

HDC Leisure Centres	Oct-Dec 2021			Apr-Dec 2021		
Key Performance Indicator	Comparison Oct-Dec 2019	Review period Oct-Dec 2021	Target Oct-Dec 2021	Comparison Apr-Dec 2019	Review period Apr-Dec 2021	Target Apr-Dec 2021
Participation: Overall	137,976	131,328	n/a	432,183	393,620	n/a
Participation: Swim	56,493	62,662	n/a	183,831	188,854	n/a
Participation: Gym and Group Exercise	21,410	13,116	n/a	67,735	74,017	n/a
Participation: Sports and Other Activities	60,073	55,550	n/a	180,617	130,749	n/a
Customer satisfaction	75%	73%	n/a	71%	75%	n/a
Customer complaints	1.90%	0.01%	n/a	0.018%	0.005%	n/a
Customer engagement	1,695	1,884	n/a	10,753	9,009	n/a
Free Activities and Community Contributions	£3,000	£12,843	n/a	£4,100	£40,470	n/a
Accidents	24	39	n/a	85	89	n/a
Energy Consumption (KwH)	701,663*	751,030*	n/a	2,061,978*	2,053,860*	n/a

**NB. Due to Covid lockdowns rendering 2020-21 comparisons futile, 2019/20 has been used as the comparison year**

**NB. No 2021-22 targets were established due to the ongoing lockdown restrictions and the uncertainty when they would cease. Targets will be reintroduced next year**

**\* excluding HLC gas due to faulty meter**