

## PART A

**Report to:** Outsourced Services Scrutiny Panel (OSSP)  
**Date of meeting:** 25 September 2017  
**Report of:** Head of Community & Environmental Services  
**Title:** Scrutiny of the Leisure Centre Management Contract (LCMC)

### 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 Woodside 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 (2016 – 2017).
  2. Overview of the workforce – Appendix 2.
  3. Copy of the Customer Comments and Complaints Procedure – Appendix 3.

### 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 - Leisure and Community Section Head: 01923-278317 [chris.fennell@watford.gov.uk](mailto:chris.fennell@watford.gov.uk)

**Report approved by:** Alan Gough Head of Community & Environmental Services

### **3.0 Background information and context**

- 3.1 The leisure centres are a high profile front facing public service which helps to deliver the council corporate objectives and links to the authority's wider social and wellbeing agenda. In 2007 Watford BC invested £24m to build a new leisure centre (Central) and refurbish and extend the provision at the existing facility (Woodside).
- 3.2 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. SLM was established in 1987 and is the longest established leisure contractor in the UK. SLM's consumer brand is 'Everyone Active'; the company operates over 140 leisure and cultural facilities across the UK in partnership with 40 different local authorities. Both facilities have obtained the external Quest accreditation for leisure facilities, Watford Woodside and Watford Central are currently rated as 'Excellent'.

### **4.0 Leisure contract retender update**

- 4.1 Current leisure contract expires 6 June 2018 and the council is conducting a tender exercise to procure a new leisure operator. The deadline for the final tender submission is 18<sup>th</sup> September 2017, with a preferred bidder report being presented to Cabinet in December 2017.

### **5.0 Engagement with key stakeholders and centre users as part of the tender process**

- 5.1 As part of the project to procure a new LCMC, the council has been committed to a process of engaging with stakeholders to help shape and inform the content of the new service specification. The council engaged with the following groups during August - September 2016:
- Strategic partners – Herts Sports Partnership and Herts CC Public Health Department.
  - Local schools and colleges.
  - Centre users and sports clubs e.g. swimming and athletics clubs.
- 5.2 Over 500 users, sports clubs and schools completed the questionnaire and the responses were subsequently analysed and reviewed by the Overview and Scrutiny task group during October 2016, composed of non-executive elected members. The task group agreed that the current leisure service was successful. It had a good base of regular users and provided a good income to the current operator and the council. The financial future of the council and service needed to be taken into account in the new contract.

### **6.0 Governance, Key Performance Indicators (KPI) and Social Value**

- 6.1 Each of the major contracts (SLM for the leisure centres and HQ Theatres for Watford Colosseum) has a bespoke Service Specification which details the KPIs required by the Council. Alongside the KPI's, understanding the wider Social Value and the positive outcomes of the major contract investment is important to the Council. The authority has already started to capture the workforce and volunteering information. During 2017-2018 additional research will be conducted to establish a baseline dataset on the following topics (1) reducing the Carbon Footprint and evaluation of the wider supply chain and the economic benefit (2) local firms/companies employed by the major contracts to deliver services.

### **7.0 Legal Implications**

- 7.1 The Head of Democracy and Governance states that there are no legal implications in this report.

## **8.0 Financial Implications**

8.1 The Head of Finance states that there are no financial implications in this report.

### **Appendices**

- Appendix 1 – End of Year Report by Everyone Active (SLM)
- Appendix 2 – Overview of workforce (dated September 2017)
- Appendix 3 - Customer Comments and Complaints Procedure