

Report of: Leisure & Cultural Services Business Manager

To: Executive Board

Date: 3rd April 2006 **Item No:**

Title of Report : Up-grade to Leisureflex and IT Systems



Summary and Recommendations



Purpose of report:

This report seeks major project approval to up-grade the Leisureflex booking system within the Leisure Centres.



Key decision: Yes

Portfolio Holder: Councillor Mary Clarkson

Scrutiny Responsibility: Environment



Ward(s) affected: All

Report Approved by: Sharon Cosgrove, Strategic Director, Physical Environment, Jeremy Thomas - Legal Services, Mike Baish – Financial Services



Policy Framework: None



Recommendation(s):

Executive Board is asked to

- 1) give major project approval as described in paragraph 1 of the report at a total cost of £150,000
- 2) Approve a supplementary capital budget of £150,000 to enable the scheme to proceed
- 3) Authorise the Strategic Director, Finance and Corporate Services to determine the funding for the project from:
 - a) any underspend on the Leisure and culture revenue budget for 2005/2006
 - b) the deletion of a scheme or schemes of equivalent value from the approved capital programme
 - c) a reduction in the Leisure and Cultural Services revenue budget for 2006/2007

Introduction

1. This report seeks major project approval to up-grade the Leisureflex management information system within the Leisure Centres. There is no provision within existing budgets to undertake his work and approval for a supplementary estimate is sought together with delegated authority for the Strategic Director, Finance and Corporate Services to determine the funding for the project.
2. The project will be managed using the application of Prince 2 methodology. This will be tailored the nature of the project.
3. A 'Project Initiation Document' (PID) has already been drafted and a project board has been formed. The project board meet on a regular basis as deemed necessary.

Leisureflex

4. Leisureflex is the comprehensive management system used in the leisure centres and is the mechanism for operating the membership scheme 'Slice' and managing the income and attendance information. The system is fundamental to the management recording of customers using the centres as well as being central to the monitoring and development of income streams.
5. Leisureflex was installed across 7 sites in 2002. The database currently holds 40,000 membership records as well as all the financial transactions and attendance information for the centres. The system also enables the collection of 750 monthly direct debit payments and records the pay and play fees directly at the centres.
6. Due to cost constraints it was decided to omit Blackbird Leys Pool when the system was installed in 2002. This has subsequently restricted the operation of the Slice Card membership scheme with no monitoring of performance or validity of cards resulting in assumed financial losses. A recent report estimated this loss of income to be in the region of 5k per year. An internal Audit undertaken in June 2005 detailed that the Council should consider the installation of a Leisure Flex terminal at the Blackbird Leys Swimming pool.
7. The Point of Sale hardware that Leisureflex operates from is currently not supported by Business Systems, with breakdown and maintenance undertaken externally.
8. The current configuration and reporting on Leisureflex is performed locally at leisure centres, as the facilities are not configured to work on the central network. This has resulted in inconsistencies across all sites with reporting mechanisms being difficult to formulate corporately.

9. The recent Audit undertaken by KPMG in January 2006 identified inefficiencies and ineffective use of the Leisureflex and recommended management to upgrade the system. Specifically they referred to the risk of inaccuracies caused by the inefficient method of inputting data separately for each site. It was also stated management reports would be more easily produced to aid monitoring.
10. Leisureflex has been developed and improved in response to leisure industry demands and better technology. A new reporting module is now available that makes reporting easier and quicker. Applications are now able to operate in real time with the facility of internet booking.
11. The linking of all sites to a central server is fundamental to facilitate inputting/programming centrally for Leisureflex by allowing independent and controlled programming of activities; this in turn would give a corporate structure to performance management with report information being more readily available and accurate. It would also facilitate possible future links between Agresso and Leisureflex and would enable effective and efficient IT support from Business Systems.
12. The scope of the work involves:
 - Provision of communication links to six sports centres, Oxford Ice Rink, Brasenose Farm, Wolvercote Cemetery and Ovada Exchange Gallery.
 - Installation of a Central Server located at St Aldates
 - Upgrading of computer hardware to leisure facilities
 - Installation of door swipe systems to the fitness rooms at Blackbird Leys Leisure Centre and Ferry Sports Centre.
 - Upgrade of Leisure Flex software to include Reporting module and internet bookings
13. Upgrading Leisureflex will:
 - a. Enable a more effective monitoring and reporting tool
 - b. Allow quicker entry to facilities for customers
 - c. Increase security at centres by use of door entry systems to Fitness Rooms
 - d. Allow online booking for customers
 - e. Ease the pressure on reception at peak times
 - f. Save time and resources in the production of user and financial information
 - g. Public will be unable to enter fitness facilities without payment
 - h. Allow the system to be supported by Business Systems
 - i. Assist in the marketing of the service.

Financial implications

14. The total cost of the project is £150,000. There is no provision within existing budgets to meet the costs of this project. The project has been assessed using the standard PIR system and this is attached at Appendix A.
15. A supplementary capital estimate of £150,000 is required to enable the project to be added to the approved capital programme for 2006/2007. The approved capital programme already requires funding to be achieved through the disposal of surplus assets.
16. Funding for this project could be achieved in a number of ways. The options are:
- To fund the scheme from revenue underspending within Leisure and Cultural Services in 2006/2007
 - To fund the scheme by deleting a scheme or schemes of equivalent value from the approved capital programme
 - To fund the scheme through a reduction in the Leisure and Cultural Services revenue budget for 2006/2007.
17. Annual revenue costs of £33k will be required to maintain the communication links for the network. This cost can be met from the approved Leisure and Cultural Services revenue budgets for 2006/2007 onwards.

Recommendations

18. The Board is asked:
- a) to give major project approval as described in paragraph 1 of the report at a total cost of £150,000
 - b) to approve a supplementary capital budget of £150,000 to enable the scheme to proceed
 - c) to authorise the Strategic Director, Finance and Corporate Services to determine the funding for the project from:
 - (i) any underspend on the Leisure and culture revenue budget for 2005/2006
 - (ii) the deletion of a scheme or schemes of equivalent value from the approved capital programme
 - (iii) a reduction in the Leisure and Cultural Services revenue budget for 2006/2007.

Name and contact details of author: Steve Holt Tel no 01865: 4677234, email sholt@oxford.gov.uk and Mags Mernagh Tel no 01865 467232, email mmernagh@oxford.gov.uk

Background papers: None

