

Item No	Referred from:	EXTRAORDINARY OVERVIEW & SCRUTINY COMMITTEE
4e	Date:	5 DECEMBER 2023
	Title of item:	LEISURE MANAGEMENT CONTRACT AWARD PART 1
To be considered alongside Agenda Item:		Agenda Item 11

The report considered by O&S Committee at the meeting held on 5 December 2023 can be viewed here: [Agenda for Overview and Scrutiny Committee on Tuesday, 5th December, 2023, 7.30 pm | North Herts Council \(north-herts.gov.uk\)](#)

RECOMMENDED TO CABINET: That Cabinet agree to award the Leisure and Active Communities Contract to the successful bidder highlighted in the Part 2 report. Subject to Standstill period.

REASONS FOR RECOMMENDATION: Our leisure management contracts expire on 31 March 2024. The recommendation ensures the procurement can be undertaken and completed within the project timescales, enabling the successful ongoing provision of leisure services in North Herts.

Audio Recording 2 hours and 9 seconds

The Executive Member for Environment, Leisure and Green Spaces presented the report entitled 'Leisure Management Contract Award Part 1' and highlighted that:

- The current Leisure Management contract would expire at the end of March 2024.
- A multistage procurement process had taken place, initially with five bidders, with two bidders submitting final bids.
- Both bids were fully explored and scored satisfactorily, however there was a clear bid winner who would provide the best price, quality and social value.

The following Members asked questions:

- Councillor David Levett
- Councillor Ralph Muncer
- Councillor Matt Barnes

In response to questions the Service Director – Place stated:

- That a press release was expected around the 2 January 2024 informing the public of the new contractor.
- Direct debits would transfer over to the new provider and memberships would continue, with more details released post contract.

- The service quality was assessed and evaluated against weighted method statements, detailed at 8.10 of the report. These highlighted that sustainability was at the core of their businesses.
- There was a very specific method statement concerning Letchworth outdoor pool and ideas to promote this site.
- There were KPIs in the contract relating to Customer Service levels which would be monitored, the successful bidder would provide a performance monitoring report.
- As part of the bid submission the applicants provided case studies showing examples of service quality and innovation on other contracts.
- No mystery shoppers were used but a specialist consultant was utilised throughout the procurement process.
- The capital for the Royston fitness extension had been allocated and had an expected start date of April 2024 with completion in October 2025

In response to a question the Executive Member for Environment, Leisure and Green Spaces stated that mystery shoppers would only be able to give a snapshot of a bidder, therefore an in-depth assessment was sought from a consultant.

In response to a question the Service Director – Resources stated that there was a provision in the contract regarding the risk of fuel prices increasing with the burden on the Council, but any risk on the volume of fuel consumed fell to the contractor.

Councillor Adam Compton proposed and Councillor Ralph Muncer seconded, and following a vote, it was:

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