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Dear Councillor

SOUTH HAMS OVERVIEW AND SCRUTINY COMMITTEE - THURSDAY, 21ST APRIL, 2022

I refer to the agenda for the above meeting and attach papers in connection with the following item(s).

Agenda No	Item
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7.	<u>Leisure Contract - Fusion Annual Report 2021</u> (Pages 1 - 4)
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11.	<u>Review of S106 monies</u> (Pages 5 - 8)
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Yours sincerely

Darryl White
Democratic Services Manager

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SHWD Leisure Contract – Fusion Lifestyle

Schedule 1 – Annual Performance Requirements

Authority’s Outcomes

Key Objectives;

- To deliver positive health and wellbeing outcomes for communities
- To reduce health inequalities and social isolation
- To ensure local people have activities that improve health outcomes and promote healthy lifestyles.
- At least maintain but ideally improve the quality of the service to deliver on the outcomes set out above through the development of a sustainable service for the long term
- Ensuring cost effective delivery of the service through
 1. Reduce the current level of annual revenue subsidy for the service across both contracts
 2. Attracting capital investment at Facilities, with the long term aim of reducing future capital requirements of the Authority's
- Local Involvement and representation in future leisure provision, linked to enabling vibrant community

Performance Standards:

The Contractor must ensure that its programming, pricing, policies, development plans, marketing and training are focussed to support the Authority in achieving the desired outcomes or targets set out in the Authority's Outcomes Documents / Corporate plans.

The contractor shall set out a series of key performance target indicators undertaken in partnership with the Councils and reviewed on an annual basis. The proposed indicators shall be set out in the examples as below:

Authority Outcome	Indicator
A more active district	Increased levels of physical activity Increased usage of the leisure centres
Promoting community cohesion/ benefiting target groups	Increase in participation by target group members
Improving health and wellbeing	Increase in number participants completing exercise referral programmes
Quality of Services	Improving Quest scores Increased User satisfaction levels in NBS (or equivalent) survey
Providing local economic benefit	Increasing workforce development opportunities Increase in use of local suppliers for catering provision and maintenance sub-contracts
Sustainability/ Environmental improvements	Reduction in annual CO2 emissions Reduction in annual energy use Decrease in waste
Partner engagement	Improved contacts and work with local partners and stakeholders

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KPI's since start of Contract

NO.	KPI Outcome	DESCRIPTION	Y1 Baseline 2016/17	2017/18	2018/19	2019/20	2021/22	2021/22 Target	Var
1	More Active District	Participation: Total	617118	595829	685203	606471	345879	400271	-54392
2	More Active District	Memberships: Total	4477	4987	5735	6764	5149	4464	685
3	More Active District	Swim School: Total	0	2671	3072	2967	2751	1958	793
4	Community Development & Promotion	Participation: U16	133219	142595	153317	104868	96194	69213	26981
5	Community Development & Promotion	Participation: 60+	89821	83997	98803	55779	63061	36814	26247
6	Community Development & Promotion	Participation: Disabled Users	27946	18368	30741	10206	3942	6736	-2894
7	Community Development & Promotion	Participation: Women	272052	268926	312860	212788	180086	140440	39646
8	Service Quality	PTUWYT: Average Percentage score of user satisfaction	0	78%	82%	18	24	20	4
9	Service Quality	Percentage of F360 Inspections Completed	0	95%	100%	89%	96%	95%	1%
10	Service Quality	Maintain Quest Accreditation: Dartmouth	0	Satisfactory	Satisfactory	Satisfactory	Very Good	Quest Prime	Very Good
11	Service Quality	Maintain Quest Accreditation: Ivybridge	0	Very Good	Very Good	Very Good	Result TBC	Quest Prime	TBC
12	Service Quality	Maintain Quest Accreditation: Meadowlands	0	Very Good	Very Good	Very Good	Very Good	Quest Prime	Very Good
13	Service Quality	Maintain Quest Accreditation: Parklands	0	Good	Good	Good	Result TBC	Quest Prime	TBC
14	Service Quality	Maintain Quest Accreditation: Quayside	0	Very Good	Very Good	Very Good	Result TBC	Quest Prime	TBC
15	Environmental Improvements	Electricity: Usage per User	2.92	2.87	2.85	1.93	4.40	0.00	2.47
16	Environmental Improvements	Gas: Usage per User	8.91	10.00	8.50	6.06	13.75	0.00	7.69
17	Environmental Improvements	Water: Usage per User	0.04	0.03	0.03	0.03	0.09	0.00	0.06
18	Environmental Improvements	CO2 emission							
19	Improving Health and Wellbeing	Exercise Referral Improvements							

Target Criteria for 2022/23
Agree with SH&WD target of 5% increase in participation vs previous year
NPS 20+ as bench mark
Target of 95%
Where Quest is used as the quality management accreditation, the Contractor shall maintain Quest Accreditation throughout the Contract Period and be awarded a banded score of 'Good' for the Facilities.
Reduction in annual energy use
Reduction in annual energy use
Reduction in annual energy use
Reduction in annual CO2 emissions - to be added for 2022/23 tbc
Increase in number participants (starters) completing exercise referral - to be added for 2022/23 programmes tbc

Further Rationale 21/22
The UK Active growth assumptions used to formulate financial forecasts have been applied to participation. This averages 66% of 2019/20 actual figures. The respective opening date of each centre has been taken into account. Weighting applied to reflect the growth of business over each quarter. As per 2019/20 target. 2020 figures were taken at Feb/20 before the lockdown in March/20.
The UK Active growth assumptions used to formulate financial forecasts have been applied to participation. This averages 66% of 2019/20 actual figures. The respective opening date of each centre has been taken into account. Weighting applied to reflect the growth of business over each quarter.
Please tell us what you think switched to Net Promoter Score (NPS) in 2020, the company bench mark is 20+ Due to COVID disruption (lock down and furlough) this has effected ability to perform all tasks to 100%.
Deliver improving QUEST scores, due to COVID -19 the completion of the QUEST cycle has become disrupted. Restarted Quest audit in Sept - Nov'21. All centres have completed QUEST, awaiting for final reports to be finalised.

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S106 update for Overview and Scrutiny Committee meeting April 2022 - Strengthening Community Wellbeing Delivery Plan (Open Space, Sport and Recreation)

The report to the Executive Committee on 16 September 2021 provided details of the Section 106 contributions held by the Council (at 31 March 2021) and how is it proposed to spend these contributions to enable the delivery of affordable housing, open space, sport and recreation and community facilities.

The total at 31 March 2021 was £5.879 million, with:

- £1.624 million for the Thriving Economy Delivery Plan (Langage Energy Centre, Employment and Sherford)
- £2.577 million for the Strengthening Community Wellbeing Delivery Plan (Open Space, Sport and Recreation)
- £1.678 million for the Homes and Built and Natural Environment Delivery Plan (Affordable Housing, Ecology, Tamar Special Area of Conservation, Air Quality, Ivybridge Mill Group and AONB Mitigation)

For each s106 contribution the report set out predictions for expenditure in 2021/2022, predictions for expenditure in 2022/2023, and which s106 contributions had no firm timescales for expenditure.

Strengthening Community Wellbeing Delivery Plan (Open Space, Sport and Recreation)

The predictions for expenditure for the Strengthening Community Wellbeing Delivery Plan were as follows:

- £818,842.05 predicted to spend in 2021/2022
- £704,981.74 predicted to spend in 2022/2023; and
- £1,038,618.22 with no firm timescale for expenditure

These figures were taken forward to the Corporate Strategy Thematic Delivery Plan, Action CW1.5 as shown overleaf.



Strengthening Community Wellbeing

Focus Area – Improving Open Space, sport and recreation

Action	Year	Specific Deliverables	Measures of Success	Resources (New)	Resources (Existing/Approved)	Key Partners
CW1.5 Delivery of projects to enhance outdoor public spaces	2021/22	Supporting the use of existing S106 funds that support Outdoor Sport and Recreation activities	Schemes delivered as per agreed plans – monitored through S106 reports		£818,842 as at 09/09/2021	various
	2022/23	Supporting the use of existing S106 funds that support Outdoor Sport and Recreation activities	Schemes delivered as per agreed plans – monitored through S106 reports		£704,981.74 as at 09/09/2021	various
	2023/24	Supporting the use of existing S106 funds that support Outdoor Sport and Recreation activities	Schemes delivered as per agreed plans – monitored through S106 reports		£1,038,618.22 as at 09/09/2021 (although note this amount is subject to re-profiling)	various

S106 spend for Open Space, Sport and recreation projects in 2021/2022 is still subject to financial reconciliation, but Officer records show that £535,354 was spent in 2021/2022 on a total of 33 projects, with a further £441,077 allocated via grant offer letters to Town and Parish Councils and/or sports organisations. This makes a total of £976,431 either spent or allocated, which exceeds that within the Corporate Strategy Delivery Plan for 2021/2022.

Projects delivered included:

- Improvements to the surfaced footpath through the Bridgetown Green Corridor in Totnes;
- Resurfacing of Blackawton tennis court;
- Improvements to facilities at Meadowbrook, Dartington including improvements to the Community Centre, and the provision of a new woodland adventure bike track;
- Improvements to football and cricket facilities in Dartington;
- Purchase of grounds maintenance equipment for Ivybridge Bowls Club and Modbury Association of Recreation and Sport;
- Play area improvements/revamps in Bittaford, Ermington, Marldon, Modbury, Ugborough and Yealmpton;
- Refurbishment of the all-weather pitch at Ivybridge Community College;
- Upgrade of Salcombe Yacht Club's topper fleet and purchase of a day boat for Salcombe Dinghy Sailing;
- Improvements to facilities in Stoke Gabriel including scout hut, cricket club and play area.
- Improved provision at Modbury Recreation Ground through refurbishment of Multi-Use Games Area and improved cricket practise facilities (improvements to lighting and drainage to follow in 2022/2023).

It should be noted that although there has been expenditure of s106 contributions, there are also incoming contributions as developments progress and the payment triggers in the s106 agreements are reached. Thus the amounts held on account will vary over time. Securing and receiving new s106 contributions should be viewed as positive for our communities.

A table listing the Section 106 contributions for Open Space, Sport and Recreation, including both those received and those which are signed and pending receipt once development progresses and payment triggers are reached, is available on the Council website. This was sent to all Town and Parish Councils, as well as Members, in August 2021. Now the end of the 2021/2022 financial year has been reached, the table will be updated to reflect the current position and re-sent to Town and Parish Councils and Members by the end of May 2022.

Members are actively encouraged to continue to engage with their Town and Parish Councils to facilitate the expenditure of section 106 contributions, to enable the delivery of new and improved facilities in their areas.

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