

The Effective Client Role

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Background

- Poacher turned gamekeeper
- West Lindsey Leisure Service
- Current facilities
- Current role

West Lindsey Leisure Contract

- Contracted out since 1997
- Arms length service
- Fall in reputation
- High area of Member interest
- Introduction of contract monitoring role
- Contract procurement

Current leisure contract

- Began in 2009
- Initially for 5 year period
- Outcomes based contract
- Retained client role
- Contract signed in May 2010



Basis of new contract

- Clear understanding
- Mutual respect
- Spirit of partnership
- Transparency – sight of operating manuals/usage reports
- Monthly client reports which include good news stories
- Regular client/contractor meetings
- Contact with other departments

Benefits

- Early identification of issues and joint resolution of problems
- Improved reputation
- Increased use
- Happy members
- Working on joint initiatives, ie Parkrun and dementia swimming sessions



Contract Extension

- Opportunities to increase activities at West Lindsey Leisure Centre
- Significant management fee paid
- Council and contractor began negotiations
- Contract extended until 2018



- £270,000 capital investment provided
- Redundant areas of the building refurbished
- Condition survey items rectified
- £230,000 saving per year realised
- £1.1 million over the remaining contract term
- Tightened up outcomes
- Contract amended

What the Future Holds?

- Contract procurement against further extension
- Increased community outcomes
- Council's achieving a revenue stream from leisure services
- Investment in facilities



Contract Procurement

- Allow enough time – work began in 2015
- Looked at options – in house, trust, contract
- Feasibility study for additional leisure facility to generate an income
- Withdrawal from chance to share facilities
- Agreed capital budget

Engage key stakeholders:

- Members – parameters agreed at Committee
- LCET group
- Current contractor

- Competitive procedure with negotiation ongoing
- Affordability target
- Final submissions are due in November 2017
- Committee decision January 2018
- Mobilisation period

Outcomes of new contract

- £1.5 million to refurbish WLLC in Gainsborough
- Capital to be paid back plus 4%
- New dry leisure facility in Market Rasen financed by WLDC
- District wide outreach service
- Significant positive income for the Council

Any Questions?

