

Thirsk & Sowerby Leisure Centre User Survey 2024 Summary



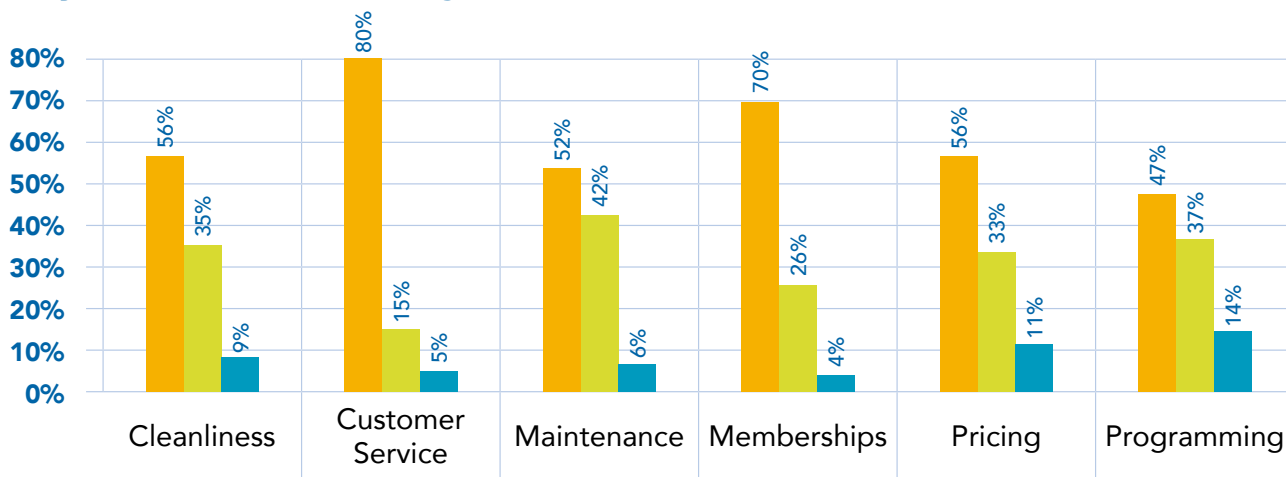
Average Customer Profile:



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**

**The Gym is busy,
and I cannot get on
the equipment**

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
- We have Identified peak and off-peak times and will make these known to members
- 24/7 access is available and will be promoted