

Report to Cabinet
11 March 2020
Report of Director of people and neighbourhoods
Subject The award of contract for the delivery of the Norwich Parks Tennis service

Item

14

KEY DECISION

Purpose

To consider the award of a contract for the delivery of the Norwich Parks Tennis service.

Recommendation

To delegate authority to the director of people and neighbourhoods, in consultation with the portfolio holder for health and wellbeing, to award a contract for ten years for the delivery of the Norwich Parks Tennis service.

Corporate and service priorities

The report helps to meet the corporate priority of people living well.

Financial implications

There are no costs arising from this decision. The council will receive an income from the provider that will cover court and floodlight replacement and maintenance costs in future years plus other ancillary costs. The estimated income per annum is £30,600 per court and floodlight costs, once all courts are in operation and approximately £2,000 for ancillary costs.

Ward/s: Multiple Wards

Cabinet member: Councillor Packer - Health and wellbeing

Contact officers

Simon Meek, parks and open spaces manager

01603 212403

Background documents

None

Report

Introduction

1. The current contract for the operator of Norwich Parks Tennis (NPT) comes to an end on 31 March 2020. This contract only relates to tennis courts based at Eaton Park, Norwich.
2. There is therefore a requirement for a new contract for a service provider to deliver NPT at Eaton Park and also new sites at Waterloo Park, Heigham Park and Lakenham Recreation Ground.
3. The expansion of NPT will require new playing surfaces to be laid and floodlighting installed at Heigham Park and Lakenham Recreation Ground. The capital funding to deliver these works has been approved and works will start and be completed in the financial year 2020/21. The new service provider will not be expected to operate at these sites until the works have been completed.
4. NPT started in 2012 at Eaton Park with the current service provider and support and matched funding from the Lawn Tennis Association. The aim being to improve people's physical and mental health and wellbeing through the specific objectives of;
 - a) providing high quality all weather floodlit tennis facilities, available for use 14 hours per day, 365 days of the year;
 - b) providing tennis on a financially sustainable basis;
 - c) providing affordable tennis;
 - d) making tennis accessible to all regardless of income, age or ability;
 - e) providing opportunities to develop regardless of ability; and
 - f) encouraging people to get active.

Quality year round tennis

5. Prior to NPT delivering parks tennis Eaton Park hard courts had a total of 710 court sessions booked in the year 2011/12.
6. The current service provider was contracted to develop and deliver NPT in 2012. NPT started with no membership and had grown to 580 household memberships, this equates to approximately 1,450 individual members playing tennis.
7. In the year 2019 in excess of 14,554 court sessions were booked. NPT also promoted free come and try sessions in partnership with Active Norfolk, delivered 15 sessions specifically tailored for disabled tennis and worked closely with a number of special needs schools.

Financially sustainable

8. Norwich Parks Tennis was one of the first, if not the first, to use this model for the delivery of parks tennis. The model has proved a great success, and is used as

an exemplar for sustainable tennis provision by the Lawn Tennis Association and is now being rolled out nationally.

9. NPT has to date generated £72,528 of income to cover annual maintenance and future repainting and relining cost.

Affordable

10. Membership of NPT currently costs £30 per year per household or £50 for a multi-site membership. Court time is free unless floodlighting is required and then there is an additional charge of £5 per hour. Pay and play is also catered for and costs £3 per half hour.
11. NPT will accept Norwich Notes to enable those from deprived areas of the city who give up their time volunteering on specific community projects which benefit the city and its residents, to play tennis. Norwich Notes is the councils' community currency which incentivises new volunteers by rewarding their time spent on projects with a time-based currency which they can use to redeem time on other activities such as museum visits, swimming and gym sessions, theatre tickets and other activities.

Accessibility and getting people active

12. NPT delivers sessions aimed at attracting new players to the sport through free get into tennis sessions, getting retired players back into tennis, women only sessions, holiday sessions, disabled tennis and cardio tennis.

Procurement Process

13. The procurement exercise will adhere to Norwich City Council's contract procedures. It will be conducted fairly, transparently, in an open and regularised way that conforms to relevant legal requirements.
14. An open tender opportunity will be advertised on the council's e-procurement portal and contracts finder in late February 2020.
15. The contract is for a five year term with an option for 5 additional years subject to performance.
16. Suppliers will be asked to submit details of their organisation in terms of finance, contractual matters, insurances, quality assurance, environmental standards, health and safety, equality and diversity credentials and previous experience in the relevant operator contracts. These aspects will be evaluated to ensure that suppliers meet the council's basic requirements.
17. Suppliers will also be asked to submit details in the form of method statements proposing how they will meet the requirement to deliver the package of services and confirmation they will be able to meet the council's income requirements.

Tender Evaluation

18. The selection process requires suppliers to complete a number of specific quality questions which are to be evaluated against pre-determined criteria. This is a quality only procurement. The supplier with the highest quality score will be deemed the best value submission.
19. The procurement timetable does not allow time for tender submissions to be evaluated and a contract award to be reported to cabinet at this meeting. A delay in approving a successful supplier may result in a delay to any programme of delivery.
20. Delegated authority is requested to ensure the contract can be awarded in sufficient time to allow for a full years delivery programme in the first instance.

21. The decision to award will be published as a key decision, therefore members will have the opportunity to review the decision prior to confirmation of the contract award.

Integrated impact assessment



NORWICH
City Council

The IIA should assess **the impact of the recommendation** being made by the report

Detailed guidance to help with the completion of the assessment can be found [here](#). Delete this row after completion

Report author to complete

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|-----------------------------------|--|
| Committee: | Cabinet |
| Committee date: | 11 March 2020 |
| Director / Head of service | Bob Cronk |
| Report subject: | The award of contract for a tennis court operator. |
| Date assessed: | 19/03/2020 |

| | Impact | | | |
|--|-------------------------------------|-------------------------------------|--------------------------|--|
| Economic (please add an 'x' as appropriate) | Neutral | Positive | Negative | Comments |
| Finance (value for money) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Model is based on financial sustainability and is cost neutral to the council. |
| Other departments and services e.g. office facilities, customer contact | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| ICT services | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Economic development | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Potential for new employment opportunities and development of city college sports student coaching qualifications. |
| Financial inclusion | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | The pricing structure and acceptance of Norwich Notes along with free sessions within the year is aimed to at enabling those who may be struggling financially to participate. |
| | | | | |
| Social (please add an 'x' as appropriate) | Neutral | Positive | Negative | Comments |
| Safeguarding children and adults | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| <u>S17 crime and disorder act 1998</u> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | There will be an increased presence in the park from park opening and beyond park closing time all year round. Increased use increases natural surveillance and reduces ASB |
| Human Rights Act 1998 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Health and well being | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Increasing opportunity and programmes to encourage activity with associated mental and physical health benefits. |

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|--|-------------------------------------|--------------------------|--------------------------|----------|
| | Impact | | | |
| | | | | |
| Equality and diversity (please add an 'x' as appropriate) | Neutral | Positive | Negative | Comments |
| Relations between groups (cohesion) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Eliminating discrimination & harassment | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Advancing equality of opportunity | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | | | | |
| Environmental (please add an 'x' as appropriate) | Neutral | Positive | Negative | Comments |
| Transportation | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Natural and built environment | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Waste minimisation & resource use | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Pollution | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Sustainable procurement | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Energy and climate change | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | | | | |
| (Please add an 'x' as appropriate) | Neutral | Positive | Negative | Comments |

| | Impact | | | |
|------------------------|--------------------------|--------------------------|-------------------------------------|--|
| Risk management | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Delivery model is quite specific and sudden collapse of service provider would be problematic. |

Recommendations from impact assessment

Positive

Ensure service provider has an obligation and is aware of mechanisms for reporting asb and other sites issues. Responsibility to assist signposting other enquiries concerns raised with them by general park users.

Monitoring of employment increases and student development.

Monitor outcome of Norwich Notes (incl use and what on) to feedback to Community Enabling.

Negative

Risk associated with service provider failing need to be managed through quarterly meetings and open book assessments to ensure that council charges do not set up the expansion to fail but support its development and development of membership base and court income.

Neutral

Issues

