

Method Statement	Question
1	<p>The Council has identified some opportunities at Westgate Leisure Centre for capital investments that could be implemented to improve the net financial position of the Contract as well as to attract existing non-users and increase participation levels.</p> <p>The Council would like these development opportunities to be explored as part of the procurement, seeking an operator's input to develop these ideas further or to develop new ideas for capital investment which will contribute towards meeting the Council's objectives for the contract.</p> <p>Please provide initial details of projects/schemes along with high level cost of capital funding, timescales and return on investment over the period of the contract.</p> <p>How would funding for the projects/schemes be realised?</p> <p>Please provide your maintenance strategy and programme for the delivery of a sustained and improved service?</p>
2	<p>How will you support the delivery of the Council's Objectives within the centres and in the community both in the urban and rural areas of the district?</p> <p>In particular how will you support the inactive to become more active, how will you contribute to addressing health inequalities in the area and what is your approach to outreach work in particular in Targeted Think Family Communities to deliver these objectives?</p>
3	<p>How will you ensure that the work you do is coordinated and integrated with other local partners and stakeholders?</p> <p>What is your approach to being pro-active in gaining grants or funds through alternative avenues such as Sport England and other funding sources?</p> <p>Are there any grant proposals that the operator would seek to bring forward as part of the contract?</p>
4	<p>The Centres currently deliver a very successful Active for Health (Exercise referral) programme including back care, cancer, coronary heart disease, diabetes, asthma, ante and post natal, anxiety, stress and depression.</p> <p>The Centres also work closely with the Council's Health Development Team to deliver a 'First Steps to Fitness scheme' funded by Public Health. Funding for this is currently secured until April 2016 but it is envisaged this will be funded by Public Health moving forward but this is however not confirmed.</p> <p>Based on your experience what is your approach to delivering these types of services?</p> <p>What opportunities do you see for working in partnership with the Council to deliver these types of services?</p> <p>How would you make the activities sustainable in the light of reduced funding</p>

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	from Public Health?
5	<p>How would you measure whether your management of the centres meets and/or exceeds customer aspirations, in particular in relation to cleanliness, housekeeping standards and customer care?</p> <p>What quality awards, initiatives and strategies will you have in place throughout the contract?</p>
6	<p>What performance information will you provide to the Council to demonstrate your successful delivery of the Contract and how often?</p> <p>How will you measure the continuous improvement of service provision taking into consideration local and national agendas and delivery against the Council's objectives? What type of output, outcome and impact KPI's do you propose?</p> <p>How will your service in this Contract be benchmarked to demonstrate that the Council is getting excellent value for money whilst maintaining a high level of quality service and facilities?</p>
7	<p>The Council is keen to know how the use of IT, social media, on-line bookings, kiosks, website data analysis and Sport England Market Segmentation will be used to market regular users, in-frequent users and to engage new audiences and improve the intelligence the Contractor has of its customers.</p> <p>How will you make sure that these schemes complement and integrate with any campaigns/initiatives/events that the Council may be running?</p>
8	<p>The Council is committed to reduce the carbon footprint of the centres. Please outline any specific measures you would introduce at any of the centres to achieve these aims.</p>
9	<p>What is your approach to ensuring that there is always sufficient, suitably qualified and experienced staff at the centres?</p> <p>In addition what is your approach to employing local people, apprenticeship schemes, work experience and supporting the Council in addressing the worklessness agenda?</p>