

## 5. Update on Goldenstones Pools and Leisure Centre Audit Action Plan

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### Purpose of the Report

This report has been requested by Audit Committee to update members on the actions taken to improve processes and internal controls at Goldenstones Pools and Leisure Centre following the internal audit on this service reported in 2007.

### Recommendation

Members note the actions and progress made.

### Background

The South West Audit Partnership (SWAP) initiated their audit of Goldenstones in April 2006, reporting their findings in November 2007. At that time the Auditors provided only partial assurance indicating that most of the areas reviewed were not found to be adequately controlled.

The new Head of Sport, Arts and Leisure was fully supportive of the issues raised in the report and took immediate action to help eradicate current practice and performance.

### Progress on Action Plans

There are three key changes that need to be noted by the Audit Committee alongside the progress made in implementing the action plan:

1. The appointment of a new Centre Manager from the private sector, delivering a more commercial culture.
2. The re-organisation of the staffing structure to deliver a more efficient, flexible and responsive structure, with clear lines of accountability and a stronger central management team.
3. Recent investment into overhauling front of house systems to improve efficiency, provide effective marketing data and higher levels of control.

Alongside these key improvements, the service has made good progress in implementing the 38 recommending actions emerging from the audit action plan, and in addressing poor areas of performance. Specifically, 35 actions are complete and are being embedded into operational routines, 1 is delayed but is under control, and 2 require attention.

Details of overall progress to date is set out within the updated audit report action plan in the appendix at pages 2-15 indicating what actions have been taken and the current status.

### Other Implications

None.

**Background Papers:** Internal Audit Report – Goldenstones Pool and Leisure Centre – November 2007