

Place Leisure Performance Management checklist

Area	Ref	Metric	Eclipse leisure centre RAG	Sunbury leisure centre RAG	LOC RAG	Measure	Target	Frequency
Contract Monitoring	CM1	Strategic Priority KPI Reporting Submitted on Time				%	100%	Quarterly
	CM2	Contractual checks (Audit Compliance)				%	≥95%	Quarterly
	CM3	Contract Meetings				%	100%	Monthly
	CM4	Reports				%	100%	Monthly/Quarterly/Annually
	CM5	Site visits to check centre presentation				%	100%	Eclipse Fortnightly Sunbury monthly
	CM6	Performance Log				%	100%	Quarterly
Customer Performance	CP1	Customer Satisfaction Score				% satisfied	≥90%	Monthly
	CP3	Complaints Received				Number	Monitor trend	Monthly
	CP4	Complaints Responded to within SLA				%	≥95%	Monthly
Membership and participation	MP1	Total Visits				Number	Annual target	Monthly
	MP2	Total Memberships				Number	Annual target	Monthly
	MP3	Net Membership Growth				%	Positive growth	Monthly
	MP4	Membership Attrition Rate				%	≤ agreed threshold	Monthly
Surplus Share Tracking	SS2	Year-to-Date Surplus				£	As forecast	Monthly
	SS3	Forecast Year-End Surplus				£	As business plan	Monthly
Financial Performance	F1	Open Book Compliance				Yes/No	Full compliance	Monthly
	F2	Revenue vs Budget				% variance	Within ±3%	Monthly

RAG (Red-Amber-Green) Colour Coding	Green	Amber	Red
	Compliant		Not met
Explanation	These scores indicate low risk, with minimal impact and low likelihood. In hand and monitored in line with standard procedures.	These scores indicate medium risk, with noticeable impact and moderate likelihood. May require management intervention and monitoring.	These scores indicate high risk, with severe impact and high likelihood. Require immediate and comprehensive management response.