

Ealing Council

Vikram Kumar
request-490333-416ad6b9@whatdotheyknow.com

Ealing Council
Freedom of Information
3rd Floor, North East
Perceval House
14-16 Uxbridge Road
London W5 2HL
Tel: (020) 8825 5000
Email: foirequests@ealing.gov.uk

Your ref:	Our ref:	Extension:	Date:
	18/1187	0208 825 8367	25th July 2018

Dear Vikram Kumar,

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST

Thank you for your request for information received by the Council on 16th July 2018. It has been assessed and the following information is provided in response:

The information provided does not answer or provide details specifically relating to the contracted awarded to Sports and Leisure Management LTD. Please refrain from sending large bureaucratic files, I have swiftd through these and was dissapointed to find no detail on the contract referring to Sports and Leisure Managment.

Let's rephrase, please confirm exactly how much is Ealing Council paying Sports and Leisure Management LTD to run Northolt Leisure Centre branded as everyone active?

Ealing Council do not pay SLM to operate Northolt Leisure Centre. The Council receives an annual payment from SLM for Northolt Leisure Centre; in financial year 2018/19 this fee will be £208,511.76

Please confirm who is responsible for supervising this contract to prevent abuse of public funds and mistreatment of paying members?

The Council's leisure operations team manage the leisure contract. The team is managed by the Assistant Director for Leisure Services.

Please confirm if Ealing Borough Council finds the level of service provided acceptable as highlighted via the below TrustPilot link?

<https://uk.trustpilot.com/review/www.everyoneactive.com>

We have reviewed the trustpilot link you refer to. The leisure centre had 641,427 visits in the April 2017 – March 2018 period. Of the 14 reviews, there is one that refers to Northolt Leisure Centre. We

are satisfied with the level of customer service provided and the operator's approach to rectifying any issues should service fall below the agreed standards.

Please confirm if the level of shower facilities and parking facilities are acceptable and good value for the money spent on this development?

Northolt Leisure Centre opened in 2010 and is a typical modern leisure centre.

Changing facilities

The centre has a communal wet (swim) changing facility on the ground floor and a dry (sports activities) facility on the first floor. The facility, including the changing areas were designed using Sport England's design guidelines, industry best practice and consultation with customers, clubs and groups who had been users of the old site and other Ealing leisure facilities. The current level of showers is acceptable and fit for purpose for the range of activities and centre users.

Car Parking

The allocation of the 64 parking spaces at the centre was agreed as part of the original planning application in line with Ealing Council's Green Travel Policy.

We have previously and continue to look at every option to facilitate parking for Northolt Leisure Centre customers.

Due to its proximity to Northolt underground station, there were a lot of commuters parking in the centre car park causing issues for centre customers. To alleviate this problem, pay and display parking was therefore introduced at the centre in 2011 to dissuade commuter parking and provide parking facilities for centre users at a low charge.

In response to residents requests and with their approval, a CPZ (controlled parking zone) went live in March 2015, effective from 9am - 9pm, Monday to Sunday allowing only residents to park in those areas. This has therefore meant that even more customers are now using the centre pay and display car park than previously.

An agreement has been reached with Northolt High School to provide overflow parking facilities which allows leisure centre customers to use the school parking on weekday evenings and at weekends.

The centre operators have also looked into other free or pay and display parking options around the centre, but unfortunately there are no alternatives at present.

We will continue to explore all available options to improve the parking facilities at the centre.

Please confirm how children are safeguarded when communal showers are being used?

I can confirm that the leisure operator, SLM has effective safeguarding and security measures in place, including:

- Trained staff
- Supervision of under 8's policy, where parents must remain with children at all times
- Specific signage advising users that it is a communal changing and shower area
- Open and closed shower areas
- Regular staff patrols
- A range of single, family and group changing cubicles

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http://www.ealing.gov.uk/info/200640/freedom_of_information/1550/making_a_complaint_or_appeal

Your request for an internal review should be submitted to us within 40 working days of your receipt of this response. Any such request received after this time will only be considered at our discretion.

If you remain dissatisfied by the outcome of the Internal Review you have the right to submit your complaint to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Yours sincerely,

Freedom of Information Officer