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Date: Monday, 21 June 2021

## **Notice of meeting**

### **Community Wellbeing and Housing Committee**

**Date:** Tuesday, 29 June 2021

**Time:** 7.00 pm

**Place:** Council Chamber, Council Offices, Knowle Green, Staines-upon-Thames

#### **To the members of the Community Wellbeing and Housing Committee**

Councillors:

S.A. Dunn (Chairman)	S. Buttar	J. McIlroy
S.M. Doran (Vice-Chairman)	R. Chandler	O. Rybinski
M.M. Attewell	N. Islam	V. Siva
C. Bateson	M.J. Madams	J. Vinson

**Spelthorne Borough Council, Council Offices, Knowle Green**

**Staines-upon-Thames TW18 1XB**

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## **Agenda**

**Page nos.**

**1. Apologies**

To receive any apologies for non-attendance.

**2. Declarations of Interest**

To receive any disclosures of interest from Councillors in accordance with the Council's Code of Conduct for members.

**3. Community Wellbeing and Housing Committee Terms of Reference**

**5 - 6**

To note the Community Wellbeing and Housing Committee's Terms of Reference as detailed in part 3b of the Council's Constitution.

**4. Introduction to Community Wellbeing and Housing**

To receive a verbal introduction into the working of the Community Wellbeing and Housing Team so that the Committee has a better understanding of the activities the team is engaged with.

**5. Introduction to the Family Support Team**

To receive a verbal introduction to the work of the Family Support Team.

**6. Community Centres Update**

To receive a verbal update on the Borough's Community Centres

**7. Leisure Centre Update**

To receive a verbal update on the Borough's Leisure Centres.

**8. Home Improvement Agency Update**

To receive a verbal update on the Home Improvement Agency.

**9. Health & Wellbeing Strategy Update**

To receive a verbal update on the Health & Wellbeing Strategy.

**10. Procurement of a Cleaning Contract for White House and Harper House 7 - 22**

To approve the proposed procurement of a cleaning contract for White House and Harper House for the duration of 3 years with an option to extend for a further two 12-month periods.

**11. Leisure Centre - Proposal for Minor Variation of Contract 23 - 26**

To agree and approve Option A to increase the eligibility age of the senior concessions pricing from 60 to 66 years, in line with the current state pension age.

**12. Forward Plan 27 - 28**

To consider the Forward Plan for committee business.

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## **COMMUNITY WELLBEING & HOUSING COMMITTEE**

### **Membership**

13 members reflecting political balance.

### **Functions**

This committee has responsibility for the following functions of the Council:

- Leisure, libraries, arts, sports and culture
- Community development and engagement
- Voluntary sector strategy and liaison
- Housing policy & strategy
- Housing options, advice and benefits
- Affordable housing and homelessness
- Private sector and social housing enforcement
- Home Improvement Agency
- Grants to outside bodies
- Education and young people
- Services for older people
- Day centres
- Supported living independently – including meals on wheels
- Family support
- Disability issues and grants
- To monitor and review relevant Council policies and strategies and recommend changes or new policies to the Corporate Policy and Resources Committee.
- To review and scrutinise service delivery and in particular ensuring that best value in service delivery is being obtained for the community.
- To undertake scrutiny and monitor the performance of external bodies who deliver services to the community
- To review and scrutinise budget proposals and make recommendations to the Corporate Policy and Resources Committee.

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## COMMUNITY WELLBEING AND HOUSING COMMITTEE



**Date of meeting 29 June 2021**

<b>Title</b>	Procurement of a cleaning contract for White House and Harper House
<b>Purpose of the report</b>	To make a decision
<b>Report Author</b>	Marta Imig, Strategic Lead, Housing
<b>Ward(s) Affected</b>	Ashford Common Ashford East Ashford North and Stanwell South Ashford Town
<b>Exempt</b>	No
<b>Exemption Reason</b>	n/a
<b>Corporate Priority</b>	Housing Clean and Safe Environment
<b>Recommendations</b>	<b>Committee is asked to:</b>  To approve the proposed procurement of a cleaning contract for White House and Harper House for the duration of 3 years with an option to extend for a further two 12-month periods.
<b>Reason for Recommendation</b>	To provide cleaning services for White House and Harper House

**1. Key issues**

- 1.2 White House and Harper House will provide specialist accommodations for single homeless people and homeless families. We are required to make cleaning arrangements for communal parts of both buildings.
- 1.3 The day-to-day management of the cleaning contract will be delivered by the Scheme Manager, employed by MTVH and overseen by Data and Contract Officer at SBC, who will take the overall responsibility for the performance of the contract. The Contractor will be required to report monthly on agreed KPIs as a single report, to be submitted to the Authority no later than 5 Working Days after the last calendar day of each month of the Contract Term. The Data and Contract Officer will complete a checklist every month to measure KPI performance.
- 1.4 Where contract performance falls short of the required KPI standards, the Contractor will be expected to attend (in person or virtually) a Contract

Review meeting with SBC to discuss the measures to be implemented to address the issues.

- 1.5 Contract review meetings are to take place every three months.
- 1.6 Cleaning frequency will be designed to ensure that the building is clean and Covid safe.
- 1.7 We are looking to commence procurement of a contract to provide cleaning services in the following areas at each location:

#### **White House:**

All parts common parts of the building, and in addition ad hoc requirement for end of occupancy cleans.

Communal parts: Entrances, exits, stairs, communal kitchens and bathrooms, communal storage areas, communal living areas, interview rooms, training rooms, doors, windows, hallways, landings, reception, and office areas.

#### **Harper House:**

All parts common parts of the building, and in addition ad hoc requirement for end of occupancy cleans.

Communal parts: Entrances, exits, stairs, communal toilet, communal storage areas, laundry room, communal living areas, doors, windows, hallways, landings, reception, and office areas.

## **2. Options analysis and proposal**

- 2.1 The options are to approve the procurement to proceed, to reject it or to change it

### **Option 1 - Approve – recommended**

The contract will be procured to commence when the building is ready for occupation. It will ensure that we have appropriate services in place to provide clean and safe environment for residents and staff.

### **Option 2 – reject**

The contract will not be procured and alternative method of delivering cleaning services must be agreed.

### **Option 3 – change**

The committee can make changes to the proposed service and approve it for procurement in the amended form.

## **3. Financial implications**

- 3.1 In 2021/22 budget, we allowed £14,000 pa for cleaning services at Harper House and £15,000 pa for cleaning services at White House. The proposed procurement of the cleaning contract is for the duration of 3 years with an



option to extend for a further two 12-month periods. The value of the contract over 5-year period is £145,000

**4. Other considerations**

4.1 As part of the procurement process contractors will be required to include all consumable costs within their proposal and their costs will also reflect this. It will be the responsibility of the approved Contractor to supply all necessary equipment and materials to carry out the services. Detergents and materials must be either:

- Kept in a lockable location as agreed with the Scheme Manager. All materials retained on site must be accompanied by COSHH data sheets; or
- Taken off site at the end of each day

The contractor will also be required to remove all hazardous waste from site daily.

**5. Equality and Diversity**

5.1 Equality and Diversity assessment has been completed and is enclosed in Appendix A.

**6. Sustainability/Climate Change Implications**

6.1 The contractor will be required to only use environmentally friendly cleaning materials. The proposed procurement does not have any impact on the Council's sustainability / climate change position.

**7. Timetable for implementation**

7.1 Once approved, the tender will be advertised on the e-tendering portal with target service commencement date of 1 September 2021.

**Background papers:** there are none

**Appendices:**

Appendix A - Equality and Diversity Assessment

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## Equality Analysis

<b>Directorate:</b> Community Wellbeing <b>Service Area:</b> Housing Strategy & Policy	<b>Lead Officer:</b> Marta Imig <b>Date completed:</b> 21 May 2021
<b>Service / Function / Policy / Procedure to be assessed:</b>  Procurement of cleaning contract for White House and Harper House	
<b>Is this:</b> New / Proposed <input checked="" type="checkbox"/> Existing/Review <input type="checkbox"/> Changing <input type="checkbox"/>	<b>Review date:</b> 3 years since contract commencement

## Part A – Initial Equality Analysis to determine if a full Equality Analysis is required.

### **What are the aims and objectives/purpose of this service, function, policy or procedure?**

The Housing Strategy 2020-25 sets the strategic direction for the Council in its ambition that local residents have access to suitable and affordable housing options locally.

The final strategy contains three strategic priorities, and an associated Action Plan:

1. Enabling the delivery of more affordable homes across a range of tenures.
2. Promote independence and wellbeing to enable residents to remain living independently.
3. Prevent homelessness and rough sleeping.

Within the Housing Strategy, there are two actions under priority 3 that specifically focus on the delivery of the White House Hostel and Harper House rebuild. The first action indicates that Spelthorne Borough Council will complete the White House Hostel project to improve the service offer to single people, particularly those with multiple and complex needs, supporting them to move onto independent living in settled accommodation. The second action is to complete the Harper House rebuild project which will provide the main supported housing for local homeless families with the aim of providing good quality accommodation and to improve the move-on journey for families in to settled accommodation.

The procurement of a cleaning contract for the White House Hostel and Harper House is imperative to ensure that both emergency accommodations are ready for tenants to take occupation once both reach practical completion. Whilst the UK is still trying to recover from the COVID-19 pandemic, it is of utmost importance that a cleaning contract is in place to ensure that regular cleaning standards are upheld to minimise the potential spread of COVID-19. Strict cleaning regimes will need to be in place for communal areas.

### **Please indicate its relevance to any of the equality duties (below) by selecting Yes or No?**

	Yes	No
Eliminating unlawful discrimination, victimisation and harassment		✓
Advancing equality of opportunity	✓	
Fostering good community relations	✓	

**If not relevant to any of the three equality duties and this is agreed by your Head of Service**, the Equality Analysis is now complete - please send a copy to **NAMED OFFICER**. **If relevant**, a Full Equality Analysis will need to be undertaken (PART B below).

## PART B: Full Equality Analysis

### Step 1 – Identifying outcomes and delivery mechanisms (in relation to what you are assessing)

<b>What outcomes are sought and for whom?</b>	<p>The main outcome of the policy is to ensure a cleaning contract is procured for the White House Hostel and Harper House</p> <p>Affected groups will include (not exhaustive):</p> <ul style="list-style-type: none"><li>• Agencies wishing to submit a tender for the cleaning contract;</li><li>• Partners involved in the delivery of the White House Hostel and Harper House, such as Metropolitan Thames Valley Housing (MTVH) who are providing the management contract for the sites;</li><li>• All adults (and associated dependants) who are homeless or at risk of homelessness, including rough sleepers;</li><li>• Housing Options Staff at Spelthorne Borough Council who support homeless households in to emergency accommodation.</li></ul>
<b>Are there any associated policies, functions, services or procedures?</b>	<p>Housing Act 1996 (as amended by various)</p> <p>Housing Strategy 2020-2025</p> <p>Homelessness and Rough Sleeping Strategy 2020-2025</p> <p>Procurement Strategy</p>
<b>If partners (including external partners) are involved in delivering the service, who are they?</b>	<p>The overall procurement of a cleaning contract for the White House Hostel and Harper House is the responsibility of Spelthorne Borough Council. A partner to deliver this service will be identified through the procurement process.</p>

## Step 2 – What does the information you have collected, or that you have available, tell you?

**What evidence/data already exists about the service and its users?** (in terms of its impact on the 'equality strands', i.e. race, disability, gender, gender identity, age, religion or belief, sexual orientation, maternity/pregnancy, marriage/civil partnership and other socially excluded communities or groups) and **what does the data tell you?** e.g. are there any significant gaps?

### General Spelthorne context

Almost half of Surrey's 20 most deprived super output areas are in Spelthorne. Three are in the ward of Stanwell North, two in Ashford North and Stanwell South and one in each of Ashford East and Sunbury Common. Spelthorne has the highest number of lone parent families and the highest level of child poverty in Surrey; it also has the highest under-18 conception rate in the county. That said, residents are largely healthy, with life expectancy for both males and females slightly above the national average.

Although the number of VAT and/or PAYE-registered business has fallen slightly over the past four years, Spelthorne has a low rate of unemployment: 1.4% of those economically active aged 16 to 64, compared to the South East (2.2%) and UK as a whole (3.5%). Heathrow Airport is a significant local employer, with 8.3% of Spelthorne's working population employed there. Significantly, 21.5% of those in work in Stanwell North are in low level employment compared to an average of 11.6% in Surrey. Average wages are slightly above regional averages at £630 per week for full-time employees.

Whilst house prices remain well above the national average, most residents are owner-occupiers (73%), followed by private rented (13%) and social rented (12%).

### Gender / gender identity

Census data from 2011 shows that 50.5% of residents in Spelthorne were female, with the remaining 49.5% being male. There is no data known to be held in relation of other gender identities.

Source: ONS Census, 2011 - neighbourhood statistics for residents aged 16 to 74

*A White Paper published in December 2018 (Help shape our future: the 2021 Census of population and housing in England and Wales) sets out the Office for National Statistics' (ONS) recommendations for what the census should contain and how it should operate. The White Paper recommends that the census in 2021 includes a question about gender identity, asking respondents whether their gender is the same as the sex they were registered as at birth. The question will be separate from the question about sex (i.e., whether the respondent is male or female), which will be phrased in the same way as previous years. There is currently no official data about the size of the transgender population (the word 'transgender' is used here to describe people whose gender identity does not match the sex they were assigned at birth). The Government Equalities Office (GEO) has said that there may be 200,000 to 500,000 transgender people in the UK, but stresses that we don't know the true population because of the lack of robust data. The ONS has identified user need for official estimates in order to support policy-making and monitor equality duties.*

Source: <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>

### Age

Spelthorne has a slightly lower population of under-30s (34%) compared to the rest of the country (37%), and a slightly higher population of 30-69 year olds (42%) compared with the UK average of (40%). The number of 70+ is 23%, which is broadly in line with the rest of the UK (24%).

Source: <https://commonslibrary.parliament.uk/local-data/constituency-statistics-population-by-age/>

### Ethnicity

The ethnic make-up of Spelthorne is largely in line with the UK average, although we have more residents who identify as Asian and fewer residents who identify as Black than the national average.

Ethnic group	Spelthorne		Region	UK
	Number	%	%	%
White	83,455	87.3%	90.7%	87.2%
Mixed	2,382	2.5%	1.9%	2.0%
Asian	7,295	7.6%	5.2%	6.9%
Black	1,545	1.6%	1.6%	3.0%
Other	921	1.0%	0.6%	0.9%
Total	95,598	100.0%	100.0%	100.0%

Source: <https://commonslibrary.parliament.uk/home-affairs/communities/demography/constituency-statistics-ethnicity/>

### Disability

*As of July 2019 there were around 2,020 PIP claimants in Spelthorne constituency. In comparison, there was an average of 2,500 claimants per constituency across the South East. Within Spelthorne, psychiatric disorders were the most common reason for claiming PIP. They accounted for 37% of awards, compared to 36% in Great Britain. 'Psychiatric disorders' include anxiety and depression, learning disabilities and autism. The second most common reason for awards was musculoskeletal disease (general), which accounted for 17% of awards within the constituency and 21% in Great Britain. Musculoskeletal disease (general) includes osteoarthritis, inflammatory arthritis and chronic pain syndromes.*

Source:

<http://data.parliament.uk/resources/constituencystatistics/personal%20independence%20payment/PIP%20claimants%20in%20Spelthorne.pdf>

### Religion

Residents of Spelthorne predominately identify themselves as either Christian or having no religion. There is a smaller Muslim population compared with the national average, but a larger Hindu and Sikh population.

	Constituency		Region	UK
	Number	%	%	%
<b>Has religion</b>	<b>67,392</b>	<b>70.5%</b>	<b>65.0%</b>	<b>66.7%</b>
of which				
Christian	60,954	63.8%	59.8%	58.8%
Muslim	1,808	1.9%	2.3%	4.5%
Hindu	2,332	2.4%	1.1%	1.4%
Buddhist	420	0.4%	0.5%	0.4%

Jewish	206	0.2%	0.2%	0.4%
Sikh	1,325	1.4%	0.6%	0.7%
Other	347	0.4%	0.5%	0.4%
<b>No religion</b>	<b>21,511</b>	<b>22.5%</b>	<b>27.7%</b>	<b>26.1%</b>
<b>Not stated</b>	<b>6,695</b>	<b>7.0%</b>	<b>7.4%</b>	<b>7.2%</b>

Source: <https://commonslibrary.parliament.uk/home-affairs/communities/constituency-data-religion/>

### Sexual orientation

*There is no accurate dataset which can be used to reflect solely Spelthorne. The White Paper recommends asking a new question about sexual orientation. The ONS has identified a user need for better data on sexual orientation – particularly for small areas – to inform policy-making and service provision, as well as monitoring equality duties. The ONS has previously used the Annual Population Survey (APS) to estimate the size of the lesbian, gay and bisexual (LGB) population in the UK. According to these estimates, just over 1 million people identified as LGB in 2016 (around 2% of the population). However, the sample population used in the APS isn't big enough to provide robust estimates of the LGB population in smaller areas.*

Source: <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>

### Marriage / Civil Partnership

More people in Spelthorne are married compared to the rest of England and Wales, and fewer people identify as single.

<b>Marital Status</b>	<b>Spelthorne</b>		<b>England and Wales</b>	
All usual residents aged 16+	78,089		45,496,780	
Single (never married or never registered a same-sex civil partnership)	24,562	31%	15,730,275	35%
Married	38,984	50%	21,196,684	47%
In a registered same-sex civil partnership	153	0%	104,942	0%
Separated (but still legally married or still legally in a same-sex civil partnership)	2,042	3%	1,195,882	3%
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	6,870	9%	4,099,330	9%
Widowed or surviving partner from a same-sex civil partnership	5,478	7%	3,169,667	7%



**Has there been any consultation with, or input from, customers / service users or other stakeholders?** If so, with whom, how were they consulted and what did they say? If you haven't consulted yet and are intending to do so, please list which specific groups or communities you are going to consult with and when.

A public and stakeholder consultation has not been carried out on the procurement specification for a cleaning contract for the White House Hostel and Harper House.

**Are there any complaints, compliments, satisfaction surveys or customer feedback that could help inform this assessment? If yes, what do these tell you?**

None

### Step 3 – Identifying the negative impact.

#### a. Is there any negative impact on individuals or groups in the community?

##### **Barriers:**

What are the potential or known barriers/impacts for the different 'equality strands' set out below? Consider:

- **Where** you provide your service, e.g. the facilities/premises;
- **Who** provides it, e.g. are staff trained and representative of the local population/users?
- **How** it is provided, e.g. do people come to you or do you go to them? Do any rules or requirements prevent certain people accessing the service?
- **When** it is provided, e.g. opening hours?
- **What** is provided, e.g. does the service meet everyone's needs? How do you know?

\* Some barriers are justified, e.g. for health or safety reasons, or might actually be designed to promote equality, e.g. single sex swimming/exercise sessions, or cannot be removed without excessive cost. If you believe any of the barriers identified to be justified then please indicate which they are and why.

##### **Solutions:**

What can be done to minimise or remove these barriers to make sure everyone has equal access to the service or to reduce adverse impact? Consider:

- Other arrangements that can be made to ensure people's diverse needs are met;
- How your actions might help to promote good relations between communities;
- How you might prevent any unintentional future discrimination.

Equality Themes	Barriers/Impacts identified	Solutions (ways in which you could mitigate the impact)
<b>Age</b> (including children, young people and older people)	There are laws that cover employment of children under school leaving age. Children are of compulsory school age until the academic year in which they turn 16.	We will only accept tenders from agencies that abide by these laws. Barrier is justified.

	Older people may be impacted. This includes those that are retired from employment and will be potentially excluded from the procurement process if they are not recruited by the cleaning contractor.	There is no legal retirement age, and employers can no longer force their employees to retire at a particular age. We would expect to see equal opportunities embedded within the contractors recruitment process when procuring a contractor.
<b>Disability</b> (including carers)	Physically disabled people accessing employment in cleaning services may have more limited options available to them due to property adaptation requirements to access the areas for cleaning. White House has a lift and wide entrance doors to enable disabled access to all common parts. Harper House hasn't got a lift and first and second floor can only be accessed by stairwell. There are also some physical manual requirements of some of the cleaning tasks outlined in the specification.	We would seek to view in the tender that an employer clearly outlines its duties to make sure that they make any reasonable adjustments to the workplace, practices or facilities that place the employee who has a disability at a disadvantage. We would expect to see that the agency takes preventing discrimination in the workplace seriously.
<b>Gender</b> (men and women)	No negative impacts have been identified.	n/a
<b>Race</b> (including Gypsies & Travellers and Asylum Seekers)	No negative impacts have been identified.	n/a
<b>Religion or belief</b> (including people of no religion or belief)	No negative impacts have been identified.	n/a
<b>Gender Re-assignment</b> (those that are going through transition: male to female or female to male)	No negative impacts have been identified.	n/a
<b>Pregnancy and Maternity</b>	People in this group may temporarily cease employment with the cleaning contractor. If the contractor is recruiting, persons in this group, they should not be discriminated against.	We would expect to view in the tender that an employer has clear procedures in place for this group including information on their statutory rights concerning pay, leave and contractual benefits.
<b>Sexual orientation</b> (including gay, lesbian, bisexual and heterosexual)	No negative impacts have been identified.	n/a

## Step 4 – Changes or mitigating actions proposed or adopted

Having undertaken the assessment are there any changes necessary to the existing service, policy, function or procedure? What changes or mitigating actions are proposed?

No changes required.

## Step 5 – Monitoring

How are you going to monitor the existing service, function, policy or procedure ?

The Housing Strategy 2020-25 including the action plan and tasks within it will be monitored by the Council's Strategic Housing Group who meet monthly. MTVH will be responsible for the day to day management of the cleaning contract, with SBC overseeing and monitoring KPI's.

## Part C - Action Plan

Barrier/s or improvement/s identified	Action Required	Lead Officer	Timescale
n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a

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Equality Analysis approved by:

Group Head:

Date: 24 May 2021



Please send an electronic copy of the Equality Analysis to the Equality & Diversity Team and ensure the document is uploaded to the EA Register which will be available to the public:

**This Equality Analysis Template is the intellectual property of The National Equality Analysis Support Service Ltd (NEASS) and must not be distributed to or used by any other private or public body, any commercial organisation or any third party without the express permission of NEASS who can be contacted on:**

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# Community Wellbeing and Housing



**Date of meeting 29 June 2021**

<b>Title</b>	<b>Current leisure operator - minor contract variation proposal</b>
<b>Purpose of the report</b>	To make a decision
<b>Report Author</b>	Carolyn Sheppard – Strategic Lead Leisure and Community Claire Moore - Leisure Facilities and Projects Manager
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	N/a
<b>Corporate Priority</b>	Clean and Safe Environment Financial Sustainability
<b>Recommendations</b>	<b>Committee is asked to:</b> 1. Agree and approve Option A - to increase the eligible age of the senior concession pricing from 60 to 66 years in-line with the current state pension age.
<b>Reason for Recommendation</b>	To allow the leisure operator to continue their post-covid financial recovery, whilst continuing to offer a senior concessionary price in-line with current state pension age.

## 1. Key issues

- 1.1 Spelthorne Borough Council have received a formal request from Sport and Leisure Management (Everyone Active) to consider increasing the eligible age of the senior concession pricing from 60 to 66 years in-line with the current state pension age.
- 1.2 The change would not impact existing members who currently benefit from the senior concession rate. All 60+ senior concessionary memberships purchased prior to the new pricing structure being introduced will continue to be honoured indefinitely.
- 1.3 Anyone, regardless of age, showing that they are on universal credit or income support will remain eligible for a concession membership to try and ensure that financial hardship isn't a barrier to using the centres.
- 1.4 The eligible age of the senior concession price has remained at 60+ since Sport & Leisure Management (Everyone Active) were awarded the current Spelthorne contract in 2006. The Covid pandemic has required Everyone

Active to accelerate their business in years with the rapid development of their online booking system and joining process within a very short timeframe over the past 12 months. By quickly facilitating this it has allowed the business to comply with Covid restrictions, ensuring they could open their doors to the local community, track and trace people using the centres and create a Covid safe environment for the enjoyment and mental wellbeing of Spelthorne residents and Everyone Active colleagues.

- 1.5 To enable the development of their booking system Everyone Active needed to streamline and reduce the vast range of membership price bands and options, booking privileges, age ranges and many other options, that ran into thousands, across the Everyone Active estate. Without this rapid change in the business it would have no doubt hindered and delayed the recovery and safe reopening of facilities. The introduction of the new system has been an overwhelming success. Making bookings, monitoring, tracking and recording admissions is very easy and the feedback from customers on the processes has been extremely positive.
- 1.6 One specific issue necessary to streamline the concession membership process was to unify the cross section of senior concession ages across all contracts. It was identified that across their portfolio there were a range of ages that made an individual eligible for the benefits of senior concessions. The increasing number of centres in the Everyone Active Portfolio made this variation in age more apparent. More centres in closer proximity to each other gave customers more option to use other facilities but also meant seniors may be eligible for concessions at one site and not another. Everyone Active made the decision to standardise the senior age in line with the retirement age of 66 to remove any element of ambiguity.
- 1.7 Everyone Active introduced new streamlined membership options from 12 April 2021 across all centres enabling specific price band access to all EA sites that are now within the same or lower banding. This is proving a popular option for new members and will no doubt aid retention and increase length of stay.

## **2. Options analysis and proposal**

- 2.1 Option A: approve the proposal by SLM, to move the eligible age of the senior concession price from 60 to 66 years, in-line with the current state pension age. This is the preferred option as it will enable SLM to continue to reduce their post-covid financial deficit, whilst continuing to offer senior concessionary pricing in adherence with government guidelines.
- 2.2 Option B: not to approve SLM's proposal and keep the eligible age of the senior concession price at 60 years. This is not recommended. SLM are still able to offer the community senior concession rates in-line with the state pension age as set by the government. Everyone Active have estimated, based on 241 senior membership sales from 1 April 2019 – 31 March 2020, that the value of this rate change is approximately £12,230 over a 12 month period. Based on an estimated time frame of a three year extension to the current contract the potential value of changing the age of the concession is approximately £36,690 over 3 years. The cost of this option to SLM will also



have a financial impact on the Council. SLM are currently in receipt of financial support from the Council including the forgoing of the monthly management fee. Additional costs for SLM will ultimately come back to the Council.

### **3. Financial implications**

- 3.1 Everyone Active have estimated, based on 241 senior membership sales from 1<sup>st</sup> April 2019 – 31<sup>st</sup> April 2020, that the value of this rate change is approximately £12,230 over a 12 month period. Based on an estimated time frame of a three year extension to the current contract the potential value of changing the age of the concession is approximately £36,690 over 3 years. The cost of this option to SLM will also have a financial impact on the Council. SLM are currently in receipt of financial support from the Council including the forgoing of the monthly management fee. Additional costs for SLM will ultimately come back to the Council.

### **4. Other considerations**

- 4.1 When the new leisure centre contract goes out to tender later this year it is likely to be recommended that the senior age concession is in line with pension age to maximise the management fee the Council receives.

### **5. Equality and Diversity**

- 5.1 Anyone, regardless of age, showing that they are on universal credit or income support will remain eligible for a concession membership to try and ensure that financial hardship isn't a barrier to using the centres.
- 5.2 Everyone Active will continue to offer senior concessionary pricing in adherence with government guidelines on state pension age.

### **6. Sustainability/Climate Change Implications**

- 6.1 Not applicable

### **7. Timetable for implementation**

- 7.1 If agreed, the change to the age of eligibility for the senior concession rate would be implemented immediately.

**Background papers:** There are none.

**Appendices:** None

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## Community Wellbeing & Housing Committee Forward Plan FOR THE PERIOD 1 MAY 2021 TO 30 SEPTEMBER 2021

Date of Committee	Committee	Title	Officer	Position	Key Decision? Yes/No	Description
29 06 2021	Community Wellbeing and Housing Committee	Procurement of a Cleaning Contract for White House and Harper House	Marta Imig, Housing Strategy and Policy Manager	Housing Strategy and Policy Manager	No	
29 06 2021	Community Wellbeing and Housing Committee	Community Wellbeing and Housing Committee Terms of Reference			No	
28 09 2021	Community Wellbeing and Housing Committee	Acquisition of Registered Providers' Street Properties	Marta Imig, Housing Strategy and Policy Manager	Housing Strategy and Policy Manager	No	For acquiring individual properties to meet specific affordable housing needs
28 09 2021	Community Wellbeing and Housing Committee	Leisure Operator Procurement Project	Carolyn Sheppard, Leisure Facilities & Project Manager	Leisure Facilities & Project Manager	Yes	Progress update on the tender and procurement of a leisure operator for Sunbury Leisure Centre and the new Spelthorne Leisure Centre. Key decisions required.
28 09 2021	Community Wellbeing and Housing Committee	Asylum Seekers	Charlene Edwards, Elmbridge and Spelthorne Family Support Manager	Elmbridge and Spelthorne Family Support Manager	No	

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