

Essential reference paper C

GovMetric summary showing customer experience levels in specific areas of service delivery Q1, 2 & 3 2014 through the NPS method of recording how likely one would recommend the facility to a friend / colleague.						
	Ward Freman Pool 218	Fanshawe Pool & Gym 272	Grange Paddocks Leisure Centre 477	Hartham Leisure Centre 236	Leventhorpe Pool & Gym 236	Overall rating per question 1,439
How would you rate your activity based on today's experience? Taken part in Swimming Lessons (1 being poor and 10 being excellent)	8.6	8.2	8.4	8.9	7.9	8.4
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	NA	8.7	6.9	NA	7.8
How would you rate your activity based on today's experience? Gone for a Swim (1 being poor and 10 being excellent)	7.7	7.1	7.2	7.0	7.3	7.3
How would you rate your activity based on today's experience? Used the Gym (1 being poor and 10 being excellent)	NA	8.1	7.4	7.8	7.9	7.8
How would you rate our Reception area based on today's experience? (1 being poor and 10 being excellent)	6.5	6.4	6.7	6.5	6.5	6.5
How clean would you rate our centre based on today's experience? (1 being poor and 10 being excellent)	6.6	6.3	6.6	6.0	6.9	6.6
Overall site rating	7.4	7.2	7.5	7.2	7.3	7.4
Site NPS score	-10.1%	-25.1%	-10.8%	-20.1%	-16.1%	
Legend						
Anything greater or equal to an average of 7 or above; Good						
5- - under 7 or above; average						
less than 5; poor						