

## Appendix A – Outcomes detailed in the Council’s Service Specification

Authority Outcome	Target Indicator
Delivering high quality services that meet required service standards, exceed customer expectations and are affordable	<ul style="list-style-type: none"> <li>• Provision of quality services through the attainment of Quest (to achieve and maintain “very good” as a minimum) or similar and involvement in the National Benchmarking Scheme</li> <li>• High levels of attention paid to cleaning, presentation and maintenance</li> <li>• Exceptional customer service</li> <li>• A varied balanced programme which is attractive to a wide range of users</li> <li>• Maximise affordable access to high quality sport and leisure provision</li> <li>• Management, promotion and operation of a concessionary leisure card scheme for Council leisure facilities</li> </ul>
Delivering financially and environmentally sustainable facilities	<ul style="list-style-type: none"> <li>• Invest in, develop and maintain the leisure facilities over the life of the contract</li> <li>• A reduction in carbon emissions</li> <li>• A reduction in waste at the facilities</li> <li>• Increasing water and energy efficiency through reduction in water, electricity and gas consumption</li> <li>• Increase the number of people utilising green forms of travel to the facilities</li> <li>• An innovative approach to the delivery of activity programmes and facility improvements</li> </ul>
Delivering increased opportunities to participate in sport and physical activity at all levels, for all sections of the community	<ul style="list-style-type: none"> <li>• Delivery of an innovative Active Communities/Lifestyles programme aimed at resulting in a reduction in incidences of; cardiovascular disease, diabetes, obesity, strokes, mental health issues, high blood pressure for children and young people and adults.</li> <li>• Improved physical and mental health of the population</li> <li>• Support the creation and development of community clubs</li> <li>• Ensure effective engagement of non-users, hard to reach and vulnerable groups in physical activity.</li> </ul>
Delivering increases in activity levels from underrepresented/target groups identified as having no or low levels of physical activity including disabled people	<ul style="list-style-type: none"> <li>• Increase in residents participating in physical activity 5 x 30 minutes weekly</li> <li>• Increase in physical activity participation rates for target groups including; children and young people, older people, women and girls, residents with a disability and residents from deprived areas (with a particular focus on deprived wards in Yeovil and Chard)</li> <li>• Specific programmes for target groups including cardiac and stroke rehab and exercise referral</li> <li>• Activities for families and specifically for those in need of additional support</li> </ul>

<b>Authority Outcome</b>	<b>Target Indicator</b>
Providing wider social value through strong and positive engagement with partners	<ul style="list-style-type: none"><li>• Implementation of a comprehensive apprenticeship and training programme</li><li>• Support the training and development of new and existing staff</li><li>• Local businesses used in the supply chain</li><li>• Partnership working with the Active Sports Partnership for Somerset, GP's and CCG's</li></ul>

