

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"> 26,500 hours of national governing body use by 2017/18 	17,531
<ul style="list-style-type: none"> Review national governing body requirements annually 	Review of block bookings completed August 2016 and event bookings November 2016
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 Customer Service Excellence status Continue to achieve Level Two of the Green Dragon Environmental Standard. Continue to achieve Investors in People Continue to achieve one star guest and three star campus quality accommodation rating Continue to achieve a National Food Hygiene rating of 5 (Very good) Achieve Gold All Wales Healthy Options Award 	<p>Achieved after assessment in July 2015</p> <p>Achieved after assessment in September 2016</p> <p>Achieved after assessment in March 2016</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>
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 4.23 in the 2015 user survey, up from 4.02 in 2013. (5 very good, 4 good, 3 average)</p> <p>A rating of 4.46 was achieved (5 very good, 4 good, 3 average)</p> <p>99.97% (19,155 out of 19,162 bookings)</p> <p>4 rooms scheduled in December 2016</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 3.85 in the 2015 user survey, up from 3.60 in 2013. (5 very good, 4 good, 3 average)</p> <p>A rating of 4.47 was achieved for residential and 4.31 for catering (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 combined gas and electrical consumption by 5% by 2017/18 (Base year 2014/15) 	<p>Achieved after assessment in August 2015</p> <p>99.99% (1 complaint from 19,162 bookings)</p> <p>A rating of 4.38 was achieved (4 good; 3 average)</p> <p>3.17% increase. Electric consumption is down 1.37% however gas usage is up 9.26%. This is due to colder weather in the first two periods than the base year along with increased activity throughout the Centre.</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>99.89%</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 and October 2016</p> <p>Completed in November 2015 with findings incorporated into 2016/17 business plan</p> <p>119 comments have been received and results published</p>