

Yeovil Recreation Centre

Agreed Action Plan

Finding	Recommendation	Risk Score	Management Response	Responsible Officer	Implementation Date	Achievements	Performance Status
Objective: The financial elements of Yeovil Recreation Centre are sound, with income and expenditure monitored and accounted for							
Risk 1: Income due is not identified and recorded completely, accurately and promptly							
1.1a	The Operations Manual requires an update to reflect recent changes to procedures	3 - Medium	These procedures had already been documented as a result of the opening of the Galley and just need incorporating into the main operations manual – time has not permitted to date.	Senior Leisure Facilities Officer	By end Dec 09	Procedures updated	
1.1b	Staff performance issues need to be monitored and addressed	3 – Medium	Induction training and ongoing training is given when problems are identified. However, we believe it would be beneficial to develop and induction ticksheet and training log for each employee.	Senior Leisure Facilities Officer	By February 2010	New performance monitoring system has been drafted and requires only minor refinement during March 2010 prior to implementation for the 2010 summer season.	
Risk 3: Money due is not received							
3.1a	The current ticket system does not provide assurance that income is received for all tickets sold	4 - Med/High	A change to a more robust system could be costly. We may have to accept that there is always some risk where staff handle money in any situation within the Council. This risk can never be entirely eliminated.	Assistant Director (Health and Well-Being)	By February 2010	Various cost effective methods to improve this area are being explored and will be implemented prior to summer opening.	
3.1b	There is no current check conducted to ensure that daily till readings are sequential.	4 - Med/High	The FMO will add a line onto her reconciliation spreadsheet to record this information for the pitch and putt and will investigate whether it is possible to generate sequential numbers for the Galley (not currently possible).	Senior Leisure Facilities Officer	By end November 2009	Z read numbers generated by the pitch and putt till are now recorded on daily reconciliation sheets.	

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3.2a Attendants are not consistently following cashing-up procedures	The Senior Leisure Facilities Officer has agreed to deliver supplementary training and issues a memo to all attendants to remind them of the correct procedure for completing Daily Sheets, producing till readings, recording cash bag tag numbers and making up the next days float prior to reconciling the takings.	3 - Medium	A change to the cashing up process has already been identified and implemented and will be documented in due course.	Senior Leisure Facilities Officer	Documentation to be completed by end November 09	The agreed (with Income Management) cashing up process is now documented on the daily takings reconciliation sheet.	
3.2b Floats are not being properly secured at the end of day	The Senior Leisure Facilities Officer has agreed to arrange for floats to be placed into a zipped cash bag at the end of each day and secured with a numbered tag, which is recorded.	4 - Med/High		Senior Leisure Facilities Officer	By end of October 2009	The float is now secured in security tagged cash bags overnight.	
3.5a The distribution of keys currently allows access to non-senior staff to secure areas	The Senior Leisure Facilities Officer has agreed to arrange for access to the Electric Room to be limited to master key holders only, by reallocating the lock barrel, thus preventing access by a sub master key and for any non senior staff.	4 - Med/High	There are a limited number of staff with keys to the Electric Room, and all staff with access at present, continue to require access to this area. There is one user group at present using the pavilion in the winter (when the safe is empty), which could potentially access this room. Consequently we believe the risk to be low. However, we will look at either changing the lock on this room, or giving the user group in question separate keys for access to virtually eliminate this risk.	Senior Leisure Facilities Officer	By end December 09	A push button lock has been fitted to the Electric Room. The security code can be changed as required.	
3.5b Key-holder records are currently out of date	The Senior Leisure Facilities Officer has also agreed to take action to ensure that key holder records are updated, each permanent key holder signs to confirm what keys they hold and that any temporary reallocation of keys is officially documented.	4 - Med/High	Agreed	Senior Leisure Facilities Officer	By end December 09	Completed	

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3.5c There is no current back-up key for the cash safe	The Senior Leisure Facilities Officer has agreed to arrange for a duplicate safe key to be supplied by the safe manufacturers.	3 - Medium	Agreed	Senior Leisure Facilities Officer	By end October 09 if key cutting possible.	It was not possible to obtain duplicate keys and therefore a master locksmith was deployed to fit a new safe lock (supplied with three keys).	
Risk 4: Risk of unexpected over or under spends							
4.1a There is no year-on-year comparison to monitor income and visitor numbers	The Senior Leisure Facilities Officer has agreed to ensure the YRC takings spreadsheets include historical information on takings (from previous years spreadsheets), income taken £ and record number of visitors.	3 - Medium	The Facilities Management Officer is already working to improve our takings spreadsheet to enable better performance monitoring. We would welcome advice on this if available from elsewhere in the Council.	Senior Leisure Facilities Officer	By mid November 09	Spreadsheets were already used to record income and user numbers, however, improved spreadsheets have been created that will allow easier comparison year on year.	