

<b>SUPPORTING NATIONAL GOVERNING BODIES OF SPORT TO EXCEL ON THE INTERNATIONAL STAGE AND DEVELOPING INSPIRATIONAL FACILITIES THAT PROVIDE EXCEPTIONAL SERVICE</b>	
<b>TARGET</b>	<b>PROGRESS TO DATE</b>
<b>Provide facilities in accordance with National Governing Bodies requirements</b>	
<ul style="list-style-type: none"> <li>26,500 hours of national governing body use by 2017/18</li> </ul>	26,699
<ul style="list-style-type: none"> <li>Review national governing body requirements annually</li> </ul>	Review of block bookings completed August 2016 and event bookings November 2016
<b>Operate facilities to recognised industry standards</b>	
<ul style="list-style-type: none"> <li>Achieve an 'Excellent' rating in the Quest (UK quality scheme for sport and leisure) external assessment and not fall below 'Good'</li> <li>Continue to achieve Customer Service Excellence status</li> <li>Continue to achieve Level Two of the Green Dragon Environmental Standard.</li> <li>Continue to achieve Investors in People</li> <li>Continue to achieve one star guest and three star campus quality accommodation rating</li> <li>Continue to achieve a National Food Hygiene rating of 5 (Very good)</li> <li>Achieve Gold All Wales Healthy Options Award</li> </ul>	<p>Achieved after assessment in July 2015</p> <p>Achieved after assessment in September 2016</p> <p>Achieved after assessment in March 2017</p> <p>Achieved after assessment in July 2015</p> <p>Achieved two star guest and three star campus quality accommodation after assessment in November 2016</p> <p>Achieved after assessment in July 2016</p> <p>Achieved after assessment in October 2015</p>
<b>Provide suitable and sufficient facilities and equipment for all users</b>	
<ul style="list-style-type: none"> <li>Achieve an overall satisfaction rating of good and not fall below average in the customer user survey.</li> <li>Achieve an overall satisfaction rating of good and not fall below average in the customer feedback forms</li> <li>Preparation for bookings and events will be completed before the scheduled start time</li> <li>Modernise the accommodation facilities</li> </ul>	<p>Overall rating of 4.23 in the 2015 user survey, up from 4.02 in 2013. (5 very good, 4 good, 3 average)</p> <p>A rating of 4.58 was achieved (5 very good, 4 good, 3 average)</p> <p>99.95% (28,129 out of 28,142 bookings)</p> <p>4 rooms completed in December 2016</p>
<b>Provide a quality catering and residential service offering value for money</b>	
<ul style="list-style-type: none"> <li>Provide a balanced menu appropriate to the needs of national governing bodies of sport, elite athletes and other customers.</li> <li>Achieve an overall satisfaction rating of good and not fall below average in the customer user survey.</li> <li>Achieve an overall satisfaction rating of good and not fall below average in the customer feedback forms</li> </ul>	<p>Menus are developed in association with governing bodies and sports nutritionists to help identify high carbohydrate, low fat options.</p> <p>Overall rating of 3.85 in the 2015 user survey, up from 3.60 in 2013. (5 very good, 4 good, 3 average)</p> <p>A rating of 4.51 was achieved for residential and 4.31 for catering (4 good; 3 average)</p>
<b>Maintain a clean and hygienic facility and make improvements in environmental and energy management</b>	
<ul style="list-style-type: none"> <li>Achieve a rating of 'Excellent' for the level of cleaning and housekeeping during Quest and mystery visitor assessments and not fall below 'Good'</li> <li>All areas will be clean and tidy and meet customer expectations.</li> <li>Achieve an overall satisfaction rating of good and not fall below average in the customer feedback forms.</li> <li>Reduce combined gas and electrical consumption by 5% by 2017/18 (Base year 2014/15)</li> </ul>	<p>Achieved after assessment in August 2015</p> <p>99.99% (1 complaint from 28,142 bookings)</p> <p>A rating of 4.48 was achieved (4 good; 3 average)</p> <p>0.01% increase. Electric consumption is down 2.02% however gas usage is up 2.20%. This is due to colder weather in the first two periods than the base year along with increased activity throughout the Centre.</p>
<b>To provide a professional, helpful and friendly service</b>	
<ul style="list-style-type: none"> <li>All staff will have their names on visible display</li> <li>Provide a minimum of one month's notice of when the centre is to close i.e. Christmas</li> <li>Provide 2 weeks' notice if a facility is not available unless due to unforeseen circumstance</li> <li>Acknowledge customer complaints within 2 working days and respond in full within 10 working days</li> </ul>	<p>99.91%</p> <p>Achieved</p> <p>Achieved</p> <p>100% acknowledged within 2 working days</p> <p>100% responded to within 10 working days</p>
<b>Consult regularly with customers</b>	
<ul style="list-style-type: none"> <li>Meet with appropriate governing bodies of sport twice a year</li> <li>Undertake a survey of users every two years</li> <li>Operate a customer comments system and publicise the results</li> </ul>	<p>Meeting held in May and October 2016</p> <p>Completed in November 2015 with findings incorporated into 2016/17 business plan</p> <p>151 comments have been received and results published</p>