



THE NBS IS A SCHEME WHICH ALLOWS LOCAL AUTHORITIES TO COMPARE THE PERFORMANCE OF THEIR SPORTS AND LEISURE CENTRES WITH THAT OF EQUIVALENT FACILITIES ELSEWHERE IN THE COUNTRY.

The award winning centre, which Places Leisure manage on behalf of Sheffield City Council was one of just three top-scoring facilities to receive an award in the Customer Satisfaction category at this year's NBS Awards, presented at the Quest & NBS Conference in Kenilworth in February.

NBS enables local authorities to compare the performance of their sport and leisure facilities with national benchmarks across a number of key performance indicators (KPIs), and to use this information to improve their service delivery.

It is delivered on behalf of Sport England by Leisure-net Solutions in partnership with the Sport Industry Research Centre (SIRC) at Sheffield Hallam University. Participating centres can opt for one of three services: the Effectiveness Report, focusing on access and customer satisfaction; the Efficiency Report, focusing on utilisation and finance, or the Full NBS Report, which combines the two.



Serco Leisure's Basingstoke Aquadrome has received a prestigious award from Sport England's National Benchmarking Service (NBS), which allows local authorities to compare the performance of their sports and leisure centres with that of equivalent facilities elsewhere in the country.

Basingstoke Aquadrome was recognised with the award for the highest Overall Scoring site, beating around 300 other leisure facilities, at a ceremony at the recent Quest & NBS Conference in Kenilworth. The centre also picked up an award in the Access category, as one of just three top-scoring facilities, which have all been particularly successful at attracting users from a wide range of backgrounds, including those from the most at-need groups.

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