



The information below describes our achievements during the last financial year (2010/2011) and lists our aims for 2011/2012

Facility Development

Achievements during 2010/ 2011

- Completed spinning studio extension & refurbishment to increase class capacity from 15 to 25 places
- Installed themed lighting system into the spinning studio to create a more motivating atmosphere
- Replacement of Main Hall and Studio 1 sound systems for better sound quality
- Replacement of three of the 3G Artificial Training Pitches
- Installation of soft furnishings into the main Café area
- Installation of additional play equipment for older children in the parkland
- Design & build new beauty salon replacing the sunbed rooms
- Installation of height restriction barriers in the main car park
- Upgrading of the waterslide steps
- Development of a new training/meeting room for internal & external use
- Replacement of pool viewing gallery carpet
- Retiled the family changing room shower area
- Upgraded ladies wet changing room showers to self controls
- Upgraded the poolside electronic banding system

Facility Development

Aims for 2011/2012

- Provide greater control & security of the car park for Centre users by creating a non customer car park area and introducing the RingGo mobile phone payment system
- Replacement of wall panels in the male reception and Café toilets
- Replacement of the three final 3G Artificial Training Pitches
- Refurbishment of the Trim Trail fitness stations in the outside parkland
- Install new equipment into 'The Zone' to allow groups to train together e.g. schools, families & target groups
- Commence 10 year equipment replacement programme for the gym
- Renew ground floor carpets
- Undertake first phase of artificial training pitch lighting replacement scheme
- Upgrade the emergency alarm system
- Redecoration of the gym facility
- Creation of an additional treatment room
- Installation of a new family attraction and training facility in the parkland
- Review our Food & Beverage operation with a view to refurbishment
- Replace parkland benches

Quality

Achievements during 2010/ 2011

- Achieved award from the Royal Society for Public Health which recognised the success of our Cancer Survivorship Activity Programmes
- Ranked in the top 5 leisure centres for Customer Satisfaction by the National Benchmarking Survey
- 42 members of staff completed NVO training courses in Customer Service, Exercise Referral, Housekeeping, Operational Services and Teaching Physical Activity to Children
- We became accredited as an external training provider through Active IQ
- Opened a new Leisure Facility in the North Bournemouth Area, increasing public leisure opportunities across Bournemouth

Quality

Aims for 2011/2012

- Achieve Quest 2011 registration under new scheme
- Introduce an online booking system
- Introduce group wide memberships
- Introduce self service ticket machines
- Continue to react positively to changes in the leisure industry and be at the forefront of leisure provision
- Merge the Health & Fitness departments to create a more cohesive service
- Redesign the BH Live and Littledown Centre website
- Create a new BH Live Access card for low income people to enable access to physical activity
- Rebrand our Food & Beverage operation under BH Live Hospitality
- Introduce a Quality Assured BH Live Community Health Offer for individuals & organisations
- Provide three Quality Assured chronic disease rehabilitation programmes
- Establish a student experiential learning partnership with Bournemouth University & AECC for facility and community based activities/projects
- Additional NVO courses are planned in Housekeeping and Activity Leadership
- To take 31 additional members of staff through the NVO training process
- To launch the BH Live Training Academy

Performance

Achievements during 2010/ 2011

- Achieved 961,000 active participation visits with a further 250,000 non active participation visits
- 392,000 swim visits
- 139,000 gym visits
- 131,000 players on the Artificial Training Pitches
- 122,000 participants attending our Aerobics/Spinning/Circuits classes
- 3,305 members at the end of March 2011
- Over 1,850 children taking part in weekly swimming lessons with the Bournemouth Swimming Academy
- Achieved Bournemouth Physical Activity Local Area Agreement 100%

Performance

Aims for 2011/2012

- Continue to invest in our staff to ensure a qualified, competent, happy, hard working and well motivated workforce
- Achieve a budget surplus to reinvest into the facilities
- To achieve 3,420 members at the end of March 2012
- To achieve a broader range of school holiday activities for children
- To achieve 990,000 active participation visits in 2011-12
- Reduce our energy consumption by 5%
- For 85% of all customer feedback to be positive

