

## Suggestions for topics to be scrutinised – evaluation table

A Member, Officer or member of the public suggesting a topic for scrutiny must complete Section 1 as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

<b>Section 1 – Scrutiny Suggestion</b> – To review and evaluate the findings of the stakeholder engagement (undertaken during September 2016) as part of the leisure centre management contract (LCMC) retender	
<b>Proposer:</b> Lesley Palumbo Head of Corporate Strategy and Client Services	
<b>Topic recommended for scrutiny:</b>  <i>Please include as much detail as is available about the specific such as;</i> <ul style="list-style-type: none"> <li><i>areas which should be <u>included</u> in the review.</i></li> <li><i>areas which should be <u>excluded</u> from the review.</i></li> <li><i>Whether the focus should be on past performance, future policy or both.</i></li> </ul>	<p>The council awarded a 10 year (2008-18) leisure centre management contract to Sports and Leisure Management (SLM – Everyone Active) to operate the leisure centres. Current LCMC expires 6 June 2018. The council is undertaking a procurement exercise to select a new leisure operator to deliver the leisure centre service</p> <p>As part of the retender process the council is conducting a stakeholder engagement with the following groups:</p> <ul style="list-style-type: none"> <li>local residents (who could be users or non-users of the council owned leisure facilities e.g. Watford Centre and Woodside Leisure Centres and Woodside Athletics Stadium)</li> <li>leisure centre users and members</li> <li>user groups e.g. schools, colleges and sports clubs</li> </ul> <p>to ascertain the level of satisfaction with the facility and the different areas and activities programmes. (copy of the questionnaire attached)</p> <p>The new contract will be designed with specific partnership principles and outcomes that will be reviewed on a regular basis to ensure that they remain in line with the council Vision</p>

<p><b>Why have you recommended this topic for scrutiny?</b></p>	<p>As part of the retender process feedback from users and non-users of the leisure centre service will provide valuable insight on the potential barriers to participation, current level of satisfaction and any operation issues with the facility</p>
<p><b>What are the specific outcomes you wish to see from the review?</b></p> <p><i>Examples might include:</i></p> <ul style="list-style-type: none"> <li>• <i>To identify what is being done and what the potential barriers are;</i></li> <li>• <i>To review relevant performance indicators;</i></li> <li>• <i>To compare our policies with those of a similar authority;</i></li> <li>• <i>To assess the environmental/social impacts;</i></li> <li>• <i>To Benchmark current service provision;</i></li> <li>• <i>To find out community perceptions and experience;</i></li> <li>• <i>To identify the gap between provision and need</i></li> </ul>	<p>For scrutiny to evaluate feedback from user and no-user questionnaire conducted during September 2016, topics included:</p> <ul style="list-style-type: none"> <li>• How often they use the facilities</li> <li>• What activities they take part in e.g. swimming, gym and rackets sports</li> <li>• Identity areas that work well in the facilities</li> <li>• Identified areas which do not work well in the facilities</li> <li>• Future needs and demands e.g. different sports, activities spaces and programmes</li> <li>• Satisfaction levels</li> <li>• Would they recommend the facility to a friend or family member?</li> </ul> <p>The feedback from users and non-users will also help shape and inform the new leisure contract and service specification for the new LCMC.</p>

<p><b>How do you think evidence might be obtained?</b></p> <p><i>Examples might include</i></p> <ul style="list-style-type: none"> <li>• Questionnaires/Surveys</li> <li>• Site visits</li> <li>• Interviewing witnesses</li> <li>• Research</li> <li>• Performance data</li> <li>• Public hearings</li> <li>• Comparisons with other local authorities</li> </ul>	<p>The questionnaire will be distributed in the following ways:</p> <ul style="list-style-type: none"> <li>• WBC council website and social media channels - user and non-user</li> <li>• WBC customer service centre – paper copies</li> <li>• Everyone Active – website, social media channels and user/sport clubs data base</li> <li>• Face to face meetings with WBC officers and general managers at the leisure centres</li> </ul>
<p><b>Does the proposed item meet the following criteria?</b></p>	
<p>It must affect a group or community of people</p>	<ul style="list-style-type: none"> <li>• All sections of the local community accesses the leisure facilities and the operator compiles with the 2010 Equalities Act</li> </ul>
<p>It must relate to a service, event or issue in which the council has a significant stake</p>	<ul style="list-style-type: none"> <li>• In 2007 the council invested £24m to build a new leisure centre (Central) and refurbish and extend the provision at the existing facility (Woodside). Over one million visits were recorded in 2013-14 and 1.2 million visits in 2014-15</li> <li>• The leisure centres are a high profile front facing public service which helps to deliver the council corporate objectives</li> </ul>

<p>It must not have been a topic of scrutiny within the last 12 months</p> <p><i>There will be exceptions to this arising from notified changing circumstances. Scrutiny will also maintain an interest in the progress of recommendations and issues arising from past reports.</i></p>	<p>N/A</p>
<p>It must not be an issue, such as planning or licensing, which is dealt with by another council committee</p>	<p>N/A</p>
<p><b>Does the topic meet the council's priorities?</b></p>	<p><b>WBC Corporate Objectives</b></p> <ul style="list-style-type: none"> <li>• <b>Champion smart growth and economic prosperity</b> <ul style="list-style-type: none"> <li>• The current LCMC operator employees over 400 people the majority are Watford residents</li> </ul> </li> <li>• <b>Provide for our vulnerable and disadvantaged communities</b> <ul style="list-style-type: none"> <li>• The LCMC service specification has a progressive concessionary pricing policy, which allows all sections of the community to access the leisure facilities</li> </ul> </li> <li>• <b>Deliver a digital Watford to empower our community</b> <ul style="list-style-type: none"> <li>• The current operator employs a wide range of digital and ITC packages e.g. online bookings and exercise programmes to users of the service</li> </ul> </li> <li>• <b>Secure our own financial future</b> <ul style="list-style-type: none"> <li>• The current LCMC operator pays WBC a positive management fee to deliver the leisure centre service</li> </ul> </li> </ul>

<p><b>Are you aware of any limitations of time, other constraints or risks which need to be taken into account?</b></p> <p><i>Factors to consider are:</i></p> <ul style="list-style-type: none"> <li>• <i>forthcoming milestones, demands on the relevant service area and member availability:</i></li> <li>• <i>imminent policy changes either locally, regionally or nationally within the area under review.</i></li> </ul>	<p>The engagement will conclude 30 September 2016 and the observations and recommendations by the OSC group will help inform the new LCMC and service specification</p>
<p><b>Does the topic involve a Council partner or other outside body?</b></p>	<p>The current LCMC operator is Everyone Active (SLM)</p>

<p>Are there likely to be any Equality implications which will need to be considered?</p> <p><i>Protected characteristics under the Equality Act 2010 are:</i></p> <ul style="list-style-type: none"> <li>• Age</li> <li>• Disability</li> <li>• Gender reassignment</li> <li>• Pregnancy or maternity</li> <li>• Race</li> <li>• Religion or belief</li> <li>• Sex</li> <li>• Sexual orientation</li> <li>• Marriage or civil partnership (only in respect of the requirement to have due regard to the need to eliminate discrimination)</li> </ul>	<ul style="list-style-type: none"> <li>• All sections of the local community accesses the leisure facilities and the operator complies with the 2010 Equalities Act</li> <li>• A full EIA will be conducted as part of the LCMC retender process</li> </ul>
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<p><b>Sign off</b>  <i>(It is expected that any Councillor proposing a topic agreed by Overview and Scrutiny Committee will participate in the Task Group)</i></p>	
<p><b>Councillor/Officer</b></p> <p><i>Chris Fennell, Corporate Leisure and Community Client Section Head</i></p>	<p><b>Date</b></p> <p><b>30 August 2016</b></p>