

DERWENT POOL – CUSTOMER FEEDBACK

JANUARY TO MARCH 2011	very good	good	fair	poor	very poor
Efficiency of the staff	1	0	0	0	0
Helpfulness of the staff	1	0	0	0	0
Courtesy of the staff	1	0	0	0	0
General cleanliness	0	2	0	0	0
Condition of the facilities	0	0	2	0	0
Condition of the equipment	0	1	0	0	0
Safety and security	0	0	1	1	0
Air temperature	0	1	1	0	0
Value for money	0	1	1	0	0
Overall experience	0	1	1	0	1
	3	6	6	1	1

January	Pool water is cold.	The pool water temperature is checked on a regular basis by our staff and is looked to be maintained at a temperature in the region of 29 degrees. A member of staff who will then take a reading and inform the council if it is below the required temperature.
February	No comments received.	
March	Please can you check the hairdryers in the ladies.	We have contacted the supplier for the hairdryers and hope they are now working properly.
	Enjoyment spoiled by overcrowding of the pool and having to swim diagonally and away from people, I would suggest half pool for lane swimming.	The pool usage numbers is carefully monitored and we follow strict guidelines to occupancy numbers of the pool. Although lane swimming would appear to be ideal it does in fact close of more space in the water as putting a fast lane in may only benefit one swimmer and give less of the pool to use for others. We will continue to monitor this.

LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

JANUARY TO MARCH 2011	very good	good	fair	poor	very poor
Efficiency of the staff	0	0	0	0	0
Helpfulness of the staff	0	0	0	0	0
Courtesy of the staff	0	0	0	0	0
General cleanliness	0	0	0	0	0
Condition of the facilities	0	0	0	0	0
Condition of the equipment	0	0	0	0	0
Safety and security	0	0	0	0	0
Air Temperature	0	0	0	0	0
Value for money	0	0	0	0	0
Overall experience	0	0	0	0	0
	0	0	0	0	0

January	No comments received	
February	No comments received	
March	No comments received	

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

JANUARY TO MARCH 2011	very good	good	fair	poor	very poor
Efficiency of the staff	2	4	0	0	0
Helpfulness of the staff	4	2	0	0	0
Courtesy of the staff	3	3	0	0	0
General cleanliness	1	2	3	0	0
Condition of the facilities	1	3	2	0	0
Condition of the equipment	1	3	2	0	0
Safety and security	1	4	1	1	0
Air temperature	1	3	2	0	1
Value for money	1	4	1	0	0
Overall experience	2	3	1	0	0
	17	31	12	1	1

January	Poor pressure in the mens showers.	This will be looked into to see if the pressure can be increased
February	Disabled changing room door sticks.	We have looked at this and checked the door, if the problem continues please inform a member of staff to assist you.
March	Please return Friday night lane swim and keep it on the swim timetable.	In amending the timetable, we were aware that we would not be able to please everyone and some customers, would be disappointed by the changes. The Friday night lane swim was one in which usage of the pool was low and was therefore taken out. We will monitor the new timetable.

	<p>Party prices too expensive.</p>	<p>The party prices costs were reviewed and changed recently, in line with increasing costs. The pool is available for hire without the monster island which incurs additional cost due to the additional staff required to supervise and the costs do reflect a nationwide average.</p>
	<p>Disappointing timetable stops at 3pm on Sunday could you not open later instead of closing earlier.</p>	<p>The timetable change was difficult to do in trying to please everyone however we hope that the continuation in swimming lesson teachers and other changes made have been for the greater good of our customers.</p>
	<p>Please warm up the pool especially changing facilities.</p>	<p>Ryedale district council controls the temperatures at the pool sites and we monitor the air and water temperature checks regularly. If you feel the water or air temp is too cold please inform a member of staff who will then check it, and report to the council if required.</p>