

Bedale Leisure Centre User Survey 2024 Summary



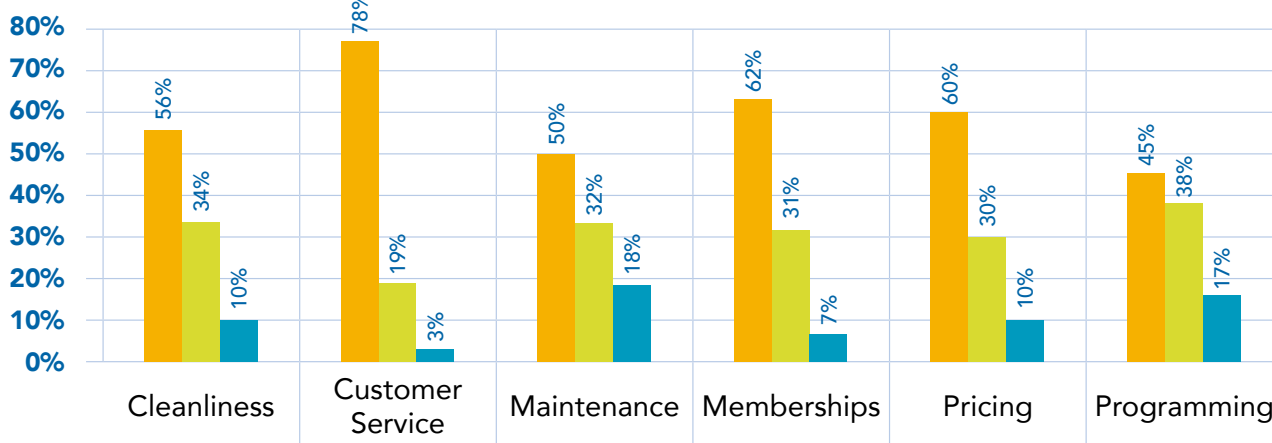
Average Customer Profile:



Sex: Female
Age: 60-69 years
Visits the Centre: 3 times or more per week
Main activity at Centre: Swimming/fitness class/Aquafit
Membership Status: Has a Freedom membership
Participation in Exercise: 4 times or more per week

Key Service Area Ratings

■ Good
 ■ Average
 ■ Poor



You Said:

More fitness classes

Cleanliness of gym could be improved

Increase class capacities

We Did:

- We are trying to recruit new instructors but unfortunately getting little or no response
- Exploring options of freelance instructors
- Undergoing a pay structure review

- We have recruited a new gym instructor which will help with cleanliness of these areas
- Reviewed the cleaning rota to include deep cleaning tasks

- We are liaising with the school to increase our sports hall access so the more popular classes could be moved