

TONBRIDGE & MALLING BOROUGH COUNCIL

LEISURE and ARTS ADVISORY BOARD

19 May 2009

Report of the Chief Leisure Officer

Part 1- Public

Matters for Information

1 LEISURE FACILITIES – FINANCIAL PERFORMANCE

Summary

Management information summaries for Larkfield Leisure Centre, Angel Centre, Tonbridge Swimming Pool, Poulton Wood Golf Centre, Tonbridge Castle/Customer Services, Tonbridge Cemetery, Country Parks Car Park Income and Poulton Wood Grounds Maintenance are shown at [Annexes 1—8].

1.1 Leisure Services Business Unit – Overall Financial Performance

1.1.1 The LSBU has a policy objective to break even each year. The revised estimate for 2008/09 was a deficit of £113,500. The 2008/09 year end position was a deficit of £150,550 allowing for funding from earmarked reserves of £6,500. In overall terms the outturn position reflects the very difficult economic conditions and further increases in utilities charges. Total income was below profile, reflecting the financial pressure felt by many customers and expenditure control was good. More detailed information related to each contract is shown below.

1.2 Larkfield Leisure Centre

1.2.1 This contract fell short of the revised estimate profile by £20,800 as shown at [Annex 1].

1.2.2 The outturn position for this contract reflects the overall economic position referred to in sub-section 1.1.1. Areas of overspend included staffing, due in part to a one-off extraordinary payment in the second half of the year and utilities. Income in casual swimming, courses and Larkabout was the most affected, possibly reflecting family spending priorities. Lifestyles Health and Fitness maintained a strong performance supported by extensive price promotions, marketing and retention campaigns.

1.2.3 Expenditure was £16,800 above profile, allowing for funding from the LSBU earmarked reserve. Utility costs and staffing were overspent by £8,000 and £9,400 respectively.

1.3 Angel Centre

- 1.3.1 This contract fell short of the revised estimate profile by £38,600 as shown at **[Annex 2]**.
- 1.3.2 Overall income for the contract was £26,600 below target with the meeting rooms, Medway Hall, fitness income and courses all below profile. Income includes a loss of income claim for the All Weather Areas following closure of the facility due to flood damage.
- 1.3.3 Expenditure control was good with the exception of costs related to water supply at Tonbridge Farm which contributed to an overspend in utilities of £12,800.

1.4 Tonbridge Swimming Pool

- 1.4.1 This contract exceeded the revised estimate profile by £11,450 as shown at **[Annex 3]**.
- 1.4.2 Overall income for the contract was below target by £22,000 with casual swimming and courses the areas most adversely affected. However, income for one to one swimming and schools exceeded target comfortably.
- 1.4.3 Expenditure was underspent by £33,400 primarily due to savings in utilities and marketing costs, with staffing costs roughly to profile. Good expenditure control was also achieved in maintenance contracts and premises costs

1.5 Poult Wood Golf Centre

- 1.5.1 It has been a difficult year for the Golf Centre, with green fee income below the revised profile by £23,000 shown at **[Annex 4]**. This has been due to extremes of weather throughout the year, works to the irrigation system on the golf courses and the downturn in the economy. Compared to other golf courses in the South East Poult Wood is no exception. It is encouraging to note that income for March exceeded profile by £5,000 and this trend appears to be continuing into the start of the new financial year following good weather and marketing activity.

1.6 Tonbridge Castle/Customer Services

- 1.6.1 The Customer Services team at Tonbridge Castle continue to deliver a wide range of services on behalf of the Council. In addition to the operation of the Gatehouse attraction, wedding bookings and tourist information, the team continue to expand on the services they provide to customers as a first point of contact through both the telephony and face-to-face operations. Income for the year was low, as expected, due to the upheaval during building works. However, the free advertising we will receive through Kent County Council after the Gateway is finished will bring in more visitors and more than likely increase numbers in weddings and Castle visits. There will be a Registrar on site for two days per week.

1.6.2 The buildings works at Tonbridge Gateway are approximately 2 weeks behind schedule due to the extremely inclement weather experienced this winter. Staff are working from portakabins but will be moving back into the building early July, 2009 when the project is due to be completed. An invitation went out to potential partners inviting them to attend an open day to register their interest on the afternoon of Friday 3 April 2009,. The event was well attended and went extremely well with lots of positive feedback from potential partners. Partners will be joining us in the Autumn. The team will shortly undergo more training before being joined by the KCC staff, the voluntary sector, NHS, Kent Police & Fire and Rescue in a modern retail setting, called Gateway which is a Kent initiative.

1.7 Tonbridge Cemetery

1.7.1 Income at the Cemetery is £1,439 below profile for the full financial year 2008/09 **[Annex 6]**. Whilst the sale of Memorial Permits and leases of columbaria vaults/plaques were above profile, the year has seen a reduction in interments and purchases of graves.

1.8 Country Parks Car Park Income

1.8.1 Members will be pleased to note that total income from the Council's two Country Park car parks is £4,158 above profile for the financial year 2008/09 **[Annex 7]**.

1.9 Poult Wood Grounds Maintenance

1.9.1 This contract exceeded the revised estimate profile by £9,550 as shown at **[Annex 8]**.

1.9.2 Expenditure saving was achieved by expenditure control in all areas of the contract. The contract performance and standards of ground maintenance remain very high.

1.10 Legal Implications

1.10.1 None.

1.11 Financial and Value for Money Considerations

1.11.1 Collectively, the facilities covered by this report generate income and expenditure in excess of £4.5m per annum.

1.12 Risk Assessment

1.12.1 Taking into account the levels of income and expenditure involved, it is essential that the financial performance of the facilities is closely monitored, and any issues are identified and addressed at an early stage. Any significant variations in financial performance could have a major impact on the Council's revenue budget.

1.13 Policy Considerations

1.13.1 Community, Customer Contact.

Background papers:

Nil

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