The Lambourn Centre
Joint Advisory Committee

Thursday 19th November 2026

LEISURE OFFICER'S REPORT

1. Capital Programme 2026/27

Within the contract with Everyone Active, West Berkshire Council (WBC) maintains a programme of capital investment in key equipment and plant.

The following investment is under consideration for 2026/27:

- Boiler replacement: The boiler remains operational, with no immediate concerns identified. Replacement will therefore be considered alongside other Council priorities.

2. Centre maintenance 2026/27

Under the contract, Everyone Active is responsible for internal maintenance, servicing and repairs. WBC is responsible for external repairs, including lightning protection and car park refurbishment, and some plant replacement, in accordance with the lifecycle agreement.

The following reactive repair work was completed in 2026/27 within the Council's annual revenue commitment:

- Remedial work to the lightning protection system to ensure legislative compliance.

At the time of reporting, the following work is in progress:

- Replacement of the activity room fire exit door.

3. Performance and compliance

- **Contract monitoring**

The contract with Everyone Active began on 1 July 2023. Since then, the focus has been on increasing participation and improving the facility's marketing and branding.

Everyone Active reports on selected key performance indicators (KPIs), which WBC monitors to check that contractual obligations are being met.

- **Health and safety**

WBC and Everyone Active use proactive and reactive measures to develop and maintain a robust health and safety management system. These include safety inspections and audits, accident reporting and monitoring, and building safety compliance.

Everyone Active carries out regular internal health and safety assessments. Statutory compliance certificates are uploaded for each site to Crest, WBC's compliance portal, including records of fire alarm testing, emergency lighting testing and maintenance servicing. FLASH (fire, legionella, asbestos, safety and health) documents are also uploaded to Crest, monitored and reported on. There are no uploads for The Lambourn Centre outstanding.

- **Complaints and comments**

The Leisure Officer monitors and investigates complaints and comments submitted directly to WBC.

Two complaints have been received since the last meeting, concerning:

- Difficulty downloading the app and obtaining assistance from facility staff.
- Insufficient promotion and marketing of the free SEND session.

Both of these were resolved by EA.

- **Quarterly inspections**

The Leisure Officer inspects the facility quarterly and discusses achievements, developments and areas for improvement with the Centre Manager.
Findings are then shared with Everyone Active's senior managers and WBC's Sport and Leisure Manager. In the most recent inspection, improvements particularly within the gym, were noted.

4. Recorded closure monitoring

As part of its monitoring of the Everyone Active contract, WBC records reported facility closures to identify trends outside normal operating expectations.

- No closures of this facility have been reported.

5. Other issues

WBC has been informed that attempts to recruit weekend staff have so far been unsuccessful.