

## PART A

**Report to:** Leisure Management Contract Task Group  
**Date of meeting:** 18 October 2016  
**Report of:** Corporate, Leisure & Community Client Section Head  
**Title:** Scrutiny of the Leisure Centre survey results September 2016

### 1.0 SUMMARY

- 1.1 The current leisure centre management contract expires in June 2018; the council are in the pre procurement phase of the retender process.

An important part of the retender process is to understand what current users/customers think of the service provided and do the leisure facilities meet their current and consider their future sports and physical activity needs.

In order to gauge users/customers opinions a satisfaction survey was conducted during September 2016. 516 users responded to the survey which is an increase of 103 questionnaires compared to the 2013 survey.

### 2.0 RECOMMENDATIONS

- 2.1 To review the findings of the recent customer/user survey (Appendix 1) and provide recommendations to the Portfolio Holders meeting to be held on 14 November 2016 on the development of the future service specification for the new leisure contract.

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## Appendices

- Appendix 1 – Leisure centre survey results – September 2016
- Appendix 2 – copy of questionnaire