












| Report Ref. | Recommendations | Risk Assess H/M/L | Agreed / Status | Comments | Responsibility for Action | Target Date |
|-------------|--|-------------------|---|--|-----------------------------|-----------------------------|
| 1. | Memberships | | | | | |
| 1.1a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that all staff are given the instruction that the swipe card system must be utilised at all times and also ensure that all basic controls around membership cards are adhered to. | Medium |  | Staff have been given instructions to check and swipe all cards, however, problems have been experienced with system speed. New Legend front of house swipe card system is currently being installed and will become operational on the 2 nd January 09. | Goldenstones Centre Manager | 31 st March 08 |
| 1.1b | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that direct debit cancellations are updated into the Haven system on a weekly basis and the documentation is signed to indicate that it is has been actioned. | Medium |  | Documentation is now signed to indicate that the system has been updated. Cancellations are updated on the system within 5 working days. | Goldenstones Centre Manager | 18 th January 08 |
| 1.2a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that management are able to obtain a full record of all Centre Members and that these are adequately monitored. | Medium |  | Full management records of all Swim School and Gym Members is in place. Records updated and reviewed weekly. | Goldenstones Centre Manager | 30 th January 08 |



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| 1.2b | The Head of Sport, Arts and Leisure has also agreed to work with the new Goldenstones Centre Manager to investigate the reasons for the variances in the prices charged for Memberships and establishes on whose authority 'old prices' have been used. | Medium | ✓ | Membership prices have been reviewed, and members on incorrect pricing structures have been changed. Centre Manager now controls system for introducing new pricing / product offers. | Goldenstones Centre Manager | 30 th January 08 |
| 1.2c | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that the records for Members are reviewed and structured in such a way that information can be sorted and easily extracted for analysis. The records should be regularly maintained and the importance of them realised by the staff responsible for doing so. | Medium | ✓ | Accountability for Membership Records clarified. Manual and electronic records systems refined. Records updated and reviewed weekly. The new Legend system being introduced to increase efficiency, marketing capacity and management reporting. | Goldenstones Centre Manager | 30 th April 08 2 nd Jan 09 |

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| 1.3a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to update the application form to ensure that the member of staff processing it confirms they have seen appropriate evidence from the individual to confirm a discount can be applied. | Medium |  ✓ | Membership application form has been updated to include cancellation periods, and evidence shown for discounts, with photocopies being added to the app form. | Goldenstones Centre Manager | 30 th April 08 |
| 1.4a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to keep independent control of the car park passes and ensure supplies are held securely in a locked cabinet and fully accounted for. | High |  ✓ | Controls in place. Supplies held securely in safe. Passes reviewed as part of weekly Membership review. | Goldenstones Centre Manager | 30 th January 08 |
| 1.4b | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ascertain why there are so many gaps in the sequence of car park tickets issued to annual members and ensures that all cards issued in future are adequately accounted for. | High |  ✓ | New system has been put in place, tickets are referenced on annual renewals spreadsheet, and tracking sheet in safe. Passes reviewed as part of weekly Membership review. | Goldenstones Centre Manager | 30 th January 08 |

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| 1.4c | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that any tickets that cannot be accounted for are reported to Car Park Enforcement Officers to ensure they are not used. | High |  ✓ | All non-renewals are requested to return their passes (although they have an expiry date on them). If the passes are not returned then car parks informed. | Goldenstones Centre Manager | 30 th Jan 08 |
| 1.4d | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that car park tickets specify that they are only valid for 3 hours. | High |  ✓ | Time restriction has been printed on tickets. | Goldenstones Centre Manager | 30 th January 08 |
| 1.5a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to investigate the need to ensure new users of the gym sign to indicate their acceptance of the terms and conditions and verify that they have received the induction training, instructing them on the correct use of equipment. | Medium |  ✓ | Investigation completed. Whilst signature is not essential, it has been incorporated into Membership Induction Process and the Terms and conditions of membership. Review and introduction of verification for Casual Inductions underway. | Goldenstones Centre Manager | 2 nd Jan 09 |





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| 1.6a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to use secure and locked cabinets for storing all membership application forms and personal details. | Medium | ✓ | New secure filing system in place. Membership records are locked in filing cabinets under controlled access. | Goldenstones Centre Manager | 30 th April 08 |
| 1.6b | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to review the current document retention practice and ensures that information is only held for the length of time that is operationally needed. | Medium | ✓ | Documentation management practice reviewed. Clean out of old financial and operational records has been completed. | Goldenstones Centre Manager | 30 th Sept 08 |
| 1.7a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure there is adequate back up arrangements for sending the BACS file for direct debits to Information Services in the absence of the Administration Officer. | Medium | ✓ | Back up procedure is in place and staff trained on how to do the BACS run in the absence of the Admin officer. | Goldenstones Centre Manager | 30 th Jan 08 |
| 1.7b | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that the process for sending the direct debit payments file is clearly documented in the procedure manual. | Medium | ✓ | Procedure has been written and clearly documented in the procedure file. | Goldenstones Centre Manager | 30 th Jan 08 |

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| 2. | Vending and Other Stock | | | | | |
| 2.1a | <p>The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to introduce a robust procedure for the control of stock to include:</p> <ul style="list-style-type: none"> • An opening stock take • Appropriate recording of stock in and out • Updating and accurate recording of stock cost and sale prices • Calculation of Gross Profit into the three distinct areas of income • Monitoring performance against each area and investigate any variances | High |  ✓ | Robust stock check procedure in place. Monitored monthly. | Goldenstones Centre Manager | 31 st Mar 08 |
| 2.2a | <p>The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that the Duty Manager resumes the monthly stock check of the accessory items. Any discrepancies should be investigated and reported to the Goldenstones Manager.</p> | Medium |  ✓ | Shop and cleaning equipment stock procedure in place. Monitored monthly. | Goldenstones Centre Manager | 31 st Mar 08 |

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| 3. | Safety – Staff and Public | | | | | |
| 3.1a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that any action identified within the Site Risk Assessment or as a result of the weekly walk through is completed and that the paperwork is signed and dated by an authorised officer. | High |  | <p>Actions emerging from Safety Adviser and Duty Manager weekly inspections are now completed, dated and signed by the accountable officer.</p> <p>Actions monitored through property services PSR system and the operational white board for ongoing jobs in the Duty Manager office.</p> <p>The daily diary also records all maintenance and H&S issues.</p> <p>Full maintenance log sheet is also maintained and updated monthly.</p> | Goldenstones Centre Manager | 31 st Jan 08 |
| 3.2a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that the specified routine | High |  | All completed as part of the weekly, monthly and quarterly H&S checks. All emergency | Goldenstones Centre Manager | 30 th Jan 08 |



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| | checks are carried out on all emergency equipment. Independent checks of the records should be undertaken to verify that this is being done. | | | equipment is also inspected by contractors as part of maintenance contracts. | | |
| 3.3a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that routine weekly tests are carried out to control against Legionella; the evidence should be documented and appropriately filed. | High | ✓ | Being completed as part of temperature checks on a weekly basis by H&S Coordinator. | Goldenstones Centre Manager | 30 th Jan 08 |
| 3.3b | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that the Legionella testing is supported by the external contractor's test which should be completed every three months, this should also be appropriately filed. | High | ✓ | The Legionella checks are completed by FMC contractor. | Goldenstones Centre Manager | 30 th Jan 08 |
| 3.4a | The Head of Sport, Arts and Leisure has agreed to ensure that the necessary CRB check will be obtained for this individual in line with the Council's CRB policy. | High | X | This is not Council policy. Where organisations hire our facilities, Council policy is to check that have an appropriate CRB Policies and Procedures. | Goldenstones Centre Manager | 30 th Jan 08 |


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| | | | | Organisations Policy and Procedure has been checked, and recorded. | | |
| 4. | Contractors and Other Visitors | | | | | |
| 4.1a | <p>The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to review the process for Visitors to the Centre, including Contractors. This should include:</p> <ul style="list-style-type: none"> • reviewing and updating the procedures currently in place • adopting formal procedures for the booking in of contractors confirming their identity/right to be there • implementing new process for the recording of contractors, visitors and other SSDC staff | Medium | ✓ | <p>Procedures reviewed.</p> <p>All contractor or SSDC visitors now recorded.</p> <p>Still working on improving co-ordination with property services to ensure we know when contractors are expected on site.</p> | Goldenstones Centre Manager | 27 th February 08 |
| 5 | Building Security and Maintenance | | | | | |
| 5.1a | <p>The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that doors restricting access to facilities are closed when unattended.</p> | Medium | ✓ | Complete and subject to ongoing controls. | Goldenstones Centre Manager | 30 th Jan 08 |

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| 5.2a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that doors to the offices remain locked when unattended. | Medium |  ✓ | There are combination code locks on the doors of all offices and they are locked when unattended. | Goldenstones Centre Manager | 30 th Jan 08 |
| 5.2b | In addition, the Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that the door codes are changed on a regular basis and particularly when key members of staff leave Goldenstones employment. | Medium |  ✓ | Lock combinations are changed every time a member of staff leaves. | Goldenstones Centre Manager | 30 th Jan 08 |
| 5.3a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that the Daily/Weekly task sheets are signed off by the Fitness Instructors as proof that the checks have been carried out. | Medium |  ✓ | Completed with the daily cleaning sheets | Goldenstones Centre Manager | 29 th February 08 |
| 6. | Budgets, Expenditure and Income | | | | | |
| 6.1a | The Head of Sport, Arts and Leisure has agreed to review the current levels set for Goldenstones budgets within QSP and ensures that these realistically reflect known levels of income and expenditure. | High |  ✓ | Budget levels reviewed. Revised levels will be uploaded to QSP in December 08. | Head of Sport, Arts and Leisure | 30 th March 08 |

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| 6.2a | The Head of Sport, Arts and Leisure has agreed to review the need to maintain a separate system for budget monitoring. If it is deemed necessary, then the two systems must be regularly reconciled and any variance accurately explained. | High | ✓ | Still using 'additional' system to support more effective monitoring until QSP work is complete. Systems are already reconciled on a monthly basis with SSDC Accountants. | Head of Sport, Arts and Leisure | 30 th March 08 |
| 6.3a | The Head of Sport, Art and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that refresher training is provided to all staff involved with ordering and payment through QSP to ensure that all paperwork is correctly completed and authorised. | Low | ✓ | Refresher training completed. | Goldenstones Centre Manager | 30 th March 08 |
| 6.4a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to arrange for the receptionists to be given refresher training on the use of the tills with a reminder to pay closer attention to the assigned task. | Medium | ✓ | Completed alongside regular reception update training introduced. | Goldenstones Centre Manager | 30 th Jan 08 |

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| 6.4b | The Head of Sport, Art and Leisure has agreed to work with the new Goldenstones Centre Manager to monitor the level of cash differences and follows up any reoccurring inaccuracies with the receptionists. | Medium | ✓ | Completed | Goldenstones Centre Manager | 30 th Jan 08 |
| 6.5a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that for all refunds given a receipt is provided, this is appropriately authorised and a note is made on the receipt to explain why it was given. | Medium | ✓ | Completed. Only Duty Managers or Supervisors are authorised to give refunds and explanation is given on cashing up sheet. | Goldenstones Centre Manager | 30 th Jan 08 |
| 6.6a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that Duty Managers are reminded of the need to strictly follow correct banking procedures and that any sharing of logins to bypass this process will be treated as a disciplinary matter. | Medium | ✓ | Completed | Goldenstones Centre Manager | 30 th Jan 08 |
| 7. | Salaries and Wages | | | | | |
| 7.1a | The Head of Sport, Arts and Leisure has agreed to speak to the Accountant to arrange for this sum to | Medium | ✓ | Delayed by budget QSP work, staff re-organisation and JE. | Goldenstones Centre Manager | 1 st April 08 |

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| | be transferred into the 'Wages' nominal and will ensure that in future the correct forms are used for the type of hours worked. | | | Will be linked to 09/10 budget process. | | |
| 8. | Lost Property | | | | | |
| 8.1a | <p>The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that the following procedures are followed for dealing with lost property:</p> <ul style="list-style-type: none"> • A receipt should be obtained from the Police to evidence that items of value have been handed over • Items of value should be stored in an organised way in the safe • Other items of lost property should be recorded, as they are found and the log sheet annotated to record the means of disposal for items not claimed | Low |  | Implemented. | Goldenstones Centre Manager | 30 th March 08 |
| 9. | Customer Comments | | | | | |
| 9.1a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to | Medium |  | Forms signed off. Actions recorded. | Goldenstones Centre Manager | 30 th April 08 |

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| | ensure that comment forms are signed off and that any action taken is recorded to ensure that the customer's comments are adequately dealt with. | | | Monitored Balance Score Card process. | | |
| 10. | IT – System Security | | | | | |
| 10.1a | The Head of Sport, Arts and Leisure has agreed to work with the new Goldenstones Centre Manager to ensure that all user passwords are encrypted and not available for anyone else to see, including the system administrators. | Medium |  | Passwords now encrypted and controlled. | Goldenstones Centre Manager | 25 th Jan 08 |