



Wave Leisure Trust - Inspiring Active Lifestyles

Key Action	Timescale	Measurement
To obtain Quest accreditation against the new assessment format at the 4 main centres	By end of 2015	All 4 sites to be at least "Good" assessment band
To continue to seek customer feedback through the Net Promoter Score™ tool	Ongoing 2014/15	To have an average score of at least 35%
To continue to seek Social Enterprise Mark accreditation to independently demonstrate that we are putting people and planet alongside profit.	Ongoing	External accreditation to be maintained
To continue to implement a programme of independent 'mystery visitors' to our centres.	Ongoing 2014/15	To improve on previous average score of 65%
To increase customer visits at all centres	March 2015	To achieve 960,000 visits at the four main centres
To respond to any business opportunities that will ultimately add to the portfolio of the Trust	Ongoing	Successful partnership working with Saltdean CIC and Lewes DC to deliver projects at Saltdean Lido and Newhaven Fort
To continue to identify and secure any relevant grant funding.	Annually	To secure grant funding of £100,000 each year to secure our key objectives
To increase the number of people in our communities holding an "Active Lifestyle" card	March 2015	To have 14,490 Active Lifestyle card holders
To develop a programme of activities outside the leisure centres in sheltered housing schemes, community centres, and other sites.	By March 2015	To monitor attendance at these sessions and have over 5,000 recorded visits



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Helping to improve health indicators in Newhaven by delivering a programme of sessions at Tideway School encouraging young people to develop healthy eating habits and skills.	By March 2015	To meet the agreed target numbers with our partners.
To deliver the “re:balance East Sussex” weight management programme leading to a positive impact on obesity rates.	Ongoing 2014/15	Participants meet commissioners’ targets.
To deliver the “Strength and balance” falls prevention programme to reduce the number of falls particularly by the elderly leading to improvements in health and wellbeing.	Ongoing 2014/15	Participants meet commissioners’ targets.
To work with key partners delivering physical activity sessions in the outdoor ‘Green Gyms’ located in various parks around the district.	Ongoing	To deliver [number of] targeted sessions during 2014/15
To work in partnership with Newhaven Community Development Association (NCDA) delivering the Step into Wellbeing programme to enable potential hard to reach groups to participate in physical activity.	To September 2014	To deliver [number] of sessions
To deliver the “Sportivate” programme for young people aged 14-25 in partnership with Active Sussex, using Olympic legacy funding, to encourage participation by young people.	Ongoing 2014/15	To deliver [number] of sessions
To undertake a staff satisfaction survey. To use a Net Promoter Score™ style question to gauge overall satisfaction.	By March 2015	To achieve an NPS score of greater than 23 (2012 result)
To work with the team to develop a training and development programme for all front line staff to further develop their customer service and engagement skills.	By July 2014	100% of staff to have customer service training as part of their personal development plan.
To provide Equality and Diversity training for staff at all levels.	By March 2015	100% of staff to have received Equality & Diversity training.