

## Balanced Scorecard Report

### Appendix C – LeisureSK Ltd Performance Monitoring Report

Objective	Measure – Performance Indicator	Bourne Leisure Centre						
		Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024
Provide high-quality, accessible leisure provision for residents and visitors to South Kesteven	Overall attendance	25336	19209	22538	21234	18372	20173	22094
	Total membership numbers:							
	• Swim school	1204	1233	1232	1239	1169	1175	1178
	• Fitness	1365	1379	1411	1392	1345	1354	1428
	Attendance:							
	• Casual swimming	8770	2755	3103	2361	1967	4902	5989
	• Gym sessions	2842	2311	2435	2189	1734	3453	3519
	Facebook activity							
	• Number of posts	11	17	10	13	24	20	20
	• Total followers	3447	3455	3484	3501	3511	3529	3545
	• Engagement	7912	5135	6678	9805	11635	16853	19736
Establish a culture of growth and development	Google rating	3.5	3.5	3.6	3.6	4.0	4.3	4.2
	Contract monitoring visits by the Council's leisure team	1	1	1	1	1	1	0
	Facility closures	0	0	1	0	0	0	0
	Number of accidents/incidents	9	12	18	21	7	12	18
	Number of high/medium risk actions	3	3	3	4	4	4	4
	Courses completed by team members	7	9	9	1	0	0	0

Create an environment where employees feel valued, empowered, engaged, and satisfied	<ul style="list-style-type: none"> <li>• New starters</li> <li>• Vacancies</li> </ul>	3 0	1 0	1 1	1 2	1 2	0 2	0 3
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## Customer Feedback Summary

	August 2023 – February 2024
<b>Bourne Leisure Centre</b>	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>• The team throughout the holidays, Swim instructors in the Crash Courses and Swimschool as well great feedback as always for our GEX team.</li> <li>• Great feedback about our pool parties and team in general.</li> <li>• Nice feedback about benches saying they looked good.</li> <li>• Great feedback for aquafit and the balance and coordination sessions.</li> <li>• EOP instructor was very helpful and informative when on program.</li> <li>• Lifeguard made us feel very safe during a pool party and Swim teachers very encouraging and professional during lessons.</li> <li>• Great friendly helpful staff on reception.</li> <li>• Laura is a great instructor she has so much energy.</li> <li>• Paige is a fantastic Aqua Instructor.</li> <li>• Really happy to see Vibe Cycle back on the group exercise program.</li> <li>• Great feedback about Lynn and Emrys our 2 new swim assistants and how helpful they are.</li> <li>• Sarah's balance and coordination class has been amazing she is a nice instructor and makes you feel welcome.</li> <li>• Crash courses in the half term teachers were great my son really improved in confidence and skill.</li> </ul> <p><b>Negative</b></p> <ul style="list-style-type: none"> <li>• Door out of action for too long – these have now been repaired and are fully operational. One shower not working this is also repaired now.</li> <li>• Comments about outside lighting this is now rectified.</li> <li>• New benches being too small.</li> <li>• GEX waiting list not being notified if there is space – the app has now been updated to email those who are waiting so that should help class occupancy.</li> </ul>

- Negative feedback over a Parent and Child instructor, parent has been sorted and is happy with the management team following up with the instructor.
- No waiting list notifications for full classes.
- Pot holes in the car park.
- Heating not working in the sports hall.
- No space to move into Stage 3 (the program is being reviewed weekly).
- Removal of Monday Circuits class due to lack of attendees this class has been changed to a pilates class due to demand and is full. We have however added a body blast session before to accommodate those who did attend circuits and it will hopefully have better attendance.
- Always a waiting list for the GEX classes we have over 50 classes we cannot deliver anymore.
- Showers in the gym not working, one has been put back in action the other needs building work this is with SKDC.
- Ladies showers not working this was due to a TMV that needed stripping down this has now been resolved.
- Feedback about lack of communication for a swim school cancellation this has now been resolved.

## Balanced Scorecard Report

Objective	Measure – Performance Indicator	Grantham Meres Leisure Centre						
		Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024
Provide high-quality, accessible leisure provision for residents and visitors to South Kesteven	Overall attendance	34885	35610	61848	39343	28344	36489	36969
	Total membership numbers: • Swim school • Fitness	1549 1361	1568 1429	1565 1438	1542 1427	1510 1334	1536 1369	1572 1372
	Attendance: • Casual swimming • Gym sessions	9331 8002	8662 7881	8110 7505	4142 2245	3987 1621	5876 3243	6448 3142
	Facebook activity • Number of posts • Total followers • Engagement	26 6129 2397	42 6177 3652	56 6202 4449	13 6261 33081	24 6261 50899	31 6265 64619	32 6313 71342
	Google rating	4.5	4.4	4.4	4.8	4.8	4.2	4.2
	Contract monitoring visits by the Council's leisure team	4	2	2	1	2	3	2
	Facility closures	0	1	0	0	0	0	0
	Number of accidents/incidents	8	10	9	6	6	7	13
	Number of high/medium risk actions	2	2	3	12	12	12	12
	Courses completed by team members	14	7	7	0	0	0	0
Establish a culture of growth and development	• New starters • Vacancies	7	1	0	1	1	1	2
Create an environment where employees feel valued, empowered, engaged, and satisfied		1	2	2	5	5	4	5

## Customer Feedback Summary

	August 2023 – February 2024
<b>Grantham Meres Leisure Centre</b>	<p><b>Positive</b></p> <ul style="list-style-type: none"><li>• Painting and decorating has started throughout the centre.</li><li>• Home Ed PE sessions have started in the centre. Opening exercise to a new part of the community</li><li>• Parties reintroduced as an activity to the centre.</li><li>• Lighting replacements in the sports hall.</li><li>• Refurbishment of poolside walls on the main pool.</li><li>• Kay on reception is great, always friendly.</li><li>• Feedback for Rickys classes.</li></ul> <p><b>Negative</b></p> <ul style="list-style-type: none"><li>• Increase in membership fees so close to the last increase.</li><li>• Cleanliness comments, mainly around wet village during County Champs weekend.</li></ul>

## Balanced Scorecard Report

Objective	Measure – Performance Indicator	Stamford Leisure Pool						
		Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024
Provide high-quality, accessible leisure provision for residents and visitors to South Kesteven	Overall attendance	10567	11235	12710	11254	8746	10206	11748
	Total membership numbers: • Swim school • Fitness	852 751	875 759	880 759	869 780	834 732	866 705	851 754
	Attendance: • Casual swimming • Gym sessions	6998 494	3920 521	4132 564	3398 497	2376 351	4107 258	5102 210
	Facebook activity • Number of posts • Total followers • Engagement	15 2661 457	10 2672 5844	7 2687 17367	9 2701 3455	14 2705 2641	20 2763 7576	12 2770 5445
	Google rating	3.6	3.4	3.4	3.5	3.3	3.4	3.7
	Contract monitoring visits by the Council's leisure team	1	1	1	1	1	1	1
	Facility closures	0	0	1	2	0	1	0
	Number of accidents/incidents	2	6	4	7	1	7	6
	Number of high/medium risk actions	5	5	5	5	5	5	4
Establish a culture of growth and development	Courses completed by team members	1	2	8	3	0	1	0
Create an environment where employees feel valued, empowered, engaged, and satisfied	• New starters • Vacancies	2 0	3 0	1 2	2 2	1 1	0 1	0 2

## Customer Feedback Summary

	August 2023 – February 2024
<b>Stamford Leisure Pool</b>	<p><b>Positive</b></p> <ul style="list-style-type: none"><li>• We received comments regarding the family splash sessions and that these were much enjoyed and a great atmosphere.</li><li>• Positive comments about our crash courses.</li><li>• Feedback about the team being friendly, welcoming and helpful.</li><li>• The centre seems to be looking cleaner.</li><li>• The team are very friendly and helpful and the members really appreciate the centre.</li><li>• Love the new Aquafit session on Thursdays.</li><li>• Swim teacher feedback for preschool lessons.</li><li>• Nice feedback about Harlee and helpful she has been and general comments about the teams helpfulness and friendliness as well as visible improvement in the standard of cleaning.</li><li>• Lovely feedback about Gina and her parent and child lessons.</li><li>• Great feedback about Jasmine on reception and how helpful and friendly she is.</li><li>• Danis aquafit class was great very motivating.</li><li>• Good feedback over the half term crash courses and the addition of a 2<sup>nd</sup> week of crash courses to cater to the Peterborough pupils who broke up on a different week.</li></ul> <p><b>Negative</b></p> <ul style="list-style-type: none"><li>• Some continued comments about our booking system and that this is difficult at times when booking or paying online.</li><li>• Feedback on a teacher from a cancellation this has been taken up with the teacher.</li><li>• No music in the gym.</li><li>• Monday change in pool program, this is being reviewed once the management team speak to the members and amending the program where needed.</li><li>• Shower not working in the disabled this has since been repaired.</li><li>• Hair dryers not working in the ladies this has now been replaced.</li><li>• Not being able to book for the New Years Aqua sessions because we have a 7 day advance booking period and this was 2 weeks away the customer was asked to book online, on the app or call use on Tuesday the 2<sup>nd</sup> and refused to.</li><li>• Disabled shower push button hard to operate.</li></ul>

- Negative feedback about how a swimmer was spoken to when he entered the water doing a seated dive this has now been dealt with.
- Disabled shower – this is still with EES to replace the push button to a more user friendly dial.
- Negative feedback through SKDC about the slide not being opening and changing rooms being dirty – the team have received cleaning training so they know what the standard is its now just about managing it day to day. The slide operates in all family splash sessions which are run in the holidays and weekends this is clearly advertised online.