

Recommendations	Action to date
<p>a. That a full time cleaner is considered by 1Life as part of their annual budget allocations. It is evident that additional hours are required for the proactive cleaning of the swimming pool facility, in particular the changing room areas, in order to adhere to the requirements of the contract;</p>	<p>All staff have cleaning duties in their job description.</p> <p>Additional dedicated pool changing room cleaning resource was requested by the 1Life Contract Manager.</p> <p>A new team member was appointed and commenced duties on 21 February 2017. This is providing an additional cover at peak evening times and Saturday morning.</p> <p>Regional management have also approved an external contractor deep clean to assist with problem areas. This will take place following the school change refurbishment work in June. Additional cleansing and cosmetic maintenance work has taken place.</p> <p>New cleaning chemicals have been sourced, staff have been trained and these chemicals are being used.</p>
<p>b. That contract management of the site improves with a formally recorded daily and weekly monitoring regime and that should standards fall short of the requirements within the contract, the contract warning system is to be followed through and be robustly pursued by the contract manager;</p>	<p>A daily and weekly monitoring regime is in place on site.</p> <p>There is a Daily and weekly cleaning schedule which must be completed. Failure to sign these off could result in disciplinary action.</p> <p>The 1Life Contract Manager has developed a more detailed list for internal inspections that duty managers are to complete.</p> <p>These are viewed at contract monitoring meetings.</p> <p>Additional resource has been committed internally, with council officers making additional weekly inspection visits to monitor the service delivered. These are detailed with a strong focus on cleanliness and maintenance.</p> <p>5 Improvement Required Notices have been issued to date and remedial action was recorded and determined to be effective.</p> <p>If standards fall short, further Improvement Required Notices or Default notices will be served. Monitoring of these will be included in the Strategic Board meetings with 1Life Managing Director.</p>

<p>c. That staff within the facilities record and notify management of any repairs required on a daily basis and that these are dealt with in a timely manner. In addition, all outstanding repairs and maintenance should be undertaken promptly to improve standards at the leisure facilities;</p>	<p>There is an Inspection sheet for logging all maintenance issues or cleanliness issues.</p> <p>A new loose sheet log has also been created for main hirers or regular clubs at the facility to document any concerns.</p> <p>These are reviewed at the monthly contract meetings against the contract.</p> <p>Minor maintenance issues are recorded on the weekly inspection visit sheet and reviewed for progress.</p> <p>In addition, the contractor's statutory compliance report which documents important maintenance and service checks is reviewed in contract meetings.</p>
<p>d. That the blue overshoe policy is reviewed immediately and a new, more effective policy is put in place within three months;</p>	<p>This has been reviewed and seriously considered. A suitable alternative is not available at this time. Blue overshoes are industry standard.</p> <p>Consideration was also given to other physical measures, such as a turnstile to ensure that each person entering the changing room area puts on the overshoes but this has been discounted due to emergency access in and out.</p> <p>Additional signage has been installed and reminder information has been given to swim school members.</p> <p>New overshoe dispensers were installed outside the changing room entrance doors and customers are being requested to wear the blue overshoes – this has been positively recognised by pool users.</p>
<p>e. That these recommendations are allocated to an identified officer to ensure they are actioned and that an update is received by the Performance Monitoring Panel on actions against these at 7 February 2017 meeting; and</p>	<p>The Communities Manager has responsibility for all of these actions.</p>
<p>f. That the Performance Monitoring Panel is involved in the consultation stage of any future option appraisals in respect to Leisure Facilities provision in South Holland as detailed</p>	<p>This work has not yet commenced.</p>