	kWh End Jul 2020
Aug	25,567.0	22,424.8
Sep	27,086.8	19,903.5
Oct	35,708.2	25,974.3
Nov	34,742.1	32,777.0
Dec	29,842.3	28,985.7
Jan	36,588.3	31,170.8
Feb	29,564.2	32,474.8
Mar	26,470.5	24,008.2
Apr	43,511.3	11,952.7
May	54,109.3	10,194.3
Jun	49,824.5	9,853.1
Jul	37,325.7	10,024.1
Year	430,340.3	259,743.4

Consumption

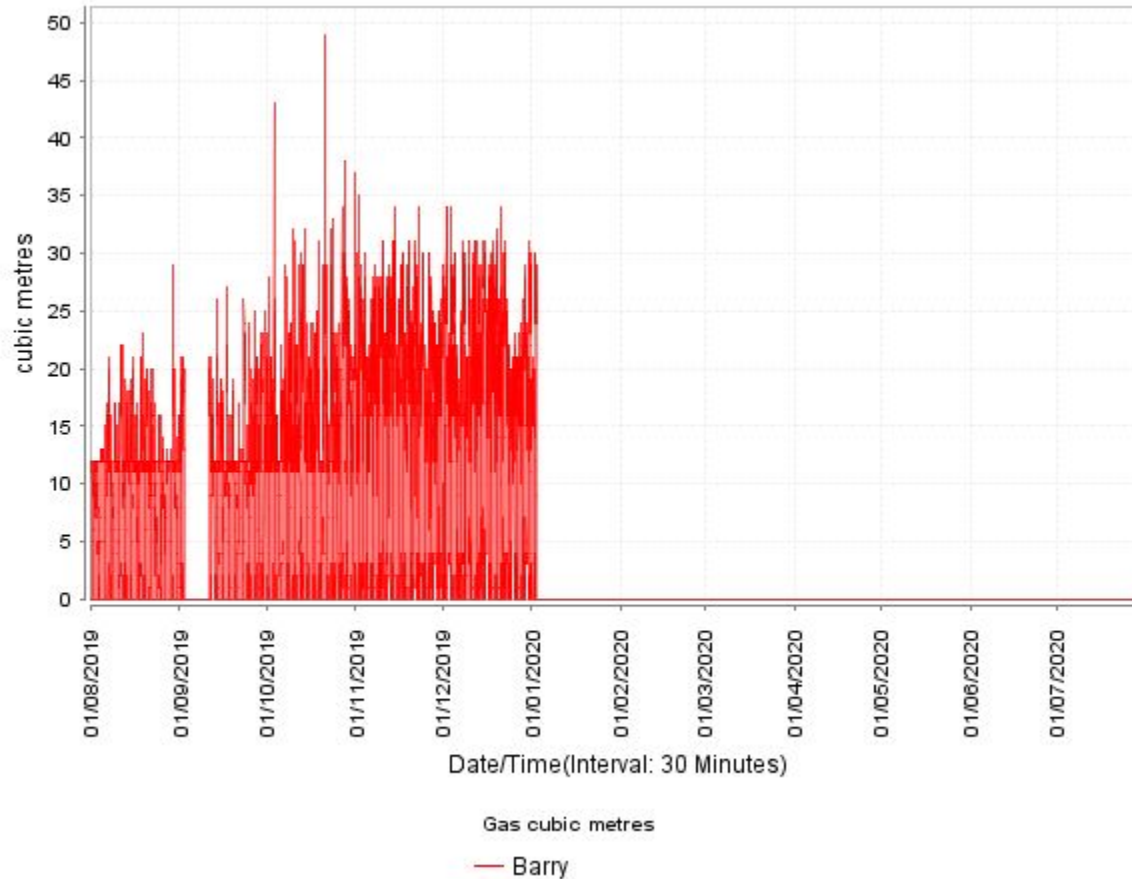
kWh End Jul 2019	430,340
kWh End Jul 2020	259,743
Difference	-170,597
% Difference	-39.64%

Load Factor 0.1906

Demand

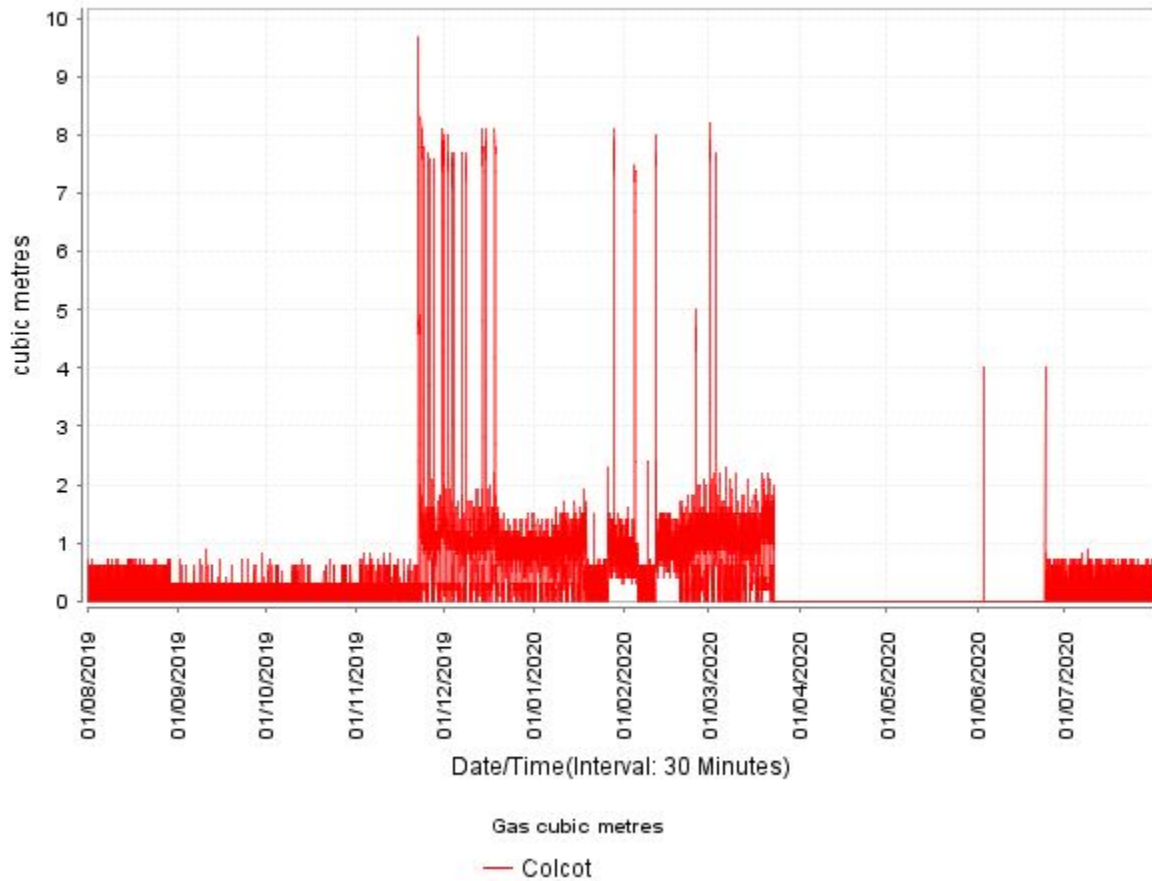
MD (kW) on 16/11/19 @ 12:30	155.1
MD (kVA) on 16/11/19 @ 12:30	155.9
kVArh	249,399
Average Power Factor	0.7213

Barry Leisure Centre Gas Consumption August 2019 to July 2020:



site name	Item	Total	Min	Max	Average
Barry	81120502 Gas cubic metres	76,378	0 01/08/19 00:00	49 21/10/19 06:00	4.348

Colcot Sports Centre Gas Consumption August 2019 to July 2020:

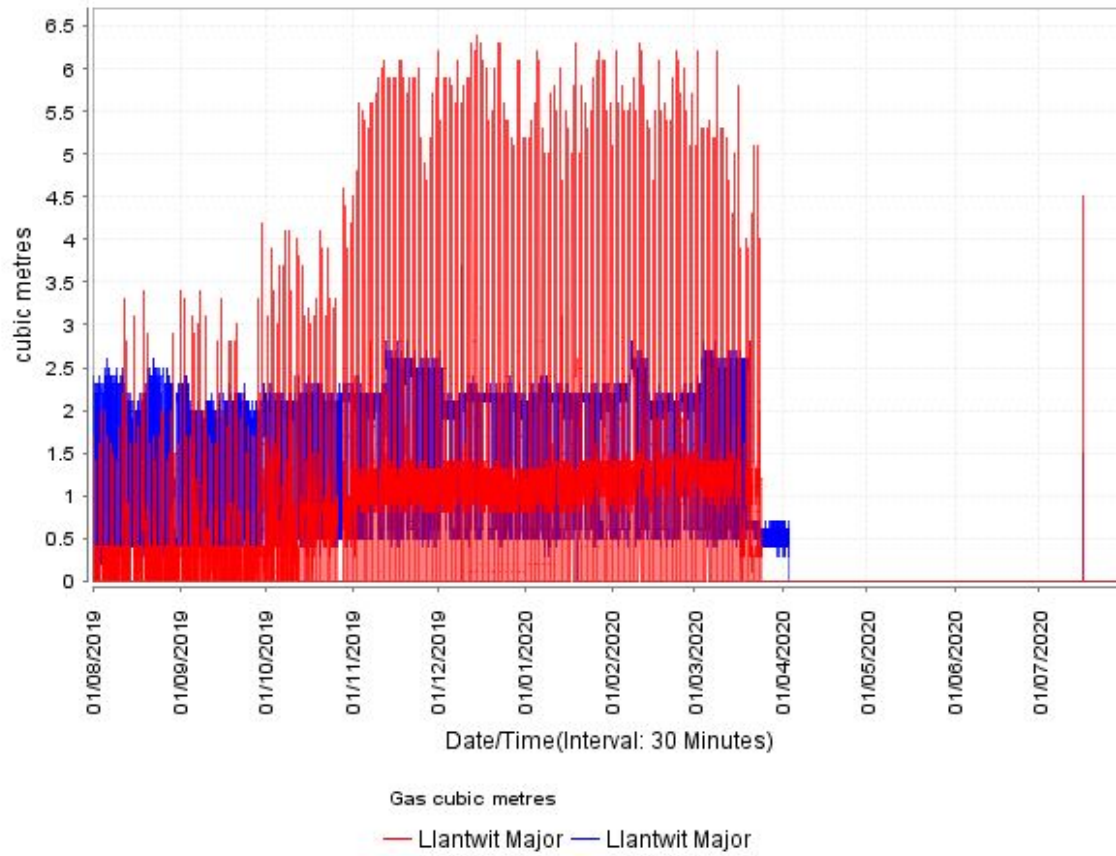


site name	Item	Total	Min	Max	Average
Colcot	8889441910 Gas cubic metres	7,003.5	0 01/08/19 01:00	9.7 22/11/19 14:30	0.399

Cowbridge Leisure Centre Gas Consumption August 2019 to July 2020:

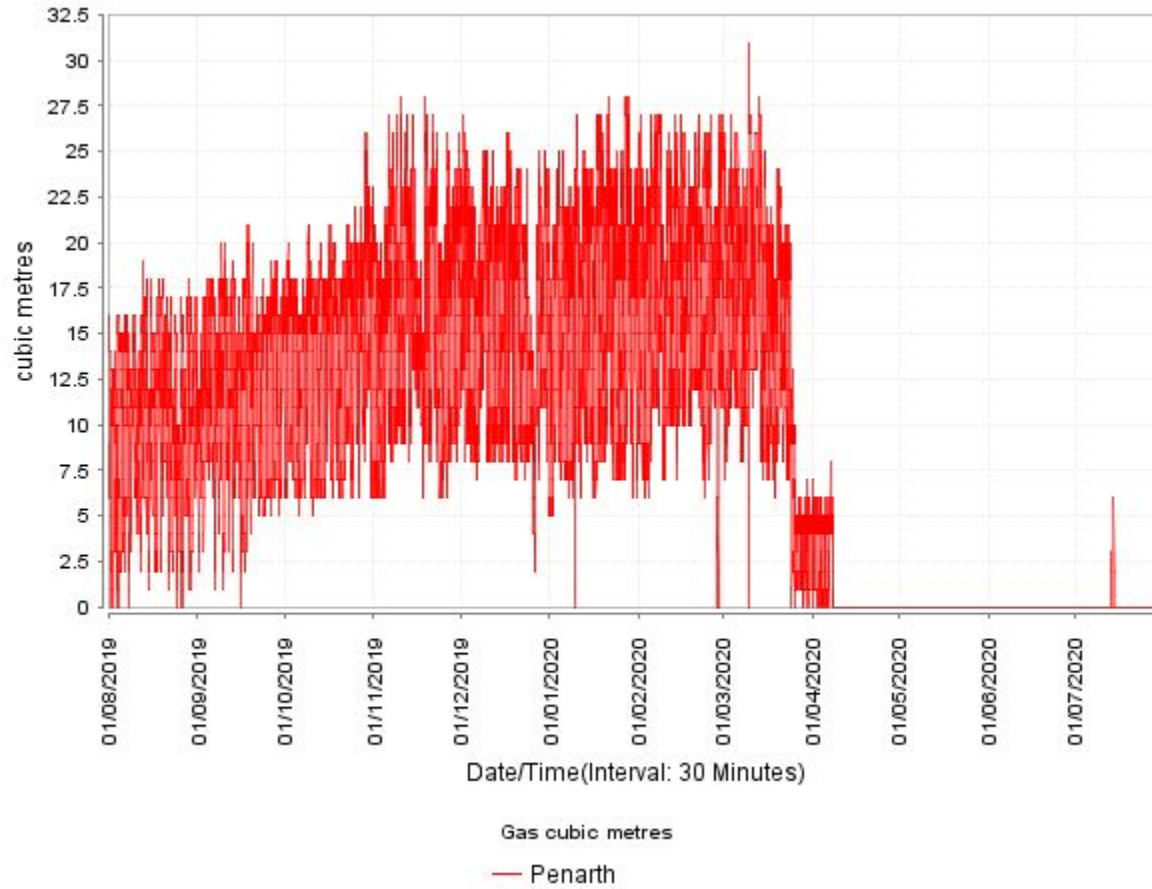
site name	Item	Total	Min	Max	Average
Cowbridge	81116309 Gas cubic metres	44,435	0 01/08/19 00:00	15 21/10/19 06:30	2.529

Llantwit Major Leisure Centre Gas Consumption August 2019 to July 2020:



site name	Item	Total	Min	Max	Average
Llantwit Major	79415410 Gas cubic metres	7,391.1	0 01/08/19 00:00	6.4 15/12/19 07:30	0.421
Llantwit Major	79433210 Gas cubic metres	17,327.1	0 19/01/20 08:00	2.8 12/11/19 14:00	0.986

Penarth Leisure Centre Gas Consumption August 2019 to July 2020:



site name	Item	Total	Min	Max	Average
Penarth	776309 Gas cubic metres	173,977	0 01/08/19 23:00	31 10/03/20 09:00	9.903

Display Energy Certificate

How efficiently is this building being used?

Legacy Leisure
Barry Leisure Centre
Greenwood Street
BARRY
CF63 4JJ

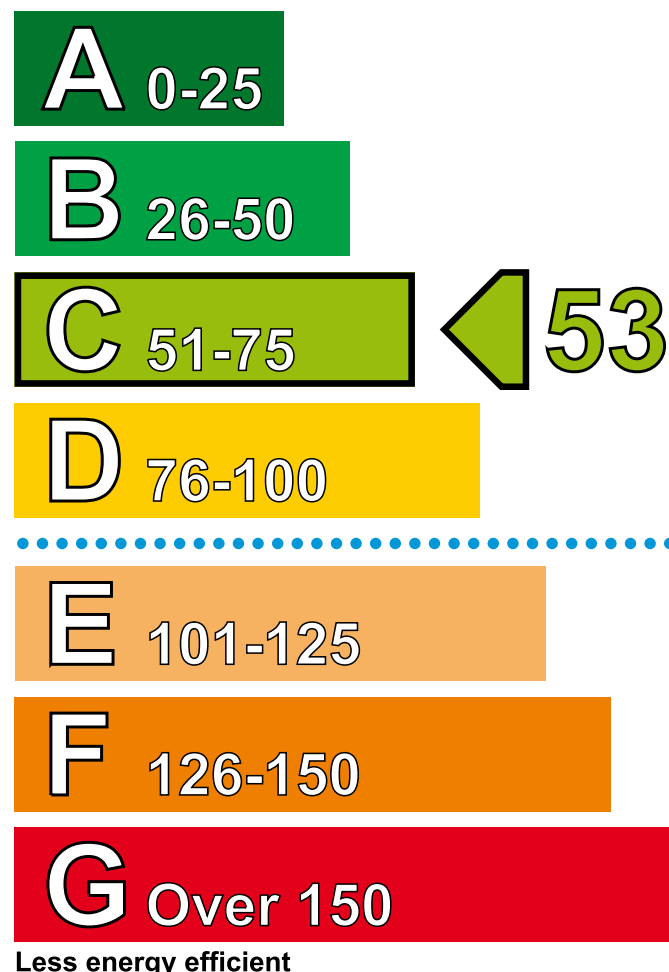
Certificate Reference Number:
0329-9814-3510-3500-6003

This certificate indicates how much energy is being used to operate this building. The operational rating is based on meter readings of all the energy actually used in the building including for lighting, heating, cooling, ventilation and hot water. It is compared to a benchmark that represents performance indicative of all buildings of this type. There is more advice on how to interpret this information in the guidance document *Display Energy Certificates and advisory reports for public buildings* available on the Government's website at: www.gov.uk/government/collections/energy-performance-certificates.

Energy Performance Operational Rating

This tells you how efficiently energy has been used in the building. The numbers do not represent actual units of energy consumed; they represent comparative energy efficiency. 100 would be typical for this kind of building.

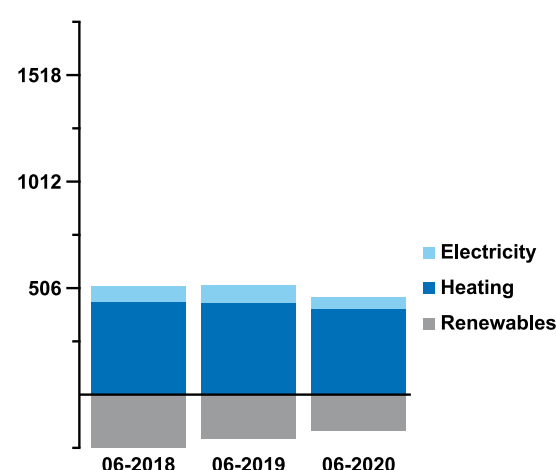
More energy efficient



Less energy efficient

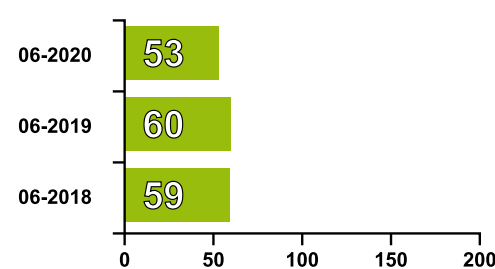
Total CO₂ Emissions

This tells you how much carbon dioxide the building emits. It shows tonnes per year of CO₂.



Previous Operational Ratings

This tells you how efficiently energy has been used in this building over the last three accounting periods.



Technical Information

This tells you technical information about how energy is used in this building. Consumption data based on actual meter readings.

Main heating fuel: Natural Gas
Building environment: Heating and Mechanical Ventilation
Total useful floor area (m²): 6287
Asset Rating: Not available

	Heating	Electricity
Annual Energy Use (kWh/m ² /year)	335	17
Typical Energy Use (kWh/m ² /year)	362	128
Energy from renewables	0%	74.9%

Administrative Information

This is a Display Energy Certificate as defined in the Energy Performance of Buildings Regulations 2012 as amended.

Assessment Software: DCLG, ORCalc, v3.6.3
Property Reference: 693538540000
Assessor Name: Mr. Stephen Gater
Assessor Number: EES/019616
Accreditation Scheme: Elmhurst Energy Systems
Employer/Trading Name: Charnor Ltd
Employer/Trading Address: 67 King Street, Belper, DE56 1QA
Issue Date: 17-09-2020
Nominated Date: 30-06-2020
Valid Until: 29-06-2021
Related Party Disclosure: Not related to the occupier.

Recommendations for improving the energy performance of the building are contained in the associated Recommendation Report - .
You can obtain contact details of Elmhurst Energy Systems at www.elmhurstenergy.co.uk.

Display Energy Certificate

How efficiently is this building being used?



Parkwood Leisure
Colcot Sports Centre
Colcot Road
BARRY
CF62 8UJ

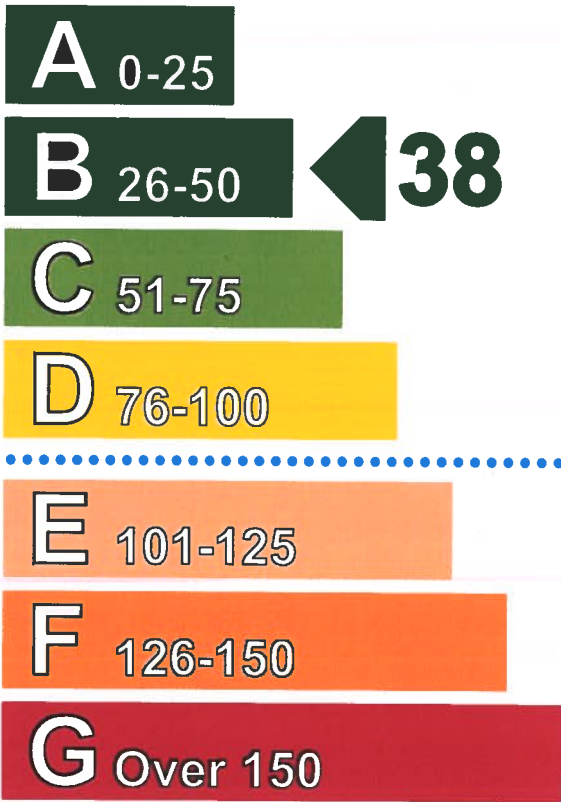
Certificate Reference Number:
9892-1056-0947-0100-7891

This certificate indicates how much energy is being used to operate this building. The operational rating is based on meter readings of all the energy actually used in the building. It is compared to a benchmark that represents performance indicative of all buildings of this type. There is more advice on how to interpret this information on the Government's website www.communities.gov.uk/epbd.

Energy Performance Operational Rating

This tells you how efficiently energy has been used in the building. The numbers do not represent actual units of energy consumed; they represent comparative energy efficiency. 100 would be typical for this kind of building.

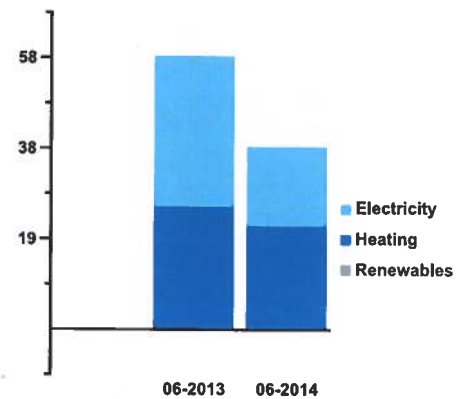
More energy efficient



Less energy efficient

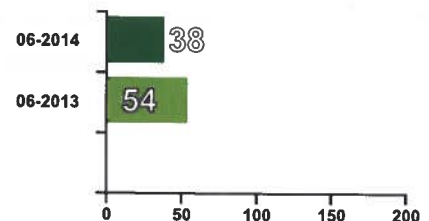
Total CO₂ Emissions

This tells you how much carbon dioxide the building emits. It shows tonnes per year of CO₂.



Previous Operational Ratings

This tells you how efficiently energy has been used in this building over the last three accounting periods.



Technical Information

This tells you technical information about how energy is used in this building. Consumption data based on actual meter readings.

Main heating fuel: Natural Gas
Building environment: Heating and Natural Ventilation
Total useful floor area (m²): 909.1
Asset Rating: Not available

	Heating	Electricity
Annual Energy Use (kWh/m ² /year)	124	35
Typical Energy Use (kWh/m ² /year)	317	95
Energy from renewables	0%	0%

Administrative Information

This is a Display Energy Certificate as defined in SI 2007/991 as amended.

Assessment Software: DCLG, ORCalc, v3.6.2
Property Reference: 827981590000
Assessor Name: Mr Stephen Gater
Assessor Number: NHER008759
Accreditation Scheme: National Energy Services Ltd
Employer/Trading Name: Charnor Ltd.
Employer/Trading Address: Office 8, 65 King Street, Belper, DE56 1QA
Issue Date: 13-06-2014
Nominated Date: 30-06-2014
Valid Until: 29-06-2024
Related Party Disclosure: Not related to the occupier.

Recommendations for improving the energy efficiency of the building are contained in the accompanying Advisory Report.

Display Energy Certificate

How efficiently is this building being used?

Legacy Leisure
Llantwit Major Leisure Centre
Ham Lane East
LLANTWIT MAJOR
CF61 1TQ

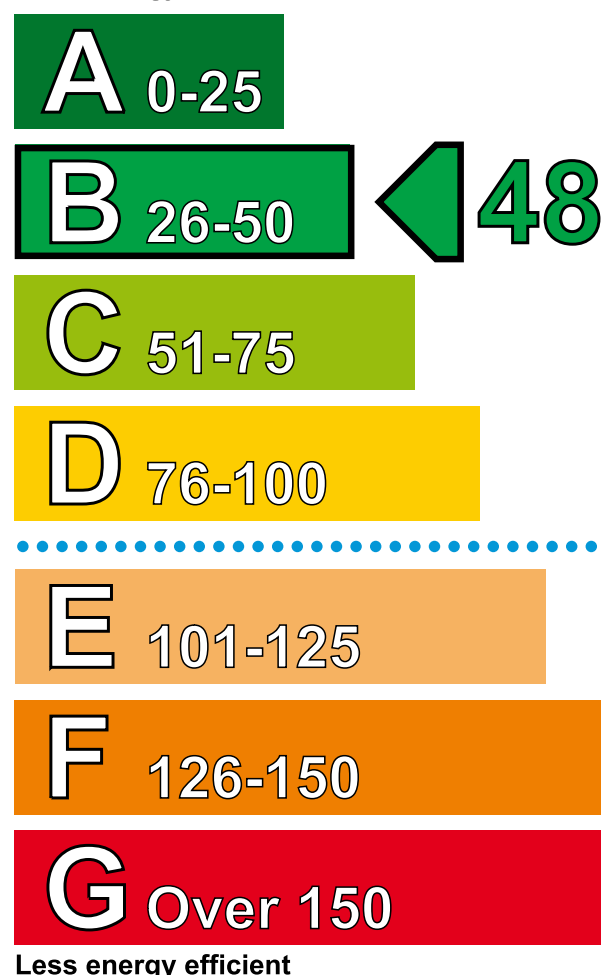
Certificate Reference Number:
0910-3215-0110-1340-9064

This certificate indicates how much energy is being used to operate this building. The operational rating is based on meter readings of all the energy actually used in the building including for lighting, heating, cooling, ventilation and hot water. It is compared to a benchmark that represents performance indicative of all buildings of this type. There is more advice on how to interpret this information in the guidance document *Display Energy Certificates and advisory reports for public buildings* available on the Government's website at: www.gov.uk/government/collections/energy-performance-certificates.

Energy Performance Operational Rating

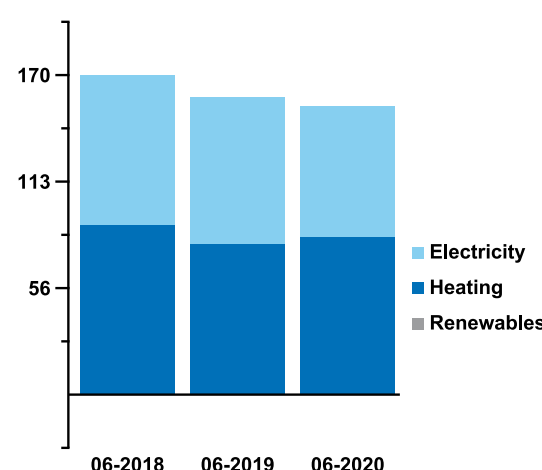
This tells you how efficiently energy has been used in the building. The numbers do not represent actual units of energy consumed; they represent comparative energy efficiency. 100 would be typical for this kind of building.

More energy efficient



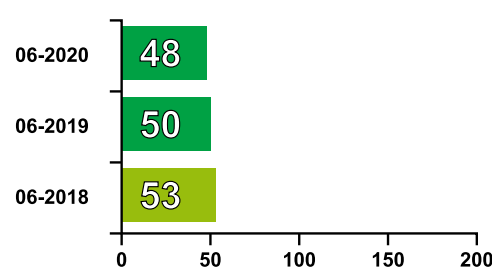
Total CO₂ Emissions

This tells you how much carbon dioxide the building emits. It shows tonnes per year of CO₂.



Previous Operational Ratings

This tells you how efficiently energy has been used in this building over the last three accounting periods.



Technical Information

This tells you technical information about how energy is used in this building. Consumption data based on actual meter readings.

Main heating fuel: Natural Gas
Building environment: Heating and Mechanical Ventilation
Total useful floor area (m²): 1730.3
Asset Rating: Not available

	Heating	Electricity
Annual Energy Use (kWh/m ² /year)	249	73
Typical Energy Use (kWh/m ² /year)	505	156
Energy from renewables	0%	0%

Administrative Information

This is a Display Energy Certificate as defined in the Energy Performance of Buildings Regulations 2012 as amended.

Assessment Software: DCLG, ORCalc, v3.6.3
Property Reference: 361159410000
Assessor Name: Mr. Stephen Gater
Assessor Number: EES/019616
Accreditation Scheme: Elmhurst Energy Systems
Employer/Trading Name: Charnor Ltd
Employer/Trading Address: 67 King Street, Belper, DE56 1QA
Issue Date: 17-09-2020
Nominated Date: 30-06-2020
Valid Until: 29-06-2021
Related Party Disclosure: Not related to the occupier.

Recommendations for improving the energy performance of the building are contained in the associated Recommendation Report - .
You can obtain contact details of Elmhurst Energy Systems at www.elmhurstenergy.co.uk.

Display Energy Certificate

How efficiently is this building being used?

Legacy Leisure
Penarth Leisure Centre
Andrew Road
PENARTH
CF64 2NS

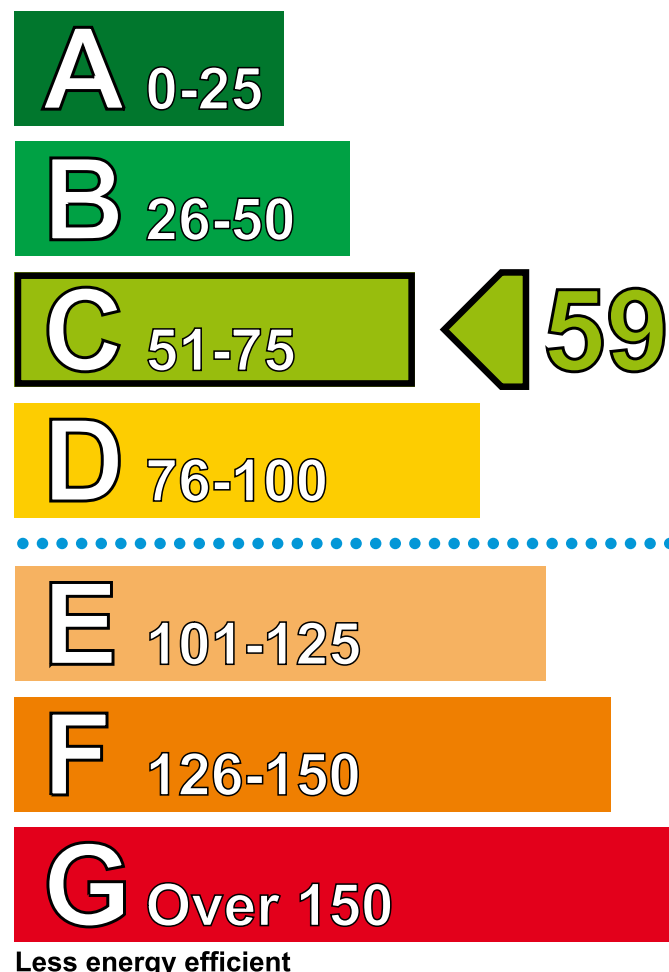
Certificate Reference Number:
0340-0010-0372-9891-4002

This certificate indicates how much energy is being used to operate this building. The operational rating is based on meter readings of all the energy actually used in the building including for lighting, heating, cooling, ventilation and hot water. It is compared to a benchmark that represents performance indicative of all buildings of this type. There is more advice on how to interpret this information in the guidance document *Display Energy Certificates and advisory reports for public buildings* available on the Government's website at: www.gov.uk/government/collections/energy-performance-certificates.

Energy Performance Operational Rating

This tells you how efficiently energy has been used in the building. The numbers do not represent actual units of energy consumed; they represent comparative energy efficiency. 100 would be typical for this kind of building.

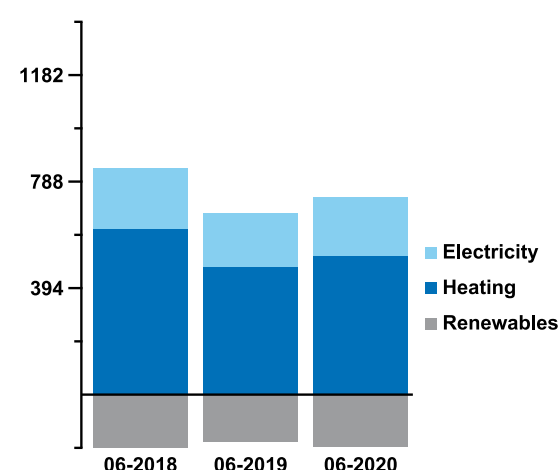
More energy efficient



Less energy efficient

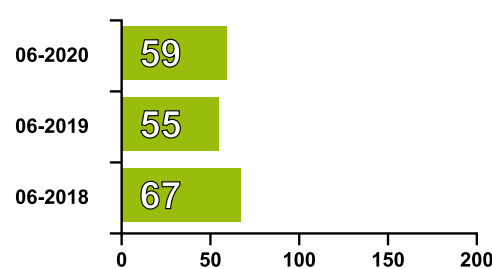
Total CO₂ Emissions

This tells you how much carbon dioxide the building emits. It shows tonnes per year of CO₂.



Previous Operational Ratings

This tells you how efficiently energy has been used in this building over the last three accounting periods.



Technical Information

This tells you technical information about how energy is used in this building. Consumption data based on actual meter readings.

Main heating fuel: Natural Gas
Building environment: Heating and Mechanical Ventilation
Total useful floor area (m²): 5317.0
Asset Rating: Not available

	Heating	Electricity
Annual Energy Use (kWh/m ² /year)	499	76
Typical Energy Use (kWh/m ² /year)	658	192
Energy from renewables	0%	47.0%

Administrative Information

This is a Display Energy Certificate as defined in the Energy Performance of Buildings Regulations 2012 as amended.

Assessment Software: DCLG, ORCalc, v3.6.3
Property Reference: 497340800000
Assessor Name: Mr. Stephen Gater
Assessor Number: EES/019616
Accreditation Scheme: Elmhurst Energy Systems
Employer/Trading Name: Charnor Ltd
Employer/Trading Address: 67 King Street, Belper, DE56 1QA
Issue Date: 17-09-2020
Nominated Date: 30-06-2020
Valid Until: 29-06-2021
Related Party Disclosure: Not related to the occupier.

Recommendations for improving the energy performance of the building are contained in the associated Recommendation Report - .
You can obtain contact details of Elmhurst Energy Systems at www.elmhurstenergy.co.uk.

PENARTH LEISURE CENTRE-2019 STAFF TRAINING TIMES AND DATES

SUNDAYS 1830-2030

DATE	1	2
January Sun 13th Mon 28th	Putting the casualty first, Teamwork, Identifying emergencies, Types of casualty, Entries and exits. Drowning and CPR	Personal safety and defence, Rescue equipment refresher. Fitness and Teamwork (Problem Solving and scenarios)
February Sun 17th Mon 25th	NOP/EAP, Roles and Responsibilities, H+S, Standards, Risk Assessments, Hazard Categories, CPR and AED, Choking	Handling Casualties, Hygiene, Heart Attack, Breathing Problems, Bleeding, Burns and Scalds, Shock. First Aid Scenarios
March Sun 10th 24th	Types of rescues. SCIM, Spinal CPR	PXB. Fitness (as background)
April Sun 7th	9th Generation Mock Paper Pass required for competency	Fire Evac Hoists and Lifts
May Sun 12th 26th	Rescue Skills, Casualty Recoveries, SCIM (Manual)	Fitness, Skills and Teamwork
June Sun 9th 23rd	Team CPR and AED, Electric Shock, Bone/Muscle Injuries, Head, Eye and Dental Injuries	Fainting, Stroke, Poisoning, Bites and Stings, Diabetes, Seizures, Hot and Cold, Secondary Surveys, Accident Forms
July Sun 14th 28th	Putting the casualty first, Teamwork, Identifying emergencies, Types of casualty, Entries and exits. Drowning and CPR	Personal safety and defence, Rescue equipment refresher. Fitness and Teamwork (Problem Solving and scenarios)
August Sun 4th Sun 18th	NOP/EAP, Roles and Responsibilities, H+S, Standards, Risk Assessments, Hazard Categories, CPR and AED, Choking	Handling Casualties, Hygiene, Heart Attack, Breathing Problems, Bleeding, Burns and Scalds, Shock. First Aid Scenarios
September Sun 8th Sun 22nd	Types of rescues. SCIM, Spinal CPR	PXB. Fitness (as background)
October Sun 27th	9th Generation Mock Paper Pass required for competency	Fire Evac Hoists and Lifts
November Sun 10th 24th	Rescue Skills, Casualty Recoveries, SCIM (Manual)	Fitness, Skills and Teamwork
December Sun 8th 22nd	Team CPR and AED, Electric Shock, Bone/Muscle Injuries, Head, Eye and Dental Injuries	Fainting, Stroke, Poisoning, Bites and Stings, Diabetes, Seizures, Hot and Cold, Secondary Surveys, Accident Forms

*Please note: Sessions content is subject to change depending on centre operations and new information

As you are aware staff training is an essential part of your role and ensures your NPLQ qualification is kept up to date. It is therefore essential that you attend these sessions to ensure we meet the H&S standards for the facility. As an employee you have a responsibility to attend. Failure to do so will result in us not being able to use you on poolside duties, which will prevent you fulfilling your duties as a rec assistant. This may result in disciplinary action. - Thank you

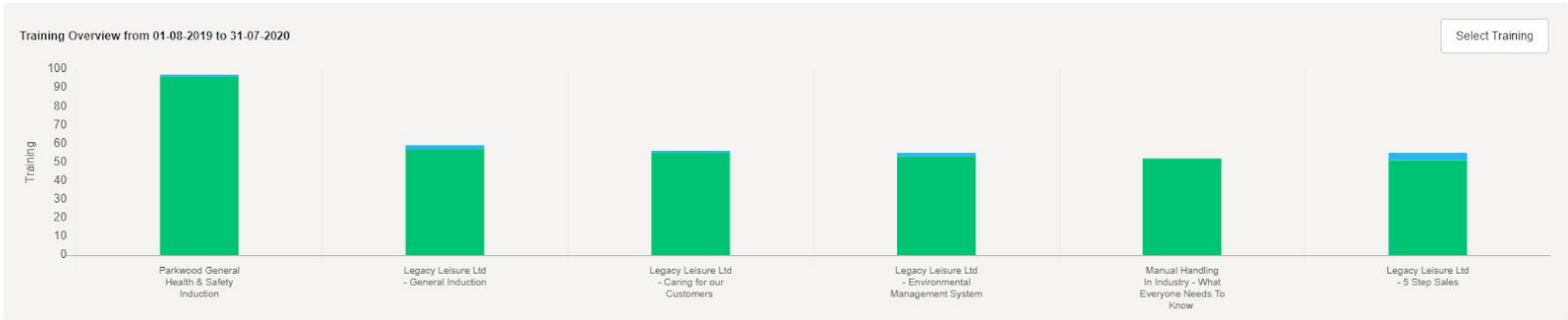
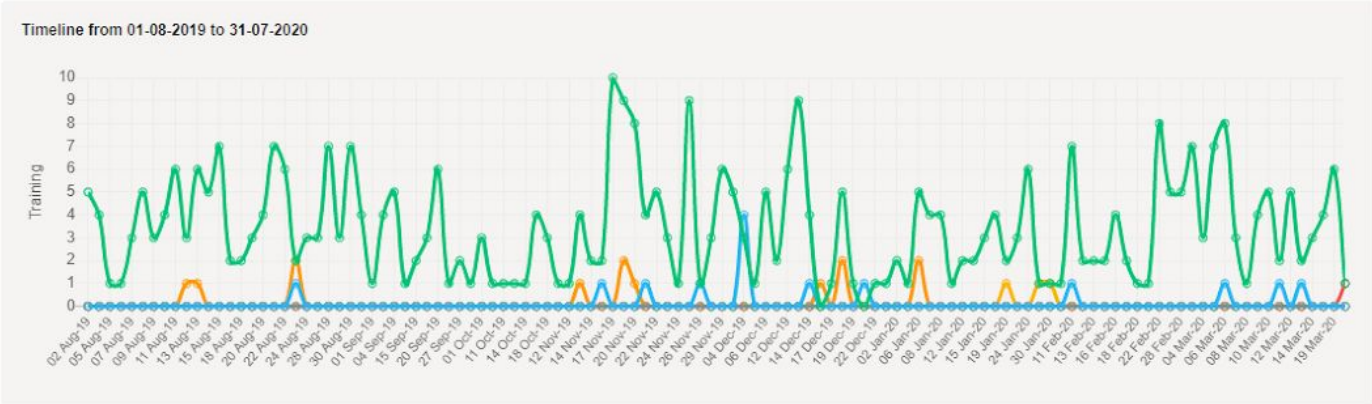
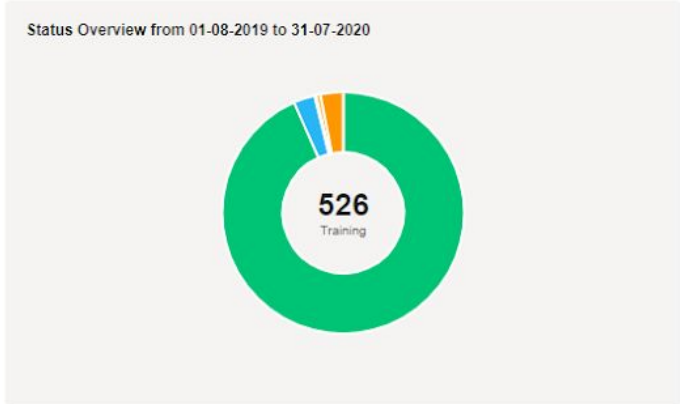
Human Focus Dashboard Stats - Aug 2019 to July 2020

User Training Results Training History Training Matrix **Statistics**

Filters

Overall By Site Location By Department By User Group By Compliance 01-08-2019 to 31-07-2020 Duration: Custom Help

Passed In Progress Expiring Expired Failed



Applied Filters

SiteLocation

Vale Of Glamorgan

Person Identifier	Person Name	Site Location	Department	System Training Passed
0000016245	Amanda Penberthy	Vale Of Glamorgan	Barry Leisure Centre	7
0000025295	Emma Thomas	Vale Of Glamorgan	Cowbridge Leisure Centre	0
0000025610	Tracey Raikes	Vale Of Glamorgan	Barry Leisure Centre	0
0550	Vale of Glamorgan	Vale Of Glamorgan	-	0
16304	Leon Watkins	Vale Of Glamorgan	Barry Leisure Centre	8
20063	Arlene Mason	Vale Of Glamorgan	Barry Leisure Centre	0
20064	Amy Windle	Vale Of Glamorgan	Barry Leisure Centre	0
22352	Elinor Howe	Vale Of Glamorgan	Barry Leisure Centre	0
3346	Samantha Jones	Vale Of Glamorgan	Cowbridge Leisure Centre	7
3347	Kimberley Morgan	Vale Of Glamorgan	Cowbridge Leisure Centre	6
3349	John Huntley	Vale Of Glamorgan	Cowbridge Leisure Centre	16
3359	Kieron Sheppard	Vale Of Glamorgan	Barry Leisure Centre	6
3373	Cerian Evans	Vale Of Glamorgan	Llantwit Major Leisure Centre	6
3376	Michael Hartley	Vale Of Glamorgan	Barry Leisure Centre	16
3380	Kyle Paylor	Vale Of Glamorgan	Llantwit Major Leisure Centre	5
3390	Micheala Denner	Vale Of Glamorgan	Llantwit Major Leisure Centre	11
3392	Claire Hewitson	Vale Of Glamorgan	Barry Leisure Centre	7
3395	Anne Kerlake	Vale Of Glamorgan	Barry Leisure Centre	6
3396	Hugh Knight	Vale Of Glamorgan	Barry Leisure Centre	0
3397	Briony Nelson	Vale Of Glamorgan	Barry Leisure Centre	4
3399	Lee Scott	Vale Of Glamorgan	Barry Leisure Centre	9
3404	Gareth Hodge	Vale Of Glamorgan	Barry Leisure Centre	14
3406	Zoe Phillips	Vale Of Glamorgan	-	19
3408	Mickelle Courtney	Vale Of Glamorgan	Barry Leisure Centre	7
3413	Heather Finlay	Vale Of Glamorgan	Barry Leisure Centre	5
3414	Dianne James	Vale Of Glamorgan	Llantwit Major Leisure Centre	3
3415	Laraine MacKenzie	Vale Of Glamorgan	Barry Leisure Centre	5
3418	Joshua Alcock	Vale Of Glamorgan	Penarth Leisure Centre	12
3467	Jessica Birnage	Vale Of Glamorgan	Barry Leisure Centre	6
3469	Jade Bradbury	Vale Of Glamorgan	Barry Leisure Centre	7
3470	Stewart Brook	Vale Of Glamorgan	Barry Leisure Centre	0
3475	Tracy Carter	Vale Of Glamorgan	Llantwit Major Leisure Centre	3
3480	Michael Gingell	Vale Of Glamorgan	Cowbridge Leisure Centre	6
3484	Andrea Jones	Vale Of Glamorgan	Barry Leisure Centre	6
3609	Lyndsey Thomas	Vale Of Glamorgan	Barry Leisure Centre	17
3793	Jonathon Prior	Vale Of Glamorgan	Barry Leisure Centre	0
3799	Paul Roberts	Vale Of Glamorgan	Barry Leisure Centre	0
3804	Thomas Howard	Vale Of Glamorgan	Cowbridge Leisure Centre	6
3823	Rob Oaten	Vale Of Glamorgan	-	1
3941	Volha Lloyd	Vale Of Glamorgan	Cowbridge Leisure Centre	6
3964	Rachael Dunn	Vale Of Glamorgan	Barry Leisure Centre	1
3966	Nicola Boyd-Anderson	Vale Of Glamorgan	Barry Leisure Centre	0
4003	Lloyd Martin	Vale Of Glamorgan	Barry Leisure Centre	6
4093	Hannah Goldsby	Vale Of Glamorgan	Barry Leisure Centre	6
4271	Deri Leitch	Vale Of Glamorgan	Cowbridge Leisure Centre	7
4272	Gemma Farman	Vale Of Glamorgan	Cowbridge Leisure Centre	7
4274	Chloe Wakeham	Vale Of Glamorgan	Cowbridge Leisure Centre	4
4276	Angharad Hinman	Vale Of Glamorgan	Cowbridge Leisure Centre	3
4278	Barrie Llewellyn	Vale Of Glamorgan	Cowbridge Leisure Centre	15
6590	Megan Harding	Vale Of Glamorgan	Barry Leisure Centre	9
aimeekeayblc	Aimee Keay	Vale Of Glamorgan	Barry Leisure Centre	0
ajhewitson	Abbie Hewitson	Vale Of Glamorgan	Barry Leisure Centre	5
ajonesblc	Adam Jones	Vale Of Glamorgan	Barry Leisure Centre	7
alexbutler	Alex Butler	Vale Of Glamorgan	Penarth Leisure Centre	15
alisonpeteron	Alison Peterson	Vale Of Glamorgan	Penarth Leisure Centre	6
ameliabeer	Amelia Beer	Vale Of Glamorgan	Penarth Leisure Centre	7
amiemorrison	Amie.Morrison	Vale Of Glamorgan	Llantwit Major Leisure Centre	7
angelamills	Angela Mills	Vale Of Glamorgan	Penarth Leisure Centre	0
annepearce	Anne Pearce	Vale Of Glamorgan	Barry Leisure Centre	6
aprinceblc	Alicia Prince	Vale Of Glamorgan	Barry Leisure Centre	1
awilliamsblc	Ashley Williams	Vale Of Glamorgan	Barry Leisure Centre	3

beckymorgan	Becky Morgan	Vale Of Glamorgan	Holm View	0
benhancock	Benjamin Hancock	Vale Of Glamorgan	Penarth Leisure Centre	3
benpriceplc	Ben Price	Vale Of Glamorgan	Penarth Leisure Centre	6
bgraham	Ben Graham	Vale Of Glamorgan	Barry Leisure Centre	3
brianjones	Brian Jones	Vale Of Glamorgan	Penarth Leisure Centre	6
callumbarrand	Callum Barrand	Vale Of Glamorgan	Llantwit Major Leisure Centre	3
cameronhopkins	Cameron Hopkins	Vale Of Glamorgan	Penarth Leisure Centre	17
cdenburyblc	Cdenburyblc	Vale Of Glamorgan	Barry Leisure Centre	7
celynmorgan	Celyn Morgan	Vale Of Glamorgan	Penarth Leisure Centre	0
ceriannetaylor	Ceri-Anne Taylor	Vale Of Glamorgan	Penarth Leisure Centre	8
ceriburniston	Ceri Burniston	Vale Of Glamorgan	Penarth Leisure Centre	7
christianruocco	Christian Ruocco	Vale Of Glamorgan	Barry Leisure Centre	6
claireprice	Claire Price	Vale Of Glamorgan	Penarth Leisure Centre	1
cowbridge	Cowbridge	Vale Of Glamorgan	Cowbridge Leisure Centre	0
danderson	Dylan Anderson	Vale Of Glamorgan	Barry Leisure Centre	7
dangibbons	Daniel Gibbons	Vale Of Glamorgan	Penarth Leisure Centre	16
dangodfrey	Dan Godfrey	Vale Of Glamorgan	Penarth Leisure Centre	6
davidhartland	David Hartland	Vale Of Glamorgan	Penarth Leisure Centre	0
devans2017	David Evans	Vale Of Glamorgan	Barry Leisure Centre	3
dleeblc	Dleeblc	Vale Of Glamorgan	Barry Leisure Centre	7
domgriggs	DomGriggs	Vale Of Glamorgan	Cowbridge Leisure Centre	16
dprince123	Danielle Prince	Vale Of Glamorgan	Barry Leisure Centre	6
dylanedwards	Dylan Edwards	Vale Of Glamorgan	Barry Leisure Centre	10
ehowe	Ellie Howe	Vale Of Glamorgan	Barry Leisure Centre	0
ellie0818	Ellie Morgans	Vale Of Glamorgan	Barry Leisure Centre	5
elliejames	Ellie James	Vale Of Glamorgan	Barry Leisure Centre	6
emilyanderson	Emily Anderson	Vale Of Glamorgan	Barry Leisure Centre	6
emmajones	Emma Jones	Vale Of Glamorgan	Penarth Leisure Centre	7
emmathompson	Emma Thompson	Vale Of Glamorgan	Holm View	14
ffionrees2019	Ffion Rees	Vale Of Glamorgan	Penarth Leisure Centre	0
fraserdurston	Fraser Durston	Vale Of Glamorgan	Penarth Leisure Centre	0
gavinpound	Gavin Pound	Vale Of Glamorgan	Penarth Leisure Centre	2
gemmamaddox	Gemma Maddox	Vale Of Glamorgan	Penarth Leisure Centre	7
grahamclark	grahamclark	Vale Of Glamorgan	Barry Leisure Centre	17
guykinsey	Guy Kinsey	Vale Of Glamorgan	Barry Leisure Centre	7
harrimorgan	Harri Morgan	Vale Of Glamorgan	Llantwit Major Leisure Centre	7
harrisonriseborough	Harrison Riseborough	Vale Of Glamorgan	Barry Leisure Centre	5
jackendersby	Jack Endersby	Vale Of Glamorgan	Penarth Leisure Centre	6
jacquelinemarshall	Jacqueline Marshall	Vale Of Glamorgan	Penarth Leisure Centre	4
jdavies2020	Joanne Davies	Vale Of Glamorgan	Penarth Leisure Centre	7
jkeatingblc	JKeatingblc	Vale Of Glamorgan	Barry Leisure Centre	14
joehanson	Joe Hanson	Vale Of Glamorgan	Llantwit Major Leisure Centre	16
joshalcock	Josh Alcock	Vale Of Glamorgan	-	0
joshkempplc	Joshua Kemp	Vale Of Glamorgan	Llantwit Major Leisure Centre	7
jroberts	Jroberts	Vale Of Glamorgan	Barry Leisure Centre	7
jwebbstroudblc	Jacob Webb-Stroud	Vale Of Glamorgan	Barry Leisure Centre	3
karenjohns	Karen Johns	Vale Of Glamorgan	Holm View	0
karenpalmer	Karen Palmer	Vale Of Glamorgan	Penarth Leisure Centre	8
karenrahman	Karen Rahman	Vale Of Glamorgan	Penarth Leisure Centre	8
karljones	Karl Jones	Vale Of Glamorgan	Penarth Leisure Centre	16
keverleigh	Kyle Everleigh	Vale Of Glamorgan	Llantwit Major Leisure Centre	6
laurenking	Lauren King	Vale Of Glamorgan	Barry Leisure Centre	0
lcummings	Lewis Cummings	Vale Of Glamorgan	Barry Leisure Centre	2
leannedevine	Leanne Devine	Vale Of Glamorgan	Barry Leisure Centre	7
liamhatch	Liam Hatch	Vale Of Glamorgan	Penarth Leisure Centre	6
lloydunion	Lloyd Union	Vale Of Glamorgan	Barry Leisure Centre	7
louiejohn	Louie John	Vale Of Glamorgan	Llantwit Major Leisure Centre	7
lukebirnage	Luke Birnage	Vale Of Glamorgan	Barry Leisure Centre	2
marysparks	Mary Sparks	Vale Of Glamorgan	Penarth Leisure Centre	0
mbillsblc	Mbillsblc	Vale Of Glamorgan	Barry Leisure Centre	16
meganstewart	Megan Stewart	Vale Of Glamorgan	Barry Leisure Centre	7
mgwyn	Matthew Gwyn	Vale Of Glamorgan	Barry Leisure Centre	7
michaeljones	Michael Jones	Vale Of Glamorgan	Llantwit Major Leisure Centre	8
michelledaniell	Michelle Daniell	Vale Of Glamorgan	Penarth Leisure Centre	8
molliebournner	Mollie Bournner	Vale Of Glamorgan	Llantwit Major Leisure Centre	7
myahamonda	Mya J Hamonda	Vale Of Glamorgan	Barry Leisure Centre	7

nlhobrow	Nicola Hobrow	Vale Of Glamorgan	Barry Leisure Centre	4
nroberts	Nroberts	Vale Of Glamorgan	Barry Leisure Centre	0
paigebarry	Paige Barry	Vale Of Glamorgan	Penarth Leisure Centre	8
philippawheeler	Philippa Wheeler	Vale Of Glamorgan	Barry Leisure Centre	0
reganheatley	Regan Heatley	Vale Of Glamorgan	Penarth Leisure Centre	5
richardcooper	Richard Cooper	Vale Of Glamorgan	Penarth Leisure Centre	18
richiewillmot	Richard Willmott	Vale Of Glamorgan	Penarth Leisure Centre	5
sandyboettger	Sandy Boettger	Vale Of Glamorgan	Barry Leisure Centre	0
sarahcrespo	Sarah Crespo	Vale Of Glamorgan	Penarth Leisure Centre	6
sbrewster	Sbrewster	Vale Of Glamorgan	Barry Leisure Centre	0
scottaylor	Scot Taylor	Vale Of Glamorgan	Penarth Leisure Centre	0
sisiblc	Sisiblc	Vale Of Glamorgan	Barry Leisure Centre	2
sjack	Steph Jack	Vale Of Glamorgan	Penarth Leisure Centre	0
sophiemoore	Sophie Moore	Vale Of Glamorgan	Llantwit Major Leisure Centre	7
staceywozencroft	Stacey Wozencroft	Vale Of Glamorgan	Penarth Leisure Centre	7
stephenpye	Stephen Pye	Vale Of Glamorgan	Penarth Leisure Centre	6
stephenwoodman	Stephen Woodman	Vale Of Glamorgan	Penarth Leisure Centre	5
stephharris	Stephanie Harris	Vale Of Glamorgan	Penarth Leisure Centre	1
traceyanstee	Tracey Anstee	Vale Of Glamorgan	Penarth Leisure Centre	8
victorianaughton	Victoria Naughton	Vale Of Glamorgan	Llantwit Major Leisure Centre	0
wballysingh	Wesley Ballysingh	Vale Of Glamorgan	Barry Leisure Centre	7
zackkingstonbutler	Zack Kingston-Butler	Vale Of Glamorgan	Penarth Leisure Centre	7

Employee Training Completion within Aug 19 to July 2020			
Person Name	Passed	In Progress	Failed
Abbie Hewitson	3	1	0
Adam Jones	7	0	0
Aimee Keay	0	0	0
Alex Butler	7	0	0
Alicia Prince	1	0	0
Alison Peterson	6	0	0
Amanda Penberthy	2	0	0
Amelia Beer	1	0	0
Amie.Morrison	4	0	0
Amy Windle	0	0	0
Andrea Jones	6	0	0
Angela Mills	0	0	0
Angharad Hinman	0	0	0
Anne Kerlake	6	0	0
Anne Pearce	4	0	0
Arlene Mason	0	0	0
Ashley Williams	3	0	0
Barrie Llewellyn	5	0	0
Becky Morgan	0	0	0
Ben Graham	3	0	0
Ben Price	6	0	0
Benjamin Hancock	3	1	1
Brian Jones	5	0	0
Briony Nelson	4	0	0
Callum Barrand	3	0	0
Cameron Hopkins	2	0	0
Cdenburyblc	7	0	0
Celyn Morgan	0	0	0
Ceri Burniston	1	0	0
Cerian Evans	6	0	0
Ceri-Anne Taylor	2	0	0
Chloe Wakeham	0	0	0
Christian Ruocco	6	0	0
Claire Hewitson	7	0	0
Claire Price	0	0	0
Cowbridge	0	0	0
Dan Godfrey	2	2	0
Daniel Gibbons	1	0	0
Danielle Prince	6	0	0
David Evans	3	0	0
David Hartland	0	0	0
Deri Leitch	1	0	0
Dianne James	3	0	0
Dleeblc	7	0	0

DomGriggs	14	0	0
Dylan Anderson	7	0	0
Dylan Edwards	7	0	0
Elinor Howe	0	0	0
Ellie Howe	0	0	0
Ellie James	6	0	0
Ellie Morgans	0	0	0
Emily Anderson	6	1	0
Emma Jones	7	0	0
Emma Thomas	0	0	0
Emma Thompson	14	0	0
Ffion Rees	0	0	0
Fraser Durston	0	0	0
Gareth Hodge	3	0	0
Gavin Pound	0	0	0
Gemma Farman	1	0	0
Gemma Maddox	0	0	0
grahamclark	17	0	0
Guy Kinsey	1	0	0
Hannah Goldsby	6	0	0
Harri Morgan	7	0	0
Harrison Riseborough	0	0	0
Heather Finlay	3	0	0
Hugh Knight	0	0	0
Jack Endersby	6	0	0
Jacob Webb-Stroud	0	0	0
Jacqueline Marshall	0	0	0
Jade Bradbury	1	0	0
Jessica Birnage	3	0	0
JKeatingblc	14	0	0
Joanne Davies	6	0	0
Joe Hanson	11	0	0
John Huntley	4	0	0
Jonathon Prior	0	0	0
Josh Alcock	0	0	0
Joshua Alcock	1	0	0
Joshua Kemp	1	0	0
Jroberts	7	0	0
Karen Johns	0	0	0
Karen Palmer	0	0	0
Karen Rahman	4	0	0
Karl Jones	6	0	0
Kieron Sheppard	1	0	0
Kimberley Morgan	6	1	0
Kyle Everleigh	1	0	0
Kyle Paylor	5	0	0

Laraine MacKenzie	3	0	0
Lauren King	0	0	0
Leanne Devine	6	0	0
Lee Scott	6	0	0
Leon Watkins	5	1	0
Lewis Cummings	2	1	0
Liam Hatch	1	0	0
Lloyd Martin	1	0	0
Lloyd Union	6	0	0
Louie John	7	0	0
Luke Birnage	0	1	0
Lyndsey Thomas	5	0	0
Mary Sparks	0	0	0
Matthew Gwyn	7	0	0
Mbillsblc	3	0	0
Megan Harding	9	0	0
Megan Stewart	4	0	0
Michael Gingell	1	0	0
Michael Hartley	4	0	0
Michael Jones	7	0	0
Micheala Denner	11	0	0
Michelle Daniell	1	0	0
Mickelle Courtney	3	0	0
Mollie Bourner	7	0	0
Mya J Hamonda	5	0	0
Nicola Boyd-Anderson	0	0	0
Nicola Hobrow	4	0	0
Nroberts	0	4	0
Paige Barry	2	0	0
Paul Roberts	0	0	0
Philippa Wheeler	0	0	0
Rachael Dunn	0	0	0
Regan Heatley	0	0	0
Richard Cooper	17	0	0
Richard Willmott	1	0	0
Rob Oaten	1	0	0
Samantha Jones	7	0	0
Sandy Boettger	0	0	0
Sarah Crespo	6	0	0
Sbrewster	0	0	0
Scot Taylor	0	0	0
Sisiblc	2	0	0
Sophie Moore	2	0	0
Stacey Wozencroft	3	0	0
Steph Jack	0	2	0
Stephanie Harris	0	0	0

Stephen Pye	0	0	0
Stephen Woodman	9	0	0
Stewart Brook	0	0	0
Thomas Howard	3	0	0
Tracey Anstee	1	0	0
Tracey Raikes	0	0	0
Tracy Carter	1	0	0
Vale of Glamorgan	0	0	0
Victoria Naughton	0	0	0
Volha Lloyd	6	0	0
Wesley Ballysingh	6	0	0
Zack Kingston-Butler	2	0	0
Zoe Phillips	5	0	0
	491	15	1

PURCHASING POLICY

Document Owner

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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

Supplier Category	Type of Contract
(a)	(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

Parkwood Leisure, Subsidiary Companies and Partners	Ref No. : PP1
Leisure Centre Operating Procedure	Page : 1 of 5
	Issue : 1
	Date of Issue : April 2019
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

Parkwood Leisure, Subsidiary Companies and Partners	Ref No. : PP1
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Title: Pool Plant Management	Approval : HSC Manager

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;

Title
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

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 (CO₂) 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. CO₂ 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.

Parkwood Leisure, Subsidiary Companies and Partners	Ref No. : PP5
Op Leisure Centre Operating Procedure	Page : 1 of 9
	Issue : 13
	Date of Issue : April 2019
Title: Water quality standards and testing (formerly part of PL04)	Approval : HSC Manager

1. **PURPOSE & SCOPE**

- 1.1 The objective is to provide good quality, clear and safe swimming pool water
- 1.2 This procedure details the water quality standards and testing requirements

2. **REFERENCES**

- 2.1 Swimming pool water treatment and quality systems (Pool Water Treatment Advisory Group)
- 2.2 BSEN15288:2018 Parts 1&2 Swimming pools for public use

2 **DOCUMENTS**

- 3.1 Water Quality test records
- 3.2 Microbiological test records

4 **LOCAL INFORMATION**

- 4.1 This procedure requires site specific information to be added re pool test location point.
- 4.2 Site specific records will need to be created to comply with the requirements of this procedure.

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.

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

Recreation Assistant - trained to conduct water tests and report on problems to Duty Manager.

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Op Leisure Centre Operating Procedure	Page : 2 of 9
	Issue : 13
	Date of Issue : April 2019
Title: Water quality standards and testing (formerly part of PL04)	Approval : HSC Manager

6. PROCEDURE

6.1 Source Water Variation

- 6.1.1 In order for operators to correctly manage their pools it is imperative that the makeup of their incoming water (or source water) is correctly understood in order to find the best corrective solutions.
- 6.1.2 The source of the water any site receives is different depending on the area (or water source), for this reason the sites water disinfection system would need to reflect this.
- 6.1.3 Certain water may contain minerals that in their own way could either assist or destroy the quality of our swimming pools if managed incorrectly.
- 6.1.4 An example of this would be the fact that tile grout (the adhesive that holds the tiles to the pool structure) is made up of calcium which can be easily eroded by ‘chlorinated’ or ‘brominated’ water (as may be the case with certain spa pools). If source water contains good levels of calcium naturally the standard guide addition of calcium may not be necessary.
- 6.1.5 If the source water contains high levels of mineral deposits this can be classified as ‘hard water’ which could potentially cause scaling of the filters and pipework which could in turn cause blockages and reduce filter and through ‘calorification’ thermal efficiency. The opposite of this would be ‘soft water’ where corrosive deposits are evident in the source water that could ultimately lead to the destruction of the pool structure and equipment itself.

6.2 Pool Water Standards

- 6.2.1 These are the target pool water quality standards in line with PWTAG recommendations.

Item	Recommended range	Minimum	Ideal	Maximum
Free Chlorine	0.5-2.0	0.5	0.5-1.0	5.0
Combined Chlorine	As low as possible, no	0	0	1.0

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	more than 50% of Free Cl			
PH in pools with sodium hypochlorite	7.2-8.2	7.2	7.6	8.2
PH in pools without Sodium Hypochlorite	7.2-7.6	7.2	7.2	7.6
Total Alkalinity	80-200	80	NA	200
Calcium Hardness	80-200	80	NA	Subject to incoming supply water hardness
TDS	Less than 1000 about incoming mains supply	NA	Less than 1000	3000
Langelier Index	+/- 0.5	-0.5	0	+0.5

Source: Swimming Pool water- PWTAG 2017

6.2.2 Recommended pool water temperatures.

These are ideals, which will have to compromise due the multi-use nature of many of our pool programmes.

Competitive, fitness swimming	26-28°C
Recreational, adult teaching, conventional main pools	27-29°C
Leisure Pools	28-30°C
Children's teaching	29-31°C
Babies, young children, disabled and infirm	30-32°C
Hydrotherapy	32-35°C

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Spa Pools	38-40°C
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- 6.2.3 Water tests should be conducted a minimum of three times a day where automatic dosing is in place. (Where not in place tests are conducted every two hours).
- 6.2.4 Where the sample for testing is being taken from the pool tank, specify here the location to ensure consistency- ***directly outside of the pool plant room door and in front of Lifeguard Chair position 1.***
- 6.2.5 The first test of the day should be 30 minutes prior to opening.
- 6.2.6 Additional tests shall be conducted and recorded when results are out of parameters.
- 6.2.7 Records of tests and corrective actions shall be maintained on the site specific pool water test log sheet.
- 6.2.8 Ongoing problems of maintaining acceptable water quality readings shall be reported to the Centre Manager.

6.3 How to take pool water tests

DPD1, DPD 3 & Phenol Red are added to water samples and colours are compared against a coloured disc. The information following will provide the correct usage for taking water tests using this piece of equipment.

For all tests, the operator will need to establish The most accurate method available for water testing is using a device known as a photometer where colours are compared through a white light source (this device is particularly useful for operators who suffer with colour blindness). These are a more expensive option and their usage differs from device to device and it is therefore recommended that operators consult their individual operating guides for these.

The most common form of water testing equipment is known as a comparator kit. This is a device where chemical tablets (known as reagents a sample point which should be located as equidistant between the pool inlets and outlets and should be taken from a designated sample bottle at least 15cm below the waterline.

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Test for Free Chlorine – Take two 10ml test tubes from the test kit. Fill one to the 10ml mark and partially fill the other. To this second test tube add a ‘DPD1’ tablet, crush and top up to the 10ml mark.

Insert the chlorine disc into the comparator ensuring that the numbers when the disc is rotated appear in the bottom right of the comparator. Place the clear sample in the left hand side and the coloured (tablet added) sample in the right hand side sampling cells in the comparator. Rotate the discs until the colours match. The number that appears in the bottom right will be the free chlorine reading.

Test for Total and Combined Chlorine – To the coloured sample of the DPD1 add a ‘DPD3’ tablet and repeat the procedure highlighted above. This figure would be the total chlorine. To obtain the combined chlorine reading, subtract the DPD1 reading from the DPD3 reading.

Test for pH – Take a third test tube, partially fill with sample water, add a ‘Phenol Red’ tablet, crush and fill to the 10m mark. Remove the chlorine disc and the chlorine sample and insert the pH sample and pH disc. Again rotate the disc until the colours match to find the reading.

If the colours for chlorine or pH when using a comparator are not an identical match with the discs then operators would need to ‘split the difference’ (e.g. pH colour slightly more red than 7.6 but not as red as 7.8 would be a 7.7 reading).

It is imperative that after chlorine and pH readings are taken that they are entered into the chemical control panel (standardising – see manufacturer's instructions) and on the log sheet and also that chemical day tanks and pumps are checked on a two hourly basis.

Test for Total Alkalinity – Fill a larger test tube to the 50ml mark and add a total alkalinity tablet. The colour should change to yellow. Keep adding these tablets until the colour changes to red. The equation for acquiring the reading would be number of tablets x 40 – 20 (for example 3 tablets would mean that the total alkalinity was 100 ppm / mgpl).

Test for Calcium Hardness – Fill a larger test tube to the 50ml mark and add a calcium hardness tablet. The colour should change to pink. Keep adding these tablets until the colour changes to violet. The equation for acquiring the reading would be number of tablets x 40 – 20 (for example 7 tablets would mean that the calcium hardness was 2200 ppm / mgpl).

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Test for Total Dissolved Solids (TDS) – Using a TDS meter, switch the device on and place it into the pool and wait for the readings to stabilise and record the figure. Some devices vary and you may need to refer to individual manufacturer's guidelines for these.

Temperature – Pool temperature should be taken at the time of the pool test using a thermometer. Ideally for leisure pools temperatures should be at a maximum of 30/31 degrees Celsius.

Note: It is essential that Free chlorine, total chlorine, combined chlorine, pH and temperature tests should be taken daily at two hour intervals and a first morning sample MUST be undertaken prior to opening the pool.

Balanced Water Calculations – Balanced water calculations are a pool maintenance test taken using the ‘Langelier’ saturation index test and are to be done weekly. To undertake this test you will need your test results for pH, temperature, total alkalinity, calcium hardness and total dissolved solids. With these results you will need to convert these to factors using the saturation index table below:

Temp 'F'	Temperature Factor (TF)	Calcium Hardness	C/Hardness Factor(CF)	Total Alkalinity	T/Akalinity Factor(AF)	TDS	TDS Factor (TDSF)
32	0.0	5	0.3	5	0.7	0-999	12.0
46	0.2	50	1.3	50	1.7	1000 -	12.1
50	0.4	100	1.6	100	2.0	2000 -	12.2
66	0.5	150	1.8	150	2.2	3000 -	12.3
76	0.6	200	1.9	200	2.3	4000 -	12.4
84	0.7	300	2.1	300	2.5	5000 -	12.5
94	0.8	400	2.2	400	2.6		
105	0.9	500	2.5	800	2.9		
128	1.0	1000	2.6	1000	3.0		

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pH readings will remain the same (no factor).

With these readings apply the following equation – $pH+TF+CF+AF-TDSF$ this will give you your balance result. Results of 0.0 to 0.5(+) indicate that the water is scale forming. Results of 0.0 to 0.5(-) indicate that the water is corrosive. Aim for a positive test of +0.1 to +0.2.

For more information refer to the Pool water testing information guide at Appendix One.

6.4 Microbiological testing

These are the target microbiological pool water quality standards in line with PWTAG recommendations.

Item	Recommended range	Minimum	Ideal	Maximum
Aerobic Colony Count 24rs @ 37c cfu/ml	0-10	0	less than 10	100
Total Coliforms cfu/100ml	0	0	0	10
Eschericia Coli cfu/100ml	0	0	0	0
Pseudomonas Aeruginosa cfu/100ml	0	0	0	50

Source: Swimming Pool Water- PWTAG 2017

Site standards should include external sampling to be conducted for bacterial, contamination on a monthly basis.

Samples are sent to external laboratories for testing.

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Appendix One

Pool water testing information guide

Disinfectant Level Standards

Free Chlorine, Combined Chlorine and Total Chlorine - we've all heard of them but what actually do they mean?

Free Chlorine – Imagine your pool is brand new and filled up with fresh mains water with no bacterial contamination (primarily brought in by bathers in the form of Ammonium Compounds (NH₃), add to this a level of Chlorine of 1.0ppm/mgpl then all the chlorine would be free and available to kill any contamination brought into the pool – this is where the name free chlorine comes from.

Combined Chlorine – This refers to the level of active chlorine in the pool (actually killing bacteria). Combined chlorine levels can be found in these four categories:

Monochloramine – this is where one part chlorine locks on to one part bacteria

Dichloramine - this is where one part chlorine locks onto two parts bacteria

Trichloramine or Nitrogen Trichloride – this is where one part chlorine locks onto three parts bacteria (it is worth knowing that Nitrogen Trichloride is tear gas), this usually occurs when the pH (see pH) is out of range. It is usually these types of chloramines that are to blame for streaming eyes feedback from bathers stating that the chlorine level is too high when in fact, the chlorine level is too low but in essence it is the pH balance that is causing the problem.

Organic Chloramines – If the combined chlorine reading exceeds 1.0 ppm/mgpl the chloramine is said to be organic and chlorine resistant – the ONLY solution to removing this is fresh water dilution (see backwashing).

Total Chlorine refers to the sum totals of the combined free chlorine and combined chlorine levels.

The general rule is to keep the combined chlorine level to a maximum of half that of free chlorine. An example of some typical MAXIMUM combined chlorine levels are in the table below:

Free Chlorine	Combined Chlorine	Total Chlorine
1.0	0.5	1.5

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0.8	0.4	1.2
1.5	0.75	2.25

pH (potential Hydrogen) Standards

pH refers to the level of alkali or acid in the water on the pH scale. A pH of 1 would be said to be maximum acidic level whereas a pH of 14 would be classified as a maximum alkali level.

As the pH increases the effectiveness of the chlorine or bromine product that you would be using decreases (for example chlorine at a pH of 7.2 would be over 75% effective whereas a pH of 8.0 would be less than 20%).

Total Alkalinity

For effective oxidisation of bacteria to take place it is imperative that the correct level of alkalinity is maintained, this is what is known as total alkalinity. If you are using calcium hypochlorite as your chlorine donor then the correct total alkalinity level would be 80-100 ppm / mgpl.

If total alkalinity is too low this can cause pH to be erratic and is known as pH bounce

If total alkalinity is too high this can cause pH to stick and is known as pH lock

Both of these can easily be rectified by stabilising the total alkalinity level.

Calcium Hardness

Calcium hardness levels are ideally maintained at 80-200 ppm / mgpl and the upper limit is related to the incoming water supply hardness. (see balanced water test).

Total Dissolved Solids (T.D.S)

T.D.S is a measure of suspended colloidal matter in the pool which can be made up of bacteria, undissolved chemicals etc. High T.D.S. in the water can make the water look dull and unclear. The solution to reducing T.D.S. is fresh water dilution.

review

Reviewed by HSC Manager August 2018. Changes in blue.

Reviewed by HSC Manager Dec 2018. Changes in blue. Sulphuric acid added

April 2019- Procedure split and revised as PP5. HSC Manager

Utility League Tables -JANUARY 2020

ELECTRICITY YTD

Champions League		
1	Kettering Pitch And Track	-78.8%
2	Brackley Leisure Centre	-45.6%
3	Crosby Leisure Centre	-42.2%
4	Cotgrave Leisure Centre	-40.9%
5	New Mills Leisure centre	-33.6%
6	Stratfield Brake Sports Ground	-30.1%
7	Woodgreen Leisure Centre	-29.6%
8	Magnet Leisure Centre	-26.6%
9	Breckland Leisure Centre	-22.2%
10	Glossop Pool	-20.2%
11	Llantwit Major Leisure Centre	-19.0%
12	Northcroft Leisure Centre	-18.8%
13	Ilfracombe Swimming Pool	-16.8%
14	Marlow Road Community Centre	-16.2%
15	Penarth Leisure Centre	-14.8%
16	Crook Log Leisure Centre	-14.4%
17	Barry Leisure Centre	-14.2%
18	Erith Leisure Centre	-11.8%
19	Rufford Park (HH only)	-11.1%
20	Kennet Leisure Centre	-11.1%
21	Towcester Centre for Leisure	-10.4%
22	Tilgate Forest Golf	-9.5%
23	Backwell Leisure Centre	-9.5%
24	Dereham Leisure Centre	-9.3%
25	Hutton Moor Leisure Centre	-8.5%
26	Playhouse Theatre	-8.3%
Premier League		
27	Mulberry Sports & Leisure Centre	-6.8%
28	Biddulph Valley Leisure Centre	-6.4%
29	Bicester Leisure Centre	-4.6%
30	Exeter Arena	-4.4%
31	Pyramids Leisure Centre	-3.9%
32	Scotch Horn Leisure Centre	-3.6%
33	Desborough Leisure Centre	-3.2%
34	North Devon Leisure Centre	-2.6%
35	Rushcliffe Arena	-0.3%
Non-League		
36	Northbrook Swimming Pool	0.6%
37	Torbay Leisure Centre	0.7%
38	Riverside Leisure Centre	1.0%
39	Kidlington Leisure Centre	2.2%
40	Holm View Leisure Centre	2.8%
41	Sidcup Leisure Centre	3.0%
42	Buxton Pavilion Gardens and Pool	3.5%
43	Brough Park Leisure Centre	3.7%
44	Cowbridge Leisure Centre	4.1%
45	South Moorlands Leisure Centre	4.5%
46	Spiceball Leisure Centre	4.8%
47	Corn Market Hall	5.3%
48	Kettering Swimming Pool	5.7%
49	Whitelands Farm Sports Ground	6.2%
50	Penzance Leisure Centre	7.4%
51	Cardiff International Pool	8.8%
52	Isca Centre	11.1%
53	Wonford Sports Centre	14.2%
54	Hengrove Park Leisure Centre	15.3%
55	Hawth Theatre	19.0%
56	Tarka Tennis Centre	20.8%
57	Hungerford Leisure Centre	24.5%
58	Windsor Leisure Centre	37.7%
59	Salisbury Health & Fitness Club	67.8%

OVERALL ELECTRICITY PERFORMANCE (YTD) -2.5%

GAS YTD

Champions League		
1	Wonford Sports Centre	-78.7%
2	Playhouse Theatre	-59.2%
3	Salisbury Health & Fitness Club	-52.3%
4	Brackley Leisure Centre	-49.0%
5	Colcot Leisure Centre	-48.2%
6	Riverside Leisure Centre	-47.2%
7	Lambourn Centre	-45.6%
8	Hungerford Leisure Centre	-38.4%
9	Kettering Pitch And Track	-35.8%
10	Hawth Theatre	-30.6%
11	Ilfracombe Swimming Pool	-29.2%
12	Desborough Leisure Centre	-26.6%
13	Attwood House	-25.5%
14	Biddulph Valley Leisure Centre	-22.9%
15	Woodgreen Leisure Centre	-22.6%
16	Towcester Centre for Leisure	-22.2%
17	Windsor Leisure Centre	-21.9%
18	Hengrove Park Leisure Centre	-21.7%
19	Mulberry School	-21.4%
20	Holm View Leisure Centre	-17.5%
21	Scotch Horn Leisure Centre	-16.7%
22	Sidcup Leisure Centre	-15.4%
23	Tarka Tennis Centre	-12.2%
24	Buxton Pool	-10.8%
25	Rushcliffe Arena	-9.9%
26	Llantwit Major Leisure Centre	-9.8%
27	Cardiff International Pool	-9.6%
28	Bingham Leisure Centre	-8.4%
29	Barry Leisure Centre	-8.3%
Premier League		
30	Dereham Leisure Centre	-7.1%
31	Pyramids Leisure Centre	-5.8%
32	Hutton Moor Leisure Centre	-5.3%
33	Cowbridge Leisure Centre	-3.4%
34	Erith Leisure Centre	-2.9%
35	Northcroft Leisure Centre	-0.9%
Non-League		
36	Magnet Leisure Centre	0.1%
37	Northbrook Swimming Pool	0.9%
38	Backwell Leisure Centre	3.7%
39	Penarth Leisure Centre	3.8%
40	Kettering Swimming Pool	4.3%
41	South Moorlands Leisure Centre	4.8%
42	Cotswold Sports Centre	5.3%
43	Corn Market Hall	5.3%
44	Crook Log Leisure Centre	6.2%
45	New Mills Leisure centre	7.9%
46	Breckland Leisure Centre	8.1%
47	Brough Park Leisure Centre	8.8%
48	Spiceball Leisure Centre	12.7%
49	Kennet Leisure Centre	15.4%
50	Kidlington Leisure Centre	17.1%
51	Glossop Leisure Centre	17.6%
52	Torbay Leisure Centre	18.3%
53	Isca Centre	19.0%
54	Exeter Arena	26.9%
55	Crosby Leisure Centre	30.7%
56	Bicester Leisure Centre	36.0%
57	Glossop Pool	46.3%
58	Cotgrave Leisure Centre	47.1%
59	North Devon Leisure Centre	48.1%
60	Penzance Leisure Centre	48.7%

OVERALL GAS PERFORMANCE (YTD) -1.2%

Introduction

Legacy Leisure Ltd operates leisure and catering management contracts and the support services of educational establishments on behalf of public authorities and private clients throughout the country.

The aim of our Safety Policy and subordinate arrangements is to eliminate hazards where possible and to maintain control of the safety risks to employees and to consider and take appropriate preventative measures to address the safety risks associated with customers who may use the premises.

This policy statement on health, safety and welfare, has been agreed by the Board of Directors. Copies of this Safety Policy will be made available to all employees through the Oracle and in all workplaces, alongside details of how our policies are to be implemented.

Safety of our staff and visitors remains Legacy Leisure's number one priority, and we are committed to involving workers in setting safety standards and consulting with them when standards change. We are committed to satisfying all applicable legal and other requirements as a minimum level of performance and improving safety performance each year. We aim to achieve these improvements through effective risk assessment and via implementing an effective hierarchy of control.

Meeting this Commitment

We will work to meet this commitment to assess risks and drive continual improvement by:

1. Setting annual safety improvement targets for the business.
2. Providing a safe, healthy working environment, with suitable welfare and first aid arrangements.
3. Having a quarterly senior management level review of performance and attainment of targets.
4. Identifying and assessing any and all risks to which people will be exposed and arranging and introducing specific measures to reduce these risks.
5. Building, adopting, reviewing and continually improving a Occupational Health & Safety Management System of safe working practices, safety precautions and accident prevention procedures.
6. Providing sufficient skilled supervision, relevant instructions and appropriate training to all levels, in both health and safety and job specific skills.
7. Consulting with staff formally and informally through safety committees, risk assessments, and policy reviews.
8. Encouraging staff to contribute their own ideas for new and improved safety procedures.
9. Managers will ensure that the required standards of health, safety and welfare are being met.
10. We will collect and analyse information on accidents, dangerous incidents and work related ill health. Any such incident will be investigated and the outcomes shared and used to prevent recurrence and improve practice.

This statement is supported by more detailed arrangements contained within the health and safety management manual, best practice guidance and other information, which as a whole, form our health and safety policy. These arrangements clarify everyone's specific roles and responsibilities and how we expect work to be organised. We require organisations working for, or with us, to have in place suitable and sufficient health and safety procedures in accordance with the relevant statutory provisions.

This Health and Safety and work Policy will be regularly monitored and updated to take account of legislative and/or organisational changes. The Board of Trustees will ensure the annual review of this policy results in amended targets for the improved management of safety.

Signed:



Name:

EVA HOLMES

Date:

30 JANUARY

Eva Holmes Chair of Trustees, Legacy Leisure Ltd

2020

ORGANISATION & RESPONSIBILITIES

Legacy Leisure adheres to the Health and Safety at Work etc Act (1974), which states that ultimate responsibility is with the employer. Legacy Leisure works in partnership with Parkwood Leisure to deliver services. Some of our workforce are jointly employed by Legacy Leisure, Parkwood Leisure and Lex Leisure CIC ('the Joint Employees'). The company has entered into a Professional Services Agreement ('PSA') with Parkwood Leisure, whereby Parkwood will provide health and safety systems and expertise to support our organisation. As a Board, we must take reasonable care to satisfy ourselves that the arrangements we have in place are adequate. In working in partnership with Parkwood as a contractor, the law requires us to ensure that we cooperate and adopt a coordinated approach to the management of health and safety, in particular that we share information about the risks involved in our operations, the measures to be put in place to deal with those risks, we provide suitable information and training, we ensure work is properly managed and supervised and we consult with our joint workforce and inform them about how they can raise any concerns.

We have designated staff (those employed solely by Legacy Leisure, the Joint Employees and those Parkwood Leisure employees who provide health and safety and other services to Legacy Leisure pursuant to the PSA referred to above) with health and safety responsibilities, so that all staff have a clear understanding of important issues. The respective allocation of responsibilities is as follows.

Customer's Responsibility

It is the customer's responsibility to take all reasonable precautions to protect themselves and others who use the facility; to read and abide by safety notices and signs; to comply with the pool rules and procedures as displayed in the building and communicated by staff. Legacy Leisure accept that children/young people are by their nature less aware of hazards than adults and appropriate safety controls are implemented. Customers who by their actions or non-actions put themselves or others at risk will under the Health and Safety Act not be permitted to remain on the premises.

Parents and other carers are expected to supervise children under their care directly at all times, in accordance with the admission policy.

Customers with specific physical needs are expected to advise Legacy Leisure staff of any particular conditions or care needs in good time, before they start the activity.

Legacy Leisure will provide suitable signage upon entry to the relevant area advising people of the basic safety instructions. Customers are expected to ask a member of staff if they need additional information or assistance.

Duties of the Managing Director Legacy Leisure Ltd

- Shall be responsible for the health, safety and welfare of all employees and members of the public affected by the activities of the company.
- Shall be responsible for the implementation and regular review of the health and safety policy.
- Shall make adequate funds available to ensure that the necessary safety equipment is available and adequate training is carried out.
- Ensure that senior management demonstrate leadership and commitment with respect to safety standards.

Duties of the Director Responsible for Health and Safety - Operations Director

- Draft, develop and update policy, health and safety manual and other health and safety information on behalf of Legacy Leisure.
- Ensure Legacy Leisure is kept up to date with relevant legislation in conjunction with the retained H&S

Consultants.

- Advise Legacy Leisure's Trustees on skills, training and budgetary provision to ensure continued compliance with legal requirements.
- Advise the Trustees on plans and performance.
- Coordinate investigations into accidents, dangerous occurrences or complaints about safety during Legacy Leisure activities and make recommendations for changes to work practices if appropriate.
- Receive and collate statutory data periodically from each contract and produce periodic reports for the Board of Trustees.
- Manage the Safety Calendar HS 02A and communicate any updates.

Ensure that senior management demonstrate leadership and commitment with respect to the OH&S management system by:

- a) ensuring that knowledge of the organisation's context as well as potential OH&S risks are considered when establishing the OH&S management system;
- b) ensuring that workplace hazards are systematically identified, risks evaluated and prioritised, and action taken to improve OH&S performance where deemed necessary;
- c) ensuring that the OH&S policy and related OH&S objectives are established and are compatible with the strategic direction of the organisation;
- d) taking OH&S performance into account in strategic planning;
- e) ensuring that the integration of the OH&S management system requirements into the organisation's business processes;
- f) ensuring that the appropriate financial, human and organisational resources needed for the OH&S management system are available to establish, implement, maintain and continually improve;
- g) ensuring that the organisation establishes processes for consultation and active participation of workers (and, as appropriate, worker representatives) in the establishment, implementation, maintenance, and continual improvement of the OH&S management system;
- h) communicating the importance of effective OH&S management and of conforming to the OH&S management system requirements;
- i) ensuring that the OH&S management system achieves its intended outcome(s);
- j) directing and supporting persons to contribute to the effectiveness of the OH&S management system for all functions;
- k) promoting continual improvement;
- l) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility;
- m) promoting and leading organisational culture with regard to the OH&S management system;
- n) ensuring that persons working under the control of the organisation are aware of their responsibilities within the OH&S management system and the potential consequences of their actions or inactions on others in the workplace.

Duties of the Health, Safety and Compliance Manager

- Coordination and development of the health and safety management system.
- Monitoring of statutory compliance by sites.
- Coordination and monitoring of information relating to accidents and incidents including undertaking relevant reporting under RIDDOR (The Reporting of Injuries Diseases and Dangerous Occurrences Regulations).
- Conducting accident investigations when directed by the Operations Director.
- Ensuring adequate completion of follow up actions (including investigations where required) and identification of measures necessary in order to prevent future recurrence.
- Collation of relevant and accurate proactive and reactive key performance indicator statistical and trend analysis data to the Operations Director regarding ongoing health and safety performance across the

organisation.

- The collation and monitoring of the completion of Monthly Accident and Incident Summaries across the organisation, and the provision of guidance to the Regional Directors, general and Centre Managers on remedial actions appropriate for any trends evident.
- Coordination of insurance claims made under insurance policies, including handling insurance communication, collating documentation and other relevant evidence, and liaising with Claims Inspectors and/or other representatives appointed by Parkwood Leisure's insurance provider where appropriate.
- Ensure the dissemination of appropriate health and safety information throughout the Company on behalf of the Operations Director, and ensure that effective arrangements are maintained for consulting all sections of the workplace on health and safety issues.
- To liaise with external advisors.
- To provide ongoing, expert assistance and guidance for sites.
- To conduct audits of nominated and new sites.
- Arrange health and safety competent person training for relevant managers, and deliver standard health and safety training. Support the Operations Director on the induction training of all new General Managers where appropriate.
- Coordinate bespoke competency testing where appropriate.
- Assist in the review and revision when required of all Swim Safely arrangements, including the increased interaction through established links with national water safety bodies, development of best practice and pools related procedures, the provision of guidance to Managers on all aspects of safe management of pools, and monitoring developments in pools technology.
- Support and engage in the IQL (Institute of Qualified Lifeguard) annual monitoring process where appropriate.
- Ensure that the Operations Director is notified of any serious health and safety breaches, incidents or related matters as soon as they are identified.
- Where appropriate, assist in the liaison with relevant statutory authorities regarding relevant health and safety matters affecting the company, and help maintain a database of all enforcement visits and contact made to PL operated premises across the organisation.
- Recommending to the Operations Director improvements in the company health and safety arrangements.
- Shall undertake all health and safety administration duties, including the review and maintenance of the health and safety section of the Oracle.

Duties of the Regional Directors

- Shall be responsible for the implementation of the Health and Safety Policy at all Leisure and all Catering facilities.
- Shall investigate, with the support of the Director Responsible for Health and Safety, all major accidents, dangerous incidents and occupational diseases and ensure the necessary action is taken to prevent a recurrence.
- Shall respond to all reports or complaints from members of staff on health, safety or welfare matters, shall decide the necessary action to be taken and reply in writing to the member of staff concerned.
- Shall ensure that duties are only delegated to staff competent to carry them out.
- Shall be responsible for checking all contract' premises and operation on a regular basis and ensure a safety audit at each site is conducted at least twice per year.
- Shall ensure that each contract has a Staff Safety Representative/safety committee.

Duties of the Assistant Regional Directors/Area Managers

- Shall sit on the relevant Safety Committees, alongside the General Managers
- Will aid the General Managers in interpreting Health and Safety Legislation
- Will advise the General Managers in implementing the Health and Safety Legislation.

- Will regularly monitor compliance to corporate health & safety procedures.
- Will ensure staff are suitably trained, in accordance with corporate guidance.
- Will support a proactive (as opposed to reactive) approach to Health & Safety management.

Duties of General and Centre Managers

- Shall ensure the company health & safety policy and procedures are delivered and shall take responsibility for providing safe conditions for their staff and the members of the public that use their centres.
- Shall be responsible for ensuring that all new employees receive induction; health & safety and other appropriate training.
- Shall identify hazards and reduce risk to a minimum.
- Shall be responsible for setting up safe working procedures and shall ensure that staff are provided with written instructions for, and training in, these procedures.
- Shall be familiar with all safety legislation and ensure that all records and forms are completed and all such forms and documents are readily available.
- Shall provide their staff with the correct safety equipment.
- Shall monitor the work of staff under their control and remedy any malpractice.
- Shall ensure that all members of the public using the centre are properly supervised at all times.
- Shall record and pass on to the Assistant Regional Director or Regional Director all recommendations and suggestions from subordinate staff.
- Shall advise the Assistant Regional Director or Regional Director of the resource and financial requirements for the maintenance of this policy.
- Shall ensure that all statutory compliance; forms and documents are delivered; displayed and issued as required.
- Shall complete the Accident Book and Accident forms as appropriate and contact the Health and Safety Executive as necessary.
- Shall ensure that all employees are given a copy of this policy during their induction and any updated versions as they are circulated.
- Shall ensure that any duties delegated are to members of staff sufficiently competent to perform them safely.
- Shall be responsible for the cleanliness of all common work areas.
- Shall ensure that all staff are conversant with the fire escape procedures and fire fighting procedures.
- Shall appoint a member of staff as the Staff Safety Representative at each facility.
- Shall conduct a minuted Centre Safety Committee meeting at least twice per year. The CSC should include the General Manager, Duty Manager(s) and Staff Safety Representative(s). The Client Officer shall be invited to attend the meeting and receive a copy of the minutes.

Duties of Duty Managers

- Shall ensure that all employees understand this health and safety policy and apply its contents.
- Shall ensure that all safety equipment and protective clothing provided, is used at all times when work activities deemed to need the said equipment is taking place.
- Shall maintain first aid equipment and see that first aid is applied in all cases of accident.
- Shall ensure that all staff are correctly trained and supervised in all tasks.
- Shall be responsible for maintaining a tidy and safe working area.
- Shall report all accidents to the General Manager, however minor.
- Shall have a sound working knowledge of all equipment and substances within the confines of their facilities.

Duties of the Staff Safety Representative

- To provide a channel between the workforce and management with regard to health and safety issues.
- To investigate accidents and potential hazards, pursue employees' complaints and carry out inspections of the

workplace.

- To report all findings to the management in writing.
- To represent the workforce on Centre Safety Committee meetings, which is to be conducted in accordance with the Terms of Reference (TOR).

Duties of Employees

- Shall perform and record regular safety checks on all plant and equipment in the centre where the job requires it.
- Shall comply with the COSHH policy and any subsequent revisions of it at all times.
- Shall exercise due care and consideration when working with electricity and high voltages.
- Shall be aware of the health and safety issues dangers of pressure and act in a safe and responsible manner.
- Shall report all accidents or Dangerous Occurrences to the Duty Manager, however minor.
- Shall have a sound working knowledge of all equipment in the centre.
- Shall operate within safe systems of work, including a 'permit to work' system where appropriate.
- Shall maintain a tidy and safe working area.
- Shall wear protective clothing when required and ensure that other members of staff also do so.
- Shall adopt safe working practices, having due regard for the safety of colleagues and the public.
- Shall keep doors to plant rooms securely locked at all times.
- Shall notify the duty manager of any potentially dangerous situations.
- To make themselves familiar with the company Health and Safety Policy and to comply with it at all times.
- To take care of their own health and safety and to take equal care of others who may be affected by their work activities.
- To act in a responsible manner and not to take part in any horseplay, practical jokes, etc. which might endanger health and safety.
- To cooperate with management in all matters of health and safety.
- To use all protective clothing and safety equipment as and when necessary.
- To report any matters relating to existing practices or procedures which might give rise to risks to the health and safety of any persons.
- To use plant, machinery and equipment, etc. as trained and instructed.
- Employees should undertake training that is identified by Management, which has an impact on health and safety in the workplace.

These responsibilities will be communicated at the induction and during refresher training.

Safety Committees

Ensuring that the systems and procedures for health and safety are in place is fundamental for the welfare of staff and customers alike. Everyone has a responsibility in this area, but a number of monitoring checks and systems are specified in order to maintain the highest standards. These include Health and Safety Audits, Safety Committees, Director Inspections and the maintenance of Safety Performance Records.

The Staff Safety Representative tours the building at regular intervals with the General Manager as we believe it is very important to ensure that he/she is kept up to date with all issues, and has the freedom to put forward staff views on potential problems. Copies of each Safety Committee meeting must be retained on file.

New Employees

All new staff must be shown and made fully aware of this Policy Statement as part of their induction training. Temporary and supply staff must also be provided with this Policy Statement information as part of their induction. This will ensure they are also familiar with Health and Safety procedures and safe working practices relevant to their duties and general safety.

Copies of this policy statement can also be put in conspicuous positions, e.g. notice boards, as the Policy should be an integral part of the culture of the Centre.

Monitoring

This statement should be monitored on an annual basis, by the Health, Safety and Compliance Manager in conjunction with the Operations Director. It should be updated, as necessary, e.g. in the case of change or reviewed annually and again signed and dated by the Chair of the Trustees.

To allow for feedback on health and safety issues and enable staff to be updated on H&S matters, health and safety should become a regular agenda item at staff meetings.

Health & Safety Consultants

Specialist health and safety advice and information is necessary to ensure that everything is being done to create the safest possible workplace. The Royal Society for the Prevention of Accidents (ROSPA) is contracted to provide a range of Health and Safety support services to us which includes -

- Director and Management training on an annual basis.
- Expert consultancy support on a planned and reactive basis.
- Telephone support arrangement to company representatives.
- Advice on the ongoing improvement plan.
- Regular legislative and leisure specific updates.
- Provision of a quarterly safety newsletter.

Arrangements

This Health and Safety Policy is part of the Integrated Management System (The Oracle), designed to operate alongside the normal operating and emergency and evacuation procedures within Legacy Leisure and should be read in conjunction with these documents. The relevant normal operating procedures are communicated to all staff, to ensure a full understanding of safe systems and methods of work.

It is very important to maintain good communication with staff when policy updates arise. Examples of this are:

- (i) Staff meetings when policy updates occur.
- (ii) Updated policy attached to the notice board or distributed via Intranet.
- (iii) Updates communicated via email and over the intranet.

CUSTOMER CARE POLICY

December 2020

Document: Customer Care Policy	Page: 1 of 8
Responsibility: Glen Hall (Managing Director)	Version: 12.0
Date of Approval: December 2020	Status: Approved
Date of Issue: December 2020	Review date: December 2022

Document Owner

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Document Status

Version	Reason for change	Date	Created by
5.0	Version number & date amend	16 January 2009	Matthew Roberts
6.0	Version number & date amend	31 January 2011	Matthew Roberts
7.0	Version number & date amend	1 June 2012	Matthew Roberts
8.0	Review only	1 March 2016	Matthew Roberts
9.0	Review & date amend	1 May 2017	Glen Hall
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

December 2020

Document: Admissions, Care & protection of Children/Vulnerable Person Policy	Page: 1 of 11
Responsibility: Glen Hall (Managing Director)	Version: 8.0
Date of Approval: December 2020	Status: Approved
Date of Issue: December 2020	Review date: December 2022

Document Owner

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Document Status

Version	Reason for change	Date	Created by
1.0	Update and Inclusion of Vulnerable Adults	1 July 2008	Matthew Roberts
2.0	Update of Legislation & Guidance	1 December 2009	Paul Nangle
3.0	Review only	1 October 2012	Alan Tucker
4.0	Update of Legislation & Guidance	1 November 2013	Alan Tucker
5.0	Review & Minor Updates	1 November 2014	Glen Hall
6.0	Review only	1 March 2016	Glen Hall
7.0	Review & date amend	1 May 2018	Glen Hall
8.0	Review & Format Change	1 December 2020	Glen Hall

Related Documents

Version	Reference	Name	Date
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

December 2020

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

1. Policy Statement	Page: 4
2. Statement of Commitment	4
3. Implementation	4
4. E-Cigarettes	5
5. Responsibility	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 1st 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.

		January					February				March				April										
W/C		Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18	Week 19					
		30/12/2019	06/01/2020	13/01/2020	20/01/2020	27/01/2020	03/02/2020	10/02/2020	17/02/2020	24/02/2020	02/03/2020	09/03/2020	16/03/2020	23/03/2020	30/03/2020	06/04/2020	13/04/2020	20/04/2020	27/04/2020	04/05/2020					
KEY DATES	Key dates	January Peak Trading				January Close Out		Valentines Day 14/02/2020	February Half Term				Mothers Day 22/03/2020			Easter Half Term Easter Weekend: 10/04/2020									
	Awareness months											DECHOX			STRESS AWARENESS MONTH MOVE MORE MONTH PARKINSONS AWARENESS MONTH NATIONAL PET MONTH										
	Sporting and fitness events																								
	Awareness dates and others						Children's Mental Health Week 03/02/2020	Random acts of kindness day 15/02/2020			International Women's Day 08/03/2020		International Day of Happiness 20/03/2020 FND Awareness Day UK 26/03/2020	Family Safety Week 29/03/2020	World Autism Awareness Week 30/03/2020 Walk to Work Day 03/04/2020	World Health Day 07/04/2020 National Siblings Day 10/04/2020		MS Awareness Week 20/04/2020 St George's Day 23/04/2020	London Marathon 26/04/2020		World Asthma Day 02/05/2020 Sun awareness week 04/05/2020				
	Activity																								
INTERNAL ACTIVITY	New Member Message	1 Month Free (13th Month)			1 Month Free + No Joining Fee (13th Month)			1 Month Free (13th Month)								Brand Message: \									
	Flash Offer	Pay nothing until Feb 10/01 - 12/01		Pay nothing until march 24/01 - 26/01		Pay nothing until march 13/02 - 15/02		Pay nothing until April 13/02 - 15/02							12 months for the price of 10 (ANN) 30/03 - 31/03		2 month half price 10/04 - 13/04		Get May for free 28/04 - 30/04						
	Lead Gen Message																								
	Swim Lesson Activity																								
	App Activity PN	Fitness Tips	Update the app to get our BRAND NEW features including advanced workout tracking and a better class booking experience!	Check out new the latest new year's deal, from the Protein Works to Mindful Chef there's a deal for everyone	Don't go it alone, bring a friend on us! Refer them for a 3-day trial and organise a work-out with your buddy	NEW YEAR, NEW GOALS Complete 16 workouts by 29th February and you could win an Apple Watch series 5! It's not too late to join, get involved today!	Have an app issue or question? Get in touch with support right away! -----	Check out the latest deals, up to 35% off MyProtein, 10% off all Zoggs and 15% off Runners Need, take advantage of these exclusive deals, just for our members!	HYDRATION NOTIFICATION When was the last time you drank some water? If you can't remember, get yourself rehydrated! You'll thank us				IMPORTANT UPDATE Our facilities are open. We are making important changes, for more information visit https://bit.ly/coronavirus-LC	IMPORTANT UPDATE Our facilities are open. We are making important changes, for more information visit https://bit.ly/coronavirus-LC	We've got loads of great at-home workout ideas for you and the kids, plus other ways to keep your body and mind active. Get active whilst staying home here	Get access to new, on-demand, at-home workouts every day with our brand new Digital Coach by Life Fitness	BRAND NEW Exclusive at-home workouts with Hatton Boxing. Improve strength, agility, balance, coordination and fitness with these high intensity,	Get free unlimited access to 800+ Les Mills on-demand classes We've got all of your favourite workouts ready to stream so you can stay happy and healthy at	We've got your Wednesday workout sorted ☐ Hatton Boxing has released the next on-demand high intensity, low impact full-body workout, suitable for all abilities						
Cafe Vita Activity						Half term - Kids meals for £2.50 with any adults meal - Cafe Vita sites only Free Fruit Fridays					LOYALTY PREPAID CARDS £15 for 10 hot drinks		LOYALTY PREPAID CARDS £15 for 10 hot drinks												
LAST YEAR	LY Main Offer	Get One Month Free	Get One Month Free	Get One Month Free	Pay Nothing until March 20/01	Pay Nothing until March	Pay Nothing until March	Pay Nothing until March												Join today, win a pair of Bose Headphones	Join today, win a pair of Bose Headphones	Join today, win a pair of Bose Headphones	Join today, win a pair of Bose Headphones	Join today, win a pair of Bose Headphones	Student Fitness
	LY Flash Sale																				Valentines Day: Bring a friend for free Sign up before 28 Feb and pay no joining fee		Easter Flash Sale: Pay nothing until June		
	LY Sales	1728	1950	1786	1733	2223	1563	1260	1140	1484	1310	1408	1133	1664	1413	1079	864	1261	1367	1000					
	LY Online Sales																								
Total Sales Target		9569					6691					6473					6131								
NGB's	England Badminton																								
	British Gymnastics																								
ZOGGS	RFU - Inner Warrior																								
	England Netball																								
	This Girl Can																								
	Product launches/campaigns	SS20 Launch					Our Best Fit Yet - Predator/ Predator Flex Launch					Water Wings - New Price Point (Supergroups)													
Videos/Marketing	Our Best Fit Yet					WWV/ EPP					Holiday Shop - brief Jan/Feb					Sale									
Apprenticeships	National apprenticeship week																								

		May			June				July					August				September				
W/C		Week 20 11/05/2020	Week 21 18/05/2020	Week 22 25/05/2020	Week 23 01/06/2020	Week 24 08/06/2020	Week 25 15/06/2020	Week 26 22/06/2020	Week 27 29/06/2020	Week 28 06/07/2020	Week 29 13/07/2020	Week 30 20/07/2020	Week 31 27/07/2020	Week 32 03/08/2020	Week 33 10/08/2020	Week 34 17/08/2020	Week 35 24/08/2020	Week 36 31/08/2020	Week 37 07/09/2020	Week 38 14/09/2020		
KEY DATES	Key dates				1st Day of Summer 20th June																	
	Awareness months	LEARN TO SWIM MONTH NATIONAL WALKING MONTH ACTION ON STROKE MONTH SKIN CANCER AWARENESS MONTH NATIONAL SMILE WEEK			PRIDE MONTH				PLASTIC FREE MONTH													
	Sporting and fitness events	FA Cup Final 23/05/2020																				
	Awareness dates and others	Water Saving Week 11/05/2020	Mental Health Awareness Week 18/05/2020	World Hunger Day 28/05/2020	Child Safety Week 01/06/2020	National Best Friends Day 08/06/2020	Loneliness Awareness Week 15/06/2020	World Wellbeing Week 22/06/2020		World Chocolate Day 07/06/2020					National Prosecco Day 13/08/2020				Migraine Awareness Week 01/09/2020	Positive Thinking Day 13/09/2020		
	National Vegetarian Week 11/05/2020	World Meditation Day 21/05/2020	World Digestive Health Day 29/05/2020	National Egg Day 03/06/2020		Drowning Prevention Week 14/06/2020								National Relaxation Day 15/08/2020								
				World Environment Day 05/06/2020		Fathers Day 21/06/2020																
	Activity																					
INTERNAL ACTIVITY	New Member Message	We are your local			Brand Message: Under one roof				Brand Message: Olympics led					1 - 15: Join for £15				1 - 15: Join for £10				
	Flash Offer	Pay nothing until June			14 months for the price of 12				8.7% off for 12 months													
		13/05 - 15/05			29/05 - 31/05				12/06 - 14/06													
	Lead Gen Message	1 day pass variant			3 day pass variant																	
	Swim Lesson Activity				RLSS: Drowning Prevention Month																	
	App Activity PN	Lift your spirits with a Les Mills SH'BAM workout Shimmy and shake your way to feeling energised and improving your mood. Dance like no-one is	We're updating our internal systems Don't worry, it shouldn't affect your virtual workouts. If you have any issues, please wait a few hours and try again.	NEW CHALLENGE Complete 10 workouts in May for the chance to win a £100 Argos voucher. Join the rest of our community in getting involved and getting	Try out the bodyweight on-demand workouts from Digital Coach by Life Fitness <input type="checkbox"/> From basic full-body training to strength and power endurance we've got you		NEW CHALLENGE Burn 5000 calories before 31st July and you could win a Garmin Forerunner35 watch. Together we've burnt 799,754 so far!		Check out new the latest deals, up to 35% off MyProtein, 10% off Graze Shop and 10% off Footasylum, take advantage of these exclusive deals, just for our members!	We're excited to welcome you back soon! We've been working hard behind the scenes to get our centre ready to reopen safely and we'll be in touch with	3 days to go! We can't wait to welcome you back! You'll need to book your visit in advance so that we can safely limit the number of people in our gym and classes.	From 31 July you'll no longer have access to Les Mills virtual workouts but no need to despair! We've got you covered with lots of great home workouts, classes and kids activities for you		Can't attend your session? Please make sure you cancel at least 2 hours before. If you don't you'll receive a 'strike'. Find out more about our booking policies here bit.			<input type="checkbox"/> Our pool is open for lane swimming <input type="checkbox"/> If you're coming for a swim, make sure you book in advance so we can safely limit the number of	ENTERED OUR CHALLENGE YET? Burn 6000 calories and win one of our £50 Amazon vouchers up for grabs! <input type="checkbox"/>	Check out the latest deals exclusive to our members! Includes up to 35% off MyProtein, 10% off the Sports Edit and 15% off Inov8			
	Cafe Vita Activity				HALF-TERM Kids meals for £2.50 with any adults meal																	
LAST YEAR	LY Main Offer	Student Fitness	Student Fitness	Student Fitness	Refresh your Summer Fitness: No contract memberships	Refresh your Summer Fitness: No contract memberships	Refresh your Summer Fitness: No contract memberships	Refresh your Summer Fitness: No contract memberships														
	LY Flash Sale			May Bank Holiday: Pay nothing until July	Get the rest of June free with no joining fee			No joining fee Nojoin20						1st -15th August Only £15 to join in August			Bank Holiday Flash Sale Pay nothing until October					
	LY Sales	1063	960	1086	1331	1125	1076	1248	1481	1137	1103	1078	1400	1161	1053	942	1149	1395	1368	1335		
	LY Online Sales	5731			5527				5644					5469				6610				
NGB's	England Badminton																					
	British Gymnastics																					
ZOGGS	RFU - Inner Warrior																					
	England Netball																					
	This Girl Can																					
	Product launches/campaigns	Sale				AW20 - Ecolast (plastic bottles story)															Back to Pool (digital)	
Videos/Marketing	Holiday Shop (digital)																				Christmas/Black Friday	
Apprenticeships	School leavers campaign																					

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?

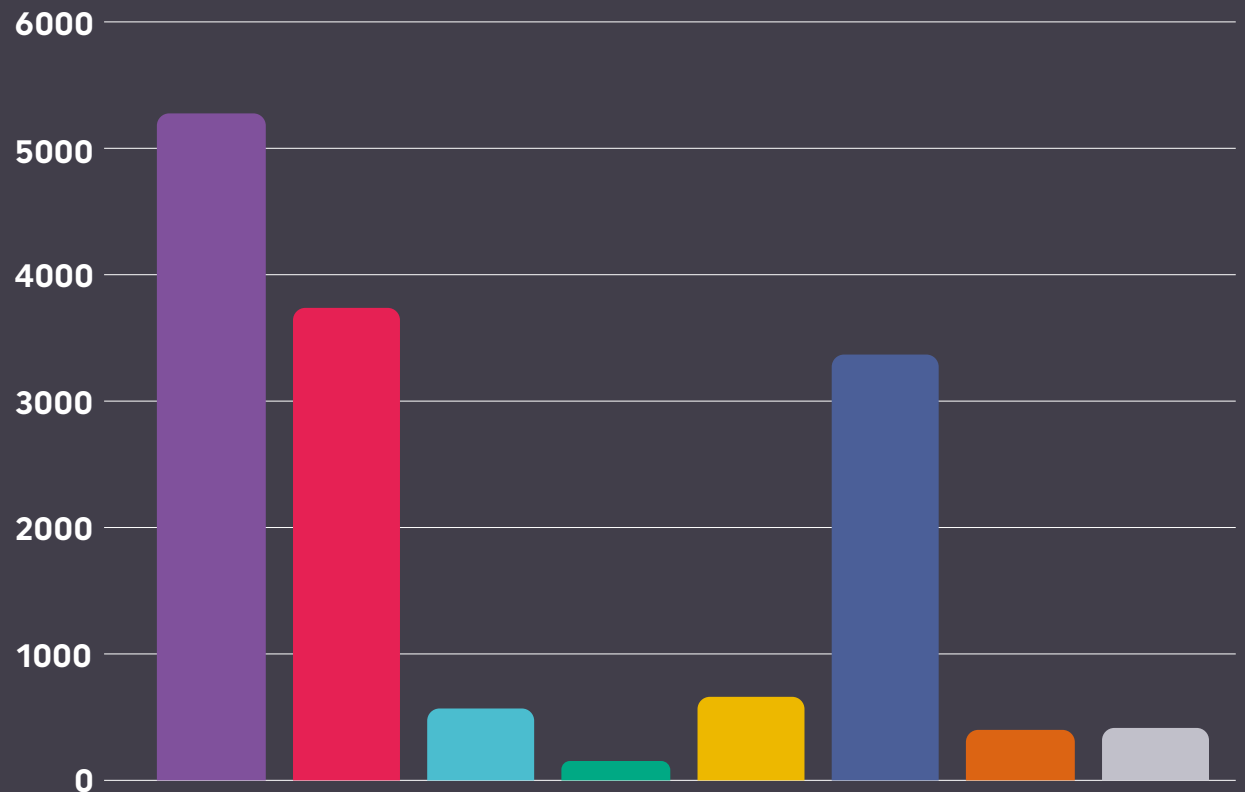
PRE-LOCKDOWN

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

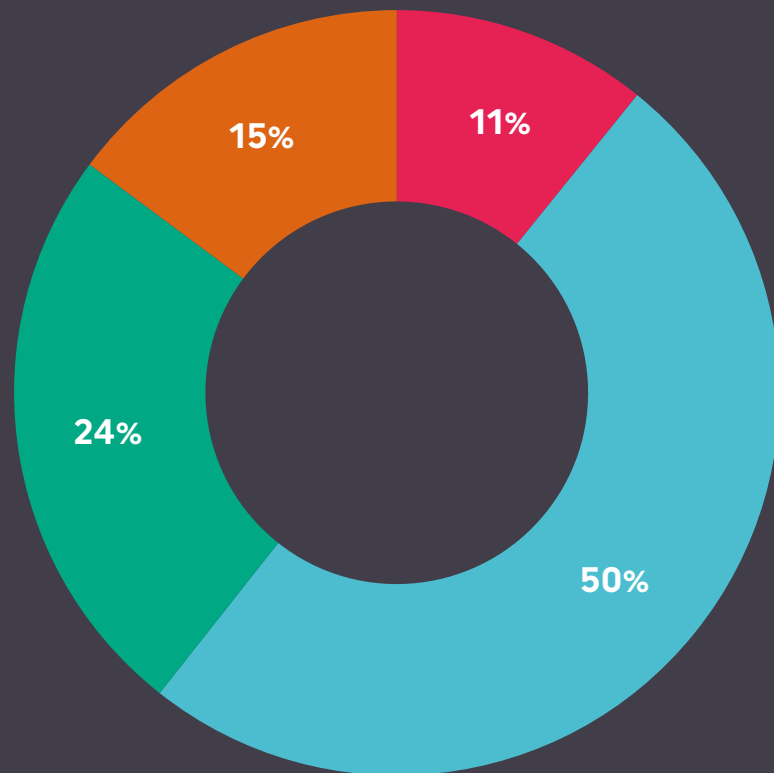
72.8%

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

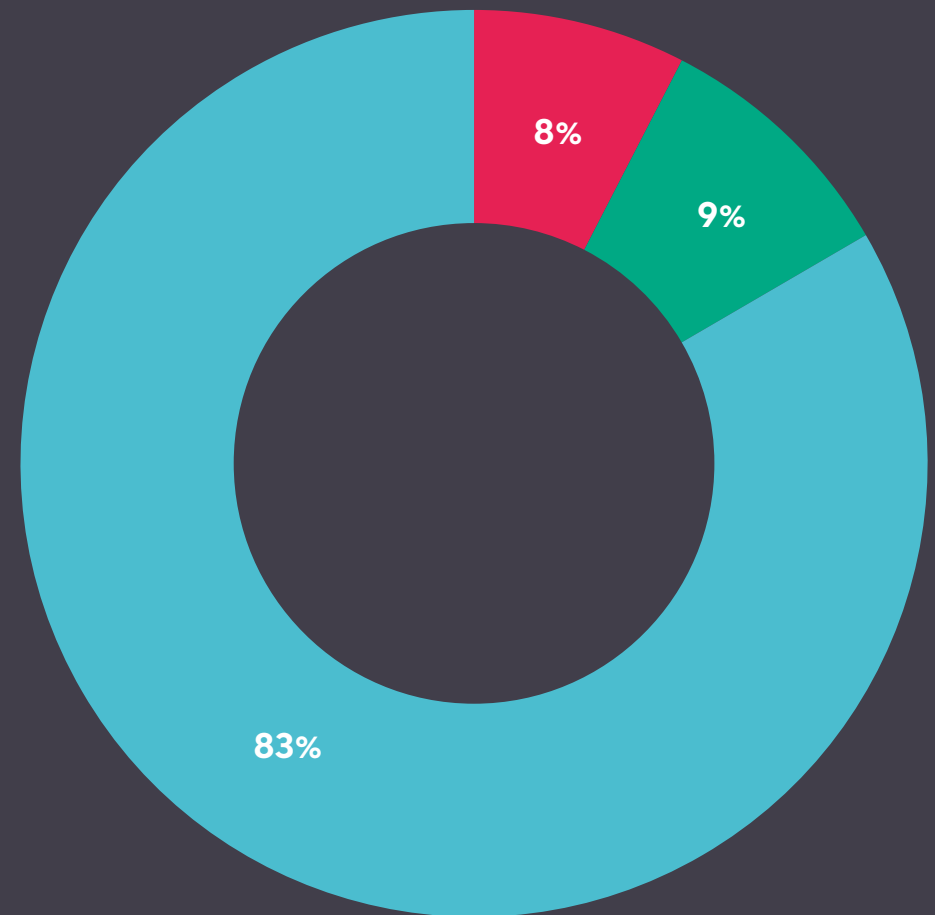
GROWING POPULARITY OF VIRTUAL CLASSES

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.

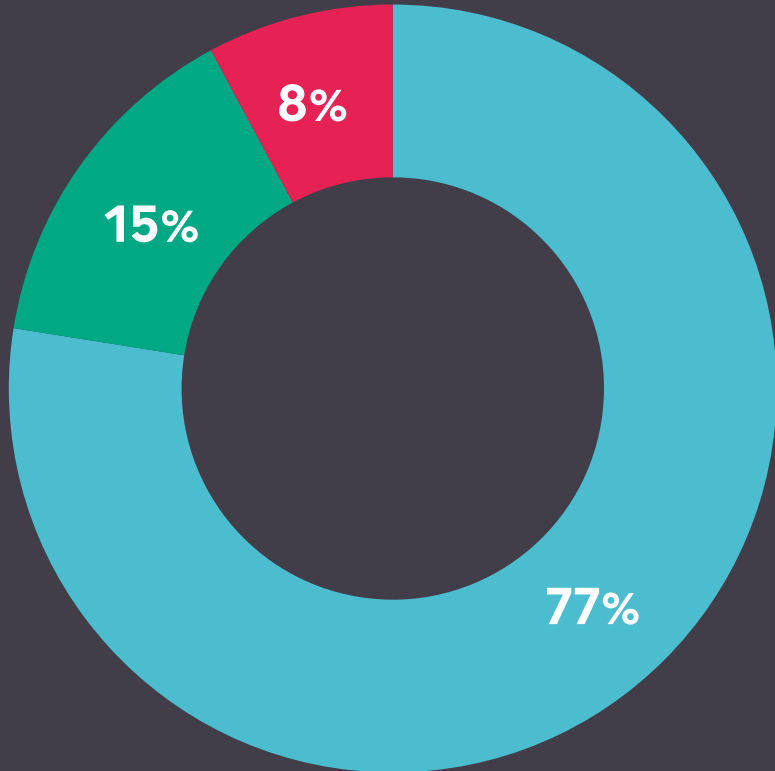
76%
happy to attend
fitness classes at
reduced capacity





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%

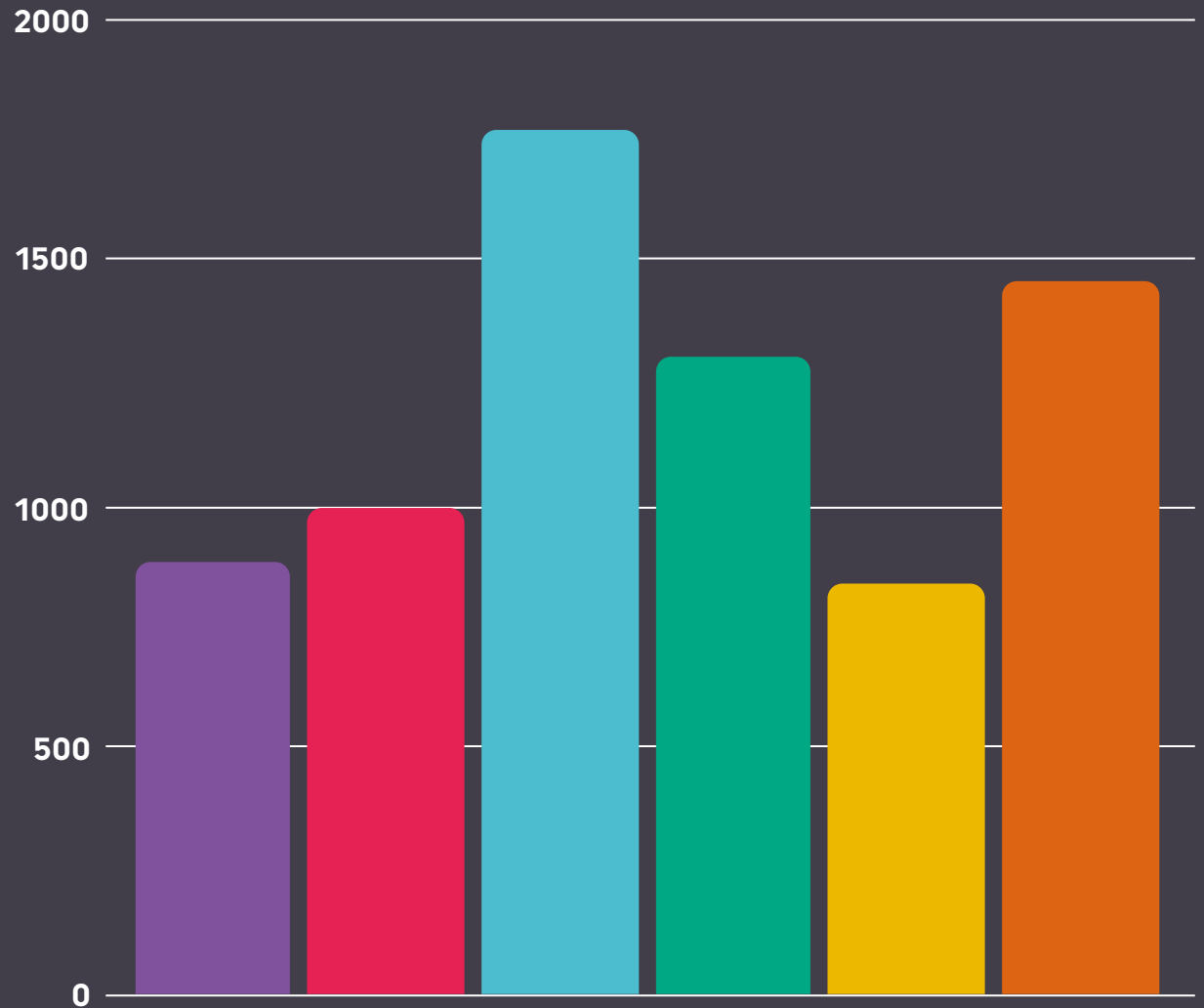
respondents were happy to adhere to the new card payment only policy



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

PARKWOOD LEISURE

FROZEN MEMBER SURVEY

**UNDERSTANDING
OUR MEMBERS**

LeisureCentre.com



INTRODUCTION

Since our forced closure due to the Covid-19 pandemic our members have been faced with a period of uncertainty. Like the majority of the sector we froze all of their memberships and many continue with this option at present.

As part of our continued mission to place our customers firmly at the centre of everything we do it is imperative that we understand their thoughts, opinions and motives to aid our decision making and subsequent comms.

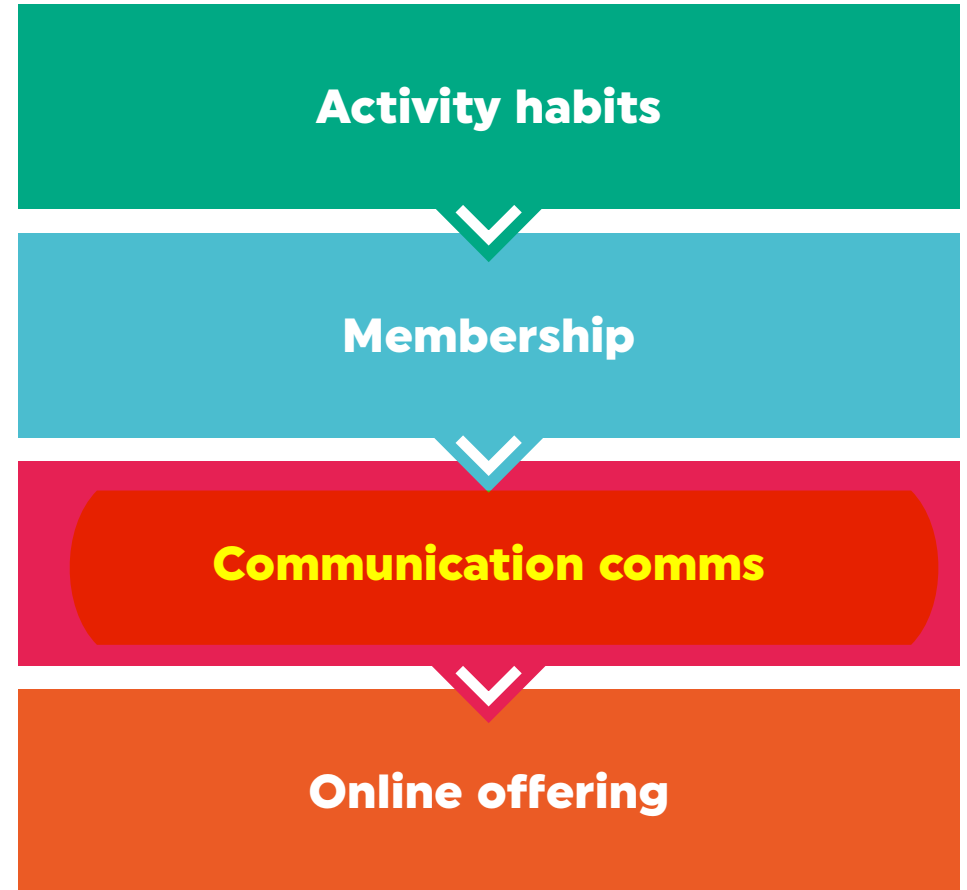
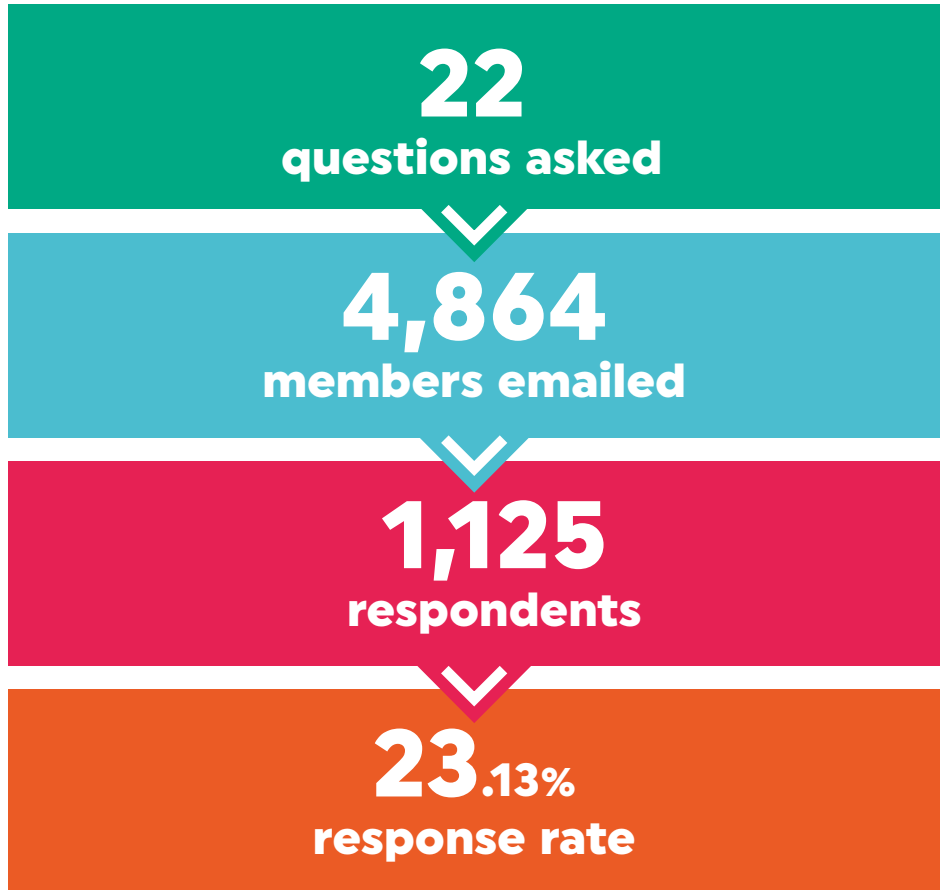
We have conducted an extensive survey of our frozen members to help us to understand their activity pre-lockdown and the source of their apprehension when returning.

The survey has given us some strong guidance and enabled us to develop a strong roadmap to support these members in returning to our centres.

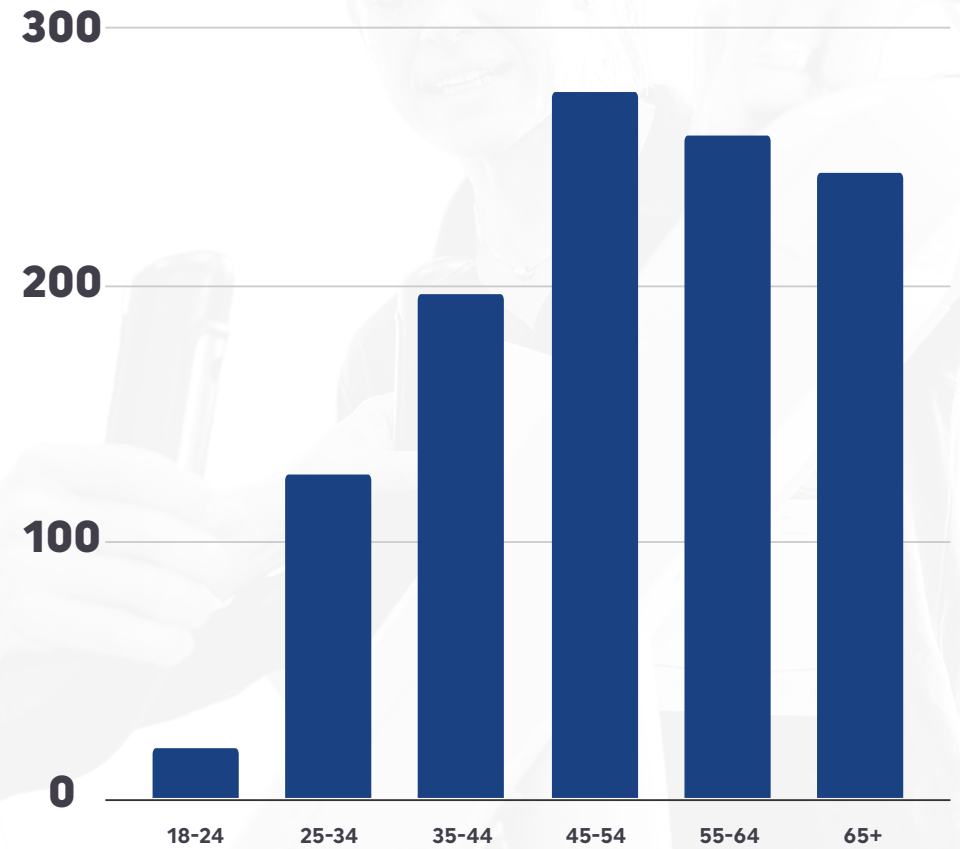
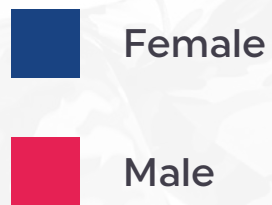
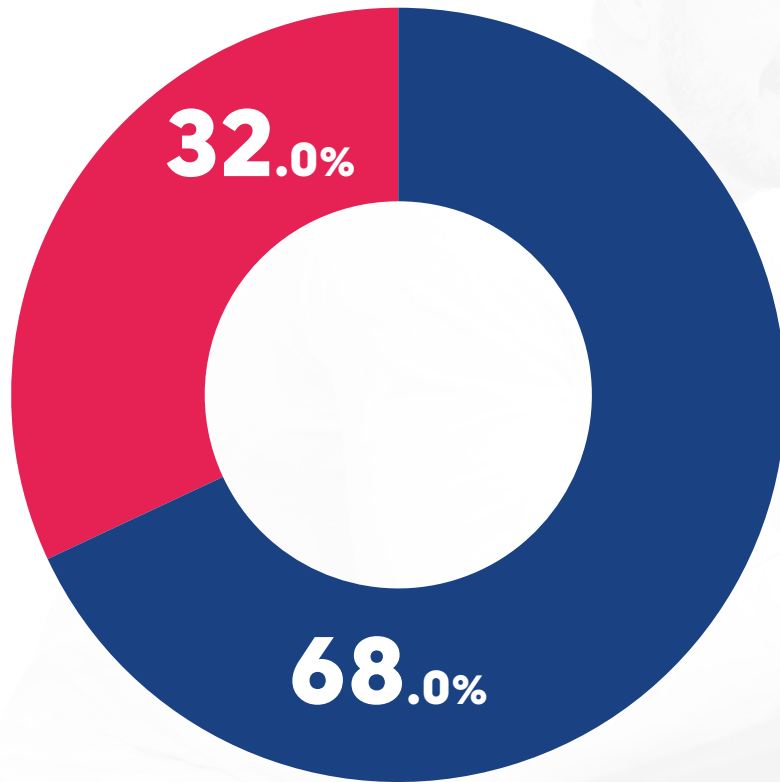
We're excited to continue welcoming customers back to our facilities and continue creating safer, happier and healthier communities.



THE SURVEY

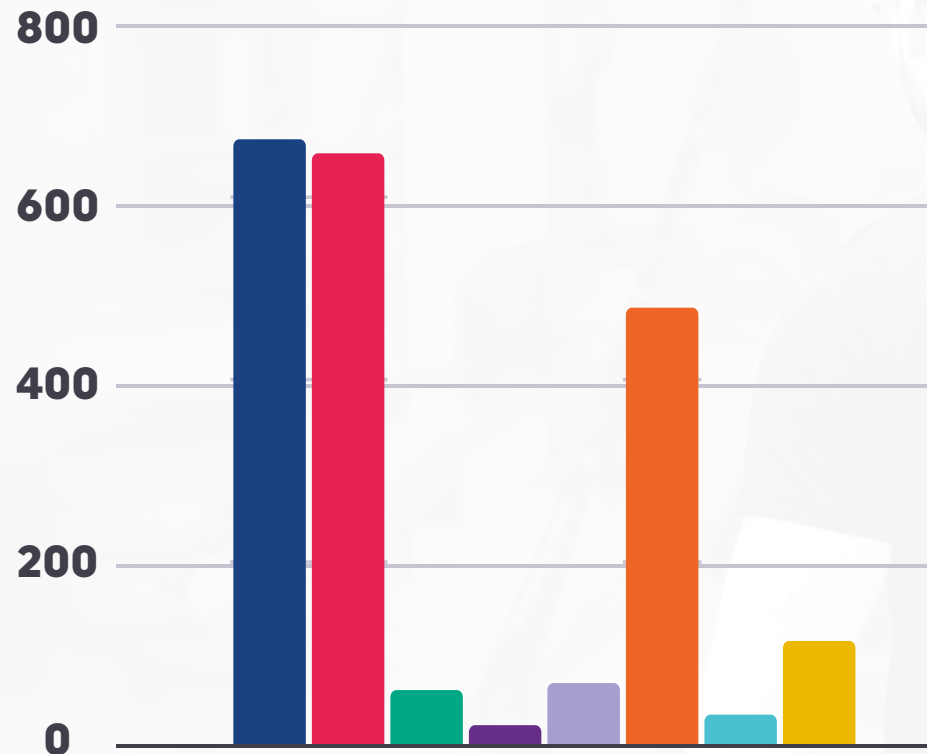


DEMOGRAPHICS



BEFORE LOCKDOWN, WHAT WERE THE MOST POPULAR ACTIVITIES?

What activities did you participate in prior to lockdown?



Before lockdown the most popular way of exercising was

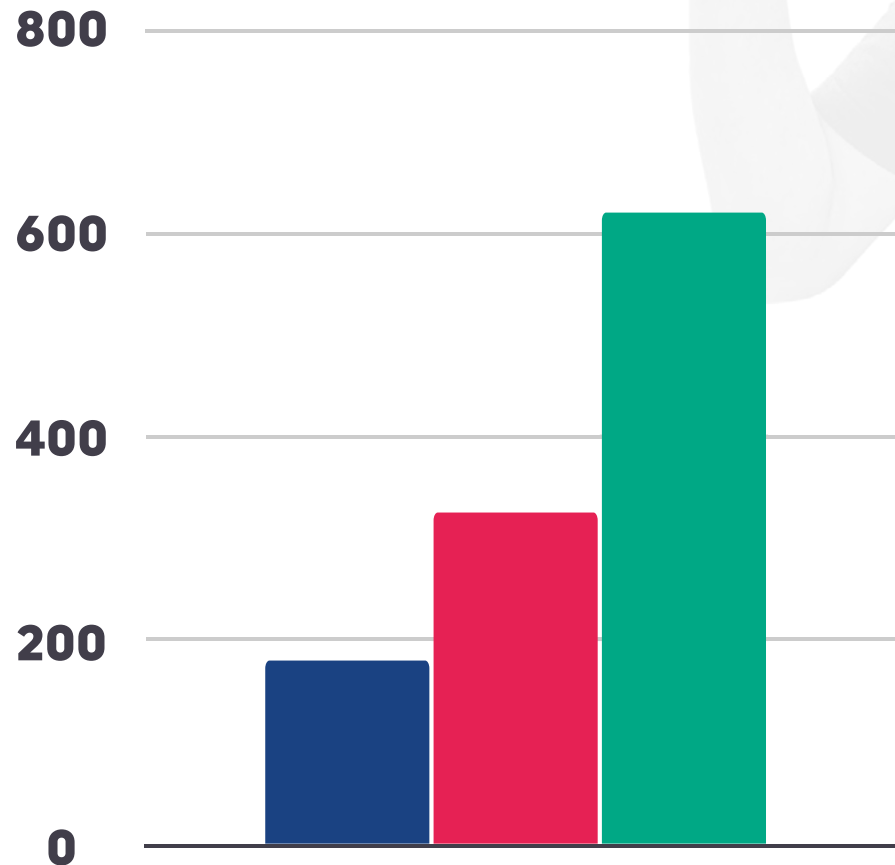
gym
31.80%

group exercise classes
30.98%

and swimming
22.93%

SINCE WE CLOSED, HOW ACTIVE HAVE OUR MEMBERS BEEN?

How physically active
have you been since
our centres closed
back in March?

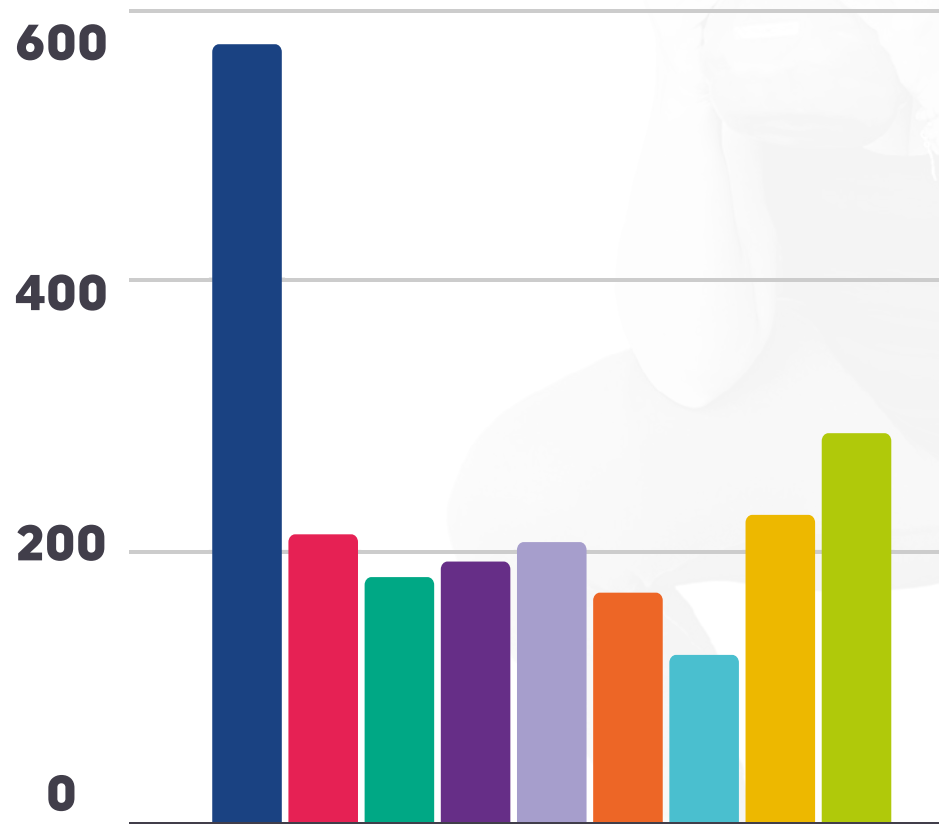


55.00%
of members are now
less active now than
before lockdown

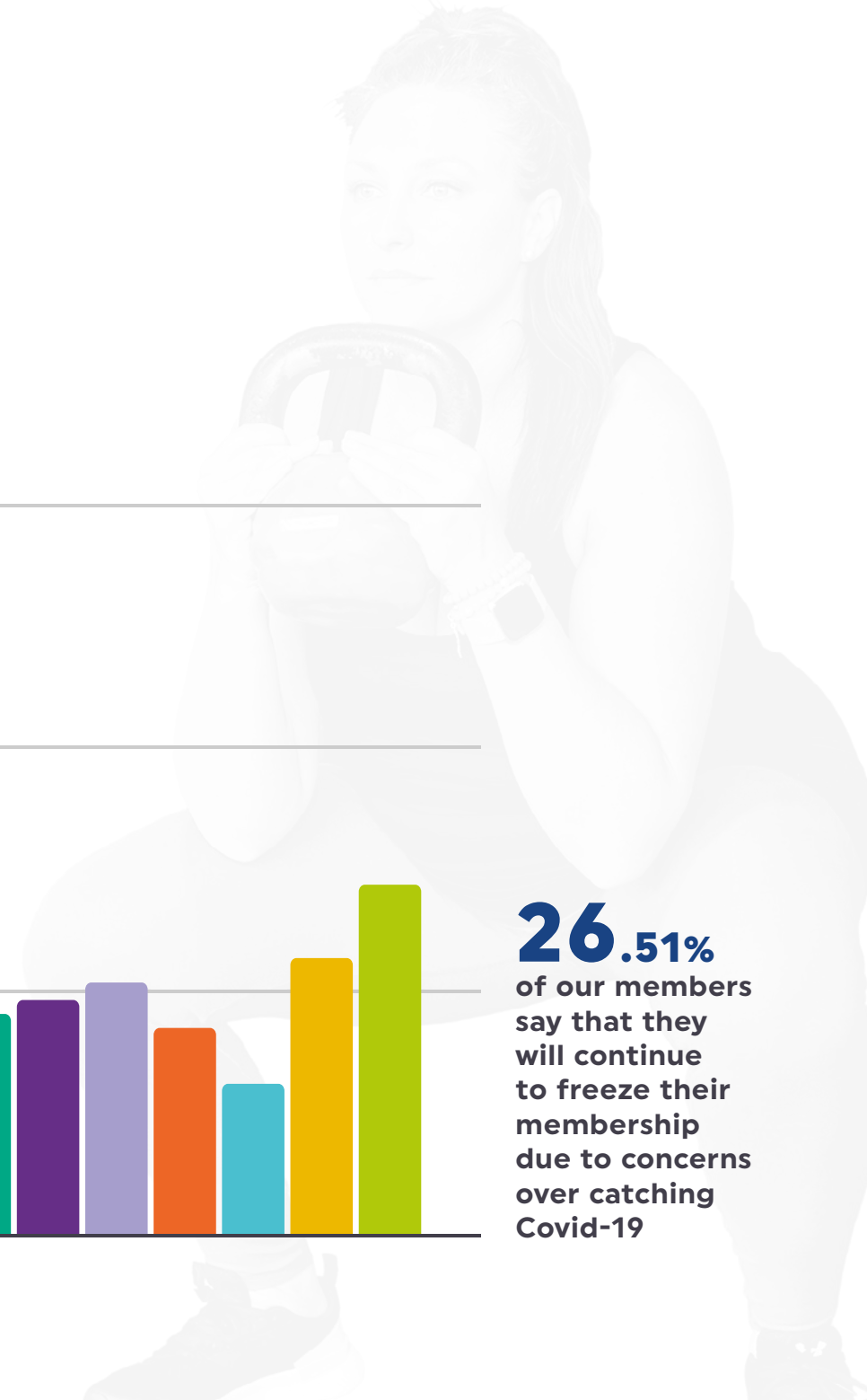
THE MAIN CONCERNS FOR CONTINUING TO FREEZE

What is the main reason for continuing to freeze your membership?

-  I am worried about catching Covid-19
-  The facilities / services I used prior to lockdown aren't open yet
-  I'm worried I won't be able to get in to the gym when I want to
-  I'm worried I won't be able to get a space in my group exercise class(es)
-  The group exercise class(es) I used to attend aren't running yet
-  I want to be able to use the changing rooms
-  I want to save the money
-  I don't want to have to pre-book to use the gym or pool
-  Other [please specify]

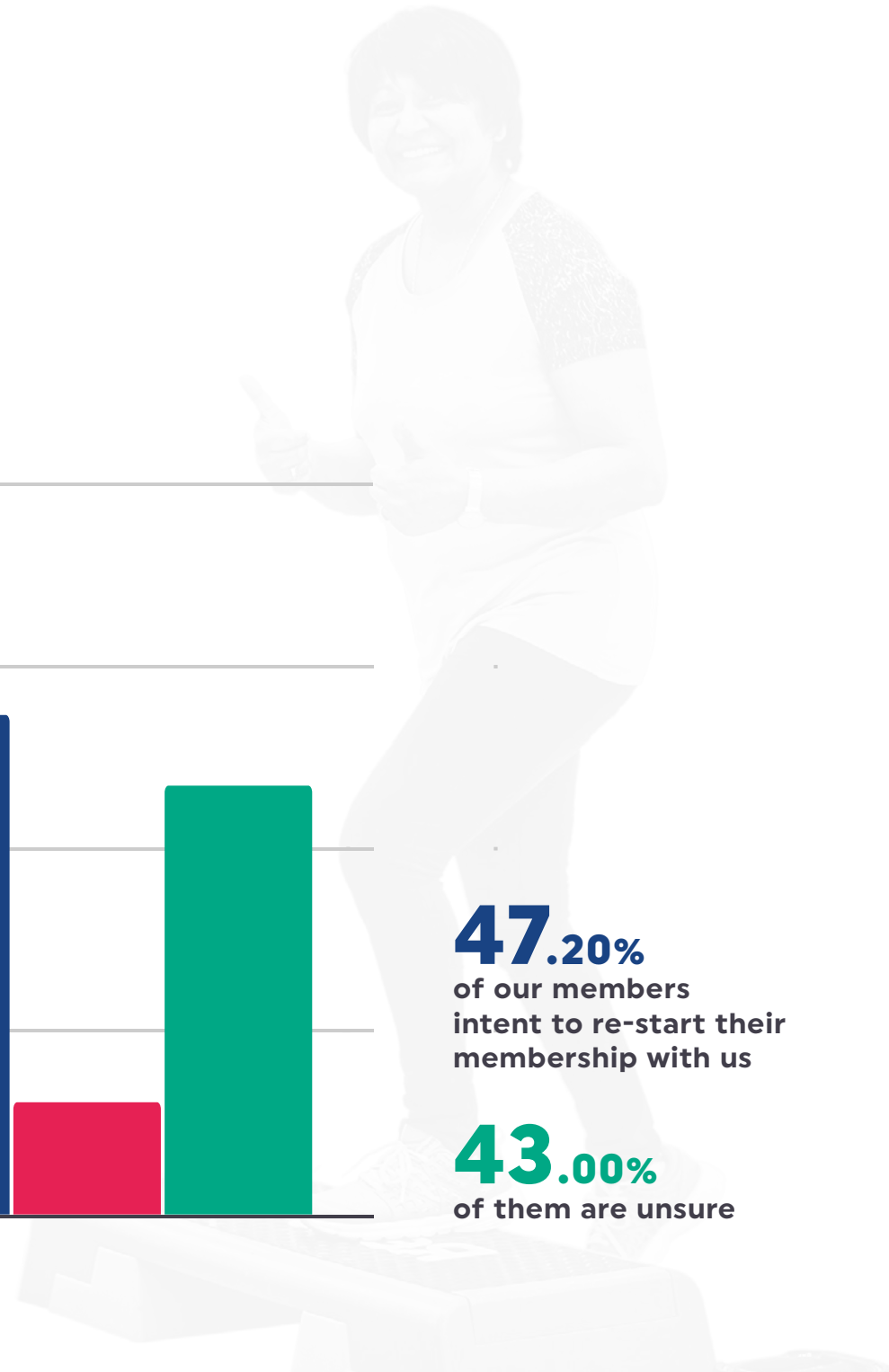
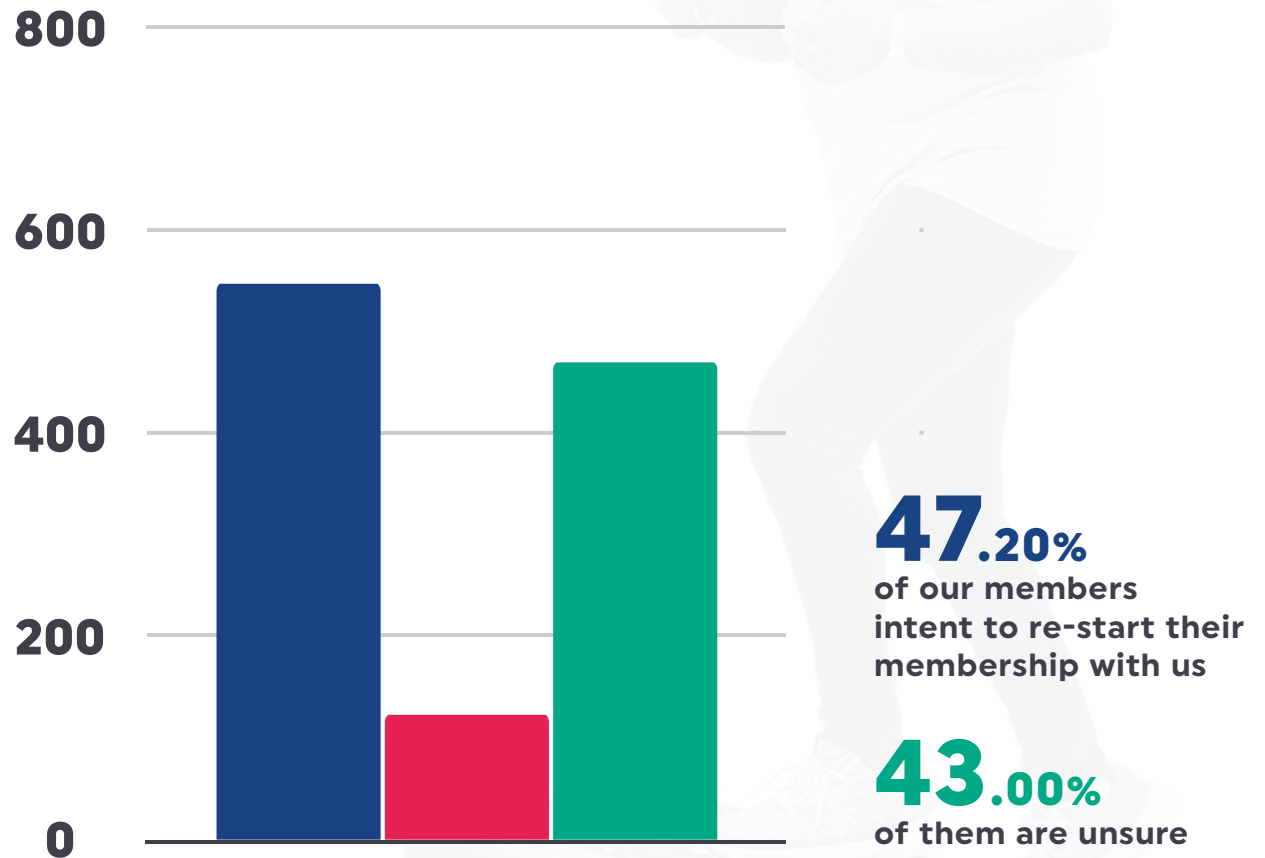


26.51% of our members say that they will continue to freeze their membership due to concerns over catching Covid-19



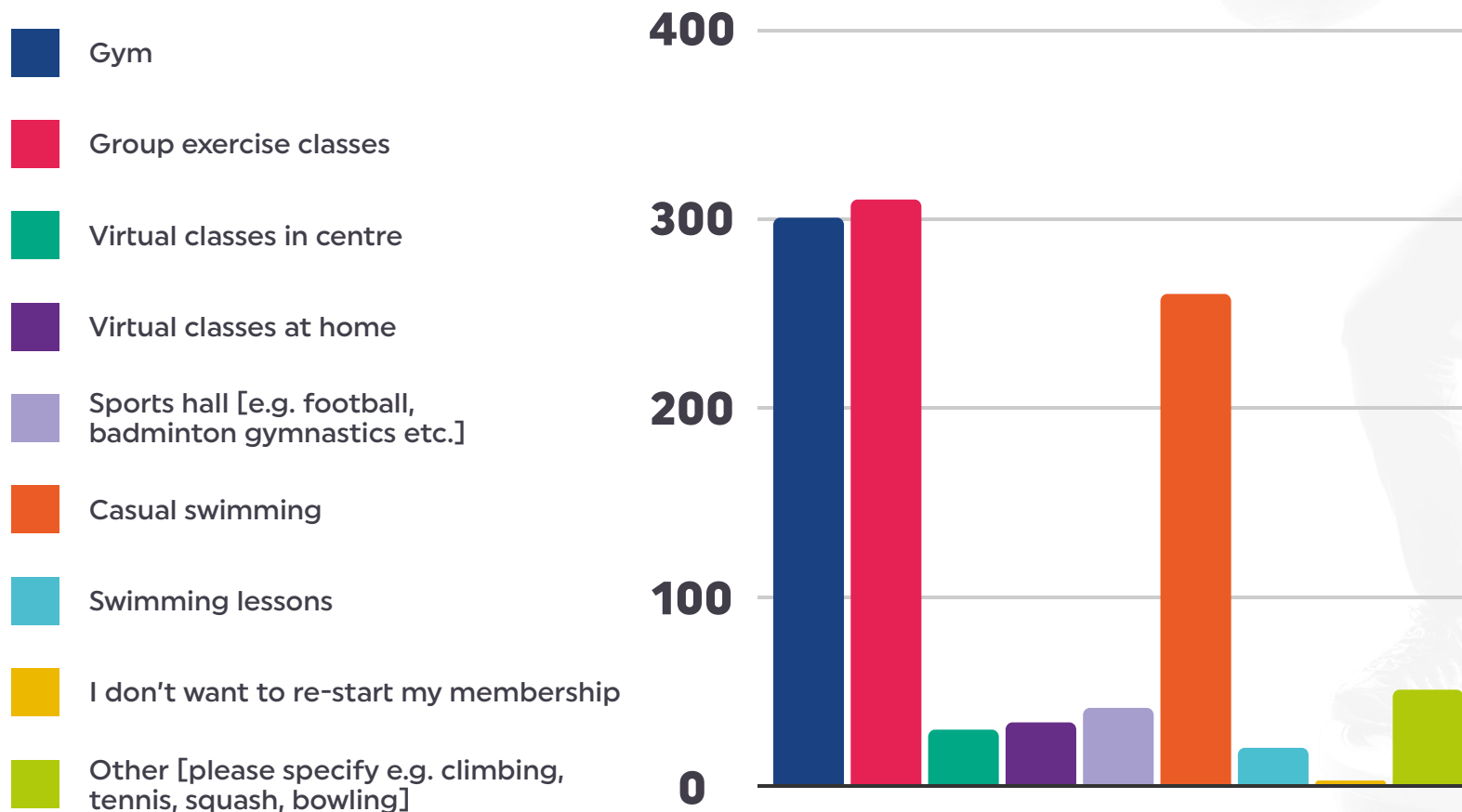
MEMBERS WANTING TO RESTART IN THE FUTURE

Do you intend to re-start your membership in the future?



MEMBER INTEREST IN FUTURE ACTIVITIES

What activities would you like to participate in the future?

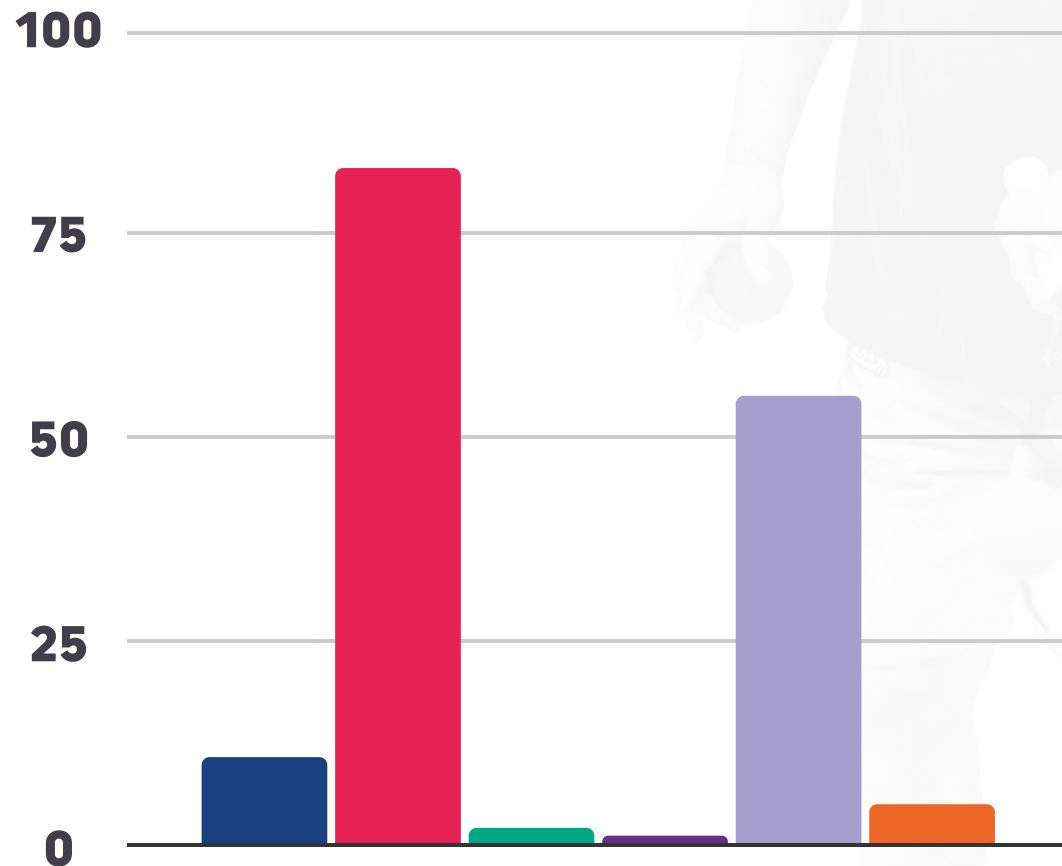


Of the **47.20%** that plan to restart their membership they intend to attending a group exercise, the gym: **28.65%** and casual swim **24.80%** Compared with what our members participated in pre-covid group exercise classes have become more in demand.

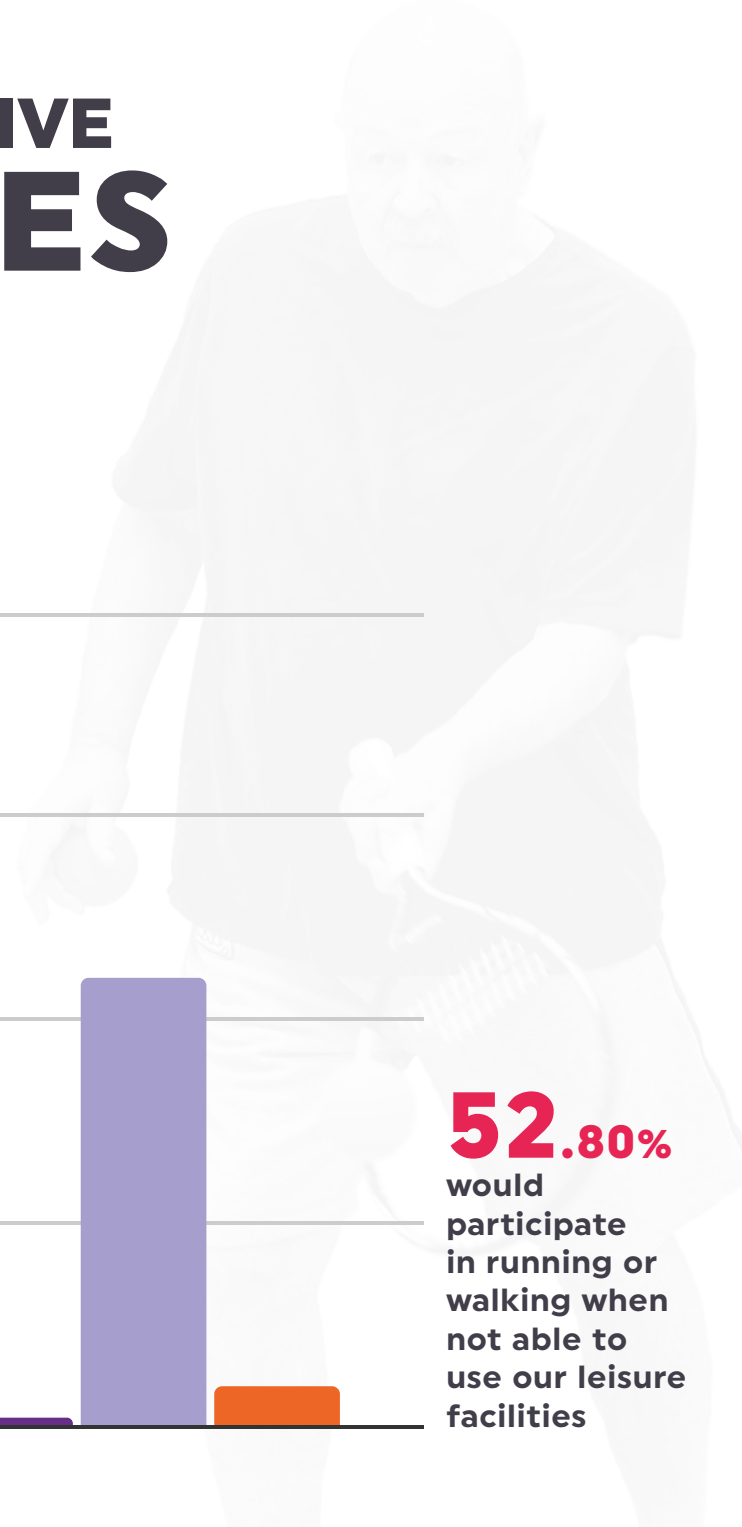
MEMBERS UNDERTAKING ALTERNATIVE HEALTH ACTIVITIES

What other exercise would you undertake to remain active?

- Join another gym / leisure centre
- Run / walk
- Play a team sport
- Play an individual sport
- Participate in an individual activity
- I don't intend to remain active









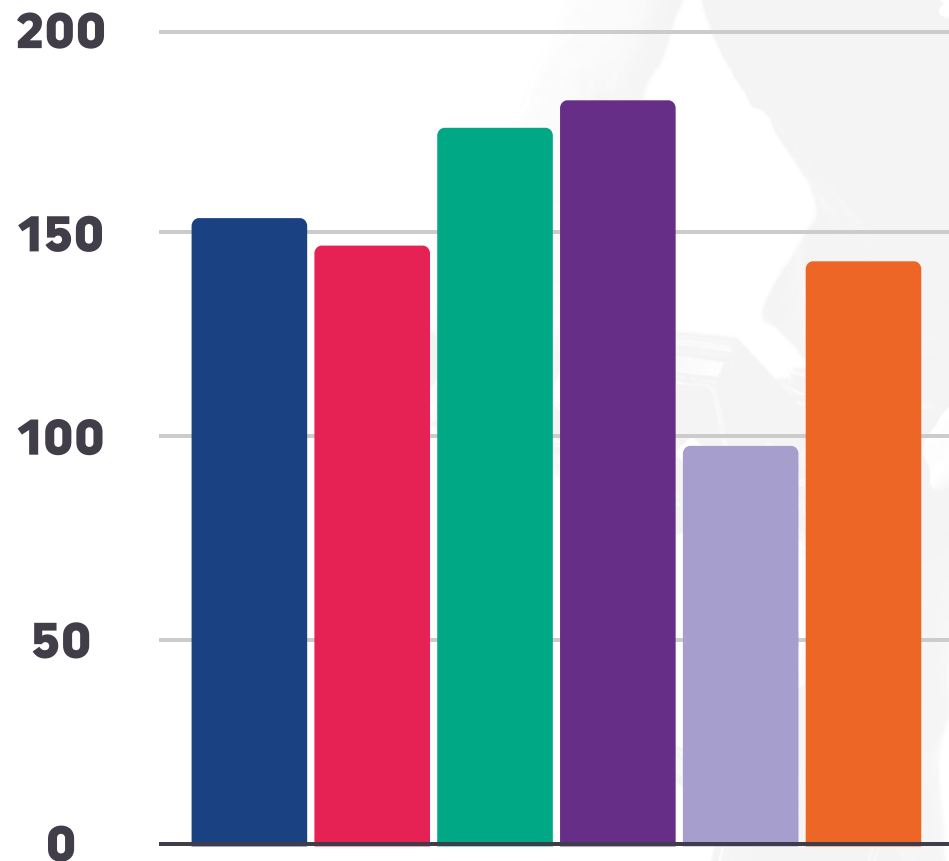
52.80% would participate in running or walking when not able to use our leisure facilities



MAIN DRIVES TO RE-START MEMBERSHIP

If you are unsure, what would convince you to re-start your membership?

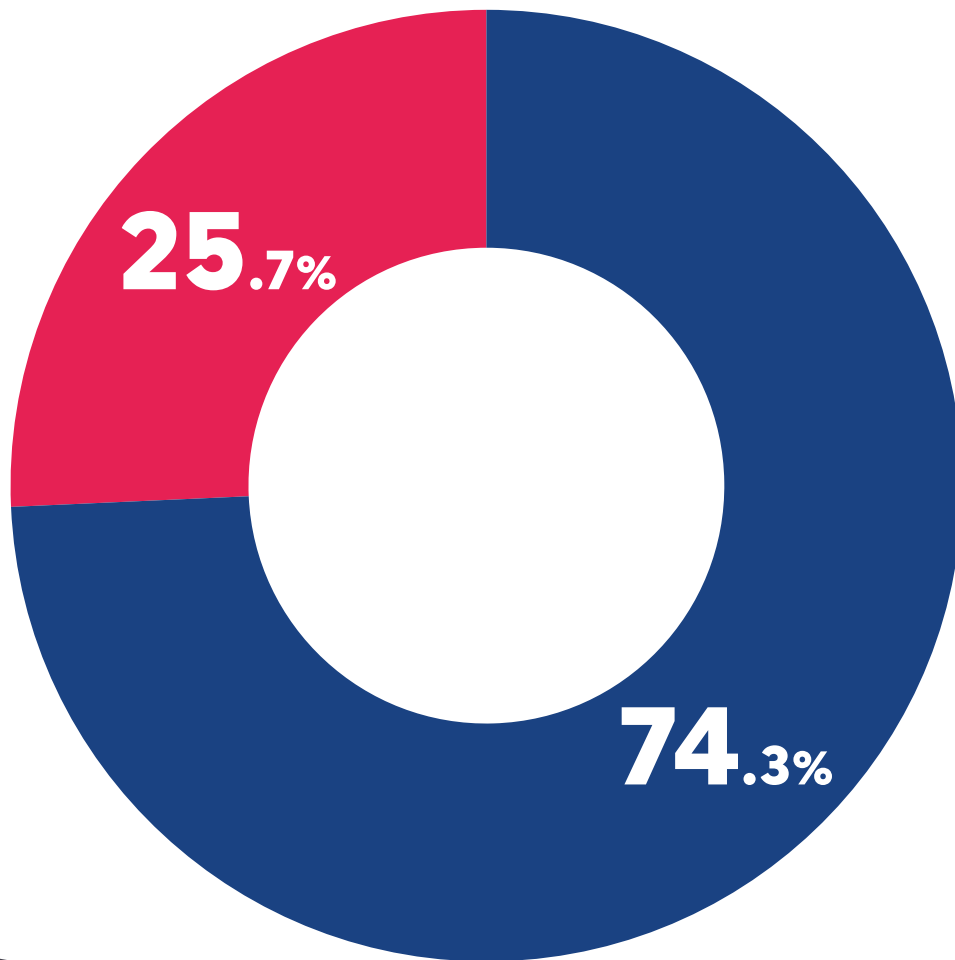
-  An offer
-  Proof the leisure centre is clean
-  Proof you are able to maintain social distancing
-  More group exercises classes to start
-  The changing rooms to fully re-open
-  The ability not to book gym or swimming sessions



Group exercise classes are the main influencer for our frozen members to restart their membership.

20.30% are waiting for more group exercise classes on the timetable.

DID CUSTOMERS GET ENOUGH COMMS ABOUT REOPENING AND SAFETY MEASURES?



Do you feel you have had enough communication about the reopening of your local centre and our safety measures?

- Yes
- No

74.30%
of our members feel that they've had enough communication about reopening of our leisure centres and our safety measures.

RECEIVING COMMUNICATIONS

What communication would you like to have received?

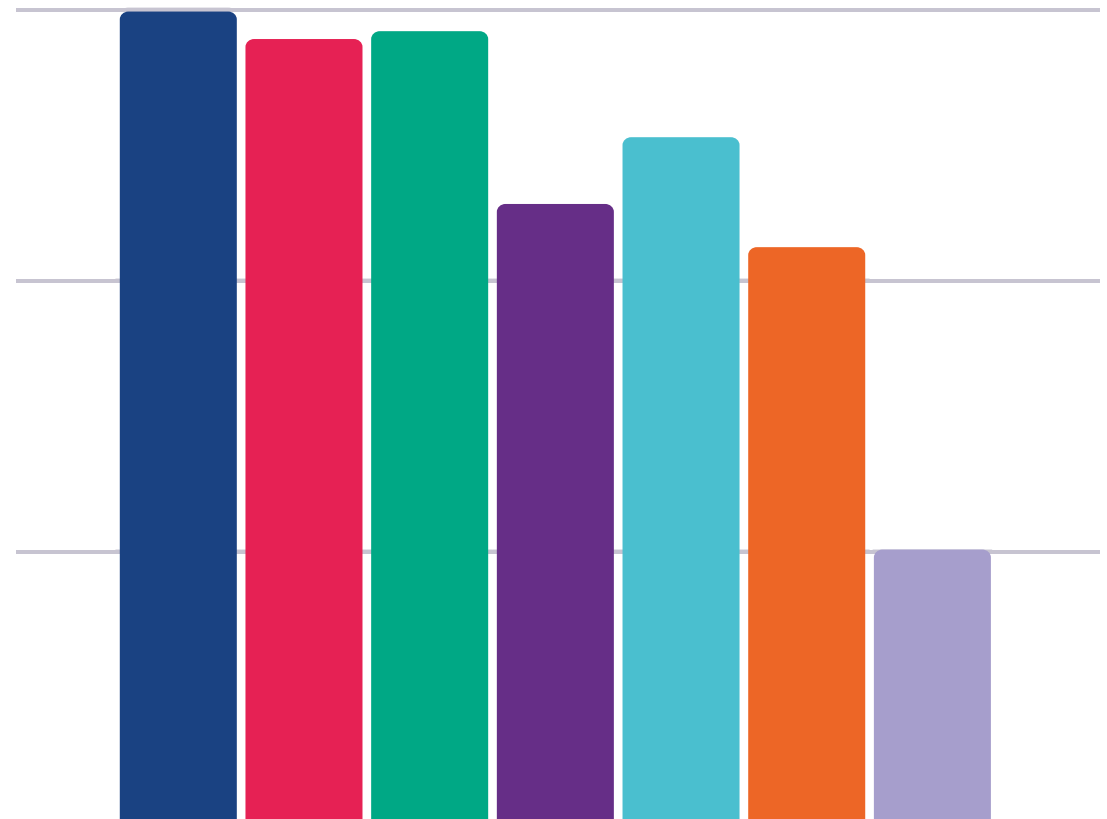
- Information about cleanliness routines
- Information about social distancing protocols
- Information about what facilities are open and closed
- Information about group exercises timetables
- Information about the booking process
- Information about the swimming pool
- Other [please state]

150

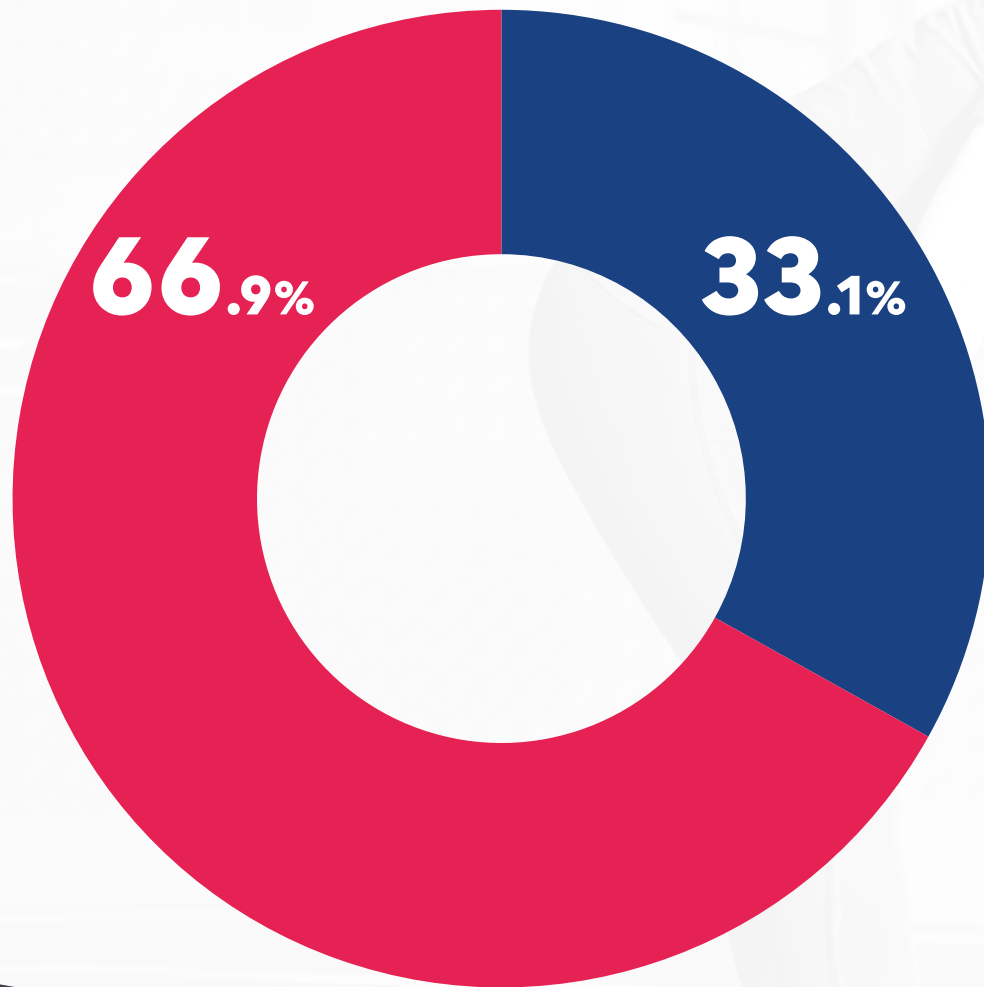
100

50

0



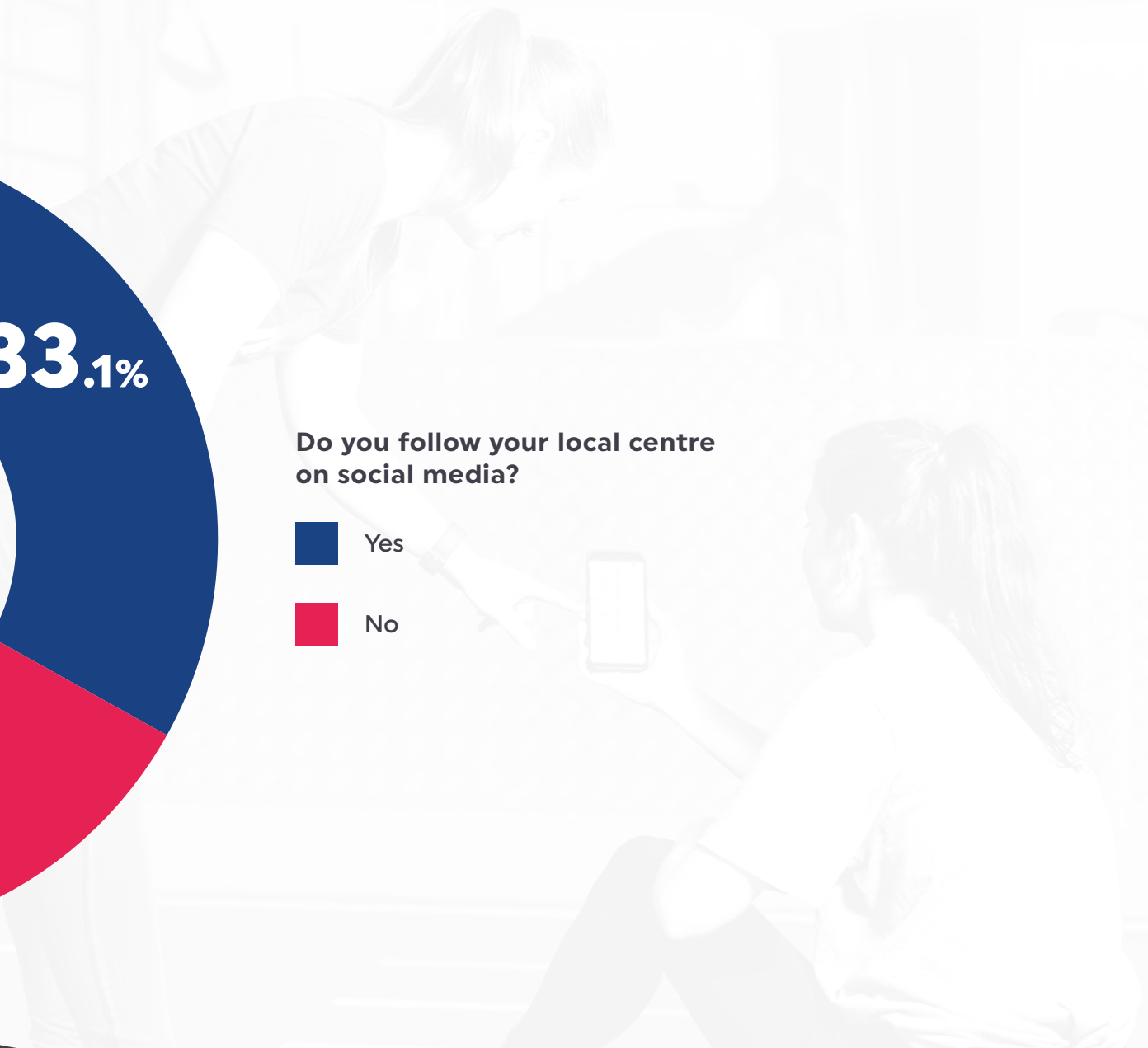
FOLLOWERS ON SOCIAL MEDIA



Do you follow your local centre on social media?

■ Yes

■ No

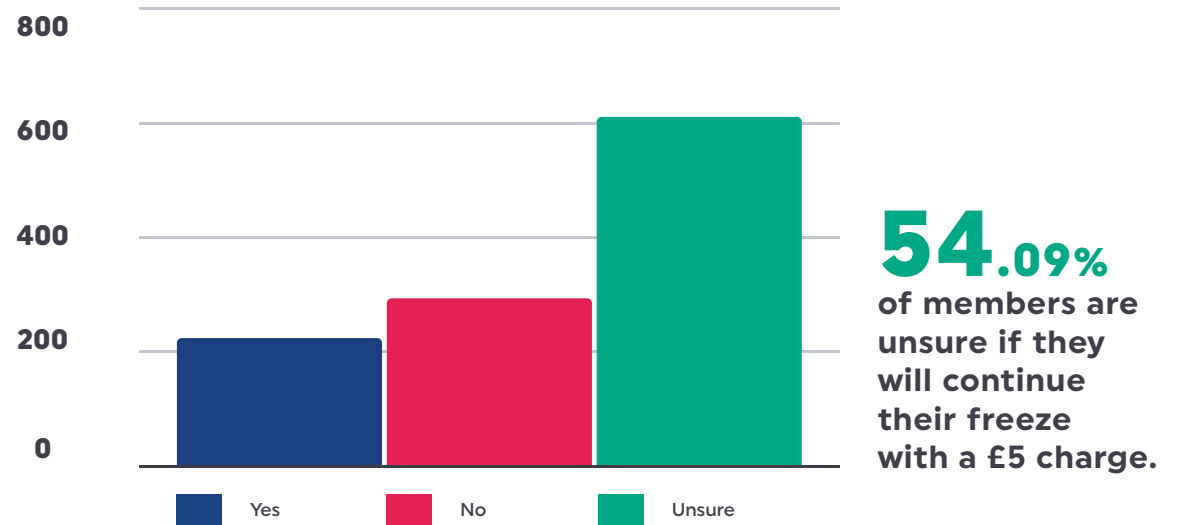


SURCHARGES WHEN FREEZING MEMBERSHIP

At present we are planning to allow people to freeze their membership until 1 November.

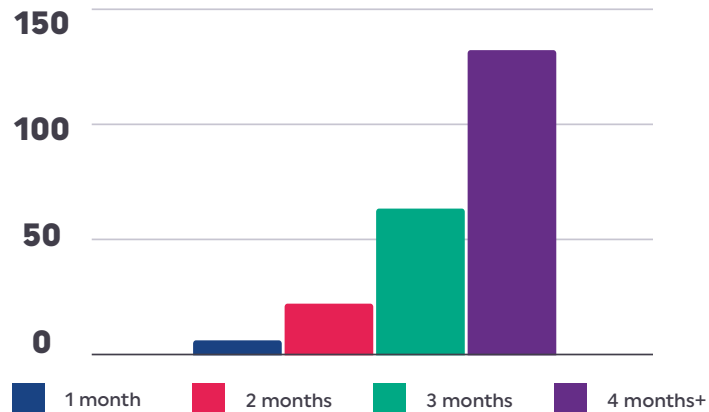
After this point we will still allow people to freeze, but for a small monthly surcharge of £5 per member.

At present do you plan to continue to freeze your membership beyond 1 November 2020 for £5 per month?



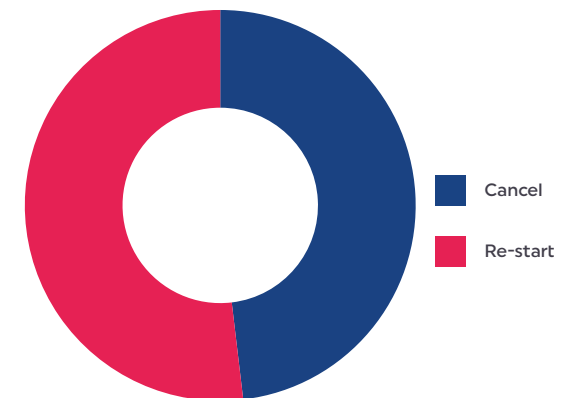
How long do you intend to freeze your membership for?

Of those that would continue to freeze their memberships, **59%** intend to do so for 4 months+



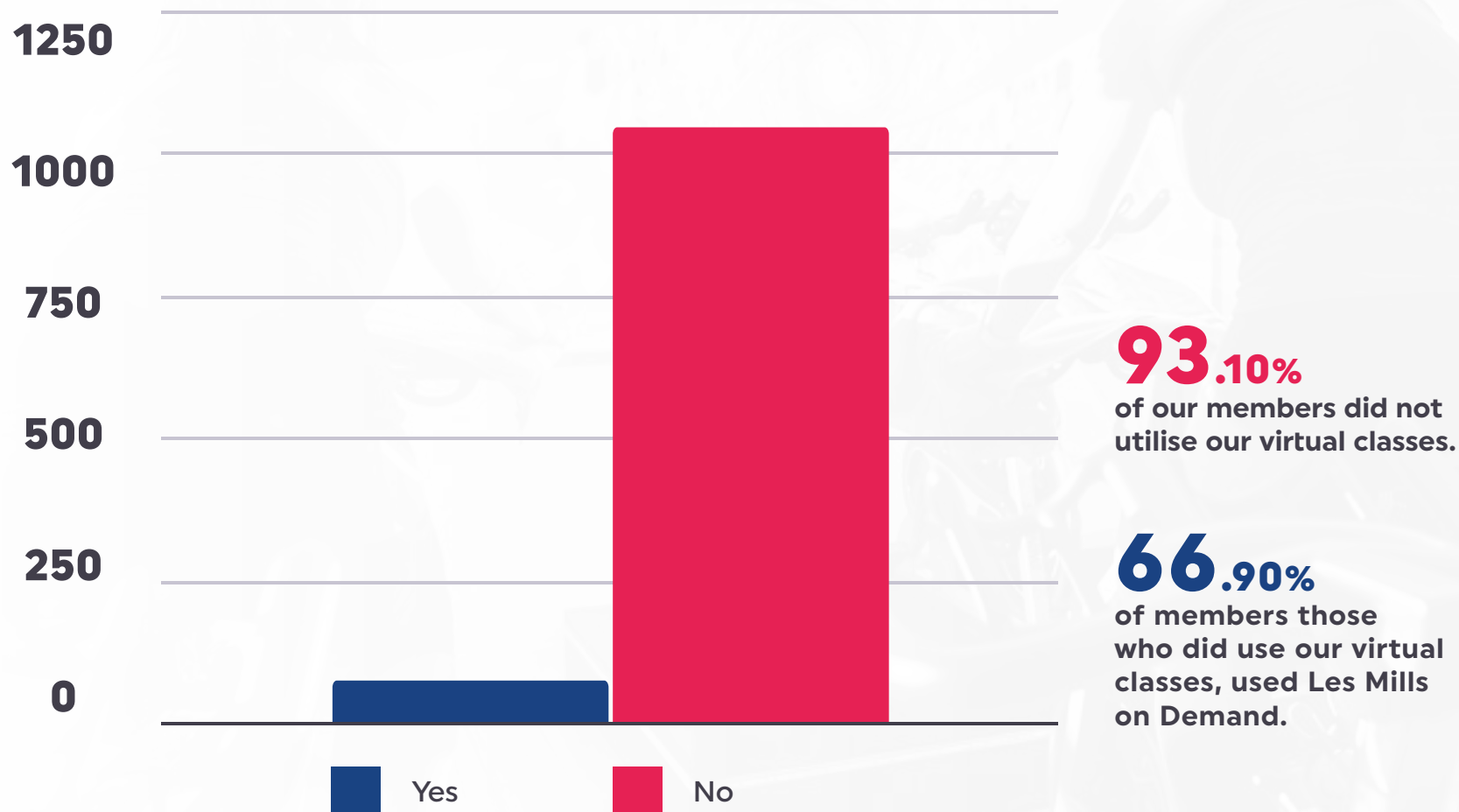
Do you intend to cancel your membership or re-start?

Of those that answered no, **51%** intend to restart their memberships with us.



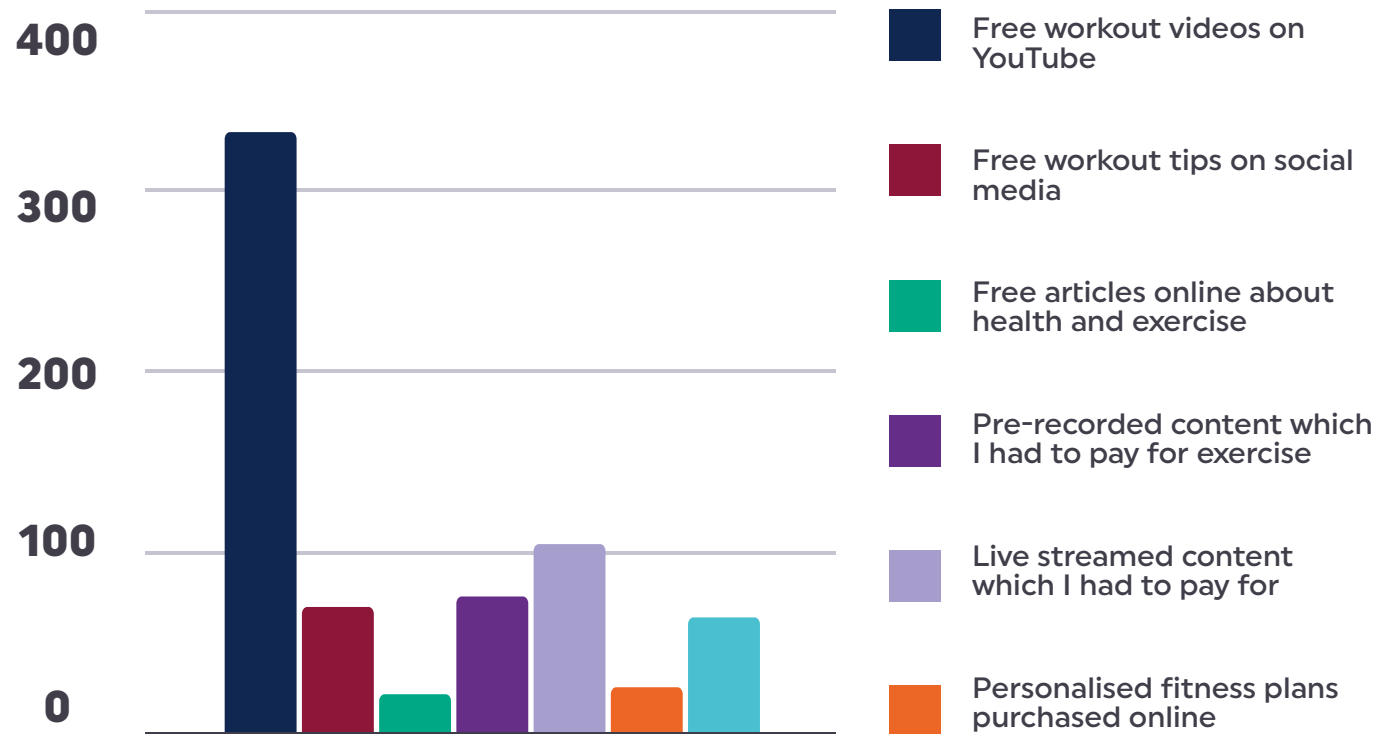
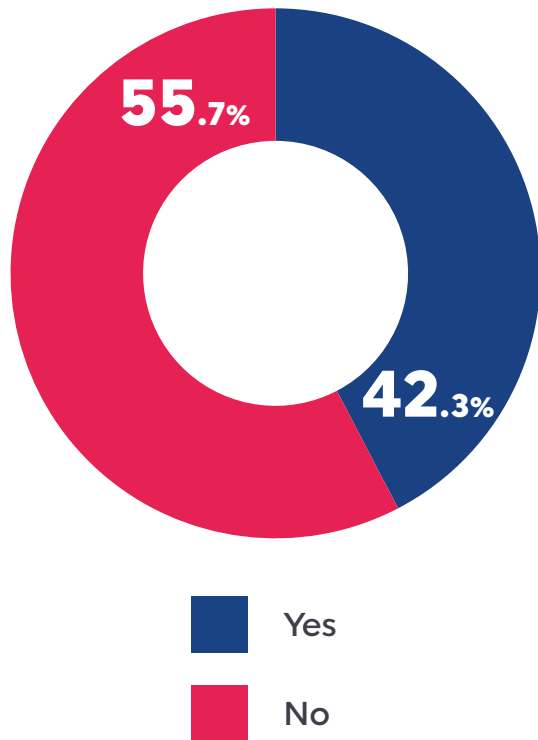
THE USE OF VIRTUAL CLASSES

Have you used our virtual classes during lockdown?



ADDITIONAL FITNESS RESOURCES AVAILABLE ONLINE

Have you used other online classes or workouts by other means?
e.g. via Instagram, Facebook, YouTube, others.

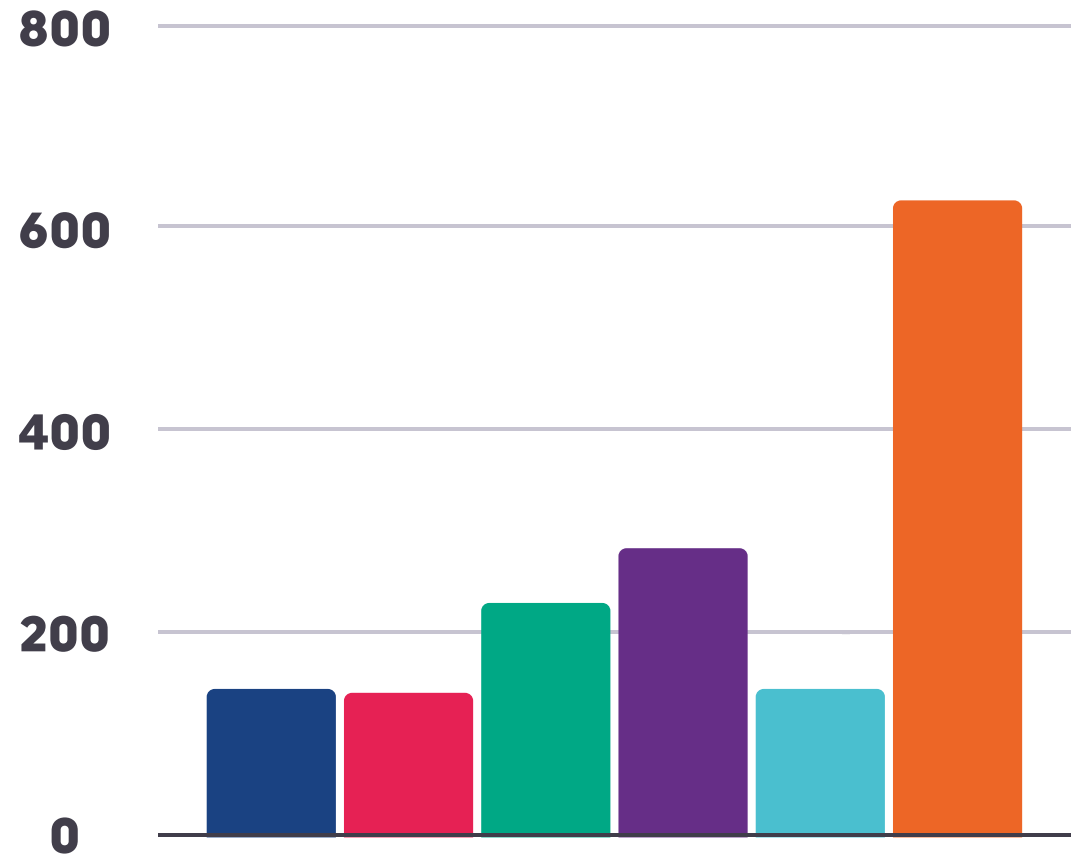


47.50%
of participants of online
classes used YouTube

MEMBER INTEREST IN ONLINE SERVICES

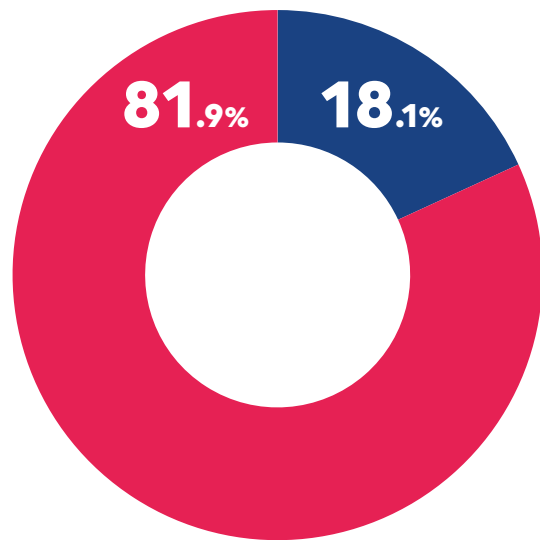
Which of the following online services would you be interested in?

- Articles on how to stay fit
- Articles on how to eat healthily
- Pre-recorded exercise videos e.g. Les Mills, Hatton Boxing
- Live streamed classes from our Leisure Centre instructors
- Pre-recorded exercise tips and techniques from our Leisure Centre instructors
- None of the above



ARE MEMBERS WILLING TO PAY FOR ONLINE SERVICES

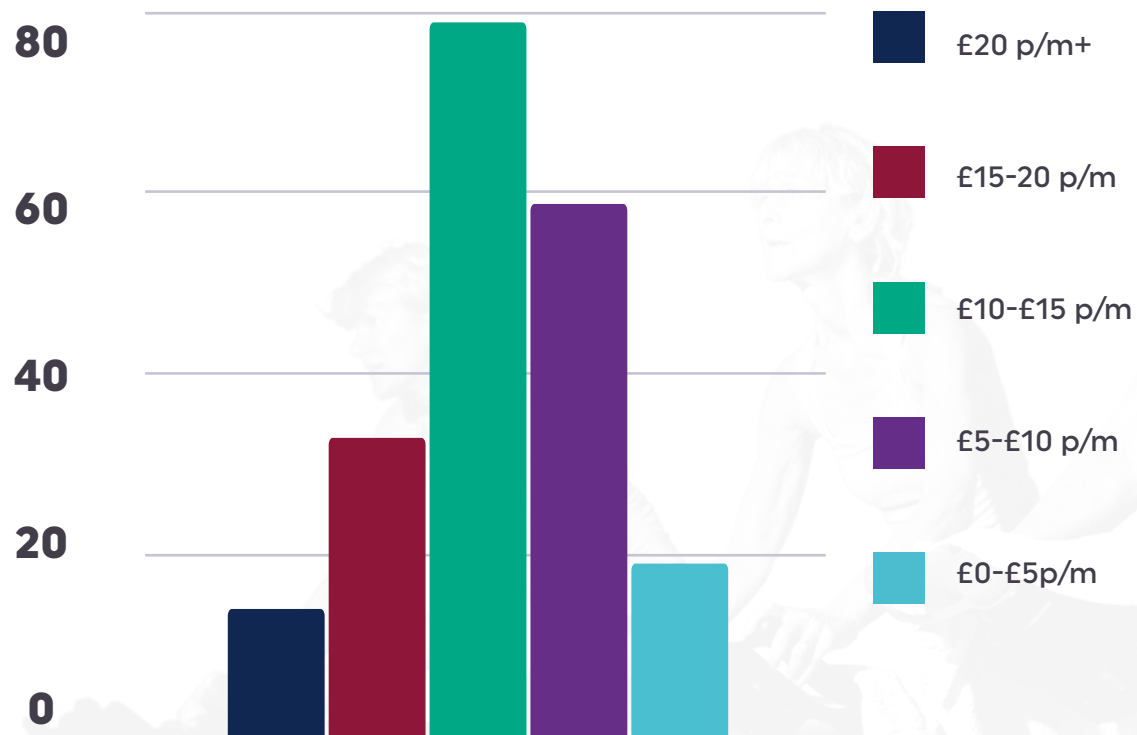
Would you be willing to pay for an online (virtual workouts / classes) membership instead of a leisure centre membership?



Yes

No

81.8% value their leisure centre membership over an online offering.



Of those that answered yes, **38.7%** thought that between £10 - £15 is a reasonable amount.

LEISURE CENTRE

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1. PURPOSE & SCOPE

To manage all substances hazardous to health in order to protect employees and others.

The substances that employees are exposed relates to those which staff are intentionally exposed, thus the biological risk posed from cleaning activities is not covered, as this would include all known biological agents and pathogens, but general hygiene arrangements should, of course, be implemented.

Asbestos, Legionella, physical risks e.g. fire, explosion and radiation are covered by general risk assessment and specific control procedures which complement this procedure.

2. REFERENCES

Health & Safety Procedures
COSHH Regulations

3. DOCUMENTS

- List of substances subject to assessment sheet F609d
- Hazardous substance assessment sheet F609b
- Staff information sheet F609c
- Hazchem symbols F609e
- Human Focus training records

4. RESPONSIBILITIES

Centre managers are responsible for implementing suitable controls for substances that are used or generated on site.

Centre managers will identify at least one trained member of staff who is responsible for conducting and updating COSHH assessments. This person will be the nominated **COSHH Assessor**.

The Centre Manager is responsible for ensuring that COSHH assessments are conducted and that all staff have the necessary equipment and knowledge to conduct the task safely.

Staff are responsible for using substances in accordance with the safe system of work, training and risk assessment recommendations, including mixing, storage and disposal.

Staff are responsible for notifying **Line Managers** of any new substances that need to be used on site or health issues that may arise from work activities.

Human Resources on site are responsible for arranging Occupational health reviews where a risk to health has been identified.

5. PROCEDURE

5.1 Identification of potentially harmful substances

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The **Centre Manager** will ensure that a list of the potentially hazardous substances that employees and staff are exposed to is created and kept up to date and recorded on **F609d**. The list of potentially hazardous substances will be used to record this information. **This list will include substances that are used and generated by site activities and is not restricted to chemicals purchased.**

The **Centre Manager** will put in place arrangements for obtaining up to date Material Safety Data Sheets (MSDS) from all substances purchased from suppliers. A copy of the MSDS will be held on site and will be made available to **risk assessors, COSHH assessors** and the **staff** who are using the substance (this record can be stored in paper or electronic format).

Where a substance is identified as non-hazardous under COSHH Regulations, no further action is necessary. In these circumstances a COSHH assessment is not necessary.

5.2 Preliminary/ General Risk assessment of substance risks

A general risk assessment of the COSHH system (ref HS04) will identify tasks where potentially harmful substances may be used or created. The general risk assessment will identify if these substances can be eliminated or the potential risk of ill health can be reduced as part of this assessment. If the substance cannot be eliminated and there is an identifiable risk of ill health then controls must be documented. This assessment reviews the management of the COSHH system.

5.3 Selection of cleaning chemicals

Cleaning chemicals should normally be selected through our main supplier Breeze, who supply Clover Chemicals. These chemicals are supplied with safety information posters and can be risk assessed using the Clover on-line risk assessment tool.

5.4 Full COSHH Assessment

Substances which are classed as hazardous under COSHH & CHIP regulations will be assessed. These include corrosive or irritant Carcinogenic, Mutagenic, Teratogenic, Sensitisers or Very Toxic will always be subject to a full COSHH assessment.

A full COSHH assessment will be conducted using the *COSHH* assessment form F609b. A COSHH assessment will be conducted on the task being carried out (as identified by the general risk assessment) Thus one task may require the use of several substances, of which one COSHH assessment would be conducted.

Electronic template assessments from suppliers (e.g. Clover cleaning systems) are acceptable. If in doubt a separate assessment should be conducted

If there is any doubt that health effects will be avoided, a full COSHH assessment will be conducted and documented. The **COSHH assessor** should contact the HSC Manager for advice as required.

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The **COSHH assessor** will, (in consultation with the risk assessment team, line manager and those exposed to the hazard) determine the most appropriate controls for the task. The controls selected must be based upon Regulation 7 and Schedule 2 of COSHH.

5.4 Exposure monitoring

Where the COSHH assessments identify that people are exposed to substances which are potentially detrimental to health, and where substances have a legal exposure standard, the recommendations in the COSHH assessment will identify the exposure monitoring arrangements to be conducted in order to verify that the controls implemented are providing adequate control over time. This testing may be conducted in house, or by external specialists, as required. Records of the tests must be retained by the site.

NB- the range of chemicals used within Parkwood is unlikely to fall into this category. If in doubt contact the HSC Manager.

Where substances are mixed as part of a task, this must be covered in the risk and/or COSHH assessment prior to the task being conducted.

5.5 Review of Assessments

COSHH assessments will be reviewed by the **COSHH assessor** at least every three years, and additionally when illness is reported, tasks or processes change and following an accident, as a minimum.

The following information will be considered as part of all reviews:

- 1 Review of general risk assessments for the task
- 2 Reports of Ill health, or other information from Occupational Health
- 3 Exposure monitoring,
- 4 Accidents,
- 5 Relevant disciplinarys and notes regarding not wearing PPE on site,
- 6 Changes to MSDS and exposure standards/
- 7 Legal and best practice updated
- 8 law will be considered as part of all reviews.
- 9 New equipment available on the market

The **COSHH assessor** will document the review and any updated recommendations.

5.6 Pesticides, fungicides and spraying

Additional controls are necessary for the safe use of pesticides and fungicides to ensure the ongoing safety of staff and public. These include:

- Only employees certified to use and apply pesticides – PA1, PA2, PA6
- Purchase of the lowest risk or hazard free chemicals
- PPE provided in accordance with the COSHH assessment
- Restricting public access from spraying or sprayed areas until the risk has been eliminated

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- Specified personal protective equipment worn when chemicals/pesticides are being handled and when applying pesticides.
- COSHH assessments available to employees for all the chemicals/pesticides in the area.
- Emergency action plan for evacuation in place, in the event of a chemical/gas leak.
- Emergency eye wash station provided in the chemical store.
- Eye wash solutions/fresh water to be carried within the vehicle, so they are readily accessible.
- Checklist in place for stock efficiency to prevent excess chemicals being stored.
- All chemicals/pesticides kept in locked stores, only authorised employees permitted access to the store.
- Specific safe systems of work at site will be developed as required, coordinated by the General Manager.
- Spraying is restricted to non-windy days.
- Chemical and pesticide application records maintained.
- Display appropriate signage during application, warning of any risks.
- Training of staff in Spraying of Chemicals using tractor mounted sprayer

6. SAFE HANDLING OF CHEMICALS

Hazardous cleaning chemicals should only be dispensed through the auto-dilution unit or pelican pumps. It is our policy that wherever possible, chemicals will be pre-diluted using auto dilution units.

Each member of the staff exposed to hazardous substances must be given suitable training in the safe and correct way to use, store and handle hazardous substances. This should include the control measures (include PPE use etc and emergency spills as necessary).

The basic principle is that staff will be trained in the principles of chemical safety rather than a detailed instruction on each individual chemical. This will aim to ensure that staff will ask if they are unsure as to safe working practices.

All staff involved in handling chemicals must complete the Human Focus COSHH safety module.

In addition staff will be inducted on the use of the hazardous chemicals that they will work with and this is recorded on the Staff Information Sheet.

Each member of the staff expected to use high hazard chemicals must be trained on-site in the following:

- 1 Use, limitations, cleaning and replacement of protective equipment or clothing (HS10)
- 2 How substances enter the body and how it harms them
- 3 The safe system of work for the tasks being planned
- 4 Correct storage methods.
- 5 Required standards of cleaning, including spill response
- 6 How to recognise any health effects from exposure
- 7 What to do in case of an emergency.

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8 Where to find the assessment and MSDS

The training will be recorded on their individual training record.

Each site shall conduct a minimum of an annual refresher training session for all staff involved in handling hazardous substances.

Records of staff training for 3 years after leaving our employment. COSHH assessments etc will be retained for three years.

7. SAFE STORAGE OF CHEMICALS

The principles of good housekeeping in Parkwood are the following:

- a. Chemical stores must be kept locked at all times.
- b. Containers must have approved labels, contents and instructions for use.
- c. Containers must be stored upright.
- d. Where possible containers will use a dose actuator – e.g. a pump which delivers a specific amount of a substance upon each press.
- e. The chemical store must be kept locked when not in use to prevent access from the public.
- f. Acids and alkalis must not be stored in a close proximity.
- g. Chemicals must not be transferred to other containers except for dilution purposes.
- h. The name of the chemical should be clearly marked on the container with the appropriate hazard signs.
- i. Hazardous chemicals are not to be stored above head height.

8. Monitoring

The **Duty Manager** is responsible on a daily basis for monitoring that staff are wearing PPE and using chemicals in accordance with the COSHH assessment and checking chemical stores are locked.

9. Radon

The Ionising Radiation Regulations 2017 require any organisation that works in an atmosphere containing radon above an annual average concentration of 300Bq m⁻³ to register first with the HSE. Currently this only may apply to some caving activities at Dolygaer. To register, go to: <https://services.hse.gov.uk/bssd/>

10. Biological hazards

Spillages of blood or vomit shall be contained and wiped up with appropriate cleaning cloths. A solution containing a disinfectant of 10ppm shall be used.

Sharps and discarded needles:

- only be handled with puncture resistant protective gloves
- pick the needle up by hand holding the barrel end or use tongs from a kit
- must be placed in a suitable sharps container
- place the sharps bin on a firm surface and transfer the needle to the bin

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- Do not overfill the bin

Review

Reviewed by Glen Hall, June 2009. Minor Changes

Reviewed by Peter Mills December 2009. Form F609a changed re REACH, updates to procedure

Reviewed by Colin McCready November 2010. To reflect the introduction of workplace exposure limits to replace MELs and OELs and to add comments on biological hazards.

Reviewed by Doug Tapp June 2011, Reference made to new CLP regulations.

Reviewed by Andy Ebben June 2012. Additional info on CLP regulations.

Reviewed by RoSPA December 2014 significant changes

Reviewed by RoSPA March 2016, structural changes, F609d and F609b updated.

Reviewed by RoSPA March 2017. Minor Changes.

Reviewed by HSC Manager. Significant Changes in blue to approach, training and new section on selection of chemicals. New form on Hazchem symbols F609e. New section 8 on monitoring.

Reviewed by HSC Manager August 2018. Simplified. Changes in blue.

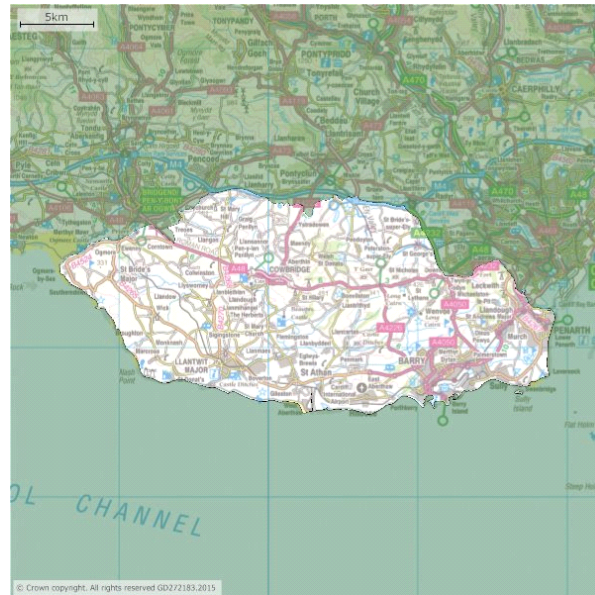
Reviewed by HSC Manager December 2018. Radon and Biological hazards added. Changes in blue.

Reviewed by HSC Manager. February 2020. No change

Reviewed by HSC Manager. December 2020. Changes in blue with updated pesticides policy fro Golf.

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 (2019)

	Vale Of Glamorgan (Numbers)	Wales (Numbers)	Great Britain (Numbers)
All People	133,600	3,152,900	64,903,100
Males	64,800	1,554,700	32,045,500
Females	68,800	1,598,200	32,857,600

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

Population aged 16-64 (2019)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
All People Aged 16-64	80,500	60.3	61.1	62.5
Males Aged 16-64	39,700	61.3	61.8	63.1
Females Aged 16-64	40,800	59.3	60.5	61.8

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 2019-Jun 2020)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
All People				
Economically Active†	60,700	76.3	76.7	79.1
In Employment†	59,100	74.2	73.8	75.9
Employees†	51,100	65.7	63.5	65.0
Self Employed†	7,500	8.0	9.6	10.7
Unemployed (Model-Based)§	2,000	3.2	3.7	3.9
Males				
Economically Active†	31,600	78.7	80.2	83.2
In Employment†	31,000	77.2	77.1	79.6
Employees†	25,600	65.6	63.4	65.4
Self Employed†	4,900	10.7	13.0	14.0
Unemployed§	#	#	3.8	4.2
Females				
Economically Active†	29,100	73.9	73.1	75.0
In Employment†	28,100	71.2	70.4	72.2
Employees†	25,400	65.8	63.6	64.5
Self Employed†	2,600	5.3	6.2	7.5
Unemployed§	#	#	3.5	3.6

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 2019-Jun 2020)

	Vale Of Glamorgan (Level)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
All People				
Total	17,800	23.7	23.3	20.9
Student	5,500	31.0	25.1	26.1
Looking After Family/Home	2,200	12.4	17.9	21.7
Temporary Sick	!	!	1.9	1.8
Long-Term Sick	4,700	26.2	28.3	24.0
Discouraged	!	!	0.6	0.5
Retired	3,400	18.8	14.6	13.1
Other	1,900	10.5	11.6	12.8
Wants A Job	3,500	19.8	20.4	21.7
Does Not Want A Job	14,300	80.2	79.6	78.3

Source: ONS annual population survey

Local authority profile for Vale of Glamorgan

! 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 Households (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 2019-Jun 2020)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
Soc 2010 Major Group 1-3	33,500	57.0	43.9	48.6
1 Managers, Directors And Senior Officials	7,000	11.8	9.8	11.6
2 Professional Occupations	15,600	26.4	19.9	21.9
3 Associate Professional & Technical	10,900	18.5	13.9	14.9
Soc 2010 Major Group 4-5	10,500	17.8	20.8	19.5
4 Administrative & Secretarial	6,900	11.6	9.5	9.7
5 Skilled Trades Occupations	3,600	6.1	11.2	9.7
Soc 2010 Major Group 6-7	9,600	16.3	17.7	16.1
6 Caring, Leisure And Other Service Occupations	5,400	9.1	10.1	9.1
7 Sales And Customer Service Occs	4,200	7.1	7.5	6.9
Soc 2010 Major Group 8-9	5,200	8.9	17.6	15.8
8 Process Plant & Machine Operatives	2,400	4.0	6.4	5.8
9 Elementary Occupations	2,800	4.8	11.0	9.9

Source: ONS annual population survey

Notes: Numbers and % are for those of 16+

% is a proportion of all persons in employment

Qualifications (Jan 2019-Dec 2019)

	Vale Of Glamorgan (Level)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
NVQ4 And Above	35,100	45.9	36.3	40.3
NVQ3 And Above	47,800	62.5	55.3	58.5
NVQ2 And Above	58,600	76.6	74.0	75.6
NVQ1 And Above	68,000	88.9	85.1	85.6
Other Qualifications	4,500	5.9	6.4	6.7
No Qualifications	4,000	5.2	8.5	7.7

Source: ONS annual population survey

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

Numbers and % are for those of aged 16-64

Local authority profile for Vale of Glamorgan

% 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)
Gross Weekly Pay			
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
Hourly Pay - Excluding Overtime			
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 (November 2020)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
All People	4,245	5.3	5.9	6.3
Males	2,595	6.5	7.1	7.5
Females	1,650	4.0	4.6	5.2

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 (November 2020)

	Vale Of Glamorgan (Level)	Vale Of Glamorgan (%)	Wales (%)	Great Britain (%)
Aged 16+	4,245	5.3	5.9	6.3
Aged 16 To 17	10	0.3	0.5	0.4
Aged 18 To 24	970	10.4	8.8	9.0
Aged 18 To 21	545	10.6	8.9	8.9
Aged 25 To 49	2,260	5.5	6.5	6.9
Aged 50+	1,005	3.7	4.1	4.9

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
By Statistical Group				
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 (2018)

	Vale Of Glamorgan (Jobs)	Vale Of Glamorgan (Density)	Wales (Density)	Great Britain (Density)
Jobs Density	51,000	0.64	0.78	0.86

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

Employee Jobs By Industry

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)
Gross Weekly Pay			
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
Hourly Pay - Excluding Overtime			
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
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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 (2020)

	Vale Of Glamorgan (Numbers)	Vale Of Glamorgan (%)	Wales (Numbers)	Wales (%)
Enterprises				
Micro (0 To 9)	3,870	90.8	94,600	89.4
Small (10 To 49)	335	7.9	9,460	8.9
Medium (50 To 249)	50	1.2	1,470	1.4
Large (250+)	5	0.1	325	0.3
Total	4,260	-	105,855	-
Local Units				
Micro (0 To 9)	4,285	85.7	107,040	83.3
Small (10 To 49)	605	12.1	17,715	13.8
Medium (50 To 249)	95	1.9	3,300	2.6
Large (250+)	15	0.3	515	0.4
Total	5,000	-	128,570	-

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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Leisure Centre Usage Figures August 2019 - July 2020 / Contract Year 8

					Aug-19				Sept-19				Qtr 2 Total							
Leisure Centre	Patronage Report	BB & SE	Parties	Total	Patronage Report	BB & SE	Parties	Total	Patronage Report	BB & SE	Parties	Total	Patronage Report	BB & SE	Parties	Total				
Barry Leisure Centre	23097	1775	452	25324	22008	3618	515	26141	45105	5393	967	51465								
Penarth Leisure Centre	19262	2460	145	21867	18538	3956	300	22794	37800	6416	445	44661								
Colcot Sport Centre	1081	937	375	2393	1029	1849	342	3220	2110	2786	717	5613								
Llantwit Major Leisure Centre	3965	407	30	4402	3028	2709	210	5947	6993	3116	240	10349								
Cowbridge Leisure Centre	4035	873	250	5158	4650	1424	442	6516	8685	2297	692	11674								
Holm View Leisure Centre	0	750	0	750	0	1300	0	1300	0	2050	0	2050								
Contract Total					51440	7202	1252	59894	49253	14856	1809	65918	100693	22058	3061	125812				
					Oct-19				Nov-19				Dec-19				Qtr 3 Total			
Leisure Centre	Patronage Report	BB & SE	Parties	Total	Patronage Report	BB & SE	Parties	Total	Patronage Report	BB & SE	Parties	Total	Patronage Report	BB & SE	Parties	Total				
Barry Leisure Centre	22051	4198	480	26729	20510	3863	425	24798	15823	2601	325	18749	58384	10662	1230	70276				
Penarth Leisure Centre	19048	5075	103	24226	17888	5041	442	23371	13207	4016	296	17519	50143	14132	841	65116				
Colcot Sport Centre	3,847	2874	294	7,015	3630	4107	258	7995	3129	2919	232	6280	10,606	9900	784	21,290				
Llantwit Major Leisure Centre	3107	1250	190	4547	2724	2316	185	5225	2166	3762	250	6178	7997	7328	625	15950				
Cowbridge Leisure Centre	5086	1626	450	7162	4653	1887	490	7030	3847	1009	195	5051	13586	4522	1135	19243				
Holm View Leisure Centre	0	1250	0	1250	0	1300	0	1300	0	950	0	950	0	3500	0	3500				
Contract Total	53139	16273	1517	70929	49405	18514	1800	69719	38172	15257	1298	54727	140716	50044	4615	195375				
					Jan-20				Feb-20				Mar-20				Qtr 4 Total			
Leisure Centre	Patronage Report	BB & SE	Parties	Total	Patronage Report	BB & SE	Parties	Total	Patronage Report	BB & SE	Parties	Total	Patronage Report	BB & SE	Parties	Total				
Barry Leisure Centre	21363	6832	430	28748	24967	3464	670	29101	15543	1704	300	17547	61873	12000	1400	75273				
Penarth Leisure Centre	21307	4060	225	25592	21645	5158	311	27114	10823	2579	156	13557	53775	11797	692	66263				
Colcot Sport Centre	644	5005	0	5649	529	4731	50	5310	472	2366	25	2863	1645	12102	75	13822				
Llantwit Major Leisure Centre	3986	2537	315	6838	3515	2346	150	6011	1758	1173	75	3006	9259	6056	540	15855				
Cowbridge Leisure Centre	5528	1142	460	7130	5223	1622	156	7001	2612	811	78	3501	13363	3575	694	17632				
Holm View Leisure Centre	0	1050	0	1050	0	1050	0	1050	0	525	0	525	0	2625	0	2625				
Contract Total	52828	20626	1430	75007	55879	18371	1337	75587	31208	9158	634	40999	139915	48155	3401	191470				
					Apr-20				May-20				Jun-20				Qtr 1 Total			
Leisure Centre	Patronage Report	BB & SE	Parties	Total	Patronage Report	BB & SE	Parties	Total	Patronage Report	BB & SE	Parties	Total	Patronage Report	BB & SE	Parties	Total				
Barry Leisure Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Penarth Leisure Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Colcot Sport Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Llantwit Major Leisure Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Cowbridge Leisure Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Holm View Leisure Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Contract Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
					Jul-20								Qtr 2 Total							
Leisure Centre	Patronage Report	BB & SE	Parties	Total									Patronage Report	BB & SE	Parties	Total				
Barry Leisure Centre	0	0	0	0									0	0	0	0				
Penarth Leisure Centre	0	0	0	0									0	0	0	0				
Colcot Sport Centre	0	0	0	0									0	0	0	0				
Llantwit Major Leisure Centre	0	0	0	0									0	0	0	0				
Cowbridge Leisure Centre	0	0	0	0									0	0	0	0				
Holm View Leisure Centre	0	0	0	0									0	0	0	0				
Contract Total	0	0	0	0									0	0	0	0				

Free Swimming Partner Submission [V4]

Aquatically Active - October 2019 - March 2021

Free Swimming National Objective:

To improve people's health and wellbeing by increasing the number of people enjoying swimming or aquatic related activities

Beneficiaries

The primary beneficiaries are young people (16 and under) and older people (over 60's).

Investment Priorities

The investment should focus on 3 areas: -

1. **Positive Action** – Priority to be given to those who wish to take part in swimming but face the greatest barriers to being active on a regular basis
2. **Life Skill** – Promote swimming as a life skill through targeted support for young people 16 years and under
3. **Active Lifestyles** – Improve mental and physical health and wellbeing by enabling young people (16 years and under) and older adults (60+) to lead active lifestyles through

What would we want to see in each Section?

Delivery Name: Legacy Leisure in Partnership with Vale of Glamorgan Council

Contact Name: Zoe Phillips / Karen Davies

Contact details: zoe.phillips@legacyleisure.org.uk / KJDavies@valeofglamorgan.gov.uk

VISION

How does Free-Swimming link with wider strategic planning and your overall aquatics planning?

The Vales' vision for sport and physical activity - 'More Active Communities for a Healthier Future' - compliments and feeds into the Vision for Sport in Wales. Both of these visions have long term participation at the heart of their aim. The contribution that sport can make to the Welsh Government's 7 well-being goals is a key part of the Vision for Sport in Wales. This is also the case for the Vale of Glamorgan, where both the Vale of Glamorgan Council's Corporate Plan and the Public Service Board Well-being plan actively state their commitment to improving local well-being today and for future generations through areas such as sport and physical activity. The Council's Corporate Plan is based around the promotion of four well-being outcomes with associated objectives and actions, and sets out the Council's contribution to the Well-being Goals introduced by the Well-being of Future Generations Act (2015). The impact that sport and physical activity can have on well-being has been acknowledged within this Plan, with the delivery of quality leisure services being a key theme within one of the four well-being outcomes - "An Active and Healthy Vale".

The Vale of Glamorgan Public Services Board Well-being plan 2018 - 2023, Our Vale – Our Future has been adopted. It represents a significant change in how the PSB are working together to improve well-being across the Vale and respond to the Well-being of Future Generations Act. The plan responds to, and is informed by the findings of the Vale Well-being Assessment 2017. Whilst it doesn't set out all of the activities that the PSB and partners will undertake, it does set out the key areas where we believe we can have the biggest impact by working together. The 4 well-being objectives are :

1. To enable people to get involved, participate in their local communities and shape local services
2. To reduce poverty and tackle inequalities linked to deprivation
3. To give children the best start in life
4. To protect, enhance and value our environment

It is evident from looking at the priority areas identified in the Vale Sport and Physical Activity plan, and sitting below this the Aquatically Active plan, that the work that will be undertaken will positively contribute to the well-being objectives, particularly around tackling inequalities and giving children the best start in life. The Aquatically Active plan encompasses the Free Swim Initiative in addition to other areas of work, which in addition to contributing to outcomes 2 and 3, will also positively impact on outcome 4, particularly around valuing our environment as the Vale has a beautiful coastal landscape that provides some fantastic free opportunities for residents to swim and undertake water sports as long as they have the basic skills to do so. The actions within the Aquatically Active plan will assist in developing these skills, and will therefore positively impact on confidence and motivation.

The Vale's mission is to create a 'Minis To Masters' movement where there is a vibrant sport and physical activity landscape to inspire every person to be active through every stage of their life, encouraging more people to be more active, more often. This links to the Vision for Sport in Wales aspiration of everyone being involved, from those who do not see themselves as sporty through to elite performers, and the vision for lifelong participation, responding to the changing needs of

people as they age. The aim of the Aquatics programme over the past years has been to develop a full pathway of activity from birth to adulthood and good progress has been made with this.

Below are some of the priority areas identified within the Vale Sport & Physical Activity plan. These focus on the following 3 of the 4 elements identified as priorities within the Vision for Sport in Wales: (1) Participate (2) Deliver (3) Support. By successfully focusing on these it will hopefully achieve the 4th identified element: Succeed – being the best you can be, enjoying personal success. It is evident that the Aquatically Active plan, including the FSI element positively impacts across these priorities.

- Vale residents have the skills, motivation and confidence to be physically active throughout their life – the AA plan focuses on developing the fundamental skills required to enable children, young people and adults to confidently participate in aquatics activity through avenues such as baby swim sessions, School & Community Learn to Swim programme and adult swimming lessons.
 - Reduce inequalities in participation between different groups in the Vale – the FSI element will focus on swimming opportunities for residents who are financially disadvantaged. The wider AA plan also seeks to increase access for other groups including females, BME groups, those linked to the Wellbeing Team and disabled people through avenues such as female only swimming session and swimming lessons for disabled people.
 - To have sport and physical activity landscape opportunities that are flexible in their offer, enabling individuals to access activity at their chosen level of entry – the FSI element will focus on free splash participation, however the wider AA plan has opportunities spanning the landscape including learn to swim activities and signposting to community clubs. The reduction in funding has resulted in a decision to cut the structured swim opportunities that were previously offered via the FSI initiative. These were not well attended.
 - A network of inclusive, thriving clubs and organisations delivering quality opportunities to increase regular participation – participants within the FSI and AA programme are made aware of the exit routes in the community to promote sustainability and continuation of activity. Local clubs are also supported through the Healthy Living team where required.
 - Exploit the diverse natural and built environment to encourage more informal physical activity opportunities – by developing the fundamental swimming skills through the Aquatically Active plan and raising awareness of how to swim safely in different environments (through the Vale's Safer Swimmer project) the residents will be able to take advantage of the Vale's coastal landscape.
 - Individuals have the skills, knowledge and confidence to organise and deliver engaging, inclusive sport and physical activity opportunities – the training of new and upskilling of existing instructors and backroom staff is an important part of the AA plan.
 - Spread the message about the power of sport and physical activity in improving health and wellbeing – it is clear that swimming is a positive activity to increase both health and wellbeing. The promotion of this message related to aquatics will be integrated within the promotional work undertaken generally regarding the positive benefits of participation in physical activity.
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- Collaborative working, partnerships and community involvement to ensure sustainability – there are a variety of partners linked to the AA plan including Legacy Leisure, the Healthy Living team, Flying Start, Social Services, schools, the Family Information Service and the Wellbeing Team, all of whom have shared aim of increasing confidence and skills within aquatics to positively impact on wellbeing and promote lifelong participation.

It is recognised in the Vale that to achieve the aim of inspiring everyone to participate and the Wales vision of creating positive experiences, it is important that there is an understanding amongst all partners of the contribution of the following elements that assist with engagement of people into activity: awareness, motivation, confidence, quality of experience and inclusive opportunities. It is essential that the sport and physical activity landscape opportunities are flexible in their offer, allowing for these different elements and enabling individuals to access activity at their chosen level of entry, whether that be on an informal basis, within a structured club environment or progressing to a competitive level. All of these elements are taken into account across the Aquatically Active planning but the FSI element of this has a more specific focus on developing motivation and confidence, facilitating the informal opportunities whilst signposting to the other elements such as the more structured opportunities.

As with the Vision for Sport in Wales, the Vale's vision, aims and priority areas can only be achieved as a partnership between the various voluntary and statutory organisations that impact on sport and physical activity in the Vale. This is also the case for the Aquatically Active plan. These include local and national organisations such as Legacy Leisure, schools, Swim Wales, community clubs, Flying Start, Healthy Living Team, Wellbeing team, Family Information Service, Social Services and the Cardiff & Vale Public Health - Healthy Schools Team. This supports the national vision of a collaborative approach to develop active environments.

The plan also positively impacts on the Chief Medical Officer physical activity guidelines which were recently updated. Whilst the guidelines cover all ages there is an increased emphasis on increasing strength and balance in older people, safe levels of activity for pregnant women and new mothers, encouraging good development in babies and children, and activity guidelines for disabled people. The opportunities available through the Aquatically Active programme positively impacts on these groups, although the reduction in FSI funding has resulted in less opportunities available for Over 60's. Examples of projects within the AA plan which positively impacts in these areas include:

- Parent and baby lessons for 0 - 18mths and 19 - 36 mths
 - Splash classes for 3yrs - 4yrs
 - Wave Classes for children aged 4+yrs
 - Adult swimming lessons for beginners and improvers
 - Disability swimming lessons
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LEARNING

What have you learned from previous plans, customers and interventions that is being used in this submission?

The involvement in the development and delivery of the aquatics plan over the past number of years has highlighted the importance of developing a full pathway of provision which requires the FSI element to be integrated into the overarching Aquatics plan. The FSI funded activity forms part of the overarching Aquatically Active plan for the Vale. It has been essential to look at these as one plan as the FSI funded elements, whilst only forming a small part of the overarching plan, plays an important role in developing some of the key areas that have been highlighted as positively impacting on future participation namely motivation, confidence and awareness. The key areas of the plan where these can be easily impacted upon are within the Learn to Swim programmes. Accessing the Community Learn to Swim programme is subject to families being able to afford to pay for this provision so access by many children living in no income or low income families is difficult. This issue is acknowledged and is difficult to overcome in a sustainable way. However it is recognised that the main way that all children can access the Learn to Swim programme is through the School Learn to Swim sessions (as long as the schools participate in this programme).

Analysis of results of the School Learn to Swim programme highlights that a higher proportion of children in schools with higher free school meal quartiles are beginning the School Learn to Swim sessions as non-swimmers and are struggling to reach the minimum standards by the end of the programme. Therefore the Aquatics Officer has been identifying these individuals and has been offering them free top up sessions as part of the FSI programme. However the uptake of these sessions is not high. Further work will need to take place to investigate why this is the case.

The previous FSI plans have incorporated elements of focussed work with targeted groups e.g. offering top up sessions to those children who did not pass the National Curriculum. However the previous FSI plans mainly focussed on universal provision for U16 and O60's. Partnerships have previously been developed between partners such Legacy Leisure, the Healthy Living Team, Wellbeing team, Family Information Service, schools and Flying Start which has positively assisted with targeted work included within the overarching Aquatics plan targeting Flying Start families, children with well-being issues etc. These partnerships have proved useful to date but can be furthered. They will be essential when seeking to further address inequality issues and target those who are impacted upon by deprivation. The Flying Start team have direct contact with families living in the Flying Start areas which are the most deprived in the Vale. Therefore they will be an important partner in being able to successfully target those who are economically disadvantaged. This will be enhanced by further developing partnership working with the Community Investment team and Housing Associations in the Vale who have the potential to communicate with all families and individuals in social housing.

A positive relationship has also been developed with the Healthy Schools Officer who has been a useful partner to further develop communications with schools and assist with emphasising the importance to the schools of every child being able to swim – encouraging the schools to ensure every child has the opportunity to participate in the Learn to Swim offer in the Vale of Glamorgan. This partnership will continue. The Healthy Living Team also has relationships with all Vale primary and secondary schools so there are further opportunities to exploit these links.

The School Sport Survey results for the Vale highlight swimming as the activity most in latent demand across the Vale. However there has been capacity both within the FSI sessions and within local swimming clubs for more participants. Therefore there are other reasons why young people in the Vale are not participating in the swimming activities being provided. This could be for a variety of reasons including lack of awareness of activities, activities taking place at unsuitable times, the nature of the offer available. Some localised consultation has taken place following the publication of these results e.g. the Healthy Living Officer responsible for the 5x60 activities in Penarth comprehensive schools consulted with the females in the schools to establish why they had identified swimming as an activity they wanted to participate in but did not access the community sessions available. They highlighted that they wanted female only sessions. Therefore these were facilitated as part of the 5x60 scheme—A community based female only session has also been added to the leisure centre programme. Participation rates at this session is not high which could suggest that further promotion is required to raise awareness of the sessions. The above highlights that further consultation would be useful to establish further barriers to participation. However, it is anticipated that these barriers may increase now that the FSI scheme is to become more targeted and less universal.

Further consultation is required to establish potential barriers to participation. However, it is anticipated that these barriers will increase now that the FSI scheme is to become more targeted and less universal.

INSIGHTS

What have you used as your evidence base to support your proposals?

Please see the Learning section which provides some feedback that is also appropriate to this section.

When considering the new approach and target areas for the FSI funding provided by Sport Wales, it was important to look at the current programme delivered as part of the FSI element in addition to the wider Aquatically Active programme which already positively impacts on some of the target areas highlighted in the new FSI criteria. There has already been some work undertaken with targeted individuals who are affected by deprivation via partnership working with the Flying Start programme. This partnership working has assisted in identifying future targeted areas of the Vale which will form part of the FSI programme moving forward.

Analysis of the School Learn to Swim data has taken place and feedback from Vale Primary and Secondary School around resources and what activities under 16 years would like to see available.

Analysis of the 2018 School Sport Survey results have highlighted that children who have access to free school meals have a high latent demand for swimming. These opportunities were previously available through the FSI but due to these results it would appear that these were not known to the young people so more target work is required with this group.

One of the focuses of the Aquatics Plan over the past few years has been to improve data capture in order to identify priority areas. Local data available from partners such as the Healthy Living Team, Flying Start, Community Investment Team and Housing Associations, and national data such as the Welsh Index of Multiple deprivation have and will continue to be useful. In-house data capture has also been improved within the School Learn to Swim programme which will continue

to prove useful in identifying those children who are not able to swim. Further advances could also be made in data capture relating to postcode and priority areas.

What are your gaps in evidence and insight?

Following communication with partners within the Vale of Glamorgan Council, Sport Wales and external partners, it is evident that there is no clear definition of 'deprivation'. An individual can be deprived due to economic reasons, however deprivation can also be due to other reasons including accessibility of provision (e.g. rurality, and accessibility of the physical environment), a lack of awareness around the importance of participating in aquatics / physical activity and individuals being time limited and identifying other activities as more of a priority for their time. Discussions with the various partners highlighted the difficulty in identifying the target group, particularly as in this current economic climate, many working families are also living in economic poverty with little spare income to spend on leisure time. The way forward identified in this proposal is therefore one that will be piloted to ensure it successfully hits the target group.

As mentioned above, further insight into the reason why there is a lack of uptake in some of the FSI sessions / programme / target groups would be beneficial to understand if there are barriers that could be overcome.

How are you planning on addressing these gaps?

A multi-agency approach will take place with the partners identified earlier in the document working together with the aim of trying to address these gaps.

OVERVIEW

Form your insights and strategic planning, briefly explain the high-level things you will seek to do with the investment and explain how you are going to meet the minimum expectations. If not achieving the minimum expectations, then please outline why and how you will work towards them.

As part of the FSI element of the Aquatically Active plan, the Vale of Glamorgan area will provide at least the minimum expectations as set out by Welsh Government, adhering to the 60:40 split between under 16 and over 60 users. To enhance data capture and facilitate analysis of the scheme, all scheme users will be required to register prior to use. Due to the difficulties mentioned earlier in relation to identifying deprivation, the following methods have been used to categorise Vale residents and their access to the FSI element of the Aquatically Active plan. The main elements of the FSI plan are as follows:

1. Under 16 years

Free Swimming Sessions

The Vale of Glamorgan Leisure Centres are committed to offering one open splash session per week per pool for residents under the age of 16, free of charge. The times of these sessions are subject to change, however will commence in line with the proposed swimming sessions:

Every Weekend:

Summer Holidays only:

Barry: Saturday 13:00-14:00
Penarth: Sunday 12:00-13:00
Llantwit: Saturday 14:00-15:00

Barry: Tuesday & Thursday 11:00-12:00
Penarth: Monday & Wednesday 11:00-12:00
Llantwit: Tuesday & Friday 14:00-15:00

Targeted Swimming Sessions

To be eligible for free access to the targeted swimming sessions delivered as part of the FSI programme, those aged under 16 must meet one of the following:

- Living in a Vale area identified on the Welsh Index of Multiple Deprivation / CF63 Postcode area (all in areas of Eastern Barry)
- Be eligible for free school meals or in a school which is classified as having a high free meal quartile (identified as the red schools on the map below which are within the 21-60% quartile).
- Living in a household that receives housing Benefit (Accommodation benefit)

Under 16 years Junior Price

- **All Under 16's that do not meet the above criteria will be expected to pay the standard junior price**

The proposed FSI opportunities for U16's available will be open splash activities during the following times:

Holiday Sessions (**excluding Summer Holidays**):

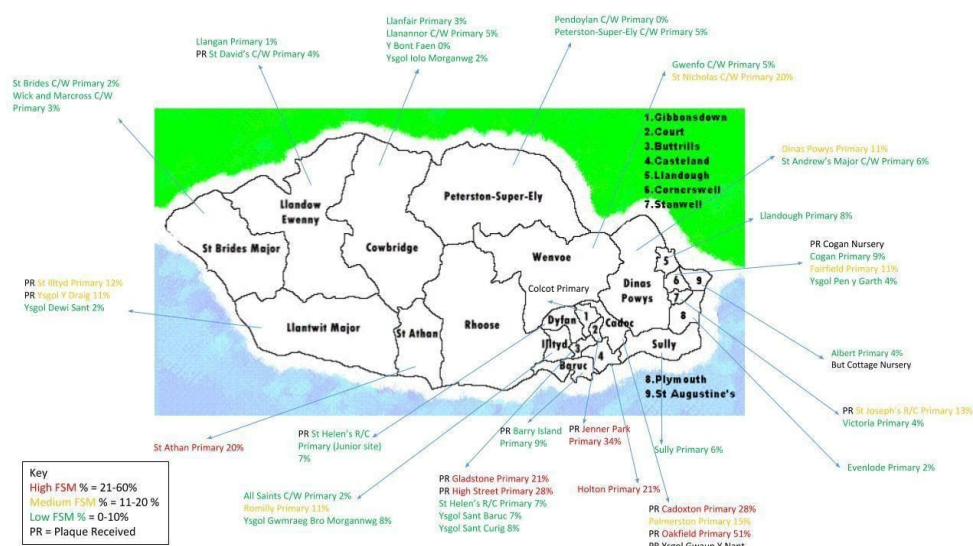
Barry: Tuesday & Thursday 11:00-12:00

Penarth: Monday & Wednesday 11:00-12:00

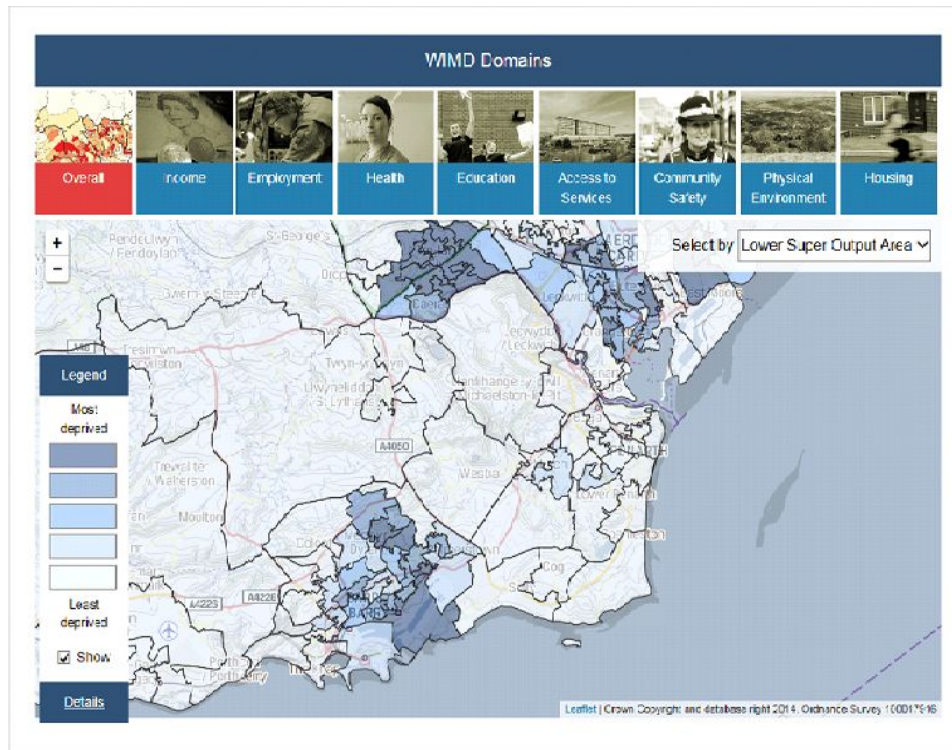
Llantwit: Tuesday & Friday 14:00-15:00

Participation levels will be measured quarterly, programming adjustments made if necessary and usage reviewed against the measures of deprivation and other target groups.

Free School Meals Mapping within the Vale of Glamorgan



Deprivation index postcode within in the Vale of Glamorgan



Budget allowance

	Sessions per week	Weeks per period	Sessions per Period	Entry Cost	Visit Per Session	
Year 2019/20 Term Time	1	22	22	£2.20	60	£2,904
Year 2019/20 Holidays	3	4	12	£2.20	135	£3,564
Year 2020/21 Term Time	1	39	39	£2.30	120	£10,764
Year 2020/21 Holidays	3	13	39	£2.30	135	£12,110
					Total =	£29,342

2. Over 60's Swimming

Free Swimming Sessions

The Vale of Glamorgan Leisure Centres are committed to offering one open splash session per week per pool for residents over the age of 60, free of charge. The times of these sessions are subject to change, however are initially proposed as the following swimming sessions:

Llantwit: Wednesday 07:00-09:00

Penarth: Wednesday 13:00-**15:00**

Barry: Wednesday 13:00-**15:00**

Targeted Swimming Sessions

To be eligible for free access to the targeted swimming sessions delivered as part of the FSI programme, those aged over 60 must meet one of the following:

- Living in a Vale area identified on the Welsh Index of Multiple Deprivation / CF63 Postcode area
- Living in a household that receives housing Benefit (Accommodation benefit)

Over 60's Concession Price

- A concessionary price will be available for over 60's who do not meet the above criteria but who register for the FSI scheme

Over 60's Core Price

- All other Over 60's will be expected to pay the standard senior price

The FSI opportunities available to Over 60's will be unstructured activities during the following times (term time only):

Monday, Tuesday, Thursday & Friday

Llantwit: 07:00-09:00

Penarth: 13:00-**15:00**

Barry: 13:00-**15:00**

Time periods at each site are subject to change throughout the funding period upon participant feedback, pool programming and ensuring suitable accessibility. Participation levels will be measured quarterly and will include reporting against the measures of deprivation and other target groups.

Budget allowance

	Sessions per week	Weeks per period	Sessions per Period	Entry Cost	Visit Per Session	
Year 2019/20	5	22	110	£2.20	47	£11,374
Year 2020/21	5	39	195	£2.30	47	£21,080

					Total =	£32,454
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3. Life Skill Learning - Under 16 years School's Attending National Curriculum Swimming

For those children who participate in the Schools Learn to Swim programme but do not complete the National Curriculum School Swimmers level, they will be offered 1 month free swimming within the Vale's Learn to Swim scheme (subject to availability).

In addition to the direct links forged between Legacy Leisure and the schools, Legacy Leisure will also liaise with the Healthy Schools Officer and the Healthy Living Team to utilise their links with the school to promote uptake in this opportunity for children who have not met the National Curriculum standard.

As the evidence to date has highlighted that a higher proportion of children from schools identified in areas of deprivation are not meeting this minimum standard, this action will assist in accessing the targeted children and meeting one of the aims of the FSI programme.

Budget allowance

400 pupils x Swim Lesson Monthly DD price £22.50 = £9,000
Based on non completion of National Curriculum pupils 2018/2019 (163 Barry, 92 Penarth, 4 Llantwit Major).

4. Positive Targeted Action in Partnership with Vale Council departments & Public Health Team

Seek to utilise the down time in Vale pools to increase opportunities for identified groups to attend quieter periods in the pool including pupils from secondary schools who have not passed the minimum 25 m target.

Budget allowance

15 sessions x Pool Hire of £67.50 x Swimming Instructors at £12.25 per hour = £1,380
Based on 500 pupils 2018/2019.

Link with Healthy Living Team, the Wellbeing Team and Healthy Schools Team within the Cardiff & Vale Public Health team. Utilise data including the School Sport survey which highlights primary and secondary schools where access to swimming has been identified as a latent demand. Evidence of impact will be provided via communications, bookings, feedback and case studies.

Legacy Leisure to liaise with Vale Council departments to consider alternative proposals for customers who wish to engage with the Aquatic programme but otherwise are not able to access the scheme due to barriers and / or who do not fit into the above Over 60's or U16's criteria.

Summary Budget Allocation for the period October 2019 - March 2021

Budget allocation figures are forecasted positions and representative only. The scheme has fundamentally changed, therefore it will require ongoing monitoring to ensure budgeted allocation aligns with the revised schemes 60:40 funding split in favour of young people.

Under 16 Focus	
(1) Under 16 years	£29,342
(3) Life Skill Learning Under 16 years School's Attending National Curriculum Swimming	£9,000
(4) Positive Targeted Action - Under 16 years	£1,380
Project Delivery / Office Support for Under 16 programme	£6,250
Targeted Marketing & Promotion for Under 16 programme	£2,500
Over 60's Focus	
Over 60's Swimming	£32,454
Total	£80,926

Legacy Leisure provides the majority of the funding to employ the Aquatics Manager who leads on the delivery of the Aquatically Active plan.

Funding

	FSI revenue funding	Transitional Capital	£ per month	Previous Budget [£107,700 per year]	Variance
JAN-MAR 2019	£27,096.60	£0.00	£9,032.20	-	-
APR-SEPT 2019	£53,850.00	£0.00	£8,975.00	£53,850.00	£0.00
OCT-DEC 2019	£13,462.50	£17,950.00	£10,470.83	£26,925.00	-£13,462.50
JAN-MAR 2020	£13,462.50	£17,950.00	£10,470.83	£26,925.00	-£13,462.50
APR-DEC 2020	£40,387.50	£0.00	£4,487.50	£80,775.00	-£40,387.50
JAN-MAR 2021	£13,462.50	£0.00	£4,487.50	£26,925.00	-£13,462.50

2019/20 = £26,925

2020/21 = £53,580

Total = £80,505

NEXT 6 MONTHS

Please provide a little more detail on your plans for the next 6 months.

The next 6 months will be a transitional period. The changes that need to be implemented as a result of the revised criteria and reduced funding available will be significant. This period will include an investment in time by both Legacy Leisure and the Vale of Glamorgan Council in relation to an awareness raising campaign around the new programme. There will also be the need to deal with concerns that will inevitably arise as a result of the FSI programme no longer being a universal provision. At a time when local authorities are already receiving negative feedback from the public due to service changes that have had to be implemented as a result of reduced resources within other areas of the Council's work, these changes within the FSI element of the Aquatically Active plan will need to be sensitively dealt with.

The timeline for the next 6 months includes:

- August 2019 - Aquatically Active Plan put together and shared with LA to finalise ready for October 1st.
- September 2019 - Sports Wales to provide National PR & Local PR for the Vale & Legacy.
- October 2019 – Scheme commencement, first Holiday programme to provide Splash hours, with new registration forms. Implementation of awareness raising actions. Communication with partners such as Housing Associations, Healthy Living Team, Community Investment Team and Flying Start to promote opportunities to those who meet the criteria.
- November 2019 - Monitor feedback and PR of new scheme to ensure it is meeting the need and the intended audience. Review over 60's splash time table.
- December 2019 - Invite first Key stage 2 swimmers from schools who have not completed National Curriculum level.
- January 2019 - Review past 5 months and delivery of plan. Finalise capital spend ending March 2020.

WORKFORCE

If anything, how are you planning on developing the workforce to support your plans?

As part of the Aquatically Active plan, Legacy Leisure ensure that the swimming instructors are fully qualified and have the right tools to deliver. Where appropriate further training is made available to the instructors as demonstrated in previous Aquatics progress reports. These training opportunities include access to more generic opportunities delivered by partners including the Healthy Living Team such as Mental Health Awareness and Disability Inclusion.

A CPD review is part of the offer that Legacy Leisure have for their staff.

Previous FSI plans have included funding to upskill / qualify staff in Aquatics. The revised scheme has omitted these provisions as a result of the revised criteria and reduced funding available.

COLLABORATION

Who will you be collaborating with, and why, in delivering your proposal, new and old?

This area has been touched upon throughout this document.

Legacy Leisure will be the lead organisation on the delivery of the new Aquatically Active plan which includes the FSI funded elements. They have control over the use of the swimming pools, have the relevant qualified instructors and also fund the Vale Aquatic Manager position who leads on this project. They are the point of contact with Swim Wales in relation to the plan. They also have the electronic point of sale system which can be used to collect participation data. Representatives from Legacy Leisure sit on the Vale Sport and Physical Activity Management Board who are responsible for monitoring the delivery of the Aquatically Active plan.

The Vale of Glamorgan Healthy Living Team (sports development team) have good links to local primary and secondary schools to try to encourage participation by the schools and the pupils in the programme. They are also able to promote the scheme through their promotional channels including social media and directly to partners. They have links with the Housing Associations and Vale Community Investment Team who manage the Vale Council Housing stock. This will facilitate the promotion of the scheme to those residents who are in receipt of housing benefits (many of whom are Over 60) as these organisations have direct contact with the targeted audience. The Healthy Living Team also have access to and have analysed data such as the School Sport survey and SHRN results which helps inform planning. Representatives from the Healthy Living Team sit on the Vale Sport and Physical Activity Management Board who are responsible for monitoring the delivery of the Aquatically Active plan.

The Public Health Team Healthy Schools Officer for the Vale has good links to local primary and secondary schools where they can try to encourage and influence participation by the schools through highlighting how this scheme contributes towards the physical activity element of the Healthy Schools award and the national curriculum. The team also has access to and have analysed data such through the SHRN survey which helps inform planning.

The Prevention and Partnership Manager within the School Improvement & Inclusion team sits on the Vale Sport and Physical Activity Management Board. They are able to advocate and encourage the schools to participate in the Aquatics programme and encourage feedback.

The Flying Start team are a more recent partner who have been helpful in identifying families that fall within the FSI eligible criteria. Small projects have already taken place with Flying Start to assist their families to access swimming opportunities. This will be further developed as part of this new programme. Flying Start will be a useful partner in promoting the scheme to the target audience as they have direct links with families in areas identified within the WIMD.

A small project has already been delivered in partnership with the Vale Wellbeing team to encourage those children with wellbeing issues to access swimming opportunities. This will be furthered through the new scheme.

The Family Information is a useful partner who is able to promote opportunities to the general public. They are also able to

Other partners will include organisations that liaise with Over 60's groups / individuals such as the Over 50's forum. It is anticipated that other partners will be identified as the new programme is rolled out.

CAPITAL

Please outline how you plan to use the capital investment and the reasoning behind it

The Vale of Glamorgan capital has been allocated to improve the customer journey across the three Leisure Centres to offer a consistent aquatics experience. The below items are the areas of focus in order to achieve this:

- Llantwit Major Leisure Centre wetside changing room renovations = Circa £10,000 excluding lockers
- Llantwit Major Leisure Centre wetside changing room lockers = £12,000 contribution
 - Llantwit Major Leisure Centres changing rooms are in need of renovation to match those at the larger wet side facilities within the Council.
- Barry Leisure Centre Cleaning Machine = £1,134.50 (50% contribution of total cost)
- Penarth Leisure Centre Cleaning Machine = £1,134.50 (50% contribution of total cost)
- Llantwit Major Leisure Centre Cleaning Machine = £1,134.50 (50% contribution of total cost)
 - A contribution towards enhancing the cleaning equipment at site will support an increased standard across these facilities. Data capture now being more critical than ever
- Data Capture IT Infrastructure Costs (IO Studios development costs) = Circa £3,000
- Data Capture Terminals / Tablets x 4 = Circa £1,000
 - IT infrastructure and develop costs to provide an ability for customers to register with the leisure centres remotely via they mobile device or on site via a tablet in order to assist data capture and ease of facility access.
- Barry Leisure Centre Gala Lane Ropes & Trolley = £4,073.10
 - Replacement / upgrade ropes to afford a better customer experience for all aquatic customers.
- Penarth Leisure Centre Aquafit Equipment (including Junior Programme) = £4,490
 - New and innovative activity that can be offered to inspire both young persons and seniors to participate in swimming whom might otherwise have been put off by the traditional activity of lane swimming.

Please be advised where quoted values are provided e.g. circa / contribution, the proposal put forward is that overspend will be funded independently by the authority and / or the operator. Values are subject to change upon revised quotations provided by suppliers.

COMMUNICATION

How are you going to communicate and market the opportunities available?

Legacy Leisure and the Vale Council will link to the national campaign that will be rolled out to introduce the new scheme across Wales. In addition to this a localised promotional campaign will take place which will include:

- Social media promotion on Vale Council and Legacy Leisure outlets
- Promotion via the Vale of Glamorgan Council and Legacy Leisure websites
- Direct promotion to those living in Housing Association homes and Council stock
- Direct promotion to the identified schools and through promotion at meetings such as the Head Teachers Forum, Healthy Schools network meetings
- Direct promotion through Flying Start
- Generic promotion through the Family Information Service
- Outreach promotion through organisations such as the Over 50's forum, Age Concern, independent living complexes
- Targeted promotion through the Wellbeing Team and social service

IMPACT

What are your measures of success and how will you measure the impact?

Note: You will be asked to report at 6 month intervals.

KPI'S can be measured, information and well-being case studies for individuals required on how well being is going to be reported.

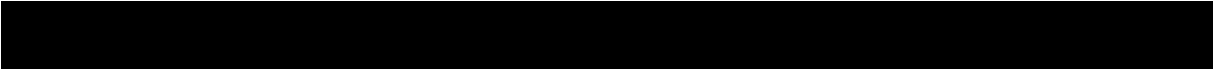
The following measures and methods will be used to assess and report on the impact of the Free Swimming Initiatives funding as part of the Vale of Glamorgan's Aquatically Active scheme:

- Numbers attending 16 and under holiday splash sessions
- Numbers attending free additional swimming lessons from school swimming lessons
- Numbers attending 60 and over Splash sessions
- Report on registration of scheme
- Social value return on investment e.g. survey completion by scheme users
- Learn to swim rates at Key Stage 2 for schools engaged in the scheme
- Case studies (where appropriate)
- Enhanced data capture of scheme users allow for better data analysis

TIMELINE

Please outline your transition timeline, with key milestones and dates

PR Launch Nationally, Locally during September & October to be fully running with Aquatically Active for the half term holiday on 28th October 2019.

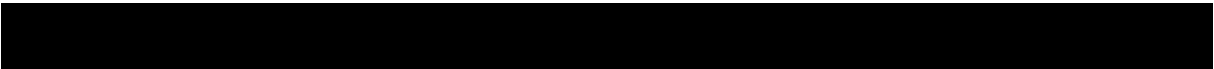


ADDITIONAL INFORMATION

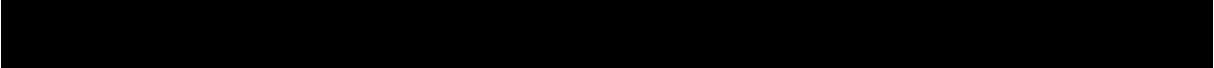
Please use the remaining space to add any further information that you feel is relevant.

The Aquatically Active plan takes into account the following:

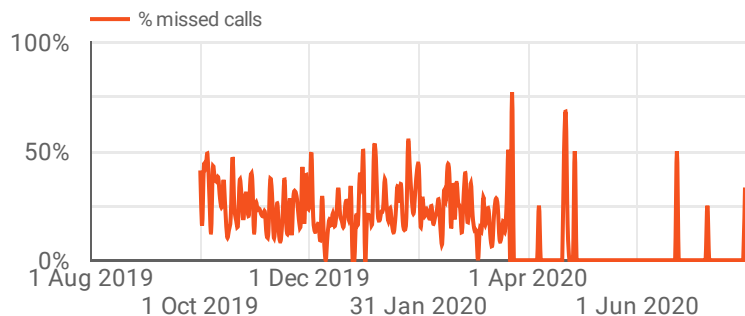
1. A tiered approach to pricing, offering free opportunities to those most in need and concessionary prices to those not within the identified targeted areas.
2. The participant is at the heart
3. Developing the plan by taking into account local needs
4. Ensuring a skilled workforce is in place
5. Ensuring links to community aquatic opportunities



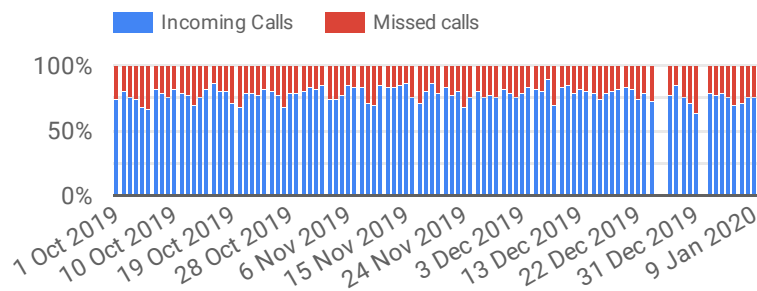
Please send the completed form to Gordon.Clark@sport.wales by Friday 6 September 2019



% of missed calls



Incoming Calls vs Missed Calls



Total Outgoing calls
9,533

Avg Outgoing talktime
00:01:23

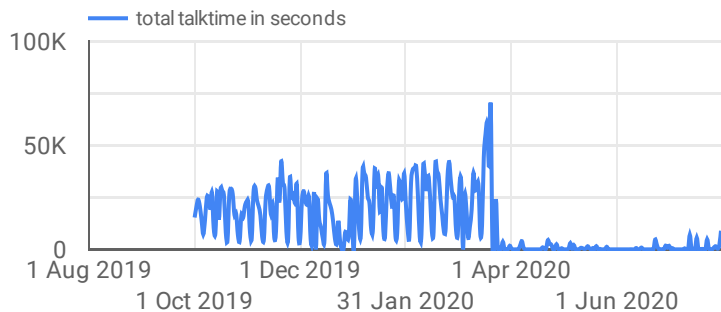
Total Incoming calls
37,547

Avg Incoming talktime
00:00:54

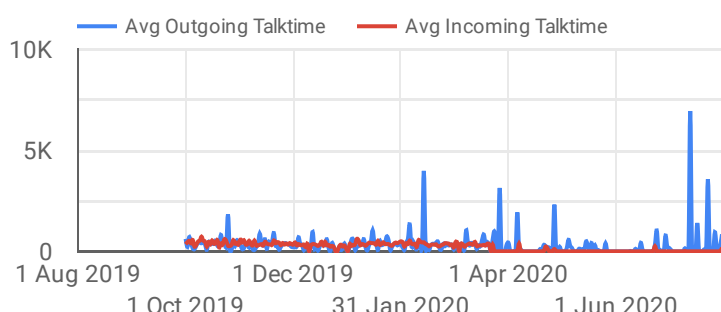
Total calls
79,175

Avg Total talktime
00:01:23

Total talktime



Incoming and Outgoing Talktime over time



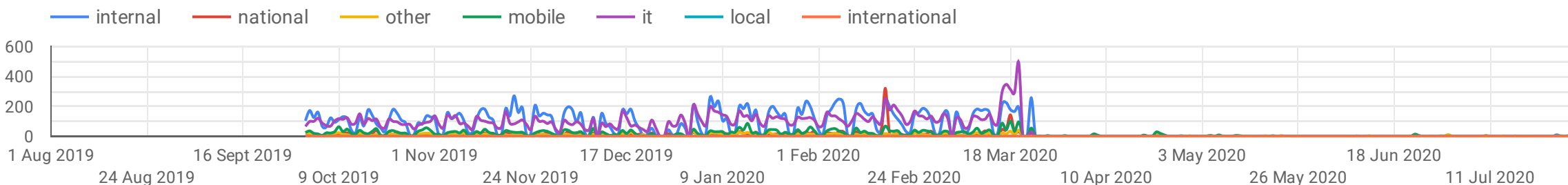
Total missed calls
11,062

Total % of missed calls
18.38%

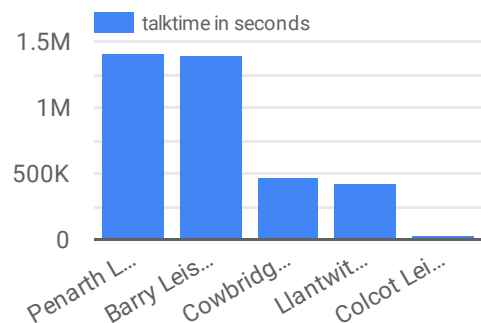
Total internal calls
19,130

Total mobile calls
4,746

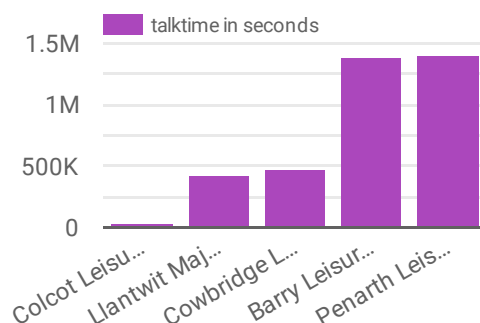
Calls by type



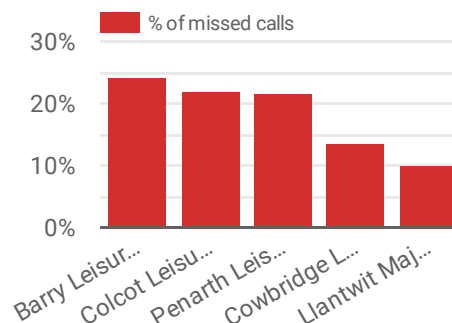
Total talktime by site (highest)



Total talktime by site (lowest)



% of missed calls by site (highest)



% of missed calls by site (lowest)

