

DERWENT POOL - CUSTOMER COMMENTS FEEDBACK

JULY YO SEPT 2008	Very good	Good	Fair	Poor	Very poor
Efficiency of the staff	✓✓✓				
Helpfulness of the staff	✓✓✓				
Courtesy of the staff	✓✓✓				
General cleanliness	✓	✓			✓
Condition of the facilities	✓	✓			
Safety and security	✓✓				✓
Pool Water temperature	✓✓	✓			
Air temperature	✓✓✓				
Value for money	✓✓✓				
Overall experience	✓✓✓				
TOTAL	24	3	0	0	2

COMMENTS RECEIVED	ACTION TAKEN
Please could we have adult snorkelling classes. Even if it was on a fortnightly basis.	We will look at scheduling some snorkelling lessons after the summer holidays. Unfortunately it is not possible at present, due to staff availability.
A – Locker no 9 broken B – shower, no hooks for towels since repair C – clean up outside D – Music in pool area awful	The repairs to the male showers are not yet complete and the items outside are awaiting collection. Locker no 9 to be repaired.
Swimming lessons (childrens). Beginners - you need 2 teachers in pool. Less use of these long floats to encourage confidence in water. Children should be in water & moving for the whole session. Why do you require money for Autumn term lessons 6 weeks in advance. A lot of money up front! Hard for families on lower incomes.	We need to ensure that those currently on swimming lessons are given priority to re-book so that we know how many places are available before we start contacting children on the waiting list. All this must be done before the start of the next course of lessons as it is extremely difficult to bring new children into classes that have been running for a few weeks.
Please mend the ladies hairdryers!! If you want to save money, automatic cut out hairdryers not less shower water	The hairdryer is awaiting repair and we are consulting with RDC on the installation of the new shower heads.
Pool was too warm!	
The new showers in the women's changing rooms are pathetic – about half the power and efficiency of the old ones!	A pump to increase water pressure is being installed on 3/9

LIFESTYLES - CUSTOMER COMMENTS FEEDBACK

JULY TO SEPT 2008	Very good	Good	Fair	Poor	Very poor
Efficiency of the staff		✓			
Helpfulness of the staff		✓			
Courtesy of the staff		✓			
General cleanliness		✓			
Condition of the facilities		✓			
Condition of the equipment		✓			
Safety and security			✓		
Air temperature				✓	
Value for money					
Overall experience			✓		
TOTAL	0	6	2	1	0

COMMENTS RECEIVED	ACTION TAKEN
Children are given far too long to clog up the gym when people need it, ie. after work, 3.30 to 7.30pm on 3 days is too much for kids	The Youth Gym Project has been running over the summer with the emphasis on encouraging children to exercise. The scheme is coming to an end, though it is proposed that we continue to offer children the chance to use the facilities, but with revised times.

NRLC - CUSTOMER COMMENTS FEEDBACK

JULY TO SEPT 2008	Very good	Good	Fair	Poor	Very poor
Efficiency of the staff	✓✓✓✓				
Helpfulness of the staff	✓✓✓✓				
Courtesy of the staff	✓✓✓✓				
General cleanliness	✓	✓✓	✓		
Condition of the facilities	✓✓✓	✓			
Safety and security	✓✓✓		✓		
Value for money	✓✓✓	✓			
Overall experience	✓✓✓	✓			
TOTAL	25	5	2	0	0

COMMENTS RECEIVED	ACTION TAKEN
Covered bike park please!	To be discussed at the next Management Meeting
My son Gonzalo, has had a great time here at the Leisure Centre and looks forward to returning next summer.	
Everything was excellent, really pleased with the party	
Advertise facilities like this now – the staff's organisation really made the party – thank you	Comments passed on to staff – thank you

RYEDALE POOL - CUSTOMER COMMENTS FEEDBACK

JULY YO SEPT 2008	Very good	Good	Fair	Poor	Very poor
Efficiency of the staff	✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓	✓	✓✓	✓	
Helpfulness of the staff	✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓	✓✓✓	✓✓		
Courtesy of the staff	✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓	✓✓✓	✓	✓	
General cleanliness	✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓	✓✓✓✓✓	✓	✓	
Condition of the facilities	✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓	✓✓✓✓✓✓✓	✓		
Safety and security	✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓	✓✓✓✓✓			✓
Pool Water temperature	✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓	✓✓✓✓✓✓✓	✓✓✓	✓	
Air temperature	✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓	✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓		✓	
Value for money	✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓	✓✓✓✓✓✓✓✓			
Overall experience	✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓	✓✓✓✓✓✓✓		✓	
TOTAL	119	51	10	6	1

COMMENTS RECEIVED	ACTION TAKEN
I don't agree with the mixed changing areas	
Open the slide more often.	The flume is scheduled to be running every day throughout the summer holidays – please ask a members of staff for details!
Here on vacation – the pool is awesome, the staff are amazing	
Being much more firm and strict with the children in both the pool and changing room – they swore and dropped litter and challenged each other to fights. On the slide they pushed in and ignored your staff	Situations such as these are covered on a regular basis during staff training sessions and all staff are aware of the relevant policies and procedures. When situations such as these arise, all members of staff have the authority to ban customers, with the full backing of the Managers.
More backup when difficulties arise – a member of staff coped well, very consistent, clear instructions to several difficult swimmers (teenage boys). Perhaps a manager who has authority to ban immediately, not fair on other users. – Well done Donna!	
I think the staff are doing a brilliant job, the pool is clean	
Lovely pool, great fun, very cheap!	
Yes stop using seating to put shoes on. Not enough seating as it is especially Wed evening at swimming club. Plus no one needs to get clothes and feet wet!! Just stop opening showers to traction engine people to make more money! Not enough showers as it is!	Unfortunately we do not “make money” out of offering showering facilities to visitors. Invariably, over the traction engine weekend, our costs increase as we employ extra staff to try and keep on top of the cleaning. The benches were implemented to try and cut down on the amount of dirt transferred into the changing room.
When are you going to mend the disabled entry button!	New mechanism has been ordered by RDC and will be fitted as soon as it arrives
I really cannot think of anyway – it really was <u>that</u> good!	
All round good	
Very good indeed	
Need more showers – 2 in gent's shower are insufficient	Showers are available on poolside
Excellent staff – very clean and roomy changing rooms. Would have liked a longer session.	
A lane for faster swimmers – also this for adults only on a night time	Looking into the possibility of introducing a Lane Swim Session – would this appeal to customers?
Jacqui for Aqua Aerobics – don't like being told to listen!	