

| SUPPORTING NATIONAL GOVERNING BODIES OF SPORT TO EXCEL ON THE INTERNATIONAL STAGE AND DEVELOPING INSPIRATIONAL FACILITIES THAT PROVIDE EXCEPTIONAL SERVICE   |  |
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| TARGET   | PROGRESS TO DATE   |
| <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>   | 26,867   |
| <ul style="list-style-type: none"> <li>Review national governing body requirements annually</li> </ul>   | Review of block bookings completed August 2017 and event bookings November 2017  |
| <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 2-star Bed and Breakfast in the UK quality accommodation standard.</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>Very Good achieved after assessment in July 2017</p> <p>Accreditation allowed to lapse following a review of the costs and value of assessment.<br/>Achieved after assessment in March 2017</p> <p>Achieved after assessment in July 2015</p> <p>Achieved two-star guest 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 4.14 in the 2017 user survey, up from 4.01 in 2015 and up from 4.02 in 2013. (5 very good, 4 good, 3 average)<br/>A rating of 4.67 was achieved (5 excellent, 4 good, 3 average)</p> <p>99.98% (27,603 out of 27,609 bookings – 17,974 facility bookings and 9,635 accommodation bookings)<br/>9 rooms completed.</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 3.69 in the 2017 user survey, down from 3.85 in 2015, however up from 3.60 in 2013. (5 very good, 4 good, 3 average)</p> <p>A rating of 4.00 was achieved for residential and 4.36 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>Good achieved after assessment in July 2017</p> <p>99.99% (3 complaints from 27,609 bookings)<br/>A rating of 4.62 was achieved (4 good; 3 average)</p> <p>1.37% decrease. Electric consumption is down 6.08% however gas usage is up 3.74%. 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>99.93%<br/>Achieved</p> <p>Achieved</p> <p>100% acknowledged within 2 working days<br/>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 &amp; October 2017</p> <p>Survey took place in November 2017 and results published<br/>132 comments have been received and results published</p>  |