

Tender Document Summary

This tender document is aimed at appointing an Agent to provide services and operate the leisure centre to its maximum potential.

Elm Park Leisure Centre, Elm Park, Filton, BS34 7PS

Owner: Filton Town Council

Contract Length: 15 years

Commencement Date: 1st December 2026

Annual Agency Fee: To be discussed and negotiated, (uplifted annually in line with CPI and subject to performance adjustment from Year 2 onwards).

Deadline: 28/09/2026.

1. Introduction

This tender summary document sets out an overview of the services, standards reporting requirements, and performance expectations for the appointment of an Agent to operate Elm Park Leisure Centre on behalf of Filton Town Council. The purpose of the appointment is to ensure that the centre is operated safely, efficiently, inclusively, and to its maximum potential for the benefit of the Filton community.

This Services Specification sets out the minimum required standards and reporting requirements that the appointed Agent shall meet during the contract period for Elm Park Leisure Centre.

The specification details the minimum requirements that the Agent shall meet for the provision of the services and operation of the facilities specified within this Schedule throughout the contract period.

This specification forms a Schedule of the Agency Agreement and shall be legally binding.

2. Service Requirements

The Agent must deliver all service requirements set out in this section, adapted to Elm Park Leisure Centre. This includes but is not limited to:

- **Active Communities:** Developing and delivering inclusive programmes for local residents, with emphasis on under-represented and inactive groups.
- **Opening Hours & Accessibility:** Maintaining agreed minimum opening hours and ensuring accessibility in line with the Equality Act 2010.
- **Customer Experience:** Ensuring a welcoming, safe, and inclusive environment supported by modern ICT systems, effective complaints handling, and consistently high customer service.

- **Programming:** Delivering a diverse programme of activities tailored to the needs of the Filton community, schools, and clubs.
- **Pricing:** Implementing a transparent, equitable pricing policy as determined by the Town Council that balances affordability with financial sustainability.
- **Staffing & Skills Development:** Ensuring appropriately trained and qualified staff are employed and retained, with a focus on safeguarding and inclusivity.
- **Safeguarding & Equalities:** Meeting all statutory duties and promoting equality of access to all residents.
- **Cleaning, Housekeeping, Food & Beverage:** Maintaining high standards of cleanliness and healthy, affordable catering.
- **Marketing & Communication:** Promoting leisure effectively across digital and community channels, ensuring accessibility of information.
- **ICT & Data Management:** Maintaining systems capable of capturing data, supporting OpenActive standards, and providing transparent reporting.
- **Health & Safety:** Full compliance with all legislative requirements, supported by robust risk management systems.

3. Asset Management

- The Agent shall maintain all buildings, plant, fittings, and equipment at Elm Park Leisure Centre to a high standard, ensuring compliance with legislation, maximising asset lifecycle, and providing a high-quality customer experience.
- Responsibilities will be split in accordance with the lifecycle replacement and maintenance arrangements set out in the appended framework. Consultation between the Authority and Agent will be required for any repair/replacement exceeding £1,500.

4. Performance Management and Reporting

The Agent shall:

- Develop an Annual Service Plan aligned with Filton Town Council's strategic objectives.
- Provide Quarterly Performance Reports detailing KPIs, customer feedback, health and safety compliance, financial performance, and marketing outcomes.
- Report on progress against strategic objectives, social value delivery, and Active Communities commitments.
- Participate in monthly Meetings with Filton Town Council representatives to review performance and service development.
- Tenderers shall set out proposals to maximise the use, income, community value, and long-term sustainability of Elm Park Leisure Centre.
- Proposals should address programming, memberships, casual use, school and club partnerships, outreach, marketing, space utilisation, commercial opportunities, customer retention, inclusive access, and new initiatives that respond to local need.

- The Agent shall be expected to work proactively with Filton Town Council to identify and deliver service improvements throughout the contract period.

5. Agency Fee

The Agent shall:

- The Agent shall be paid an annual agency fee, uplifted annually in line with CPI from Year 2 onwards and subject to any performance adjustment mechanism.

Appendices

The following Appendices shall apply to Elm Park Leisure Centre:

- **Appendix 1:** Lifecycle Replacement Responsibility Matrix
- **Appendix 2:** Outdoor Sports Centre Funding Outcomes
- **Appendix 3:** Protected Bookings (to be confirmed with Filton Town Council)
- **Appendix 4:** Minimum Opening Hours (to be agreed)
- **Appendix 5:** Existing Bookings (to be reviewed at handover)
- **Appendix 6:** Current Pricing/Fees & Charges
- **Appendix 7:** External Maintenance Responsibilities
- **Appendix 8:** Equipment Inventory
- **Appendix 9:** Site Boundaries

Contractual Summary

- **Contract Start Date:** 1st December 2026
- **Contract Term:** 15 years
- **Contract Purpose:** Appointment of an Agent to operate Elm Park Leisure Centre safely, efficiently, inclusively, and to its maximum potential on behalf of Filton Town Council.
- **Annual Agent Fee:** To be discussed (uplifted annually in line with CPI and subject to performance adjustment from Year 2 onwards.)
- **Agent Appointment:** By tender process in accordance with this specification.