

Overall Value for Money **66%**

Swimming Lessons **65%**

You were given all the information necessary (59)	59%
There were / are suitable times & classes (58)	64%
Standard of teaching (58)	64%
Constant delivery of teaching (58)	67%
Overall impression (57)	70%

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 **79%**

Their efficiency (131)	82%
Being well presented (131)	78%
Being professional (131)	80%
Being helpful (131)	80%
Giving a friendly welcome (131)	76%

Fitness **63%**

The way you were welcomed into the gym (12)	83%
1:1 appointment (12)	75%
Access control measures (12)	67%
Were you recommended the results card etc (11)	27%
Discussions with the Fitness Motivator (11)	45%
Contacted by a member of fitness team (11)	9%

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 **49%**

Toilets (120)	42%
Activity spaces (120)	57%
Changing rooms (120)	48%

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

ABS EXERCISE EQUIPMENT NEEDED IN GYM
CLEAN AND REFURB THE CHANGING ROOMS
ENORCE NO SHOES TO BE WORN IN CHANGING ROOMS LIKE SAFFRON WALDEN. THE CLEANLENESS OF THE CHANGING ROOMS IS WHY I DONT SWIM HERE
GET A BIGGER FLOAT
HAVE 2 OR 3 PEOPLEAT RECEPTION
HELP WELCOME PEOPLE INTO THE JIM ANDD AT LEAST HAVE A WINDOW XX
IMPROVE THE OVERALL CLEANLINESS TO MATCH OTHER CENTRES
INSUFICIENT OPTIONS FOR WEEKEND SWIMJING CLASSES. TEACHER REGULARLY ABSENT SO NO CONSISTENCY AND CHILDS PROGRESS COULD NOT BE MONITORED PROPERLY
LACK OF WAITING AREA AND SEATING
MAKE THE WATER WARMER AND
MORE FEEDBACK ON PROGRESS IN LESSONS.
NEEDS O BE CCLEANER
NICER LIFEGUARDS
NO
NO
NO NEED . ;]
NONE ITS BRILLIANT.
OVERALL ALL GOOD BUT THE LOOS SMELL BIG TIME
PARKING WAS A R
REDUUCE THE USE OOF CHEMICALS IN THE POOL AREA
REPAIR EVERTHING THAT NEEDS IT
STOP SWIMING LESSONS DURINHG PUBLIC SWIMMING ON WEDS
T00 MANY CHILDREN IN THE CLASS. ONLY DONE ONE LENGTH AFTER 15 MINS
THE LOOS SMELL
THE POOL IS COLD
WOULD LIKE TO KNOW HOW MY CHILD IS PROGRESSING IN THE LESSON LIKE THE OLD SYSTEM. WE GET NO FEED BACK FROM THE TEACHER