

Dear Milly and Phil,

Many thanks for your time yesterday to further our discussions on installing booking and gate access to manage the tennis courts at Thanckes Park. As discussed please find some follow up points below on the rationale and next steps for this project

### Booking and Access Control

- Technology has been developed to bring booking tennis in line with all other activities that are done online (e.g. gym class, holiday, restaurant, cinema)
- Extensive customer research says people are 'put off' by unmanaged courts – they fear having to wait, not have a court available and confronting other users about time allowed to play.
- The gate and booking facilitates an easy journey for local people / tourists to find the court and book a slot for them to play.
- For Torpoint – this process is especially important for visitors. If they can't book online having searched on a smartphone they won't choose to play tennis other activities.
- There are ways to take bookings in other methods for those that are unable to access the internet.
- It reserves the court for the time they have booked with a PIN code specific to that booking – removing all the 'fears' noted above.

### More widely

- The booking will also give you accurate data about usage and justification for future investment into the courts.
- There are 400+ sites in the UK set up with the booking and access technology, a further 900 are planned as part of this project.
- The courts are free for now – but if they are improved and the decision was taken to charge the booking and access technology can also complete this function.

### The Processes

- The LTA and DCMS investment process provides a framework of contractors that have already been through a government procurement process.
- There is no need for the council to complete a separate procurement process. The gate company has won the tender process and is the only company able to supply this technology.
- The LTA is the provider of the 'grant funding' to the council from its funding programme.

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- The council instructs, order from and pays the gate contractor to execute the works on agreed scope. The LTA can advise along this process, but council will complete the process.
  - The money is granted to the council who then pay to the contractor at the end of the works.
  - We all sign off on the completed works.

### Developing the project

- James (LTA contact) is currently confirming that budget is still available to execute the works
- He can do this once the 'gate spec form' has been used by the gate company to formally quote for the works. Phil is actioning the specification form.
- Phil and a local contractor will liaise on cutting a new hole in the fence and installing a new gate. The access technology is retrospectively fitted onto this.

Best Wishes,

James

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