

## SOUTH HOLLAND DISTRICT COUNCIL

**Report of:** Rob Walker, Executive Director - Place

**To:** Performance Monitoring Panel Wednesday, 11 September 2019

**(Author:** Rachel Rowett Community Development Manager)

**Subject** Swimming Pool & Leisure Facilities Task Group Update

**Purpose:** To provide Members with an update to ensure positive trends are continuing

### **Recommendation(s):**

- 1) That the content of the report is noted

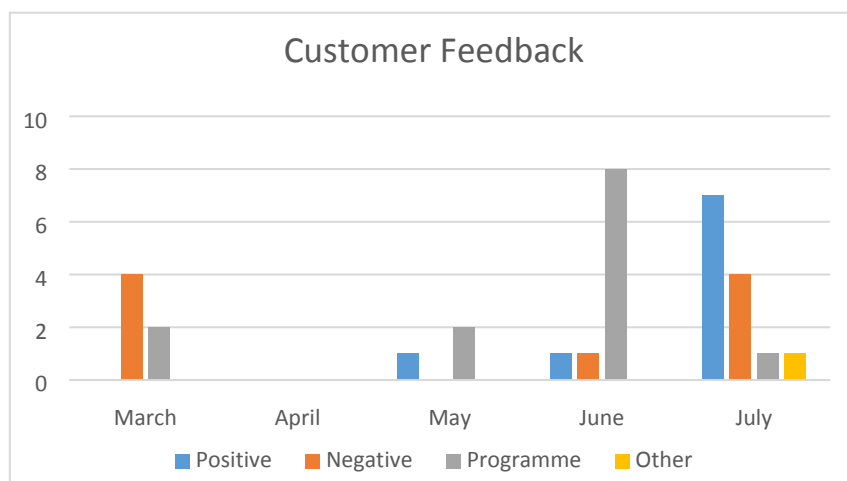
### **1.0 BACKGROUND**

- 1.1 In November 2016 the recommendations from the Final Report of the Swimming Pool and Leisure Facilities Contract Task Group were approved by the Cabinet. Since 16<sup>th</sup> May 2017 six monthly progress updates on the recommendations were given to Performance Monitoring Panel
- 1.2 The updates given at these meetings cover the measures taken to improve monitoring inspections to focus on cleanliness and maintenance, contractual action taken and remedial action that has been put in place.
- 1.3 Monthly contract meetings take place to review significant areas across the contract including; health & safety, customer feedback, staffing, performance, corrective action and safeguarding.
- 1.4 Regular site visit inspections take place to monitor contract compliance and service standards
- 1.5 In 2018 the Leisure Contract went through a competitive tender process. The Tender was won by Parkwood Leisure who took over the Leisure Management Contract from 1Life on 1<sup>st</sup> March 2019.
- 1.6 The revised contract has clear specifications on cleanliness, maintenance and staffing levels. It has robust sanctions and penalties that can be used if needed.
- 1.7 **Customer Feedback**

Parkwood Leisure have implemented an improved verbal comment log at all three sites. In addition to the customer feedback cards that are available at each reception, verbal comments are recorded. This is to enable easier feedback to be provided as not all customers want to complete a feedback card.

This is already resulting in an increase in feedback as shown in this following breakdown:

	Verbal/ written comments	Comment cards	Total feedback
March	10	5	15
April	0	1	1
May	3	1	4
June	10	6	16
July	15	5	20



The comment log records the feedback and the action taken by Parkwood following the feedback. This is reviewed by council officers.

The above graph demonstrates the increase in feedback following the last PMP meeting. There has been an increase in positive feedback in July compared to March and while negative feedback is increased too this is indicative of the improved recording and monitoring of feedback.

Positive comments related to staff service, cleanliness and teaching. Negative comments related to membership price, noise and staff behaviour. Action was immediately taken by Parkwood to address the concerns raised.

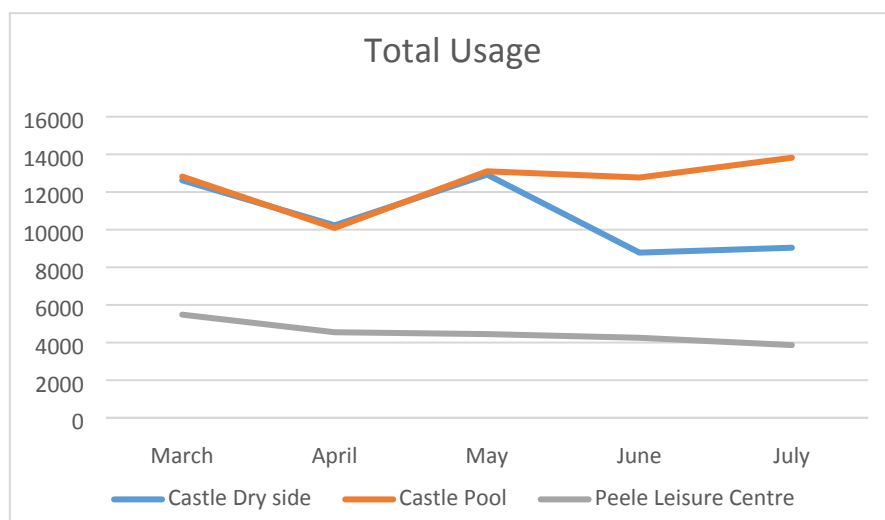
Since April the comment cards have provided positive feedback, with 88% of responses extremely likely to recommend the leisure centre to other people. The remaining 12% rated a neutral response.

### 1.7.2 Participation

Overall usage in July was up by 3% compared to June. This is positive as July through August are traditionally quieter months in leisure facilities due to the hot weather and holidays.

May was a peak month due to 2 events, the Spalding Festival and the annual Swimming Gala.

	May	June	July
Castle Dry side	12925	8778	9040
Castle Pool	13100	12770	13822
Peele Leisure Centre	4450	4254	3866
<b>Total</b>	<b>30475</b>	<b>25802</b>	<b>26728</b>



There has been a continuous month on month increase at the Castle Pool in general swimming figures, with July figures up 41% compared to March

Overall usage at the swimming pool is up by 8% and in the first week of the school holidays, the pool reached capacity for the first time in five years.

There was a reduction of 16 attendances in July for Friday 50+ swim, this could be due to the Sauna unavailability and this trend will be monitored now that the sauna facility is available. Comparing June – July;

Casual Swim has increased by 18%  
 Under 5 swim has increased 83%  
 Swim School has released by 19%  
 Aquafit, 67%

Gym usage and class figures are fairly consistent with 3402 gym users in July compared to 3494 in June, and 1541 class attendees in July compared to 1844 in June. Staff noticed a drop in attendees during the hot weather, particularly at the end of July.

Participation in other areas has remained consistent in July, although of particular interest is the increase in 5-a-side football; 300 in July up from 168 in June.

There are some new activities recorded in July. 24 children attended a Balance-ability course and 118 people received Personal Training (PT).

There are developments to site coming in the Autumn which should see a further increase in participation and use of the facilities.

## **Membership**

Total membership across all three sites is up by 13% in July compared to the start of the contract in March.

July was a strong month for membership sales.

	<i>March 2019</i>	<i>April 2019</i>	<i>May 2019</i>	<i>June 2019</i>	<i>July 2019</i>
Castle Sports Total Adult Memberships	1550	1532	1541	1473	1800
Swim Lesson membership	584	602	583	599	602
Peele Total DD Memberships	411	403	403	399	485

<b>Total Sales</b>					
<b>Membership type</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>
Castle Fitness	64	62	77	51	96
Castle Swim	10	4	2	3	15
Peele	30	25	11	22	37
<b>Total</b>	104	91	90	76	148

### **1.7.3 Availability**

The Council responded to customer feedback and renovated the sauna facility at the Castle Swimming Pool. This has re-opened and is available for customers.

Swimming pool availability has been good with no closures due to staffing levels. The learner pool was temporarily closed following the heavy rain in June which caused a leak in the roof. This was repaired as soon as weather conditions allowed and re-opened on 25<sup>th</sup> June. There have been no closures since.

### **1.7.4 Monitoring**

Parkwood submit monthly reports that provide details of all elements of the service provided and a detailed breakdown of participation figures. Quarterly strategic contract meetings also take place.

A contract manual is in place and inspections are taking place in accordance with the contract. This includes scheduled and spot visits.

An audit of the leisure contract is also being undertaken.

## **2.0 OPTIONS**

2.1 Do nothing

2.2 Note the contents of the report

### 3.0 **REASONS FOR RECOMMENDATION(S)**

3.1 It is recommended that the contents of this report are noted and that members of the Performance Monitoring Panel have assurance that the management of the leisure contract has strengthened and that service is continuing to improve with the new management company and contract now in place.

### 4.0 **EXPECTED BENEFITS**

4.1 Improved contract monitoring and a new management company will result in an improved service with increased customer satisfaction and increased usage figures.

4.2 Improved and more detailed reporting giving assurances of performance monitoring of the contract.

### 5.0 **IMPLICATIONS**

In preparing this report, the report author has considered the likely implications of the decision - particularly in terms of Carbon Footprint / Environmental Issues; Constitutional & Legal; Contracts; Corporate Priorities; Crime & Disorder; Data Protection; Equality & Diversity/Human Rights; Financial; Health & Wellbeing; Reputation; Risk Management; Safeguarding; Staffing; Stakeholders/Consultation/Timescales; Transformation Programme; Other. Where the report author considers that there may be implications under one or more of these headings, these are identified below.

#### 5.1 **Contracts**

5.1.1 A 5 year contract is in place with Parkwood Leisure.

5.1.2 A contract manual has been produced to assist with monitoring the contract performance.

#### 5.2 **Corporate Priorities**

5.2.1 The provision of a Leisure offer contributes to the Council's Corporate Priorities of:

- Your Place – Lead, enable and embed the provision of a range of improved local community, cultural, arts and newly contracted leisure facilities that support the enhanced wellbeing of South Holland's Communities.
- Your Health & Wellbeing – target our leisure facilities to provide a programme of activities to tackle obesity and inactivity in South Holland.

#### 5.3 **Financial**

5.3.1 There is a robust contract performance mechanism in the contract. Financial penalties can be applied if there is poor performance.

#### 5.4 **Risk Management**

5.4.1 Health & Safety management is reported in monthly reports provided by Parkwood and discussed in the contract monitoring meetings.

5.4.2 A full health and safety inspection is scheduled to be carried out every six months by the Council's contract manager, Health and Safety manager and a member of the Property and Asset's team.

## 6.0 **WARDS/COMMUNITIES AFFECTED**

6.1 Services are provided for all those living, working or visiting the district.

## 7.0 **ACRONYMS**

7.1 None used.

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Background papers: - Final Report of the Swimming Pool and Leisure Facilities Contract Task Group.

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### **Lead Contact Officer**

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**Key Decision:** No

**Exempt Decision:** No

**This report refers to a Discretionary Service**

### **Appendices attached to this report:**

None