

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

Please tell me why water is usually cold at the weekend in the showers after swimming?

What is considered / done/ being done about the problem. In coming winter months cold water for shower is just not possible after swimming for young children and babies.

ANSWER

Thank you for your request regarding the temperature of showers at the weekend. Given there is no information in the enquiry to determine the actual centre this does limit the ability to respond in a site specific manner however I can inform that generically across all of our centres the following response can be applied.

All sports facilities normal operating temperatures for showers are between the range of 38 degrees centigrade and 40 degrees centigrade with 41 degrees being the maximum operating temperature. This is guidance from the Chartered Institute for the Management of Sport and Physical Activity Information Note 004 – Water Temperatures for Sport Facility Building Services.

The temperatures are set and do not change throughout the year unless there is a fault with the system.

If there is a problem reported to the facility an investigation is carried out immediately to rectify the problem as soon as reasonably possible dependant on the nature of the fault. Obviously if a part has failed, new parts will need to be purchased or ordered before the fault can be rectified. If a fault has been reported to a facility notices should be displayed stating there is a problem with the water temperatures and that this is being investigated and will be rectified as soon as possible.

The shower and tap temperatures are monitored monthly and findings sent to the Water Hygiene section. This is to ensure all showers, tap and water systems are operating within the recommended ranges.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as

appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager
Information and Customer Access
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG**
e-mail: info.requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Telephone: 01625 545 700**
www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.