

Committee: PFI LEISURE BOARD
Date: 15 January 2003
Agenda Item No: 6
Title: MONITORING THE LEISURE CONTRACT
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Summary

- 1 This report provides the PFI Leisure Board with details of the processes and procedures that Officers are implementing to monitor the provision of the PFI Leisure Contract.

Background

- 2 Details of the relationships between the parties involved in the delivery of the Leisure Contract and the Council are set out in the contract documentation. Using this, Officers have established procedures to monitor the delivery of the Leisure Contract and the requirements of the other parties to fulfil their obligations.
- 3 The Leisure Contract has been written on the basis that Linteum Leisure, the IPS, the Leisure Contractor - Leisure Connection and their sub-contracted parties take the risk in all but a few aspects of the delivery of the leisure services at the three Leisure Centres. The Payment Mechanism is based on the contractor delivering the services to the required standard and reporting to the Council when it fails to do so i.e. by exception. However, it is incumbent on, and expected of the Council to be satisfied that the service provided meets the specified standards. Failure to meet the required standards set out in the Payment Mechanism will result in deductions being made by the Council to the payment it makes to the Leisure Contractor.
- 4 Consequently, officers have devised a variety of means by which they will monitor the service and provide the Council with relevant information about the performance of the Leisure Contractor.

Monitoring Procedures - Construction Phase

- 5 The development of the new facilities and refurbishment of the existing Lord Butler Fitness and Leisure Centre are being monitored by the Leisure PFI Project Manager in consultation with the Head of Community & Leisure. The Leisure PFI Project Manager attends all Site Meetings, provides information required by the Contractor and monitors the progress and quality of the building work. The statutory building control aspects of the project are being dealt with independently by the Council's Building Surveyors section.

Monitoring Procedures - Service Delivery

5 Essentially, officers have put in place procedures to monitor the delivery of the Leisure Contract on four different levels -

- (a) Information provided by the Leisure Contractor about performance, which is checked for accuracy and also monitored by the IPS
- (b) Receipt of plans, which are checked to show that they have been implemented
- (c) Ad hoc/reactive measures to check performance
- (d) Receipt of complaints or suggestions.

6 The above are to be dealt with through a variety of practical processes, which involve officers of the Community & Leisure and Finance sections, as follows:-

Level	Office Based Process	Practical Monitoring Process	Other indicators of Availability & Performance
Information provided by the Leisure Contractor about performance which is checked for accuracy	<ul style="list-style-type: none"> • Receive Monthly Report on Availability & Performance • Process payment if no evidence of inaccuracy • Apply default procedure if evidence of non- performance/ non-availability 	<ul style="list-style-type: none"> • Accuracy of Reports are checked by cross-referencing information retained at each Centre e.g. checking of facilities sheets, Cleaning Rota sheets 	<ul style="list-style-type: none"> • Complaints received • Ad hoc feedback • Ad hoc visits to Centres
Receipt of plans which are checked to show that they have been implemented	<ul style="list-style-type: none"> • Acknowledgement of receipt of plans in Minutes of relevant meeting with the Leisure Contractor. • Recording of discussions/ decisions made at Meetings with the Leisure Contractor 	<ul style="list-style-type: none"> • Monthly, Quarterly and Annual meetings with the Leisure Contractor to receive, discuss, review and confirm plans. • Implementation of plans are checked by cross-referencing information retained at each Centre e.g. checking of training records, marketing 	<ul style="list-style-type: none"> • Complaints received • Ad hoc feedback • Ad hoc visits to Centres
Ad hoc/reactive measures to check performance	<ul style="list-style-type: none"> • Following up where minutes of meetings with the Leisure Contractor show agreement to implement a particular service or procedure 	<ul style="list-style-type: none"> • Ad hoc visits to Centres, particularly when following up a previously raised issue/concern 	<ul style="list-style-type: none"> • Complaints received • Ad hoc feedback

<p>Receipt of complaints/suggestions</p>	<ul style="list-style-type: none"> • Pass to the Leisure Contractor for dealing with and ensure kept informed of progress • Review survey responses carried out by the Leisure Contractor and agree means of addressing areas of concern/issues raised 	<ul style="list-style-type: none"> • Review file detailing complaints received/dealt with • Consider and address any ongoing issues at monthly meetings 	<ul style="list-style-type: none"> • Carry out Best Value Review and obtain feedback on services provided (2005) • Ad hoc feedback • Ad hoc visits to Centres
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7 Six Monthly reports will be made on the Leisure Contract to Scrutiny 1 – Community & Housing. In addition, if requests are received for fundamental alterations to the Leisure Contract, it will be necessary to report to the relevant policy committee for a decision.

Recommended that the PFI Leisure Board note/confirm? the monitoring arrangements for the PFI Leisure Contract.

Background Papers: PFI Files and Contract Documentation.
 Reports to Council, Resources Committee & the Leisure Board