

Overall Value for Money **55%**

Swimming Lessons 63%

You were given all the information necessary (35)	80%
There were / are suitable times & classes (34)	71%
Standard of teaching (34)	62%
Constant delivery of teaching (33)	52%
Overall impression (33)	52%

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 72%

Their efficiency (129)	74%
Being well presented (129)	72%
Being professional (129)	74%
Being helpful (129)	76%
Giving a friendly welcome (129)	66%

Fitness 57%

The way you were welcomed into the gym (25)	60%
1:1 appointment (24)	63%
Access control measures (24)	63%
Were you recommended the results card etc (24)	42%
Discussions with the Fitness Motivator (23)	43%
Contacted by a member of fitness team (23)	48%

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 52%

Toilets (120)	50%
Activity spaces (120)	56%
Changing rooms (120)	50%

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

1. I THINK THAT YOU SHOULD BE MORE FREINDLY. 2. I THINK THAT YOU SHOULD BE MORE HYGENIC
 A GOOD POOL
 BETTER STRONGER MANAGEMENT
 CLEAN GGYM EQUIPMENT MORE OFTEN.
 CUBICLES TO CHANGE IN NOT OPEN PLAN
 DIRTY NAPPIS LEFT ONFLOOR TO MEANEPEOPLE NO SPACE TO CHANGE
 DO THE SWIMMING POOL UP
 FIX BROKEN EQUIPMENT AND TVS AND AIR CON
 GET THE CHANGING ROOMS SORTED ASAP. ESPECIALLY SHOWERS
 GOOD
 GREAT
 HAIRDRYERS STILL NOT WORKING WAS TOLD COLD ONE BEING REPLACED
 LIFEGUARDS TO REMEMBER THE IMPORTANCE OF ENJOYMENT IN THE POOL. THE BALANCE BETWEEN FUN AND HEALTH AND SAFETY IS TIPPED FIRMLY IN FAVOUR OF HEALTH AND SAFETY, TO THE DETRIMENT OF FUN.
 MORE SCUBA.
 MUCH MORE FREINDLYNESS
 NO
 NO
 NO
 NO
 NO
 NO I HAVE NONE IT IS VERY NICE
 NO POINT , NOTHING WILL BE DONE
 NOT ENOUGH SPACE AVAILABLE
 NOTHING
 PLEASE INFORM PEOPLE WHAT IS HAPPENNG
 PLEASE MAKE THE SHOWERS WARMER,THEY ARE TOO COLD TO USE.
 THANKYOU FOR TE LEDDSON TODAY
 THE CHANGING ROOMES
 WASH THE CLUB CHANGING ROOMS EVERY HOUR
 YOUR STAFE BBUT THE TOLOTS TOO
 YOUSHOULD TEACH THEM TO SWIM MORE QUICKLY