



## 41<sup>st</sup> Annual General Meeting HEAD OF OPERATIONS REPORT

The Covid-19 pandemic has given us the opportunity to make vital changes to the business and allowed us to restructure and streamline certain areas. One of these changes saw the introduction of a new Head of Operations position.

The scope of this role is to lead on elements of the delivery of our primary services, and the strategic development and implementation of DSUK policies. Communications, Membership services, and Bookings all fall into the newly formed Operations department and so over the last 9 months it has been important to prioritise. We have taken the opportunity to update a number of our policies and operating procedures to ensure that we are able to deliver adaptive snowsport opportunities as safely and as soon as possible.

### Health and Safety

Without a doubt health and safety has been at the forefront of everyone's thoughts at the minute and is no different here. The safety of our staff, skiers and volunteers is of paramount importance. In May last year we engaged with an external Health and Safety consultancy, (Project Health & Safety Services Ltd and we would like to thank them for not only donating their time and expertise but the support and guidance they gave throughout the project) and together reviewed and updated all of our Health and Safety policies. We also implemented new health and safety monitoring practices with monthly quality assurance meetings to highlight and resolve any potential issues. As we planned for reopening our schools, the senior team and Snowsport School Managers worked closely with centre management to update our site specific and Covid 19 Risk Assessments. This ensured that our delivery team of instructors had all the required PPE and had also been briefed on our new policy and any Covid restrictions prior to delivering lessons.

Health and Safety practices don't just impact our customers. We have also been reviewing our infrastructure with Covid-19 in mind. With the support of local volunteer Rob Henderson, the office in Glenmore has undertaken a full assessment and had been retrofitted with designated work areas and new sanitation stations at the entrance and throughout.

The office at the Cairngorm ski centre has also been upgraded and during the ski season the staff team will operate out of that office to give a greater presence during the busier months on the mountain.

To protect the safety of our skiers we have introduced a new temporary lesson booking process to ensure that we could deliver lessons to as many skiers as possible while adhering to the local restrictions. We have also built in time in between lessons to allow for cleaning of kit and to minimise client crossover.

### DSUK Membership

Membership remains a key element of DSUK. We continue to work with external companies to broaden the range of benefits DSUK membership offers. You will have noticed recently that we held several zoom calls with our members hosted by our Snowsport School Managers to explore how we can expand our service both on and off the snow. I would like to thank all those who joined the calls, the information you provided will allow us to better shape the offering of DSUK.



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### Snowsport school Lesson Subsidies

To ensure DSUK covers the actual costs of each lesson, we have changed the way subsidies will be allocated. Rather than allocating subsidies in a blanket fashion, clients who request a lesson subsidy will be asked to apply. All clients who are or become DSUK members will be eligible to apply.

To explain why we have this new process – it costs the charity approximately £80 to run a 1-hour lesson at each centre (centre costs are specific). Until now we had applied subsidy to all members lesson in a blanket form, however now we are asking that where people can afford to pay more towards their lesson that they would consider doing so.

Several clients pay for lessons using funding from elsewhere and can apply for the full lesson amount from their funder, this is of particular note where a funder needs to know if they have applied elsewhere as receiving our subsidy may disqualify them from receiving a subsidy from elsewhere.

Subsidies are non-transferable and must be used within a 12-month period, clients must hold a valid DSUK membership to use their subsidies. The new system was introduced when we reopened briefly at the end of last year and as it is a quick and effortless process it has been met with positivity by our members. It also ensures a fair allocation of the subsidy funds to those who request it.

### DSUK Local Groups

We continue to build stronger relationships with the committee member of the individual groups. Over the last year I have worked with each of the groups to arrange DSUK email addresses and online information storage for the committee members. This makes it easier for Local Group volunteers to comply with policies and ensures that skiers and snowboarders data is stored and processed safely. We have also arranged micro sites on the main DSUK website to provide information on each of the groups with contact details for anyone wishing to contact a group directly. Despite Covid-19 once again stopping many of the groups from meeting physically for most of last year I am glad to say that some of the groups were able to arrange a ski session during the few months that we were able to open. Quite a few have taken to zoom to have monthly online catchups.

As part of the process of planning the reopening of ski schools we have been working on a new local group operating manual that will ensure we have consistent operations across all local groups. We will also be increasing the provision of training available to all groups, utilising the knowledge and skills of our Technical Director along with the local Snowsport School Managers.

If you would like any more information about membership or local groups please contact [bookings@disabilitysnowsport.org.uk](mailto:bookings@disabilitysnowsport.org.uk)