

## 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, Art and Leisure was fully supportive of the issues raised in the report and took immediate action to help eradicate current practice and performance.

At the last Audit Committee review held on the 27<sup>th</sup> November 2008, members were briefed on three key changes alongside the progress made in implementing the action plan, specifically:

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. Completed December 2008.
3. Recent investment into overhauling front of house systems to improve efficiency, provide effective marketing data and higher levels of control. Completed March 09.

Alongside these key improvements, the service has effectively completed the implementation of the 38 recommended actions emerging from the audit action plan.

Details of overall progress to date is set out within the updated audit report action plan in the Appendix at pages 3-17 indicating the current status and the actions taken.

The Centre's management team are continuing to work hard on ensuring that the required changes have been fully embedded across all aspects of our operations.

It should also be highlighted that on the 17th March 2009 Goldenstones achieved the industry leisure facility management quality accreditation for the second time, being 'highly commended' with a Quest percentage score of 75%.

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Through the Quest Programme, the service has identified further continuous improvement areas and these will be actioned and then monitored over the next two years through further Mystery Visits. If members wish to see the details of the Quest Assessment Findings, a copy of their report has been placed in the Members Room.

## Other Implications

None.

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

*Audit Committee Report - Update on Goldenstones Pools and Leisure Centre Audit Action Plan – 27<sup>th</sup> November 2007*

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