

Six architects reveal designs for new V&A at Dundee

By **Pete Hayman**

Six potential designs for a new landmark building that will 'dominate' Dundee's waterfront and house the city's planned Victoria and Albert (V&A) museum have been unveiled.

An exhibition has opened at the University of Abertay Dundee's library to allow members of the public to view the proposals drawn up by shortlisted design teams.

Delugan Meissl Associated Architects of Vienna, Austria; Kengo Kuma and Associates of Tokyo, Japan; Snøhetta, Oslo, Norway; and Sutherland Hussey Architects of Edinburgh have all produced designs.



Norway-based Snøhetta is one of the six shortlisted design teams

Steven Holl Architects and REX – both based in New York, US – are also among the design teams to be shortlisted following an international contest held earlier this year.

The new V&A attraction will be located at Craig Harbour and is to be delivered by Design Dundee – a partnership between the museum; the University of Abertay Dundee;

the University of Dundee; and Dundee City Council (DCC).

Scottish Enterprise is also working on the scheme, which aims to create a "rich and inspiring" resource for design and creativity at the heart of the city's revamped waterfront.

Design Dundee chair Lesley Knox said: "We hope as many people as possible visit the exhibition and the website and express their opinions."

DCC director of city development Mike Galloway added: "Our brief called for an outstanding design to fit an outstanding location and I think the teams have lived up to that."

The public exhibition is due to close on 4 November.

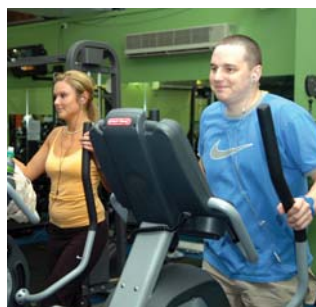
Research: Confidence high within fitness industry

New study reveals nearly four fifths of workers 'optimistic' about sector's future

By **Tom Walker**

Confidence in the future of the health and fitness industry remains high among fitness professionals, according to a report by research company Leisure-net Solutions.

The Fitness Industry Confidence Survey (FICS), backed by the Fitness Industry Association and sponsored by Leisure Industry Week, revealed that more than three quarters of those surveyed – 78 per cent – were as confident as, or are more confident about, the



Mood in the fitness industry has remained confident

future of the industry than they were three months ago.

The FICS is designed to act as an industry barometer in terms

of confidence, trends and perceptions. September's results are from the first of four quarterly online surveys which target senior managers from the public and private sectors.

Despite a confidence in the future of the industry, however, a third of operators surveyed stated that they expected business to get worse in the next year. But this belief hasn't affected plans for investment, with two thirds of respondents saying that they will be maintaining or increasing investment in the coming year.

'Difficult year' for FA - Horne

Football Association (FA) general secretary Alex Horne has admitted that 2009 was a 'difficult year' for the sport's national governing body in the wake of the collapse of broadcaster Setanta.

According to accounts published last month, the organisation reported an overall £3m loss. However, turnover increased by £52m to £314m and more than £100m was invested back into the game – an increase on 2008.

CONTACTS

THE LEISURE MEDIA COMPANY

Portmill House, Portmill Lane,
Hitchin, Herts SG5 1DJ, UK
Tel: +44 (0)1462 431385
Fax: +44 (0)1462 433909
e-mail: please use contacts'
fullname@leisuremedia.com

Subscriptions

Julie Albone 01462 471915
subs@leisuremedia.com

Editor

Liz Terry 01462 431385

Managing Editor

Tom Walker 01462 471934

Journalists

Pete Hayman 01462 471938

Martin Nash 01462 471933

Sarah Todd 01462 471927

Designer

Ed Gallagher 01905 20198

Internet

Dean Fox 01462 471900

Tim Nash 01462 471917

Sales Team Manager

Annie Lovell 01462 471901

Account Managers

Recruitment, training, tenders

Paul Thorman 01462 471904

Simon Hinksman 01462 471905

Emma Matthews 01462 471907

Sarah Gibbs 01462 471929

Property desk

Simon Hinksman 01462 471905

Spa Opportunities

Emma Matthews 01462 471907

Financial Controller

Sue Davis 01395 519398

Financial Administrator

Denise Gildea 01462 471930

Circulation Manager

Michael Emmerson 01462 471932

To subscribe to Leisure Opportunities, log on to www.leisuremedia.com email: subs@leisuremedia.com tel +44 (0)1462 471913 fax +44 (0)1462 433909. Annual subscription rates are UK £31, Europe £41, Rest of world £62, students UK £16. Leisure Opportunities is published fortnightly by The Leisure Media Company Limited, Portmill House, Portmill Lane, Hitchin, Herts SG5 1DJ, UK and is distributed in the USA by SPP, 75 Aberdeen Road, Emigsville, PA 17318-0437. Periodicals postage paid at Manchester, PA POSTMASTER Send US address changes to Leisure Opportunities, c/o PO Box 437, Emigsville, PA 17318-0437.

The views expressed in print are those of the author and do not necessarily represent those of the publisher The Leisure Media Company Limited. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by means, electronic, mechanical, photocopying, recorded or otherwise without the prior permission of the copyright holder. Printed by Warners Midland plc.

©The Leisure Media Company Limited 2010
ISSN 0952/8210

Johnson launches Safer Parks Award

London mayor aims to recognise measures that help Londoners enjoy local parks

By **Pete Hayman**

London mayor Boris Johnson has launched the Safer Parks Award to recognise steps taken by borough authorities and user groups to crack down on crime and anti-social behaviour.

According to a recent Greater London Authority (GLA) survey, more than a quarter of people living in the capital admitted to avoiding their local parks due to safety concerns.

The GLA study found that 27 per cent of respondents fear groups of loitering teenagers; 26 per cent felt at risk of being mugged or physically attacked; and a quarter were concerned with "inadequate" lighting.

Mayor Johnson's new Safer Parks Award aims to recognise good practice in tackling specific anti-social behavioural



The scheme is part of plans to improve the image of urban parks

issues; encouraging the use of parks; and challenging perceptions of unsafe areas.

"Parks make a tremendous difference to our quality of life and everyone from early morning joggers, to kids riding their bikes after school should be able to use them with confidence," he said.

"My award will recognise the hard work that goes on across London to help keep our parks free of crime.

"From cutting down hedges to increase visibility, to installing CCTV and strong lighting, little things can make a big impact on safety and deter criminality."

Sport England appoints new Quest partnership

By **Tom Walker**

Sport England has appointed Right Directions and Leisure Net Solutions to manage the Quest awarding scheme. The two companies will also be responsible for the National Benchmarking Service for Sports Centres (NBS).

Previously managed by consultants PMP, which entered administration earlier this year, Quest was launched in 1999 as a tool for "continuous improvement", designed to evaluate the management and operations of sports facilities. The hope was for Quest to be used as an incentive for operators to improve industry standards and to establish good practice.

Sport England described the deal with Right Directions and Leisure Net Solutions as a



Quest will continue to be used as an assessment tool

"fresh start" for Quest. The contract with Right Directions will be three years in length and Sport England is looking to re-tender the work at the end of the current deal.

Sport England chair, Richard Lewis, said: "I would really encourage everyone in the sector to look at how they

could benefit from these (Quest and NBS) services."

NBS provides local authorities with independent assessments on the performance of their sport and leisure centres and compares the results with similar facilities. Data analysis and reporting will continue to be carried out by the Sport Industry Research Centre at Sheffield Hallam University.

Quest currently has two models: "The Facility Management model is aimed at the management of any facility which provides an activity for customers: public, private, trust and voluntary sector. The Sports Development model is aimed at the management of any team which provides or facilitates participation in an activity: public, private, trust and voluntary sectors."

Leaked list reveals quango closure plans

Sport bodies to merge, while National Museums and Galleries faces the chop

By **Pete Hayman**

A leaked Cabinet Office list has revealed that nearly 180 quangos are facing abolition as part of the coalition government's bid to cut spending.

The list – published by the *Telegraph* newspaper – has outlined a further 94 that could still be abolished and 129 that are to be merged. However, 350 other non-government agencies have been saved.

Among the quangos to be closed are the Museums, Libraries and Archives Council; the UK Film Council; and the Theatres Trust. British Waterways is to become a mutual organisation, while the Tote Board will be privatised.

Plans will also see a single heritage agency absorb the Heritage Lottery Fund; the



NMG is reportedly facing an uncertain future under the proposals

National Heritage Memorial Fund and English Heritage.

Sport England, UK Sport and the Football Licensing Authority will be incorporated into a single sport agency, while the National Lottery Commission and Gambling Commission are also in line to merge.

The Commission for Architecture and the Built Environment is one of the agencies reportedly facing an uncertain future, as well as National Museums and Galleries (NMG), which includes 18 bodies such as the Imperial War Museum and the Natural History Museum.

£3m revamp for William Morris gallery

By **Martin Nash**

The William Morris Gallery in Walthamstow, London, has been granted £1.5m by the Heritage Lottery Fund (HLF).

Home to the family of William Morris from 1848 to 1856, the gallery houses collections illustrating Morris' life, achievements and continuing influence, including woven and printed fabrics, ceramics, wallpaper, furniture and his political works.

The HLF award – which is to be matched by £1.5m from Waltham Forest Council – will



The gallery houses the largest Morris collection in the world

go towards a refurbishment of the building, the provision of more exhibition space and a new learning centre with school space and a library.

Sue Bowers, head of the HLF in London, said: "We are delighted that this grant will enable both the fabric of the building to be restored, and the important collections to be preserved and imaginatively displayed for visitors."

Bill Measure, chair of the Friends of William Morris Gallery, said: "This is great news and will give the gallery the things that are needed to expand and develop its already important role as a unique asset for our local community and as an international centre of excellence."

IN THIS ISSUE

04 HEALTH & FITNESS

- ▶ TwentyTen results revealed
- ▶ New IFI facility for London

06 ATTRACTIONS

- ▶ UK projects to share £15m
- ▶ Council backs zoo plans

08 HOSPITALITY

- ▶ St Pancras hotel to open
- ▶ Franchise model unveiled

10 SPA

- ▶ New Bannatyne spa opens
- ▶ Coworth Park spa unveiled

12 SPORT

- ▶ PE study findings released
- ▶ Dulwich pool reopens

14 PROPERTY

- ▶ Barracks set for revamp
- ▶ Gravesend plans rejected

15 PROPERTY/TENDERS

16 TOURISM

- ▶ New VisitScotland CEO
- ▶ NI showcase in New York

17 TRAINING

- ▶ Welsh initiative launches
- ▶ Lifetime acquires Rapido

18 TRAINING DIRECTORY

21 JOBS

THE LEISURE MEDIA COMPANY PUBLISHES



IN BRIEF

New facilities for NTU's Clifton Campus

► A new 200sq m (2,153sq ft) fitness suite has been created at Nottingham Trent University's (NTU) Clifton Campus ahead of the start of the 2010-11 academic year. The university worked in partnership with supplier Life Fitness to provide the facility, which houses more than 50 stations of equipment - including a full range of Elevation Series Engage cv machines. Equipment at the facility also features the Signature Series and the cable motion machine, the Dual Adjustable Pulley. A separate suite will house Hammer Strength stations aimed at elite athletes.

Peterlee pool shuts for £250k revamp

► The swimming pool at Peterlee Leisure Centre has closed to the public in order to allow Durham County Council (DCC) to commence work on a £250,000 refurbishment. Although the centre's main 25m pool and smaller learning pool are set to be closed for 14 weeks as part of the scheme, facilities including the Harpers Gym, the sauna and the sports hall remain open as usual. DCC has funded the refurbishment, which is the first major upgrade of the facilities for more than 30 years and will include the retiling of both pools and work to the filters and water extraction systems.

Man dies in Letchworth pool incident

► North Hertfordshire District Council has confirmed that an elderly man died in hospital after being taken ill at a leisure centre in Letchworth on 16 September. Paramedics were called to North Herts Leisure Centre's swimming pool, where they took over from lifeguards.

TwentyTen consultation results revealed

FIA to use feedback to formulate five-year strategy for health and fitness sector

By **Tom Walker**

The Fitness Industry Association (FIA) has today unveiled the conclusions of the TwentyTen Industry Consultation.

The main findings include a target to expand career development planning to all the 200,000 plus people who work in the fitness industry. According to FIA figures, at present only fitness instructors, who represent around 15 per cent of sector employees, have any career pathways.

Making the announcement, FIA's executive director David Stalker also said that the industry should strive to meet the opportunities posed by the government's Responsibility Deal and the current public health strategy's focus on increasing the nation's physical activity levels. Other statements arising from the consultation, which will form the basis of the



IMAGE: STOCK_KENNERST

Career development planning for all staff is at the heart of plans

FIA's five-year strategy for the sector, included:

- Data/evidence is key to prove the efficacy of the fitness industry's offering
- Developing better consumer insight is vital if the sector is to enhance its relevance to existing and potential users - and break through the 12 per cent "glass ceiling".

Stalker, speaking at the Leisure Industry Week event in

Birmingham, added: "Working together as an industry, we can improve the lives of the whole nation and with it reduce that £100bn price tag for ill health."

"The government has recognised this and so must we - and in that realisation we must review what we do and how we do it and not be afraid to, where necessary, enhance and/or evolve it. Details: www.fia.org.uk/2010-commission.html

New fitness suite for Sutton

A new and extended fitness suite has opened at a leisure centre in Sutton Coldfield, West Midlands, following a three-month overhaul led by the local authority.

Wyndley Leisure Centre - one of the largest centres in Birmingham City Council's portfolio - now features a 320sq m (3,444.5sq ft) facility equipped by supplier Life Fitness. Housing 66 machines, the new fitness suite includes the Elevation Series cv range and Signature Series strength units, all of which are IFI-accredited.

CWCC backs £59.1m 'masterplan'

By **Pete Hayman**

A new £11m lifestyle centre for Northwich and more than £20m worth of investment in Chester's leisure facilities have been green lighted by the local authority as part of a masterplan to improve local provision.

Cheshire West and Chester Council (CWCC) is set to spend more than £59.1m to help provide new and improved facilities across the area.

It follows a review carried out by Knights Kavanagh Page on behalf of the council of all leisure provision - both private sector and council-owned.

The first priority outlined in the report earmarked a £10.8m lifestyle centre for Northwich,



A swimming development facility is mooted for Chester

while priority two - scheduled for 2012-14 will see two sports centres developed in Chester to offer wet and dry facilities.

Proposals for Chester include an £11m complex to house a regional diving centre, while an £8m development will boast a swimming development facility.

£750k fitness facility for Westminster

Capital's first fully IFI-accredited centre opens in Paddington Recreation ground

By **Pete Hayman**

A new £750,000 fitness facility, which has been designed to be fully accessible for disabled users, has been officially unveiled at Paddington Recreation Ground, London.

The new facility, which has been created by Westminster City Council (WCC), is one of the first in the capital to achieve the Inclusive Fitness Initiative (IFI) Mark under the IFI London scheme.

Paddington Recreation Ground, which is operated by Nuffield Health in partnership with the council, now features 10 pieces of equipment that are either specially designed or are adaptable to meet specific needs.



Westminster Council worked in partnership with IFI on the project

WCC cabinet member for community services Steve Summers said: "We are very proud of our sports facilities and remain committed to providing opportunities to all of our residents to get fit and develop healthy lifestyles."

IFI London project manager Alex Gibbons added: "IFI London has worked in partnership with Westminster and Nuffield Health to provide a fully inclusive environment and will continue to support the facility to promote activity."

LA Fitness chain to target corporate memberships

By **Tom Walker**

Health club chain LA Fitness is to target the corporate sector as part of its efforts to attract more members.

The company has launched a new Online Health Manager, which offers members joining through the corporate wellness scheme a personal online programme. The programme includes a comprehensive health and lifestyle assessment and a personalised wellbeing



Peter Harrington, LA Fitness

report with a tailored action plan. The Health Manager also includes online exercise,

nutrition and mental wellbeing programmes plus access to a secure online 'wellness' account designed to provide continuous engagement and support.

LA fitness sales director Peter Harrington said: "Our Online Health Manager programme is designed to improve staff engagement, staff health, productivity and retention as well as reduce absenteeism and 'presenteeism' based around areas such as healthy eating, weight control and exercise."

Energy signs Royal Mail gym contract

Energy Fitness Professionals (EFP) has secured a deal to operate on-site fitness clubs at two Royal Mail depots.

The two sites – Mount Pleasant and Paisley Sorting offices – extends an partnership between the two companies. EFP now operates 28 Royal Mail on-site gyms across the country.

As part of the deal, EFP offers fitness consultations and health checks; programming; weight management, cholesterol and body testing; and one to one training sessions.

Jon Durrant club manager said: "The gym has received interest since opening and we have more than 150 members to date."



**leisure media
STUDIO**

Industry-leading marketing and design services

With more than 30 years' experience, **leisure media studio** will work with you to create bespoke print and web solutions to power your marketing

- ▶ Web design
- ▶ Email marketing
- ▶ Contract publishing
- ▶ Graphic design
- ▶ Digital turning pages
- ▶ Image retouching
- ▶ Illustration
- ▶ Advertising design
- ▶ Direct mail
- ▶ Print

LET US QUOTE YOU

Contact Tim Nash
Tel +44 (0)1462 471917
timnash@leisuremedia.com

IN BRIEF

London attractions see growth in August

► London attractions experienced a boost in August, as the number of visitors during the month increased by 7.5 per cent over the same period in 2009. The Visit London Attraction Monitor, which samples 34 attractions both free and paid, said that the growth follows on from the two months prior, which saw gains of 6.3 per cent in June, and 3.4 per cent in July. The marked rise over the three months has resulted in an overall increase during the last quarter of 5.7 per cent ahead of 2009 figures, the highest three-monthly rise since November 2009.

New Battle of Britain museum for Harrow

► Plans to convert the former headquarters of Fighter Command into a new Battle of Britain museum have been approved by Harrow Council. The new museum will be created within the Grade II*-listed Bentley Priory, with a range of historic rooms at the World War Two base of the 'Few' opened up for the first time in 80 years.

New £1.4m eco-centre opens in Derbyshire

► Derbyshire County Council has unveiled its new £1.4m eco-centre at Middleton-by-Wirksworth, which is designed to promote a range of traditional construction skills. The facility also aims to help protect the area's heritage and support local residents that look to live sustainably, while also enabling the council to expand its provision of training courses. The new centre incorporates a number of environmentally-friendly measures, including a grass roof, rainwater harvesting to supply its toilets and solar panels to heat water.

Four heritage projects to share £15m

Six additional UK schemes awarded first round passes by Heritage Lottery Fund

By **Tom Walker**

York Minster has secured nearly £10m towards the conservation of stonework on its east end in the latest round of confirmed grants announced by the Heritage Lottery Fund (HLF).

The William Morris Gallery in London; Derbyshire's Cromford Mills and a collection of photos taken between 1919 and 2006 – Britain from Above: Aerofilms – will also receive a share of the £15m funding package.

In addition to conservation work, York Minster will also use its £9.7m grant to help create new volunteering opportunities, while plans for the expansion of the William Morris Gallery have been handed £1.5m.

The restoration and repair of a Grade I-listed building at Cromford Mills has secured a £2m grant, while efforts to catalogue and digitise 95,000



York Minster received the largest share of the £15m HLF package

images from the earliest part of Britain from Above: Aerofilms collection has been boosted by a £1.7m award.

A further six projects have also been given a boost with the confirmation of first-round passes, including the restoration of the *SS Nomadic* and Hamilton Dock, Belfast, has secured initial backing towards a grant of £2.6m.

Other recipients of initial HLF support include the King's Theatre, Glasgow; the New Design Museum in London; and National Museum of the Royal Navy, Portsmouth, which plans to build a new gallery.

The Hexham Abbey Project in Northumberland and the historic Ynysangharad Park lido in Pontypridd also received first-round passes.

Council backs Chester Zoo plans

By **Pete Hayman**

Chester Zoo's plans for a major £225m expansion have been handed a boost after the local authority recommended the development for approval.

Cheshire West and Chester Council's strategic planning committee has submitted its decision – along with 36 conditions – to the secretary of state, who is to have the final say as to whether the scheme is allowed to proceed.

A new £90m bio-dome – called the Heart of Africa – will feature at the heart of the proposals, which will be themed on an African rainforest and include connected domes housing a water ride and dining facilities.



Plans include a new, domed Heart of Africa attraction

Locum Consulting was responsible for drawing up the business plan for the project, which will also boast a 150-bedroom hotel; underwater exhibits; new animal paddocks; and a revamped main entrance. London-based architects Proctor and Matthews will design the bio-dome with the assistance of Faber Maunsell.

£2m for carpet museum scheme

The Carpet Museum Trust has secured nearly £2m from the Heritage Lottery Fund towards the creation of a new museum and archive centre at Stour Vale Mill, Kidderminster.

The trust will use the funding to restore the historic Grade II-listed mill building, which dates back to the 19th century.

A working power loom will form the centrepiece of the 14,000sq ft (1,301sq m), two-storey museum, which aims to celebrate the town's carpet making heritage.

The loom will be provided as part of a partnership with Grosvenor Wilton, a carpet making company which formerly used the mill building as part of its premises.



VAC 2010

**THE ANNUAL
NATIONAL CONFERENCE
OF VISITOR ATTRACTIONS**

THURSDAY 14TH OCTOBER 2010

Where? The QEII Conference Centre, London.

Who? You, if you are an owner, manager or marketer of a visitor attraction, an opinion former, a tourism or heritage professional.

Why? Never have Britain's Visitor Attractions faced more challenging trading conditions.

But "Challenges make Champions" – and we will be examining what the best do to survive and thrive, and learning from Attractions that have made exceptional gains. Evaluate your strategies to stay one step ahead.

This is your conference – organised on a not-for-profit basis by the industry. Come and exchange ideas and information with fellow Delegates and question industry leaders.

BOOK NOW!

Please log onto the official VAC 2010 website to register for the conference

www.vac2010.co.uk

SUPPORTING SPONSORS



FARRER & Co

Blackbaud.

OFFICIAL PUBLICATION

**Attractions
management**

Supported by



IN BRIEF

Barceló reopens Harrogate hotel

► More than 50 staff have returned to work at the Barceló Harrogate Majestic in Yorkshire, which has reopened following a major fire in May 2010 that kept the hotel shut for four months. The property suffered extensive fire and water damage to a section of the east wing. Redevelopment work on the damaged areas is still ongoing but Barceló has now managed to reopen the central and west wing with 88 of the bedrooms.

Hallmark Hotels buys Ramada Gloucester

► Acting on behalf of Jarvis Hotels, property agents Christie + Co has sold the Ramada Gloucester hotel to Hallmark Hotels for an undisclosed sum. Under a £3m refurbishment programme, the 97-room Ramada Gloucester will now be rebranded and refurbished as a Hallmark hotel, the property joining five existing Hallmark hotels across the UK in Bournemouth, Manchester, Derby, Carlisle and – most recently – Hull. The hotel includes a pool, a health club and a beauty salon.

New deal expands IHG's European pipeline

► InterContinental Hotels Group (IHG) has expanded its European development pipeline with the addition of 18 hotels across seven countries. A disused office building in Newcastle is to be converted into a 148-room Hotel Indigo property, which is due to open in summer 2012 and will be managed by Sanguine Hospitality. Two further Hotel Indigo sites are to open in Madrid, Spain (spring 2012) and Lisbon, Portugal (early 2014). Meanwhile, Staybridge Suites Edinburgh – a new-build hotel with 121 suites – is scheduled to open in autumn 2011.

Historic London hotel to open in May

Major £150m renovation of landmark St Pancras Renaissance nears completion

By **Martin Nash**

The St Pancras Renaissance Hotel London will officially open in May 2011, following a £150m renovation by Manhattan Loft Corporation in conjunction with London and Continental Railways.

The 137-year-old property's interior has been restored to its former glory, with many of the original areas considered to be of particular historical importance having been retained.

These include what has been referred to as the most majestic staircase in England, with windows measuring over 50ft (15m) in height and crowned by an elaborate vaulted ceiling; gold-leaf ceilings; ornate wall murals and its sweeping forecourt off the Euston Road.



The iconic property was saved from demolition during the 1960s

The 245-room hotel will consist of two parts – the historic St Pancras Chambers, which will house 38 Victorian suites, and Barlow House, a new 120,000sq ft (11,000sq m) extension with guestrooms boasting original artwork and contemporary design.

Dining options will include The Booking Office Bar and Restaurant, re-created in the original ticket office, and the celebrity chef restaurant and bar, occupying the original entrance hall. Other facilities on offer are to be a ballroom, a private club and a luxury spa.

Eateries return to value growth

New research has found that the UK's restaurant sector has experienced increases in both market volume and value over the past 12 months.

According to the latest QuickBite research from market analyst Horizons, the value of the eating out market increased 2.6 per cent year-on-year from £31.4bn (in 2009) to £32.2bn (June 2010).

Meanwhile, the total number of meals eaten out during the period also rose by 3.2 per cent – from 2.84bn to 2.93bn.

The survey also found 45 per cent of consumers are still likely to base their decision where to eat out on the availability of a money-off deal.

Nando's acquires Clapham House



Gourmet Burger Kitchen is now under the ownership of Nando's

By **Pete Hayman**

Nando's Group Holdings (NGH), owner of the UK Nando's chicken restaurant business, is to acquire Clapham House Group (CHG) in a £30.4m takeover deal.

NGH already held a 27 per cent stake in the CHG business, which is behind the Gourmet Burger Kitchen and The Real Greek brands, but will now purchase the remaining shares.

Directors at CHG have recommended that shareholders accept the deal, which sees the business valued at 74p a share and comes a week after the group warned of a "challenging" outlook.

NGH said that it had been motivated to make its offer due to CHG's "volatile weekly trading performance" and expectations that the UK sector remains vulnerable to fragile consumer confidence.



The chain wants to create an authentic German beer hall experience

New franchise model for market

Bavarian Beerhouse eyeing up UK portfolio expansion

By **Martin Nash**

The London-based Bavarian Beerhouse company is planning to offer its Oktoberfest concept to franchisees.

Since the foundation of Bavarian Beerhouse in 2004 by husband-and-wife team Rene and Sabine von Reth, both revenue and profit are reported to have risen continuously.

Last year saw the establishment of the Bavarian Beerhouse Franchise in a move designed to begin the rollout of the beer festival concept in other British and Irish cities.

Marketing director Sabine von Reth said: "Two years after the credit crunch, a lot of restaurants and pubs are struggling or have gone bust. Chains which have been successful for many years are no longer making a profit. It's a different world, and new concepts are needed."

The company, which currently operates the Bavarian Beerhouse Old Street and Bavarian Beerhouse Tower Hill, both in the City of London, is looking to expand the brand into cities such as Dublin, Glasgow and Manchester.

'Healthy' month for hotel operators

Preliminary research released by PKF Hotel Consultancy Services found that UK hotel operators experienced a 'healthy' month in August.

Compared with the same period last year, hoteliers in London saw room rate, occupancy and rooms yield all increase. Meanwhile, regional hotels also reported a similar performance.

In London, room rate climbed by 3.8 per cent to

£103.49 and rooms yield grew by 4 per cent to £84.71. In the regions, there was a 2.6 per cent growth in occupancy and a 2.7 per cent rise in rooms yield.

Robert Barnard, partner for hotel consultancy services at PKF, said: "The figures for August suggest demand continues to strengthen compared to 2009 and therefore the outlook is more positive as a result."

Improving customer service delivery

Are you making use of the Institute of Hospitality's Hospitality Assured scheme?

There are few sectors which demand higher levels of personal customer service than the hospitality industry. With the industry's focus on providing customer satisfaction to ensure client retention, as well as enticing new customers, it is imperative that everyone working within the industry understands the critical importance of customer service delivery.

The service should always be personable, offering direct attention, and should encapsulate a number of qualities including honesty, consistency, responsiveness, quality, accuracy and security. Unfortunately, customer service delivery tends to fail when one of these qualities is not fully present.

It is this complexity, combined with external factors and influences, which ensures each situation is different, making it easy to see why customer service delivery remains a key challenge within the hospitality industry. So how can we address this problem and start to combat the challenge? There are numerous training initiatives, courses and programmes for individuals, teams and businesses, which can provide the key essentials to embedding a sound approach to customer service within an organisation. Such training should always be run by a reputable source and detail what is entailed. Ask yourself the following questions: Is the course practical and easy to implement in your business? As well as the improved customer service skills, what else does the course offer which might enhance your competitiveness? Does it provide an award or goal to strive for?

With so many different bodies, organisations and agencies offering a wealth of customer service delivery options, it can be hard to decipher where you should invest your time and money so that you reap the rewards. IOH introduced the Hospitality Assured (HA) programme – the quality standard for service and business excellence – to provide an impartial measure of customer service effectiveness within an organisation. Designed specifically for customer facing businesses, a significant number of small, medium and large organisations have followed the process, aware of the benefits it offers.

Using the Standard and reviewing how a company operates, HA allows businesses to see how well they are doing in relation to their own aspirations. In addition, being assessed and scored allows businesses to compare their performance with others operating in their sector and with HA companies in general.



Institute of Hospitality
Formerly HELMA

PHILIPPE ROSSITER
is chief executive of the IOH. *Leisure Opportunities* is a member IOH, for your free copy call 01462 471932

IN BRIEF

Von Essen to launch spa at Mount Somerset

► Von Essen hotels has confirmed that it will launch The Spa at The Mount Somerset on 11 October. The spa will be the third of five to be completed this year following an multi-million pound investment across the collection to enhance von Essen hotels' luxury lifestyle offering. The opening will mark the final phase of the redevelopment of the hotel, which Von Essen acquired in 1994. The spa has been designed as a traditional bathhouse and will include a hydrotherapy pool, thermal suite with sauna and steamroom, relaxing foot spas, experience showers and a number of treatment rooms. The spa menu boasts a range of treatments, supplied by comfort zone. Von Essen will introduce two exclusive signature treatments for the spa - the 'peaceful earth facial' and 'body cocoon'.

Center Parcs to host spa conference

► Center Parcs Sherwood Forest will host the inaugural Spa Life Conference, organised by Spa Life UK, on 10 November. The one-day conference is designed to improve the quality of spa education, information and advice to the UK's 'diverse and rapidly developing' spa industry. The event will be opened by Martin Dalby, chief executive of Center Parcs, who will outline how the introduction of spas has positively affected his own facilities. The conference will provide a programme of best practice, education and CPD across three separate tracks - operations, strategic management and sales and marketing. The event's organiser Spa Life UK is a new trading entity set up by Topaz Consulting.

New Bannatyne spa opens in Banbury

Facilities at £350,000 Bodicote spa include four therapy rooms and a double suite

By **Pete Hayman**

Bannatyne Spa has expanded its UK portfolio with the launch of a new £350,000 wellbeing facility at the group's existing health club at Bodicote Park in Banbury, Oxfordshire.

The facility will be open to both members and non-members of the health club, boasting four therapy rooms and a dual-treatment that is designed for couples and friends to share. A range of treatments for men and women are available at the spa - such as facials and massages with products supplied by Elemis.

The spa's special treatments include a Lava Shells back, neck and shoulder massage and Ionithermie detox. Other



Duncan Bannatyne at the newly opened Bodicote Park spa

facilities include a relaxation room and a spray tan room.

Duncan Bannatyne said; "In line with all my existing health clubs and spas, the Banbury spa will provide a high quality service and experience for every visitor, offering the latest

treatments and using leading luxury product ranges.

"We are operating in a competitive market place, but health and wellbeing remain top of the agenda for many people and our spas and health clubs continue to trade well."

Eco luxe Coworth Park spa opens for business

By **Sarah Todd**

Luxury hotel operator Dorchester Collection has opened a new country house hotel and eco-luxury spa in Coworth Park near Ascot.

Set in 240 acres of Berkshire parkland, the 70-bedroom Coworth Park hotel is a restored Georgian Manor House. Designed by Fox Linton Associates and built over two floors, the spa will be partly submerged into the landscape.



The hotel and spa are located within a historic building

The upper floor will have eight treatment rooms (including two doubles), a

manicure/pedicure salon and relaxation rooms. The lower ground level is dominated by the indoor pool and also offers a large health and fitness suite - equipped by Technogym - and a sun terrace.

The spa's roof will be adorned with a garden of thyme, lavender, chamomile and other fragrant herbs.

The spa will offer treatments by Dr Alkaitis while Carol Joy London skin and hair care products will also be offered.

Health and fitness centre goes holistic in Ware

Motiv8 Health and Fitness in Ware, Hertfordshire, has added a range of holistic spa treatments to its offering.

According to centre director Fraser Pannett, Motiv8 has signed a partnership deal with EnergisingU. As part of the agreement, all treatments will be delivered by EnergisingU

therapists. The spa element will add to the centre's existing offering, which includes a fitness club, a sports injury clinic and nail bar.

The treatment menu will include Thai massage, Thai aromatherapy, Indian head massage, reflexology and from November deep tissue and natural face lift massage.

Join us in Barcelona

10TH ANNUAL IHRSA EUROPEAN CONGRESS

18 – 21 October 2010 • Barcelona, Spain



Event Overview

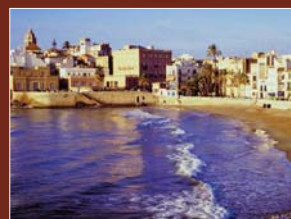
Now in its tenth year, the Annual IHRSA European Congress provides health club owners and operators the chance to gather to discuss the European market, its challenges and opportunities, and the impact the global market has on the region.

This multi-faceted event will include strategy-focused seminars for CEOs and executive staff, as well as an operations track for those who want to focus on the day-to-day running of their clubs. Networking icebreakers, special activities for first-time attendees, focus group discussions, and evening and lunch receptions will give you the opportunity to build relationships with your colleagues from throughout Europe.

Additional Highlights Include:

- Two days of seminars targeting opportunities to help you sustain and grow a profitable fitness business
- Special reception for first time attendees
- **NEW!** Speed Networking sessions
- Keynote presentations by executives from both within and outside the industry
- Tours of some of Barcelona's finest health clubs
- The opportunity to meet one-on-one with leading suppliers to the fitness industry
- **NEW!** Pre-Congress Supplier Seminars
- Simultaneous translation of select sessions into Spanish, Portuguese, French, and Russian

To register or for more information, visit www.ihrsa.org/congress, email intl@ihrsa.org, or call +1 617-951-0055.



Proud Sponsors: ACE, Anytime Fitness Inc., California University of Pennsylvania, CYBEX, Deutsche Hochschule, GANTNER, Go Figure Inc., Johnson Health Tech. / Matrix Fitness Systems, Keiser Corporation, Les Mills International Ltd., LIW, milon industries GmbH, Polar Electro Oy, QualiCert – Qualitop International, Slim Belly, Sport Managers Servicios Integrales, Sys Team GmbH, Technogym



International Health, Racquet & Sportsclub Association

IN BRIEF

Public to comment on £37.5m leisure plans

► Renfrewshire Council has scheduled consultation events to enable local residents in Linwood, Johnstone and Paisley to have their say on leisure investment plans. Details of the council's proposed £37.5m investment in new and improved leisure facilities are to be put on show at the events, the first of which was held at Johnstone High School on 21 September. Under the plans, a £6.3m community sports hub will be set up at the school, including a 25m, four-lane swimming pool, a fitness gym, dance studios and a full-size synthetic pitch.

Ryder Cup to leave 'infrastructure legacy'

► Welsh deputy first minister Ieuan Wyn Jones has said that the Ryder Cup held over the weekend is to leave a lasting 'infrastructure legacy' for South East Wales. Millions of pounds were spent by the Assembly Government on enhancing transport links ahead of the tournament. Jones said: "The 2010 Ryder Cup represented a once in a lifetime opportunity to put Wales' firmly on the map and it was a fantastic opportunity for the country to showcase itself on the world stage."

Sport England reveals participation growth

► Sport England's bid to get one million more people taking part in sport ahead of the 2012 Olympics has been boosted with continued growth over the past 21 months. According to the latest snapshot from the *Active People Survey*, more than 7 million people over the age of 16 years old participate in a sport at least three times a week. During the past 21 months, the overall figure across England has grown by 200,000.

Government publishes latest PE study

New research reveals more schools offering less traditional activities such as yoga

By **Pete Hayman**

New research by the Department for Education has found that more schools are offering activities such as cheerleading and yoga in PE lessons.

According to the *PE and Sport Survey 2009-10*, football is still the most widely provided sport, with 98 per cent of schools surveyed offering it as part of their PE provision.

However, there has been a slight decrease in the number of schools offering sports such as netball, hockey and rounders, compared with last year, while cheerleading, yoga and boxing are on the rise.

Elsewhere, rugby union was provided at two-thirds of schools during 2009-10, falling



Cheerleading and yoga are among the new emerging activities

from nearly three quarters in the 2005-06 academic year.

The study also found that the number of pupils between Years 1-13 participating in at least two hours of PE a week grew to 79 per cent, compared with 77 per cent in 2008-09.

There was also a "large" increase in the amount of pupils taking part in intra-school competition in 2009-10, with the figure now at 78 per cent. However, the figure for inter-school competition remains much lower.

Brighton and Hove FC museum proposals approved

By **Pete Hayman**

Brighton and Hove Albion Football Club (BHAFC) has been given the green light to provide a museum at its new 22,500-seat stadium, which is currently under construction in Falmer, East Sussex.

Under plans submitted to Brighton and Hove City Council (BHCC), the npower League One club has revised the design of the North Stand to include two new mezzanine floors.



The stadium will open in 2011

In addition to the museum, the alterations will also enable the club to create more office

space and a larger shop. The entire scheme is due to be completed in May 2011.

According to the BBC, Linda Hyde, planning committee chair at BHCC, said: "This application makes no detrimental difference to the stadium's impact or appearance, yet it does add interest and enhance its viability."

BHAFC first revealed plans for a new stadium at the Falmer site back in 2001. The club left its Goldstone Ground in 1997.

New Lennox Lewis boxing academy to launch in Leeds

A new boxing academy fronted by former world heavyweight champion Lennox Lewis has been unveiled in Leeds, West Yorkshire, as part of the nationwide Positive Futures initiative

Leeds Positive Futures Lennox Lewis Boxing Academy will offer a 12-week training programme for people aged between 12-16 years old who are not in education, employment or training.

The programme will include an introduction to boxing techniques and coaching methods, as well as physical fitness and nutrition, which will enable participants to work towards a professional qualification – a Non Contact Preliminary Award ASDAN Sports and Fitness Award.

Dulwich Leisure Centre's pool reopens

Fusion Lifestyle and Southwark Council complete first stage of £6.1m renovation

By **Pete Hayman**

The swimming pool at Dulwich Leisure Centre has reopened to the public, following the completion of the first stage of a £6.1m refurbishment at the South London venue.

Work on phase one of the renovation programme has been focussed on the Southwark Council-owned centre's pool area, which has included a new roof for the pool hall and retiling of the pool itself.

A UV filter to help improve water conditions and rooftop solar thermal panels to enhance energy efficiency have been installed, while the building's original Victorian features have been preserved.

The first stage also featured the creation of a reception area



A new roof has been installed on the Victorian centre's pool hall

as part of a new entrance from Crystal Palace Road.

Peter Kay, chief executive officer of Fusion Lifestyle – which runs the centre – said: "The first-class facilities created here offer a place not just for sport and fitness, but also relaxation and fun."

Veronica Ward, cabinet member for culture, leisure, sport and the Olympics at Southwark Council, added: "The centre will offer locals a superior facility which I hope will inspire them to get active and healthy and as a place to socialise and enjoy themselves."

IN BRIEF

Report slams 'flawed' 2012 stadium plans

► A report published by the London Assembly has criticised 'flawed' proposals to turn the Olympic Stadium into a 25,000-seat athletics arena following the 2012 Games. The economic, development, culture, sport and tourism committee concluded that the focus on athletics had delayed efforts to secure a lasting legacy for the venue. Members also suggested only a football or a rugby club could ensure the attendances required to enable the stadium to pay for itself in the long term.

New training facilities unveiled at Lilleshall

► Elite British athletes have received a boost in their preparation for the London 2012 Olympics with the launch of upgraded training facilities at Lilleshall National Sports Centre. Archers, gymnasts and hockey players will be able to take advantage of the new-look training centre, which has benefited from £3.5m from Sport England and will also be available for community use. Facilities at the complex include an indoor shooting range with video analysis area; fixed high-speed cameras; and access for Paralympic archers.

Cricket scheme tackling youth crime

► A cricket scheme launched in July 2008 is helping tackle youth crime in London. StreetChance – supported by Barclays Spaces for Sport – is being delivered across 15 London Boroughs in nearly 100 primary and secondary schools. The three-year project aims to use cricket to engage young people in areas affected by anti-social behaviour and is being delivered by schools and out-of-school community sessions.

Swansea Bay receives £4m

A funding package worth more than £4m has been earmarked to help develop Swansea Bay as a 'world-class' sailing and catamaran events destination.

Swansea Council's cabinet has approved plans to progress a number of schemes alongside Bridgend County Borough Council.

Schemes will include a £986,000 overhaul at St Helens beach, to include new changing facilities and infrastructure for beach and water sports.

A £430,000 development at Knab Rock; a new lock gate and pontoons at Porthcawl Harbour; and a new access ramp and beach showers at Rest Bay are also among the plans.

Sussex overhaul moves forward



Work has started on the next stage of the County Ground revamp

By **Pete Hayman**

Sussex County Cricket Club has commenced construction work on the next phase of an £8m overhaul of its County Ground home in Hove.

A new 1,700-seat stand to replace terraced seating in the south west corner of the venue is at the heart of plans for the next stage of the scheme, as well as a new south stand to house press facilities.

Public physio facilities and the Howzat Educational Centre are to be housed in the South Stand, while work will also include a revamped members' pavilion and an extended Farnrise Indoor School.

It is anticipated that the latest phase of improvements will be completed by the end of March, while non-pitch facing elements of the two new stands are expected to be fitted out during the 2011 season.

leisure property news

Visit leisureproperty.com for the latest news on Properties, developments, tenders and investment.

IN BRIEF

Capita Symonds to design bike trails

► Capita Symonds' Countryside Management team has been appointed to design and build two new mountain bike trails in Devon. Working with designer Phil Saxena of Architrail and specialist bike trail builder Dinsdale Moorland Services, a team from Capita's Carlisle office will be developing two projects – a 'skills park' and a 'pump trail' at the Forestry Commission's Haldon Forest Park Visitor Centre near Exeter; and the creation of an off-road cycling site and trail assessment for the National Trust's Plymbridge Valley site.

RJD Partners backs Dunham Leisure buy-in

► RJD Partners has backed a management buy-in of the East Lothian-based holiday park operator, Dunham Leisure. A buy-in team headed by new chief executive Graham Hodgson has completed its purchase of the business, which includes the Thurston Manor park near Dunbar and Pease Bay. Hodgson's team also comprises Bev Dixon (operations director) and Andrew Wall (finance director).

Proposals to transform Nine Elms site

► Plans for a redevelopment of the Tideway Industrial Estate in Nine Elms, London, have been submitted by St James Group to the local authority. Wandsworth Council has said it will consult local residents and businesses over the plans, which include a hotel, a café, a bar, a restaurant and a housing development. Space for new retail units, a crèche and a gallery also form part of the scheme.

Revamp planned for London barracks

Trustees of the Eyre Estate granted planning consent for St John's Wood scheme

By **Pete Hayman**

London's historic St John's Wood Barracks site is set to be transformed after the Trustees of the Eyre Estate was awarded planning permission.

A private leisure centre is included in the plans for the site, which were given the go ahead by Westminster City Council (WCC) and will boast more than 130 flats and houses.

The King's Troop is due to leave the barracks next year, after which the existing army buildings will make way for the development. However, the plans will see the Grade II-listed Riding School kept in order to house the leisure facility.

A section 106 agreement also means the trustees will provide £100,000 towards the provision of an adventure play



The Trustees of the Eyre Estate will transform the iconic barracks

area and a tenant's hall at a peppercorn rate to residents.

WCC deputy council leader Robert Davis said: "The fact that half the homes will be affordable along with the creation of a leisure centre in the Grade II-listed Riding School, ensures the development benefits the whole community."

The designs have been drawn up by London-based architects John McAslan and Partners. The barracks' Riding School – one of the site's few remaining original features – dates back to 1825. Buildings that are to be removed include the Officers' Mess, built in 1921 and others built during the 1970s.

London 'pier' plans revealed

A new 'pier' could be built on the Regent's Canal to allow tourists to explore streets around Paddington Green, west London.

Westminster City Council aims to transform the area near Edgware Road, which will also include a new food quarter to complement Church Street Market.

Urban Initiatives has been appointed to draw up plans, which could also see Lisson Street Gardens joined with Broadley Street Gardens to create a new park.

Council rejects Gravesend plans

By **Pete Hayman**

Plans for the two-stage development of a £120m Heritage Quarter in the heart of Gravesend have been refused by the council's independent regulatory board.

Gravesham Borough Council (GBC) is working with developer Edinburgh House on the scheme, which boasts more than 20,000sq ft (1,858sq m) of restaurants, a new hotel, a town square, a children's play area and better links to the town's river walkway.

An enhanced St Andrews Gardens, housing and retail units also featured as part of



The planned Heritage Quarter

the plans, which would have seen the first phase due for completion in mid-2012.

However, GBC leader Mike Snelling said the regulatory board's decision had left a "shadow of uncertainty" over the regeneration of Gravesend.

EXPRESSION OF INTEREST

Management of Leisure Centres Runnymede Borough Council

Runnymede Borough Council has been considering the options for managing, operating and developing its Leisure Centres at Egham and Addlestone. Information about these facilities and the Council can be found at www.runnymede.gov.uk.

The Council's preference is for a non-profit distribution organisation and invites expressions of interest from any organisations generally with suitable qualifications or experience. Information that will be required include:

- Reference from all organisations you have provided services to in the last 10 years.
- Details of how you set up a local community focused organisation.
- Confirmation that a non profit distributing organisation will be providing the service.
- All existing staff would transfer under existing terms and conditions including admitted group status to the Council's pension scheme.

The Council's existing leisure team will be expressing an interest through the creation of a locally based charitable trust

For a pre-qualification questionnaire and further information contact:

Chris Hunt, Head of Leisure, Runnymede Borough Council,
Civic Offices, Station Road, Addlestone, KT15 2AH or by
e-mail: chris.hunt@runnymede.gov.uk

Closing date for the expression of interest is Monday 18th October 2010



For Sale



On behalf of LPA Receivers

Leigh Superbowl, Leigh



- Fully Equipped Bowling Alley with on-site Parking
- Edge of Town Centre
- Suitable for Alternative Uses (Subject to Planning)
- Freehold Development Opportunity
- Approximate Floor Area 24,047 sq ft
- Approximate Site Area 0.81 acres

All Enquiries:

Ben Brown on 0161 956 4466, ben.brown@gvagrimley.co.uk or
Chris Walker on 0161 956 4181, chris.walker@gvagrimley.co.uk

www.gvagrimley.co.uk

Hospitality & Leisure

Specialist Property Services

**Valuations, Sales, Aquisitions,
Rent Reviews, Expert Witness.**

Contact: Colin White
colin.white@edwardsymmons.com

London • Bristol • Leeds • Liverpool • Manchester • Plymouth • Southampton

**Edward
Symmons**

020 7344 4500
www.edwardsymmons.com

Rating • Planning & Site Licensing

**CHARLES
F. JONES & Son
LLP**
CHARTERED SURVEYORS

**Leading Professional Advisors
to the Leisure Industry
for over 70 years**

Charles F Jones & Son LLP

01244 328141 www.cfj.co.uk

16 Grosvenor Court Foregate Street Chester CH1 1HN

Valuations • Sales & Acquisitions

HL HUMBERTS LEISURE

**specialist professional
leisure property expertise**

- | | | |
|------------------|---------------------------|--------------|
| ■ Sales | ■ Planning | ■ Purchases |
| ■ Rent reviews | ■ Arbitrations | ■ Rating |
| ■ Lease renewals | ■ Expert witness | ■ Valuations |
| ■ Consultancy | ■ Viability & feasibility | ■ Funding |

London +44 (0)20 7629 6700 South +44 (0)1962 835 960
North +44 (0)1756 799 271 South East +44 (0)1273 325 911
South West & Wales +44 (0)29 2022 6892

www.humberts-leisure.com

**UK and international
property experts**
covering all sectors of the
leisure and hotel industry

Alan Plumb
+44 (0) 1865 269000
aplumb@savills.com
savills.co.uk/leisure



Coalition crunch-time

Industry must lobby hard during this time of confusion



KEN ROBINSON
is chair of
Tourism Alliance

The signs are very confusing. The Prime Minister announces he wants Britain to have "the strongest possible tourism strategy", for tourism to create sustainable economic growth.

Whether you like or loath the RDAs in England, they have channelled around £60m a year into tourism. Following the announcement of their abolition, the savage in-year cuts are causing tourism programmes to be cut and key expertise is being lost – all before future arrangements are in place. The prospect of Local Enterprise Partnerships (LEP) taking their place is an illusion, as only some will be approved.

The "patchwork quilt" of footprints they represent only covers some areas of England, and several overlap. There is no commonality about how they may choose to work with tourism. And anyway, to date Eric Pickles hasn't told anyone what the main rules or the small print governing their functions may be.

Now its crunch time. It looks as if both VisitBritain and VisitEngland have survived the "bonfire of quangos" – albeit with less funds. VB is already struggling with reduced funds and less presence overseas. VE is pinning its delivery hopes on "Destinations" – a motley bunch – and having to tread lightly in its essential leadership role.

The Comprehensive Spending Review will include specific allocations while the Decentralisation and Localisation Bill will reveal how LEPs and other new arrangements will work. The minister will deliver his Tourism Strategy to the PM with a response by the year end. Lobby hard – and cross your fingers.

VisitScotland's new CEO named

Malcolm Roughead to replace Philip Riddell as country's tourism boss

By **Pete Hayman**

Malcolm Roughead has been named as the new chief executive of tourism agency VisitScotland, having fulfilled the role on an interim basis since June.

Roughead, whose previous role with the agency was as director of marketing, will command an annual salary of £140,000 in his new position – a £21,000 reduction compared with his predecessor. The appointment comes amid VisitScotland's bid to save £335,000 a year, which has also seen a restructuring of senior staff to reduce the number of directors from six to four.

Roughead said: "In the current climate it's crucial we work together to grow tourism. VisitScotland generated more than £400m for the Scottish economy last year – representing a return of more than £20 for every £1 invested. I want to work closely with the tourism industry to achieve even



Roughead took over the reigns last month

greater growth in the years to come as I believe that tourism is vital to economic growth and creating new jobs."

Former chief executive Philip Riddle, who left the position in June, received a £240,000 pay-off. VisitScotland said it was "in line with government guidelines".

NI minister to launch US tourism showcase

By **Pete Hayman**



The scheme aims to increase inbound visits

Northern Ireland tourism minister Arlene Foster has launched a new tourism showcase in New York, US, in a bid to attract more visitors and new investment opportunities. The 'Experience Northern Ireland - Titanic and More' showcase at the city's Grand Central Terminal has been organised by Tourism Ireland.

The event is part of a three-year scheme to raise Northern Ireland's profile and will feature a Titanic exhibition to examine the country's role in the ill-fated liner's history.

Council plans to 'remodel' tourism delivery

Tourist information centres (TIC) in Herefordshire could face closure as part of the local council's bid to 'remodel' its delivery of tourism services.

Herefordshire County Council (HCC) operates facilities in Ledbury, Ross-on-Wye, Leominster, Hereford and Queenswood, but aims to save £200,000 to help meet its efficiency targets.

A council report revealed that plans to implement the savings would leave £19,700 to run the 'remodelled' tourism service.

Under HCC's plans, the Ross-on-Wye venue will be combined with the town's heritage centre from January 2011, while the Leominster TIC would be integrated with the council's Info provision.



The scheme aims to double the number of voluntary coaches

Welsh coaching initiative launched

Target set at reaching 10 per cent of all Welsh adults

By **Tom Walker**

Sport Wales has pledged to double the number of active coaches and volunteers in the country by 2016.

The ambitious target, which would increase the number of coaches to 250,000 (10 per cent of all adults in Wales), was announced as part of Sport Wales' new six-year Coaching Strategy. The strategy is backed by the Welsh Assembly and outlines proposals to ensure all coaches will receive appropriate training and that their performance will be evaluated.

The details of the strategy were announced by heritage minister Alun Ffred Jones AM at a ceremony at Plas Menai National Watersports Centre in Caernarfon.

Jones said: "Coaches and volunteers are vital across all sports. They really make a difference and there's no doubt we need more in Wales."

"We must ensure that our coaches are properly qualified and that they can work with children as well as elite athletes; through both our national languages and in all of our communities across Wales."

Lifetime acquires Rapido Training

Lifetime has expanded its training portfolio following the acquisition of Rapido Training, the Gloucester-based provider of vocational training for care and childcare workers.

It is anticipated that the deal will enable Lifetime to offer a wider range of apprenticeship schemes for the fitness and active leisure sector, as well as expanding the company's client base.

Lifetime chief operating officer David Foster said: "Our strategic plan has always been to achieve strong organic growth, supported by the acquisition of relevant businesses. Like Lifetime, Rapido has built its business by delivering to the needs of employers and learners."

The deal comes two months after Lifetime acquired Norwich-based training company Rising Stars.

Springboard showcases skills in London

Three-day event at ExCel will highlight the best of the hospitality industry

Skills are vital not only to the UK's economy but also to that of the wider world, and within our industry we need a whole range of skills not only for today but also for tomorrow. We need to showcase how great the leisure industry is, what it has to offer and why it's a great place to work. That is why Springboard is supporting World Skills London in 2011 and, more immediately, is involved with Skills London on 7th - 9th of October at ExCel, London.

Springboard is taking responsibility for delivering and populating the hospitality area with a variety of interactive and innovative skills, all designed to highlight the sort of abilities required to succeed in the sector. The charity has designed a hotel concept for its stand space at the event, which will invite visitors to take part in hands-on sessions that include:

- Transforming Tracey Emin's bed into five star standards
- An omelette challenge (with leader board for speed)
- A waiting obstacle course challenge (involving a series of tables and challenging people to carry a tray of objects without dropping them)
- A tour guide challenge
- A Knowledge Suite
- Quizzes and competitions

The aim is to make the hospitality, leisure and tourism area the most appealing, engaging, interactive and innovative at the show. It is estimated that the event will host 54,000 visitors during its three-day opening, which are expected to include London mayor, Boris Johnson, and government ministers.

The show will be visited by young people, their parents, teachers and families, with 200 different exhibiting organisations all eager to assist potential employees understand the different routes and opportunities available when making those all important career decisions. With so much positive activity, Springboard is hoping for a bumper turnout at its stand, with visitors being offered support and information about the hospitality skills needed for the 21st century. Support us, help them and showcase our industry as a great place to work!



**SAM COULSTOCK is
Careers Director of
Springboard UK.
Leisure Opportu-
nities is the official
recruitment
magazine for
Springboard UK**

Register of Exercise Professionals

Love Pilates?

Whatever your background you could turn your love for Pilates into a new and rewarding career

Non-qualified Pilates enthusiasts

- Train as a fully certified STOTT PILATES® matwork instructor
- Full support every step of the way

Qualified fitness & health professionals

- Train as a fully certified STOTT PILATES matwork or reformer instructor
- Qualification at Level 3 through CYQ (optional)
- Earn 16 REPs points per course

STOTT PILATES®
merithew corporation

0800 434 6110
www.activetraining.info

*Registered trademark of Merithew Corporation, used under license. STOTT PILATES® photography © Merithew Corporation

“Providing training to the leisure and fitness industry in the South East”

- First Aid Instructor (incl Level 3 PTLLS)
- Exercise and Fitness
- Apprenticeships
- Pool Plant
- Other courses available

freedomleisure training

Speak to us about your training needs on **07500 989624**

info@freedom-leisuretraining.co.uk
www.freedom-leisuretraining.co.uk

LAZY TOWN SPORTS CLUB

POWERED BY **FitKid**

Earn an income by becoming a LazyTown Sports Club Trainer

Call 08700 85 1000
or email enquiries@fitkid.co.uk
www.fitkid.co.uk

100% OFFICIAL

FitKid is a registered trademark of FitKid Ltd. LazyTown is a registered trademark of FitKid Ltd. © 2010 LazyTown Entertainment. All Rights Reserved.

www.leisureopportunities.co.uk

leisureopportunities
news & jobs updated daily online

YOUR 1ST CHOICE FOR RECRUITMENT & TRAINING

Next Issue: 19 OCTOBER

BOOK BY NOON ON WEDNESDAY 13 OCTOBER 2010

TO ADVERTISE, Contact the Leisure Opportunities team on
t: +44 (0)1462 431385
e: leisureopps@leisuremedia.com

Leisure Opportunities

training DIRECTORY

From just **£534** you can access over **23,000** motivated leisure professionals for 3 months (6 consecutive insertions). Committed to the leisure industry, they are potential students for your courses

TO ADVERTISE +44 (0)1462 471747
leisureopps@leisuremedia.com

WORLD-CLASS TRAINING FOR REWARDING SPA CAREERS

Established in 1976, Elmcrest College is the first registered private career college in North America wholly dedicated to curriculum for the spa wellness industry. Elmcrest College prepares students to become the highly skilled, job-ready spa personnel in demand by premier spas worldwide.

Our graduates have gone on to work in all types of amazing environments from cruise ships and resorts in Dubai, St. Lucia, Barbados and Mexico to hotel and days spas worldwide.

SPA MANAGER/DIRECTOR DIPLOMA PROGRAM

Elmcrest College is the first to offer full-time diploma programs in Spa Management in North America. Our curriculum provides exposure to a broad spectrum of management skills, spa industry knowledge and practical applications from the front desk staff to the senior spa manager/director.

Our 10-month full-time program has attracted students from across the globe. Our curriculum represents some of the highest standards in the world. We provide students with the skills and knowledge highly sought after by today's leading spa employers both locally and internationally.

For further information on our programs, contact our Admissions Department today at 416-256-5356 or by email at admissions@elmcrestcollege.com.

Elmcrest College™
of Applied Health Sciences & Spa Management

1200 Lawrence Avenue West
North York Ontario Canada M6A 1E3
Toll free in North America: 1-888-641-6300

www.elmcrestcollege.com

Focus Training

Adding value to your staff

As an employer of fitness professionals, you'll recognise the value of investment in training them to ensure they deliver the best possible service to your membership.

Fantastic professional courses available in:

- Personal Training
- Exercise to Music
- Gym Instructor
- Step
- Studio Cycling
- Nutrition & Weight Management
- GP Exercise Referral
- And much more.

Call Focus Now:

0333 9000 222
or 01204 388330

www.focus-training.com

Become a Personal Trainer

and excel with guaranteed positions for every graduate anywhere throughout the UK

We offer the most comprehensive, practical and PT-specific curriculum, preparing graduates with 15-20 hours of real life experience on-course helping launch a new career with their best foot forward

Choose EIF to start earning sooner

– fully qualified and working in just 6 weeks! Choose EIF and remove the risk from your investment – guaranteed positions for EVERY Master Trainer graduate



take action...

Train like a pro.

Start earning like a pro!

Call **0845 0944 007** and talk to our careers team today – Now offering cashback incentives on every course throughout 2010.

be**more**



Why not take control of your HSE First Aid needs?

The Five-Day First Aid Instructor Course
Includes the PTTLS Level 3 Training Qualification

"...I found the Instructor Course to be excellent and a credit to your company..."
Debbie Hull (Bishops Stortford)

Nuco Training Ltd
08456 444 999
enquiries@nucotraining.com
www.nucotraining.com
www.nucoplus.com

FOR ALL YOUR FIRST AID NEEDS



The best personal trainers don't happen by accident

We deliberately train them that way

CALL FASTER ON
08455 19 16 15
or visit www.fasterglobal.com
if you want to learn to be the best personal trainer



leisure management
The magazine for professionals and senior policy-makers. Leisure Management looks at the latest trends and developments from across all leisure markets



attractions management
Everything you want to know about the visitor attractions market, from theme parks, museums and heritage to science centres, zoos and aquariums



sports management
For sports managers and policy makers who want to keep briefed on the latest developments in facility provision, funding, policy partnerships and development



health club management
Keep up to date with the health & fitness market by reading the leading title for the industry. Includes Spa, Europe and World specials

Keep updated. Subscribe today...

Our publications feature up to the minute news, profiles, interviews and reports, plus the latest industry opinions and issues debated as they happen – in every sector of the leisure industry



leisure opportunities
The fortnightly recruitment, training, property and news publication which gets you the right job or the perfect candidate for your vacancy



spa business
Read about the investors, developers, designers and operators who are shaping the rapidly emerging global spa sector

subscribe online: www.leisuresubs.com

HAS YOUR CLUB GOT THE FACTOR?



5 REASONS TO SIGN UP!

ATTRACT NEW MEMBERS

ENCOURAGE MEMBER RETENTION

ADD A NEW DIMENSION TO YOUR
LOCAL MARKETING

MOTIVATE YOUR STAFF

FIND OUT WHAT MEMBERS
REALLY THINK

**...AND IT'S FREE
TO ENTER!**

Official Media Partner

health club
management

THE ONLY AWARDS VOTED
FOR BY MEMBERS

**REGISTER
TODAY**

www.healthclubawards.co.uk

Park and General Managers

£35000 to £60,000 + bonus + car / car allowance

North Wales & North West

My client is recognised as a market leader in the Holiday Park sector. Operating at the prestigious end of the market, they are an expanding business with ambitious investment plans to develop further through acquisition, and they pride themselves on their reputation as a provider of quality products and services.

They are now looking to recruit exceptional Park and General Managers to be based at one of their fantastic Holiday Parks in North Wales / North West England, where you would be responsible for operating and developing the Park to the highest expectations of their customers as well as maximising the Park's business performance.

You will need to demonstrate previous experience as an operational General Manager in the service industry, ideally from within the leisure, tourist, hotel or 5* resort sectors. During this time, you will have gained first class leadership and motivational skills, coupled with sound commercial acumen that will include good planning, communications and organisational expertise. Add to this an exceptional record of managing people, you will be a calm and confident individual with an ability to thrive under pressure.

These are multi-faceted and challenging roles that will bring out the best in high calibre, self-motivated individuals. In return, they offer an excellent remuneration package coupled with a wonderful working environment and unlimited career opportunities.

In the first instance, please send your CV including salary details to:

Martin Hawes, The Edge Selection info@theedgeselection.co.uk quoting reference **mgh1021sep10**.

Wear our halo

Marketing Manager

Circa £30k

Halo Leisure is now a well established and innovative provider of leisure services throughout the county of Herefordshire with a recognised brand that is respected and acknowledged nationally within our sector.

An exciting opportunity has arisen for a Marketing Professional to come and join our dedicated team to help us drive our business into the next exciting phase of Halo's growth and development.

With your relevant experience, ideally in a service sector, you will be able to bring a depth of knowledge and experience that will allow you to take an operational and strategic lead in all aspects of marketing for the organisation.

With a proven track record you will be able to demonstrate your value in areas such as sales, promotions, research and public relations as well as having the ability to lead people and manage resources to deliver challenging, yet rewarding, targets and objectives.

In return Halo will be able to offer you the opportunity to work in a vibrant and innovative organisation that will challenge you professionally as well as offering you the ability to influence the development of the organisation.

For an informal discussion relating to this position please feel free to call Scott Rolfe, Head of Operations on **0845 241 0340**.

Closing date for all applications is Friday 15th October 2010.



Looking to further your career with one of the largest providers of vocational training?

Central Training Group has some exciting opportunities across our divisions:

Due to Dynamic Growth and Success, Central Sports have excellent opportunities within our national training and assessment team.

We are currently recruiting in the North, Midlands and South East for the following roles:

- **NVQ Tutors and Assessors (Fitness, Leisure Management, Sports Coaching and Customer Service)**
- **Freelance tutors for Gym Instruction, Exercise to Music and Personal Trainer Awards**
- **Programme Leader for Health and Fitness Qualifications (Based in the North West only)**

Central Skills is currently excelling within the North West and has some exciting opportunities within the Catering and Hospitality sector:

- **NVQ Tutors and Assessors (Catering and Hospitality)**

An attractive package is available for all positions. A great company with some great rewards - a competitive salary, and with some roles, great bonus potential. We also offer 20 days' holiday plus bank holidays, an ongoing commitment to CPD and Training.

For further information, or to request an Application Form, please call our HR Manager Lisa Potter on 08445 611 995 or email lisa.potter@centraltraininggroup.org

visit www.leisureopportunities.co.uk
or call **01462 471747** for more details
on the following jobs



Sports Promotion - Dev and Facility Support Manager

Company: Roefield Leisure
Salary: £21,500 to £24,500
Location: Ribbles Valley, Lancs, UK
Closing date: 11 Oct 2010

Membership Sales and Retention Co-ordinator

Company: Roefield Leisure
Salary: £14,625
Location: Ribbles Valley, Lancashire, UK
Closing date: 11 Oct 2010

Senior Business Development Manager

Company: Skills Active Group
Salary: £42,000 plus benefits
Location: Central London, UK
Closing date: 11 Oct 2010

Health and Fitness Manager

Company: YMCA London South West
Salary: £21,000 PA
Location: Kingston upon Thames, UK, UK
Closing date: 12 Oct 2010

Sports Assistant

Company: Ealing, Hammersmith and West London College
Salary: £10,508 - £11,347 per annum (pro rata)
Location: London, UK
Closing date: 13 Oct 2010

Become an Advanced Youth Trainer

Company: SHOKK Limited
Location: Nationwide, UK
Closing date: 13 Oct 2010

Fitness Equipment Service Engineer

Company: Servicesport UK Limited
Location: Nationwide, UK, UK

Marketing Manager

Company: Halo Leisure
Salary: Circa £30k
Location: Leominster, UK
Closing date: 15 Oct 2010

Duty Manager

Company: Kings Fitness and Leisure
Salary: £19,621 - £22,211
Location: Somerset, UK
Closing date: 15 Oct 2010

Full- and Part-Time Personal Trainer

Company: The Hogarth Group
Salary: £20K OTE (basic + PRP)
Location: London, UK

Personal Trainers

Company: Steiner Training Limited
Location: Worldwide, UK

Become an Elite Personal Trainer

Company: Be A Better You
Location: Nationwide, UK
Closing date: 21 Oct 2010

Project Manager

Company: England Cricket Board
Salary: c£30,000 pa plus car, pension, PMI
Location: Nationwide, UK
Closing date: 22 Oct 2010

Divisional Managers

Company: Club Training
Salary: £40,000 - £50,000
Location: Greater London / South East / North
Closing date: 22 Oct 2010

Sports Club Manager

Company: The Connaught Club
Location: London, UK

Fitness Instructors

Company: Personal Touch Fitness
Salary: £14,500 - £17,000 + PT
Location: Reading, UK

Medical Aesthetician - Harrods

Company: Urban Retreat
Salary: depends on experience
Location: London, UK

Graduate/Trainees - 2 posts

Company: Athis Limited
Salary: £12,000 basic
Location: Essex / Surrey, UK

GP Exercise Referral

Company: Focus Training
Location: Nationwide, UK
Closing date: 29 Oct 2010

Become a Sports Massage Therapist

Company: Premier Training International Ltd
Location: Nationwide, UK

Become a Master Trainer

Company: Premier Training International Ltd
Location: Nationwide, UK

Full and Part Time Instructors

Company: Kieser Training
Location: London, UK
Closing date: 29 Oct 2010

Become a Nutritional Therapist

Company: Premier Training International Ltd
Location: Nationwide, UK



Become a Personal Trainer

Company: Premier Training International Ltd
Location: Nationwide, UK

Become a Gym Instructor

Company: Focus Training
Location: Nationwide, UK
Closing date: 29 Oct 2010

Become a Personal Trainer

Company: Focus Training
Location: Nationwide, UK
Closing date: 29 Oct 2010

Become an Exercise to Music Instructor

Company: Focus Training
Location: Nationwide, UK
Closing date: 29 Oct 2010

Coach Soccer with the New York Red Bulls

Company: Red Bull New York
Location: New York, United States
Closing date: 17 Dec 2010

Trainee Personal Trainer / Fitness Instructor

Company: The Training Room
Salary: £20K-£30K
Location: Nationwide, UK
Closing date: 01 Mar 2011

Level 2 Apprenticeships

Company: Parkwood Leisure
Salary: Weekly Wage: £95
Location: Nationwide, UK

Attractions and Events Manager

Company: HIT entertainment Ltd
Salary: Competitive + Benefits
Location: London, UK

Operations Manager

Company: National Trust
Salary: £28,290 per annum
Location: Chippenham, UK



COACH SOCCER AND DEVELOP YOUR CAREER WITH THE NEW YORK RED BULLS

The New York Red Bulls of Major League Soccer are currently looking to add experienced coaches to our 2011 community based staff.

APPLICATION CRITERIA:

- Must have previous coaching experience
- Hold a recognized coaching qualification
- Be over the age of 21

Lilleshall National Sports Centre: Nov. 12
Bisham Abbey National Sports Centre: Nov 13 or 14
 (These dates will be the only UK based recruitment opportunity)

FOR MORE INFORMATION AND TO APPLY:

- Email coach@newyorkredbulls.com
- Visit redbullsacademy.com

leisure opportunities **joblink**

Book a joblink with us and we'll put your logo and company name on every page of the Leisure Opportunities website www.leisureopportunities.co.uk


This advert will have a hyperlink to your website, where you can list all the job vacancies in your company.



Go to www.leisureopportunities.co.uk and click on the link to see the latest jobs from...



TO BOOK Call: +44 1462 471747
 and start getting applications for your jobs IMMEDIATELY!



THE HOGARTH GROUP

Full- and Part-Time Personal Trainer

Immediate start £20K OTE (basic + PRP)

The Hogarth Group are currently recruiting dynamic Personal Trainers to work in their luxurious health, leisure and sports clubs across West London.

Full-time and part-time positions now await talented professionals who are knowledgeable and qualified in health/exercise science.

The successful candidates will possess a thorough knowledge of pre-exercise screening and exercise planning, as well as having a strong understanding of health behavioural change. Candidates should have the ability to work in a well-established and highly skilled team and be able to demonstrate the ability to deliver a high level of interaction and communication with members at all levels.

The successful candidates should also be IT literate as The Hogarth Group operates the FiLinxx Interactive Network.

Candidates should send a CV and supporting letter to:
 Terry Rodham, Senior Health and Fitness Manager,
 The Hogarth Health Club,
 Airedale Avenue, Chiswick, London W4 2NW
 Email: terry@thehogarth.co.uk

www.hogarthgroup.co.uk

Fitness Instructor

We are looking for an outgoing and motivated individual with experience of Personal Training, to join our Fitness Team at Tandridge Leisure Centre, Oxted, Surrey.

All candidates must have achieved a fitness qualification to a minimum of Level 3 YMCA or equivalent.

The post is full time (37hpw on a shift rota basis with occasional weekends) and involves conducting inductions and fitness bookings whilst maintaining the high quality and professional look of the Fitness Place Gym and surrounding areas.

There is an opportunity to conduct Personal Training sessions whilst on shift or within your free time.

You must also have exceptional communication skills, as interacting with our customers is a key part of this role. Salary £12,147-£12,831 pa + Personal Training Income.

Closing Date: Tuesday 12 October 2010

Recruitment subject to satisfactory enhanced CRB check.

Please send CV and letter of intent to: Mrs K Hurrell, Business Support Officer, de Stafford Sports Centre, Burntwood Lane, Caterham, Surrey CR3 5YX or email: jobs@tandridgeleisure.co.uk.



www.tandridgeleisure.co.uk *all about you*



Live Active Leisure

Duty Leisure Manager Strathearn Community Campus £18,230 – £20,288

An excellent career opportunity has arisen for an 'up and coming' individual to join the Duty Leisure Management Team at Strathearn Community Campus.

These vibrant 'wet and dry' facilities form part of an exciting programme of Community Campus provision.

With an appetite for challenge and a passion for service quality and programme development you will lead, direct and supervise 'front of house' leisure service staff. In addition to the 'front of house' functions you will also play a full part in wider management functions such as monitoring the effectiveness of staff, organising duties, budgetary control, health and safety management and application, equipment maintenance, human resources management and sales and promotions.

If you've got the skills and want to make a real contribution whilst enjoying personal development opportunities, then we want to hear from you.

RLSS Pool Lifeguard, First Aid at Work essential qualifications, PPO Certificate desirable, however a willingness to obtain will also be considered.

Closing Date: 15 October 2010

Application forms available from our website or:
 Live Active Leisure, Company Head Office, Caledonia House,
 Hay Street, Perth, PH1 5HS Telephone: 01738 492440

www.liveactive.co.uk

news & jobs at www.leisureopportunities.co.uk

Edinburgh's new museum to boost Scottish economy

Economic research into effects of Museum of Scotland predicts £3 return for every £1 invested in scheme

By **Pete Hayman**

A new report has revealed that the opening of the National Museum of Scotland in Edinburgh next summer will provide a major economic boost for the country.

Research conducted by consultants Biggar Economics on behalf of the organisation found that nearly £3 will be returned for every £1 invested by the Scottish Government.

According to the report, more than £58m in gross value added (GVA) is to be generated for the

economy and will support around 2,600 full time equivalent jobs. In Edinburgh, this will equate to nearly £40m GVA. Work commenced on the £46.4m National Museum of Scotland revamp in 2008, with Balfour Beatty appointed to deliver the project. A total of 14 new galleries and two discovery centres will be created.

A new larger gallery for international touring exhibitions, and new education facilities are also included, along with a floor below the main hall to feature an entrance and reception area.



National Museum of Scotland is scheduled to open next summer

Green light for £30m Siemens Pavilion

By **Pete Hayman**

Newham Council has approved plans for the Siemens Pavilion - a new £30m exhibition and conference centre to be built at London's Victoria Docks.

The venue will be developed on land owned by the council and the London Development Agency and will be located at the centre of a new green enterprise district spanning six London boroughs.



IMAGE: WILKINSON EYRE

An artist's impression of the site

International technology firm Siemens is leading the scheme, while Locum Consulting has advised on the visitor forecast

and business plan for the 3,690sq m (39,720sq ft), three-storey pavilion. Locum also worked with a design team comprising Pringle Brandon and Wilkinson Eyre Architects.

The Siemens Pavilion will include exhibition space, a 300-seat auditorium and facilities for educational tour groups. There are plans for interactive exhibits, seating areas, a café and a shop, as well as outdoor seating areas.

Park awarded Charter status

Pembrokeshire Coast National Park Authority (PCNPA) has been given the Charter for Member Support and Development following an external review led by the Welsh Local Government Association.

PCNPA chair Richard Howells said: "This is a wonderful achievement for the organisation."

CONTACTS BOOK

Arts & Business +44 (0)20 7378 8143
www.aandb.org.uk

ALVA +44 (0)20 7222 1728
www.alva.org.uk

Arts Council +44 (0)20 7333 0100
www.artscouncil.org.uk

ASVA +44 (0)1786 475152
www.asva.co.uk

BALPPA +44 (0)20 7403 4455
www.balppa.org

BHA +44 (0)845 880 7744
www.bha-online.org.uk

BICM +44 (0)845 217 1811
www.bicm.co.uk

BiSL +44 (0)20 8780 2377
www.bisl.org

CCPR +44 (0)20 7976 3900
www.ccpr.org.uk

CMAE +44 (0)1334 460 850
www.cmaeurope.org

Countryside Agency +44 (0)1242 521381
www.countryside.gov.uk

CPRE +44 (0)20 7981 2800
www.cpre.org.uk

English Heritage +44 (0)870 333 1181
www.english-heritage.org.uk

FSPA +44 (0)2476 414999
www.sportsandplay.com

FIA +44 (0)20 7420 8560
www.fia.org.uk

HHA +44 (0)20 7259 5688
www.hha.org.uk

IAAPA +1 703 836 4800
www.iaapa.org

IEAP +44 (0)1403 265 988
www.ieap.co.uk

Institute of Hospitality
+44 (0)20 8661 4900
www.instituteofhospitality.org.uk

ISPAL +44 (0)845 603 8734
www.ispal.org.uk

LPF +44 (0)1462 471932
www.leisureprop.com

LMCA +44 (0)1278 436910
www.lmca.info

MLA +44 (0)20 7273 1444
www.mla.gov.uk

NPFA +44 (0)20 7833 5360
www.playing-fields.com

People 1st +44 (0)870 060 2550
www.people1st.co.uk

REPs +44 (0)20 8686 6464
www.exerciseregister.org

SAPCA +44 (0)24 7641 6316
www.sapca.org.uk

Sports Aid +44 (0)20 7273 1975
www.sportsaid.org.uk

Sport England +44 (0)8458 508 508
www.sportengland.org

Springboard +44 (0)20 7497 8654
www.springboarduk.org.uk

SkillsActive +44 (0)20 7632 2000
www.skillsactive.com

Tourism Management Institute
+44 (0)1926 641506
www.tmi.org.uk

Tourism Society +44 (0)20 8661 4636
www.tourismsociety.org

VisitBritain +44 (0)20 7578 1000
www.visitbritain.com

World Leisure +1 250 497 6578
www.worldleisure.org