

Mr John Gilchrist
Freedom of Information Officer

3 January 2019

Ref: FOI/November 2018/ Aminah Sakhawat

By email to aminah.sports01@gmail.com

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Dear Ms Sakhawat

Your request for information received on 30 November 2018 has been dealt with under the provisions of the Freedom of Information Act 2000 (FOIA).

You asked:

1. What is your average overall sports facility utilisation % per year?
- this can be for: the last calendar or academic or financial year.
2. Approximately how many sports bookings do you have annually?
- this can be for: the last calendar or academic or financial year.
3. What booking methods for sports facilities do you support and % usage:
In-person: %
Telephone: %
Website: %
Mobile App %
- this can be for: the last calendar or academic or financial year. The % usage can be a subjective guestimate.
4. What is the value of an average sports booking, in pounds, over the last 12 months:
- this can be for: the last calendar or academic or financial year.
5. What was the income from sports bookings in the last year (excluding membership/ subscription charges):
- this can be for: the last calendar or academic or financial year.
6. What sports booking system(s) do you use?
System Name(s): Supplier Name(s):
7. When did you purchase your sports booking system(s)?
8. What was the purchase cost?

9. When do you plan to replace the sports booking system?
10. What is your annual spend on tech support/ maintenance for sports booking systems?
- this can be for: the last calendar or academic or financial year.
11. What is the Contract term for the sports booking system?
12. Who decides which IT systems to purchase for managing your sports facilities?
13. How do you handle bookings for coaches/ personal trainers/ tutors?
Our system supports: Y/N Manual booking only: Y/N
14. How many staff are involved in taking sports bookings?
What is their average annual salary cost?
What proportion of their time is spent on sports bookings?
- these can be for: the last calendar or academic or financial year.

University Response

1. 80%
2. 5060 booked hours some of which are free bookings.
3. In-person 40% / Telephone 50% / Mobile App 10%
4. Average spend £60
5. £81,000
6. System Name(s):exerp / Supplier Name(s): Pulse Fitness
7. January 2016
8. N/A
9. No current plans to replace system.
10. £5k
11. Annual contract
12. Head of Sport supported by Sports Operations Manager.
13. Our sports booking system includes bookings for coaches/personal trainers/tutors.
14. 8 staff members, N/A and 10%

I trust this satisfies your request sufficiently. Under the Freedom of Information Act 2000, you have the right to complain about the University's response to your request for information. If you have such a complaint, you may contact Mr David Maplas, Director of Student Affairs, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 5830, d.malpas@mdx.ac.uk within 40 days of the date of this letter for a review of the University's decision. If you remain unsatisfied with the outcome of that complaint, you may seek further recourse by lodging an appeal with the Information Commissioner.

Yours sincerely

John Gilchrist
Freedom of Information Officer