

**LEISURE MANAGEMENT CONTRACT - AQUA VALE SWIM AND FITNESS CENTRE ,
AYLESBURY**

1 Purpose

- 1.1 The purpose of this report is to receive an update from Everyone Active, the council's leisure management contractor, what actions and measures they have implemented over the last six months and any other plans for the future that will continue to improve the standard of cleanliness and hygiene at Aqua Vale Swim and Fitness Centre, Aylesbury.

2 Recommendations/for decision

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| 2.1 The Scrutiny Committee is requested to make any comments and/or observations on this report and to learn directly from Everyone Active of their actions to ensure good quality cleanliness and hygiene standards at Aqua Vale Swim and Fitness Centre continue to be delivered. |
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3 Background and Supporting Information

- 3.1 The leisure management contract for the management and operation of the council's two leisure centres (Aqua Vale Swim and Fitness centre, Aylesbury and Swan Pool and Leisure Centre, Buckingham) was awarded to Sport and Leisure Management Ltd, trading as Everyone Active (EA) from April 2013 for an initial period of ten years with an option to extend the contract, by mutual agreement for up to a further five years. Members will recall that EA pay the council approximately £510,000 each year to manage the council's leisure centres.
- 3.2 EA managers attended the Scrutiny Committee meeting in April this year following reports of poor standards of cleanliness at Aqua Vale. It should be noted that there are no significant concerns regarding the cleanliness standards at Swan Pool.
- 3.3 Formal contract monitoring is undertaken by the AVDC client officer by way of a monthly contract meeting with EA Contract managers and site visit together with ad-hoc contract meetings with the Regional Director of EA. In addition, any complaints received by the council are followed up with EA to ensure that they are resolved in a satisfactory manner. Furthermore, AVDC Environmental Health Officers review the water quality test results obtained by EA if there any concerns regarding the water quality.
- 3.4 EA acknowledged that the overall standards at Aqua Vale had not been as they would expect to provide and that they should have been more proactive in responding to issues that had arisen. The Council's Officers also commented that they could have been more proactive in managing the contract, consequently they had substantially increased the number of unannounced inspection visits to ensure that standards were improving. Members were informed by EA that a number of changes had been made including changes to the senior staffing structure, and the cleanliness and maintenance regimes.
- 3.5 Since the last meeting, the standards of cleanliness at Aqua Vale have continued to improve greatly and much has been done by EA to address concerns raised at the Scrutiny Committee meeting. There is of course, room for further improvement and EA remain committed to raising standards of cleanliness now and going forward. EA has produced a report which will be

circulated at the Scrutiny Committee meeting highlighting the actions and improvements made. Furthermore, Councillor Julie Ward, Cabinet Member for Civic Amenities has met with EA managers and has toured the centre to see first hand the improvements made.

- 3.6 The Committee asked that EA be invited back to attend this meeting to allow elected members to hear of the improvements made and to seek on going assurances of their commitment to continuous improvement to cleanliness standards and to ensure customers receive a quality experience on every visit to the centre.

Contact Officer
Background Documents

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Minutes of Finance and Services SC meeting, 4 April 2017