



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**

Culture and Leisure Overview and Scrutiny Committee

Tuesday, 14 October 2025

Report of Councillor Paul Stokes
Deputy Leader of the Council, Cabinet
Member for Leisure and Culture

LeisureSK Ltd Performance Report – Quarter 1 2025/26

Report Author

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Purpose of Report

To provide an update to the Culture and Leisure Overview and Scrutiny Committee on the performance of LeisureSK Ltd during quarter 1 in financial year 2025/26 against the leisure management contract objectives.

Recommendations

Members of the Culture and Leisure Overview and Scrutiny Committee are recommended to note the contents of the report.

Decision Information

Does the report contain any exempt or confidential information not for publication?

No

What are the relevant corporate priorities?

Connecting Communities
Sustainable South Kesteven
Effective Council

Which wards are impacted?

Bourne East; Grantham Earlesfield;
Stamford St Georges;

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 There are no financial implications from the Council's perspective in relation to this report. As part of the agency contract arrangement income is collected by LeisureSK Ltd on behalf of the Council and a monthly reconciliation is carried out. Any expenditure incurred in delivering the service is deducted before the surplus income is transferred to the Council.

Completed by: Richard Wyles – Deputy Chief Executive and s151 Officer

Legal and Governance

- 1.2 The Culture and Leisure Overview and Scrutiny Committee is responsible for assessing the performance of LeisureSK Ltd in line with the Council's agreed performance indicators as set out in the Leisure Services Specification – April 2025. The Committee has previously agreed to receive six monthly updates on performance.

Completed by: Alison Hall-Wright – Deputy Monitoring Officer

2. Background to the Report

- 2.1. The Council's Corporate Plan 2024-27 sets out the key priorities for the Council and its leisure service. Providing a high-quality sustainable leisure offer helps support the Council's corporate ambitions and provides opportunities for improved health and wellbeing outcomes for local communities.
- 2.2. The Council entered a new 10-year agency agreement with LeisureSK Ltd on 1 April 2025 which includes a refreshed suite of key performance indicators (KPI's). The Council's leisure contract with LeisureSK Ltd focusses on embedding an approach that seeks to continuously improve service delivery and customer experience.
- 2.3. Previously the Council's Culture and Leisure Overview and Scrutiny Committee have received operational and financial performance updates directly from LeisureSK Ltd. This report will therefore focus solely on the Company's performance against the KPI's embedded within the Leisure Services Specification.

- 2.4. During year one of the contract with LeisureSK Ltd, baseline data will be collected to measure the performance of the company against across the remainder of the contract period. Therefore, the information provided in **Appendix One** is the baseline contract data collected during quarter one (Q1) of the current financial year.
- 2.5. Council Officers continue to undertake regular monitoring visits across each of the leisure facilities. These focus on the customer experience journey whilst ensuring that the delivery of the service is aligned with the performance requirements set out in the Leisure Services Specification.
- 2.6. During the period April to June 2025 a total of 12 monitoring visits were carried out by the Council's Leisure Team, covering the three leisure facilities and the stadium in Grantham.
- 2.7. **Table One** below shows the findings for cleanliness and maintenance issues raised from the leisure monitoring visits during this period. Also included in brackets is the variance compared to the same reporting period in 2024.

Table One: Findings from the leisure monitoring visits and the items raised for rectification between the period of April 2025 to June 2025 with the variance in brackets compared to the same reporting period in 2024		
Facility	Total Cleanliness Items	Total Maintenance and Repair Items
	April – June 2025	April – June 2025
Bourne Leisure Centre	82 (+27)	53 (+16)
Grantham Meres Leisure Centre	170 (-24)	96 (+32)
South Kesteven Sports Stadium	128 (+5)	106 (+31)
Stamford Leisure Pool	88 (-11)	22 (-9)

- 2.8. Monitoring of the rectification numbers for cleanliness and maintenance issues forms part of the corporate KPI's reported to this Committee.
- 2.9. Under the terms of the contract LeisureSK Ltd must inform the Council should there be any closure of the pools. During Q1 there were a total of five pool closures reported as detailed below:
- Bourne Leisure Centre had two closures due to a medical emergency and chemical dosing issues.
 - Stamford Leisure Pool had two closures due to a water supply issue and the early finishing of a session due to unaccompanied children.
 - Grantham Meres Leisure Centre has one closure due to faecal fouling during swimming lessons.

3. Key Considerations

- 3.1. This report provides information on the leisure contract performance and monitoring arrangements for LeisureSK Ltd and offers and opportunity for Members to raise any concerns around the facilities and the level of service being offered.

4. Other Options Considered

- 4.1 The Culture and Leisure Overview and Scrutiny Committee have previously agreed to receive six monthly updates on the performance of LeisureSK Ltd against the contract KPIs.

5. Reasons for the Recommendations

- 5.1. The Council has a duty to ensure the leisure contract provides value for money and delivers on its corporate objectives. The information detailed within the report provides Members with an opportunity to assess the performance of LeisureSK Ltd.

6. Appendices

- 6.1. **Appendix One** – LeisureSK Ltd performance data Q1 2025/26