

The Strand & Maidstone Rd Park Tennis – Coach Provider Opportunity

1. THE PROPOSAL

Medway Council are currently working with the LTA as part of the Parks Investment Programme to resurface and repaint the tennis courts at The Strand and Maidstone Road Sports Ground. This project will also see each site benefit from a new online booking and gate access system. Once operational a new 'pay as you play' scheme will be introduced at both venues. All income raised from the scheme will be reinvested into Medway tennis facilities to ensure future sustainability of tennis in parks.

A key part of this scheme is to work in partnership with LTA accredited tennis providers to introduce community coaching programmes across Medway.

Tennis providers interested in joining this scheme can apply to enter into a service level agreement with the Council. This agreement will enable them to operate as the Council's preferred and sole provider at one or both parks. Providers have the option to choose contract hours, up to a maximum of 30 hours per week which will be agreed upon with the Council.

As part of the agreement, we ask applicants to coordinate one hour of free activity each week to encourage our residents to take part in the sport via the LTA's Free Parks Tennis scheme. This scheme is to be overseen by the coaching provider but can be delivered by volunteer activators. More details are available here - [Barclays Free Park Tennis Activators | Tennis Volunteers | LTA](#)

The courts which coaches can apply to deliver coaching activity at, are:

Venue	Address	No. of Courts
The Strand	The Strand, Gillingham, Kent. ME7 1TT	4
Maidstone Road	Maidstone Road, Chatham, Kent. ME4 6ES	4

An annual fee will be payable by the provider in return for the opportunity to use these courts for tennis coaching and running tennis sessions. The agreement will be for a period of one year with the option to extend for an additional two years.

Please note, the Council will accept proposals from providers seeking to deliver across both and individual sites. Please do also express an interest if you are interested in delivering community tennis activity on any of the other park tennis sites in Medway that are not listed above.

2. THE COURTS

All courts will be fully renovated ahead of the commencement of this agreement, this will include a full resurface, repaint, new nets, posts and gate access system

All courts are porous asphalt and fenced. Access to the courts will be controlled by new pin code entry gates and the LTA's online booking tool, ClubSpark.

Net posts and nets will be provided on site, but all other required tennis equipment must be provided by the accredited tennis provider.

Tennis providers which have entered into an agreement with the Council/Operator will be given advance booking rights on ClubSpark to block book courts for coaching before the opportunity to book becomes available to the public. The public can book courts 7 days in advance of usage, authorised tennis providers will be able to book up to six months in advance. Coaches must leave one court free for public use at all times, unless prior written permission has been obtained from the Council/Operator. Subletting of court time will not be permitted.

The Council/Operator will retain responsibility to maintain the tennis courts with a regular maintenance programme.

3. BASIS OF OFFER

Applications are invited with proposals to provide tennis coaching and instructed tennis sessions each week, in return for an annual provider fee payable to the Council/Operator in accordance with the terms of the service level agreement. *Please see the proposed fee option within Appendix 1 below.*

In assessing the offers received the Council will have regard to the following elements, and bidders should ensure that they provide sufficient information to enable this assessment to be made: -

- Business plan (see further details of requirements below)
- Confirmation of the package and sites being applied for
- References x 2
- An undertaking that all relevant insurance cover will be in place at the start of the agreement.

The business plan should have the following headings:

- Tennis Development Plan – details of the variety of sessions to be offered on the courts, including one hour of free activity via Barclays Free Park Tennis, per site. Evidencing the target audiences and an understanding of the local demographic
- Staffing Arrangements on site including coaching ratios & evidence of LTA Accreditation for named coaches (inc. DBS, First Aid and Safeguarding Training) and evidence of a workforce development plan to support ongoing growth of the programme/s.
- Examples of risk assessments for the sessions taking place

- Community engagement and marketing proposal to encourage maximum usage by local residents with a focus on under-represented groups
- Monitoring and evaluation of the sessions offered to enable continuous improvement
- Experience of delivering in a park or community setting
- Social Value – consider how your proposal will support the Council in its commitment to improving social value outcomes in its community including but not limited to outcomes related to local employment and upskilling (including graduate schemes, traineeships and apprenticeships), improved work conditions, social good, community initiatives, positive community outcomes, and environmental improvements

A template for completing the required information is provided in Appendix 2

4. VIEWING

The courts can be viewed at any time during park opening hours.

5. PROCEDURE TO FOLLOW TO MAKE AN OFFER

Interested tennis providers wishing to submit an application should provide in writing (ideally via email) a proposal as outlined above along with the proposed number of hours of programme usage per site, and therefore your annual agreement fee.

The closing date for receipt of offers is **5pm on Monday 28th April**

Offers are to be received by the above date and time to: medwaysport@medway.gov.uk

Any offers received after the closing date and time will not be considered.

Two references must accompany the offer. If these are not received with the return, then this will invalidate the return received.

The Council reserves the right to not accept the highest, lowest or any offer whatsoever and cannot reimburse any applicant for any costs in the preparation of their offer, whether successful or not.

6. REQUIREMENTS ON ACCEPTANCE OF AN OFFER

The successful applicants will be notified in writing by email by Friday 23rd May after any required interviews have taken place. The chosen provider(s) will be required to sign and complete the Management Agreement within 1 month of that notification.

It will be deemed that upon signing the Service Level Agreement that the successful coaching provider is fully aware and in agreement with all the terms and conditions.

7. LOCATION OF TENNIS COURTS

The address for each park where the tennis courts are located:

The Strand - The Strand, Gillingham, Kent. ME7 1TT

Maidstone Road - Maidstone Road, Chatham, Kent. ME4 6ES

8. COUNCIL CONTACT

If you would like to contact a Council Officer to discuss any aspects of this opportunity, please contact: medwaysport@medway.gov.uk

9. SUPPLEMENTARY INFORMATION

The Council is flexible with regards to whether the successful coaching provider is a sole person or group of coaches. In all cases the Head Coach will be expected to hold a minimum LTA Level 3 qualification and all members of the coaching team to be LTA Accredited.

The coaching provider will not be expected to deliver any court maintenance as this is delivered by the Council's maintenance contractors. However, we do expect providers assistance in keeping the courts clean and tidy (leaving no rubbish, reporting any damage, etc).

Specification

Coach Requirements

- The Concessionaire shall use ClubSpark to administer all individual lessons, courses and holiday camps, maintaining The Concessionaire's ClubSpark page. No other venue management system will be allowed.
- The Concessionaire will be responsible for booking the courts required to run their programme via the Council's ClubSpark account.
- The Concessionaire is responsible for providing all the necessary equipment to deliver both individual and group coaching.
- The Concessionaire must ensure that all coaches operating on the site are qualified in accordance with the current requirements of the LTA and that they have a current LTA accreditation, and this must be evidenced in advance to the Council.
- The Concessionaire must ensure that the venue programme is planned and delivered under the supervision and guidance of an LTA Level 3 coach as a minimum.
- The Concessionaire must ensure that all coaches operating on the site must have an up-to-date DBS check within the last three years and evidence of this must be provided in advance to the Council. No coach may operate on the site without an up-to-date DBS.
- The Concessionaire must ensure that all coaches operating on the site are appropriately insured for the delivery of their programme and this must be evidenced in advance to the Council.
- The Concessionaire must provide an up-to-date list of coaches who will be operating on the site to the Council upon request.

Tennis Development

- The Concessionaire shall pay particular regard to the range of products and programmes, resources and support that is available from the LTA. These should include but are not limited to, LTA Free Parks Tennis, Local Tennis Leagues, LTA Youth, Cardio Tennis, Walking Tennis
- The Concessionaire shall deliver a Service aimed at a range of ages and abilities and provide a balanced programme of use between casual, school and courses to be agreed with the Council who will review this programme every six months. The Concessionaire shall pay particular attention to engaging under-represented communities through local charities and community groups.
- The Concessionaire must meet the LTA's Minimum Registration Standards as part of LTA Venue Registration.

Administration responsibilities

- The Concessionaire shall provide and maintain an administration system, which effectively and efficiently enables members of the public to contact the Concessionaire by telephone or email. The Concessionaire shall arrange for notices to be permanently displayed on site, in the form and containing such information approved by The Council, including The Concessionaire's contact details.
- The Concessionaire and all members of staff involved in the delivery of the service shall observe and comply with the Council Child Protection Policy, Equal Opportunities Policy, Customer Complaints Procedure and Customer Care Policy.
- Charges must be in line with the Council charges policy for group coaching.
- The coach to pupil ratios will be in line with those recommended by the LTA.
- The Concessionaire shall provide the Council with its policy in relation to cancelled sessions, which must be first agreed in writing by the Council whose decision is final.
- All promotional materials must be approved by The Council in advance of any material being displayed and must include all relevant logos.
- The Concessionaire or suitably qualified staff shall attend bi-annual focus group meetings. The Council shall give at least one month's notice in writing of such a meeting.
- The Concessionaire shall observe and comply with any rules and regulations from time to time made by the authority in connection with the management of the premises.

Management and Finance

- The annual fee is to be made payable to the Council in two equal six-monthly instalments on 1st July and 1st November. The annual management fee will be increased in line with CPI each year.
- The Concessionaire is responsible for the management and delivery of all coaching both group and individual and this includes publicity, promotion, communication, payment and ongoing relationship with the customer. No other tennis Concessionaire is entitled to deliver tennis coaching (individual, group or school) on the site at any time. All income from coaching belongs to the Concessionaire. The proposed coaching programme including charges must be

approved by The Council in advance.

- The Concessionaire will be allowed a maximum of 30 court hours per week, per site to deliver both group and individual coaching. This will be subject to the agreed contract type and an annual review.
- All income generated through court bookings and membership options belongs to the Council/Operator. This includes both pay and play sessions and any membership schemes that the Council implement. The Council will be responsible for setting the fees for hiring a tennis court.
- The Council shall be responsible for ensuring the venue's annual registration with the Lawn Tennis Association (LTA) is maintained.
- School and other bookings will be the responsibility of the Council and all income generated for these bookings will be kept by the Council unless otherwise agreed in advance with the Council.

Reporting

- The Concessionaire will provide an annual report of attendances related to the delivery of the community tennis development programme, including gender, postcode and age breakdowns as appropriate.

Site open times

- Use of the tennis courts must be in line with the Council Park opening and closing times unless otherwise agreed with the Council.

Appendix 1 - Tennis Coach Programme Fees

This is a demonstrative example, and we invite further proposals within your Business Plan

Package Type	Operating Days and Hours	Court hours per week per venue	No of weeks	Max hours per annum	Annual Coaches package per court	Discounted Hourly Rate for Coaches
Package 1	Mon – Sun 0800 to dusk	10	52	520	£1,690.00	£3.25

- All coaching packages are for one year, reviewed and renewable annually.
- For each package purchased, the coach must oversee one session per week of supervised community activity, led by volunteer activators using LTA Free Park Tennis.
- Subject to availability coaches may buy multiple 10-hour packages, up to 30 hours per venue.
- All annual packages are based on 52 weeks with a discount applied to allow for holidays and inclement weather.
- A minimum of 1 tennis courts must always remain available for public hire.
- Signed agreement/contract.
- Further details related to LTA Free Park Tennis available here - [Free Park Tennis Activators | Tennis Volunteers | LTA](#)