



Increase in participation by target group users	4% increase by people aged 50 and over compared with 2017-18 figures.  2% increase in young people aged 0-15 years compared with 2017-18 figures.  3% increase in people with disabilities compared with 2017-18 figures.							
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Increase in number participants completing the exercise referral programme.	5% increase compared with 2017-18 figure.							
Increase in retention of participants following the exercise referral programme.	1% increase compared with 2017-18 figure.							

Attainment and improvement in Quest scores.	Achieve Quest Outstanding at Westgate Leisure Centre and maintain Quest Excellent at both Bourne and The Grange.							
Increased User/Customer satisfaction levels	Current average of 91% and set to achieve 1% annual increase so must not drop below 88% in 2018/19.							
Increasing dd members (like for like) numbers and retention rate.	6500 members by end of year 3.							
Number of Health and Safety incidents	No increase on 2017/18 figures per 10,000 visits							
Number of accidents reportable to HSE	No increase on 2017/18 figures per 10,000 visits							

<p>Increasing workforce development opportunities such as coach education courses, apprenticeship schemes</p>	<p>Minimum 7 colleagues to complete NVQ qualification.</p> <p>Employ a minimum 4 apprentices across the Chichester sites.</p>							
<p>Reduction in annual CO2 emissions</p>	<p>1% reduction on energy used across the Chichester contract.</p>							