

## Appendix A – LeisureSK Ltd Performance Monitoring Report

### Balanced Scorecard Report

Objective	Measure – Performance Indicator	Bourne Leisure Centre						
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Provide high-quality, accessible leisure provision for residents and visitors to South Kesteven	Overall attendance	15991	21598	23732	21480	22365	22193	17748
	Total membership numbers:							
	• Swim school	1067	1091	1100	1116	1170	1197	1206
	• Fitness	1185	1211	1236	1258	1282	1311	1348
	Attendance:							
	• Casual swimming	4777	6510	6187	6727	5178	5322	6027
	• Gym sessions	3885	3348	3923	3503	3674	3146	2807
	Facebook activity							
	• Number of posts	11	13	14	12	20	17	16
	• Total followers	3087	3127	3160	3191	3351	3371	3414
• Engagement	38327	8420	7989	8859	6335	5759	8204	
Google rating	4.3	4.0	4.3	4.5	4.5	4.2	3.9	
Contract monitoring visits by the Council's leisure team	1	1	2	1	1	1	1	
Facility closures	0	0	0	0	1	0	0	
Number of accidents/incidents	7	8	17	16	7	9	9	
Number of high/medium risk actions	0	0	0	3	3	3	3	
Establish a culture of growth and development	Courses completed by team members	0	9	4	6	14	1	1

Create an environment where employees feel valued, empowered, engaged, and satisfied	• New starters	2	2	1	1	1	1	5
	• Vacancies	2	2	2	3	3	3	1

## Customer Feedback Summary

January 2023 – July 2023	
<b>Bourne Leisure Centre</b>	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>• Comments about the Reception team, Swim School team, Exercise on Prescription coaches, Party Hosts, Group Exercise Instructors</li> <li>• Swim School and the joining process, the farmers market as well as Good Boost and the return of the specialist classes and health walks</li> <li>• Great feedback for Matt and his Exercise on Prescription clients.</li> <li>• App notifications reminding users if sessions booked. Party being hosted well and team very helpful and friendly. Swim School teachers friendly and engaging in the school holidays running crash course. Health walks being very enjoyable and friendly. Aquafit coach and how he handled a disruptive customer.</li> <li>• Crash courses and distances night feedback. Great Exercise on Prescription feedback for Matt and his delivery of the program.</li> <li>• Health walks are great, Good Boost instructors are helpful and friendly.</li> <li>• Praise following completion of swim school programme and support received from the team.</li> <li>• Standard of gym kit and cleanliness of the gym.</li> <li>• New aquafit instructor and standard of their class.</li> </ul> <p><b>Negative</b></p> <ul style="list-style-type: none"> <li>• Pool temperatures this was linked to the Combined Heat and Power being offline and the 2<sup>nd</sup> boiler faulting. Temperatures never went below 28 degrees also the domestic hot water boiler faulted causing low temperature issues.</li> <li>• Booking in process for casual swimming, Showers not working in the ladies. Lack of spaces in Group Exercise classes we are too popular.</li> <li>• Showers in the changing rooms water pressure poor and not enough showers in peak times, 3 cubicle needed locks.</li> <li>• Not enough showers during peak times, app notifications for 6am swims coming through at 4am. Classes being full and no notifications when a space becomes available.</li> <li>• Not enough showers during Swim School and one shower not working. Not enough daytime aqua classes.</li> </ul>

<ul style="list-style-type: none"> <li>• Pool too warm, showers out of action, lines in car park are poor and signage as people are abusing the one way.</li> <li>• Reduced lane swimming provision during school holiday programming period and change in time of aquafit class during holidays.</li> <li>• No free inductions provided when attending the centre on a free day pass.</li> </ul>
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## Balanced Scorecard Report

Objective	Measure – Performance Indicator	Grantham Meres Leisure Centre						
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Provide high-quality, accessible leisure provision for residents and visitors to South Kesteven	Overall attendance	35349	33988	37629	44402	50861	39134	37217
	Total membership numbers:							
	• Swim school	1471	1496	1505	1512	1529	1529	1540
	• Fitness	1309	1310	1305	1314	1332	1337	1361
	Attendance:							
	• Casual swimming	7053	6910	7615	7922	8103	8990	7809
	• Gym sessions	8295	8652	9179	8978	8664	8451	8518
	Facebook activity							
	• Number of posts	48	42	67	58	51	54	58
	• Total followers	5978	5991	6022	5991	6047	6068	6100
• Engagement	6622	6111	7998	7892	8010	8042	5675	
Google rating	4.2	4.2	4.2	4.2	4.2	4.2	4.4	
Contract monitoring visits by the Council's leisure team	2	2	2	2	2	3	0	
Facility closures	0	0	0	0	2	0	0	
Number of accidents/incidents	16	7	7	13	4	8	7	
Number of high/medium risk actions	4	2	0	1	1	2	1	

Establish a culture of growth and development	Courses completed by team members	0	1	1	1	3	5	7
Create an environment where employees feel valued, empowered, engaged, and satisfied	• New starters	2	2	1	2	1	4	2
	• Vacancies	0	0	2	2	5	2	1

## Customer Feedback Summary

	January 2023 – July 2023
<b>Grantham Meres Leisure Centre</b>	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>• New Group Ex timetable went live. Now all instructor lead. Only received positive feedback and attendance figures reflex.</li> <li>• The team had several positive comments from both the public and the event organisers in general way they dealt with them and the customer service that was delivered.</li> <li>• 5 star google review stating how cleanliness of the pools with other reviews on Google.</li> <li>• Members appreciating the gates being back in use, as it adds value to the membership and stops people sneaking in.</li> <li>• Group Exercise launch event.</li> <li>• Members story board in place.</li> <li>• Return of gymnastics programme.</li> <li>• Reception entrance turnstiles back in working order.</li> </ul> <p><b>Negative</b></p> <ul style="list-style-type: none"> <li>• Issues with 3G lighting and delays to getting repaired.</li> <li>• Price increase which took effect in April 2023.</li> <li>• Condition of changing facilities and cleanliness in and around the changing room and pool areas.</li> <li>• Shower pressures within the changing rooms.</li> <li>• Gym door magnetic lock continues to be an issue and faults.</li> <li>• Floodlight complaints at football stadium.</li> </ul>

## Balanced Scorecard Report

Objective	Measure – Performance Indicator	Stamford Leisure Pool						
		Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
Provide high-quality, accessible leisure provision for residents and visitors to South Kesteven	Overall attendance	5743	9875	9454	9763	9435	8203	9878
	Total membership numbers:							
	• Swim school	832	828	819	807	813	840	835
	• Fitness	688	723	704	719	726	742	775
	Attendance:							
	• Casual swimming	4023	5135	4487	4637	5892	4993	5956
	• Gym sessions	521	671	664	704	674	621	534
	Facebook activity							
	• Number of posts	15	22	19	15	16	13	15
• Total followers	2535	2565	2580	2566	2571	2584	2591	
• Engagement	775	1405	1187	1361	1523	1612	1897	
Google rating	4.0	4.0	4.0	4.0	4.0	4.0	3.7	
Contract monitoring visits by the Council's leisure team	1	1	1	1	1	1	1	
Facility closures	0	0	0	0	0	0	0	
Number of accidents/incidents	2	3	2	4	5	3	2	
Number of high/medium risk actions	4	4	4	5	5	5	5	
Establish a culture of growth and development	Courses completed by team members	0	2	1	1	1	0	0
Create an environment where employees feel valued, empowered, engaged, and satisfied	• New starters	0	0	0	1	1	3	2
	• Vacancies	1	1	1	1	1	2	1

## Customer Feedback Summary

	January 2023 – July 2023
<b>Stamford Leisure Pool</b>	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>• Positive changes being made at site from a programming point of view and building opening hours changes.</li> <li>• We have also continued to receive great comments from both Laura and Alan’s classes since returning for the new year.</li> <li>• New showers and the speed in which action was taken compared to historically.</li> <li>• New classes that have been added to the programme as a result of the increased opening hours.</li> <li>• Cleanliness of the centre in general passed on by users of the aqua fit class on a Monday morning.</li> <li>• Replacement and upgrade of air conditioning unit in the gym.</li> <li>• Matt’s aquafit classes on a Tuesday and Laura’s sessions on a Monday.</li> <li>• May half term Crash Courses and the aqua splash sessions.</li> <li>• Improvements to the facility through maintenance upgrades such as air con and lighting.</li> <li>• Continued feedback on cleanliness which was even reported to the Leisure Officer direct by a customer during a visit.</li> <li>• Introduction of health walks.</li> <li>• Support provided to team for both swim school and fitness members.</li> </ul> <p><b>Negative</b></p> <ul style="list-style-type: none"> <li>• Shower pressure issues prior to the replacement of the showers.</li> <li>• Wave machine complaints throughout the school holidays.</li> <li>• The online booking process being over complicated and difficult and why is it still required.</li> <li>• Alan’s hydro fighter class that they were very similar each week and would like some variation added.</li> <li>• Plumbing issues with the changing room toilets.</li> <li>• Broken fitness equipment and contractor delay in resolving.</li> <li>• Alan’s classes in relation to asking for variety and not same every week in regard to music and moves.</li> <li>• Lack of hot water during installation of new pressurisation unit and booster pumps maintenance works.</li> <li>• Changes to Tuesday sessions which are not taken by school swimming.</li> <li>• A customer leaving excrement in the showers during our early morning swims.</li> <li>• Smell of drains following works to resolve drainage issues.</li> <li>• Unhygienic customer snorting and spitting in the changing rooms after Monday aqua fit.</li> <li>• Cleanliness of changing rooms.</li> <li>• Issues with website and outages experienced and the difficulty to book sessions as a result.</li> </ul>