

New Leisure Performance Indicators

Qualitative Pools & Outdoor Activities

- Satisfaction of service users with: cleanliness
- Satisfaction of service users with: temperature of water
- Satisfaction of service users with: approachability of staff
- Outdoor services customer satisfaction rating
- Satisfaction of service users with: pricing
- Satisfaction of service users with: maintenance
- Satisfaction of service users with: programming i.e. accessibility
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Quantitative Castle Hall

- Net cost per attendance
- Level of usage (Diversity)

Qualitative Castle Hall

- Ease of booking tickets
- Quality of program