

To: City Executive Board

Date: 9th June 2010 **Item No:** 9

Report of: Head of City Leisure

Title of Report: Fusion-Lifestyle's Annual Service Plan for Oxford City Council leisure facilities

Summary and Recommendations

Purpose of report: A report requesting the City Executive Board to agree Fusion-Lifestyle's Annual Service Plan for the management of the Council's leisure facilities, 2010/2011.

Key decision? No

Executive lead member: Councillor Bob Timbs.

Is this report to be taken in public?

Yes, however the detail of the Annual Service Plan is commercially sensitive and is included in the confidential part of the agenda.

Report approved by:

Finance: Gillian Chandler

Legal: Lindsay Cane

Policy Framework:

- Stronger and more inclusive communities
- Improving the local environment, economy and quality of life
- Reduce crime and anti-social behaviour
- Tackle climate change and promote sustainable environmental resource management.
- Transform Oxford City Council by improving value for money and service performance.

Recommendation(s):

1. To note the content of the Fusion-Lifestyle Annual Service Plan for the management of Council leisure facilities, 2010/2011 which has been recommended for adoption by the Leisure Partnership Advisory Board.
2. That the Fusion-Lifestyle Annual Service Plan for 2010/2011 be approved.

1 Introduction and Background:

- 1.1 The Council has a vision of delivering World Class leisure facilities and aspires to ensure that facilities are accessible to everyone and offer the highest possible standards of service.
- 1.2 On the 30th of March 2009 the Council transferred the management of its seven leisure facilities to Fusion-Lifestyle, a not for profit charitable enterprise.
- 1.3 The Leisure Management Contract incorporates the delivery of service of the Council's main seven leisure facilities; Barton Pool, Blackbird Leys Leisure Centre, Blackbird Leys Swimming Pool, Ferry Sports Centre, Hinksey Outdoor Pool, Oxford Ice Rink and Temple Cowley Pools.
- 1.4 The Annual Service Plan (ASP) has been developed to clearly set the objectives, targets and approach in respect of achieving the Council's aspirations and vision for delivering leisure facility services in 2010/ 2011 and reflects the contractual arrangements between the Council and Fusion-Lifestyle.
- 1.5 The plan itself is commercially sensitive and as such is not being put in the public domain. However, a summary document has been prepared to set out the key objectives and approach, and is attached to this report. (Appendix One).
- 1.6 Summary ASP literature will be available to customers, staff and other key stakeholders.
- 1.7 The purpose of the ASP is to describe the underpinning strategic objectives of the Leisure Management Contract for 2010/ 2011 and to set out the specific action plans in respect of those strategic objectives.
- 1.8 Preparation of the ASP has incorporated elements including: review of performance from contract commencement, review of achievements in respect of National and industry relevant benchmarks, liaison with internal and external stakeholders, assimilation of specific and relevant elements to Corporate Business Plans.
- 1.9 The process for the initial agreement of the ASP included:
 - September 2009 – Leisure Partnership Board initial discussion regarding primary service objectives.
 - December 2009 - Presentation of the draft ASP to the Leisure Partnership Board.
- 1.10 The ASP is influenced by the Council's corporate objectives and includes ten strategic aims:

- Financial
 - Participation
 - Customer Satisfaction
 - Health and Safety
 - Facility Management
 - Staffing
 - Marketing
 - Sports and Community Development
 - Facility Developments
 - Partnership Development.
- 1.11 An ongoing review and monitoring process of the ASP will incorporate continuous management scrutiny, monthly client performance reports, monthly meetings between key representatives of the Council and Fusion-Lifestyle, quarterly Leisure Partnership Board meetings and a formal review in advance of the 2011/ 12 Annual Service Plan process.
- 1.12 The Leisure Partnership Board has considered the detail of the Annual Service Plan and recommends that it be formally adopted by the City Executive Board.

2. Level of risk

There is a medium level of risk to service provision. Descriptions and mitigation for this level of risk are demonstrated in the Risk Register.

3. Climate change / environmental impact

The ASP has specific targets and actions that will have a positive environmental impact. Actions engage fully with the 10:10 Challenge and contribute to the Council's delivery of a 10% reduction in carbon emissions in 2010; and specifically reflect the Council's "Getting our House in Order" carbon management programme. Additionally, Fusion have committed to reduce general refuse by 25% and to increase recycling by 25%.

Targets and actions significantly contribute to the Council's commitment for tackling climate change and promoting sustainable environmental resources.

Fusion will in partnership with the Council implement an initial three year programme of approved SALIX projects across leisure facilities. These are expected to include first phase of works in respect of lighting, including installation of motion sensors, daylight level lamp control, removal of tungsten lamps and reduction of wattage levels; works to include replacement of inefficient air conditioning units, replacement of boilers, installation of CHP modular units.

4. Equalities impact

Targets and actions within the ASP will ensure equitable access to improved facilities and encourage increased usage for under represented and concessionary groups in accordance with our equalities impact assessments and action plan. Fusion have committed in the 2010 / 2011 ASP to:

- deliver a 5% year-on-year increase in participation by users resident in the most deprived wards in the City
- deliver a 5% year-on-year increase in participation by users aged over 50 and under 16; participation by users from BME group and by disabled users;
- to deliver a 1% year-on-year increase in participation on the junior and 60 plus free swimming schemes.
- maintain and promote the two tick's disability symbol.

Fusion will demonstrate progress in monthly client performance reports. The Council (monthly) monitors progress using the Councils corporate performance monitoring system CorVu; followed by quarterly reporting to Performance Boards; Fusion also receive an e-mail prompt to enable timely reporting of data.

5. Financial implications

Fusion and OCC are currently working together to improve the monthly performance report sent by Fusion.

Fusion have been asked to:

1. Improve the quality of the energy data collected and to demonstrate performance against carbon reduction targets.
2. Amend the monthly financial reports to demonstrate performance against targets set in the original contract and against future targets.

6. Legal Implications.

Under the leisure management agreement Fusion have to comply with a range of contractual obligations. It is considered that the ASP would constitute compliance of these contractual commitments.

Recommendation(s):

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2. That the Fusion-Lifestyle Annual Service Plan for 2010/2011 be approved.

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Appendix One - Annual Service Plan, 2010/2011.

List of background papers: None

Version number: 1.6

Leisure Management Contract – Fusion-Lifestyle Annual Service Plan 2010/ 2011

Risk Register

No.	Risk Description Link to Corporate Obj	Gross Risk		Cause of Risk	Mitigation	Net Risk		Further Management of Risk: Transfer/Accept/Reduce/Avoid				Monitoring Effectiveness		Current Risk	
Risk Score Impact Score: 1 =Insignificant; 2 = Minor; 3 = Moderate; 4 = Major; 5 = Catastrophic Almost Certain						Probability Score: 1 = Rare; 2 = Unlikely; 3 = Possible; 4 = Likely; 5 =									
ASP 001	<ul style="list-style-type: none"> Reputation of the Council 	3	3	<ul style="list-style-type: none"> Customer dissatisfaction. 	<ul style="list-style-type: none"> Establishment of an Annual Service Plan with relevant and timely communication. Comprehensive and ongoing monitoring of performance. A robust operational and quality management and operational system is in place. Comprehensive ongoing monitoring of performance in respect of key service criteria. Establishment of detailed Annual Service plans setting out strategic objectives and required actions. 	3	2							3	2
ASP 002	<ul style="list-style-type: none"> The strategic aims and objectives within the Plan do not reflect the Council's Corporate Priorities 	3	4	<ul style="list-style-type: none"> Inadequate consultation with Council representatives 	<ul style="list-style-type: none"> Leisure Partnership Board initial discussion regarding primary service objectives. Liaison has taken place with the Council and leisure Partnership Board in order to understand any specific service requirements pertaining to the year ahead. 	3	2							3	2

