

**Everybody Sport and Recreation
Quarterly Monitoring Report
2014/15
Quarters 1, 2, 3 & 4 - 1st April 2014 to 31st March 2015**



Content:

- Customer Complaints & Feedback Summary
- Major Accidents Report
- Membership & Utilisation Data
- Key Participation & Performance Update
- Leisure Development
- Participation - Health and Wellbeing
- Bikeability Programme

Everybody Sport and Recreation Customer Complaints and Feedback Summary

2014/15

Quarters 1, 2, 3 & 4 - 1st April 2014 to 31st March 2015

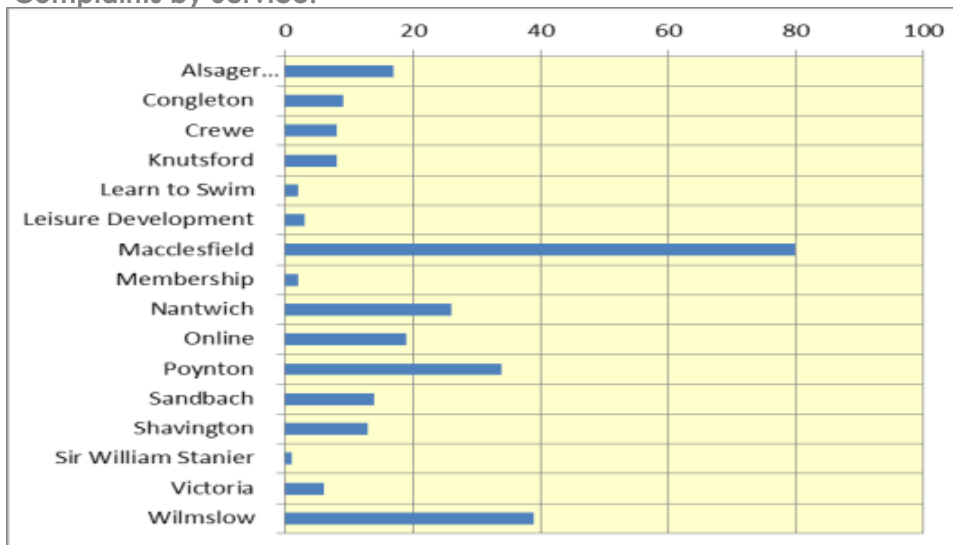
Total Comments Recorded in Monitoring System

(system introduced end of May 2014):

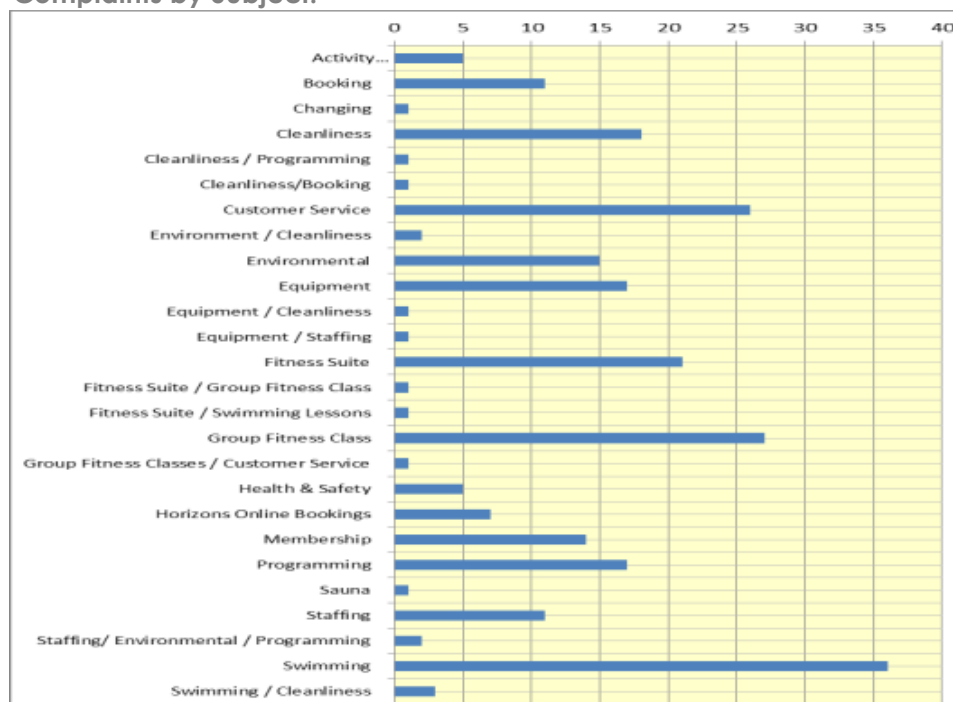
Complaints	281
Compliments	84
Suggestions	48
Total	413

Analysis of:	Complaints:	Compliments:	Suggestions:
Activity	5	3	
Booking	11	7	
Changing	1		
Cleanliness	18	2	
Customer Service	26	2	3
Environmental	15	1	3
Equipment	17	1	6
Fitness Suite	21	2	2
Group Fitness Classes	27	23	13
Health & Safety	5	1	
Horizons Online Bookings	7		1
Memberships	14		1
Programming	17		4
Sauna	1		
Staffing	11	16	
Swimming	36	5	12
Swimming Lessons	24	15	
Training		1	
Website	11		3
Multiple Subjects	14	5	

Complaints by Service:



Complaints by Subject:



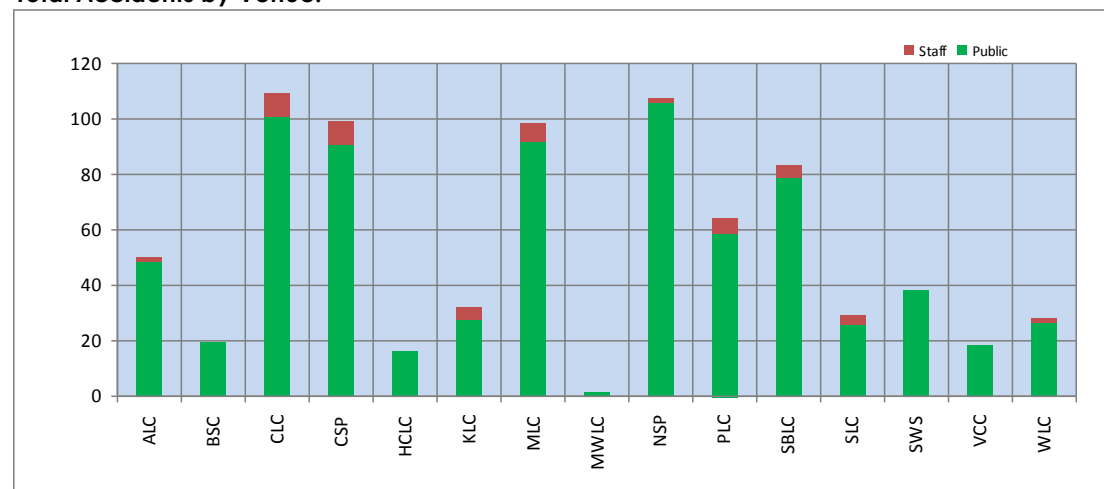
Activity	Number of People
Swimming Lessons	10
Website	5

**Everybody Sport and Recreation
Major Accidents & Incidents Report**

2014/15

Quarters 1, 2, 3 & 4 - 1st April 2014 to 31st March 2015

Total Accidents by Venue:



Total Accidents and Incidents per 10,000 Visits

Alsager	3
Barony	2
Congleton	5
Crewe	6
Holmes Chapel	3
Knutsford	1
Macclesfield	2
Middlewich	0
Nantwich	4
Poynton	5
Sandbach	6
Shavington	3
Sir William Stanier	5
Victoria	1
Wilmslow	1

Accidents - Staff

Venue	Total	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Alsager	1	0	0	0	0	0	0	0	0	0	1	0	0
Barony	0	0	0	0	0	0	0	0	0	0	0	0	0
Congleton	8	1	1	0	0	1	0	0	0	1	0	1	3
Crewe	8	0	3	0	1	0	0	1	0	0	0	3	0
Holmes Chapel	2	0	0	0	0	0	0	0	0	0	0	0	2
Knutsford	2	0	0	0	0	0	0	0	0	1	1	0	0
Macclesfield	6	1	0	0	0	0	0	1	0	1	2	1	0
Middlewich	0	0	0	0	0	0	0	0	0	0	0	0	0
Nantwich	1	0	0	0	0	0	0	1	0	0	0	0	0
Poynton	5	0	0	0	2	0	1	0	1	1	0	0	0
Sandbach	4	0	0	2	0	0	0	1	1	0	0	0	0
Shavington	3	0	2	0	0	0	0	0	1	0	0	0	0
SWS	0	0	0	0	0	0	0	0	0	0	0	0	0
Victoria	0	0	0	0	0	0	0	0	0	0	0	0	0
Wilmslow	1	0	0	0	0	0	0	0	0	0	1	0	0

Accidents by Cause:

Sports Injury	297
Slip/Trip/Fall on Same Level	169
Hit Something Fixed or Stationary	101
Hit by Moving/Flying/Falling Object	59
Unknown Cause	52
Horseplay	37
Injured while Handling/Lifting/Carrying	19
Near Miss	18
Non Accident Related	16
Fall from Height	9
Trapped by Something Collapsing	3
Contact with Needles / Sharps	2
Exposed to a Harmful Substance	2
Assaulted by a Person	1
Contact with Hot Liquids	1
Contact with Hot Surface	1

TOTAL	41	2	6	2	3	1	1	4	3	4	5	5	5
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Drowned or Asphyxiated	1
Hit by a Moving Vehicle	1
Ill health	1
Self Harm	1

Accidents - Member of the Public

Public	Total	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Alsager	49	10	3	7	3	5	1	1	2		6	4	7
Barony	19	2	2	2	3	2	2	3			1	1	1
Congleton	101	10	5	12	11	10	10	10	4	5	7	5	12
Crewe	91	7	9	9	11	10	8	8	6	2	10	5	6
Holmes Chapel	16				1	1	1	1	2	2		4	4
Knutsford	28	4		5			3	3	4	1	3	3	2
Macclesfield	92	8	2	8	11	6	6	8	12	9	5	8	9
Middlewich	1								1				
Nantwich	106	6	8	8	17	11	10	5	4	6	8	12	11
Poynton	59	6	2	7	6	13	1	6	3	1	6	3	5
Sandbach	79	6	5	5	11	10	3	5	3	3	8	12	8
Shavington	26	4		2	9	2	4			1		2	2
Sir William Stanie	38	4	2	4	3	1	1	2	2	1	3	9	6
Victoria	18	1	4		2			2	2	3		1	3
Wilmslow	27				1			2	5	4	4	6	5
750		68	42	69	89	71	50	56	50	38	61	75	81

RIDDOR

	Total to Date	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
TOTAL	12				3			1	2	3	0	2	1

RIDDOR Analysis

3 Day Notice	0
Customer	8
Major Injury	1
Minor Injury	2
Staff	4

**Everybody Sport and Recreation
Membership & Utilisation**

2014/15

Quarters 1, 2, 3 & 4 - 1st April 2014 to 31st March 2015

Memberships					
Memberships Sales Q1, Q2, Q3 & Q4:		Net Gain / Loss:	1,034	Live Memberships:	
Corporate DD	805			Corporate	1,360
Annual DD	3,598			Annual DD	5,517
M>M DD	2,011			M>M DD	1,483
Annual Cash	688			Annual Cash	657
Total New Sales	7,102			Total	9,017

Live Memberships as at 1st April 2015

Venue	Corporate	Annual DD	M>M DD	Annual Cash	Total
Alsager	48	352	90	47	537
Barony	84	196	72	12	364
Congleton	65	448	97	69	679
Crewe	214	468	120	24	826
Holmes Chapel	11	62	21	6	100
Knutsford	43	500	125	78	746
Macclesfield	138	907	192	99	1336
Middlewich	26	70	10	5	111
Nantwich	208	782	281	123	1394
Poynton	37	232	46	28	343
Sandbach	84	300	77	45	506
Shavington	250	719	153	53	1175
Sir William Stanier	2	1	1	0	4
Victoria	25	26	16	1	68
Wilmslow	125	454	182	67	828
TOTAL	1,360	5,517	1,483	657	9,017

Fitness Suite Refurbishments:

Crewe	July 2012
Knutsford	June 2011
Macclesfield	November 2012
Nantwich	August 2013
Shavington	August 2012
Wilmslow	September 2012
Alsager	November / December 2014
Shavington	December 2014 (Partial)

Promotions:

Fitness Sale	1.5.14 to 30.6.14	3 months @ £10 for new annual contracts
Kickstart Your Summer	1.7.14 to 31.8.14	1 month free and pro-rata waived for new annual contracts
Go Green	1.10.14 on going	Data registration exercise with quarterly prize

		<i>draw</i>
<i>Merry Fitness</i>	<i>1.11.14 to 31.12.14</i>	<i>Customers joining in November & December pay nothing until January 2015</i>
<i>Pro Rata Waived</i>	<i>March 2015</i>	<i>Pro rata waived for PAYG users joining before 1.4.15</i>

Everybody Sport and Recreation Key Participation & Performance

2014/15

Quarters 1, 2, 3 & 4 - 1st April 2014 to 31st March 2015

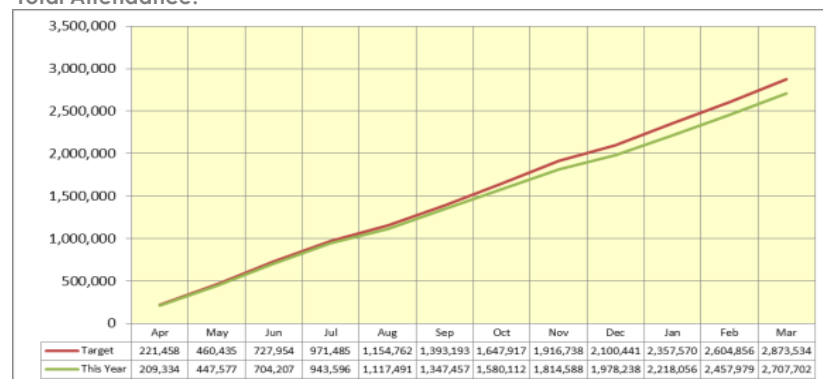
* Target = 1% uplift on previous year's actual attendance

Participation Q1, Q2, Q3, Q4	Target *	Actual	Variance
Adult	1,150,292	1,091,516	-58,776
16ys & under	1,029,992	954,504	-75,488
60 Years +	149,587	121,718	-27,869
Other	543,663	539,964	-3,699
Total Attendance	2,873,534	2,707,702	-165,832
Disabled (included above)	New category	11,815	
Comment: Attendance figures are now extracted from the new single leisure management system and are more accurate than those produced from merging the three former district council legacy systems. In accordance with the contract, the revised baseline figures will be established this year for future comparison.			

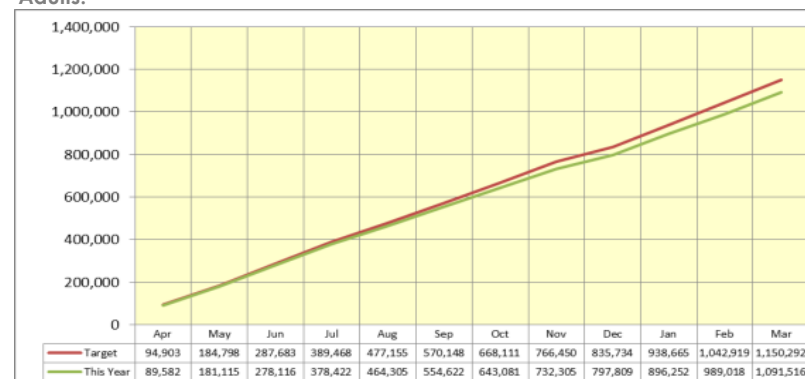
Quest	Alsager	Congleton	Crewe	Holmes Chapel	Knutsford	Macclesfield	Middlewich	
Assessment Level	QE	QE	QE	QE	QP	QE	QE	
Score	S	S	S	R	G	S	S	
	Nantwich	Poynton	Sandbach	Shavington	Sir William Stanier	Victoria	Wilmslow	Leisure Dev
Assessment Level	QE	QE	QE	QE	QE	QE	QP	QP
Score	R	S	S	S	S	S	S	G

Assessment Level:
Banding Options:
Assessment Level:
Banding Options:
Assessment Level:
Banding Options:

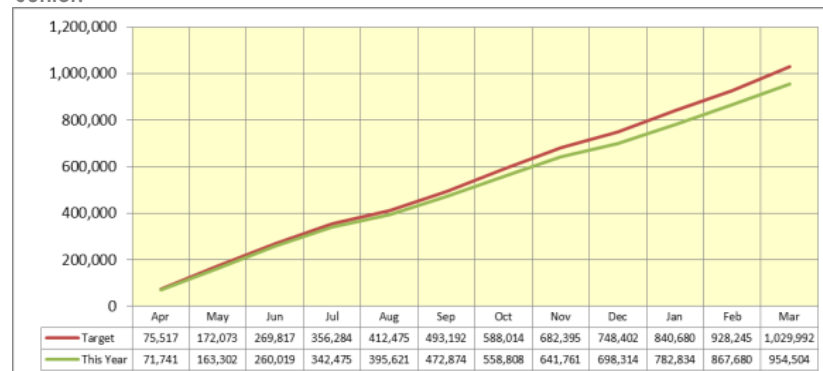
Total Attendance:



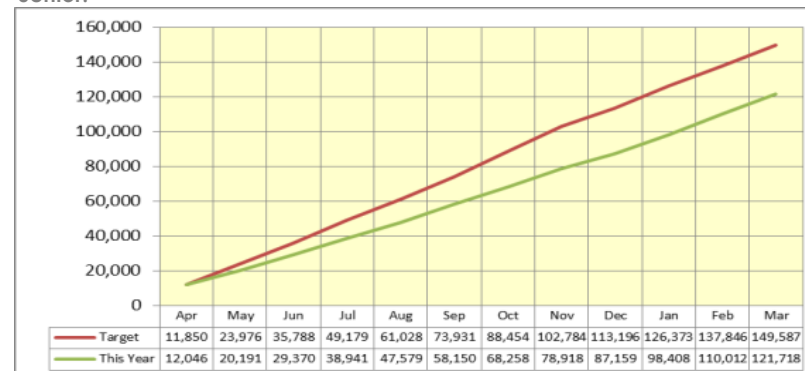
Adults:



Junior:



Senior:



QE Quest Entry
<i>Unsatisfactory; Registered (previously Satisfactory)</i>
QP Quest Plus
<i>Unsatisfactory; Satisfactory; Good; Excellent</i>
QS Quest Stretch
<i>Outstanding</i>

Everybody Sport and Recreation
Leisure Development

2014/15

Quarters 1, 2, 3 & 4 - 1st April 2014 to 31st March 2015

Volunteer Hours	Target	Actual	Variance
Total Hours Q1	1,531	2,113	582
Total Hours Q2	1,704	2,365	661
Total Hours Q3	1,179	1,435	256
Total Hours Q4	1,632	1,353	-279
Total to Date	6,046	7,266	1,220

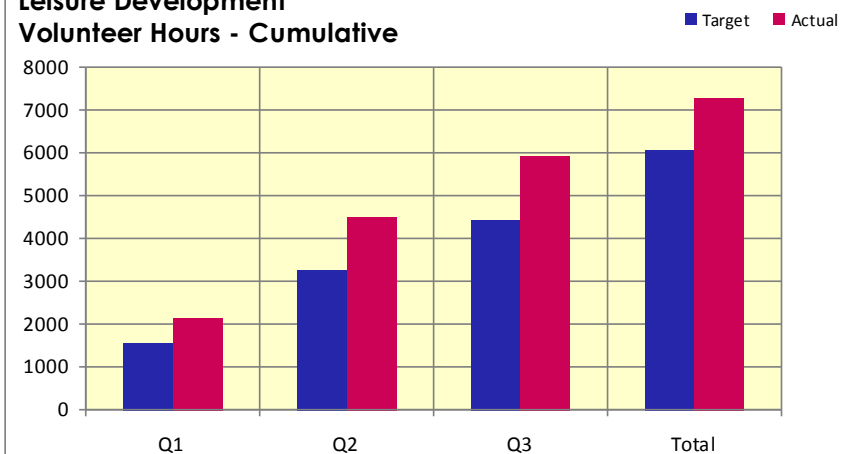
Comment:

Q1: Boosted by Commonwealth Queens Baton Relay in May.

Q2: Includes time at Glasgow Residential by 4 project leads & volunteers.

Quest:	
Leisure Development	
Assessment Level:	Quest Plus
Score:	Good
Date Achieved:	18.3.14

Leisure Development
Volunteer Hours - Cumulative



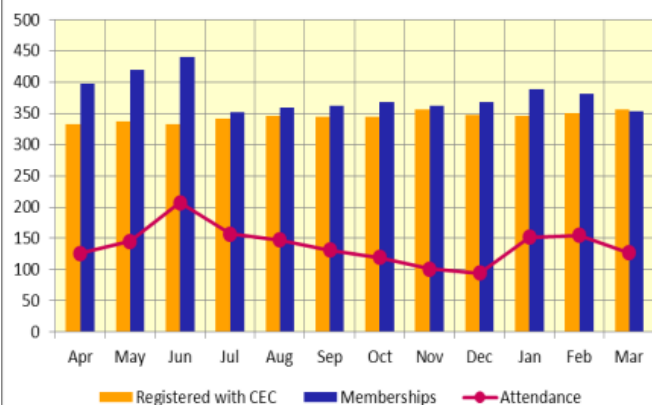
**Everybody Sport and Recreation
Participation - Health and Wellbeing**

2014/15

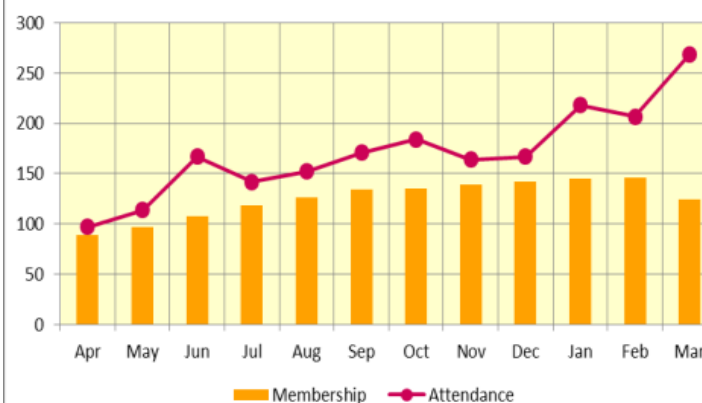
Quarters 1, 2, 3 & 4 - 1st April 2014 to 31st March 2015

	Registered with CEC	Members	Attendances
Cared for Children	357	354	1,661
Athlete Performance Academy		124	2,052
Registered Disabled		650	11,815
Cardiac Rehab		127	3,114
Everybody Healthy		174	2,682
Bikeability Programme	Ave. No. Schools Visited p.m.	20	
	Young People Trained - L 1 to 3	6,094	(5,334 Funded)

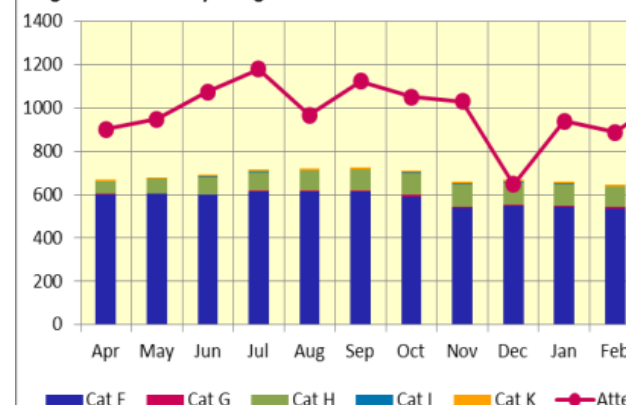
Cared For Children



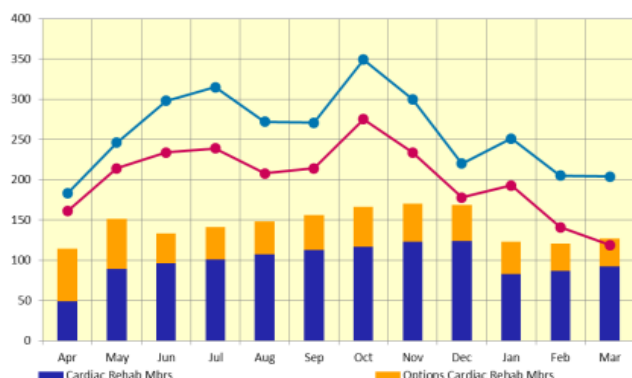
Athlete Performance Academy



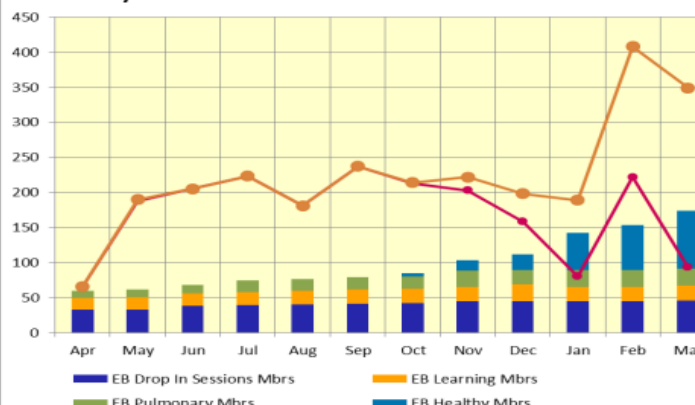
**Options
Registered Disability Categories**



Cardiac Rehab



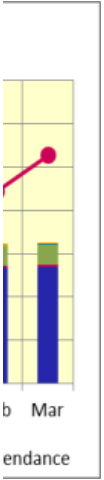
EB Healthy



Options Categories:

- Cat: For Customers in Receipt of:
- F Disability Living Allowance / Personal Independent Pay
Armed Forces Independence Payment / Severe Disable Allowance
 - G Attendance Allowance
 - H Incapacity Benefit Long Term / Employment & Support
 - I War Disablement Pension with Mobility Supplement
 - K Concessionary Travel Scheme for people with Disability





Payment /
element

Allowance

es

Bikeability Programme

Contact: Declan O'Regan

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Ave. Schools Visited per Month
No. Schools Visited	19	24	30	31	0	31	30	22	5	19	12	13	20
No. Young People:													Attendance
Level 1	403	334	167	271	0	178	120	135	43	15	101	134	1901
Level 1 Funded	209	233	54	195	0	127	56	37	43	14	39	134	1141
Level 2	204	265	574	459	25	544	487	527	97	299	198	349	4028
Level 3	0	60	0	20	2	56	9	0	7	11	0	0	165
Total	607	659	741	750	27	778	616	662	147	325	299	483	6094
Total Funded	413	558	628	674	27	727	552	564	147	324	237	483	5334

Comments:

August

Delivery remains on track, as despite the number of those trained being low over the August month, this is as a result of school holidays, and is a common occurrence each year which we expect to see. Those trained in August came from summer camps and also from a Young Carers Project.

December

Level 1 delivery information has been updated for all months. We are currently in receipt of a one year grant from the Department of Transport to deliver this training to Years 3 & 4 (early intervention). In addition to this grant, we offer Level 1 training for Year 5 students to each school who choose to book their Year 6 students for Level 2, as part of our added value to the Bikeability contract. Thus when you examine the Level 1 figures, you will see the total Level 1 per month, as well as the number that were funded in brackets.

In summary, in the first 3 quarters of this financial year, across all 3 training levels, we have now successfully delivered to 4,987 young people (4,290 funded), and are well in sight of our annual target.