

SUPPORTING NATIONAL GOVERNING BODIES OF SPORT TO EXCEL ON THE INTERNATIONAL STAGE AND DEVELOPING INSPIRATIONAL FACILITIES THAT PROVIDE EXCEPTIONAL SERVICE	
TARGET	PROGRESS TO DATE
Provide facilities in accordance with National Governing Bodies requirements	
<ul style="list-style-type: none"> 27,000 hours of national governing body use by 2020/21 	17,395
<ul style="list-style-type: none"> Review national governing body requirements annually 	Block bookings review completed and event bookings finalised.
Operate facilities to recognised industry standards	
<ul style="list-style-type: none"> Achieve an 'Excellent' rating in the Quest (UK quality scheme for sport and leisure) external assessment and not fall below 'Good' Continue to achieve Investors in People Continue to achieve 2-star Bed and Breakfast in the UK quality accommodation standard. Continue to achieve a National Food Hygiene rating of 5 (Very good) Achieve Gold All Wales Healthy Options Award 	<p>Very Good achieved after assessment in July 2017</p> <p>Achieved after assessment in July 2015</p> <p>Achieved two-star guest accommodation after assessment in August 2018</p> <p>Achieved after assessment in February 2018</p> <p>Achieved after assessment in December 2017</p>
Provide suitable and sufficient facilities and equipment for all users	
<ul style="list-style-type: none"> Achieve an overall satisfaction rating of good and not fall below average in the customer user survey. Achieve an overall satisfaction rating of good and not fall below average in the customer feedback forms Preparation for bookings and events will be completed before the scheduled start time Modernise the accommodation facilities 	<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)</p> <p>A rating of 4.39 was achieved (5 excellent, 4 good, 3 average)</p> <p>99.99% (18,074 out of 18,077 bookings – 11,497 facility bookings and 6,580 accommodation bookings)</p> <p>Remaining 6 rooms completed in September 2018.</p>
Provide a quality catering and residential service offering value for money	
<ul style="list-style-type: none"> Provide a balanced menu appropriate to the needs of national governing bodies of sport, elite athletes and other customers. Achieve an overall satisfaction rating of good and not fall below average in the customer user survey. Achieve an overall satisfaction rating of good and not fall below average in the customer feedback forms 	<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 4.26 was achieved for catering and 4.60 for accommodation. (4 good; 3 average)</p>
Maintain a clean and hygienic facility and make improvements in environmental and energy management	
<ul style="list-style-type: none"> Achieve a rating of 'Excellent' for the level of cleaning and housekeeping during Quest and mystery visitor assessments and not fall below 'Good' All areas will be clean and tidy and meet customer expectations. Achieve an overall satisfaction rating of good and not fall below average in the customer feedback forms. Reduce electrical consumption by 5% by 2020/21 (base year 2017/20) 	<p>Good achieved after assessment in July 2017</p> <p>99.98% (5 complaints from 18,077 bookings)</p> <p>A rating of 4.57 was achieved (4 good; 3 average)</p> <p>Electric consumption is down 1.66%.</p>
To provide a professional, helpful and friendly service	
<ul style="list-style-type: none"> All staff will have their names on visible display Provide a minimum of one month's notice of when the centre is to close i.e. Christmas Provide 2 weeks' notice if a facility is not available unless due to unforeseen circumstance Acknowledge customer complaints within 2 working days and respond in full within 10 working days 	<p>99.97%</p> <p>Achieved</p> <p>Achieved</p> <p>100% acknowledged within 2 working days</p> <p>100% responded to within 10 working days</p>
Consult regularly with customers	
<ul style="list-style-type: none"> Meet with appropriate governing bodies of sport twice a year Undertake a survey of users every two years Operate a customer comments system and publicise the results 	<p>Meeting held in May 2018 and October 2018</p> <p>Survey took place in November 2017 and results published</p> <p>145 comments have been received and results published</p>