

Somerset West and Taunton Council

Community Scrutiny Committee 27th July 2022

Sports and Leisure Management (Everyone Active) Bi-Annual Report

This matter is the responsibility of Executive Councillor Derek Perry

Report Author: David Wheeler, Leisure Manager— External Operations

1 Executive Summary / Purpose of the Report

1.1 Everyone Active, the Council's Leisure Provider, is required, under the terms of the Leisure Operating Contract, to submit a Bi-Annual Service Report, in this case covering the period 1st October 2021 to 31st March 2022. The service report outlines progress against performance standards set out in the service specification which is part of the main contract. The report includes the following contents:

- Service update
- Customer Feedback Summary
- Accidents and Incidents Report
- Cleaning Summary
- Membership and Utilisation Data
- Operational Income and Expenditure
- Maintenance Programme Update
- Sports Development and Community Update
- Environmental and Energy Management Plan Progress Report
- Grounds Maintenance Update
- Event Management Progress update
- Centre Focus

1.2 The financial performance across the six-month period was positive compared with the revised financial performance targets set against the background of the impact of COVID-19, with the contract showing signs of improvement with higher-than-expected income generated in health and fitness memberships and swimming lessons. However, challenges remain in place whilst the business recovers from the pandemic, and experiences rising utility prices.

There are also challenges across the contract with recruitment of staff which is consistent with what other Leisure Operators are experiencing currently. It is positive to note that there were no major incidents and accidents recorded during the period, and that progress has been made in areas such as Sports and Activity Development and

Environmental and Energy Management as well as the Centres receiving some positive feedback from customers across a range of other service areas.

- 1.3 Appendix A provides the SLM (Everyone Active) Bi-Annual Service Report to cover the period 1st October 2021 to 31st March 2022.

2 Recommendations

- 2.1 The Community Scrutiny Committee is requested to support the following recommendations: -

a) Note the contents of the six-monthly update for the period 1st October 2021-31st March 2022

3 Risk Assessment

- 3.1 Failure to regularly monitor performance could lead to the Council partner not delivering on some of its leisure priorities or key services.

4 Background and Full details of the Report

- 4.1 The Council awarded a contract for the management and associated leases for the following Leisure sites to Sports and Leisure Management (Everyone Active) for an initial period of 8 months and 10 years with the option of an extension for up to 10 years, which commenced on 1 August 2019:

- Blackbrook Leisure Centre, Swimming Pool, and Spa
- Taunton Swimming Pool
- Wellington Sports Centre
- Wellsprings Leisure Centre
- Vivary Golf Course and High Ropes Centre

Due to the impact of COVID-19 the Council have decided to extend the contract for a further 5 years with no other changes to the terms and conditions of the contract.

- 4.2 The contract is a formal document, which is supported by a service specification, a set of leases and operator proposals. These arrangements provide a formal structure for both parties together with Key Performance Indicators (KPI's) and defined responsibilities for repairs and maintenance (Maintenance Responsibility Matrix).

5 Links to Corporate Strategy

- 5.1 The provision of the Leisure Operator supports the following themes from the corporate strategy of an Enterprising Council:

- Pursue commercial investment opportunities that generate additional income that can be reinvested in service delivery to protect or enhance services on which our communities rely. Supported by a commercial investment strategy.
- Meet the challenge of Government completely withdrawing the Council's grant funding
- Ensure our land and property assets support the achievement of the council's objectives (including service delivery, regeneration projects and community

initiatives).

6 Finance / Resource Implications for Somerset Council in future years

- 6.1 There are no financial implications for the Council associated with this report.
- 6.2 Since the commencement of the contract, Covid-19 resulted in the closure of the leisure facilities for prolonged periods up until the government fully lifted restrictions in July 2021. This has created financial pressures for the operator, and whilst they have been able to fully open since this date, they like many other Leisure Operators are continuing to rebuild their services which has an impact on revenue generated. In addition, the continued pressure on utility prices is creating significant challenges for the Contract. That said no further support has been required to be provided by the Council during the reporting period 1st October 2021 to 31st March 2022.

7 Legal Implications

- 7.1 The Leisure Provision Contract is one of the Council's largest contracts. Reviewing performance and future plans is an important part of the management of the contract.

8 Climate, Ecology and Sustainability Implications

- 8.1 SLM by managing the Council's Leisure Centres with improvements and ongoing decarbonisation of its operation will help achieve the Council's Climate Emergency Strategy. As assets and equipment are due to be replaced consideration will be given to reducing its impact in consultation with the Climate Change Team. Through regular contract meetings and submission of the Environmental and Energy Management Plan Progress Report contained within the Bi-Annual Report the Council encourage the operator to make positive contributions to supporting the Council with Climate Change.

9 Safeguarding and/or Community Safety Implications

- 9.1 This update has no safeguarding or community safety implications. Through the Leisure Contract the operator is required to have safeguarding policies and safeguarding working procedures in place and regularly reviewed.

10 Social Value Implications

- 10.1 The Leisure Contract requires the operator to provide services to targeted groups of residents such as those on low income. This is administered through the Concessionary Pricing Policy and through targeted health and physical activity programmes provided at the Leisure Centres.

11 Partnership Implications

- 11.1 The provision of the Leisure Contract enables the Council to work pro-actively with their chosen operator to continually improve services. Mutual benefit can be achieved through formal contract meetings, submission of this Bi-Annual Report and annual plans.

12 Health and Wellbeing Implications

- 12.1 The Leisure Contract encourages the operator to focus on the Health and Well Being of residents by providing them with opportunities to participate in Sport and Physical Activities provide at the Centres they operate.

13 Asset Management Implications

- 13.1 The operator has responsibilities for maintaining the Council's Assets through the Maintenance Responsibility Matrix. Asset issues are discussed at regular contract meetings and through progress within the maintenance programme update contained in the Bi-Annual Report.

Democratic Path:

- **Scrutiny / Audit and Governance Committee – Yes 27th July 2022**
- **Executive – No**
- **Full Council – No**

Reporting Frequency: Twice-yearly

List of Appendices (background papers to the report) (delete if not applicable)

Appendix A	Bi-Annual Service Report- 1 st October 2021-31 st March 2022
Appendix B	n/a
Appendix C	n/a

Contact Officers

Name	Dave Wheeler
Direct Dial	01823219531
Email	@somerwestandtaunton.gov.uk
Name	Steve Hughes
Direct Dial	01823217511
Email	@somerwestandtaunton.gov.uk