



Leisure Services Specification

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1. Introduction

1.1 Background

1.1.1 This Services Specification sets out the minimum required Standards and Reporting Requirements that the Agent shall meet during the contract period. It details the minimum requirements that the Agent shall meet for the delivery of the Agency services and operation of the facilities specified within this Schedule throughout the contract period.

1.1.2 The Agency Services Specification forms a Schedule of the Leisure Agency Agreement and shall be legally binding.

1.1.3 The structure of this Agency Services Specification is set out as follows:

Table 1 – Agency Services Specification Structure

Section 2 – General Core Requirements	• Strategic Objectives and contribution to wider local Strategic Outcomes • Understanding Filton • Facility Mix • Car Parking • Active Communities • Collaborative Philosophy and Governance • Asset Management • Climate Emergency • Managing Performance against Strategic Objectives • Social Value • Mobilisation
Section 3 – Service Requirements	• Active Communities • Opening Hours & Accessibility • Customer Experience • Programming for All • Pricing • Staffing and Skills Development • Safeguarding • Equalities • Cleaning and Housekeeping • Food and Beverages • Marketing, Research and Communication • Data and ICT Management • Health and Safety Management
Section 4 - Asset Management Requirements	• Planned & Reactive Maintenance • Grounds Maintenance • Emergency & Security Systems • Equipment Maintenance & Replacement • Climate Emergency, Environmental and Energy Management • Legislation & Policy • Water, Drainage & Environmental Conditions
Section 5 – Performance Management and Reporting	• Planning to Improve (Service Planning) • Meetings and Reporting

1.1.4 This Agency Services Specification applies the following structure to each element of the agency services described in Section 3 – Agency Service Requirements and Section 4 – Asset Management Requirements.

Table 2 – Agency Services Specification Elements

Overall Requirement	Provides the Agent with a high-level summary of the overall requirement for each element of the services.
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Performance Standards	Provides a list of standards that set out the required level of performance that the Agent shall meet, and which will determine whether the Agent is meeting the requirements of the Town Council. The Agent must meet these standards if the Services Specification is deemed to be achieved.
Monitoring & reporting Requirements	Sets out the reporting requirements for each section of the Services Specification aligned to Section 5 – Performance Management and Reporting

1.1.5 Section 5 – Performance Management and Reporting, sets out the reporting requirements for the Agency Agreement linked to the Agency service and asset management requirements performance standards.

1.1.6 Measurement

1.1.7 Monitoring of the Agent’s performance shall be measured in accordance with Clause 18 (Performance Monitoring) of the Contract. Monitoring of the Services and categorisation and reporting of Performance Failures shall be carried out in accordance with Schedule 6 (Payment and Performance Mechanism) of the Contract.

1.1.8 Reporting

1.1.9 The Agent is obliged to report on its own performance in accordance with this Services Specification – Section 5.

1.1. Facility Scope

- 1.1.1. Table 3 below shows the Facilities that are included in the Contract, which are to be managed by the Agent on behalf of the Council in accordance with this Services Specification.

Table 3 – Outline of Sport and Leisure Facilities

Elm Park Leisure Centre
Health and Fitness • 60 station gym • group exercise studio (150m2) • spin studio (50m2)
Pools • 25m x 11m five lane main pool • 11.5m x 6.5m leisure pool
Other • Café • Soft play • Outdoor seating

*Refer to section 3.1 of the ITT for further details on the development of the Outdoor Sports Centre

1.2. Car Parking

At Elm Park Leisure Centre parking is currently free of charge, The car park facilities are managed by Filton Town Council and will not be the responsibility of the Agent.

The Council will reserve the right (in consultation with the Agent), to apply charges, fees, rules and parking restrictions/limits.

The Agent is to be responsible for the operation of the 'height restriction barrier' for their own deliveries, collections and works. The Agent must work with the Council to ensure the security of the Car Park site and help maintain the effectiveness of the Car park defenses.

1.3. Active Communities

- 1.3.1. The Agent must deliver an Active Communities Programme, which supports the Town Council's Strategic Objectives for the service and contributes towards wider local Strategic Outcomes. The required outputs of the Active Communities Programme are shown in Table 4. These outcomes are linked to the We Can Be Active Strategy. The Active Communities Outputs will be reviewed annually as part of the Active Communities Plan.

Table 4 – Active Communities Programme

Required Outputs
• More young people in our least active areas regularly taking part in physical activity and enjoying the experience. • A broader range of opportunities to be active created with people who feel they lack the confidence or opportunity to take part. • More people from the least active communities outlined on p.4 regularly enjoying being active. • More local activities published to OpenActive¹ data standards, making activities easier to find.

Required Outputs
• People who once struggled to be active feel appropriately supported to take part in physical activity • Reduction in the % of adults and children classed as inactive

1.3.2. The Agent shall work alongside key stakeholders such as Energise Me Active Partnership (AP), Integrated Care Boards (ICBs), Clinical Commissioning Groups (CCGs), National Governing Bodies for sports, local charities, clubs and other services such as Public Health, Education, Children and Youth Services and Adult Social Care, to support an Active Communities Programme

1.4. Collaboration Philosophy and Governance

1.4.1. The Town Council is seeking to establish a Collaborative [Close working] Philosophy with an Agent based on the following principles:

- Mutual respect and trust between parties
- A shared vision and operational philosophy with decisions made together for the benefit of both organisation's.
 - A shared commitment to increasing participation in sport and physical activity and championing inclusivity in Filton Town Council, particularly amongst identified under-represented groups including disabled people
- Proactive collaboration and cooperation
- Collaborative working with key public, private and third sector organisations involved with enabling and delivering opportunities for sport and physical activity participation
- Effective and regular communication and reporting, focused on outcomes which are monitored and managed if expectations are not reached and maintained
- A proactive approach to identifying new opportunities to develop or enhance the services.

1.4.2. The Agent shall commit to the Collaboration Philosophy and recognise the importance of working collaboratively with the Town Council in delivering the Agency Services.

1.4.3. The Collaborative Philosophy shall be upheld and governed through the establishment of a Strategic Collaboration Board made up of key representatives from the Agent and the Town Council.

1.4.4. The Strategic Collaboration Board shall be established within one month of the contract commencement date and shall consist of the following representatives:

- Town Clerk (Town Council) – Authorised Officer
- Deputy Clerk (Town Council) – (Deputy) Authorised Officer
- Governance Officer (Town Council) Authorised Officer
- Operations/Regional Director (Agent)
- Contract Manager (Agent)
- Venue Manager (Agent)

1.4.5. The Strategic Collaboration Board shall be chaired by the Town Council, meet quarterly and matters to be discussed shall include but not be limited to the following:

- Progress on Annual Service Plan
- Progress against Strategic Objectives and contribution towards wider local Strategic Outcomes
- Financial performance
- Service improvement opportunities
- Variations to contract and commissioning opportunities
- Other matters of a strategic nature considered appropriate for discussion by the Board.

1.4.6. Either the Agent or Town Council, subject to the agreement of the other party, may invite appropriate third parties to attend the Strategic Collaboration Board meetings to help the Board's understanding of a particular issue or decision.

1.5. Asset Management

- 1.5.1. Due to the long-term nature of the Agency Agreement and planned future investment across the portfolio the following approach to asset management is included:
- 1.5.2. There will be a split of responsibility for managing planned and unplanned repairs and maintenance as set out in Appendix 1.
- 1.5.3. For any repair or replacement required to the assets over the value of £1,500, it is intended that the necessity of the work will require consultation between the Authority and the Agent to assess the viability of undertaking the repair considering; impact on usage, loss of income, maintaining the future customer base, timescales to any new developments and any other factors the Authority and Agent believe are relevant. The Authority will decide on whether the repair / replacement will be undertaken and inform the Agent.
- 1.5.4. The cost of repairs and maintenance will be managed through the Open Book arrangement.

1.6. Managing Performance against Strategic Objectives

- 1.6.1. The Operator is required to deliver the agency services to meet Filton Town Council's Strategic Objectives and contribute towards wider local Strategic Outcomes.
- 1.6.2. The performance indicators shown in Table 5 are designed to help measure the Agent's performance against the Town Council's Strategic Objectives. The Agent must ensure it collects information to enable it to measure the performance indicators in Table 5 using up to date ICT and innovative data collection methods. The Agent is expected to manage performance and strive towards delivering its performance indicator targets.
- 1.6.3. Agents will be required to capture full profile data of both casual users and members.
- 1.6.4. During the term of the Contract, the Town Council, through discussion with the Agent, may consider the use of alternative performance indicators that measure performance in a more effective or efficient way, taking advantage of any advances in technology or innovation in data collection methods.
- 1.6.5. If performance information was not collected in this way under the previous management arrangements, **the first year of the Contract will be a base-lining exercise**. All subsequent years will involve setting targets through a collaborative annual service planning process with the Town Council. The Agent will be expected to draw from national data sources to assist in establishing initial targets.
- 1.6.6. The Agent shall be required to work in collaboration with the Town Council to review the performance indicators on at least an annual basis and respond to any reasonable requests from the Town Council for these to be amended to better reflect any changes to the Town Council's Strategic Objectives for the service.

Table 5 – Performance Indicators

Core Measures				
KPI	Description	Source	Time period	Analysis
Total members by membership type	Total number of members visiting the centre	Leisure Management system feed	Last Quarter vs Same Quarter previous year	% change Number change
Total number of swimming lesson pupil	Total swimming pupils participating in lessons each week	Leisure Management system feed	Last Quarter vs Same Quarter previous year	% change Number change

Core Measures				
KPI	Description	Source	Time period	Analysis
Total casual users/visitors		Proxies for unique participant equivalent calculation	Last Quarter vs Same Quarter previous year	% change Number change
Gender Breakdown Male Female Other	Total number of members and casuals visiting the centre split by gender category	Leisure Management system feed	Last Quarter vs Same Quarter previous year	vs Local Catchment (20min drive time) Numbers and %
Age breakdown: U5's 5-10 11-16 16-24 25-34 35-44 45-54 55-64 65-74 75-84 85+	Total number of members and casuals visiting the centre split by age category	Leisure Management system feed	Last Quarter vs Same Quarter previous year	vs Local Catchment (20min drive time) Numbers and %
Total throughput	Total number of visits to the centre including members and casuals	Leisure Management system feed	Last Quarter vs Same Quarter previous year	% change
Net Promoter Score	NPS system Target +25 score Design to establish customers to positively promote centre. Promoters 9/10 Passives 7/8 Detractors 0-6	Customer Surveys	Annual	Score change

1.6.7. The Agent will work with the Town Council during year 1 of the Contract to develop baseline information on the above performance indicators that will be used to set targets for Year 2 and thereafter of the Contract.

1.6.8. An Annual Service Plan and associated development plans shall be provided to the Town Council for approval two months after the Commencement Date and two months prior to the start of each subsequent Contract Year.

1.6.9. Details of the required Plans and Reports are included in Section 5.

1.7. Social Value

1.7.1. The Agent shall deliver the services in accordance with the aims of The Public Services (Social Value) Act 2012 through the delivery of wider social, economic and environmental benefits.

1.8. Mobilisation

1.8.1. The Agent shall provide an effective and efficient mobilisation of the contract that minimises disruption to services for customers during handover.

1.8.2. The Agent shall provide professional handover arrangements to mobilise the contract effectively. The Agent shall provide the Authority with a mobilisation plan setting out the key tasks to be accomplished and the relevant time frame to commence operations on the agreed start date.

1.8.3. The mobilisation plan shall provide details of the steps to be taken to ensure a smooth transition of arrangements from the out-going operator and shall include but not be limited to the following areas:

- Transfer of Staff (TUPE)
- Management / Supervisory / Staffing structures
- Induction and training of new employees
- Pension Transfer arrangements
- Uniforms
- Communications plan
- Membership data migration and other data migration
- Website arrangements and ICT
- Signage (Branding)
- Plans for contract launch and preliminary promotional activity

1.8.4. The Agent shall provide the Authority with a comprehensive mobilisation plan setting out how the Agent will ensure a smooth transition in management arrangements in line with the commencement date of the contract.

2. SERVICE REQUIREMENTS

3.1 Active Communities	
Overall Requirement	The Agent must deliver an Active Communities Programme, which supports the Town Council's Strategic Objectives for the service and contributes towards wider local Strategic Outcomes.
Performance Standards	
Target Groups and Localities	The programme shall focus on priority groups such as: • Children (0–11 years) • Young people (12–19 years) • Students • Older people
Programme Delivery	Deliver innovative and non-traditional activities that attract priority groups and inactive residents. Provide activities within the leisure facilities only, no outreach activities are required. Focus on increasing participation through initiatives aligned with Quest™ Active Communities Generic Modules (or equivalent).
Partnership and Support	Support local, regional, and national sports development policies, including campaigns such as Sport England's This Girl Can. Work with the Town Council to assist in the local "We Can Be Active" Action Plan reviewed quarterly within the Public Health and Client team
Funding and Resources	Look to source external funding for existing sport, physical activity, and healthy lifestyle programmes. Work in collaboration with the Town Council and health partners to secure funding for new initiatives where appropriate.
Facility and Programme Support	Deliver and manage the Exercise Referral programme (or equivalent) at the following facilities, retaining all income generated on behalf of Filton Town Council: ○ Elm Park Leisure Centre Any relevant protected bookings for Active Communities will be detailed in Appendix 3 (Protected Bookings). Ensure appropriately qualified staff are available to support the Active Communities Programme.
Monitoring and Reporting	
The Agent shall report on the KPIs set out in section 2.14 and update against the Active Communities outcomes set out in Table 5 as part of the Quarterly and Annual Performance Reports	

3.2 Opening Hours & Accessibility	
Overall Requirement	The Agent shall ensure Facilities are fully accessible to the community during the designated "Minimum Opening Hours" as detailed in Appendix 4 of this Service Specification.
Performance Standards	
General Opening Hours	Facilities must be available for public use during the Minimum Opening Hours. Any proposed changes to the Minimum Opening Hours require prior written agreement from the Town Council.

	The Agent shall advertise opening hours on the relevant Facility website and provide printed information on timetables for activity programmes. The Agent shall notify the Town Council and advertise any planned closures for maintenance at least 4 weeks in advance, both on-site and online. The Agent must inform private hire, block, or club bookings separately and reimburse any fees paid in advance where applicable.
Emergency and Special Circumstances	For unforeseen or emergency closures, the Agent must inform the Town Council immediately, followed by written confirmation as soon as practicable. Customers must be kept informed in accordance with the agreed Emergency Action Plan. The Agent shall maintain an Emergency Action Plan, reviewed annually. Minimum Opening Hours will be reviewed annually based on usage trends or bespoke patterns. In times of national or local emergency, facilities designated as emergency rest centres may require temporary closure for public use. Agent staff shall assist with setup and provide qualified support during the emergency period as directed by the Town Clerk or Authorised Officer. The Agent shall accommodate closures for specified special events as outlined in the contract.
General Accessibility	The Agent shall ensure Facilities, including but not limited to: entrances, exits, toilets, changing areas, activity spaces, and parking, remain open, accessible, and free from obstruction or deterioration (excluding fair wear and tear). Facilities must function effectively with appropriate access and egress controls. The Agent shall ensure secure and accessible storage facilities, including: ○ Multi-activity storage areas. ○ Accessible lockers with clear numbering at varied heights, including oversized lockers for users with specialist equipment. ○ Secure storage for sports equipment. The Agent shall ensure prompt access during operational hours with adequate reception staffing and access control to prevent unreasonable delays.
Equality Act 2010	Facilities and services must comply with the Equality Act 2010, ensuring: ○ Accessible facilities with inclusive access during emergencies, suitable evacuation routes, and muster points. ○ Inclusive Fitness Initiative (IFI)-accredited equipment for users with diverse impairments. ○ Staff training in customer service, adaptive exercise programming, and inclusive communication. ○ Inclusive marketing materials available in various formats. ○ working with local community organizations to improve accessibility. ○ Accessible sports and social activities with appropriate policies and procedures. ○ A diverse programme of activities and services that promote inclusiveness. Clear, instructive signage that complies with the Equality Act 2010 and, where possible, aligns with Sport England's Wayfinding and Signage Design Guidance Note (2013) should be provided. https://www.sportengland.org/media/4426/wayfinding-and-signage-2013.pdf
Monitoring and Reporting	

Any proposed changes to Minimum Opening Hours must be submitted to the Town Council at least 3 months prior to the intended implementation date.

The Agent shall maintain a daily log of unplanned closures or service limitations during Minimum Opening Hours, detailing the cause, actions taken, and resolution. This information must be included in the Quarterly Performance Report.

All unplanned closures should be reported to the Town Council in accordance with agreed procedures - Clause 17 of contract

3.3 Customer Experience

Overall Requirement	The Agent shall deliver a consistently high level of customer care that ensures all customers experience a welcoming, inclusive, and enjoyable visit. This service shall align with good industry practice to support the Town Council's Strategic Objectives and wider Strategic Outcomes.
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Performance Standards

ICT Website and Bookings	The Agent shall maintain an accessible, flexible, and innovative website and booking system that meets the needs of all users, including those with disabilities, in compliance with the Equality Act (2010). The Agent to offer a cashless operation. Any other legal tender to be used subject to the agreement of Filton Town Council. The system shall include comprehensive terms and conditions (including, where relevant, those of the Council in its capacity as Principal), advanced booking arrangements, cancellation policies, and effective administration to improve service personalisation and participation. Bookings shall be available in person, by phone, online (including via smartphone apps), with a 'fast track' option for peak times up to 7 days in advance. Advanced bookings shall be available: ○ Up to 7 days in advance for members. ○ Up to 5 days for non-members. The Agent shall give priority to existing clubs/organisations for repeat bookings and accommodate school curriculum swimming and water safety lessons. The Agent must provide an advance booking facility for clubs / organisations who wish to make a regular booking. The Agent must give priority to existing clubs and organisations who wish to make further regular bookings at the end of their existing period The Agent shall provide advance notice of any non-availability of facilities and must notify affected users directly (alongside notification to Filton Town Council). All bookings must include rigging and derigging time, with customers informed of this. The Agent must as far as practicably possible, allow for casual use at all times. At times of no casual use being available, the Agent must give advance warning to users of the Facility. This includes any non-availability of facilities as a result of regular bookings or events.
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	The Agent shall maintain and cover all costs related to the website, booking system, and associated hardware/software.
Customer Services Policy and Complaints	The Agent shall implement a comprehensive customer service policy to ensure all customers, partners, and visitors are treated promptly, effectively, and courteously. A structured feedback system shall record and address all comments and complaints, with clear response timelines. The Agent shall actively monitor customer satisfaction, conduct benchmarking, and adjust services to meet changing community needs. The Agent shall publicly display customer feedback results, actions taken, and outcomes of internal/external assessments. The Agent shall provide customer service training as part of staff induction and ongoing refresher training. Staff shall maintain a smart appearance with uniforms and name badges (except for poolside lifeguards). Where applicable noticeboards must be regularly updated with relevant information.
Information and Facilities Management	The Agent shall promote activities, events, and courses through multiple channels to meet diverse community needs. Out-of-order equipment must be clearly labelled within 30 minutes, including repair details and estimated resolution time. The Agent shall operate an effective lost and found system.
Monitoring and Reporting	
The Agent shall provide quarterly reports on complaints, customer feedback outcomes, and website/booking system performance, including failure to implement the required website and bookings system, as part of the Quarterly Performance Report The Annual Service Report shall include customer satisfaction insights and ongoing monitoring data, including data on sources of bookings. The Agent must comply with Payment Card Industry Data Security Standard (PCI DSS) and report on booking sources in quarterly performance reports.	

3.4 Quality Management	
Overall Requirement	The Agent will be required to have a robust quality management system in place that covers all aspects of the services and is focused on the customer's experience.
Performance Standards	
Quality Award	The Agent shall achieve and maintain the Sport England recommended Quest Facility Management accreditation scheme (or any equivalent successor scheme) for the Facilities. This should be obtained by: The end of 18 months of the Contract for Elm Park Leisure Centre The Agent shall maintain these accreditations for the duration of the Contract.

	The Agent will be required to achieve and maintain a minimum standard of 'Good' for the Sport England recommended Quest Entry Facility Management accreditation scheme (or any equivalent successor scheme). Filton Town Council shall fund Quest.
Moving Communities	The Agent is required to participate in Moving Communities supporting the standardisation and processing of participation data to generate sector wide insight and valuable benchmarks that can be used to track performance and understand best practices for continuous improvement across all local authorities and Agents.
Monitoring and Reporting	
Quest scores will be included in the Annual Service Plan and will set targets for improvement. The Town Council shall inform the Agent of the results of its Quest assessments and any follow-up assessments within seven business days of receiving notification. The Agent shall include its response to Quest assessments via an improvement plan within the appropriate Quarterly Performance Report.	

3.5 Programming	
Overall Requirement	The Agent shall provide a dynamic, inclusive, and responsive Programme of Use at the Facilities and through the Active Communities Programme that meets community needs, promotes behaviour change.
Performance Standards	
Programme of Use	The Programme of Use must be sustainable, balanced, and flexible, accommodating: • Casual use, block bookings, and instructed development courses. • Activities for specific customer groups in line with agreed plans. • Community, club, and school activities that align with Strategic Objectives and local Strategic Outcomes. • All Protected Bookings set out in Appendix 3.
Programme Design	The Programme should: • Offer diverse activities promoting wider community participation. • Include recreational opportunities such as courses, classes, pay-as-you-play sessions, and casual use. • Support talent pathways through National Governing Body-affiliated clubs. • Respond to recreational trends to maintain a dynamic service. • Set and review programme objectives annually with an effective promotional strategy in place.
Specialist Provisions	Swimming programmes should apply insights from Swim England's Three Frontiers Toolkit where applicable. Facilities designated for regional/national competition must maximise usage for talent pathways and competitive events.
Club and School Partnerships	The Agent shall maintain existing club arrangements and expand them to meet demand where possible.
Complementary Programming	Programmes across Facilities must be coordinated to provide a balanced range of activities that meet diverse community needs.

Special Events and Protected Bookings	Protected Bookings listed in Appendix 3 must also be upheld unless it is evident that hirers do not intend to re-book. The Agent shall honour all special events and club bookings outlined in Appendix 5 unless changes are agreed upon with the club/organisation and approved in writing by the Town Council.
Special Events Management	The Agent is responsible for organising special events, ensuring all statutory licenses and safety arrangements are in place. The Agent shall provide operational support, including event supervision, cleaning, security, equipment setup and takedown, and engineering support as required. The Agent must notify customers in advance of special events to minimise disruption and, where possible, offer alternative provision. Regular activities must not be unduly disrupted by special events. Events requiring two or more consecutive days' use, impacting community or curriculum use, require written approval from the Authorised Officer.
Non-Sporting Events	The Agent may use Facilities for non-sporting events provided these are appropriate in nature and do not risk damage to the Facility or its reputation. The Town Council must be informed of such bookings and reserves the right to cancel them if deemed unsuitable and will incur no responsibility for any loss incurred. Bookings from political organisations or lobbying/campaign groups must be referred to the Town Council for approval. The Town Council may have use of the facilities for Council sponsored (non-sporting) events at no charge – however will work with the Agent to find a suitable time/date to minimise any impact on current programme.
Pre-Booked Events and Emergency Use	The Agent shall honour all pre-booked events, functions, and hire arrangements, with associated income transferred to the Agent as part of the contract handover. Whilst none of the centres are currently used as a Polling Station or Count Centre, the Town Council reserves the right to use any of the centres as a Polling Station and / or Count Centre as required for Parliamentary, Local Government or other Elections or By-Elections or Referenda. The Town Council also reserves the right to make use of the facilities in the event of an emergency (national/local). The Town Council shall endeavour to give the Agent reasonable notice of such matters and the Agent shall ensure that all facilities requested by the Town Council are available for the purposes referred to in this condition.
Monitoring and Reporting	
The ICT system must track participation data, highlighting community engagement and use by specific groups. The Agent shall submit an initial Programme of Use to the Town Council two weeks prior to the Commencement Date. An updated Programme of Use must be submitted two months before the start of each new contract year for Town Council approval. A Programme of Use Progress Update shall be included in the Quarterly Performance Report. Programmes must be reviewed at least annually using market insights and customer feedback. Any failure to honour pre-booked events must be reported as part of the Quarterly Performance Report.	

The Agent shall maintain records of actual facility usage, programming review outcomes, and any failure to meet Performance Standards, reporting this in the Quarterly Performance Report.

3.6 Pricing

Overall Requirement	The Agent shall develop in consultation with the Council and with its approval implement a pricing scheme aligned to local market rates, ensuring accessibility for all community members while supporting the Town Council's Strategic Objectives and Outcomes. Current pricing is included in Appendix 6.
Performance Standards	
Concessionary Pricing	The Agent is responsible for recommending activity, service, and membership prices to the Council, for its approval.
Free Access for National Sportspeople (FANS)	The Agent is required to support the FANS scheme and provide free use for FTC residents of County standard and above (or Agent equivalent subject to approval by Filton Town Council).
Local Authority Vouchers	The Agent is required to support voucher schemes for referrals from local authority and local NHS providers (within six months) – subject to agreement with the issuing authorities for payment.
Military Covenant	The Agent is required to support the Military Covenant scheme providing free use for personnel who are preparing for deployment or personnel who have been wounded in action. The Agent to provide concessionary pricing for serving personnel, both Regular and Reserves – with an annual marketing schedule to promote the concessionary pricing.
Pricing Policy and Administration	The Pricing Policy must promote equality of access and sustainability. A variety of payment options shall be offered, including direct debit, annual, course-based, and pay-as-you-go options. No charges shall be collected for services extending beyond the contract period without Town Council authorisation. Any discounts over 20% of the (net) annual or pay-as-you-go fees, to be agreed by the Town Council before implementation. No annual option should go beyond 1 year without the agreement of the Town Council. Current fees must be clearly displayed in facility receptions, on websites, and as appropriate within the Facilities. The Agent shall maintain effective non-cash payment systems (unless a cashless operation has been agreed with the Town Council).

Monitoring and Reporting

The Agent shall submit proposed pricing annually, no later than three months before the contract year start. Variations may be made with written agreement.

The Agent must report any failure to meet Performance Standards as part of the Quarterly Performance Report.

3.7 Staffing and Skills Development

Overall Requirement	The Agent must ensure sufficient, suitably qualified staff are employed to deliver services in line with legislation, industry guidance, and the Town Council's Strategic Objectives.
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Performance Standards

TUPE	The Agent shall ensure TUPE compliance and ensure a smooth staff transfer without disruption to services. This includes self-employed staff.
General Staffing	Staffing levels must be adequate to ensure: • Compliance with Normal Operating Procedures and the Emergency Action Plan during all opening hours. • Staffing aligned to activity risk assessments • Provision of HR support by qualified personnel (e.g. CIPD) and implementation of robust HR policies. • Availability of an emergency maintenance backup qualified to the level of Technical Assistant, with a maximum one-hour response time. Staff must meet qualifications required by relevant Governing Bodies or recognised providers (e.g. CIMSPA), with ongoing registration for relevant staff within three months of contract commencement, this includes any sub-contracted staff. Staff must reflect the local demographic profile, with annual workforce monitoring reports provided to the Town Council. The Agent must maintain sufficient staffing to ensure high service standards and customer care during staff absences. A yearly staff satisfaction/wellbeing survey is to be carried out and key themes shared with the Town Council
Training Requirements	Staff must undergo regular training in customer care, safeguarding, health and safety, and equality/diversity. All poolside staff must hold Royal Life Saving Society (RLSS) qualifications as a minimum standard. Induction training for all employees must include familiarisation with Normal Operating Procedures and the Emergency Action Plan. Training records, including attendance details, must be maintained and supplied to the Town Council on request.
Specialist Roles and Services	The Agent must appoint a Contract Manager as the main representative to consult regularly with the Town Council. The Agent must provide specialist staff trained to: • Analyse user data in line with Open Data Institute standards. • Develop programmes aligned to the Town Council's Strategic Objectives. Maintenance works must be carried out by appropriately qualified staff or subcontractors.
Employment and Conduct	The Agent must: • Adhere to employment legislation and Disclosure and Barring Scheme (DBS) requirements. • Maintain Codes of Conduct for both staff and customers, approved by an Authorised Officer. • Ensure staff uphold the professionalism and reputation of the Town Council. • Prevent staff from expressing views that could misrepresent the Town Council's stance on issues. • All employees to be paid the 'Real Living Wage' or above. • The Council to be notified and consulted with on all structural changes to senior management (Venue/Operations Manager and above) – before changes are made and notices issued.

	- Consult with the Town Council over the interview process/applicants/appointment/disciplinary/resignation/dismissal of senior management of the site. Consultation to be subject to relevant employment legislation. - The Council's Authorised Officer to be part of the recruiting process for senior staff on site. This would include sifting and at least one of the stages of interview (or principal interview if only one stage). - Provide the Town Council with a monthly overview of staff; including vacancies, promotions, dismissals, resignations, and training.
Monitoring and Reporting	
The Agent must submit: - An annual Workforce Monitoring Report (as part of the Annual Performance Report) demonstrating alignment with the local demographic profile. - Details of any performance standard failures as part of the Quarterly Performance Report. - Certify annually that all employees meet the 'Real Living Wage' standard.	

3.8 Safeguarding	
Overall Requirement	The Agent must ensure all activities and programmes involving young people and vulnerable persons comply with legal requirements and best practice safeguarding standards.
Performance Standards	
General Safeguarding	All staff in contact with children, young people, and adults at risk must have a valid Disclosure and Barring Service (DBS) check in line with DBS guidelines, with costs covered by the Agent. The Agent must comply with all safeguarding legislation, statutory guidance, and the local authorities' Safeguarding Policy (Safeguarding and welfare or latest version). The Agent shall submit their safeguarding policy and procedures for review: - Before contract commencement - Whenever amended - When requested by the Town Council All new staff must complete safeguarding training before commencing work within the Facilities or Active Communities Programme. Existing staff must complete annual safeguarding refresher training or earlier if significant legislative changes or updates to the Town Council's safeguarding policy occur. Staff required to register with a professional body must maintain active registration status.
Monitoring and Reporting	
The Agent shall report any failure to meet safeguarding performance standards in the Quarterly Performance Report.	

3.9 Equalities	
Overall Requirement	The Agent shall provide services that ensure equality of access and participation for all users, regardless of protected characteristics under the Equality Act 2010.
Performance Standards	
General Equalities	The Agent shall employ qualified staff, coaches, and instructors who promote inclusive service provision and receive equality, diversity, and disability inclusion training. All new staff, including head office staff visiting public areas and specialist contractors, must complete equality and diversity training before commencing work. Existing staff must receive refresher training at least every two years.

	The Agent shall submit their Equalities Policy for review before contract commencement, upon amendment, or at the Town Council's request. The Agent shall conduct annual equalities monitoring of staff and service users in line with data protection legislation. The Agent should follow guidance from relevant National Governing Bodies, including but not limited to: ○ Sport England ○ Activity Alliance ○ Wheel Power ○ England Athletics ○ Swim England ○ Badminton England ○ Football Foundation
Monitoring and Reporting	
The Agent shall submit an annual Equalities Monitoring Report providing staff and service user demographics in line with the KPIs set out in section 2.14. This will form part of the Annual Performance Report. Any failure to meet performance standards must be reported in the Quarterly Performance Report.	

3.10 Cleaning & Housekeeping	
Overall Requirement	Facilities must be maintained to a high standard of cleanliness to ensure a safe, healthy, and positive environment, supporting efficient operations and a positive image.
Performance Standards	
General Cleaning	The Agent shall deliver cleaning services throughout the Contract period to meet the cleanliness standards outlined. Cleaning schedules should account for peak periods, special events, and requirements outside public opening hours. The Agent is responsible for maintaining cleanliness during both routine and non-routine cleaning activities (including under canopy benches, and outdoor 'café' style seating). The Agent is responsible for cleaning and maintaining the external changing areas (including showers/toilets); alongside the Town Council Offices (an agreed schedule with the Town Council).
Routine Cleaning	The Agent shall conduct planned, routine cleaning during times that minimise disruption, supplemented with continuous spot cleaning to maintain high standards of cleanliness. Cleaning schedules must be tailored to the facility design, interior, usage levels, and specific area needs.
Reactive Cleaning	Non-routine, spot cleaning should be carried out promptly and continually as required, in line with the agreed procedures set out in the Agent's Quality Management System. Cleaning equipment and materials must be suitable for the tasks and comply with health and safety regulations and British Standards.
Deep and High-Level Cleaning	The Agent shall establish a robust schedule for deep and high-level cleaning of both internal and external areas. This includes periodic cleaning of high-level surfaces and other deep cleaning tasks (including the external changing areas).

	In case of dissatisfaction with cleanliness standards, the Agent must act swiftly to address and rectify any issues.
Litter Picking	The Agent shall ensure regular litter picking in the car parks and surrounding areas of the Facilities.
Monitoring and Reporting	
The Agent will capture and provide customer satisfaction feedback as part of the Quarterly Performance Report regarding the cleanliness of the Facilities, ensuring any concerns are addressed promptly.	

3.11 Food & Beverage	
Overall Requirement	Provide a high-quality, value-for-money food and beverage service offering nutritious options, with a limited range of high-salt, sugar, and saturated fat items. Clear guidance such as a traffic light system should indicate nutritional content.
Performance Standards	
General Food & Beverage	Maintain existing catering and vending areas unless otherwise agreed with the Town Council. Provide a nutritionally balanced menu with healthy food and drink options, catering for various dietary needs including vegetarian, vegan, and gluten-free. The Food & Beverage offer should include: ○ Meals (where full catering facilities are available), snacks, and beverages. ○ Catering for children's parties (where parties are offered and catering facilities are available) with healthy options included. ○ Vending machines with a mix of healthy snacks and confectionery. Ensure all licenses for food and beverage provision are obtained and renewed as necessary. The Agent may sub-contract food and beverage services, including vending, ensuring sub-contractors adhere to the same standards. Any contract to be agreed by the Town Council, which could include a management fee. Adhere to policies on food consumption areas and appropriate product sales (e.g. restricting chewing gum). The Agent may apply for a (temporary) license to sell alcohol with the agreement of Filton Town Council. Any permanent license would also require agreement of the Town Council and could include a separate management fee.
Food Safety and Hygiene	Comply with EC Reg 852/2004, the Food Safety Act 1990, and the Food Safety and Hygiene (England) Regulation 2013. Where cafe facilities are offered, achieve a 5-star National Food Hygiene Rating Scheme score within 12 months of contract commencement. Ensure all food handlers hold a Level 2 Food Safety & Hygiene for Catering qualification and receive regular training. Maintain clean and hygienic catering equipment, crockery, and utensils. Ensure litter, trays, and tables are regularly cleared to maintain a tidy environment. Conduct annual hygiene inspections as required by the Principal Authority's Environmental Health team.
Sustainability and Local Sourcing	Prioritise locally sourced produce and suppliers wherever possible to support the local economy and improve sustainability.

Monitoring and Reporting	
Include catering service satisfaction as part of ongoing customer feedback.	
Report any failure to meet performance standards within the Quarterly Performance Report.	

3.12 Marketing, Research & Communication	
Overall Requirement	An approach to Marketing, Research and Communication that promotes the Facilities and the Active Communities programme in a way that best meets the Town Council's Strategic Objectives and contributes towards local Strategic Outcomes
Performance Standards	
Marketing and Promotion	Develop and implement a comprehensive Marketing Plan that promotes the Council's Leisure services through diverse channels to attract and retain users, with a focus on increasing participation, especially among target groups (e.g., less active or inactive populations). Utilise modern branding compatible with the and displaying the Town Council's corporate image and Strategic Objectives. Incorporate digital marketing platforms, including websites with booking capabilities, mobile apps, social media, and targeted email/SMS communications. Conduct targeted outreach campaigns using ICT tools to identify and engage with inactive residents and priority groups.
Collaboration and Compliance	Work closely with the Town Council and partners to manage display areas and promotional content across facilities. Ensure all materials comply with standards set by Advertising Standards and Trading Standards Boards and adhere to the Equality Act 2010 for accessibility. Submit draft press releases or media statements to the Town Council for approval and include relevant Town Council input as required.
Branding and Publicity	Maintain strong branding that enhances the Town Council's reputation and includes its name and logo prominently alongside the Agent's on signage and promotional materials. Agents should adhere to the Councils' logo guidelines. Manage all promotional materials and notices to ensure professional standards (e.g., no handwritten or adhesive-mounted materials). Monitor and control third-party advertising, ensuring compliance with Town Council approvals and standards to prevent reputational risks.
Community Engagement	Support and promote activities from local Active Partnerships, National Governing Bodies (NGBs), and other partners. Ensure information on services, hours, activities, and pricing is readily available both digitally and in print at Facilities, libraries, and other relevant locations. Facilitate joint programs with partners and promote their websites at no additional charge.
Facility-Specific Requirements	Ensure club noticeboards are clearly named and well-maintained, with no information displayed outside designated areas.

	Reserve space for Town Council promotional materials at no charge and ensure no unauthorised use of adhesive materials in public areas.
Sponsorship and Advertising	Obtain prior Town Council approval for third-party sponsorships or advertising agreements. Avoid any promotional materials or sponsorships that could cause reputational damage, ensuring immediate removal of any disputed materials.
Monitoring and Reporting	
The Agent shall ensure that a Marketing Plan is submitted to the Town Council in accordance with the Meetings and Reporting requirements in this Specification. The Agent shall ensure that a report on progress against the Marketing Plan and any failure to deliver the Overall Requirement set out above is submitted as part of the Quarterly Performance Report.	

3.13 Data & ICT Management	
Overall Requirement	The Agent shall provide a robust ICT system that supports high-quality customer service, tracks customer profiles and visit behaviour, and enables effective performance measurement against the Town Council's Strategic Objectives. Contractual obligations are set out in Contract Schedule 19.
Performance Standards	
General Data & ICT Management	The Agent must maintain fully functioning and efficient ICT systems throughout the contract period. The Agent acts as joint custodian and processor of customer and operational data on behalf of the Town Council. All data, including Direct Debit membership information, remains the property of the Town Council and must be returned in full at contract end, with no retained copies. Secure storage of grant-funded programme data for at least six years post-project (or longer if specified). Participation data must align with OpenActive data standards, and the main booking system should support these standards. The Agent is encouraged to engage with sector initiatives like DataHub and OpenActive to improve data sharing, benchmarking, and performance tracking.
ICT System Requirements	The Agent's ICT system must include: • Online bookings, payments, block bookings, and facility hire • Integrated swipe/scan card membership system enabling access across sites • Usage and membership tracking, including data for Key Performance Indicators and postcode analysis for participation trends • Real-time tracking of income and expenditure • Online training functionality and web performance monitoring • Data sharing protocols with partners • A comprehensive customer database accessible to authorised staff at reception points
Data Protection and Security	The Agent must ensure data security in compliance with The Data Protection Act (2018), GDPR (EU) 2018, and the Freedom of Information Act (2000). All staff with access to data must be appropriately screened in accordance with the Town Council's safeguarding policies. The Agent's administration and finance systems must be digitally based and compatible with the Town Council's systems (e.g. Microsoft Office or Google).
Monitoring and Reporting	

The Agent must effectively utilise its ICT systems to report on Performance Indicators linked to the Town Council's Strategic Objectives.

Any failure to provide required open data or maintain performance standards must be reported in the Quarterly Performance Report.

Upon request, the Agent must produce specified ICT reports within seven business days.

3.14 Health & Safety

Overall Requirement	The Agent shall provide services that fully comply with all relevant Health and Safety legislation, guidance, and best industry practices. The Agent shall demonstrate continuous improvement in Health and Safety standards throughout the contract period. The Agent shall maintain a Health and Safety management system aligned to HS(G)65 or ISO 45001 (certification not mandatory).
Performance Standards	
General Health & Safety	Compliance with the Health and Safety at Work etc. Act (1974) and related regulations, including the Management of Health and Safety at Work Regulations 1999, Fire Safety Act and HSE best practices. The Agent must maintain a competent Health and Safety advisory system and appoint a designated Appointed Person holding a NEBOSH National Certificate (or equivalent) with duties specified in policy and job description. Health and safety documentation must be available for inspection by the Town Council, OFSTED, or authorised bodies.
Risk Assessment	Venue and activity risk assessments must be conducted: Annually, or as required by incidents, changes to operations, equipment, premises, or personnel. The Agent must consult with staff, user groups, and neighbours on safety concerns.
Fire and Emergency Procedures	The Agent shall: - Conduct annual fire risk assessments by a competent person. - Develop and submit evacuation and emergency procedures. - Train staff on emergency actions and perform biannual evacuation drills.
First Aid and Emergency Response	The Agent shall: - Provide sufficient trained first aiders during operating hours. - Ensure first aid equipment, including AEDs, is checked weekly. - Display clear information about how to obtain first aid assistance.
Staff Competency and Training	The Agent shall ensure staff are: - Competent in their health and safety duties. - Provided with induction, refresher, and job-specific training. A comprehensive training record system shall be maintained.
Safe Working Practices	The Agent shall: - Provide safe working procedures for all activities, equipment use, and maintenance. - Maintain appropriate PPE for job roles, ensure its use, and provide training on its use and limitations.
Cleaning, Maintenance, and Inspection	The Agent shall: - Manage risks relating to air conditioning, showers, and other potential infection sources. - Ensure safety checks on plants and equipment are conducted per legal requirements.

Hazardous Substances	The Agent shall comply with the Hazardous to Health Regulations 2002 (as amended). The Agent shall provide staff with training based on written procedures on the safe storage and handling of any hazardous substances. The Agent must also ensure COSHH data sheets are easily accessible in designated areas at each Facility, for ease of reference should an accident involving any chemicals occur.
Incident and Accident Reporting	The Agent shall: • Comply with RIDDOR 2013 requirements for accident reporting. • Maintain records of incidents, investigations, and corrective actions.
Compliance and Access	The Agent shall: • Permit access to Facilities for inspections by the Town Council, OFSTED, HSE, and other relevant bodies. • Report visits from enforcement authorities to the Authorised Officer promptly.
Security and Access Control	The Agent shall: • Ensure non-public areas are secured from unauthorised access. • Implement controls to restrict child access to unsafe or unsupervised areas.
Smoking and Behaviour Standards	Enforce the Smoking at Work Act 2007. Develop and display a written behaviour standard for the site with staff trained to address breaches.
Monitoring and Reporting	
Upon contract start, the Agent shall submit: • Written policy on staff safety training • Risk assessments for significant tasks/activities • Safe working practice codes Within three months of the contract start: • Policies on violence reporting, incident/accident procedures • Evidence of compliance with HSG 179 and PWTAG. The Agent shall provide a Health and Safety Management Plan (as part of the Annual Service Plan), endorsed by senior managers, and maintain transparent communication with the Town Council on all health and safety matters.	

3. ASSET MANAGEMENT

4.1 Planned & Reactive Maintenance	
Overall Requirement	The Agent shall maintain all buildings, plant, fittings and equipment to a high standard, ensuring compliance with legislation, maximising asset lifecycle, and providing a high-quality customer experience. For any repair or replacement required to the assets over the value of £1500, it is intended that the necessity of the work will require consultation between the Authority and the Agent to assess the viability of undertaking the repair considering; impact on usage, loss of income, maintaining the future customer base, timescales to any new developments and any other factors the Authority and Agent believe are relevant. The Authority will decide on whether the repair / replacement will be undertaken and inform the Agent.
Performance Standards	
General Building Maintenance	The Agent is responsible for the repair, maintenance, and servicing of all buildings, assets, and equipment, except for those listed in Appendix 1 as the Town Council's responsibility. Maintenance shall be conducted using trained and qualified personnel, ensuring compliance with all statutory and regulatory requirements. The Agent must maintain all internal finishes, sanitary ware, glazing, doors, ironmongery, rainwater goods, and drainage systems. Responsibilities extend to telephone, ICT systems, signage, fencing, and specialist areas such as softplay, and Multi-Use Games Areas. Any underwater pool works must comply with HSE Diving at Work ACOPs (Inshore 104). The Agent shall ensure all fixed plant is maintained in accordance with manufacturer guidelines and industry best practices. Specialist plant, machinery, and equipment shall be serviced through direct contracts with accredited service providers. Maintenance agreements beyond the Contract term require prior Town Council approval. The Agent must maintain and operate all building services, including HVAC, water systems, electrical systems, alarms, CCTV, and lifts.
Planned Preventative Maintenance (PPM) & Reactive Repairs	The Agent shall implement a Planned Preventative Maintenance (PPM) program covering lifecycle replacement, statutory testing, and repairs. All maintenance work must adhere to British Standards, Approved Codes of Practice, and statutory obligations. Facilities must remain safe, secure, wind-protected, watertight, and well-maintained to prevent deterioration beyond fair wear and tear. Maintenance materials must be compatible with existing facility specifications. The Agent is responsible for reactive maintenance, ensuring buildings, plant, and equipment remain operational with response and rectification times in line with contractual obligations. The Town Council may conduct PPM compliance checks at any time.

	The Agent shall meet their respective minimum response times to ensure that any reactive repairs are completed with the least inconvenience and disruption to the operation of the Facilities. Maintenance personnel must be appropriately trained, and all repairs must use compatible materials. Replacement glass must comply with Regulation 14 of the Workplace (Health, Safety, and Welfare) Regulations 1992 and BS 6262: Part 4 / BS 6206 (Class C in areas of special risk).
Compliance	The Agent must ensure all maintenance activities meet statutory and industry requirements, including Health and Safety regulations, Approved Codes of Practice, and British Standards. The appearance and condition of facilities must be maintained to meet customer expectations and Town Council standards.
Fabric Maintenance	The Agent is responsible for maintaining, repairing, and replacing all internal building fabric, except those designated as the Town Council's responsibility in Appendix 1. The Agent must ensure facilities remain safe, secure, wind-protected, and watertight.
Asbestos Management	The Town Council will provide an Asbestos Register identifying known or presumed asbestos risks. The Agent must update and maintain this Asbestos Register as required under the Control of Asbestos at Work Regulations 2002. The register must be accessible to the Town Council, contractors, and maintenance personnel. Only asbestos-trained contractors (e.g., CHAS-accredited) are permitted to undertake work in affected areas. If asbestos is identified during any works, activities must cease immediately, and the Town Council must be notified.
Mechanical & Electrical (M&E) Maintenance	The Agent must implement a professionally managed M&E maintenance program, ensuring compliance with: • Original equipment manufacturer guidelines • Statutory regulations and British Standards • Warranty maintenance requirements The Building Management System (BMS) must be used to monitor and record equipment performance.
Statutory & Mandatory Inspections	The Agent must ensure full compliance with statutory and mandatory inspection requirements, informing the Town Council of any breaches and providing a remediation plan. A statutory and insurance inspection program must be maintained, with annual schedules submitted to the Town Council in advance of inspection. The Agent shall at all times comply with relevant EC and UK statutory and legislative requirements (including British Standards) The Agent must cooperate with Town Council inspections, regulatory bodies, and external auditors.
Portable Appliance Testing (PAT)	Portable Appliance Testing (PAT) must follow the latest Institution of Electrical Engineers (IEE) Code of Practice.

	PAT testing must be risk-based, with inspection frequencies determined by the type of equipment and its usage environment. Any new electrical equipment must be tested before use, tagged, and logged. A central register of all portable appliances and PAT test results must be maintained as part of the PPM regime.
External Maintenance	The responsibilities for external maintenance are set out in Appendix 7. The Agent is to ensure customers can safely enter the premises in case of extreme cold weather, along pathways around the leisure centre building. The Agent must conduct litter picking in external areas and post-event clean-ups in accordance with the Environmental Protection Act 1990.
Car Parks	The Town Council is responsible for maintaining car park infrastructure, including: Roadways, footpaths, ramps, drainage, lighting, electrical cables, fencing, signage, litter bins, and landscape furniture. Where Filton Town Council manage pay and display car parks then income will go to the Council. The Agent may only use car parks for visitor parking and not for any alternative purposes.
Artificial Turf Pitches (ATPs) / 3G / 4G Pitches	Not Applicable.
Modifications	The Agent cannot modify any building, plant, or equipment without written approval from the Town council.
Services and Utilities	The Agent is responsible for the maintenance and payment of sewerage, water, electricity, gas. Any energy generated by the solar panels (or any other future renewable energy providers) owned by the Town Council can be used by the Agent to offset energy charges. A report to be provided to the Town Council annually, on the volume of energy generated, and the deduction in GBP saved in utilities bills. The Agent is responsible for maintenance and payment of telecommunications services, including those for the Council. The Agent cannot disconnect utilities without Town Council approval, except in emergencies. Any supply interruption due to non-payment will be the Council's responsibility where the Council is managing and paying utility costs directly.
Monitoring and Reporting	
The Agent must record all non-compliance issues on the asset management ICT system. The following reports must be submitted: - Annual Planned Preventative Maintenance (PPM) Schedule (aligned with Section 5: Performance Management) - Annual Schedule of Programmed Maintenance - Extreme Cold and Hot Weather Plan - Annual Renewable Energy Statement - Copies of all certificates and statements relating to maintenance (within 1 month of issue) - Quarterly Maintenance Progress Updates, covering (without limitation): - Health & safety issues, contractual matters, action plans, and financial reviews - PPM completion rates, reactive maintenance performance, and exception reporting - Audit results, continuous improvement proposals, and cost-saving initiatives	

- Supplier-related concerns and compliance updates
- Equipment maintenance and testing
- Equipment purchases and updated inventory (monthly)

Failures to meet maintenance schedules or performance targets must be reported in Quarterly Performance Reports.

4.2 Emergency and Security Systems

Overall Requirement	All fire, emergency and security systems must comply with the relevant legislation and guidance.
Performance Standards	
Fire Detection, Emergency Lighting, and Firefighting Systems	Fire detection systems must comply with BS 5839: Part 1, and emergency lighting must comply with BS 5266: Part 1. Certification must be forwarded to the Town Council. Weekly tests of fire alarms and emergency lighting must be conducted, ensuring all manual call points are activated on a rotational basis. Results must be logged within each location and centrally in the [CAFM] system, with immediate action taken on any abnormalities.
Security, Access, and Intruder Systems	CCTV systems are installed at all leisure centres. The Agent must maintain and ensure the proper functioning of all CCTV and intruder alarm systems, resolving any failures promptly. Intruder alarm systems must comply with BS 4737 (or equivalent). Certification must be available to the Town Council upon request. Fire exits and access doors must be always maintained.
Re-Lamping	The Agent must implement an efficient re-lamping program, prioritising LED replacements for all fittings throughout the contract period to reduce maintenance costs and energy consumption.
Duct Maintenance	The Agent must regularly clean and maintain all ducts, shafts, risers, and ventilation systems.
CCTV and Security	The Facilities must have secure environments supported by systems that ensure the safety of customers and staff while safeguarding personal privacy. Adequate security arrangements must be in place throughout the Facilities. All centres currently have CCTV systems, all CCTV systems must be maintained according to the manufacturer's specifications and operated to ensure a safe level of security without compromising customer privacy, in compliance with the Data Protection Act 1998 (or any replacement legislation). The Agent must use a contractor approved by the Town Council for CCTV, and security alarms. The Agent is responsible for the overall security of the Facilities, including assets, equipment, and stock, and for maintaining all security systems, including alarms and CCTV cameras (within the leisure centre). CCTV external to the leisure centre are the responsibility of the Council. The Council will have use of the CCTV system for external cameras, and the communal areas for the leisure centre. In case of malfunction or removal of security devices, the Agent must replace them with suitable alternatives approved by the Town Council.

	The Agent must maintain a key register for the Facilities and provide a list of key holders, with their contact details, to the Town Council, alarm company, and Police before the Commencement Date. This list must be updated at least quarterly. The Agent must immediately inform the Town Council of any lost keys and replace them at their own cost. If locks need to be replaced, the Agent will reimburse the Town Council for any associated costs and security measures. The Agent must provide a list of 24-hour emergency contact staff, who must be available for call-out within one hour in the event of an emergency. The list must be updated immediately following any changes. Only authorised personnel should be allowed access to plant areas, such as boiler rooms, containing specialist equipment. The Agent must ensure out-of-hours key holders are appointed to respond to intruder alarms. The Agent is to ensure that the park remains secure by closing the car park barrier immediately after relevant traffic has passed through. The Town Council is to be issued with 3 sets of keys and access codes, with more upon request.
Monitoring and Reporting	
The Agent shall ensure that results of all non-compliant measurements are recorded on the asset management ICT system. Copies of all relevant certificates and statements relating to maintenance (within 1 month of issue) The Agent shall report on all inspections and maintenance checks for the purpose of a building audit over the Contract Period. The Agent shall ensure that this information is stored on the asset management ICT system.	

4.3 Equipment Maintenance & Replacement	
Overall Requirement	The Agent must ensure all equipment is well-maintained, safe, and fit for purpose, considering the activity level and programming needs. Equipment must comply with industry standards, National Governing Body (NGB) requirements, and British Standards and be used only as per manufacturer guidelines.
Performance Standards	
Equipment Maintenance and Replacement	The Agent shall maintain all equipment listed in Appendix 8 (Equipment Inventory) and return it in good working condition (allowing for fair wear and tear) upon contract termination. Equipment reaching end-of-life must be replaced with equivalent or superior quality items, except those designated as the Town Council's responsibility. If additional equipment is required to deliver the Services, then this will be funded by the Council, however the purchasing of any additional equipment must be agreed and authorised by the Town Council. The agency fee may be reviewed to reflect replacement or additional equipment. Any additional equipment as requested by the Town Council, to be installed and managed by the Agent. The Agent must maintain any additional equipment required to deliver services, unless agreed with the Town Council.

	The Agent shall replace the health and fitness equipment in accordance with the agreed Lifecycle Replacement Schedule. Any residual value of equipment that is replaced may be retained by the Agent Equipment must be stored safely and securely at all times.
Inventory and Compliance	The Equipment Inventory must be updated regularly to reflect replaced, new, or written-off equipment. An updated Equipment Inventory must be submitted: • Within the first month of contract commencement. • Annually within one month of each subsequent contract year. Equipment must be inspected, serviced, and maintained per manufacturer or industry guidelines, with appropriate records kept. Specialist equipment must be serviced by recognised suppliers in line with manufacturer/industry recommendations. The Agent must test portable electrical appliances for compliance with The Electricity at Work Regulations 1989, maintaining records of tests and actions taken.
Equipment Performance and Availability	The Agent must ensure: • Sufficient equipment for all programmed activities. • Accessible and reasonable provisions for customers with disabilities. • Minimum 90% availability of key equipment, including: ○ Health & Fitness Suite – cardiovascular and resistance machines, high-quality audio/visual systems (95% availability). ○ Changing & Toilet Facilities – male/female/disabled cubicles, showers, toilets, secure lockers, and sanitary/hair-drying facilities. ○ Catering & Vending Facilities – diverse product range and adequate seating (where applicable). A defibrillator must be available at each facility, with supervisory staff trained per British Association of Cardiac Rehabilitation (BACR) regulations. The Agent may not install additional coin-operated equipment, such as gaming/amusement machines, without Town Council consultation.
Monitoring and Reporting	
Quarterly Performance Reports must include any failures to meet performance standards. Copies of all certificates and statements relating to maintenance (within 1 month of issue) Half yearly review of additional or replacement equipment. The Agent must ensure defective or failed equipment is immediately withdrawn, secured, and repaired or replaced.	

4.4 Climate, Environmental, and Energy Management

Overall Requirement	Facilities must be operated in an environmentally sustainable manner, minimising energy consumption, chemical use, and waste while promoting sustainability and supporting the Town Council's Climate policies.
Performance Standards	
General Requirements	The Agent must have a clear Environmental and Energy Management Policy, incorporating: • Pollution reduction (air, water, land). • Minimisation of harmful chemicals.

	• Efficient energy management (reducing consumption, conservation, renewable energy use). • Water efficiency and recycling. • Waste reduction and proper disposal. • Sustainable transport promotion. • Procurement of environmentally friendly, locally sourced goods/services. • Raising environmental awareness among staff and customers. • Protection of the built and natural environment.
Utilities & Energy Monitoring	The Agent is responsible for procurement, management, and payment of Utilities bills.
Contingency & Compliance	Maintain contingency plans for energy supply disruptions, reviewed and tested in coordination with the Town Council. Immediately report any scheduled or unscheduled energy supply interruptions. Manage Display Energy Certificates (DECs), ensuring compliance with government regulations. Advise the Town Council on statutory air conditioning compliance (TM 44).
Monitoring and Reporting	
Utilities Monitoring & Reporting: • Validate and reconcile meter readings with Utilities bills. • Prepare monthly reports detailing: ○ Electricity, gas, and fuel consumption. ○ Total energy use (kWh & CO2 impact). • Provide Quarterly Performance Reports to the Town Council. The Agent must: • Develop an Environmental and Energy Management Plan, reviewed annually. • Comply with Town Council audits and external environmental reviews. • Follow the Town Council's Energy Efficiency/Sustainable Development Plan. • Implement Environmental Management Systems (EMSs) aligned with ISO 14001 or Eco Management and Audit Scheme (EMAS) where applicable. A complete record of waste disposal records is to be kept on site as required by Department for Environment, Food and Rural Affairs (DEFRA).	

4.5 Grounds Maintenance	
Overall Requirement	External grounds within facility boundaries must be well-maintained, safe, and presentable, ensuring effective use and promoting a positive public image.
Performance Standards	
Town Council Responsibility	Grounds maintenance and general cleansing, including sweeping, re-marking, and maintenance of car parks, grassed/landscaped areas, drains, and litter clearance. Treating hard surfaces to prevent algae, moss, or other slippery conditions. Prioritising cleaning efforts per the Environmental Protection Act 1990, ensuring areas maintain Grade A cleanliness.
Agent Responsibility	Maintaining boundary fences (see Appendix 9 - Site Boundaries). Litter clearance after sporting, special, and community events to Environmental Protection Act standards. Snow and ice management - ensuring safe routes by applying de-icing salt to pathways and entrances.

	Identifying and making safe any weather-related hazards, reporting them to the Town Council immediately. Graffiti and flyposting - removal to keep facilities graffiti-free while taking preventive measures. Reporting external structural damage or defects to the Town Council promptly. Managing pest control - including eradicating rats, removing wasp nests and swarms, and controlling other pests such as Brown Tail Moth. Waste disposal - ensuring proper financial and operational arrangements for handling effluent, waste, and refuse throughout the contract period.
Monitoring and Reporting	
The Agent must report any failure to meet maintenance requirements in the Quarterly Performance Report.	
Half yearly report on Grounds Maintenance and, if necessary, an action plan.	

4.6 Legislation & Policy	
Overall Requirement	The Agent must ensure full compliance with all applicable legislation governing the management of Facilities and provision of Services.
Performance Standards	
Compliance & Responsibilities	The Agent must prevent breaches of legislation, including but not limited to: • Health & Safety regulations. • Data Protection laws. • Child Protection policies. • Equality Act 2010. • Planning conditions related to the Facilities. The Agent must ensure that all employees, subcontractors, and third parties have adequate knowledge of relevant laws, regulations, and industry best practices in sport, leisure, and community facility management, including: • Safeguarding, health & safety, and fire safety procedures for all agents/suppliers accessing Facilities. • Immediate action on surface water/liquid spills in internal areas to prevent hazards, with appropriate signage. • Weekly checks and record-keeping of first aid equipment and signage. • Proper storage and labelling of hazardous materials and compliance with Control of Substances Hazardous to Health (COSHH) 2002. • Risk assessments and associated training, at the Agent's expense. • Accident reporting and record-keeping, available for Town Council inspection. • Comprehensive fire and evacuation procedures, ensuring compliance with relevant regulations and maintaining up-to-date records. • Restricted access to non-public areas, allowing only authorised personnel in plant areas, staff rooms, and offices.
Industry Standards & Town Council Policies	The Agent must manage Health & Fitness Facilities in line with the CIMSPA "Health and Fitness Partner Agents' Guide" or the UK Active Code of Conduct or any future replacement industry guidance. Where applicable, OFSTED-registered Holiday Schemes must be managed per The Children Act, OFSTED requirements, and Safeguarding policies.

	The Agent must comply with all Town Council policies, including but not limited to Customer Service, Safeguarding, and Environmental Sustainability.
Monitoring and Reporting	
The Agent must report any non-compliance or failures to meet these requirements as part of the Quarterly Performance Report.	

4.7 Water, Drainage & Environmental Conditions	
Overall Requirement	Provide a comfortable environment for activities in an energy-efficient manner. The provision of a hot and cold water supply that meets the required standard for the operation of the Facilities
Performance Standards	
Water (Hot and Cold Installations)	The Agent must ensure a continuous supply of hot and cold water that meets operational and drinking water standards. Water temperatures must be maintained to prevent Legionella and other contaminants, in compliance with health and safety regulations, standards, and Approved Codes of Practice. Maintain water systems per COSHH 2002 and industry best practices – for all changing and showering facilities including the external changing rooms. Implement water efficiency measures. Ensure all hot water taps are labelled and all facilities (e.g., toilets, urinals, fountains) have adequate cold water. Provide free drinking water at the Facilities. Conduct quarterly bacteriological testing, including Legionella sampling.
Drainage	Maintain internal and external drainage systems for effective removal of wastewater, surface water, and waste, in compliance with legislation. Adhere to building regulations for foul and surface water drainage. Maintain adequate sewage systems throughout the Facilities. Ensure discharge temperatures comply with Environment Agency guidelines.
Ventilation	Maintain adequate ventilation to ensure a healthy and comfortable environment in an energy-efficient manner.
Heating (Thermal Comfort)	Provide a comfortable thermal environment for activities in an energy-efficient manner. Maintain heating systems per health and safety legislation. Ensure the following temperature standards: • Changing Rooms (Wet & Dry): Min 21°C • Sports Hall: 12-18°C • Fitness Suite: 14-18°C • Other Areas (Reception, Café, etc.): 18-22°C

	Record weekly room temperatures for pools and sports areas. Control humidity and temperature in the pool hall to prevent building damage.
Lighting	Maintain adequate, safe, and energy-efficient lighting for each activity and area. Ensure lighting levels meet usage needs and consider energy management systems (e.g., dimmable controls, presence detectors). Maintain lighting per Health and Safety at Work Act 1974 and Sport England recommendations. Use NICEIC-approved contractors for maintenance. Provide external security lighting for leisure centres (Town Council responsible for car parks). Ensure non-operating lights/tubes do not exceed 10% in any area.
Pool Water Quality	Maintain safe, high-quality swimming pool water for all activities in compliance with legislation. Adhere to: • HSG 179 (Health and Safety in Swimming Pools) • <u>PWTAG Code of Practice</u> • Legionella Control (ACOP L8, 2013) Maintain water temperature, quality, balance, and proper filtration per PWTAG recommendations. Conduct weekly water balance tests and record pH & chlorine levels. Aligned to relevant guidance. Maintain 30L per bather/day pool water dilution. Implement any new Health & Safety Executive or Town Council standards. Prevent unwell persons from using pools. Allow Environmental Health Officers to test water. Ensure bather load limits are not exceeded.
Monitoring and Reporting	
Report non-compliant measurements and failures in the Quarterly Performance Report, with corrective actions.	
Report water quality inspections and non-compliance via the ICT Asset Management System.	

4. PERFORMANCE MANAGEMENT AND REPORTING

4.1. Planning to Improve (Service Planning)

4.1.1. Overall Requirement

4.1.2. An Annual Service Plan that is developed with the Town Council which clearly sets out how the services are to be developed and delivered over the forthcoming year to best meet the Town Council's Strategic Objectives and contribution towards wider local Strategic Outcomes.

4.1.3. The Agent will be required to establish a baseline against the Town Council's Strategic Objectives and in collaboration, develop an Annual Service Plan to improve the contribution of the service in delivering those objectives.

4.1.4. Performance Standards

4.1.5. The Agent acknowledges the importance of a balanced programme and shall prepare an Annual Service Plan for approval by the Town Council.

4.1.6. The Agent shall ensure that the Annual Service Plan is effective, measurable and sustainable with clearly developed actions on how the Services are to meet the Town Council's Strategic Objectives and contribute towards wider local Strategic Outcomes.

4.1.7. The Annual Service Plan will set out how the Agent intends to meet the Performance Indicator targets following year 1 of the Contract once a baseline has been established. It will also address issues identified from customer satisfaction data and the achievement of financial targets.

4.1.8. The Agent shall identify through the Annual Service Plan and through consultation with the Town Council, where it will work with partners within the Facilities.

4.1.9. The Annual Service Plan shall identify specific areas of working with the Town Council to reflect the collaborative approach in delivering the Services.

4.1.10. The Agent shall attend an Annual Service Plan workshop with the Town Council two months after the Commencement Date and within two weeks of the start of each subsequent year for the duration of the contract.

4.1.11. The Annual Service Plan workshop shall provide an opportunity for both parties to work collaboratively to review the Annual Service Plan Report, assess progress and agree targets and actions for the Service Plan for the year ahead.

4.1.12. The Agent shall be responsible for producing a draft Annual Service Plan for review at the workshop and for producing the final Annual Service Plan following the workshop.

4.1.13. Reporting Requirements

4.1.14. The Agent shall ensure that an Annual Service Plan Progress Update is provided to the Town Council on a quarterly basis as part of the Quarterly Performance Report.

4.1.15. The Agent shall submit details of any failure to maintain the required Overall Requirement set out above as part of the Quarterly Performance Report.

4.1.16. The Agent shall ensure that the draft Annual Service Plan is provided to the Town Council 2 months after the Commencement Date and one week prior to the Annual Service Plan Workshop held at the start of each subsequent Contract Year.

4.2. Meetings and Reporting

4.2.1. Overall Requirement

4.2.2. A structured programme of meetings between the Agent and the Town Council and a series of reports, which provide the Town Council with information on the Agent's performance in delivering the Services and plans for the future delivery of the Services.

4.2.3. The Contractor must provide a monthly audit of income and expenditure in agreed timescales with the Authority, (given the open-book nature of this agreement), to enable effective and timely reconciliation.

4.2.4. A clear governance structure for the Contract through a Collaboration Board which meets quarterly.

4.2.5. Performance Standards

4.2.6. The Agent shall ensure that there is in place at all times a clearly defined responsibility chain for implementing, monitoring and reviewing service delivery.

4.2.7. The Agent shall provide one overall representative or Contract Manager to be its authorised representative for the Facilities and Services operated on behalf of the Town Council.

4.2.8. The Agent 's Contract Manager shall consult with the Town Council's authorised officers as often as may reasonably be necessary for the efficient provision of the Services.

4.2.9. Timely reporting (on an agreed monthly basis), of actual monthly income and expenditure for each centre, broken down by agreed cost headings.

4.2.10. The Town Council shall be entitled to undertake inspections of the facilities and services at any time to monitor and review service delivery. This may include a monthly service review visit by an authorised officer.

4.2.11. The Agent's representatives shall attend meetings with the Town Council's representative(s) in accordance with the schedule set out in Table 6.

Table 6 – Meetings Schedule

Meeting	Attendees	Agenda
Monthly (during 1 st week of each month to review previous month)	Agent's Contract Manager Town Council's Representatives	Review of operational and contract matters
Quarterly (within 2 weeks following the start of each quarter to review previous quarter)	Collaboration Board	Review of Quarterly Performance Report
Annual Service Plan Workshop (within 2 weeks of the start of each contract year)	Collaboration Board	Review of Annual Service Report (previous year) Development of Annual Service Plan (forthcoming year) Progress against Strategic Objectives and contribution towards local strategic outcome Financial performance Service improvement opportunities Variations to contract and commissioning opportunities Other matters of a strategic nature considered appropriate for discussion by the Board.

4.2.12. Reporting Requirements

4.2.13. The plans / programmes listed in Table 7 are to be submitted by the Agent to the Town Council for approval.

Table 7 – Plans and Programme Reporting

Plan Title	Frequency	Submission Date
Draft Annual Service Plan	Annual	2 month after the Commencement Date and one week prior to the Annual Service Plan Workshop.
Final Annual Service Plan	Annual	Within two weeks following the Annual Service Plan Workshop.
Health and Safety Management Plan	Annual	Two weeks prior to the Commencement Date and one month prior to the start of each subsequent Contract Year.
Programme of Use	Annual	Two weeks prior to the Commencement Date and one month prior to the start of each subsequent Contract Year.
Performance Indicator Targets (for implementation the following Contract Year)	Annual	Agreed as part of the Annual Service Plan. Year 1 of the contract will be base-lining in order to set new Performance Indicators for Year 2. Subsequent years to be agreed at the Annual Service Plan Workshop.
Planned Preventative Maintenance (PPM) Schedule	Annual	Two weeks prior to the Commencement Date and two months prior to the start of each subsequent Contract Year.
Schedule of Programmed Maintenance	Annual	1 month after to the Commencement Date and two months prior to the start of each subsequent Contract Year.
Proposal for changes to Minimum Opening Hours	Annual	Minimum of 3 months prior to implementation of proposed changes.
Proposal for changes to Pricing Schedule	Annual	Minimum of 3 months prior to implementation of proposed changes.
Emergency and business continuity plan	Annual	Two weeks prior to the Commencement Date and one month prior to the start of each subsequent Contract Year.
Extreme Cold and Hot Weather Plan	Annual	1 month after to the Commencement Date and two months prior to the start of each subsequent Contract Year.

Table 8 – Reports

Report Title	Frequency	Submission Date
Actual income and expenditure per centre under agreed headings	Monthly	Within 10 days of each month end
Quarterly Performance Report	Quarterly	Within one week of the end of each quarter.
Annual Service Report	Annual	Within one week of the start of the second Contract Year and one week prior to the Annual Service Plan Workshop for each subsequent Contract Year.
Maintenance Report	Annual	Within one month of the start of the second Contract Year and within one month following each subsequent Contract Year.
Fire Risk Assessments	Annual	Two weeks prior to the Commencement Date and one month prior to the start of each subsequent Contract Year.
Electrical Certificates	As specified by IEE regulations	Within two weeks of receipt of certificate.
Equipment Inventory	Annual	Within one month following the start of each Contract Year.
Licenses and Legislation Compliance Report	Annual	Within one month following the start of each Contract Year.

Report Title	Frequency	Submission Date
Equalities Monitoring Report	Annual	Within one month following the start of each Contract Year.
Statement of Real Living Wage	Annual	Between 1 st May and 30 th June during each Contract year.

4.2.14. The Quarterly Performance Monitoring Report shall contain details of any failures to maintain the Overall Requirement as set out in this Services Specification.

4.2.15. The Quarterly Performance Monitoring Report should be concise and contain a maximum 1-page summary on each of the areas shown

Table 9 – Quarterly Performance Report

Consolidated Customer Complaints and Feedback Summary
Consolidated Major Accidents, Incidents, Insurance Claims and near misses Report
KPIs – progress against performance targets
Energy consumption data
Membership numbers broken down by type
Income and Expenditure accounts broken down by budget headings and full year forecast
Maintenance Programme Progress Update
Service Plan Progress Report
Marketing Activity Progress Report
Service Review Summary Report
Grant Condition reports

4.2.16. An assessment of Key Performance Indicators shall be included as an Appendix to the Quarterly Performance Report.

4.2.17. The Annual Service Report shall, as a minimum, provide a summary of the results and recommendations set out in all the reports outlined in Table 8 and report on performance against the annual plans and programmes agreed prior to the commencement of the relevant Contract year.

APPENDICES

Appendix 1 - Lifecycle Replacement Responsibility Matrix

The Agent shall service and maintain all items in accordance with statutory requirements and manufacturers recommendations and the other provisions of this Contract.

However, there are a number of items which the Town Council will retain lifecycle replacement responsibility for as set out below and as described at Clause 15 (Condition of the Facility) of this Contract.

For the avoidance of doubt, any items not covered within this matrix shall be the responsibility of the Agent. The lifecycle replacement responsibilities of the Agent and the Town Council are set out in the table below:

Item	Town Council	Agent
All water or air heating plant and systems		✓
All pipe work systems, valves and fittings within the [Facility/ Facilities]		✓
All heating/cooling and domestic water services treatment plant and chemicals (including chemical supply)		✓
Outdoor pitches and courts, surface maintenance and line markings	✓	
Outdoor pitches and courts surface replacement	✓	
All fans, air moving equipment inclusive of but not limited to filters, dampers, fan motors and control gear		✓
All alarm systems inclusive of but not limited to intruder alarms, fire alarms, emergency assistance alarms		✓
All lighting fittings, internal and external		✓
All electrical accessories associated with the lighting and power distribution systems, inclusive of but not limited to fuse-boards and fuses, switchgear, switches and socket outlets, contactors, transformers and any automatic control sensors		✓
Fixed wiring systems of less than mains voltage alarms, telephones, data cables etc.		✓
All portable appliances and the obligatory annual testing required under the Public Entertainments Licence including Fire Alarm Inspections, gas equipment safety inspections and Fire Appliance testing		✓
All telephone systems and equipment, whether leased, rented or owned		✓
wall public address systems and equipment		✓
Water Safety Policy Management Plan and Monitoring Schedule		✓
All portable firefighting appliances, inclusive of any discharge or replacement. The Agent shall ensure that suitable firefighting appliance cover is maintained at all times		✓
All sanitary ware inclusive of but not limited to WC's, wash hand basins, sinks, water closets, showers, and wastewater preventers.		✓
Any internal rainwater systems		✓
All cleaning, sterilisation and certification of domestic water systems inclusive of all water storage vessels in accordance with BS 6700 with copies of the certification forwarded to the Authority's Representative		✓
Fixtures, fittings and appliances.		✓
Internal joinery, locks, floor fittings, spring and panic bolts		✓
Internal and exterior window cleaning.		✓

Item	Town Council	Agent
Light bulbs, light fittings, electrical fittings, sockets etc. and high-level cleaning roof lights.		✓
Emergency lighting systems.		✓
All other furniture, fittings and contents		✓
All glazing through the [Facility/ Facilities] except for glazed walls.		✓
Repair / replacement of any wall finishes damaged by the Agent, their employees, agents or licensees in the performance of its obligations.		✓
Floor finishes		✓
Waste drains, rainwater pipes, soil pipes and fittings and the free flow of all the wastewater systems.		✓
Internal damage to building caused by misuse or vandalism.	✓	✓
External damage to building caused by misuse or vandalism except doors and windows.	✓	✓
Damage to doors and windows caused by misuse or vandalism	✓	✓
Water waste preventers, cistern ball valves, taps, stop valves etc.	✓	✓
Health and safety fittings and equipment		✓
Internal and external signs and notices.		✓
Internal and external CCTV	✓	
Internal decoration and the protection of the fabric of the structure (as may be necessary for the proper performance of the Service), including all tiled, boarded or otherwise covered surfaces.		✓
External decoration and the protection of the fabric of the structure (as may be necessary for the proper performance of the Service), including all tiled, boarded or otherwise covered surfaces.		✓
Static components such as but not limited to boiler shells, air handling units, air ducting, cold water storage cisterns.		✓
Underground services external to the Facilities	✓	
Fixed mains electrical wiring systems within the buildings, including accessories and other items.		✓
Utilities cable and pipework external to the building. Including gas, electric, water and telephone mains, lightening conductors or rods.		✓
All below ground drainage inclusive of inspection chambers, interceptors and access points excluding access covers, seals and galleys.	✓	
Foundations.	✓	
External walls excluding the internal finish of such walls, except when disturbed by the Agent undertaking repairs (in which case it is the Agent's responsibility).	✓	✓
The structural frame of the [Facility/ Facilities] including chimneys, where they exist, excluding any internal finishes, except when disturbed by the Agent undertaking repairs (in which case it is the Agent's responsibility).	✓	✓
Roof coverings and structures, excluding suspended ceilings.	✓	

Item	Town Council	Agent
Structural floors, including any screed finish, but excluding any coverings that are loose laid or form a finish on the surface of the screed, except where disturbed by the Agent undertaking repairs (in which case it is the Agent's responsibility).		✓
Rainwater pipes and gutters, external soil and waste pipes, service entry connections, flues, light fittings and signs fitted to the external roof or wall.		✓
External door and window structures including decoration but excluding glazed walls		✓
Lifts (Including maintenance, testing and inspections in accordance with Lifting Operations and Lifting Equipment Regulations 1998).		✓

Appendix 2 – Outdoor Sports Centre Funding Outcomes

Not Applicable.

Appendix 3 Protected Bookings

Bookings from the various Swim Clubs and School Clubs are scheduled to be provided over the coming weeks. While these are existing arrangements, the Council recognises that the incoming Agent will need to review these agreements to ensure they optimise community access and maximise revenue.

Any amendments to be agreed with the Town Council during first 2 years of the contract.

Appendix 4 Minimum Opening Hours of Leisure Facilities

Facility	Days	Minimum Opening Hours
Elm Park Leisure Centre Elm Park Filton BS34 7PS	Monday	06:30 – 21:00
	Tuesday	06:30 – 21:00
	Wednesday	06:30 – 21:00
	Thursday	06:30 – 21:00
	Friday	06:30 – 21:00
	Saturday	08:00 – 17:00
	Sunday	08:00 – 17:00

Appendix 5 Existing Bookings

As provided at the time of the tender.

Appendix 6 Current Pricing/Fees & Charges

As provided at the time of the tender.

Appendix 7 – External Maintenance Responsibilities

Agent /– FTC Agreement Responsibilities and Definitions

LA – Leisure Agent

CS = FTC Services

FTC = Filton Town Council – “Council” budget responsibility. Leisure Services Manager will take ownership of FTC issues to try and resolve.

- If it is within the red line of the demised area, it is LA responsibility unless varied in writing by the Contract, POS SLA or this document.
- Boundary fences ON the red line are the boundary and therefore are LA responsibility.
- Any fences within the red line are LA Responsibility. Any fences outside the red line are CS responsibility.
- Upkeep and maintenance of tarmac roads / pathways and car parks, if within the red line are LA responsibility.

	Question	Who	Comment
1	Demised Area - definition	LA	Red outline of area under contract within and including the line.
2	Fabric of the building - definition	FTC	Exterior Walls, Load bearing walls, concrete floors, Mains power to primary Meters.
3	Roofing and Guttering	LA	Repairs/replacement of flat roofs
4	Decorative Order - Exterior	LA	
5	Decorative order - Internal	LA	As per Specification
6	Floor Coverings (All)	LA	
7	Fixtures and Fittings (All)	LA	
8	Building Structure - definition	FTC	Exterior Walls and Main Roof
9	Maintenance of the car parks - bay markings etc.	FTC/CS	FTC Maintenance / CS to sweep and empty bins.
10	Signage onsite and on approaches	FTC	LA signage own responsibility
11	Upkeep and repair of paths and roadways on site	LA/FTC	POS to sweep, OP to repair and maintain including Sports Centre
12	Internal roadway markings and speed-humps	LA/FTC	To be discussed and reviewed each time
13	Internal servicing of toilets, changing rooms and other buildings on the site	LA	Agent to manage these but report any issues/repairs to FTC
14	Cleaning indoors	LA	
15	Decorating externally	LA	
16	Decorating internally	LA	
17	Changing light bulbs,	LA	
18	Repairing plumbing	LA/CS	LA Internal (To be reported to Client in first instance to discuss / CS Pitch Irrigation
19	Repairs to fences around the site perimeter	LA/FTC/CS	On or within red line/ POS outside red line
21	Repairs to other fences	FTC	LA Pay for materials / Community Pay Back to provide the labour
23	Emptying litter bins	FTC	
24	Pick up litter paths and pitches	LA/FTC	Expected the LA also keeps the sites clean and tidy
25	Leaves on roads, pathways, playing surfaces	LA/FTC	As required but leaves will be removed by blowers.
26	Repairing seats and benches	FTC	
27	Maintaining and repairing play equipment	FTC	
28	Maintaining the outdoor activity area	FTC	Trim Trail
29	Street lighting on site	CS	
30	Street lighting on site	CS	

	Question	Who	Comment
	Un-adopted road fabric and surrounding vegetation		Mud track. Not a road. Open Space and therefore no ownership
35	Specifying, financing and installing new facilities	FTC	Will be subject to public consultation
36	Gritting foot paths in the ice	LA/FTC	
37	Gritting roadway through the centre	LA/FTC	
38	Removal of dog mess	LA/FTC	Attendant when games being played
39	Maintaining footpath tarmac, Steps, Hand rails	LA	
40	Maintaining Roadway tarmac	FTC	
41	Unblocking external drains	FTC	
42	Unblocking water courses	CS	
43	Unblocking open drainage channels	CS	
44	Inspecting / Repairing Goal Posts	FTC	
45	Vehicle Barrier top of slope	FTC	
47	Incursions into Elm Park (park area)	FTC	
48	Tree work including felling	CS	
49	Shrub work including pruning	CS	
50	Grass cutting to required standard	CS	
51	Pest Control	LA/FTC	Internal / External
52	Graffiti Removal	LA/FTC	LA Buildings LA reports to Client, Client to instruct removal / CS green areas
54	Abandoned Cars	FTC	
	Ends		

Appendix 8 - Equipment Inventory

Health and Fitness

- 60 station gym
- group exercise studio (150m2)
- spin studio (50m2)

Pools

- 25m x 11m five lane main pool
- 11.5m x 6.5m leisure pool

Other

- Café
- Soft play
- Outdoor seating

Appendix 9 – Site Boundaries

Elm Park Leisure Centre

(SCREEN SHOT AND RED LINE OF SITE)

