

DERWENT POOL – CUSTOMER FEEDBACK

APRIL TO JUNE 2010	very good	good	fair	poor	very poor
Efficiency of the staff	4	2	0	0	0
Helpfulness of the staff	3	1	2	0	0
Courtesy of the staff	4	2	0	0	0
General cleanliness	3	2	1	0	0
Condition of the facilities	3	1	1	0	1
Safety and security	4	2	0	0	0
Pool water temperature	3	1	1	0	1
Air temperature	4	1	1	0	0
Value for money	4	2	0	0	0
Overall experience	3	2	1	0	0
	35	16	7	0	2

MONTH	COMMENTS	ACTION
April	Monday & Friday to have a 7.30am start	Major alterations to the timetables such as
	instead of 8.30am	these have a significant impact on staffing
	Please can Derwent & Ryedale Pools have	levels and need careful consideration.
	differing timetables so I have a greater	Some sessions, such as school swimming
	opportunity to select sessions, they are	are unable to be moved.
	both nearly identical.	
May	The tiling in the ladies changing is dreadful	We are currently awaiting RDC to
	and becoming non - existant. It is mostly	instigate full repair work to this area.
	patched up with boarding and tape. I hate	
	to imagine what the Dept of Health would	
	think.	
	Some staff, they don't know how to smile to	
	customers	
	The service you give is excellent.	

LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

APRIL TO JUNE 2010	very good	good	fair	poor	very poor
Efficiency of the staff	2	0	0	0	0
Helpfulness of the staff	2	0	0	0	0
Courtesy of the staff	2	0	0	0	0
General cleanliness	3	0	0	0	0
Condition of the facilities	3	0	0	0	0
Condition of the equipment	2	0	1	0	0
Safety and security	2	0	1	0	0
Air Temperature	2	0	1	0	0
Value for money	2	0	1	0	0
Overall experience	1	1	1	0	0
	21	1	5	0	0

MONTH	COMMENTS	ACTION
April	Nice to see incentives to motivate members Thank you	
May		
June	By opening 1 / 2 extra mornings ie. 7.30am for people who work late shifts x 2	Unfortunately this is not possible at the moment due to staffing rotas.

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

APRIL TO JUNE 2010	very good	good	fair	poor	very poor
Efficiency of the staff	6	2	1	1	0
Helpfulness of the staff	7	1	1	1	0
Courtesy of the staff	7	1	2	0	0
General cleanliness	5	3	2	0	0
Condition of the facilities	4	3	3	0	0
Safety and security	5	3	1	0	0
Pool water temperature	4	5	1	0	0
Air temperature	5	3	1	0	1
Value for money	4	2	3	0	0
Overall experience	7	1	1	1	0
	54	24	16	3	1

MONTH	COMMENTS	ACTION
April	We belong to Scotland and have been on holiday here and have really enjoyed the facilities - find the staff really friendly	
	By ensuring we can use the changing cubicles - they were left with clothes in.	We would like to remind all our customers that belongings should be secured in the lockers provided.
May	Staff this morning were very polite and helpful, very clean - pleasant visit	
	Public swim times changed from 10.30am start to 11am without any publicity / updating of leaflets. Resulted in many families now waiting in reception	The change was implemented after Easter break in order to address our swimming lesson waiting list. We apologise for the inconvenience caused, a poster was displayed in reception at the time, but has now been removed.
	By not changing swimming lesson times and people turning up and having to wait because times have changed!	
	I think it is very dangerous with the potential of a fatality when the inflatable is left in the pool at 2.30 - a small child could be trapped underneath in addition to closing 1/2 of one side.	Staff have been made aware of this and if this situation arises in future then the inflatable will be put in from 2 to 3pm.
	All excellent	
June		