

Actions following Scrutiny Committee Meeting on 23rd September 2010.

Action	By whom	Previous Action resolved	Pending	SLM update 2012	WBC Summary 2012
1. Figures for membership at Bill Everett, compare to current numbers at Woodside	WBC/ SLM	Bill Everett had approximately 2000 members and Woodside are currently running at approx 3565 members.	Completed/ No Further Action	Not applicable	Not applicable
2. Details of forums/ communication taking place with current user groups specifically around clubs, disability users and ethnic minorities	SLM	<p>Disability forum held at CENTRAL (28/10/10). 44 Stalls and event attracted over 100 visitors, all of which SLM provided a free Swim voucher. Compliments received by Disability Watford for assisting with the event and helping the day run smoothly.</p> <p>Meeting with Sea Lions – outcome (expand range of activities to include Badminton and Table Tennis)</p> <p>Meeting with Watford Swimming Club – outcome (additional pool time at CENTRAL)</p> <p>Sean Mitchell is the new Central General Manager who is looking at ways to engage with the community and attend local sports groups including the community sports network.</p>	<p>Exhibition Islam and connecting stories, shared war projects at CENTRAL (22ND and 23rd January 11).</p> <p>In partnership with WBC's Sports Development, SLM will send a mail shot to Women and Girls from BME groups in order to understand the types of activities they would like to take part in, this is taking place January 2011.</p>	<p>Watford Disability Forum - continue to hold an annual event at CENTRAL.</p> <p>Navarati Festival - continues to be held at Central on an annual basis during October.</p> <p>Exhibition Islam - took place at CENTRAL (22ND and 23rd January 11).</p> <p>Sea Lions – 5-6pm every Saturday. Now with an hour dry-side activities.</p> <p>Watford Swimming Club - increased their usage at CENTRAL from week commencing 29th October 12.</p> <p>The Club have also increased their early morning sessions at Woodside to 3. They now start these sessions 15mins earlier (at no cost to the Club)</p> <p>Women's only sessions - (Swimming and Aqua Aerobics) continue to have high numbers, with around 40 -60 participants each Friday. Watford Central now runs 2 Ladies only Group Exercise classes during the week.</p>	<p>This has become an annual event that Disability Watford are working in partnership with SLM direct.</p> <p>Sports development support Sea Lions in the dryside activities by providing a qualified coach.</p> <p>We are pleased that SLM have offered additional times to support the club.</p> <p>We know that there are low participation rates amongst women & girls locally</p>

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					and nationally, therefore we are happy to see SLM continuing to run this programme. This is also one of WBC's sports development target groups,																																																				
3. Training staff in Cultural Diversity to raise awareness	SLM	<p>Sean Mitchell (CENTRAL General Manager) attended WBC course on 25/11/10.</p> <p>The plan at Central is to hold some internal colleague training, with the view to make it more specific to the Leisure Centre. Focus needs to be on understanding how diverse we are, types of discrimination and how colleagues manage those situations.</p>	Further training in Understanding Cultural Diversity course is scheduled on 8 th February 2011.	<p>Numerous colleagues have been on diversity training.</p> <p>Central also held internal training for colleagues. Those who received training include Managers, Duty managers, front of house & lifeguards.</p> <p>This has assisted staff with being more aware of individual needs of customers.</p>	In addition, WBC sports development provided further training for SLM staff in "Equity in your coaching" which the trainer bespoke to cover Cultural Diversity																																																				
4. Booking online – figures for number of people and age groups that use this facility (if this is possible)	SLM	<table border="1" data-bbox="483 999 1070 1414"> <thead> <tr> <th></th> <th>Aug-10</th> <th>Sep-10</th> <th>Oct-10</th> <th>Nov-10</th> <th>Dec-10</th> </tr> </thead> <tbody> <tr> <td>Online bookings</td> <td>5427</td> <td>6480</td> <td>6191</td> <td>5749</td> <td>3354</td> </tr> <tr> <td>Total bookings</td> <td>8308</td> <td>10600</td> <td>10894</td> <td>11119</td> <td>6339</td> </tr> <tr> <td>% online</td> <td>65%</td> <td>61%</td> <td>57%</td> <td>52%</td> <td>53%</td> </tr> </tbody> </table> <p>From Nov 10 can also pay on-line.</p>		Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Online bookings	5427	6480	6191	5749	3354	Total bookings	8308	10600	10894	11119	6339	% online	65%	61%	57%	52%	53%	<p>Not yet possible to breakdown by age</p> <p>Corporately looking at ways to develop and market the on-line booking facility.</p>	<table border="1" data-bbox="1301 999 1888 1313"> <thead> <tr> <th>2012</th> <th>Web bookings</th> <th>Total bookings</th> <th></th> </tr> </thead> <tbody> <tr> <td>September</td> <td>10,140.00</td> <td>13,555</td> <td>74.81%</td> </tr> <tr> <td>August</td> <td>10,549.00</td> <td>12,917</td> <td>81.67%</td> </tr> <tr> <td>July</td> <td>12,484.00</td> <td>15,213</td> <td>82.06%</td> </tr> <tr> <td>June</td> <td>11,893.00</td> <td>13,460</td> <td>88.36%</td> </tr> <tr> <td>May</td> <td>11,725.00</td> <td>16,001</td> <td>73.28%</td> </tr> <tr> <td>April</td> <td>11,424.00</td> <td>14,605</td> <td>78.22%</td> </tr> </tbody> </table>	2012	Web bookings	Total bookings		September	10,140.00	13,555	74.81%	August	10,549.00	12,917	81.67%	July	12,484.00	15,213	82.06%	June	11,893.00	13,460	88.36%	May	11,725.00	16,001	73.28%	April	11,424.00	14,605	78.22%	Since the implementation of on-line bookings, numbers have increased using the on line service which has resulted in reduced calls to reception staff and a quick and efficient service for the customer.
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<p>5. Various issues relating to wheelchair users:</p> <ul style="list-style-type: none"> • Dedicated changing room too small • No 'banana board' for swimming pool users • No radar key to access the poolside disabled toilet • Steps into the pool are too steep 	SLM	<p>The changing rooms were built according to building regulations and specification. SLM have not received any complaints regarding the changing room and believe it is fit for purpose. At the request of one customer some additional hooks and hand rail were put up. It is not proposed to make any further changes.</p> <p>Purchasing a banana board was discussed with the Contract Manager and the Regional Health & Safety Manager at SLM. It was felt that the banana board was not something that SLM wished to provide (manual handling being a significant factor) and that there is suitable equipment already available for poolside users. There are regular users and disability groups using the facilities and SLM are able to meet their needs.</p> <p>Radar keys are readily available from Reception and Duty Manager also carries one.</p> <p>Regarding the steps into the pool. SLM have had positive responses from customers when installed and no complaints since installed approx 18mths ago. SLM believe they are fit for purpose and do not propose making any adjustments. Any adjustments would result in the steps being that much heavier and bigger and create operationally issues.</p>	Completed	Not applicable	Not applicable

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6. Cleanliness	SLM	<p>Comments/Complaints received regarding the cleanliness of the centres and action has been taken. (see pending comments)</p> <p>Furthermore, Sean Mitchell the new Central General Manager has given his team different areas of responsibility, so the onus is on the team member to keep there area tidy & clean.</p>	<p>A discussion has taken place between SLM & the cleaning contractor. They have been given 1 month to improve the standard of cleaning or SLM will look to use another cleaning company.</p>	<p>SLM have recently undertaken a major review of how they wish to deliver this service in the future. The 3options being considered are:</p> <ol style="list-style-type: none"> 1. Continue with all Cleaning Contracted out 2. Daytime (SLM responsibility) and (Contract clean night-time) 3. All 'In-house' <p>A final decision will be made by the end of November with implementation for January 13.</p>	<p>WBC meet with SLM regularly, In addition we receive customer comments, which highlighted that cleanliness was not up to standard. WBC escalated this issue to SLM senior management and requested that they undertake a review and make some improvements in this area. WBC will be monitoring this closely. Should this continue to fall below standard, then under the contract we have clause where we can issue a performance default notice and remedy notice – This maintains the pressure on the contractor to improve performance in order to avoid a breach of contract.</p>
7. Green travel plan for Central to be progressed and plan produced to illustrate what will be implemented and within what timescale	WBC/ SLM	<p>Some things are in place to assist with the Green Travel Plan, for example:</p> <ul style="list-style-type: none"> *A route machine is based in the reception area. * Promoting different ways of getting to the centre through on screen media, tannoy messages, e-mails, forum meetings, posters & 	<p>Further meeting taking place on 24th Feb 2011 with Green Travel Project Team.</p>	<p>Review of current Green Travel programme being put together</p> <p>Park and Ride scheme we have not progressed with but will be encouraging the use of car sharing and alternative means of transport via meetings with our 3rd parties / shared premises</p>	<p>WBC are pleased that SLM introduced the Customer Forum in 2011. Meetings are held quarterly at both Central and Woodside and its has</p>

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		<p>surveys. *Updating booking forms encouraging users to use public transport. *SLM team meetings to encourage staff to car share / use public transport.</p>	<p>Looking into the feasibility of putting a newsletter together.</p> <p>Looking at possibility of park & ride service for major events</p> <p>New Cycle/Foot paths to be installed, this should start March 2011</p>	<p>Use of school car parking facilities during events / stadium usage and review of risk assessments and procedures in relation to colleague roles and responsibilities</p> <p>New cycle / foot paths have been installed.</p> <p>Start and finish times for events at the at the Stadium to be reviewed for the 2013/14 season to ensure that they do not clash with peak user times and school start and finish times</p>	<p>been a useful way to listen and discuss customer needs.</p> <p>1st meeting to discuss a Green Travel Plan for Watford Central took place on 27.11.2012</p>
8. Costs of managing the leisure centres before and after takeover by SLM and after	WBC	<p>In normal trading activity the cost to the council was £1.66m, In 2010 the budgeted cost to the council is now £0.725m.</p> <p>Our Central leisure centre opened its doors and in 08/09 the throughput was 287'668 and for 09/10 the figure is 449'668.</p> <p>Our Woodside Leisure centre's throughput for 08/09 was 659,585 and 09/10 – 811,214</p>	Completed/ No Further Action	Not applicable	Not applicable