

Overall Value for Money **57%**

**Swimming Lessons** **71%**

You were given all the information necessary (147)	64%
There were / are suitable times & classes (140)	74%
Standard of teaching (138)	75%
Constant delivery of teaching (136)	71%
Overall impression (134)	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** **65%**

Their efficiency (338)	67%
Being well presented (338)	64%
Being professional (338)	64%
Being helpful (338)	67%
Giving a friendly welcome (338)	64%

**Fitness** **N/A**

The way you were welcomed into the gym (***)	N/A
1:1 appointment (***)	N/A
Access control measures (***)	N/A
Were you recommended the results card etc (***)	N/A
Discussions with the Fitness Motivator (***)	N/A
Contacted by a member of fitness team (***)	N/A

**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** **50%**

Toilets (312)	43%
Activity spaces (312)	58%
Changing rooms (312)	49%

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

A DIVING BOARD
ADD SOMTHING TO THE SWINMMING POOL
BEING ABLE TO BLOCK BOOK LESSONS AND RECEIVE A DISCOUNT ASBEFORE THE SYSTEM CHANGED
CHANGING ROOMS NEED TO SMELL BETTER
CLEAN THE CHANGING ROOMS
CLEAN THE CHANGING ROOMS
CLEAN TOILETS
CLEAN UP THE TOILETS
CLEAN YOUR TOILETS
DEALL WITH MY COMPLAINT, EMAIL, COMPLETED FEEDBACK FORM - HAVE WEARD NOTHING AND POOL MANAGER UNABLE TO HELP,HE IS NOT REALLY INTERESTED
DONT KNOW
GET PROPER DOORS ON THE CHANGING CUBICLES
GET BETTER
GOOD
GOOD
HAVE CHEAPER SNACKS IN THE MACHINES
IMPROVE THE SHOWERS
IMPROVE THE SHOWERS
INVEST
IT WAS A LOVELY VISIT THANKYOU X
KEEP UP THE GOOD WORK
KEEP UP THE GOOD WORK. THERE HOULD BE A BETTER CAR PARK.
LESS MONEY
LESS MONEY
LONGER LESSON
MAKE IT CHEAPER
MAKE SURE THAT THE CHANGING ROOMS ARE CLEAN, AND THE TOILETS
MAKE THE SHOWERS WORK BECAUSE THER ARE ONLY 2 THAT WORK AND THE TOILETS CLEANER
MAKE TOILETTTS CLEANER
MORE CLEAN
MORE ORGANISATION NEEDED AT THE RECEPTION DESK
MORE PUBLIC SWIM TIME PLS

NO
NO
NO
NO
NO
NO
NO
NO
NO
NO
NO I DO NOT
NOTHING
PLEASE FIX THE SHOWERS IN GIRLS CHANGING ROOMS.
PUT ADVERTISING BOARDS UP
SHOWERS NEED TO BE UPDATED AND WORKING
SMALLER GROUPS IN THE LOWER STAGES WOULD BE BETTER. TOO MANY KIDS IN TOO SMALL AN AREA IN STAGE 2. DOESN,T BUILD CONFIDENCE WHEN YOU HAVE TO FIGHT FOR YOUR SPACE IN THE WATER.
SOME FORM OF INVESTMENT FOR THE SITE
SWIMMING LESSONS JUST TERM TIME WOULD MEAN WE WASTE LESS MONEY ON UNTAKEN LESSONS DURING THE HOLIDAYS WHEN WE ARE AWAY. CRASH COURSES IN THE HOLIDAYS CAN THEN BE TAKEN WHEN WE KNOW WE ARE AROUND TO DO THEM.
THE SAT 9AM BABY CLASS IS WHO I AM GIVING OPINION ON, SHE IS VERY POOR IN TEACHING QUALITY AND PEOPLE SKILLS AND DUE TO THIS LADY I WILL NOT CONTINUE WITH MY 3 CHILDRENS LESSONS FOR THE FORESEEABLE
THE SHOWERS IN THE GIRLS CHANGING ROOMS SHOULD ALL WORK.
THE TOILETS STINKY AND FUN
THE TOILETS
THERE SHOULD BE MORE PEOPLE AT THE DESK BECAUSE A
TOILETS
TOILETS
UNDERSTAND YOUR CLIENTS NEED BETTER. RUN A PROFESSIONAL SERVICE, RATHER THAN AN AMATEUR LED HALF COCKED ATTEMPT.
WE DO NOT GET TO FIND OUT HOW OUR CHILD IS PROGRESSING BEFORE PAYMENT IS DUE SO DON'T NO IF LESSONS ARE PAYING OFF AND THEY ARE IMPROVING
WE LOVE UR SWIMMING POL
WONDERFUL STAFF A VERY POSITIVE EXPERIENCE