

## ACTIONS

<b><u>ACTIONS FROM THE SOUTH HOLLAND DISTRICT COUNCIL ANNUAL GENERAL MEETING HELD ON 11 MAY 2022</u></b>		
<b>Item No.</b>	<b><u>Item Title</u></b>	<b>Officer Responsible</b>
8 22/23	<b>Questions asked without notice under Standing Order 7</b>	
✓	<p>Councillor Newton stated that the leisure contractor, Parkwood had attended a meeting of the Performance Monitoring Panel on 16 March 2022 to provide the Panel with an update on the current situation. With regard to staffing, the Panel had been assured that the pool was fully staffed. However, it was understood that very recently, several staff had left. In addition, there were reports that chlorine levels were too high, a situation that had allegedly not been addressed until the involvement of the area manager. Could the Portfolio Holder provide members with an update regarding the situation.</p> <p>Councillor Porter responded that as Councillor Taylor had given his apologies and was not at the meeting, a written response would be provided to all members, and that officers would contact Councillor Newton promptly on this issue.</p> <p><b>RESPONSE:</b></p> <p>The nationally recognised challenges around recruitment and retention have had an adverse effect on Parkwood Leisure’s operation of the pool in recent weeks, where three key members of staff have left the company within a very short space of time of each other. All three members of staff held both the National Pool Life Guard qualification and National Pool Plant Operators qualification, which are an integral requirement in managing pool facilities. The departure of these members of staff has therefore resulted in Parkwood having a reduced bank of qualified duty managers in post needed to manage these facilities across the full hours of operation. To mitigate against this situation, Parkwood has subsequently set up training courses during May to train additional staff in the management of the pool facilities and it is reviewing its management structure, in order to meet its contractual needs and limit the risk of such an event happening in the future. In the interim Parkwood is currently also recruiting new staff, and to help it do this, it is approaching specialist leisure recruitment and temping agencies.</p> <p>A second issue concerning pool water treatment has also arisen in recent weeks, and Officers are currently in the process investigating service performance and plant management practices and records, which is ongoing at this point of time. These investigations include undertaking a detailed inspection of plant with an external specialist contractor in line with the terms of the Parkwood Leisure contract. Officers are also reviewing Parkwood’s</p>	<b>Councillor Taylor</b>

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		<p>practices and procedures against the terms of the contract, under Schedule 1, Part 1C Service Performance Requirements – Section 1.15, which sets out the required outcomes for maintenance of Buildings, Plant and Equipment.</p>	
✓		<p>Councillor Newton commented that she represented the Council on the South Holland Parish Voluntary Car Scheme and that one of its founders, David Garner was 100 today. Councillor Newton believed that in 2023/2024, the Scheme would have been running for 50 years, and she requested that its start date be confirmed from any records held by the Council. She also commented that this anniversary should be marked in some way.</p> <p>Councillor Porter responded that the archives would be interrogated to provide this information. He also stated that the South Holland Parish Voluntary Car Scheme did a marvellous job and that its 50th anniversary should be marked.</p> <p><b>RESPONSE:</b>  Officers responded to the request for information and advised that in 2008 the archives were interrogated for information regarding this organisation.  The earliest district council involvement was from February 1986 when the Council resolved to fund the scheme. In 2009 they applied to become a registered charity.  An article found from 2018 suggested the scheme had been operating for over 30 years.  <a href="https://www.spaldingtoday.co.uk/news/pinchbeck-signs-up-to-south-holland-voluntary-car-scheme-9003819/">https://www.spaldingtoday.co.uk/news/pinchbeck-signs-up-to-south-holland-voluntary-car-scheme-9003819/</a></p> <p>Unfortunately, there is no direct confirmation from the Authority's file notes and archives of the start of the Spalding scheme (before it became a South Holland Scheme) indicating the scheme's start date.</p>	Emily Holmes