ABSTRACT: This report provides Members with the results of the Awards Ceremony that was held on 28 April 2011.

1. RECOMMENDATION

1.1 It is recommended that the Committee note the outcome of this year’s Facility and Employee of the Year Awards.

2. BACKGROUND

2.1 In 2006, the following key performance indicators were introduced in relation to membership, income, expenditure, attendances and customer service:-

- KPI 1 Membership sales to target;
- KPI 2 bACTIVE members compared to previous quarter/year;
- KPI 3 Income to target;
- KPI 4 Attendance compared to previous quarter/year;
- KPI 5 Customer Satisfaction;
- KPI 6 % of expenditure spent;
- KPI 7 Cost per head.

2.2 At the end of each quarter, all Managers attend a performance meeting to review the previous quarter’s figures, share best practice and identify areas of improvement. At the end of the financial year a league table is produced for each key performance indicator and facilities are scored from 1 – 9 depending on how they have performed in relation to the other sites. The facility with the highest score is presented with a Facility of the Year Award.

2.3 In the same year the staff awards were also established. At the end of the year nomination forms are distributed to all staff. From the nine facility winners, an overall winner is presented with the Employee of the Year Award.

3. CURRENT POSITION

3.1 At this year’s awards ceremony, which was held on the 28th April 2011 in the Reid Hall, the following winners were presented with their awards:-

3.2 Facilities of the Year

Lochside Leisure Centre and Brechin Leisure Centre

This was the first year that we have had joint winners of the Facility of the Year Award and the following table provides full details of the results and scores:-

<table>
<thead>
<tr>
<th></th>
<th>KPI 1</th>
<th>KPI 2</th>
<th>KPI 3</th>
<th>KPI 4</th>
<th>KPI 5</th>
<th>KPI 6</th>
<th>KPI 7</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lochside Leisure Centre</td>
<td>8</td>
<td>6</td>
<td>7</td>
<td>7</td>
<td>6</td>
<td>2</td>
<td>9</td>
<td>45</td>
</tr>
<tr>
<td>Brechin Leisure Centre</td>
<td>9</td>
<td>9</td>
<td>4</td>
<td>9</td>
<td>7</td>
<td>5</td>
<td>2</td>
<td>45</td>
</tr>
<tr>
<td>Carnoustie Leisure Centre</td>
<td>4</td>
<td>8</td>
<td>8</td>
<td>4</td>
<td>5</td>
<td>9</td>
<td>4</td>
<td>42</td>
</tr>
<tr>
<td>Webster’s Sports Centre</td>
<td>7</td>
<td>3</td>
<td>1</td>
<td>5</td>
<td>9</td>
<td>8</td>
<td>6</td>
<td>39</td>
</tr>
<tr>
<td>Arbroath Sports Centre</td>
<td>3</td>
<td>5</td>
<td>9</td>
<td>1</td>
<td>3</td>
<td>6</td>
<td>7</td>
<td>34</td>
</tr>
<tr>
<td>Centre</td>
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<td>7</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>7</td>
<td>8</td>
<td>32</td>
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<tr>
<td>------------------------------</td>
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<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>----</td>
</tr>
<tr>
<td>Saltire Leisure Centre</td>
<td>1</td>
<td>1</td>
<td>6</td>
<td>3</td>
<td>8</td>
<td>4</td>
<td>5</td>
<td>28</td>
</tr>
<tr>
<td>Montrose Sports Centre</td>
<td>6</td>
<td>2</td>
<td>5</td>
<td>6</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>25</td>
</tr>
<tr>
<td>Montrose Swimming Pool</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>8</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>25</td>
</tr>
<tr>
<td>Forfar Swimming Pool</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>8</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>25</td>
</tr>
</tbody>
</table>

### Employee of the Year

- Judi Young Webster’s Sports Centre Employee of the Year
- Laura Bruce Saltire Leisure Centre Highly Commended
- Anne Tait Montrose Sports Centre Highly Commended
- Pamela Stewart Lochside Leisure Centre Highly Commended
- Karen Falconer Arbroath Sports Centre Facility Nomination
- Lesley Hadden Brechin Leisure Centre Facility Nomination
- Alison Mackenzie Carnoustie Leisure Centre Facility Nomination
- Alan Watson Forfar Swimming Pool Facility Nomination
- Thelma D’orsi Montrose Swimming Pool Facility Nomination

4. **FINANCIAL IMPLICATIONS**

4.1 There are no financial implications.

5. **HUMAN RIGHTS IMPLICATIONS**

5.1 There are no human rights implications arising from this report.

6. **EQUALITIES IMPLICATIONS**

6.1 The issues dealt with in this report have been the subject of consideration from an equalities perspective. An equalities impact assessment is not required.

7. **SINGLE OUTCOME AGREEMENT**

7.1 Our public services are high quality, continually improving, efficient and responsive to local peoples needs.

8. **CONSULTATION**

8.1 The Chief Executive, Director of Corporate Services, Head of Finance and Head of Law and Administration have been consulted in the preparation of this report

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**NOTE:** No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

LeisureServices/NS/RA/AW