



Improvement Conference The 2008 National Benchmarks

The National Benchmarking Service (NBS) has completed its third year. It continues to be a major supplier of up-to-date information on the performance of sport and leisure facilities to the industry.

This Improvement Conference will provide you with information on the latest national performance benchmarks for 2008.

You will also hear from the top performers in the NBS, what they have done and how they did it.

Wednesday 22 April 2009, The Mountbatten Centre, Portsmouth

**£45 + VAT per NBS client
£60 + VAT per non NBS client**

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NBS - Where does it fit in?

Martyn Allison (National Advisor for Culture and Sport) will discuss how sport now has the best opportunity it has ever had to demonstrate it can deliver increased participation and help change peoples lives, but will it deliver? The new improvement framework for councils presents new challenges for the sector but do we all understand it and are we up for it? Martyn will bring us right up to date with the changing agendas.

Professor Peter Taylor (NBS data analyst, Sheffield Hallam University), will review the latest benchmarks for performance of sports centres and swimming pools, based on the NBS data from 2008. This will give an up-to-date picture of industry strengths, weaknesses and standards in performance. The 2008 benchmarks will be compared with previous benchmarks to give an overview of changes in industry performance. This presentation is the first opportunity you will have to find out about the latest industry trends in performance.

Conference Agenda

10.45	Coffee / Registration
11.00	Welcome and Introduction
11.05 - 11.35	Improvement Agenda - the latest picture
11.35 - 12.15	Presentation of New Benchmarks for 2008
12.15 - 13.00	Lunch
13.00 - 14.30	Three Best Practice workshops (option to attend two of the following three) <ul style="list-style-type: none">- Access: how to succeed in attracting target groups- Finance: how to succeed financially- Satisfaction: how to keep your customers satisfied

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