

TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES and HOUSING ADVISORY BOARD

13 November 2017

Report of the Director of Street Scene, Leisure & Technical Services

Part 1- Public

Matters for Recommendation to Cabinet - Non-Key Decision (Decision may be taken by the Cabinet Member)

1 LEISURE FACILITIES – LEISURE TRUST UPDATE

Summary

This report reviews the recent performance of the Tonbridge and Malling Leisure Trust and updates Members on a number of significant capital schemes. The Trust’s Chief Executive, Martin Guyton, will be in attendance at the meeting to present a review of the last year and answer questions from Members.

1.1 Background

1.1.1 Members will be aware that the Tonbridge and Malling Leisure Trust (Trust) has been responsible for the management of the Council’s leisure facilities since 1 November 2013. The Trust manages the Council’s main leisure facilities that include the Angel Centre, Tonbridge, Larkfield Leisure Centre, Tonbridge Swimming Pool and Poulton Wood Golf Centre.

1.1.2 Regular communication between the Council and the Trust has continued to take place since the transfer, supported by quarterly liaison meetings. The Trust supplies the Council with a set of monitoring reports and Key Performance Indicators, as detailed in the Management Agreement, with a key document being the Annual Service Delivery Plan. The Annual Service Delivery Plan incorporates the relevant Key Priorities of the Council, including the Local Environment, Health and Wellbeing, Children and Young People and Community Safety.

1.2 Review of Performance

1.2.1 The latest Annual Service Delivery Plan - Cumulative Quarterly Monitoring Report shown at **[Annex 1]** includes Quarter 1 covering the period 1 April to 30 June 2017.

1.2.2 The details shown in the Annex have been limited to those directly related to the Council’s Agreed Service Outcome measures. Full copies of the Monitoring Report are available upon request.

- 1.2.3 Satisfaction and cleanliness scores from customers remain high with all scores above 90%, Angel Centre (97% cleanliness and 98% satisfaction), Tonbridge Swimming Pool (98% cleanliness and 100% satisfaction) and Larkfield Leisure Centre (90% for cleanliness and 100% satisfaction).
- 1.2.4 It is encouraging to note that once again the number of positive comments in the quarter (73) exceeded complaints (15) with no serious complaints received.
- 1.3.5. There were 313,816 visits to the Leisure Facilities over the quarter, a slight increase of 2,716 visits or 0.8% compared to the previous quarter with all sites also increasing attendance slightly on the previous year.
- 1.2.5 The overall number of accidents per 100,000 in Quarter 1 was 104 which was an increase of 8 or 12% on last year and 46% higher or 23 more than the previous quarter. This issue was raised with the Trust at the last quarterly liaison meeting and despite the increase, the Trust advised that there were no trends identified or specific areas of concern. This is an area that will continue to be closely monitored to ensure this direction of travel does not continue. There were no reportable incidents, diseases or dangerous occurrences reported in the Quarter.
- 1.2.6 Tonbridge Swimming Pool has recently undergone a detailed assessment under the Quest quality scheme. The Trust's Chief Executive will be delighted to share the outcome of the assessment with Members at the meeting.

1.3 Fitness Equipment Renewal

- 1.3.1 Further to previous reports to this Board, the fitness equipment at Larkfield Leisure Centre and the Angel Centre is scheduled for replacement within the current financial year with replacement allocated within the Council's Capital Renewals programme.
- 1.3.2 In the increasingly competitive health and fitness market it is essential to continue to invest in new equipment to attract and retain customers. This equipment supports a significant area of income generation for the Trust. Under the formal Management Agreement with the Trust the Council is also obligated to replace specified items of equipment in accordance with the Council's Capital Renewals programme
- 1.3.3 Following Member approval on the 25 July 2017, tenders were sought from a select list of contractors through a Framework Agreement. The evaluation criteria for tenders placed an emphasis on quality with the evaluation set at 30% (Price) and 70% (Quality).
- 1.3.4 Following evaluation, I can advise that Technogym UK Ltd were awarded the contract with a Tender Price of £407,097.92. Taking into consideration buy back of the existing equipment at a value of £54,950.00 and a contribution from the Trust to enhance the specification of some items of equipment, the cost to the Council has come marginally below budget.

- 1.3.5 It is proposed that the new equipment be installed at the Angel Centre in the week leading up to Christmas, with replacement at Larkfield Leisure Centre taking place in spring 2018 to coincide with the completion of the proposed capital works (see sub-section 1.5).

1.4 Larkfield Leisure Centre – Capital Works

- 1.4.1 Further to previous reports to the Board, the Trust has brought forward plans to provide an extension to the gym at Larkfield Leisure Centre utilising the current adjoining dance studios and then relocating the studios into a new build at the front of the leisure centre. The project is estimated at between £700,000 and £800,000 and is being fully financed by the Trust.
- 1.4.2 The Trust has sought and gained Planning Permission and Landlords Consent from the Council and liaison/updates have been undertaken with both East Malling and Larkfield Parish Council, as the land owners, and Local Members.
- 1.4.3 I am pleased to advise Members that the works commenced on site on the 23 October 2017 and completion is estimated to be April/May 2018. The Trust has been working to minimise the impact on users as far as is practical and this is reflected in the phasing of the works and the proposals for temporary gym facilities in the main sports hall.
- 1.4.4 The capital investment being made by the Leisure Trust in relation to Larkfield Leisure Centre is permitted by the Management Agreement, with the Trust's use of its Capital reserves restricted to its facilities within the Borough. In accordance with the Management Agreement a 'Notice of Change' has been sought by the Trust in relation to the proposed works.

1.5 Tonbridge Swimming Pool Roof

- 1.5.1 Further to previous reports to this Board, Members will be aware that Phase 2 of refurbishment of the roof at Tonbridge Pool commenced on the 2 October 2017. The works will see the replacement of the sections of roof over the main reception and health suite.
- 1.5.2 The current works are expected to take approximately 4 weeks and should cause minimum disruption to the site with only short closures during the erection and removal of the scaffolding around the main entrance for public safety. The works have also required periodic closure of the bridge between the Swimming pool entrance and Tonbridge Castle. Customers and local Members have been kept updated throughout the works.
- 1.5.3 Phase 3 of the works is planned for Autumn 2018 and will see the remaining half of main pool hall roof replaced.

1.6 Legal Implications

- 1.6.1 The management and development of facilities run by the Trust on the Council's behalf is in accordance with an approved Management Agreement.
- 1.6.2 The renewal of the fitness equipment at the Leisure Centres is being progressed in accordance with the Council's approved Financial and Procurement rules, policies and procedures.

1.7 Financial and Value for Money Considerations

- 1.7.1 The transfer to the Leisure Trust has made a significant contribution to the Council's savings, and further savings will be forthcoming following the review of the Service Fee from the 1 April 2018. The financial performance of the Trust continues to be positive.
- 1.7.2 The cost of the replacement fitness equipment at Larkfield Leisure Centre and the Angel Centre has come marginally below budget.
- 1.7.3 There are no loss of income claims from the Trust in relation to the capital works outlined in the report.

1.8 Risk Assessment

- 1.8.1 Health and safety arrangements are outlined in the Management Agreement with the Trust and are monitored through Key Performance Indicators. Regular site inspections are undertaken with spot checks and independent audits.

1.9 Equality Impact Assessment

- 1.9.1 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

1.10 Policy Considerations

- 1.10.1 Asset Management, Community, Healthy Lifestyles, Young People

1.11 Recommendations

- 1.11.1 It is **RECOMMENDED TO CABINET** that the Trust's performance over the first quarter of the Annual Service Delivery Plan and progress with on site capital works be noted.

The Director of Street Scene, Leisure & Technical Services confirms that the proposals contained in the recommendation(s), if approved, will fall within the Council's Budget and Policy Framework.

Background papers:

contact: Stephen Gregg

Nil

Robert Styles

Director of Street Scene, Leisure & Technical Services