

FAREHAM

BOROUGH COUNCIL

Report to Leisure and Community Policy Development and Review Panel

Date **5 March 2014**

Report of: **Director of Community**

Subject: **LEISURE CENTRE REVIEW OF PERFORMANCE**

SUMMARY

This report provides a summary of the contract performance monitoring of Fareham Leisure Centre which is operated by Strategic Leisure Management Ltd (SLM) on behalf of the Council. The report also provides an update on the continuous improvement plan, a summary of attendance figures and details of the income and expenditure incurred by the Council arising from the Leisure Centre management contract.

RECOMMENDATION

That the Panel notes the information contained in the report.

INTRODUCTION

1. On 1 May 2005, Fareham Leisure Centre transferred to trust status with Strategic Leisure Management Limited (SLM) taking on the management and operation of the centre. SLM have a full repairing lease with responsibility for internal and external repairs. A ten year lease for the tennis courts in Park Lane recreation ground and for the car park adjacent to the Leisure Centre run parallel to the Leisure Centre lease and management contract.
2. In October 2013, the Executive agreed to a five year extension to the contract together with a £1.5m investment in the refurbishment of the wet side facilities. The contract will therefore now run until May 2020.
3. The works to improve the wet side facilities, as discussed by the Panel at their meeting in January 2014, will commence in April 2015 and are scheduled to complete in September 2015
4. The style of partnership between the Council and SLM allows the operator to develop and improve the service with considerable freedom. To ensure that while there is freedom, the needs and expectations of the community and strategic vision of the Council is met, the Council has taken on a monitoring role including a continuous improvement plan for the centre.
5. This report provides information on the following:-
 - (a) The outcome of the contract monitoring since March 2012, i.e. since last reported to the Panel;
 - (b) The continuous improvement plan;
 - (c) Details of the income and expenditure for the Leisure Centre for the financial year 2012-2013; and
 - (d) A brief summary of attendances during the current year of the contract.

CONTRACT MONITORING

6. Since March 2013, three monitoring visits have been undertaken together with a health and safety inspection. No areas of concern were raised, and the annual inspection revealed that the premises were being effectively managed with no concerns in relation to any of the key risk areas, i.e. the management of asbestos containing materials, fire safety, the management of the Legionella risk, gas safety and the electrical installation.

CONTINUOUS IMPROVEMENT PLAN

7. SLM continue to update and implement the actions in the continuous improvement plan, a copy of which is attached as Appendix A. The following key actions and accreditations have been achieved:-
 - (a) The Leisure Centre currently stands as the only leisure centre in the country accredited as "Outstanding", under the well-recognised national industry quality service standard organisation QUEST.
 - (b) The Leisure Centre was recognised in June 2013 by UK Active as being the best leisure centre from over 300 facilities that entered.

INCOME AND EXPENDITURE

8. The Council has retained a residual revenue budget for 2013/14 of £82,000 This can be broken down as follows:-

Expenditure	Amount	Comment
Employees Related Expenditure	£18,500	This covers the recharge of those employee costs related to staff in the Department of Community & Streetscene who provide the client role in relation to the Leisure Centre.
National Non Domestic Rates	£24,400	The Council are required to pay the NNDR under the terms of the Management Agreement.
Premises Insurance	£6,600	The Council are required to pay the buildings insurance under the terms of the buildings lease.
Repairs and Maintenance	£32,500	Internal modifications have been carried out to the car park to increase the capacity by 20 spaces. The lighting has been renewed and improved and brought into the PFI contract.

9. In accordance with the terms of the contract, in 2013-14 the Council will receive income from the Leisure Centre of £122,200

ATTENDANCES

10. SLM have changed their method of recording attendances preventing a direct comparison with attendances prior to the transfer to trust status. The Centre now average 61,000 visitors per month with 60% of these being for the fitness suite, exercise classes and courses with the balance being for swimming. This is 5,000 per month more than in 2011/12.
11. Currently 584 Leisure Cards have been issued. These are broken down into:-

- Low income 63
- Student 3
- Single 416
- FBC 28
- Family 74

12. In March 2013, 675 Leisure Cards were in circulation.
13. The reason that the take up of this scheme is falling largely due to the value the Leisure Centre offers via its pay-as-you-go fees and membership arrangements.

RISK ASSESSMENT

14. There are no significant risks arising from the management of the Leisure Centre over the last 12 months.

CONCLUSION

15. This report updates the Leisure and Community Policy Development and Review Panel on the results of the contract monitoring at Fareham Leisure Centre, on the continuous improvement plan and the income and expenditure by the Council in relation to the Leisure Centre during the current financial year.
16. The overall conclusion is that the Leisure Centre continues to be effectively managed, that significant improvements have been made and that the centre continues to provide an excellent service to the community.

APPENDIX A - Continuous Improvement Plan

Background Papers: None

Reference Papers: None

Enquiries:

For further information on this report please contact Gareth Satherley, Leisure Development Manager (Ext 4476).

APPENDIX A

Fareham Leisure Centre Continuous Improvement Plan

	Achievements to report
<p>QUEST</p> <p>Quest is the UK Quality Scheme for Sport and Leisure</p> <p>UK Active</p> <p>National Fitness Awards</p>	<p>Fareham Leisure Centre currently stands as the only Leisure Centre in the country accredited as “Outstanding”, under the national industry quality service standard organisation QUEST.</p> <p>The Leisure Centre was recognised in June 2013 by UK Active, as ‘Leisure Centre of the Year 2013’.</p> <p>Fareham Leisure Centre received the National Fitness Awards ‘Fitness Team of the Year 2012’</p>
<p>GP Referral Scheme</p> <p>Health and Safety Management</p> <p>Inclusive Fitness Initiatives (IFI)</p>	<p>The Leisure Centre has developed a long standing partnership with the Primary Care Trust to provide a GP Referral Scheme. Most recently the scheme has achieved the full accreditation at “Silver” standard which there are very few within the country. The centre is seeking the Clinical Commissioning Group to support the scheme and continue funding at the same level the PCT have to date.</p> <p>The Leisure Centre remains the highest achieving site within the SLM Group for Health and Safety and has achieved a 100% throughout 2013.</p> <p>The leisure centre has achieved IFI accreditation</p>
<p>Facility Developments & Programme</p>	<p>In 2013 the ‘Everyone Active School of Dance’ enrolled its 250th student. The school is now in its 3rd successful year and celebrated its 3rd annual dance show at Ferneham Hall in November with a sold out audience of over 700 parents and families.</p>
<p>Training achievements</p> <p>Training and colleague development</p>	<p>Lifetime Learner Engagement Award 2013</p> <p>The Leisure Centre has launched the Governments national Apprentice scheme and has successfully trained 43 apprentices and have, to date, fully employed 9 within the year term. 30% of the</p>

	<p>apprentices gained full time employment. 100% have casual contracts.</p> <p>Ten colleagues are currently working towards NVQ's in their specialised areas.</p>
<p>IT and Online Developments</p>	<p>The Leisure Centre now offers free 'wi-fi' to all customers.</p> <p>In April 2014 the centre will offer an online joining facility to improve access, this will include online 'Induction' to the gym.</p>
<p>Charity, Sponsorship & Corporate Partnerships</p>	<p>In 2013, Fareham Leisure Centre has raised,</p> <ol style="list-style-type: none"> 1. Breast Cancer Care (Pink Day) - £2,841.34 2. Friends of Ocean Ward (Triathlon) - £500 3. National Swimathon - £4,500 <p>Various schools and organisations have received the support for their fund raising activities throughout the year.</p> <p>Fareham LC sponsored the under eights Portchester football team and purchased their kit.</p>
<p>Leisure Card</p>	<p>The Leisure Card continues to offer discounts to residence within the borough with a variety of Fareham Businesses.</p>
<p>Development of Environmental Awareness</p>	<p>The centre has recently implemented a number of items from the Energy Reduction Plan including; LED lighting throughout reception, corridors and changing areas.</p> <p>The redevelopment of the Swimming Pools will take place in April, new plant and heating systems will improve the energy efficient of the building.</p> <p>Improvements in localised Building Management System (BMS), 'Variable speed drives', Ultra-violet water treatment and the full refurbishment of the wet side will give a much enhanced feel to the centre.</p>