

Environment & Regeneration Scrutiny Sub -Committee

28 March 2006

Streatham Leisure Centre – Information Report on Performance of the Management Contractor

Item 6.

St Leonards Ward / Streatham Area

Report authorised by: Robert Overall, Executive Director of Environment

Executive summary

This report provides an update on matters raised by the Environment and Regeneration Scrutiny Sub-Committee on the 16th November 05 in respect of the performance of leisure management contractor, Leisure Connection at Streatham leisure centre.

Summary of financial implications

Leisure Connection provides a leisure management service for the Council for which an annual management fee is paid. Any loss of service provision which is due to the fault of Leisure Connection would result in a default notice being issued with appropriate penalty charge. Failures in service provision that can be rectified result in the issue of rectification notices with timescales. If contractor fails to rectify the problem within the set timescale, this would be escalated to a default. The terms of contract payment, rectifications and defaults are laid down in the conditions of contract.

Recommendations

- (1) That the report is noted.

Consultation

Name of consultee	Directorate or Organisation	Date sent to consultee	Date response received from consultee	Comments appear in report para:
Internal				
Peter Chapman	Legal Services	03/03/06	06/03/06	
Des Farry	Corporate Finance	03/03/06	06/03/06	
Councillor C Whelan	Executive Member	03/03/06	06/03/06	
Entered in Consultation and Events Diary?				
Yes/No			If yes, date	XX.XX.05

Report history

Date report drafted:	Report deadline:	Date report sent:	Report no.:
03/03/06	14/03/06	10/03/06	484/05-06
Report author and contact for queries:			
George Sarkodie, Head of Service , Operations 020 79260548 gsarkodie@lambeth.gov.uk			

Background documents

None

Appendices

Appendix 1: A schedule of Leisure Connection investment in Lambeth's leisure facilities.

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1. Context

- 1.1 This report refers to, and seeks to address, issues raised by service users and Councillors regarding service standards and performance at Streatham Leisure Centre. Streatham Leisure Centre is one of four Council owned leisure centres which is managed by Leisure Connections – other centres are: Brixton Recreation Centre, Clapham Leisure Centre and Flaxman Leisure Centre. Following the procurement of the Council's leisure services in 1996, Leisure Connection was awarded the contract for 10 years.
- 1.2 The current contract expires in November 2006 and the Council has already begun the procurement process for the management of its leisure centres with an OJEU notice being issued on 27 January 06. It is projected that a new contract will be awarded in September 06 and the successful contractor will commence operation in December 2006. The draft specification for the new contract has been produced and contains robust performance indicators and service standards linked to the new CPA indicators for sport and cultural services. The standard of service specified has also been benchmarked with those of other local authorities who have recently tendered or are in the process of tendering their leisure management contract. It is anticipated that this, along with rigorous monitoring systems and contractor payment mechanisms directly linked to performance and customer satisfaction targets will drive improvements in service standards.
- 1.3 The current contract with Leisure Connection for the management of the Council's leisure centres is monitored by client officers from the Sport & Recreation unit of Environment and Cultural Services. The contract, which was let in November 1996, is not output based and the performance requirements are weak and not directly linked to the payment mechanism. This makes it difficult to monitor and drive performance improvements through inspections. In spite of the difficulty with the contract conditions resources for the monitoring of the leisure centres have significantly increased since June 2005. This has resulted in more monitoring inspections being undertaken by officers and more rectification and default notices being issued. This increase in monitoring is beginning to have the desired effect of driving up performance standards at the leisure centres. This has been particularly apparent in the last 4 months which has resulted in a significant reduction in the number of complaints and Member's Enquiries received by officers in relation to the standard of service provided at Streatham Leisure Centre.
- 1.4 It is also worth noting that the new Streatham leisure centre which is being developed as part of the wider Streatham Hub project is projected to start on site in late Autumn 2006. This will involve the demolition of the existing leisure and the development of a modern state of the art leisure facility. Officers are working with all groups who are currently use the leisure centre to find alternative venues for them to use during the interim closure period.

2. Proposals and reasons

2.1 Update on Service Provision at Streatham Leisure Centre

The following is an update on specific areas of service provision at Streatham Leisure Centre considered by the Environment Services & Regeneration Scrutiny Sub – Committee on the 16 November 2005.

2.2 Pool Closures

There have been no pool closures since the Committee meeting in November. This has been achieved by significant investment in repairs and maintenance of the pool plant by Leisure Connection and the centre operating with a full compliment of management staff.

2.3 Lockers

All faulty and vandalised lockers have been repaired plus additional lockers have been installed into the male changing area; these are all covered by a monthly maintenance contract which certainly seems to be more effective in keeping the lockers operational.

2.4 Changing room cleansing standards

In terms of the cleanliness of the changing rooms, the cleaning at Streatham Leisure Centre has undergone a radical transformation which involves cleaners accessing the facility at 6am to do a 'deep clean' before the centre is open to the public; 'light cleaning' will be done throughout the opening times. This cleaning regime has resulted in improved cleansing standing standard of the facility. In addition,

In addition, new flooring has been installed in the 'wet' changing room area which has greatly improve the general appearance and cleanliness of the area.

2.5 Programming – swimming Courses

Leisure Connection has produced an annual, 12 weekly programme of learn to swim courses which should enable parents of learn to swim children to plan their booking well in advance. The swimming lessons have been co-ordinated effectively and there has been no customer complaints regarding the quality of the swimming courses. Promotional literature was issued in the autumn 05 to advertise the swim-school dates for the remainder of the academic year

2.6 Leisure Connection Investment in Leisure Centre

At the Committee meeting in November 05, the Chief Executive of Leisure Connection stated that the company had made significant investment in the leisure facilities since they took over the contract. Members asked for a break down of this investment, which is included in Appendix 1.

3. Comments from Executive Director of Finance

- 3.1 The appropriate processes for defaults and rectification contained within the contract are being applied, in some instances this has resulted in financial penalties being imposed on the contractor.

4. Comments from Director of Legal and Democratic Services

- 4.1 The contract between the Council and Leisure Connections provides terms relating the monitoring of the performance of the contractor and termination for default and cause.

5. Results of consultation

None

6. Organisational implications

Risk management:

None.

Equalities impact assessment:

None

Community safety implications:

None.

Environmental implications:

None

Staffing and accommodation implications:

None

7. Timetable for implementation

None