

No	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of Progress 31/03/10	Assessment of progress (Categories 1-4) 31/03/10	Evidence of Progress 21/07/10	Assessment of progress (Categories 1-4) 21/07/10
1	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.	Reuben Kench Neil Russell	<del>Sep-09</del> To be completed <del>June 2010</del> July 2010	Monthly scheduled joint liaison meetings take place with all the areas of the identified framework are discussed and progress/ issues recorded.  The meetings are chaired by the Head of Leisure & Culture with support from senior members of Strategic Finance  Quarterly reports to commence June 2010	2 – On Track	Quarterly Report (for 1 <sup>st</sup> Quarter) to be provided to the <b>Cabinet and Executive Scrutiny Committee</b> , once all data (including financial) from Q1 has been validated	2-on track
2	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.	Tees Active	<del>Nov-09</del> To be completed May 2010	This policy is currently being reviewed and updated in preparation for Charter Mark renewal in May 2010.  This new policy identifies how TAL intend to engage more users and non users in the improvement and design of their services	3- Slipped	Awaiting feedback from assessment process currently underway. Slipped due to this process	<b>3 - Slipped</b>

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3	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:	Tees Active	<del>Mar-10</del> March 2011	Pre development of the next TAL Business Plan, this recommendation has been incorporated within the monthly Strategic Liaison meetings where new partnership opportunities/ possibilities are explored  The Action plan will form the basis of the next Business Plan which TAL will be commencing work on later in 2010. This document will amongst other things identify how opportunities above and beyond the current facilities can be exploited	2 – On Track	On target for March 2011	2-On Track
3a	Contributing to the broader social agendas, including community safety and children and young people;	Tees Active	March 2010 (and ongoing)	The strands identified will form themes within their revised Business Plan, where they will clearly identify how the opportunities/ programmes they offer contribute to the strategic objectives of the authority/ LSP.	2 – On Track	Annual Report in March 2011 (as requested by Internal Audit, will provide a significant range of tangible examples of how TAL has contributed to each of the identified broader social agendas and will also note the extensive temporary programme in place while	2-On Track

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				<p>Examples of tangible support to Health &amp; Well Being includes:</p> <ul style="list-style-type: none"> <li>• Over 402,000 swims in the 09/10 financial year up to the end of Feb</li> <li>• Over 155,000 visits to the Actv8 gym's in the financial year up to the end of Feb</li> <li>• Over 119,000 visits by holders of Option 3 Leisure cards in 09/10 financial year up to the end of Feb</li> </ul>		<p>Forum is closed and the huge programme of Sporting Start aimed at positive, healthy activity amongst children.</p> <p>Examples of tangible support to Health &amp; Well Being in 2009/10 includes:</p> <ul style="list-style-type: none"> <li>• 438,00 swims</li> <li>• 174,000 Activ8 gym visits</li> <li>• 133,000 Option 3 visits</li> <li>• Active participants up by 5.6%</li> <li>• 442,000 junior visits – up 13%</li> </ul>	
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;	Tees Active	<del>March 2010</del> (and ongoing) March 2011	<b>BME Community</b> TAL currently working with Leisure & Sports Development with the Sikh and Hindu communities to drive up participation in mainstream community leisure. Other target communities are the Chinese and Muslim	2 – On Track	Ongoing	2-On Track

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			<p>April 2010</p> <p>June 2010</p> <p>June 2010</p>	<p>communities. All communities to be engaged and supported by 31<sup>st</sup> March 2011.</p> <p><b>People with Disabilities</b> TAL and Leisure &amp; Sports Development through the Disability Advisory Group identifying issues within the centres with regards to participation and access.</p> <p>TAL have identified that the centres and activities are more accessible than they had currently perceived them to be and will be positively promoting and marketing the inclusive nature of the centres</p> <p><b>Children Looked After</b> Although TAL do provide access to the facilities for children looked after, they intend to make the visits and experiences better for the individual through the</p>		<p>This has taken place and an action plan is being formulated to look at how participation and access can be improved. Such improvements will be built into the TAL business planning process</p> <p>The business planning process for March 2011 has begun through discussions with the management board. Access has been improved through facility developments at Splash, Pavilion and Forum (ongoing).</p> <p>Through assessment of the numbers of young people coming into the centres who require such intervention, it has been decided it is best dealt with on a needs basis as opposed to specifically</p>	

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				establishment of a buddy system		timetabling staff.	
3e	Achieving stronger relationships with the voluntary sector, including sports clubs, through improved partnership working;	Tees Active/ SBC	<del>Mar-10</del> Ongoing  March 2011	Survey of voluntary sector sports clubs (that use the facilities) currently underway to establish their perceptions of TAL  Anecdotal evidence suggests that satisfaction rates with current users is high  TAL's new business plan to identify how in practical terms they will be supporting clubs, e.g. promoting health & fitness opportunities to football clubs booking a hall for 5-a-side/ how they can support the development of local coaches and administrators	2 – On Track  2 – On Track	This piece of work is underway and will be linked into a wider piece of facility development/ consultation work being overseen by the Director of Development & Neighbourhood Services  On track for March 2011 TAL already extend support to coaches and administrators through Academy sessions and link to Tees Valley Sport for coach development interventions	2 – On Track  2 – On Track

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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.	Tees Active	Mar-10  <b>September 2010</b>	TAL have extended some of the activities of the Academy to young aspiring performers who do not qualify for full academy status  SBC/ TAL working with other LA's in the Tees Valley to ensure that access to facilities for our aspiring Olympians (and beyond Olympic sports) is given free of charge	1 – Fully Achieved  2 – On Track	Tees wide plan being developed through Tees Valley Sports 'Olympic & Paralympic Working Group'. It is anticipated that the scheme will commence across the Tees Valley from September 2010	1 – Fully Achieved  2- On Track
5	That Tees Active should ensure that all eligible facilities attain Quest accreditation status.	Tees Active	Dec-11 March 2012	Quest accreditation attained at all eligible facilities On target	2 – On Track	Ongoing Currently being assessed for Customer Service Excellence Award – Quest to follow	2 – On Track

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6	That Tees Active should continue to investigate the scope for increased web interactivity and online transactions.	Tees Active	<p><del>Mar-10</del> Ongoing</p> <p><del>June 2010</del> Ongoing</p>	<p>TAL currently investigating the opportunity for e-payments and cost benefits of such a system</p> <p>L&amp;SD looking at how Access to Services can be utilised more effectively for the booking of sports facilities within the borough</p>	<p>2 – On Track</p> <p>3 - Slipped</p>	<p>Currently developing Tees Barrage WWC website. No expressed demand from customers for online payment and problems with current system introducing online payments. However, further discussions with provider taking place.</p> <p>Preliminary investigation has taken place and this opportunity will be looked at more widely (to include a range of facility types – including playing pitches) through the implementation of the Sport &amp; Active Leisure Strategy</p> <p>Facility audit/ development is being undertaken and thus this piece of work cannot be followed up until the Facility work has been completed</p>	<p>2 – On Track</p> <p>2 – On Track</p>