

## PART A

**Report to:** Outsourced Services Scrutiny Panel  
**Date of meeting:** 19 January 2016  
**Report of:** Corporate, Leisure and Community – Section Head  
**Title:** Scrutiny of the Leisure Centre Management Contract

### 1.0 SUMMARY

- 1.1 Outsourced Services Scrutiny Panel is responsible for reviewing those services outsourced by Watford Borough Council, which includes the contract with SLM – Everyone Active for the leisure facilities.
- 1.2 Following the Scrutiny Panel's visit to Watford Woodside Leisure Centre before the meeting, Members will have an opportunity to pose questions to representatives from SLM – Everyone Active and the Council's Contract Management Team.
- 1.3 The attached appendices set out the following information that provide the Scrutiny Panel with background information to support the scrutiny of the contract –
- Information about the contract
  - Latest performance measure results
  - Overview of the workforce, hours of operation and sports clubs using the leisure facilities
  - Copy of the customer comments and complaints procedure

### 2.0 RECOMMENDATIONS

- 2.1 To review the progress of the contract and consider whether any further action is required.

**Contact Officer:**

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**Report approved by:** Lesley Palumbo Head of Corporate Strategy and Client Services

## Appendices

- Appendix 1 – Background information on the Leisure Centre Management Contract
- Appendix 2 – Performance Indicators for Quarter 1 & 2 - 2015/16
- Appendix 3 and 3a – Overview of workforce, hours of operation and clubs using the facilities
- Appendix 4 - Customer comments and complaints procedure
- Appendix 5 – Overview of both sites v2 (2)