

DERWENT POOL – CUSTOMER FEEDBACK

JULY TO SEPTEMBER 2010	very good	good	fair	poor	very poor
Efficiency of the staff	4	1	0	0	0
Helpfulness of the staff	4	0	0	0	1
Courtesy of the staff	4	0	0	1	0
General cleanliness	1	3	0	0	1
Condition of the facilities	1	0	3	0	1
Safety and security	1	3	1	0	0
Pool water temperature	0	0	3	0	1
Air temperature	1	1	1	1	0
Value for money	2	2	0	0	1
Overall experience	2	2	0	0	1
	20	12	8	2	6

July	Air con in gym is awful - needs improving	
August	The new showers are a nightmare - 2 middle ones don't stay on. People with poor mobility have nowhere to put shampoo	Your comments have been passed on to Ryedale District Council
	A sign in the changing rooms would be good asking parents to dry and change their babies / toddlers before themselves. It is distressing seeing wet children left to cry	Unfortunately this is a decision each and every parent must make.
	It would be helpful if during the adults only session could be extended by 30 mins to 1.30pm	
	You can start with painting the place, flakey walls don't inspire me to think the place is well maintained.	Your comments have been passed on to Ryedale District Council
September		

LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

JULY TO SEPTEMBER 2010	very good	good	fair	poor	very poor
Efficiency of the staff	0	1	0	0	0
Helpfulness of the staff	1	0	0	0	0
Courtesy of the staff	1	0	0	0	0
General cleanliness	0	1	0	0	0
Condition of the facilities	0	0	1	0	0
Condition of the equipment	0	0	1	0	0
Safety and security	0	1	0	0	0
Air Temperature	0	1	0	0	0
Value for money	0	1	0	0	0
Overall experience	0	1	0	0	0
	2	6	2	0	0

July	Can I respectfully ask that the spray disinfectant is filled up every morning in the gym, it is nearly always empty.	We will ensure that this is check every morning
August	A new bench	

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

JULY TO SEPTEMBER 2010	very good	good	fair	poor	very poor
Efficiency of the staff	6	3	0	0	0
Helpfulness of the staff	8	1	0	0	0
Courtesy of the staff	7	2	0	0	0
General cleanliness	6	1	1	1	0
Condition of the facilities	6	2	1	0	0
Safety and security	7	2	0	0	0
Pool water temperature	5	2	2	0	0
Air temperature	5	2	0	0	1
Value for money	6	0	2	0	0
Overall experience	6	1	1	0	0
	62	16	7	1	1

July	The provision of water babies	Something we are currently looking at
	My main reason for feedback is the always grubby condition of the foyer toilets. Without doubt this facility is most def not cleaned properly or regularly	Toilets should be checked and cleaned regularly - staff will be reminded of this.
	In school hols please extend adult only sessions up to 10am	Unfortunately the timetable for the summer is now set.
August	If more of the large lockers had useable keys, ie. with bands on, fewer people might leave stuff in the cubicles! If there any point nothing seems to happen.	A full locker audit has been supplied to RDC and we are now awaiting repairs
	Friendly greeting, nice swimming pool	
	Boys had a great time - thank you!	
	Super friendly staff, great facility, will be back	
	Keep swimming free for pensioners	
September	Can you either increase the length of the adult sessions or have more of them?	We have to try to cater for all members of the public, however come November swim fit sessions will give more time for those wishing to do a more structured swim