

PLACES FOR PEOPLE LEISURE SERVICE DELIVERY PLAN – 2015/16

1.0 INTRODUCTION

- 1.1 Places for People Leisure (PfP) manage the Aldershot Pools and Lido, and the Farnborough Leisure Centre on behalf of the Council, with the contract running until 2019.
- 1.2 PfP Leisure was acquired by the Places for People Group Ltd in December 2012. PfP is a not-for-dividend organisation and are one of the largest property management, development and regeneration companies in the UK. Our contract with PfP is based on partnership working and we work closely with them on operational issues, performance monitoring and developing initiatives to encourage as many of our residents as possible to enjoy the facilities. There are regular performance monitoring meetings, which include our Cabinet Member for Leisure and Youth and scrutiny by the Leisure and Youth Panel. As part of these performance management arrangements, they are required to prepare an annual service plan for agreement with the Council.
- 1.3 Duncan Mackay, the local Contract Manager, will attend Cabinet to present the plan and answer any questions.

2.0 HIGHLIGHTS IN 2014/15

- 2.1 PfP has performed well on our contracts during the past year and the highlights include :
- Worked closely with the Council on the Megarider bus ticket and summer holiday swim for £1.00.
 - PfP Leisure hold the UK Active's Leisure Centre Operator of the Year. This has been awarded for the third year running.
 - PfP Leisure is the first organisation in the UK to receive a Quest Stretch validation in sports development.
 - Continued to provide a 'Gym only' low cost membership to compete with local competition.
 - Continued to invest in innovative activities, services and facilities, including a virtual group cycling room.

3.0 MAIN ISSUES and AIMS for 2015/16

3.1 The main issues for PfP in the next twelve months include:

- To continue to enhance and improve the range of activities on offer to our residents.
- To carry out further improvement works at the facilities.
- Working with the Council and other local partners to provide support for community safety initiatives and disadvantaged groups
- In partnership with the Council, increase awareness of all the facilities, with an emphasis on healthy lifestyles and the free swim programme
- To continue to assist the Council in its review of the Lido site.
- Continue to promote the facilities and services through social media including Facebook and Twitter.

4.0 RECOMMENDATION

4.1 The Cabinet is recommended to endorse Places for People Leisure's Service Plan for 2015/16

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