

SPORT AND RECREATION PLAN-Actions

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Action Code	Action Title	Responsibility	Outcomes	Links
1. Health Improvement	1.1 Identification of health improvement programmes being delivered across the borough and coordinating the overall impact from delivery of complimentary initiatives.	L.S.D.M./ D. Ingham	Improvement in personal well being and increase in the number of residents participating in physical activity (3x 30) per week. Increased awareness of initiatives and avoidance of duplication to ensure most effective delivery and based upon auditing process of facilities/needs.	Ribble Valley Health profile Healthy Valley Initiative SPAA Vision Strategy
	1.2 Further develop informal participation through walking and cycling events	L.S.D.M	Increased participation across all ages. Increased voluntary sector support.	SPAA Vision Strategy
2. Improving Access	2.1 Increase the participation levels at Ribblesdale Pool and Longridge Gym with particular emphasis on target user groups.	L.S.D.M	More participation from targeted participants; including those with a higher health risk, elderly, young people, disabled.	Facility business and Marketing Plans. Targeted initiatives

	2.2 Establish a structure for building up awareness of the community needs around leisure provision and access issues.	L.S.D.M and Sports Development Officers	Information collated from community mapping through; Civic Halls, voluntary clubs/ groups, schools, to identify current access issues and potential demand for activity programme provision. Sports Club/ organisation awareness sessions. Facility customer forums established to identify needs.	Consultation Plan,
	2.3 Improving access to participating in outdoor activities	L.S.D.M	Specific initiatives identified involving the voluntary sector to provide more opportunities for outdoor activity participation.	Sports specific outdoor pursuit strategy- Cycling
3. Partnerships	3.1 To monitor the effectiveness of all partnership working through a structured review process.	L.S.D.M	Assessment of the relative effectiveness of the partnerships and identify action to address improvements were necessary.	Partnership Plan
	3.2 To establish appropriate partnership working arrangements with LSEC and Roefield Trusts.	L.S.D.M	Produce SLA with Roefield L.C. And Licence to occupy at Longridge Civic Hall. These arrangements to be coordinated through respective partnership management structure groups.	S.L.A\$ and Operational licences/ agreements.
	3.3 Review the Sport And Physical Activity Alliance Vision Plan and update the role and strategic purpose of the SPAA.	L.S.D.M	Reproduce an action plan containing specific project working with key partners.	New SPAA Strategy

4. Customer Service	4.1 Establish clear Customer service standards at leisure facilities and produce a Customer Care Policy.	L.S.D.M	Facility orientated Customer Care Policy in place and staff commitment to maintaining service standards. Staff training undertaken to support delivery.	RVBC Charter-Defining standards for Sport and Recreation. QUEST Accreditation at Pool
	4.2 Improve our understanding of the needs of customers through a continuous process of consultation of users and non users.	L.S.D.M.	Define the methods for collecting, analysing and utilising the information obtained from the community.	Customer Care Policy
5. Performance Management	5.1 Key performance indicators revised and specific to programmes determined and influenced by the Sport and Recreation section.	Leisurecard Officer	All performance indicators linked to the Covalent system and measured periodically. Sources of data collection clearly identified in each case.	CSIT- Service Improvement Plan Annual Service Reviews
6. Equality and Diversity	6.1 Apply the new Equality framework to all aspects of our service delivery.	L.S.D.M. All leisure section staff	Awareness of how to apply the framework to existing and new programmes across the section. Achieve better outcomes for people. Combat inequalities and help avoid discrimination. Identifying action with respect to the five areas of change management.	R.V. Equality and Diversity Plan



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