



# Sport & Physical Activity Framework

Open  
Spaces

Our vision for sport

<b>We aspire to:</b> Encourage participation in formal and informal recreation to enable healthy and active lifestyles.			
By encourage participation we mean .....			
<b>Awareness</b>	<b>Welcoming</b>	<b>Communities</b>	<b>Partnership</b>
Increase awareness of opportunities for people to lead an active lifestyle.	Our open spaces and facilities welcome people into sport & physical activity.	Provide accessible and appropriate facilities for our local communities.	Work in partnership to provide a range of opportunities for sport & physical activity.

Developed by the OSD Sports Programme Board

Date: 27/11/15

Approved by the OSD Senior Leadership Team

Date: 07/12/15



# Sport & Physical Activity Framework

Open  
Spaces

Our vision for sport

## Outcomes Framework

Code	Outcome	Indicators / Measures
<b>Awareness</b>		
A1	More people will take part in formal and informal recreation in the City of London Open Spaces.	<ul style="list-style-type: none"> <li>• Number of visits</li> <li>• Number of bookings</li> </ul>
A2	People will be more aware of opportunities for physical activity in our Open Spaces.	<ul style="list-style-type: none"> <li>• Web hits / Search engine optimisation</li> <li>• Online booking</li> <li>• Links to clubs / partners</li> <li>• Social Media</li> </ul>
<b>Welcoming</b>		
W1	Our users will be more satisfied with the sport offer at our Open Spaces.	<ul style="list-style-type: none"> <li>• Customer satisfaction survey</li> </ul>
W2	The customer journey to our sports will be a positive and safe one.	<ul style="list-style-type: none"> <li>• Customer satisfaction survey</li> <li>• Green Flag score</li> <li>• Signage</li> </ul>
<b>Communities</b>		
C1	Our users will be representative of our local communities.	<ul style="list-style-type: none"> <li>• Club membership profile</li> <li>• Customer Survey</li> <li>• Registration forms</li> <li>• Equalities data on ticket sales</li> </ul>
C2	Increase user diversity of our facilities.	<ul style="list-style-type: none"> <li>• Equalities feedback from clubs / partners</li> <li>• Equalities data on facility users.</li> <li>• Disability access</li> <li>• Improvement of our facilities that reduces discrimination</li> </ul>
<b>Partnerships</b>		
P1	Clubs will be supported / encouraged to provide opportunities across the sports development continuum from foundation to excellence.	<ul style="list-style-type: none"> <li>• Coaching</li> <li>• Competitions</li> <li>• New starters</li> <li>• CoL promote Club websites, tweets etc.</li> </ul>
P2	Our partnership arrangements will provide our customers with the best possible service.	<ul style="list-style-type: none"> <li>• Increase our partnership working</li> <li>• Customer satisfaction survey</li> </ul>