

Overall Value for Money **62%**

Swimming Lessons 64%

You were given all the information necessary (14)	50%
There were / are suitable times & classes (14)	64%
Standard of teaching (14)	71%
Constant delivery of teaching (14)	71%
Overall impression (14)	64%

Kids Activity N/A

Standard of teaching & instruction (***)	N/A
Recommend kids activity to others (***)	N/A
How pleased are you with your child's progress (**)	N/A
How pleased are you with teachers continuity (***)	N/A

Reception Area 85%

Their efficiency (70)	79%
Being well presented (70)	85%
Being professional (70)	85%
Being helpful (70)	90%
Giving a friendly welcome (70)	87%

Fitness 61%

The way you were welcomed into the gym (38)	66%
1:1 appointment (38)	68%
Access control measures (37)	73%
Were you recommended the results card etc (37)	38%
Discussions with the Fitness Motivator (37)	54%
Contacted by a member of fitness team (37)	27%

Group Exercise N/A

Suitable times & classes available (***)	N/A
Instructors: Knowledgeable, motivating, enthusiastic (***)	N/A
Equipment is in good condition (***)	N/A
Booking is easy & straightforward (***)	N/A
Class started on time (***)	N/A

Cleanliness 43%

Toilets (68)	43%
Activity spaces (68)	45%
Changing rooms (68)	42%

Excellent: 80% +
Good: 65% - 79%
Fair: 50% - 64%
Poor: 40% - 49%
Very Poor Under 40%

Do you have any comments that would help us improve our service to you	FACILITIES NOT ADEQUATE FOR NUMBERS ATTENDIN
	I LOVE IT
	LOOKING FWD TO UPGRADE
	NEED TO WOORK ON CLEANLINESSS
	NEW CHANGING ROOMS
	NO
	NO
	NO
	NO
	NO
	NO, I LOOK FORWARD TO THE DEVELOPMENT OF THE FACILITY
	SORT OUT LOCKER KEYS
	UPDATE THE SWIMMING POOL
	VERY GOOD
	VERY UNFRIENDLY STAFF NO INFORMATION GIVEN BY ANYONE ABOUT CHANGES
	WHEN YOU HAVE THE NEW FACILITY THERE IS NO CRECHE SO US MUMS WILL STILL HAVE TO USE ANOTHER FACILITY FOR OUR FITNESS WHICH WILL BE A SHAME. IT WOULD HAVE BEEN NICE FOR EVERYONE TO BENEFIT FROM THE NEW DEVELOPMENT. THERE IS ONLY ONE OTHER FACKILITY IN STO
	WHY ARE YOU NOT HAVING A CRECHE I AM A HOME DAD AND CANT USE FACILITIES DURING DAY AS I HAVE MY KIDS, NOT VERY THOUGHTFUL OF THE COMMUNITY.
	YES SWIMMING POOL NEEDS UPDATING