

# Chichester District Council

## OVERVIEW AND SCRUTINY COMMITTEE

20 September 2022

### Leisure Services Performance Review for April 2021 to March 2022

#### 1. Contacts

**Report Author:**

Sarah Peyman, Divisional Manager – Culture & Sport,  
Tel: 01243 534791 E-mail: [speyman@chichester.gov.uk](mailto:speyman@chichester.gov.uk)

#### 2. Recommendation

**The committee is requested to:**

- 2.1 Receive the Annual Report from Everyone Active (Sport and Leisure Management Ltd) Appendix 1 and note the performance for 1 April 2021 to 31 March 2022.**

#### 3. Background

- 3.1 The leisure contract was awarded to Sport and Leisure Management Limited (SLM) on the 1 May 2016 for a period of 10 years with the option of a further 5 years.
- 3.2 This report provides a review of the year six performance and monitoring of the contract.
- 3.3 A contract variation was agreed for 1 April 2021 to 31 March 2022 with a revised Leisure Operator's Base Trading Account (LOBTA) in response to the impact of covid on the operation of the service and the recovery of the leisure market.

#### 4. Contract Monitoring and Performance

- 4.1 Since April 2020 and the contract variations, bi-weekly meetings have been held with Everyone Active to review performance and recovery, and accounts have been provided on a monthly basis. We have been operating an open book where we have been scrutinising monthly figures and calculating management payments to reflect performance.
- 4.2 Unannounced inspections of the centres also take place where cleanliness, health and safety and general operational procedures are reviewed and any actions required reported back to the contractor.
- 4.3 Annual auditing by the Council's Health and Safety Team is also undertaken to check on management arrangements in place, such as reviewing health and safety policy procedures, risk assessments, Legionella and COSHH assessments etc.

## **5. Annual Report**

- 5.1 The Annual Report 2021-22 at Appendix 1 covers the 12 month period from 1 April 2021 to 31 March 2022. The report outlines the performance of the contractor in year six of the contract which was still heavily impacted by the covid pandemic.
- 5.2 The leisure centres were closed by Government on a number of occasions as a result of covid with the last lockdown being from 26<sup>th</sup> December 2020 until 12<sup>th</sup> April 2021.
- 5.4 No targets were set for the contract key performance indicators as there was no possibility of achieving any of the pre-covid targets due to closures and slow return to participation, but KPI data can be found in the annual report.
- 5.5 Some successes for 2021/22 have been:
  - Increase in the numbers attending the Westgate swim school.
  - A greater emphasis on external delivery of sports development projects targeting those in most need.
  - The launch of a toning suite.

## **6. Community impact and corporate risks**

- 6.1 Once the centres were allowed to re-open in April 2021, Everyone Active welcomed back customers. The community were still cautious about returning and lifestyle choices and exercise habits had changed due to the facilities being closed for such a long period of time.
- 6.2 Everyone Active have continued to support the most vulnerable in the community including a number of families referred through partners receiving free membership and looked after children, care leavers and refugees supported to lead more active and healthy lives.
- 6.3 Support for Sussex Police and local registered social landlords was also provided to engage with targeted young people and programmes for vulnerable adults including homeless people and those suffering with mental health issues were also delivered through targeted sessions in local community settings.
- 6.4 The Council agreed to support Everyone Active with operational costs to ensure access to sport and leisure facilities and activities was maintained for the local community.

## **7. Alternatives Considered**

- 7.1 If the Council decided not to continue to support Everyone Active, the council would need to consider alternatives for future management options including retendering the contract or taking the management back in house.

## 8. Resource and Legal Implications

- 8.1 Everyone Active worked hard to keep their costs to a minimum during 2021/22, whilst encouraging the return of participants by offering existing activities and creating new opportunities.
- 8.2 Some of the National Leisure Recovery Fund (NLRF) provided to local authorities to support publicly owned leisure facilities through the coronavirus crisis was used to offset costs for the contract at the beginning of 2021/22.

## 9. Consultation

- 9.1 Communication between CDC and SLM has been strong throughout the pandemic period and no concerns have been raised over the contractor's performance.
- 9.2 We are continuing to work closely with SLM on their recovery from the pandemic.

## 10. Community Impact and Corporate Risks

- 10.1 Leisure services play an important role in ensuring the mental and physical wellbeing and social connectedness of our local community. There are specific risks to wider public health in which leisure services play a key role including the improvement of the local population's health by contributing to healthier lifestyles and mental wellbeing and reducing health inequalities, obesity rates and physical inactivity. Although not statutory, councils play a strategic role in determining and driving local economic priorities to increase economic growth, job creation and make local areas attractive places to live and work. Repurposing town centres to bring a better balance between housing, leisure, public services and cultural hubs and retail is one example of how councils are doing this.

## 11. Other Implications

	Yes	No
<b>Crime and Disorder</b>		X
<b>Biodiversity and Climate Change Mitigation</b>		X
<b>Human Rights and Equality Impact</b>		X
<b>Safeguarding and Early Help</b>		X
<b>General Data Protection Regulations (GDPR)</b>		X
<b>Health and Wellbeing</b>		X
<b>Other (please specify)</b>		

## 12. Appendices

- 12.1 Appendix 1 – Everyone Active Annual Report 2021/22

## 13. Background Papers

- 13.1 None