

How Did We Do?

**Satisfaction with NEDDC Leisure Centres
Paper version**

**Dronfield
June 2009**

HOW DID WE DO?

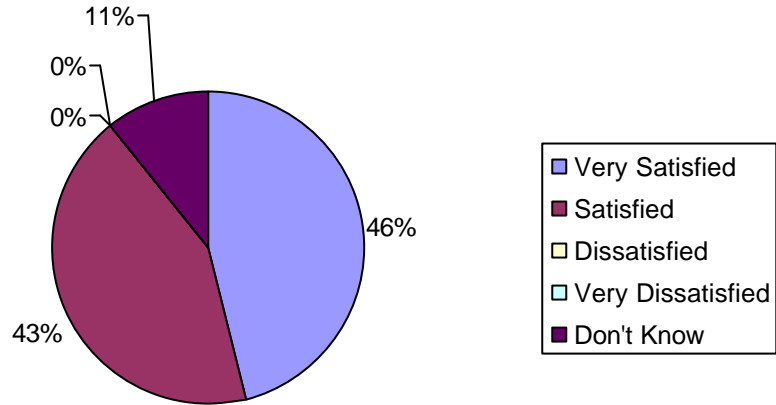
Thanks for your feedback - 62 customers responded in June and we want to hear from you every month. The feedback is needed to help us target improvements and maintain standards that are already high.

Feedback results will be displayed on our web site and on our notice boards every month along with some of the comments that we will be responding to.

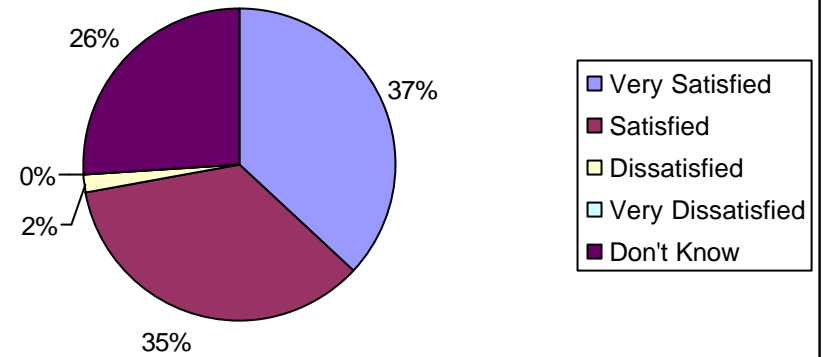
Thanks for helping us to make sure that your visit meets your expectations and high levels of satisfaction and value for money.

CLEANING

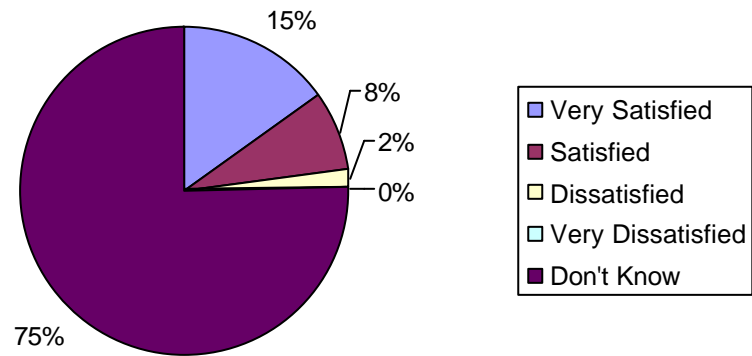
Cleanliness: Swim changing, toilets, showers.



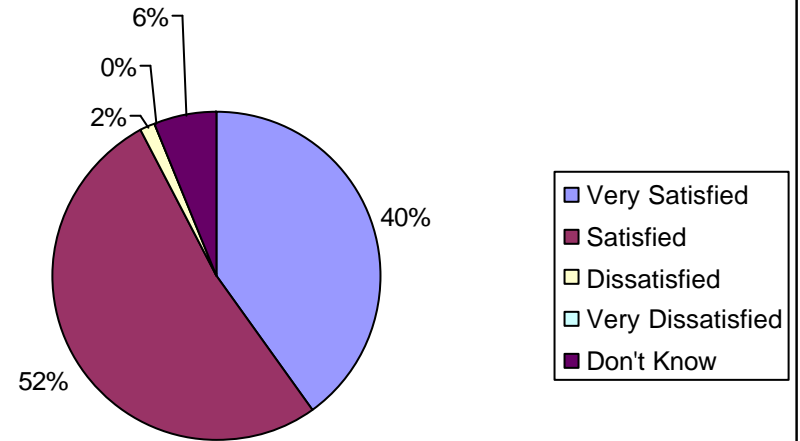
Cleanliness: Sports changing, toilets, showers



Cleanliness: Disabled wet room, showers

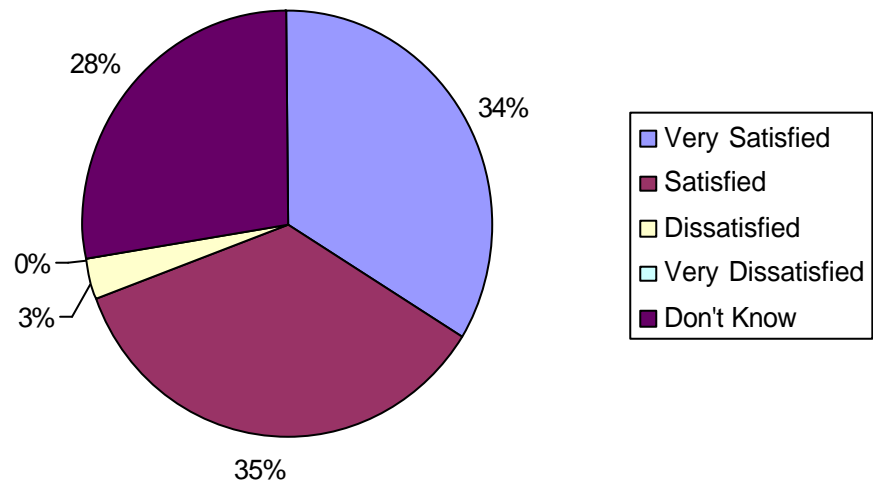


Cleanliness: Other areas

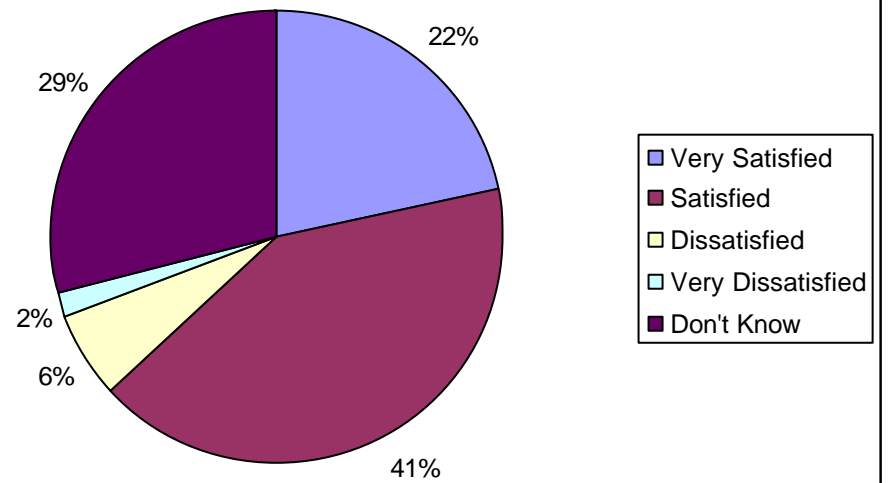


POOL

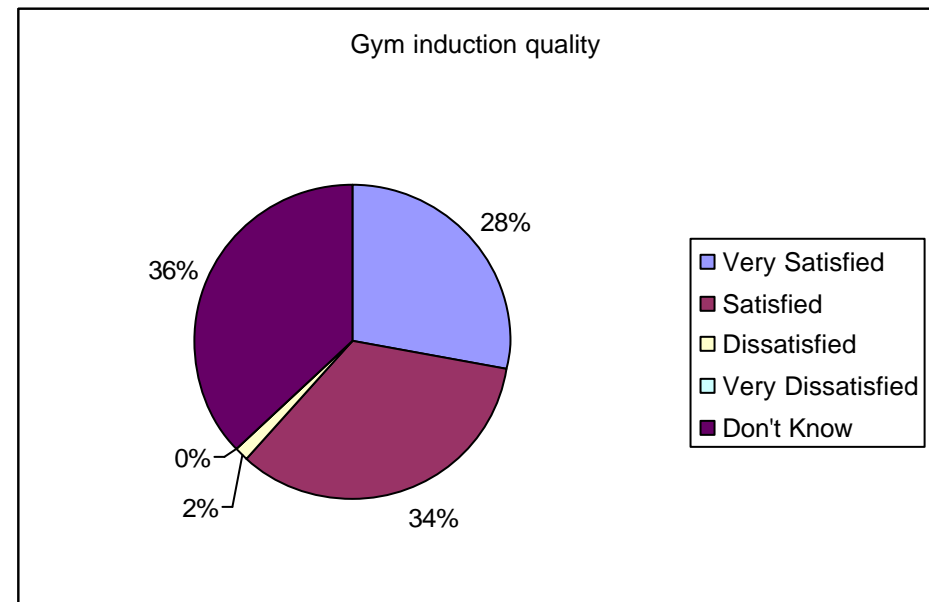
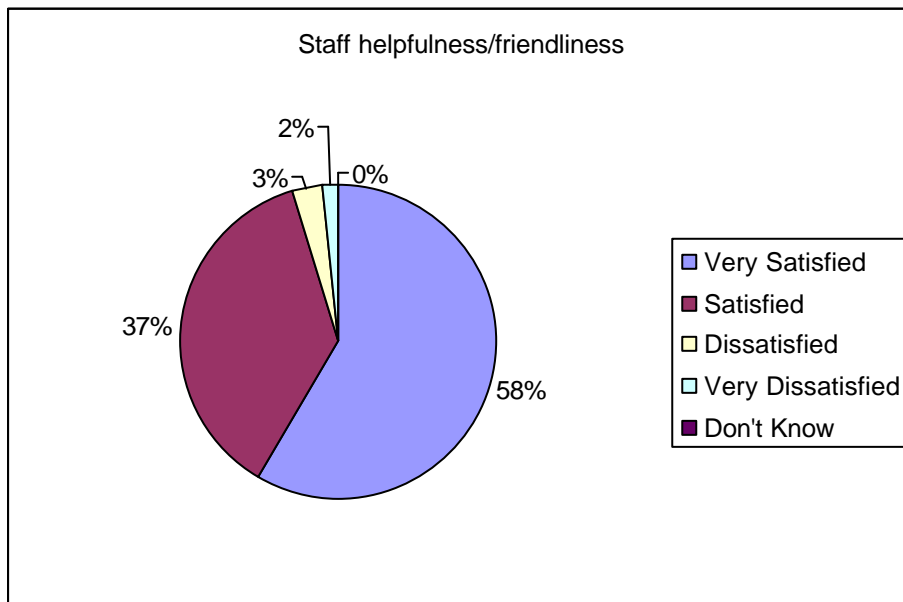
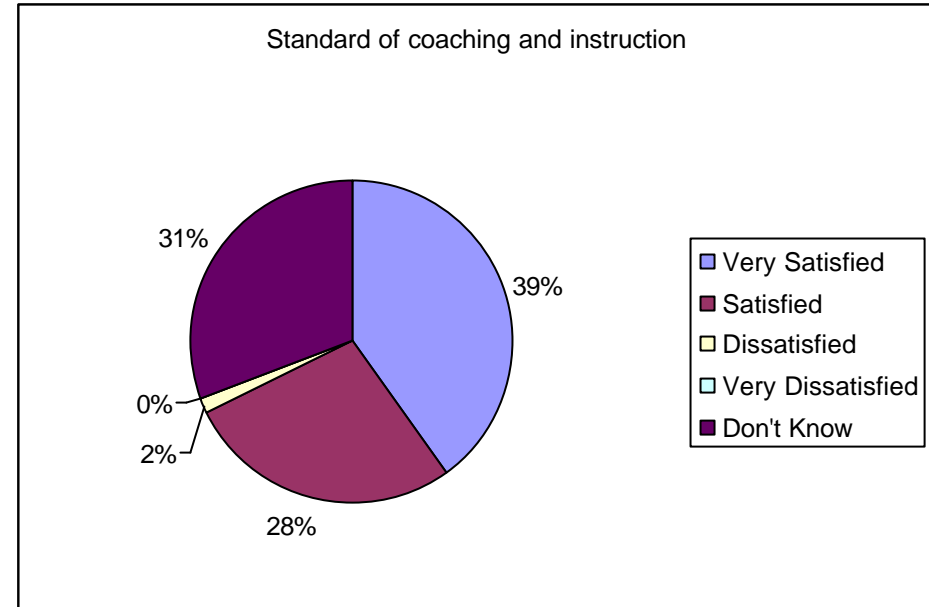
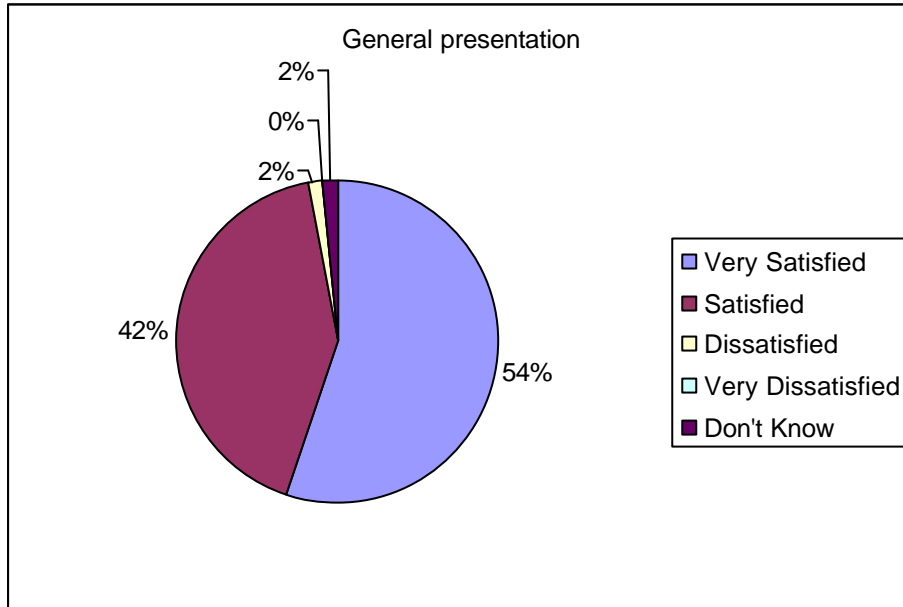
Pool water quality



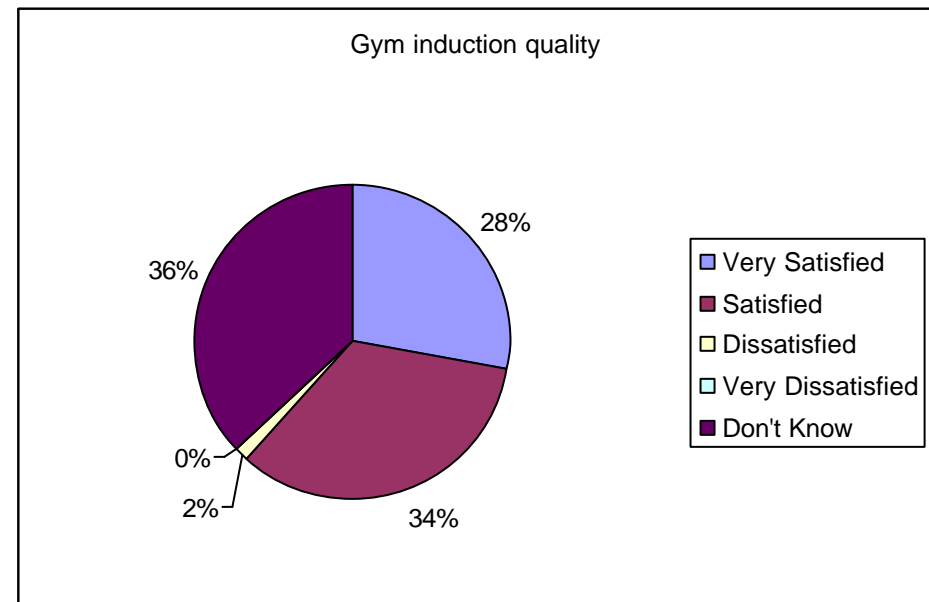
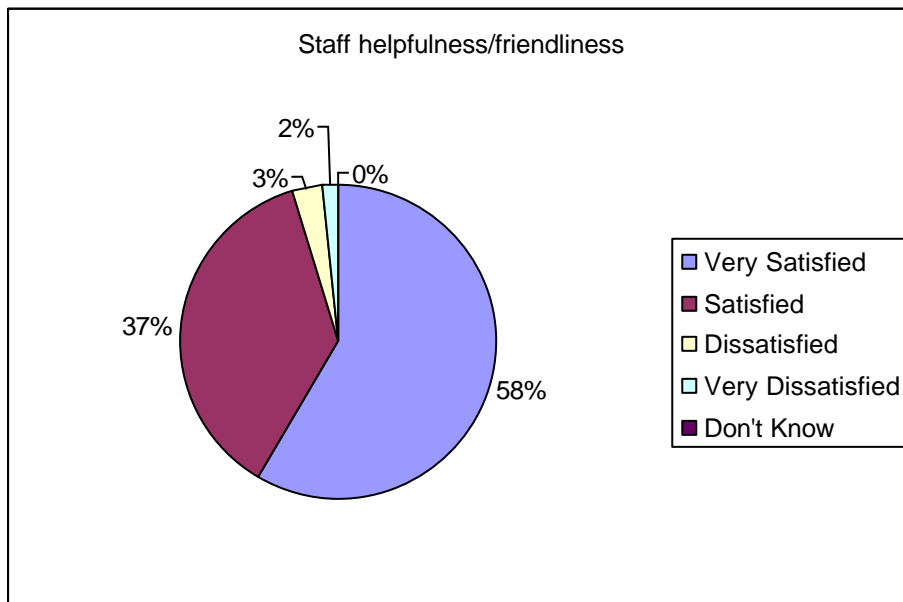
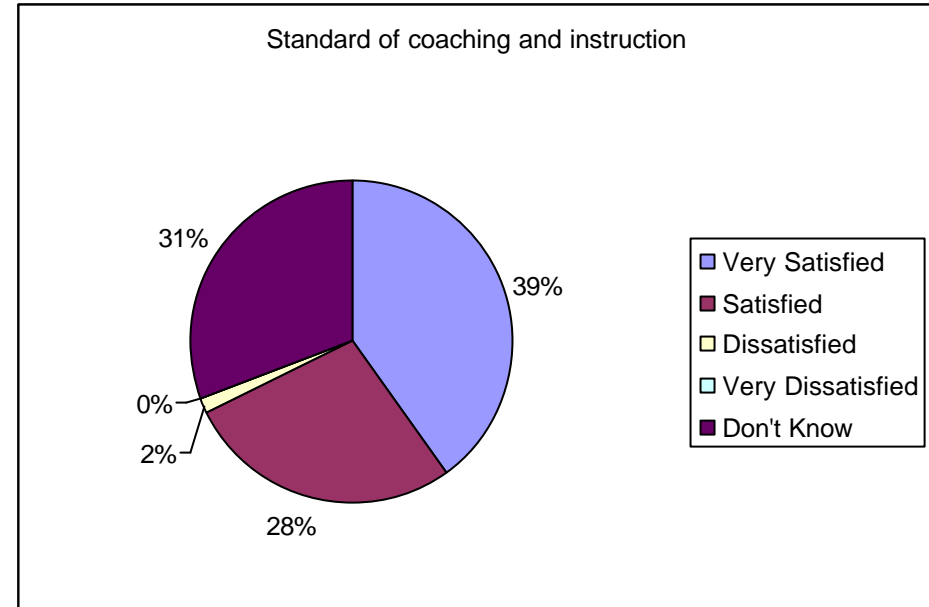
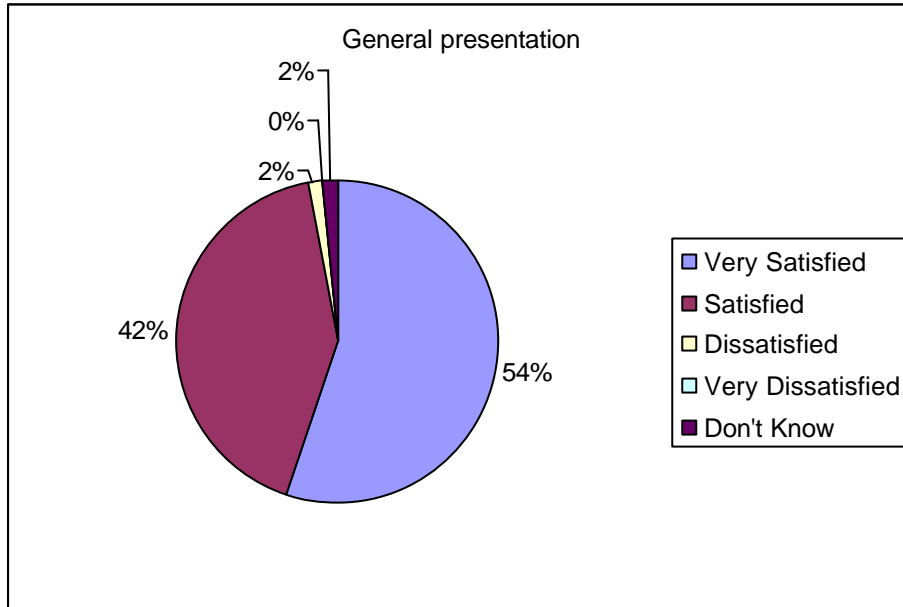
Pool water temperature: small/main



STAFF



STAFF



Customer Comments

TV Channels not always appropriate

We need to know more so please speak to a member of staff when you next visit or enter more info on your feedback.

Pool temperature often too cool

Temperatures are a compromise to accommodate all swimmers and are within national guidelines. The small pool is always at a higher temperature than the main pool. Temperature ranges are included in our displayed service standards.

More exercise classes in an evening

Fair point and we have been progressively doing this through a combination of Instructor recruitment and revised programming. Opportunities for new classes are being actioned as we are able to free up suitable days and times

Excellent swimming facilities

Thank you, the facelift was much needed and the improved changing, new steps and finishes have transformed what was a very tired traditional facility.

More free weights in the gym

We have been slow to react to a number of requests for this and will look to purchase some heavier dumbbells shortly.

Aquacise fantastic!

Thank you for the positive comments, we have also managed to find some support cover at holiday periods etc so hope to remove any gaps in service in the future.