

## Essential reference paper C

GovMetric summary showing customer experience levels in specific areas of service delivery Q1, 2 & 3 2013 through the NPS method of recording how likely one would recommend the facility to a friend / colleague.						
	Ward Freman Pool	Fanshawe Pool & Gym	Grange Paddocks Leisure Centre	Hartham Leisure Centre	Leventhorpe Pool & Gym	Overall rating per question
How would you rate your activity based on today's experience? Taken part in Swimming Lessons (1 being poor and 10 being excellent)	9.1	9.2	7.8	8.7	7.5	8.5
How would you rate your activity based on today's experience? Taken part in a Group Exercise (1 being poor and 10 being excellent)	NA	9.0	8.1	9.0	NA	8.7
How would you rate your activity based on today's experience? Used the Gym (1 being poor and 10 being excellent)	NA	8.3	6.8	7.2	5.6	7.0
How would you rate our Reception area based on today's experience? (1 being poor and 10 being excellent)	6.7	6.7	6.6	6.7	6.2	6.6
How clean would you rate our centre based on today's experience? (1 being poor and 10 being excellent)	6.8	6.7	6.7	6.6	5.7	6.5
<b>Overall site rating</b>	<b>7.5</b>	<b>8.0</b>	<b>7.2</b>	<b>7.7</b>	<b>6.3</b>	<b>7.4</b>
<b>Site NPS score</b>	<b>0.87%</b>	<b>-8.82%</b>	<b>-8.88%</b>	<b>-9.66%</b>	<b>-11.81%</b>	
<b>Legend</b>						
Anything greater or equal to an average of 9 or above; Good						
7 or above; average						
less than 7; poor						