

PART A

Report to: Outsourced Services Scrutiny Panel
Date of meeting: 27 September 2016
Report of: Corporate, Leisure and Community Client 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 Everyone Active (SLM) for the leisure facilities.
- 1.2 Following the Scrutiny Panel's visit to Watford Central Leisure Centre before the meeting, Members will have an opportunity to pose questions to representatives from Everyone Active (SLM) 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 –
1. End of Year Report by Everyone Active (June 2015 – July 2016)
 2. Overview of the workforce, hours of operation and organisations using the leisure facilities
 3. Copy of the Customer Comments and Complaints Procedure
 4. Sports Club database (Watford Woodside and Central Leisure Centres)
 5. Price comparison on fees and charges with other leisure centres
 6. SLM Compliments & Complaints Analysis – Qtr.1 2016

2.0 RECOMMENDATIONS

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

Contact Officer:

For further information on this report please contact: Christopher Fennell -
Corporate, Leisure and Community Client Section Head: 01923-278317
chris.fennell@watford.gov.uk

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

3.0 Implications

3.1 Financial

3.1.1 There are no financial implications within this report.

3.2 Legal Issues (Monitoring Officer)

3.2.1 There are no legal implications within this report.

Appendices

- Appendix 1 –End of Year Report by Everyone Active (SLM)
- Appendix 2 – Overview of workforce, hours of operation and clubs using the facilities (dated October 2015)
- Appendix 3 - Customer Comments and Complaints Procedure
- Appendix 4 – Sports Club database (dated October 2015)
- Appendix 5 – Price comparison with other leisure centres (March 2016)
- Appendix 6 - SLM Compliments & Complaints Analysis Qtr.1 2016