

DERWENT POOL - CUSTOMER COMMENTS FEEDBACK

| JANUARY TO MARCH 09 | 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 | 43 | 5 | 7 | 1 | 0 |

| COMMENTS RECEIVED | ACTION TAKEN |
|--|--|
| Please may we have some hooks by the mirrors and hairdryer to put coats on while drying hair, etc. | We will speak to Ryedale District Council regarding these. |
| Ladies changing rooms very draughty, also exit from pool? Thick plastic curtain to keep outside air from pool area? | |
| Particular thanks to Brendan for a helpful session of extra exercises; he did this even on his day off. | |
| Gym was fantastic | |
| Please fix changing cubicle in ladies side – it's been out since before Christmas. There were 5 elderly ladies changing in general area today. | We will chase the repair up with RDC. |
| Because teenage girls should be allowed to swim with their mums at Ladies Only sessions | Unfortunately this session is specifically for ladies only and as such the age limit is 16 years + |
| Lane ropes during public swim times would improve safety and satisfaction. | We have a dedicated lane swimming session on a Wednesday evening 8 to 9pm. |

LIFESTYLES - CUSTOMER COMMENTS FEEDBACK

| JANUARY TO MARCH 09 | 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 | 0 | 0 | 0 | 0 |

| COMMENTS RECEIVED | ACTION TAKEN |
|--------------------------|---------------------|
| No comments received | |
| | |

NRLC - CUSTOMER COMMENTS FEEDBACK

| JANUARY TO MARCH 09 | 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 | 65 | 50 | 27 | 3 | 3 |

| COMMENTS RECEIVED | ACTION TAKEN |
|---|--|
| A hairdryer in the ladies changing room would be beneficial particularly when going out after attending the gym. | We will look into the feasibility of providing one. |
| We are finding the gym to be very busy, hence little chance for using machines. Selected times for selected groups? | |
| Staff be more prominent , party facilities for food upgraded. | We are looking at improving the decoration within the Community Room |
| Decorate party room | |
| Get staff to interact with children more and make party room more interesting and up to date | |
| Consideration to others when in the hall – Climbing persons crossing our court when in play | Consideration should be given to and by all participants |
| A water fountain near the gym. The children were all very thirsty and not all had water bottles. | We will look into the possibility of installing one |
| Fantastic staff – so patient & helpful, played with the children – wonderful. | |
| Excellent course, my 8 year old daughter is now spurred on to play more! | |
| Just a thought, but would be worth staggering start time of activities – 19/2 was chaotic! | We will bear this in mind when programming the next course of activities |
| The cricket netting, the matting and the general visibility are all very poor. The state of the equipment has deteriorated over the years and is now completely unacceptable for hire | We are currently looking into the costs associated with replacement / repair |
| The floor was very dusty and dirty | |
| Second net in from the far side not usable for slow bowlers – needs front of net raising | We are currently looking into the costs associated with replacement / repair |

RYEDALE POOL - CUSTOMER COMMENTS FEEDBACK

| JANUARY TO MARCH 09 | 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 | 4 | 15 | | | |

| COMMENTS RECEIVED | ACTION TAKEN |
|---|---------------------|
| We think swimming lessons are excellent. All staff are good and helpful and Jennifer is a brilliant swimming teacher. | |