

QUEST ASSESSMENT REPORT

Chipping Norton Leisure Centre



- **Contact Name:** Pam Radley
- **Contact Number:** 01993 861951
- **Contact Email:** pam.radley@gll.org
- **Mystery Visit Date & Time:** 22 July 2017 12.20am
- **Assessor Name:** Richard Apps
- **Assessor Contact Number:** 07718 625300
- **Assessor Email:** richard.apps1@gmail.com
- **Assessment Date:** 28th - 29th September 2017
- **Next Assessment Cycle and Date:** Directional Review - Due July 2018

MV Activities Undertaken

Casual swimming.

Area(s) Visited / Observed

Car park, reception, sports hall, studio, gym, pool changing rooms, pool, vending area.

OVERALL ASSESSMENT SUMMARY

ASSESSMENT TYPE:

PLUS

OVERALL ASSESSMENT BAND:

VERY GOOD

EXECUTIVE SUMMARY

MYSTERY VISIT - STRENGTHS

- The centre had a range of activities and facilities available which I felt were reasonably priced.
- The pool was clean and a really relaxed environment to swim in.
- A good range of gym equipment was available across two floors.
- I received replies to both my website enquiries.
- The staff were friendly and approachable and engaged in conversation.
- A good range of retail items were available and well stocked with clear pricing.
- Vending machines were fully stocked and in good working order.

MYSTERY VISIT - AREAS FOR IMPROVEMENT

- There was no access control in place either at reception or the gym.
- The showers in the pool changing rooms sprayed far too wide, it wasn't easy to shower properly and it took ages to rinse my hair.
- Although I completed an enquiry form and was told someone would contact me to invite me and my son in for a look around, I did not receive a call as promised.
- The windows around poolside were in need of a good clean.
- There was quite a lot of litter and debris outside the main entrance.
- The floor in the pool changing rooms was dirty and there were no shoe covers in the dispenser.

ASSESSMENT - STRENGTHS

- This is a friendly customer focused centre.
- The centre benefits from working with a strong regional team and UK wide corporate support.
- Safeguarding policies and procedures are excellent and well implemented.
- Staff all indicated they were well trained and motivated.
- The centre is planning to improve with the refurbishment of the gym.

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Chipping Norton Leisure Centre

ASSESSMENT - AREAS FOR IMPROVEMENT

- The centre may benefit if reports and KPI's were centre specific, this could also allow them to benchmark facilities across the group.
- The centre could benefit from incorporating the Quest action plan into their own continuous improvement plan.
- If the centre wants to engage with more 0-11 year olds then they need to be measuring this age group.
- The centre could benefit from sorting out who is responsible for rectifying the roof issues which is causing disruption, damage and customer dissatisfaction.

QUEST ASSESSMENT REPORT

Carterton Leisure Centre

- **Contact Name:** Lou Cable
- **Contact Number:** 0-199-384-0933
- **Contact Email:** Lou.Cable@GLL.org
- **Mystery Visit Date & Time:** 18 September 2017 6.10pm
- **Assessor Name:** Russell Cavanagh
- **Assessor Contact Number:** 07496 810854
- **Assessor Email:** russell.cavanagh@rightdirections.co.uk
- **Assessment Date:** 5-6 October 2017
- **Next Assessment Cycle and Date:** Directional Review - July 2018



MV Activities Undertaken

Casual swimming.

Area(s) Visited / Observed

Pool changing rooms, pool, gym, gym changing rooms, studio, viewing and vending area.

OVERALL ASSESSMENT SUMMARY

ASSESSMENT TYPE:

PLUS

OVERALL ASSESSMENT BAND:

GOOD

EXECUTIVE SUMMARY

MYSTERY VISIT - STRENGTHS

- There was a relaxed and friendly atmosphere at the centre and I felt the staff were approachable.
- I had a good chat with the Receptionist about membership and she was able to tell me the cost and what was included despite usually working at a different centre and only helping out there.
- The yoga class looked good and the Instructor was really friendly and had a good rapport with the group, I thought I'd like to try the class.
- A crèche was available Monday to Friday and was reasonably priced at £2.20 for an hour.
- We enjoyed our swim at the centre and would definitely return. The children had a great time and Ellie was really friendly, I chatted to her about adult swimming lessons and she was explaining to an elderly lady that the pool was shallow at both ends but deep in the middle.
- Calls were answered promptly and the staff were knowledgeable and helpful.

MYSTERY VISIT - AREAS FOR IMPROVEMENT

- No additional information was offered at reception and the Receptionist wasn't sure what change the lockers needed although she was usually based at a different centre.
- The changing rooms were in need of a clean when we arrived.
- There was no access control at reception or on the gym door and I felt during busy times it would be easy to use the facilities without paying particularly as you could walk all the way around the reception desk.
- I didn't receive a reply to either of my website enquiries.
- It was a shame the water workout class had been cancelled as the Instructor had called in sick. A booking system was in place however at least one person arrived for the class ad-hoc not knowing it was cancelled.

QUEST ASSESSMENT REPORT

Carterton Leisure Centre

ASSESSMENT - STRENGTHS

- The regional plan business and social objectives had been aligned with partner organisations, including the local authority.
- The community sports manager attends quarterly meetings and is able to contribute to local community objectives, as well as NGB's representative meetings.
- The centre was blessed to have such an experienced and passionate person running the Swim school; it is no wonder the programme is flying, well done Julie.
- The centre was able to evidence that customer satisfaction surveys were being used to measure satisfaction levels and that levels were improving.
- The corporate staff performance and development scheme (appraisal) process was in place, and the centre was able to demonstrate that 100% had been completed for this year.
- The company reactive maintenance system (fault log) was in place and managed via WAM; with staff having a good understanding of the process.
- The centre had an issue with poolside glare and as such had completed relevant LZVA's, with suitable controls introduced, such as blinds and lifeguard re-positioning.

ASSESSMENT - AREAS FOR IMPROVEMENT

- The 4 pillars approach follows the corporate process and had been developed for the partnership, however could be more reflective of local/centre based targets and objectives.
- Consideration could be given to producing long term plans for the delivery of community outcomes; this would enable benchmarking and outcome performance to be measured over a longer period of time. Particularly as the company have just signed a contract extension for the next 10 years.
- The centre had identified a pinch point for customers using the centre between 3:30-6pm (swimming lessons); this was evident via the mystery visit, additional resources could be considered to deal with any customer queries and sales enquiries.
- Although competency assessments/tests were in place for lifeguards and in some instances on Reception this is an area that could be developed across all departments, covering all topics.
- The management team might want to consider a formal process for measuring cleaning performance; the matrix could be used in conjunction with the cleaning standards. KPI's could be set and benchmarked across the region.
- The centre and staff would benefit from having a designated/secure quarantine area that was not the staff room/kitchen.
- Consider using EFDS research/'Talk to Me' principles are applied and the EFDS 'Charter for Change' is signed and displayed at the centre.
- Greater awareness of safeguarding could be promoted to parents, young people and children at the centre and where to go for help, advice and support.

QUEST ASSESSMENT REPORT

Bartholomew Sports Centre

- **Contact Name:** Kat Saker
- **Contact Number:** 01865 731090
- **Contact Email:** kathryn.saker@GLL.ORG
- **Mystery Visit Date & Time:** 7 January 2017 between 9:30 and 11:10am
- **Assessor Name:** Jeremy Bradbury
- **Assessor Contact Number:** 07753 829321
- **Assessor Email:** Jeremy.Bradbury@proinsight.org
- **Assessment Date:** Wednesday 1st February 2017
- **Next Assessment Cycle and Date:** Renewal - September 2017



MV Activities Undertaken

Use of gym, changing rooms.

Area(s) Visited / Observed

Gym, changing rooms, sports hall.

OVERALL ASSESSMENT SUMMARY

ASSESSMENT TYPE:

ENTRY

OVERALL ASSESSMENT BAND:

REGISTERED

EXECUTIVE SUMMARY

MYSTERY VISIT - STRENGTHS

- Zach was courteous and professional.
 - There was a strong corporate theme throughout the centre.
 - There was definitely a community atmosphere and if I was local, I would be happy to be a member.
 - The centre was tidy and generally well presented.
 - Parking provision was ample.
 - The classes in progress during the visit looked fun and well managed.
- Customers clearly enjoy the sessions as evidenced by the man I spoke to and the lady who smiled throughout the entire session.

MYSTERY VISIT - AREAS FOR IMPROVEMENT

- There appears to be a lack of attention to detail in the gym and changing rooms where cleanliness was below standard.
- The aesthetic appearance of the gym CV equipment looked poor.
- It is rare for sports centres not to offer a minimum vending service at least to sell water.
- Having a member of staff at reception would have been an advantage.
- A telephone system which offers the option of leaving a message would have greatly improved the service to customers.

QUEST ASSESSMENT REPORT

Bartholomew Sports Centre

ASSESSMENT - STRENGTHS

- Delivery of community activity objectives are well resourced using the GLL corporate Sport and Participation Unit structure that cascades down to a Partnership based Community Sports Manager and Community Sport Officer.
- The regular measurement of NPS provides a good tool in relation to service delivery measurement with a strong score being regularly recorded by the centre.
- Overall there is a clear partnership approach to deliver increased participation across the identified key target groups of Children and Young People, Women and Girls, Disabled and older people.
- The corporate training database provides an excellent facility to manage and identify training opportunities for team members for both essential (core) and desirable training, with much of the available training being CIMSPA accredited.
- The Area Facility Manager resource appears to provide a means to assist in delivering satisfactory and timely solutions to planned and reactive maintenance issues.
- There are key corporate generic policy and procedure documents available for the centre to use to create sound health and safety management systems.

ASSESSMENT - AREAS FOR IMPROVEMENT

- Consideration of the introduction of a short term documented plan to deliver identified service improvements and actions up to the date of the end of the current contract this summer.
- The addition of a planned approach to increase the level of regular customer feedback received might help ensure the Centre can measure improvements achieved.
- Full implementation of the WAM system to assist recording and measurement of planned and reactive maintenance tasks.
- Review check sheet processes for cleaning and housekeeping to provide a practical solution that delivers.
- Consideration of identifying 3 or 4 headline performance indicators that could be regularly shared with staff.
- Reviewing the activity programme in line with identified local catchment demographics taking into account the current user mix.
- Development of a site specific energy management plan to engender a greater ownership of utility management on a day to day basis at site level.
- A review and further documentation of lone working practices to bring them in line with GLL corporate policy.

QUEST ASSESSMENT REPORT

Windrush Leisure Centre

- **Contact Name:** Joshua Roper
- **Contact Number:** 01993 202 020
- **Contact Email:** josh.roper@GLL.ORG
- **Mystery Visit Date & Time:** Tuesday 29th August 1.10-3.30pm
- **Assessor Name:** Danny Paterson
- **Assessor Contact Number:** 07778 272 145
- **Assessor Email:** danny1paterson@gmail.com
- **Assessment Date:** 25th and 26th October 2017
- **Next Assessment Cycle and Date:** Directional Review - July 2018



MV Activities Undertaken

Gym, casual swimming / inflatable session.

Area(s) Visited / Observed

Cafe, pools, sports hall, spectator gallery, spinning room, soft play, dryside changing and toilets.

OVERALL ASSESSMENT SUMMARY

ASSESSMENT TYPE:

PLUS

OVERALL ASSESSMENT BAND:

VERY GOOD

EXECUTIVE SUMMARY

MYSTERY VISIT - STRENGTHS

- We had a very enjoyable visit to Windrush Leisure Centre, a centre I would recommend to anyone. If I lived closer I would join the gym. My family would regularly use the centre because of its range of activities.
- The centre appeared to be professionally managed with friendly and approachable staff.
- The centre was easy to locate, had sufficient parking and had clear signage both externally and internally.
- Reception was well presented, clean and reception staff welcomed customers into the leisure centre.
- Staff were pleasant and helpful on the telephone providing the information you required.
- The gym had an extensive range of equipment.
- We thought the Yellow Submarine Cafeteria was wonderful, providing a great range of snacks and drinks.
- Membership opportunities were followed up very quickly.
- The centre had a clear environmental policy in place.
- The website was easy to navigate and provided lots of information about services. Enquiries on the website were responded to within 24 hours.

MYSTERY VISIT - AREAS FOR IMPROVEMENT

- The centre had some minor maintenance issues, including problems with showers and lighting.
- I was disappointed that the trainers I had left had not been found in the locker.
- A few telephone calls were not answered.
- I was disappointed that the customer feedback form was not acknowledged.

QUEST ASSESSMENT REPORT

Windrush Leisure Centre

ASSESSMENT - STRENGTHS

- All entries in the CIP are complete with Specific, Measurable, Achievable, Relevant and Time-bound, (SMART) targets.
- The corporate Environmental Manager and Centre Environmental Champion have worked hard in the Centre on environmental issues to reduce the carbon footprint of the Centre.
- The Centre has good relationships with "Jack FM" and BBC Radio Oxford to promote the Centre.
- The Centre and WODC have a very effective and efficient partnership using the Sport England strategy "A New Strategy for an Active Nation" to identify community needs, and to develop the Community Delivery Plan.
- The Management Team measure the Sales targets on a daily, weekly, monthly and quarterly basis.
- 57% of all waste is recycled with the waste contractor compacting any non recyclable waste.

ASSESSMENT - AREAS FOR IMPROVEMENT

- There is evidence that not all Staff have undergone Environmental training. It may add value to the Centre to provide training to all Staff.
- It may be considered to review of Risk Assessments over a year on a rolling programme.
- There is no evidence that Staff are directly involved in leading or concluding any actions in the CIP. It may add value if it is considered to identify relevant Staff to lead identified actions in the CIP. It may also be considered to use this as part of the progression training in the Centre.
- Not all Staff spoken too were sure where the quarantine area was for the Centre. It may be considered to ensure this area is known to Staff.
- It is unclear if when working with partners and community groups if there is participation from the wider community, or if it is existing customers who participate in more activities.
- Consideration could be given to give formal reviews on the financial and performance objectives of the Centre to Staff, which may encourage ownership.