

## Participation

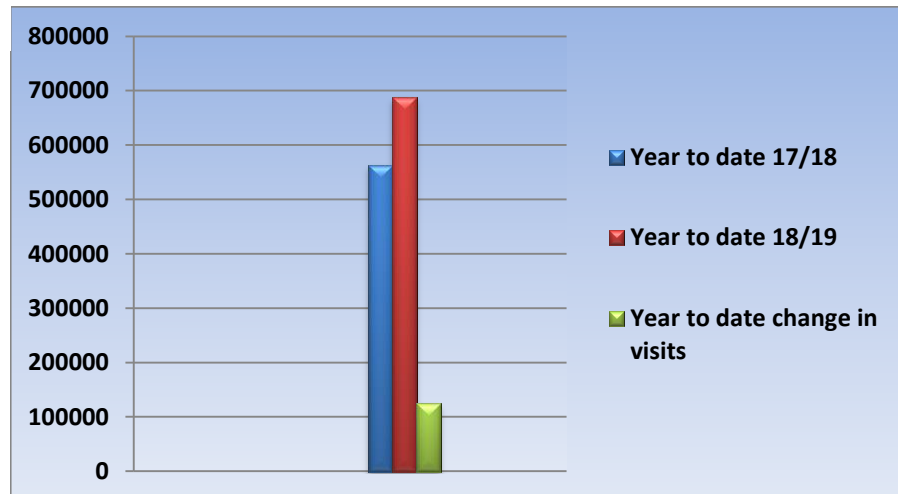
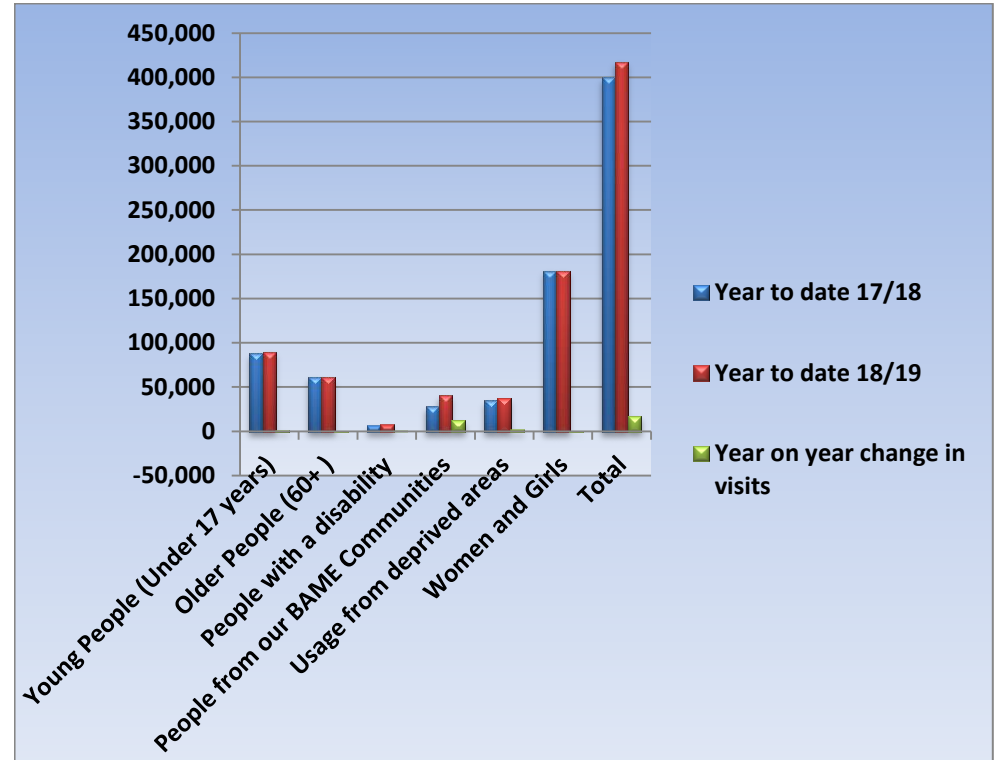
### Performance review on target groups

	Year to date 17/18	Year to date 18/19	Year on year change in visits
Young people (Under 17 years of age)	87,881	89,521	1,640
Older people (60+ years of age)	61,356	61,131	-225
People with a disability	6,931	7,655	724
People from our BAME communities	27,963	40,592	12,629
Usage from deprived areas	34,891	37,231	2,340
Women and girls	180,972	181,204	232
<b>Total</b>	<b>399,994</b>	<b>417,334</b>	<b>17,340</b>

The Councils corporate leisure performance measure, *the number of people from our target groups using our leisure facilities*, is demonstrating a good direction of travel.

### Performance review for Year on year overall visits

Year to date 17/18	Year to date 18/19	Year to date change in visits	Year on year % Change
<b>562,839</b>	<b>687,611</b>	<b>+124,772</b>	<b>+22%</b>



## Customer Satisfaction

Overall Year to date Customer satisfaction by theme

Overall Satisfaction	Staff	Range of Activities	Building Condition	Cleanliness	Value for money	Equipment	Ease of Booking	Ease of Gaining Info	Website
<b>87.13%</b> (Target 95%)	89.97%	94.29%	90.29%	87.04%	89.26%	89.72%	85.83%	77.09%	80.71%

## Quality

1. All five of the Council's leisure facilities remain accredited to the UK Quality award scheme for sport and leisure, QUEST.
2. National Benchmarking Surveys (NBS) completed for the Council's leisure facilities summarised:

Strong customer satisfaction	Low customer satisfaction	Continuous improvement opportunities
Activities at convenient times	Cleanliness of changing areas and activity spaces	Increase female participation (esp. Ferry and Leys Pools and Leisure Centres)
Range of activities	Value for money of food/drink	Increase secondary income
Staff		
57 Standard of coaching		

Results of the NBS will help inform Fusions Annual Service Plan for 2019/20.

## Finance

Fusion Lifestyle Delphi Credit Report Changes		
2018 Month	Delphi Score (out of 100)	Risk
April	79	Medium
May	79	Medium
June	85	Low
July	85	Low
August	85	Low
September	87	Low

*The Commercial Delphi score is an analytical tool designed to highlight the strength, performance and ultimately the creditworthiness of a company in a single score.*

*The score ranges from 0 to 100 with the lowest scoring companies carrying the highest risk.*

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