

Appendix 1

Action Plan – Review of Tees Active

No.	Recommendation	Proposed Actions/Progress	Success Measures	Responsibility	Date
1	<p>To ensure Tees Active Limited continue to deliver against a range of national and local priorities, a more formal & detailed monitoring regime should be implemented in relation to Tees Active's performance, finance, policies and procedures, and that this monitoring information be provided to members through the established Quarterly Performance Reports.</p>	<p>Develop a framework to monitor TAL's performance against in respect of the following:</p> <ul style="list-style-type: none"> • Finance • Throughput • Leisure Card membership • Participation by hard to reach groups – Option 3 • Policies/ procedures • Complaints/ commendations • Development Opportunities <p>The above would form the basis of quarterly reports</p>	<ul style="list-style-type: none"> • Monitoring Framework developed and implemented • Quarterly reports provided 	<p>Reuben Kench Neil Russell</p>	<p>September 2009</p>
2	<p>That Tees Active should strengthen consultation and feedback mechanisms in order to strive to ensure that their leisure offer continuously meets the needs and aspirations of the community.</p>	<p>TAL to produce a consultation plan on how they propose to engage users and non users in consultation and feedback</p>	<ul style="list-style-type: none"> • Plan produced and implemented • An increase in users and none users contributing to service improvement and design 	<p>Tees Active</p>	<p>November 2009</p>

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3	<p>That in order to further improve the partnership arrangements already in place, Tees Active should strengthen their role as Stockton Council's strategic leisure partner by providing support to the broader leisure and sport sector within the borough, and that this support should include:</p>	<p>TAL to produce an action plan detailing how as SBC's strategic partner they will contribute to points 3a-f.</p>	<ul style="list-style-type: none"> • Action Plan produced 	<p>Tees Active</p>	<p>March 2010</p>
3a	<p>Contributing to the broader social agendas, including community safety and children and young people;</p>	<p>TAL to identify how they propose to contribute to the broader agendas/ outcomes of SBC/ Renaissance and in particular:</p> <ul style="list-style-type: none"> • Health & well being • Children/ young people • Older people • Community Protection • Inclusion (to include hard to reach groups) • Social cohesion 	<ul style="list-style-type: none"> • Tangible contributions evidenced 	<p>Tees Active</p>	<p>March 2010 (and ongoing)</p>

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3b	Facilitating greater participation by under represented groups and/or groups that require most support including children looked after, people with disabilities, and the BME community;	TAL to identify how they will be facilitating greater participation by under represented groups	<ul style="list-style-type: none"> Increased participation rates by identified group evidenced 	Tees Active	March 2010 (and ongoing)
3c	Contributing to the development of a coordinated leisure offer in the borough to include public, private and voluntary sector;	Tees Active to be active participants in the development and implementation of the Strategic Sports Network and the Community Sports Network	<ul style="list-style-type: none"> Tees Active a member of the SSN/ CSN's Tees Active future Business Plans demonstrating coordination with other leisure providers 	Tees Active/ SBC	March 2010
3d	Exploiting new management and/ or development opportunities that would enhance leisure provision within the borough, including opportunities through Building Schools for the Future;	<p>Management and development opportunities to be an item on the monthly SBC/ TAL Management Group to ensure potential opportunities are explored and discussed on a regular basis.</p> <p>Responses to opportunities will be reported to quarterly under the title of 'Development Opportunities'</p>	<ul style="list-style-type: none"> Tees Active extending their role as the Council's strategic leisure partner. (This has already started with the White Water Course) 	Tees Active/ SBC	March 2012 (reviewed annually)

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3e	Achieving stronger relationships with the voluntary sector, including sports clubs, through improved partnership working;	TAL to proactively work with voluntary sector sports clubs to support them around the following: <ul style="list-style-type: none"> • Facility access • Signposting (to clubs) • Supporting the local delivery of courses, e.g. coach education courses 	<ul style="list-style-type: none"> • High satisfaction rates recorded from voluntary sector organisations with the services offered by Tees Active • Satisfaction rates canvassed through network of local clubs, and SRCGA 	Tees Active/ SBC	March 2010
3f	Contributing towards the full exploitation of the opportunities presented by the Olympic & Paralympic Games.	TAL to be a key member of the Olympic/ Paralympic Games Opportunities Group and support the development of Stockton's Olympic/ Paralympic Games Opportunities Plan	<ul style="list-style-type: none"> • Olympic/ Paralympic Opportunities Plan developed and implemented in partnership 	Tees Active/ SBC	Plan developed – Sept 2009 Plan fully implemented - 2013
4	That Tees Active should consider extending the layer of support in place beneath the TAL Academy for those young sports people who do not meet the standards of the Academy, yet have attained representative honours at a recognised level, as appropriate.	Formulate a plan as to how talented young sports people from the Borough (who meet set criteria) who do not yet meet the standard to enter the TAL Academy, can be supported in their development	<ul style="list-style-type: none"> • Additional support mechanism in place to support aspiring high performers or alternative signposting if appropriate. 	Tees Active	March 2010

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5	That Tees Active should ensure that all eligible facilities attain Quest accreditation status.	All facilities to undergo assessment through Quest	<ul style="list-style-type: none"> • Quest accreditation attained at all eligible facilities 	Tees Active	December 2011
6	That Tees Active should continue to investigate the scope for increased web interactivity and online transactions.	IT targets to be identified in line with SBC e-government expectations and built into future TAL Business Plans	<ul style="list-style-type: none"> • Increased web interactivity in line with SBC identified outcomes 	Tees Active	March 2010
7	That Tees Active should provide the results of their staff survey to the Arts, Leisure and Culture Select Committee as soon as they are available, and that any issues arising from consideration of these results be investigated through the established SBC/Tees Active Management Group.	<p>Results considered by Committee on 3 June No issues arising.</p> <p>(Surveys to be biennial and future results shared with SBC.)</p>	<ul style="list-style-type: none"> • Complete 	Tees Active/ SBC	June 2009