



Thursday, 11 December 2025

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

LeisureSK Ltd Performance Report - Quarter 2 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 2 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Does the report contain any exempt or confidential information not for publication?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 updates against the performance indicators and were last updated at a meeting of the committee on Tuesday 14 October 2025.

Completed by: James Welbourn, Democratic Services Manager

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 This report will therefore focus solely on the Company's performance against the KPI's embedded within the Leisure Services Specification, and this Committee previously received an update on the Company's performance during quarter 1 on Tuesday 14 October 2025 (see **Background Papers**).

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 to date during the current financial year.

2.5. Overall, the performance of LeisureSK Ltd has been strong during Q2 with an increase in membership numbers across the contract as well as hosting busy swimming sessions during the summer school holiday period. Although the Swim School programme numbers decreased slightly by 0.2% across Q2, this is consistent with national trends which show an increase in cancellations during July and August. Fitness membership levels have however increased by 5.2% which is primarily as a result of strong sales performance in September, again consistent with national trends, and Stamford Leisure Pool has seen growth for the first time this year.

2.6. 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.

2.7. During the period July to September 2025 a total of 13 monitoring visits were carried out by the Council's Leisure Team, covering the three leisure facilities and the stadium in Grantham. This included an additional visit undertaken at Stamford Leisure Pool in July 2025 following an influx of complaints received by the Council about the condition of the facility.

2.8. **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 July 2025 to September 2025		
Facility	Total Cleanliness Items	Total Maintenance and Repair Items
	July- Sept 2025	July - Sept 2025
Bourne Leisure Centre	101 (-49)	63 (-36)
Grantham Meres Leisure Centre	178 (+94)	107 (+45)
South Kesteven Sports Stadium	110 (-20)	120 (+40)
Stamford Leisure Pool	223 (+132)	55 (+15)

2.9. It is worth noting that for the same reporting period in 2024 a total of 12 monitoring visits were undertaken, with Bourne receiving an additional visit and Grantham receiving one visit less visit compared to 2025.

2.10. Monitoring of the rectification numbers for cleanliness and maintenance issues forms part of the corporate KPI's which are reported to this Committee.

2.11. Under the terms of the contract LeisureSK Ltd must inform the Council should there be any closures of the pools. During Q2 there were a total of two pool closures as detailed below:

- Stamford Leisure Pool had one closure because of the centre opening later than the standard opening time.
- Grantham Meres Leisure Centre had one closure due to vomit in the pool during swimming lessons.

2.12. Following a request by Members at a meeting of the Culture and Leisure Overview and Scrutiny Committee on Tuesday 14 October 2025, there was a suggestion for information on health and safety monitoring and maintenance to be included in subsequent update reports.

2.13. LeisureSK Ltd are supported by an external company, Right Directions Ltd, who carry out independent health and safety monitoring. Each centre is subject to an annual health and safety operational audit which is undertaken by one of the consultants from Right Directions. The most recent audit results for 2024 are shown in **Table Two** below, with the 2025 audits due to be carried out during Q3.

Table Two: Health and Safety Operational Audit Scores 2024

Facility	Audit Score
Bourne Leisure Centre	89%
Grantham Meres Leisure Centre inc	80%
South Kesteven Sports Stadium	
Stamford Leisure Pool	88%

2.14. As part of the leisure monitoring visits undertaken by the Council's Leisure Team, should there be any findings during the visit relating to health and safety, these are raised with the centre management team with a timeline agreed for rectification.

2.15. LeisureSK Ltd provide the Council with accident statistics on a quarterly basis. There was a 31% reduction in the number of accidents, incidents and near misses reported during Q2 compared to Q1. Positively, there were no accidents or incidents which were required to be reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

2.16. Bi-monthly property maintenance meetings continue to take place between Council Officers, the Council's Facilities Management Contractor and LeisureSK Ltd, with both the Council's Team Leader – Leisure, Parks and Open Spaces and the Council's Senior Mechanical and Electrical Officer in attendance. Maintenance issues are discussed ensuring they are captured at an early stage, and the necessary maintenance actions can be planned.

- 2.17. Council Officers continue to work through the findings of the building condition surveys which are prioritised for completion based on the severity and risk identified. These works are taking place in addition to the ongoing reactive maintenance works which are identified. Both the Council's Leisure and Property Teams continue to meet on a quarterly basis to discuss these and review the future programme of works.
- 2.18. A Leisure Investment Reserve of £500,000 has been established to enable investment in the facilities by improving the decoration and replacing worn out fixtures and fittings.
- 2.19. Following a meeting of the Finance and Economic Overview and Scrutiny held on 18 November 2025, (see **Background Papers**), it was agreed that the allocation of this funding should be targeted at refurbishing the changing room facilities across all the Centres. Both the Leisure and Property Teams will be working together to take this project forwards.

3. Key Considerations

- 3.1. This report provides information on the leisure contract performance and monitoring arrangements for LeisureSK Ltd and offers an 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 regular 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. Background Papers

- 6.1. *LeisureSK Ltd Performance Report – Quarter 1 2025/26* – Report to Culture and Leisure Overview and Scrutiny Committee, published 06 October 2025, available online at:
<http://moderngovs.vrm/documents/s48239/LeisureSK%20Ltd%20Performance%20Report%20Quarter%201%20202526.pdf>

6.2. *Leisure Investment Reserve – Allocation Criteria* – Report to Finance and Economic Overview and Scrutiny Committee, published 10 November 2025, available online at:
<http://moderngovsvr/documents/s48572/Leisure%20Investment%20Reserve%20Proposals.pdf>

7. **Appendices**

7.1. **Appendix One** – LeisureSK Ltd Performance Data 2025/26