

Stokesley Leisure Centre User Survey 2024 Summary



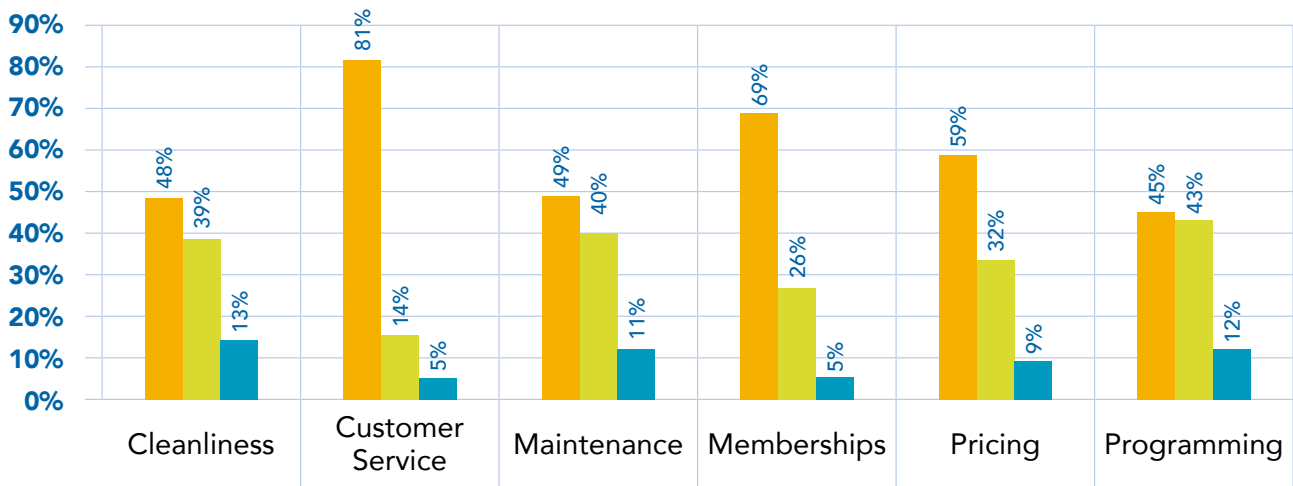
Average Customer Profile:



Sex: Female
Age: 60-69 years
Visits the Centre: 3 times or more per week
Main activity at Centre: Gym/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

**The changing rooms
could be cleaner**

**Not enough
car parking spaces**

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

- New cleaning rota identified for staff to make more frequent checks of the area
- Staff training delivered on acceptable cleaning standard
- Spot checks from the management team

- Liaise with the school regarding students/teachers using our car park
- Car park security deployed at peak times
- New signage
- Discussions have begun about installing a ticket machine