

Argyll and Bute Council
Internal Audit Report
September 2023
Final

LiveArgyll
Establishment Visit
Rothesay Leisure Pool

Audit Opinion: **Amber**

Contact Details

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1. Executive Summary

Introduction

1. As part of the 2023/24 internal audit plan agreed with LiveArgyll management, we undertake establishment visits at LiveArgyll sites. LiveArgyll operate 26 establishments and we have agreed that 19 of these will be subject to establishment visits over a four year cyclical basis. Appendix 1 sets out the schedule. Establishment visits focus on the areas set out in exhibit 1 and we have agreed checklists for each area with LiveArgyll management.

Exhibit 1 – Establishment Visits Areas of Focus

Building Exterior	Floors	Environment	Baby Changing Units
Doors	Public Spaces	Signage	Income Collection / Facility Booking
Ceilings	Windows	Fixtures & Fittings	Floats
Walls	Elevators	Toilets	Banking
Swimming Pool / Health Suite	Library	Sports Hall / Gym	Staff

2. The audit tests are predominantly observational so any issues highlighted are based on what was witnessed on the visit day. Due to the limiting nature of this as audit evidence we do not include recommendations in this report. Rather it provides an overview of issues identified allowing the LiveArgyll management team to determine whether any corrective action is required.
3. To ensure consistency of approach, the issues raised do not take account of any planned structural work in the short to medium term. For example, if we identify superficial structural damage we will still report it even if we are aware the establishment is due to be refurbished.

Background

4. On 22 September 2023 we visited the Rothesay Leisure Pool. The scope of the audit was to assess the site against the audit questions agreed with LiveArgyll.

Audit Opinion

5. We provide an overall audit opinion for all the establishment visits we conduct. This is based on our judgement on the extent to which there are issues requiring corrective action and how critical they are. We assess establishment visits as either:
 - **Red – Intervention is required to correct material areas of concern**
 - **Amber – Issues identified can be managed through a programme of works**
 - **Green – Issues identified are relatively minor**
6. Our overall opinion for this establishment visit is **Amber**. This means that whilst we have identified issues we are not of the view that they post an immediate risk to service delivery. However, management should consider how best to address the issues within a reasonable timescale.

Findings

7. Exhibit 2 summarises the conclusions of the work and any observations made on the day of the visit.

Exhibit 2 – Summary Assessment of Control Objectives

	Area	Strengths	Areas for Consideration
1	Building Exterior	The exterior of the building appears to be wind and watertight, it conveys the appropriate corporate image with adequate signage, lighting and accessibility for all users.	None
2	Doors	The main entrance and all internal doors were undamaged, clean and opened and closed freely.	The main entrance door frame showed evidence of wear.
3	Ceilings	The ceiling was intact with no evidence of water damage, cracks or chipped plaster.	None
4	Walls	Walls and skirting were clean with no evidence of water damage, cracks or chipped plaster. There were no posters attached to walls.	None
5	Floors & Public Spaces	Flooring throughout was clean, tidy and free of any obstacles and clutter, the floor plan allows easy access for users of all abilities. The main reception area and foyer were uncluttered providing sufficient space for essential equipment.	Flooring in the spectator area is lifting.
6	Windows	Windows were clean, uncluttered with posters, undamaged and were able to be opened and closed freely.	None
7	Elevators	N/A	
8	Environment	Heating, lighting and ventilation were comfortable, noise levels were appropriate and waste bins were not full.	None
9	Signage	External signage indicated the facility name and the LiveArgyll logo was present via pull-up banner internally. Internal signage was appropriate to guide users around the facility.	None
10	Noticeboards & Leaflets	Notice boards and leaflet stands were tidy and not overloaded. Information displayed was suitable and in date.	None
11	Furniture, Fittings & Equipment	All furniture and fittings were clean, uncluttered and appeared to be in good condition, items were placed appropriately so as not to cause hazards or obstructions. Equipment was in good working order, electrical equipment is subject to portable appliance testing (PAT) programme. There	None

	Area	Strengths	Areas for Consideration
		was no visual damage observed to sockets and data points.	
12	Toilets	Toilets were clean with sanitary ware firmly fixed to walls and floors and sufficient supplies were available for use. Waste bins were not full and disposal units are replaced regularly under contract arrangement.	None
13	Baby Changing Units	Baby changing unit was clean, intact and in good working condition.	None
14	Swimming Pool	The SportsMax shop was clean, tidy and well stocked. There were no cracked, chipped or loose tiles or drain covers and all fixtures were firmly in place. Pool chairs were in good condition and lifesaving equipment easily accessible. The changing village was clean and tidy throughout with no damaged fittings and drains were clear. There was no evidence of damage to showerheads throughout the facility, there was a sufficient number of showers and hairdryers available for users of the facility. The health suite was clean and tidy with no evidence of damaged to tiles and drain covers. Changing cubicles were in good condition throughout.	There was one cracked tile in changing village area and some loose tiles in the steam room. Approx. 6 lockers were out of use due to broken keys. Inadequate drainage in health suite shower resulting in water pooling across the floor.
15	Sports Hall, Gym and Studios	The gym and studio areas are clean and tidy with no evidence of damage or slip/trip hazards to the flooring. Lighting was adequate and glass and mirrors were clean. There was no damage observed to electrical sockets. All members of staff were wearing LiveArgyll branded clothing and name badges.	One item of gym equipment was faulty and taped off to prevent use.
16	Libraries	N/A	
17	Income Collection	Appropriate procedure was in place to guide staff when collecting income from vending machines. A suitable template is completed by staff when emptying income from the vending machine and a receipt produced by the point of sale (POS) system is attached.	None
18	Booking of Facilities	Use of facilities and services provided are via membership or of a pay as you go nature, cash refunds are only made if payment was made by cash and would be recorded on the POS system.	None

	Area	Strengths	Areas for Consideration
19	Floats	The float held at the facility was checked and found to be correct and agree with the record provided by the LiveArgyll accountant. The float is checked twice daily by a duty officer and receptionist.	None
20	Banking	Procedures are followed when cashing-up and income received is banked daily where possible. Appropriate records of income and any identified differences are noted along with reasons. Income is stored securely in the till throughout the day and overnight in a safe prior to banking.	None

Management Response

Management duly note the favourable opinion and the individuals findings contained within these reports. Where action is required management will ensure appropriate timely intervention / escalation protocols implemented. i.e building repair issues reported to Council via agreed Building maintenance protocol. In relation to the gym equipment, new equipment has been purchased and will be installed in Dec 2023.

Appendix 1 – Establishment Visit Schedule 2023/24

	2022/23	2023/24	Complete
Leisure			
Aqualibrium	✓	✓	✓
Helensburgh Pool		✓	✓
Riverside Leisure Centre		✓	✓
Rothesay Leisure Pool		✓	✓
Mid Argyll Sports Centre		✓	✓
Libraries			
Campbeltown	✓	✓	✓
Dunoon		✓	✓
Helensburgh		✓	✓
Lochgilphead		✓	✓
Oban	✓	✓	✓
Rothesay		✓	✓
Halls & Community Centres			
Queens Hall, Dunoon		✓	✓
Victoria Hall, Campbeltown		✓	✓
Victoria Halls, Helensburgh		✓	✓
Corran Halls, Oban	✓	✓	✓
Kintyre Community Education Centre		✓	✓
Lochgilphead Community Centre		✓	✓
Moat Centre, Rothesay		✓	✓
Museum			
Campbeltown		✓	✓