

Overall Value for Money **69%**

**Swimming Lessons** **64%**

You were given all the information necessary (124)	65%
There were / are suitable times & classes (120)	65%
Standard of teaching (119)	61%
Constant delivery of teaching (119)	63%
Overall impression (119)	63%

**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 (402)	75%
Being well presented (402)	70%
Being professional (402)	71%
Being helpful (402)	72%
Giving a friendly welcome (402)	73%

**Fitness** **64%**

The way you were welcomed into the gym (92)	74%
1:1 appointment (90)	74%
Access control measures (90)	50%
Were you recommended the results card etc (90)	59%
Discussions with the Fitness Motivator (89)	64%
Contacted by a member of fitness team (89)	53%

**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** **58%**

Toilets (376)	53%
Activity spaces (376)	67%
Changing rooms (376)	55%

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

ALCHOL HAND WASH IN THE GYM AS SOME PEOPLE DONT WIPE THINGS DOWN OR HAVE GOOD PERSONAL HYGIENE  
 BE MORE CUSTOMER FOCUSED. WHAT WE WANT, NOT WHAT YOU HAVE.  
 BE MORE FRIENDLY TOWARDS CUSTOMERS  
 BIGGER AND BETER LARGE TERD FOUND IN THE POOL  
 CHANGING ROOM DOORS OR CURTAINS [PRIVACY PLEASE]  
 CHANING ROOM NICER  
 CHECK IN TAKES TO LONG YHE SCANNER IS TO SLOW  
 CLEAN THE CHANGING ROOMS BECAUSE THE FLOOR IS HAIRY.  
 CLEAN THE CHANGING ROOMS AND TOILETS REGULAR  
 CLEAN THE CHANGING ROOMS MORE OFTEN,  
 CLEAN THE TOILETS  
 DECENT SHOWERS IN THE LADIES CHANGING ROOM. THERE ISNT ENOUGH POWER TO RINSE LONG HAIR.  
 FREE FOOD  
 G ET MMORE STUF  
 GOOD  
 GREAT HAVING RADIO ON TODAY DURING SWIM  
 GYM IS GETTING DIRTY. SKIRTING BOARDS, EQUIPMENT, MIRRORS, DID NOT USE TOBE DIRTY  
 I THINK YOU SHOLD MAKE THE ACTIVITY AREAS AND TOILETS CLEANER  
 I THINK YOU SHOULD GET A BIT MORE FUN INTO THE LESSON  
 IMPROVE ON THE CHANGING ROOMS SIZE  
 IT HAS A NICE FEEL TO IT  
 ITS ALL VERY GOOD  
 JUST TO HAVE CLEANER TOILETS  
 LONGER SWIM SESSION - IT WAS ONL6Y 30 MEN  
 LESS CHANGE OF SWIMMING SCHEMES  
 LIFEGUARD WAS VERY HELPFULL WITH MY LITTLE ONE THANK YOU TO THAT LIFEGUARD  
 LIFEGUARDS COULD LOOK AS IF TAKING MORE NOTICE OF PEOPLE  
 MORE FUN SWIM [2 HOURS]  
 MAKE THE PRICES A BIT LOWER  
 MAKE YOUR TOILETS MUCH MORE CLEAN THEY ARE REVOLTING  
 MORE FRIENDLY STAFF  
 MORE SWIMMING LANES  
 MORE WAITS

NO
NO
NO
NO
NO
NO
NO
NO
NO
NO
NO COMMENT
NO COMMENT
NO EXCELLENT ANYWAY
NONE
NONE
NONE SORRY
NOT REALLY PRETTY GOOD
NOTHING MUCH TO SAY ITS ALL REALLY GOOD
SOMETIMES IT CAN BE RATHER SMELLY IN THE GYM BUT THE STAFF ARE AWARE OF THESE CONCERNS. ON THE WHOLE I WOULD RATE THE FACILITES BETTER HAN AVERAGE. TH STAFF WRE ALWAYS FRIENDLY AND HELPFUL.
SPEND MORE MONEY ON CHANGINGROOMS
STAFF WERE VERY WELCOMNG
STOP CHANGING SCHEMES ALL THE TIME
SWIM FROM 0630AM
TELL THE RECEPTION STAFF TO STOP EATING AND RABBITING
THE CHANGING ROOMS SHOULD BE CLEANER AND HAVE MORE CUBICLES X
THE GYM EQUIPMENT NEEDS CLEANING MORE REGULARLY
THE POOL WAS VERY COLD
THE STAFF DONT SMILE AND THE WATER WAS COLD
THERE SHOULD BE MORE CHANGING CUBICULES
TO CLEAN THE TOILETS
TO HAVE A FEW MORE CUBICLES FOR CHANGEING
TOLIGTEE CAN BE IMPROVED
TUESDAY MALE SWIM 17.00 TO 20.00
VERY GOOD AND TIDY
WOULD LIKE TO SEE MORE INNER CAND OUTER THIGH MACHINE
YOU COULD CLEAN THE TOLITS MORE OFFEN
YOU COULD HAVE TO SMALL LANES FOR SWIMMERS IN THE POOL FOR MORE EXPERINCED SWIMMERS RATHER THAN ONE LARGE ONE AS IT GETS TOO FULL. FASTE SWIMMERS COULD THEN B SEGREGATED FROM SLOWER ONES AND THERE WOULD BE LESS OVERTAKING AND FEWER COLLISIONS. THE OOL IS B
YOU COULD IMPROVE THE TOILETS
YOU SHOULD BE MORE FAIR, KIND AND CORAGEOUS TO US YOUNG KIDS
YOU SHOULD MAKE ITA BIT NICER AND FAIRER TO THE CHILDREN AND BE VERY NICE