

Right up to date

Issue 10 September 2019

Caroline Constantine
MD, Right Directions



Welcome to our newsletter, hopefully it will be an interesting read and you like the new design and e-newsletter. It only seems like yesterday that I was stood in front of the photocopier in the evening copying newsletters for 100 leisure centres, then putting them in everyone's trays at our head office. Hasn't life changed for some of us in the leisure industry in the last 20 years... I feel old!!

We have added some interesting articles this quarter, as well as the date for the joint conference with CIMSPA. We are running a much bigger conference on one day, so please book early to ensure you get a seat, we don't want anyone to miss out.

At Right Directions we have recently been audited for our 45001 standard, and it was a grueller! Whilst we are pleased we have moved seamlessly from 18001 to 45001, we didn't enjoy the audit at all! We hope that your audits and assessments with Quest or Right Directions are far less painful.

After passing the external audit, we had a bit of downtime and all the team had a pottery lesson. It was a great day, slightly dampened by six of the team not arriving on time, as they were staying at a local hotel when a motorbike was in a collision with a car right outside the entrance. My team dealt with the incident and all the first aid as they were first to the scene. Although slightly shaken, they did a fantastic job with the casualties and managed to eventually make something with the potter!

We hope you all had some downtime over the summer and you all have a fruitful Autumn.

Best wishes
Caroline and all the team



Right Directions
quality and safety

[t] 01582 840 098
[e] info@rightdirections.co.uk
[w] www.rightdirections.co.uk

CIMSPA & QuestNBS Conference

Save the Date!

Thursday 27th
February 2020
(more info on page 9)



Health & Safety
Support for £9.99
a month...
... It's your call!



Health & Safety Update

HEALTH & SAFETY ADVICE

Hypoxia Training

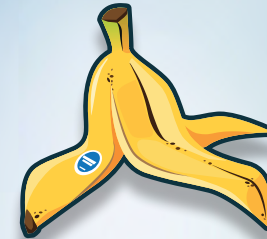
We have received a few calls from centres worrying about clubs using Hypoxia Training (swimming for as long as you can underwater without coming up for breath) as a training method over the last two years. We recognise there is no clear guidance on the dangers of Hypoxia Training but we understand a paper is currently being written. However, we do urge all swimming pools to not allow this to take place in their pool. Feel free to share the video below to highlight the dangers of this practice.

<https://youtu.be/nYxS3ZaVLgE>

Just for information, Caroline has spoken to one of the best swimming coaches in Britain who said she would never use this technique. It is not needed to produce Olympians!

If you need any pool or aquatics advice – please get in touch by emailing us on:
info@rightdirections.co.uk

Slips and Trips



During 2017/2018, 31% of all non-fatal workplace injuries were caused by slips, trips and falls; with an estimated 172,050 cases self-reported by staff. The Health & Safety Executive (HSE) reports that 75% of all self-reported incidents result in up to seven days of absence, meaning staff are on leave for almost 130,000 days annually: a wasted cost to any employer.

The irony is that slip, trip and fall injuries are some of the easiest to prevent in the workplace; simple measures can significantly reduce the risks:

- Keep walking surfaces clean and avoid cluttering
- Ensure there is effective lighting
- Make sure signage that is clear and well placed
- Stairs should have handrails, markings on top and bottom steps, and be free from unsecured carpets
- Advise appropriate footwear
- Ensure staff have easy access to equipment, such as ladders and step ladders
- Manage wires and cables, ensuring they are tucked away
- Check the condition of floors and make repairs as soon as defects appear
- Keep filing cabinets and drawers closed when not in use
- Clean up spills immediately.



At Right Directions we know only too well the cost of slips and trips to the health, fitness and leisure sector, thanks to our accident analysis tool, STITCH. Using data from STITCH. We found in the last year alone, almost 20% of accidents were due to slips (8%) or trips (12%). Customers accounted for 84% of these, with 70% resulting in minor bruising or grazing.

If you would like additional information about Right Directions Health and Safety support package or STITCH our accident, incident and analysis platform, please email:
Info@rightdirections.co.uk

62%
of slips and trips required
no further action.

20%
of slips or trips take
place in the Sports Hall

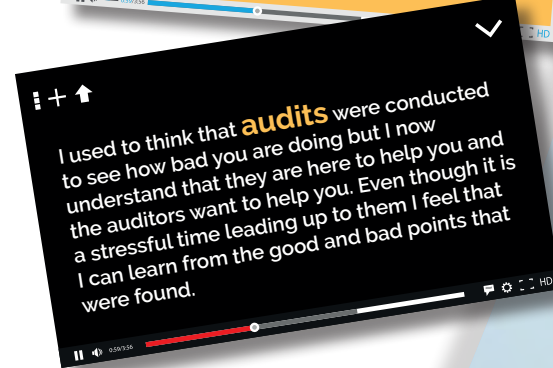
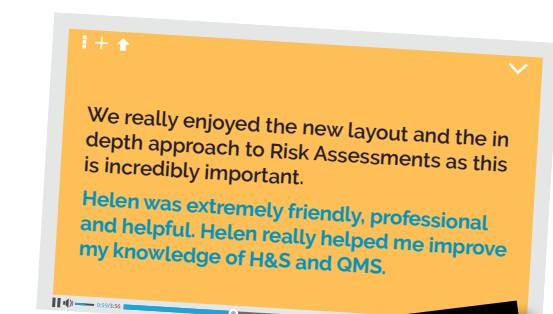
5%
of slips or trips take place
in the swimming pool

63%
of slips and trips were
with floor or walls

to date

Some of our (lovely) feedback

Below are some feedback comments we have received this quarter.



We are pleased to announce that Right Directions has established a partnership with StaffMIS.

StaffMIS Limited is a software company providing staff and operations management systems to leisure industry organisations.

We would like to welcome **Sean James**, who owns StaffMIS, to the Right Directions Team!

StaffMIS comprises of five software systems, which though each are available as an individual application, working together the systems deliver a complete connected, informed, trained and accountable solution.

The five StaffMIS systems are:

IMS +

Quality and information management system

STAFF REACH

Staff communications system

CENTRE LOG

Tasks and checks, incidents & handover management system

TIME FLOW

Rota scheduling, cover staff and absence management system

TRAINING DOCK

End to end employee training management system

If you want more information on how StaffMIS can help you please contact: sean.james@rightdirections.co.uk



Right Directions Update

Sean James

StaffMIS

"A PE graduate from Birmingham University in 1990, I spent a number of years working in leisure operations before moving to Technogym (part of the original small team that launched Technogym UK in the late 1990s). After 3 years as the founder and Commercial Director of FitNation in the early 2000s, I then spent 15 years working with leisure management systems with a large number of public and private sector organisations, the last seven years of which were spent as Europe Development Manager for Checkfree Solutions. Checkfree Solutions was acquired by Jonas Group in 2015 and that acquisition is what enabled me to start to build StaffMIS.

Through University I was lucky enough to work for TGI Fridays (before it was sold and ruined), and there I was introduced to quality systems and quality training. The passion and professionalism in TGI Friday's' attitude to quality systems and training at that time set a high mark and that approach is still at the core of everything I do, and is one of the important drivers behind the development of Staffmis. Right Directions is the first organisation I have come across since TGI Friday's that care about quality and training in the same way.

In my spare time I am a father to two boys and a dog, and husband to a fiery Italian enchantress. Hobbies include golf and canoeing, ever in pursuit of the state of fitness that enabled me to represent my country as a canoe slalomist in the 1980s. Beginning to realise that that may be a pipe dream and that I may need to lower my expectations, just a little."



welcome to our new team members...

Alex Bedford

Head of Family Activity Centres

'I have over 20 years' experience in the leisure industry, managing, over the years, a diverse range of facilities and services including (but not limited to!) theatres, watersports centres, golf courses, soft play centres and even The National Centre for Craft and Design, alongside the traditional public access leisure centres with gyms and swimming pools and everything else you might expect.

Following a recent merger I left my most recent position as Operations Director of a Leisure Trust to join the team at Right Directions as Head of Family Activity Centres, and am really excited to get involved in this rapidly expanding sector.

My spare time is spent with my 3 wonderful children, watching my local football team, Peterborough United where we have season tickets, and fitting in visits to the gym and the odd parkrun when I can.



Graham Magor

Marketing Manager

I have 40 years as a Graphic Designer and have spent the last 22 years jointly running my own Company in Tring, Hertfordshire. I went to art college in Amersham and worked my way through various studios as a junior until I got the chance to get my hands on some Magic Markers (no computers in those days) and started my career designing!

I am married (Karen) with two children (Charlie & Evie) and live in Studham, next village up from Right Directions. I have a lifelong enjoyment of walking (many long coastal paths completed) Karate (2nd Kyu) and skiing.

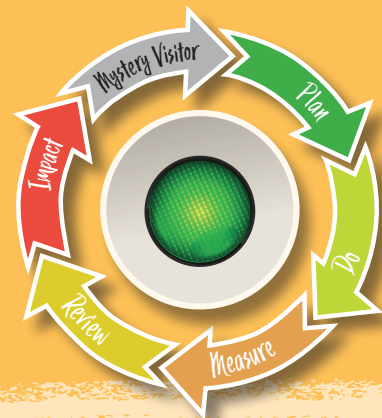


Quest dashes into 21st Century with online platform

Quest, is going online meaning, for the first time, operators will be able to view their performance at the touch of a button, bringing it into the 21st Century!!

The RD-Dash, developed by Right Directions and hosted by leisure intelligence repository, the DataHub, will see all Quest Assessment reports uploaded to the platform, enabling organisations and teams to analyse and benchmark themselves against national, regional and group/contract data.

Centres and teams can also view the breakdown of each Quest module to individual section and question level, helping them to follow the **Plan, Do, Measure, Review and Impact** process that has made Quest a valuable continuing development tool for organisations.



Quest Operations Director, Caroline Constantine said: *"The RD-Dash will enable the tracking of Quest assessment performance for specific analysis, revealing powerful insights and instantly identifying areas that are performing well and those that require improvement, as well as highlighting potential efficiencies and previously unknown trends. Visual aids, such as photographs, charts and KPI widgets, will also help give instant visibility of key performance indicators."*

Centres and teams can choose to download their Quest report either in a summary format or a detailed format, which includes all the section and module bandings, along with the 'Strengths' and 'Areas for Improvement' for every question.

Initial insight data is already revealing interesting trends, with the first set of figures released highlighting room for improvement in the management of environmental issues and customer experience.

The RD-Dash will help identify trends to further support our aim of assisting operators to improve operational procedures and health agendas; all of which would be a very positive outcome. It may also challenge them to think differently about their service delivery and help them to work smartly by identifying

*"Whilst it's pleasing to see Mystery Visitors found environmental conditions acceptable in **73%** of the leisure centres they visited, when it comes to how Centre Managers are measuring and reviewing their utility consumption, the figure drops to a disappointing **48%**,"*

*"Other key hotspot areas include just **22%** of sites providing environmental awareness training for staff and only **19%** having an action plan in place to reduce utility consumption.*

"However, it's important to remember there are exceptional examples out there. A lot could be learnt from Circadian Trust's approach at Longwell Green Leisure Centre, which won this year's NBS Award for efficiency. Its heat transfer pump, which uses waste water from the pool, saves the centre £40,000 a year alone, and, as well as a data logger that measures gas and electricity use in real time, the site has a 24/7 building management system in place, pre programmed to turn on and off lights and air conditioning, so nothing can be left on by mistake."

The benchmarking data so far, also highlights key areas for improvement around how customer and sales enquires are dealt with by leisure staff; only **26%** of mystery visitors felt their sales enquiries were dealt with in a professional manner, and telephone enquiries only fared a little bit better, with mystery visitors saying just **38%** of telephone enquiries were proactively dealt with. However, on a positive note, the data shows **75%** of facilities have friendly, helpful and knowledgeable staff when face to face.

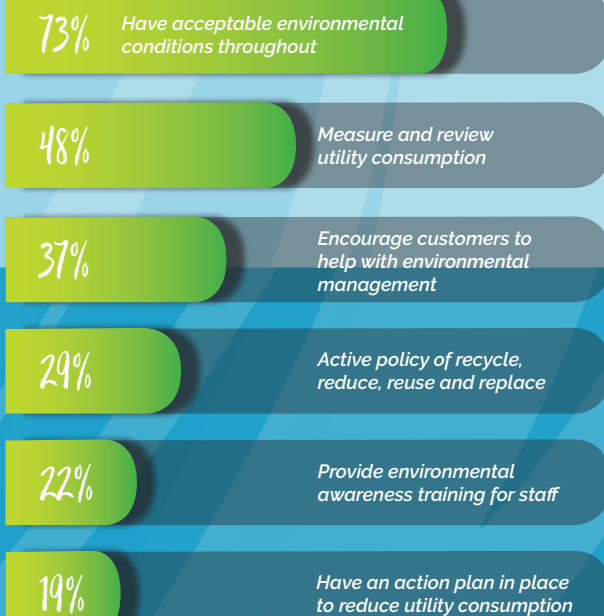


the areas of service that achieve most impact and by looking more closely at their wider return on investment."

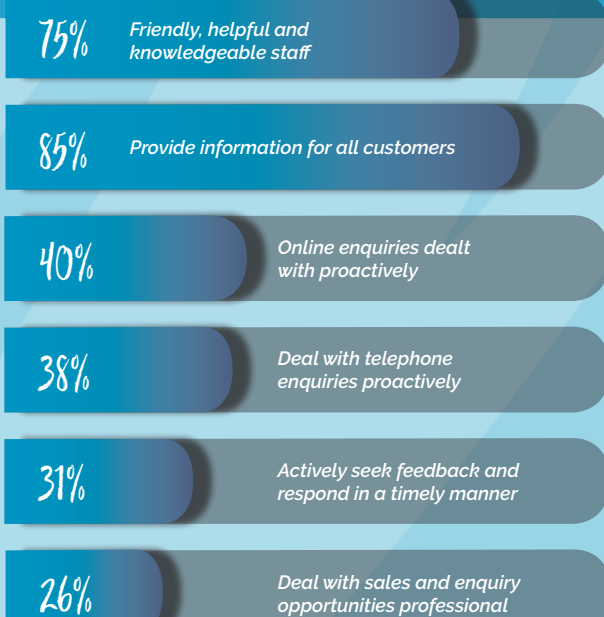
Once the RD-Dash data is established, Right Directions will be releasing regular national data from the platform, along with an annual State of the Nation Quest report.



Environmental management



Customer experience



Quest News

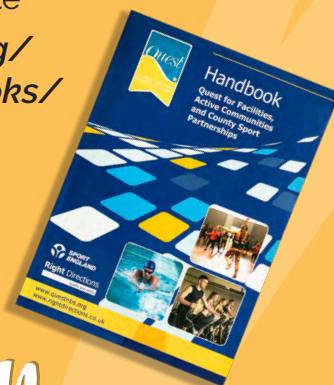
Quest Scheme is expanding...

- We are piloting Quest for Governing Bodies with Manchester County Football Association
- We are creating a university working group to kickstart Quest for Higher Education being set up!

Quest Handbook

Don't forget you can buy your Quest handbook for £50 plus £5 for postage and packaging, follow this link to order from the Quest website

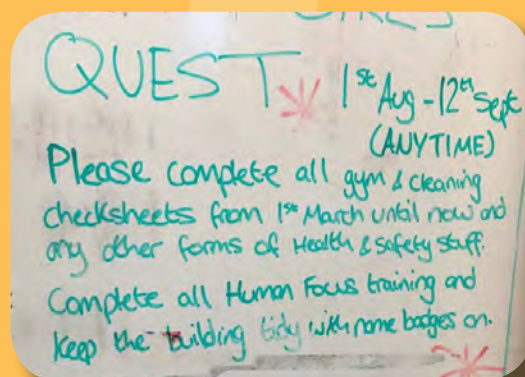
<https://questnbs.org/shop/products/books/quest-handbook>



New to the Quest Team

Mark Thornewill has joined the team, he is taking up where Paul Brivio (and Nikki Enoch) left off, to head up the Active Partnership and Active Communities Quest. One of his first jobs will be to review the 'Engaging' modules.

Some interesting photos have been seen around some facilities on recent Quest visits



Quest Survey results

Our Quest survey results have been analysed and will be published up on the website soon!

Quest and CIMSPA Conference 2020

After reviewing the feedback from last year we have been discussing how we can improve our conference and here are the changes:

1. The conference will be a 1-day event at a new venue to ensure we continue to offer delegates the best possible value for money
2. It will take place on Thursday 27th February at East Midlands Conference Centre, Nottingham
3. Early booking will open on 2nd September – watch out for more information.

Activity Alliance Launches New 'Who says?' Campaign

Activity Alliance launched a new campaign on 15th July called 'Who says?'. This campaign gives positive evidence, resources and guidance to replace the misconceptions and presumptions on what is and isn't possible for disabled people in sport.

More about this campaign can be read [here](http://www.activityalliance.org.uk/news/5141-who-says-the-new-campaign-calling-time-on-negative-perceptions) <http://www.activityalliance.org.uk/news/5141-who-says-the-new-campaign-calling-time-on-negative-perceptions>

Quest Congratulations

Achievements

April 2019 – June 2019

Congratulations

to the following who have achieved the 'outstanding' Stretch accolade

Company	Contractor
Plymouth Life Centre	Everyone Active
Watford Leisure Centre Central	Everyone Active
Westgate Leisure Centre	Everyone Active
Places Leisure Sports Development Team	Places Leisure
Spelthorne Leisure Centre	Everyone Active

A big well done to Gilford Community Centre

who were the 3rd top performing leisure centre mystery visit in 2018.

We reported this incorrectly in our previous May Newsletter.

Apologies for getting this wrong!

Congratulations!

IFI Accreditation as part of Quest assessment

- Barton Leisure Centre, Fusion Lifestyle
- Rugeley Leisure Centre, Inspiring Healthy Lifestyles
- Energise Leisure Centre, GLL
- Guildford Spectrum Leisure Complex, Freedom Leisure
- Ferry Leisure Centre, Fusion Lifestyle
- Leys Pools Leisure Centre, Fusion Lifestyle
- South Ribble Tennis & Fitness Centre, Serco.

Swim England Learn to Swim as part of Quest assessment

- Alton Sports Centre, Everyone Active
- Ryedale Leisure Centre, Everyone Active.

Swim England Learn to Swim as a standalone assessment

- Becontree Heath Leisure Centre, Everyone Active
- Bracknell Leisure Centre, Everyone Active
- Sapphire Ice & Leisure Centre, Everyone Active.

IFI Accreditation as a standalone assessment

- Graves Health & Sports Centre, Places Leisure
- Chailey Heritage Foundation, Chailey Heritage Foundation
- Ryeish Green Sports Hub, Places Leisure

Code of Practice as a standalone assessment

- YMCA Hawker, YMCA St Paul's Group
- YMCA Surbiton, YMCA St Paul's Group
- YMCA Wimbledon, YMCA St Paul's Group
- Hampton Pool, YMCA St Paul's Group.

Work on major refurbishment Abbeycroft Leisure's at Hadleigh Pool and Leisure set to begin this month

A major refurbishment of a Hadleigh leisure facility, including the installation of a new swimming pool, will get under way in July reported Suffolk Free Press.

Funded by a £2.4-million investment from Babergh District Council, and supported by a £200,000 grant from Hadleigh Town Council and a £150,000 grant from Sports England, the work at Hadleigh Pool and Leisure will include a new pool with five 25-metre lanes, shower, toilet and changing facilities, a sauna and spectator seating.

The new swimming pool is expected to open to the public in late May 2020.

Tracey Loynds, Development Director for Abbeycroft Leisure, said: "This is a huge investment for Abbeycroft Leisure and Hadleigh, and builds on the work which has already begun to develop the Kingfisher Leisure Centre in Sudbury.

"The new pool, sauna and facilities will go a long way to supporting our community to get more active and relax, too."



Client News

Bridges Fund Management has completed a deal to buy franchise gym operator, énergie Fitness.



Private equity firm has acquired a majority stake for an initial consideration, with an earn-out based on énergie continuing to hit its targets for the 2019 and 2020 financial years. The numbers have not been released at this point.

The current énergie management team, led by CEO Neil King, will stay in place following the deal, while founder and chair Jan Spaticchia will reinvest and remain with the business as a shareholder and non-executive director.

In an exclusive interview, Spaticchia told HCM: "This is a very proud day for énergie, its franchisees, staff, team and shareholders. Bridges has plans that will enable énergie to accelerate its growth plans as it leverages its position as the market-leading, low-cost fitness franchisor.

"Most importantly, Bridges is committed to the culture of inclusion that has been at the centre of énergie's mission since we formed the company more than a decade ago.

"I'm very excited to be investing alongside our new investors as the business enters this exciting new chapter."

We are proud to have supported énergie Fitness in all things health and safety for the last 6 years.

If you would like to know more about our health and safety products please email info@rightdirections.co.uk.

Leeds has become first UK city to lower childhood obesity

Leisure opportunities reported in May 2019 that Leeds has become the first UK city to successfully lower the rates of childhood obesity. According to data from the national child measurement programme (NCMP) the percentage of children classed as obese has fallen from 11.5 per cent to 10.5 per cent over four years, with the trajectory predicting further decreases going forward.

One of the biggest falls in obesity rates has come at the reception stage (children aged four), which have fallen from 10.3 per cent in 2010 to the current 6.4 per cent.

The fall in obesity rates follows the introduction of a programme called health, exercise, nutrition for the really young (HENRY), which is designed to increase levels of physical activity, help parents "set boundaries for their children" and curb the amount of sweets and junk food in childrens' diets.

The intervention programme promotes a healthy start in life and aims to lay the foundations for a healthier future by focusing on babies and children (aged between zero and five years old) and their families.

HENRY is now part of Leeds' city-wide obesity strategy and is delivered in children's centres across the city.

Check out the Quest NBS website for a number of modules to assist facilities and teams to develop their Community Outcome module.





STITCH™ is our industries innovative online platform that captures, collates and aggregates accident, incident and near miss data to provide your organisation with accurate, easy to use reporting in a single system.

STITCH can be used to provide clear accident performance in any selected period with additional filters and functions.

Features

- Digital storage of accident, incident and near miss data along with supporting documents and CCTV images
- Produces detailed reports with further breakdown based on demographics, injuries, outcomes and preventative action taken
- Provides visual and graphical presentation of accident performance in any selected period
- Easy, trouble free implementation with minimal user training
- Email notifications to personnel when accidents have been logged
- National Benchmarking figures are available for comparison reports, including customer footfall and staff hours worked to accident ratios.

Benefits

- It provides a live snapshot of KPI's allowing management to monitor accident trends locally and nationally, and to review site trends and avoidable accidents and near misses
- Central, comprehensive and permanent record including photographs supporting evidence and documentation increasing your ability to defend civil claims and criminal proceedings
- STITCH provides a straightforward, easy to use process for recording occurrences and enables Management to address particular risks and prevent further occurrences.

Below are some stats from our STITCH of the Nation report Q2 April – June 2019.

