

The Leisure Centre Contract Monitoring Platform

Pitch has been developed as an innovative online platform that captures, collates and aggregates operational and financial data related to sport and leisure centre service level agreement (SLA) contracts. It provides a live snapshot of KPIs, allowing the local authority to monitor performance, and the centre operators to pro-actively focus investment and resources to meet contractual targets.

The PITCH platform consists of three dashboards:

- ✓ Leisure Centre Dashboard
- ✓ Central Management Dashboard
- ✓ Local Authority Dashboard

The platform provides the following functions:

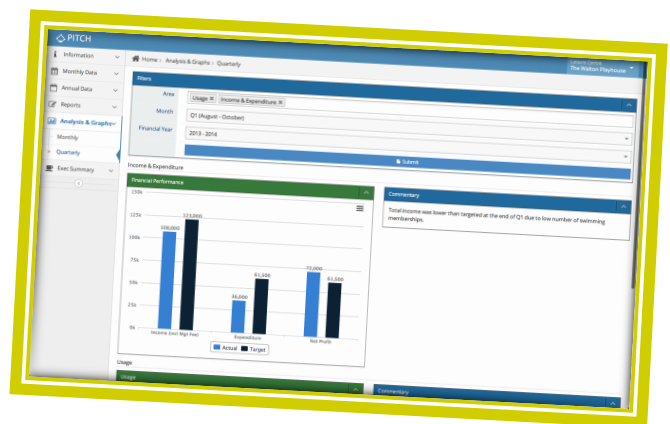
- ✓ Performance assessment: links with the sport centre's CRM and financial systems to capture live actual data which is automatically aligned with contract targets.



- ✓ Reports: Monthly, quarterly and yearly reports based on the income, expenditure, usage and other operational KPIs.



- ✓ Executive Summary: High-level overview of contractual KPIs across current and past financial year.



- ✓ Analysis and Graphs: Visual and graphical presentation of financial and operational performance in any selected period of the financial year with additional filtering and data interrogation functions.



The Central Management Dashboard enables operators (and the Central Office) to view and benchmark the financial and operational centre data and track against specific contract KPIs within their own portfolio of centres as well as local authority and national averages.

The Local Authority Dashboard provides the authority's leisure team with live aggregated contract performance data from leisure centres within their portfolio in a standardised format, which can be interrogated and benchmarked. This informs future targets and approaches to procurement.

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