

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"> • 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 • High levels of attention paid to cleaning, presentation and maintenance • Exceptional customer service • A varied balanced programme which is attractive to a wide range of users • Maximise affordable access to high quality sport and leisure provision • Management, promotion and operation of a concessionary leisure card scheme for Council leisure facilities
Delivering financially and environmentally sustainable facilities	<ul style="list-style-type: none"> • Invest in, develop and maintain the leisure facilities over the life of the contract • A reduction in carbon emissions • A reduction in waste at the facilities • Increasing water and energy efficiency through reduction in water, electricity and gas consumption • Increase the number of people utilising green forms of travel to the facilities • An innovative approach to the delivery of activity programmes and facility improvements
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"> • 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. • Improved physical and mental health of the population • Support the creation and development of community clubs • Ensure effective engagement of non-users, hard to reach and vulnerable groups in physical activity.
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"> • Increase in residents participating in physical activity 5 x 30 minutes weekly • 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) • Specific programmes for target groups including cardiac and stroke rehab and exercise referral • Activities for families and specifically for those in need of additional support

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

