

Overview and Scrutiny Committee – 19 January 2016

Performance Review of Contracts

Name of Contract:	Leisure Centre		
Supplier/Contractor:	SLM (Everyone Active is SLM's consumer brand and the name that can be seen at the centres)		
Value:	Approx. £2.6m. Contract price in year 1 of contract was £171,486. The price SLM pay SBC for managing Spelthorne increases each year based on the RPI. SBC pay SLM £3657 per annum for them to manage Sunbury.		
Length:	15 years	Expiry:	March 2021
Contract Manager:	Claire Moore		
Scope of Contract:	Provision of 2 leisure centre facilities including pools and gyms in accordance with the specification and to the reasonable satisfaction of the council		
Contract performance measures:	<p>Information/reports on attendance, customer comments, microbiological water test results, maintenance and cleaning sent through/collected on a monthly basis.</p> <p>Monthly and quarterly meetings held between SBC representative and centre managers/operations managers with the agenda covering cleanliness, staffing, building and maintenance, facility development, marketing and customer comments amongst other things.</p> <p>Bi-annual meetings are held between senior SBC representatives, the cabinet member and SLM's senior management and centre managers. Reports are produced by SLM detailing their performance over the previous period and their plans for the next period.</p> <p>SBC representative meets with centre operations managers throughout the year to check risk assessments, Quest action plans, staff training records, accidents/incidents reports, insurance certificates, electrical certificates and fire certificates.</p> <p>Attendance statistics for both leisure centres are reported as part of Spelthorne Borough Council's corporate performance indicators quarterly.</p>		

How often is contract performance reviewed?	Monthly
When did last review take place?	24 November 2015
How was the review undertaken? A meeting was held between SBC contract manager and SLM's centre managers. Minutes were recorded. Information and reports were also sent through to the SBC contract manager as part of the performance measures.	
Was Customer satisfaction monitored?	Yes
If yes, by what means? Customer comment reports detailing the customer comments received are sent through to SBC. SLM break down the comment summary into categories and into positive and negative comments. A graph is plotted each month showing the comments received in each category. As part of the report SLM also highlight how they dealt with the customer comment and what action was taken.	
What was the outcome of the review? SLM performing satisfactorily. If any issues are identified, either as part of a review or on an ongoing basis, SLM action and feedback.	