

WEST OXFORDSHIRE DISTRICT COUNCIL
ECONOMIC AND SOCIAL OVERVIEW & SCRUTINY COMMITTEE
THURSDAY 9 JULY 2015

LEISURE CONTRACT MONITORING
REPORT OF THE HEAD OF LEISURE AND COMMUNITIES

(Contact: Martin Holland, Tel: (01993) 861556)

(The report is for information)

1. PURPOSE

To provide the annual update on progress against recommendations agreed by the Committee in January 2014 relating to the leisure management contract.

2. RECOMMENDATIONS

That, the Committee notes progress to date.

3. BACKGROUND

3.1. Members will recall, the Economic and Social Overview and Scrutiny Committee agreed to review the operation of the leisure management contract in 2012-2013.

3.2. A Review Group of four members was established and Councillors Beaney, Cooper, Mrs Crossland and Kelland were appointed to serve on the group. The relevant Cabinet member was also invited to attend meetings.

3.3. The Review Group agreed that the scope of the review would cover:

- performance to date against the outcomes set out in the management contract
- financial performance against projections set out in the management contract
- implications of the merger with GLL
- possible opportunities for investment as part of a contract extension with GLL

3.4. The Review Group held several meetings and following consideration of their report the following recommendations were endorsed:

- A thorough review of presentation and cleanliness is undertaken by GLL and an action plan for improving and maintaining standards in these areas is agreed at the West Oxfordshire Advisory Board (WOAB) and implemented by GLL.
- A quarterly marketing plan is put forward by GLL at WOAB setting out the marketing and communication issues ahead and how they will be engaging with local groups and organisations using a range of media to raise the profile of the facilities in the local community.
- Staffing levels in the Fitness Suites are monitored to make sure that sufficient staff cover is provided to ensure an appropriate standard of customer care is maintained.
- Possibilities for a contract extension are further investigated and any options put forward to the Overview and Scrutiny Committee and then Cabinet in the near future.

- Operational issues identified as part of the review are considered by GLL and actions implemented where possible to address them: - greater flexibility in the swimming pool programme in Carterton - wider variety of children's holiday provision, particularly outside of Witney - improvements to the appearance of all the facilities.

3.5. A representative from GLL will be in attendance at the meeting to present an update of the following areas:

- GLL Corporate Update.
- Performance over the contract term, throughput, Quality Assurance and Finance
- Investments made and impact.
- Programming.
- Standards of Presentation.
- Staffing.

3.6. To ensure officers and GLL representatives can respond effectively to Members questions it would be beneficial if they could be submitted to Democratic Services prior to the meeting date.

4. ALTERNATIVES/OPTIONS

None applicable.

5. FINANCIAL IMPLICATIONS

No financial implications arising directly from this report.

6. RISKS

None.

7. REASONS

To encourage tourism, leisure and cultural opportunities for all and promote healthy living and be recognised as a leading council that provides efficient, value for money services

Diana Shelton
Head of Leisure and Communities

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Background Papers:

None