

Appendix C

Places Leisure Performance Management Framework

This is a contract monitoring framework for Places Leisure, setting out what must be reviewed, how often, and how compliance is evidenced. The strongest emphasis is on health, safety, maintenance, and statutory compliance, with recurring checks covering fire safety, risk assessments, emergency lighting, accidents, equipment, certificates, insurance, and business continuity.

Monitoring is structured by frequency: monthly, quarterly, 6-monthly, and annual reviews, using onsite inspections, shared records, online systems, spot checks, and officer oversight.

We also check service quality and inclusivity, including accessible information, pricing controls, customer service, staff training, safeguarding, and programme delivery at both Leisure centres.

Check and review	Frequency	Method
Standards of cleanliness and hygiene	Monthly	Cleaning scheduled shared by Places and reviewed online along with DM check lists. Spot checks completed during monthly site visits/meetings and on adhoc basis
Emergency lighting checks	Monthly	Confirmation of checks completed viewed onsite and shared via shared Teams folder. Monitored by officers
Fire alarm test results	Monthly	Logs checked onsite
Check services are fully inclusive - programming, pricing, policies, development plans, marketing and training	Quarterly	Checked by officers quarterly and on ongoing basis
Check Information available to the public through a variety of channels to meet the needs of populations	Quarterly	Officers sighted on app, website, social media and within the centre. Ongoing monitoring. Certain comms shared with SBC prior to release.
Check GP referral and Covid recovery programmes are being delivered at both Sunbury and Eclipse	Quarterly	Checked by officers, discussed at monthly meetings.
Deep Cleaning Programme	Quarterly	Copy of cleaning schedule shared, spot checks made, discussed at monthly meetings.
Staff training records	Quarterly	Seen onsite on Places Academy and Tadah system (Places online systems)
List of staff on 24 hr call out in case of emergency	Quarterly	SIMP checked by operator and officers for accuracy and re circulated if updated.
Fire certificates showing fire detection systems are maintained and tested	6 Monthly	Service sheets / certificates shared.

Check and review	Frequency	Method
Sign off procedure in place at Eclipse to ensure the systems are operating within range to deliver low energy operation	6 Monthly	Currently provided by WD
Check Eclipse has obtained 5 star score from the national food hygiene rating scheme (year 1)	Annually	Checked online and achieved year 1
Risk Assessments	Annually	Checked onsite by Officers and shared as requested
Information for statutory safeguarding audit - demonstrate all staff involved in recruitment have attended safer recruitment training, DBS's as required	Annually	Checked by Officers. Places now require all staff to have DBS before starting work.
Comprehensive and inclusive customer service policy including response times	Annually	Viewed onsite and shared
Codes of conduct for both customers and staff	Annually	Viewed onsite – Customers T&C's and staff onboarding process.
Minimum Operating Hours	Annually	Checked by Officers. Published on website
Authority's Pricing Requirements (increase no more than 4% or rate of inflation)	Annually	Provided by PfP checked by Officers
Normal operating procedures	Annually	Viewed onsite on Places connect (online system).
Names and photographs of managers and other senior staff to be displayed in prominent location close to entrance	Annually	Not something that Places do – Under review
Documented arrangements for the operator to review all new, updated and existing relevant guidance	Annually	Review onsite and copy of H&S seminar action sheet sign off form shared.
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,	Annually	Viewed onsite on Places Connect (online system). RA's viewed onsite and shared as requested. Serious incident plan (SIM) shared
Results of the strategic risk assessment review by Operators senior management	Annually	Shared with Places Central Safety Team. Officers view feedback.
Fire Risk Assessment	Annually	Copy shared
Record of first aid equipment checks	Annually	Included in DM daily checks – records seen onsite
Log of facility, plant, locations or equipment in unsafe condition	Annually	View Places Corrective Action Log onsite
Records of PPE issued to staff	Annually	Online record viewed onsite
Records of gym inductions undertaken	Annually	Mandatory gym inductions no longer required for gym users.

Check and review	Frequency	Method
Accident and incident records	Annually	Officers view Eco online (Places online system. Summary provided on monthly reports.
PPM schedule	Annually	Copy shared and viewed onsite on Places online system
Updated equipment inventory	Annually	Copy shared
PAT testing records	Annually	Records/certificates uploaded to shared folder
Emergency lighting certificates	Annually	Records/certificates uploaded to shared folder
Programme of statutory, mandatory and insurance inspections to ensure required inspections are received at the correct time	Annually	Included on PPM schedule which is shared
Asbestos register (Sunbury)	Annually	Viewed onsite and survey report shared
Evidence of direct service contracts with specialist companies for specialist plant, machinery and equipment at Eclipse.	Annually	Service sheets seen and included on PPM schedule
Legionella certificate/ disinfection of cold-water storage tanks	Annually	Seen onsite and copy shared
lifts and cherry picker certificates	Annually	Seen onsite and copy shared
Insurance certificate	Annually	Viewed onsite and copy shared
Contingency plans to address the loss of each or all energy supplies - reviewed and tested to a programme agreed with the local authority	Annually	Business continuity plans viewed onsite and discussed
Display energy certificate (DEC)	Annually	Seen onsite, shared as requested
Electrical certificates	Annually	Seen onsite and copies shared via shared folder
Gas safety certificates	Annually	Seen onsite and copies shared via shared folder
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.	Annually	Sharing of online systems a work in progress. Other ways of sharing info in place at present
Operator to provide a weblink for authorised LA officers to have read only access to customer and operational data within its IT system	Annually	Sharing of online systems a work in progress. Other ways of sharing info in place at present