

Due Monthly	Comments	When in month due	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Monthly performance report	See MPRI breakdown for what this report should contain	10th business day															
Process Water Quality Inspection Details/Results	To be added via ICT asset management system that SBC have read only access too	1 week after inspection															
Report showing the monthly payment and any performance adjustment payments for previous month	Include surplus share tracking	1st business day															
Statement of monthly payment payable to SBC		1st business day															
<b>Due Quarterly</b>																	
Quarterly Performance Report	See QPRI breakdown of what this should	10th business day of July, Oct, Jan and April															
Key register	List of key holders, their names and addresses to be supplied to LA and alarm company																
<b>Due Annually</b>																	
Annual service report and plan	See ASRP breakdown for what this report should contain	March within 2 weeks of workshop with LA															
Active Communities Outreach Plan		1st March															
Marketing Plan		1st March															
Programme of Use		March															
Annual workforce monitoring report		1st March															
Staff satisfaction survey results		1st March															
Equalities Monitoring report	Provide a breakdown of equalities information for both staff employed and users of the services	1st March															
Health and Safety Management improvement strategy endorsed by senior and operational management -	To include accident rate per 100,000, accident severity (days lost), near misses and action taken, incidence of ill health absence, complaints, number of unsafe situation reports and corrective actions, cost and number of H&S specific training hours conducted, reports from enforcement bodies, results of any monitoring activities eg inspections, audits and the level of compliance with contractors/subcontractors relating to competence, permit to work, risk assessments and accidents.	1st March															
PPM schedule		1st Feb															
Schedule of programmed maintenance		1st Feb															
Updated equipment inventory		1st May															
Environmental Management Plan		1st March															
Passivhaus monitoring report (Eclipse)		1st May															
Emergency and business continuity plan		1st March															
Fire Risk Assessment		1st March															
Licenses and legislation compliance report		1st May															

Key
Not received yet
Received Late
Received on time or by agreed later date
Not due this month

Monthly performance report should contain the following	Comments
Income and expenditure broken down by facility and to correspond with categories set out in the LOBTA	
Log of any performance failures, closures or service limitations plus reasons and remedial action taken	
Summary of customer feedback and complaints received and actions taken	
Progress against marketing plan	
Confirmation that Places have complied with Open Data requirements	Confirm data for Moving Communities has been uploaded.
Summary of all accidents, incidents and severe injuries (RIDDOR) and response to them	number of pool rescues and natural cause accidents to be included
Maintenance programme update	To include as a minimum any H&S issues relating to building, plant of equipment, contractual issues requiring discussion or resolution, review of action plans, review of financial matters, Overall contract compliance including not completed PPM activities, completion of reactive maintenance within and outside specified response times and expectation report covering maintenance activities.
Usage broken down by activity areas and user categories (eg adult, junior etc) and user types (eg casual)	
Membership numbers	Minimum health and fitness and swim only
Membership attrition rate	
Participation in active communities outreach programme	Total participants, those from priority wards, inactive to active transition
Utilities consumption data	Electricity, gas, water any any energy consumption from renewable sources
Monitoring data on sources of booking (eg in person, online, app etc	
Programme of use progress report update including result of programme reviews	
<b>Quarterly Monitoring Report should contain the following</b>	
Overview of usage and membership numbers and membership attrition rates	
All customer feedback and complaints and actions taken	
Progress on annual service report and plan	
Progress against strategic priorities and performance indicators	
Any failure to maintain the required standards for service planning	
Overview of financial performance	
Overview of progress against Asset Management Plan	

Check and review	Date seen/checked/reviewed	By Whom?	Comments
<b>Monthly</b>			
Standards of cleanliness and hygiene			
Emergency lighting checks			
Fire alarm test results			
<b>Quarterly (Jan, April, July, Oct)</b>			
Check services are fully inclusive - programming, pricing, policies, development plans, marketing and training			
Check information available to the public through a variety of channels to meet the needs of populations			
Check GP referral and Covid recovery programmes are being delivered at both Sunbury and Eclipse			
Deep Cleaning Programme			
Staff training records			
List of staff on 24 hr call out in case of emergency			
<b>6th Monthly (April and Oct)</b>			
Fire certificates showing fire detection systems are maintained and tested			
Sign off procedure in place at Eclipse to ensure the systems are operating within range to deliver low energy operation			
<b>Annually (Oct)</b>			
Check Eclipse has obtained 5 star score from the national food hygiene rating scheme (year 1)			
Risk Assessments			
Information for statutory safeguarding audit - demonstrate all staff involved in recruitment have attended safer recruitment training, DBS's as required			
Comprehensive and inclusive customer service policy including response times			
Codes of conduct for both customers and staff			
Minimum Operating Hours			
Authority's Pricing Requirements (increase no more than 4% or rate of inflation)			
Normal operating procedures			
Names and photographs of managers and other senior staff to be displayed in prominent location close to entrance			
Documented arrangements for the operator to review all new, updated and existing relevant guidance			
Health and safety policy including - a written policy on all appropriate safety training guidelines, risk assessments for tasks and activities with significant risk, codes of practice for safe work, written policy for staff in reporting/dealing with violence, written policy on accidents and incidents, evidence of compliance with HSG 179, risk assessment guidelines,			
Results of the strategic risk assessment review by Operators senior management			
Fire Risk Assessment			
Record of first aid equipment checks			
Log of facility, plant, locations or equipment in unsafe condition			
Records of PPE issued to staff			
Records of gym inductions undertaken			
Accident and incident records			
PPM schedule			
Updated equipment inventory			
PAT testing records			
Emergency lighting certificates			
Programme of statutory, mandatory and insurance inspections to ensure required inspections are received at the correct time			
Asbestos register (Sunbury)			
Evidence of direct service contracts with specialist companies for specialist plant, machinery and equipment at Eclipse.			
Legionella certificate/ disinfection of cold water storage tanks			
lifts and cherry picker certificates			
Insurance certificate			
Contingency plans to address the loss of each or all energy supplies - reviewed and tested to a programme agreed with the local authority			
Display energy certificate (DEC)			
Electrical certificates			
Gas safety certificates			
Electronic ICT asset management system implemented to list details of assets and equipment including records of replacement, maintenance contracts and to log servicing and PPM and reactive maintenance. Read only access to SBC authorised officer to be provided.			
Operator to provide a weblink for authorised LA officers to have read only access to customer and operational data within it's IT system			

**BEDDING IN PERIOD** - Failures in performance standards don't lead to facility performance failure.

Eclipse 6 months from 17th September 2024 for operational and technical issues, 12 months for issues related to passivhaus technology. Sunbury - 6th months from 1st Oct 2024

[illegible]