

# ACTIVE COMMUNITIES

## APSE National Sports & Leisure Management Advisory Group



# Overview

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ERYC

- 10 vibrant, neighbourhood facing health and wellbeing centres (leisure centres)
- 24,500 Members
- £16.1m
- 4m + Annual Visits

- **OUR MODEL:** We aim to deliver vibrant, neighbourhood facing health and wellbeing centres (leisure centres) and outreach programmes from which we can offer behaviour change opportunities to help people take charge of achieving and maintaining better health.
- **SUCCESS:** Is in balancing our approaches; being commercially focussed and growing our income together with supporting our residents to achieve better health; especially those socially excluded groups.
- **OUR APPROACH:** Our strength-based approach focuses on prevention and early intervention, right across the life course. We work closely with and are commissioned by a range of partners including Public Health, Integrated Care System, Adult Services and the Police and Crime Commissioner.



# Building a Performance Culture

How do you build a high-performance culture which will ensure you achieve exceptional results?

- Creating a high-performance culture in any business involves intentional efforts to foster an environment where employees consistently excel and contribute to the organisation's success.
- The new environment will deliver:
  - Increased productivity & efficiency
  - Innovation and creativity
  - Better more consistent decision making
  - Better delegation of tasks
  - Adaptability to change (both employees and business)
  - Overall organisation success



Clear Vision and Purpose

Invest in Team development

Set the standard

Empower and Trust you team

Reward good performance



Consistent effort required – keep alignment with organisational values

Promote Team working and collaboration

Leadership – by example

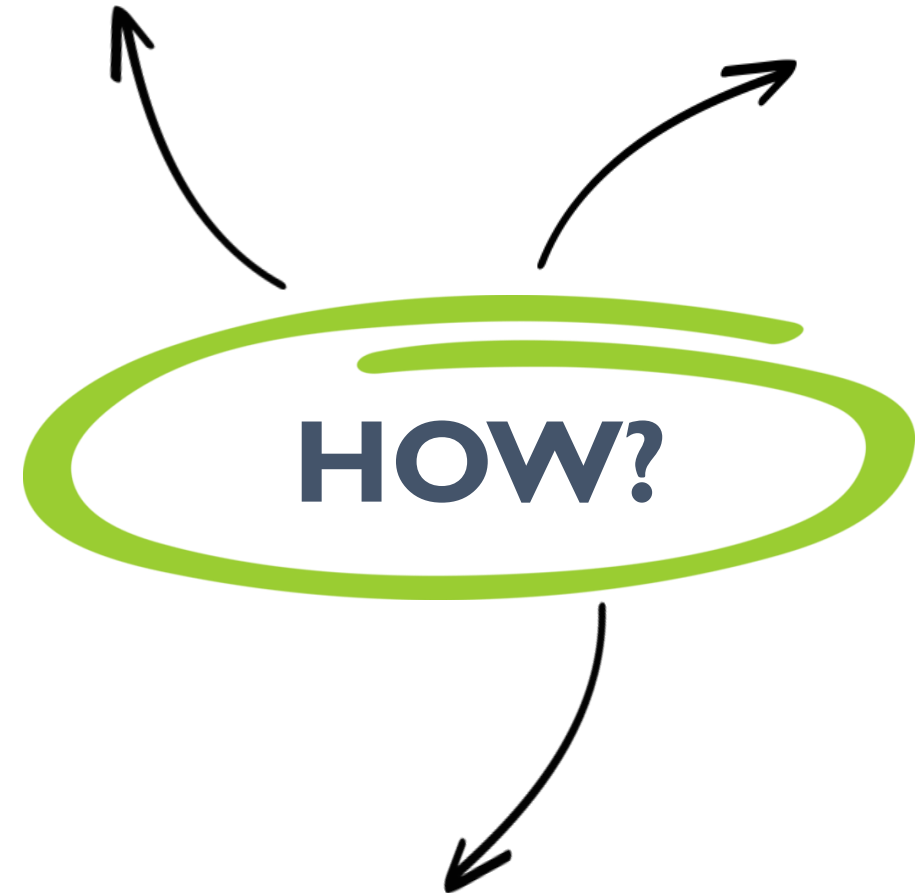
Ongoing Process

Measure and monitor performance



# Continued Improvement

A vital aspect of maintaining competitiveness and achieving long-term success.



# Continued improvement

By consistently refining processes, products, and people, your organisation can adapt to changing market dynamics and enhance overall performance.

- PDCA Cycle
  - Plan: Identify areas for improvement, set goals, and plan changes.
  - Do: Implement changes on a small scale (e.g., pilot projects).
  - Check: Analyse data to assess the impact of the changes.
  - Act: Based on the results, either adopt the changes more broadly or refine them further
- Look back to improve future outcomes
  - Conduct regular retrospective meetings with your team. These sessions allow you to discuss what went well, what could be improved, and how to make adjustments.
  - Use retrospectives to foster a culture of continuous learning and adaptation



Be Lean

Impact on Business Goals

Implement Change

Track the Benefit

Stay on Track

Continued Improvement

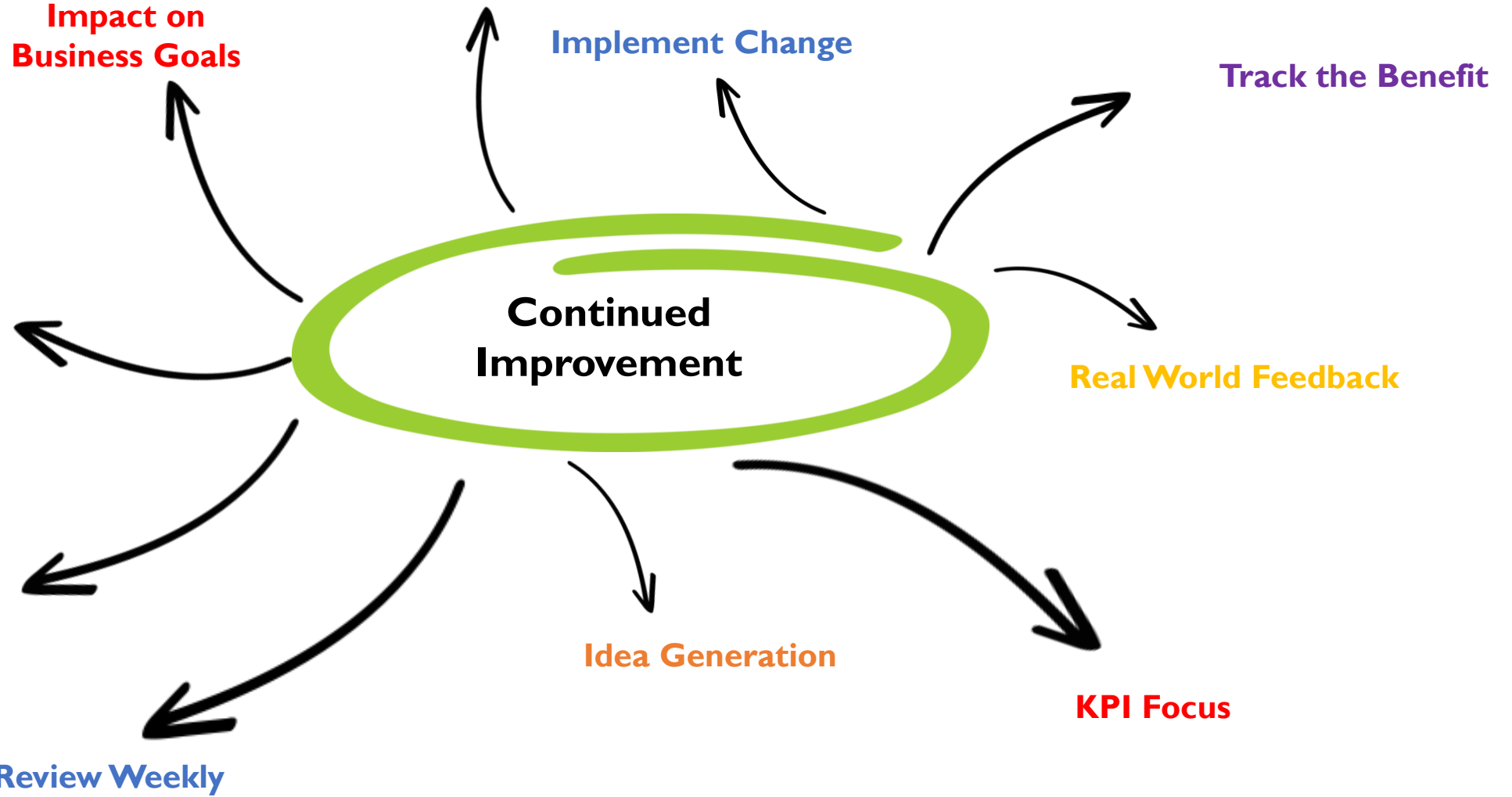
Real World Feedback

Constant Evaluation

Idea Generation

KPI Focus

Review Weekly



# Sustaining and Promoting Service Levels

Crucial for building customer loyalty, enhancing brand reputation, and driving business success

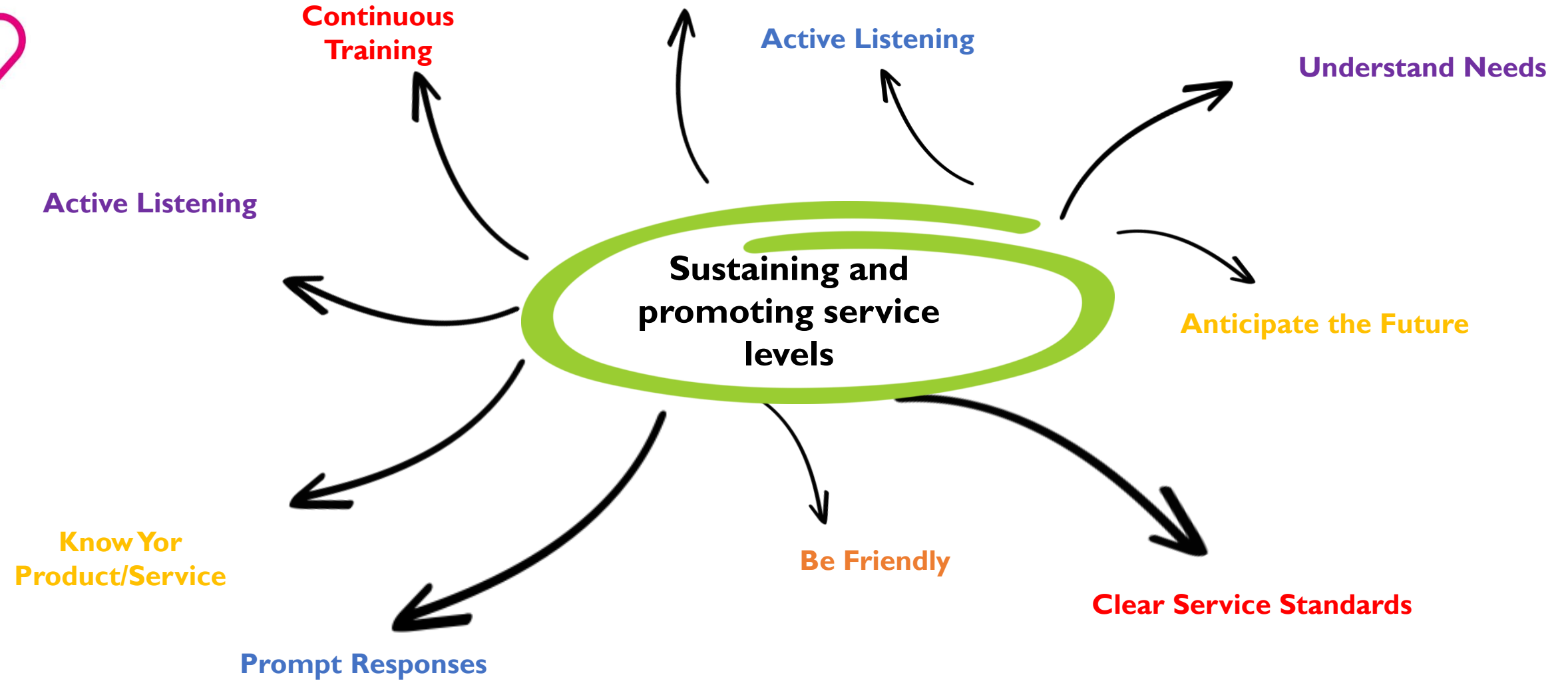
## Clear benefits:

- Long-Term Growth
- Customer Retention
- Employee Satisfaction and Productivity
- Competitive Advantage
- Customer Referrals
- Reduced Stress
- Positive Impact on wider health partners
- Alignment with Sustainability Initiatives





Seek Feedback





**Thank You**

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