



CIMSPA & QUEST NBS
CONFERENCE



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Top five lessons we can learn from NBS to help you deliver an excellent service

Quest NBS Conference

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David
Monkhouse
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Leisure-net
Solutions Ltd

Right Directions

quality and safety



Content

- **Love an infographic**
- **Detail**
- **Conversation**
 - Why these results occur
 - What are you doing to maintain the small gaps
 - What are you doing to address the large gaps
 - How can we share your best practice?



In General



LARGEST GAPS

Cleanliness
of changing
areas/activity
spaces



Quality
of equipment



Service
provided by
reception
staff

Standard of
coaching/instruction



SMALLEST GAPS



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The Detail

	Largest gaps	Smallest Gaps (or best attributes)
All Centres	Quality of equipment	Service provided by reception staff
	Cleanliness of changing areas	Service provided by other staff
	Cleanliness of activity spaces	Standard of coaching/instruction
Dry	Quality of equipment (and value for money of activities - by rank gap)	Service provided by reception staff
	Cleanliness of changing areas	Service provided by other staff
	Cleanliness of activity spaces	Standard of coaching/instruction
Mixed	Cleanliness of changing areas	Availability of car parking on site
	Cleanliness of activity spaces	Service provided by other staff
	Value for money of food/drink (or value for money of activities - by rank gap)	Standard of coaching/instruction (or reception staff - by rank gap)
Wet	Quality of equipment	Service provided by reception staff
	Cleanliness of changing areas	Service provided by other staff
	Cleanliness of activity spaces	Standard of coaching/instruction





Real Detail!

Types of facilities	SATISFACTION						IMPORTANCE						GAPS (I-S)					
	Dry	RANK	Mixed	RANK	Wet	RANK	Dry	RANK	Mixed	RANK	Wet	RANK	Dry	RANK	Mixed	RANK	Wet	RANK
Availability of activities at convenient times	4.56	3.00	4.52	2.00	4.48	2.00	4.69	1.00	4.67	5.00	4.68	3.00	0.13	-2.00	0.15	3.00	0.20	1.00
Ease of booking	4.36	5.00	4.31	7.00	4.16	7.00	4.59	7.00	4.59	7.00	4.49	9.00	0.23	2.00	0.28	0.00	0.33	2.00
Range of activities available	4.26	7.00	4.36	6.00	4.17	6.00	4.53	8.00	4.55	9.00	4.48	10.00	0.27	1.00	0.19	3.00	0.31	4.00
Quality of equipment	4.21	8.00	4.24	9.00	4.06	9.00	4.65	5.00	4.67	5.00	4.62	6.00	0.44	-3.00	0.43	-4.00	0.56	-3.00
Availability of car parking on site	4.09	11.00	4.38	5.00	4.10	8.00	4.29	11.00	4.46	11.00	4.19	11.00	0.20	0.00	0.08	6.00	0.09	3.00
Cleanliness of changing areas	4.10	10.00	3.87	11.00	3.68	11.00	4.66	4.00	4.72	2.00	4.71	2.00	0.56	-6.00	0.85	-9.00	1.03	-9.00
Cleanliness of activity spaces	4.20	9.00	4.13	10.00	3.96	10.00	4.68	2.00	4.73	1.00	4.72	1.00	0.48	-7.00	0.60	-9.00	0.76	-9.00
Service provided by reception staff	4.59	2.00	4.50	3.00	4.45	3.00	4.53	8.00	4.59	7.00	4.54	7.00	-0.06	6.00	0.09	4.00	0.09	4.00
Service provided by other staff	4.51	4.00	4.48	4.00	4.42	4.00	4.48	10.00	4.54	10.00	4.50	8.00	-0.03	6.00	0.06	6.00	0.08	4.00
Standard of coaching/instruction	4.64	1.00	4.62	1.00	4.57	1.00	4.65	5.00	4.69	3.00	4.65	5.00	0.01	4.00	0.07	2.00	0.08	4.00
Value for money of activities	4.30	6.00	4.30	8.00	4.28	5.00	4.67	3.00	4.69	3.00	4.67	4.00	0.37	-3.00	0.39	-5.00	0.39	-1.00
Value for money of food/drink	3.65	12.00	3.66	12.00	3.66	12.00	4.04	12.00	4.14	12.00	3.95	12.00	0.39	0.00	0.48	0.00	0.29	0.00
Best service attributes																		
Worst gaps																		

Conversation 1 - Why

- On your tables – have a conversation
- Why these results occur

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of changing
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Quality
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Service
provided by
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Standard of
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SMALLEST GAPS





Conversation 2

- On your tables – have a conversation
 - What are you doing to maintain the small gaps



Service provided by reception staff

Standard of coaching/instruction



SMALLEST GAPS





Conversation 3

- On your tables – have a conversation
 - What are you doing to address the large gaps



LARGEST GAPS

**Cleanliness
of changing
areas/activity
spaces**



**Quality
of equipment**



Conversation 4

- On your tables – have a conversation
 - How can we share your best practice?





Thank you

- David Monkhouse
- davidmonkhouse@leisure-net.org
- @DPMCL
- @_Leisurenet
- @_activenet



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