

DERWENT POOL – CUSTOMER FEEDBACK

<b>JULY TO SEPTEMBER 2011</b>	<b>very good</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>very poor</b>
Efficiency of the staff	4	0	0	0	0
Helpfulness of the staff	5	0	0	0	0
Courtesy of the staff	3	0	0	0	0
General cleanliness	1	3	1	0	0
Condition of the facilities	0	4	1	0	0
Safety and security	1	3	1	0	0
Pool water temperature	0	0	3	0	0
Air temperature	0	2	1	1	0
Value for money	1	3	1	0	0
Overall experience	1	4	0	0	0
	16	19	8	1	0

July	Same music on at Norton Pool	We will look at changing the music more frequently.
August	Make the showers run longer	The showers are on a push button system to extend the length they run. We will inform RDC if there are any problems with the push buttons.
	Please can we have lane swimming at lunch time as 15 people swimming all bumping into one another.	We have discussed in depth the feasibility of putting lanes in. However during public swims we have a wide range of swimming abilities with the need to cater for all. We would only be able to put 3 double lanes in and would potentially increase the congestion as the lanes would have to be segregated into abilities. We will continue to monitor the situation and should demand call for it trial lane swimming.
	Staff member reacted with no hesitation when a young girl got into trouble.	We are proud of our pool safety records and constant training is maintained in order to be able to deal with such situations.
September	Pool water is cold	We will continue to monitor the pool water temperature and inform RDC should it need turning up.

LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

<b>APRIL TO JUNE 2011</b>	<b>very good</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>very poor</b>
Efficiency of the staff	0	1	0	0	0
Helpfulness of the staff	0	1	0	0	0
Courtesy of the staff	0	1	0	0	0
General cleanliness	0	1	0	0	0
Condition of the facilities	0	0	1	0	0
Safety and security	0	0	1	0	0
Value for money	0	1	0	0	0
Overall experience	0	1	0	0	0
	0	6	2	0	0

July	no comments	
August	great summer holiday activities programme	Thank you
September	no comments	

### RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

<b>JULY TO SEPTEMBER 2011</b>	<b>very good</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>very poor</b>
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	1	0	0	0
Condition of the facilities	0	1	0	0	0
Safety and security	0	1	0	0	0
Pool water temperature	0	1	0	0	0
Air temperature	0	0	0	1	0
Value for money	0	0	1	0	0
Overall experience	0	0	1	0	0
	3	4	2	1	0

July	Pool water is cold	We have informed RDC of the water temperature and will continue to monitor it.
August	Please follow up the junior lifesaving holiday activity it was very well run.	We will look at continuing the activity throughout the holidays, and thank you for your positive comments.
	Please introduce lane swimming or stop people chatting in groups, I paid good money to swim and couldn't as a result.	The sessions are open to all abilities of swimmers and although we cannot stop people from chatting in the pool we will ask them to show consideration towards other swimmers.
September	Free hair dryers are good	