

How Did We Do?

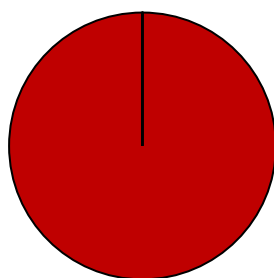
Leisure Services would like to monitor their performance at Leisure Centres in the area.

Overview

From **16/07/2009** to **19/12/2009**, North East Derbyshire District ran a consultation entitled '*How Did We Do?*'. This report covers the online element of the consultation process, which was run from <http://www.askderbyshire.gov.uk/neddc/leisurecentre>

Topic 1: Satisfaction with cleanliness at the leisure centre

Q1: Which of our centres did you visit most recently?



- Dronfield Sports Centre: 100%
- Eckington Swimming Pool: 0%
- Sharley Park Leisure Centre: 0%

Option	Value	Percentage
Dronfield Sports Centre	3	100%
Eckington Swimming Pool	0	0%
Sharley Park Leisure Centre	0	0%
Total	3	

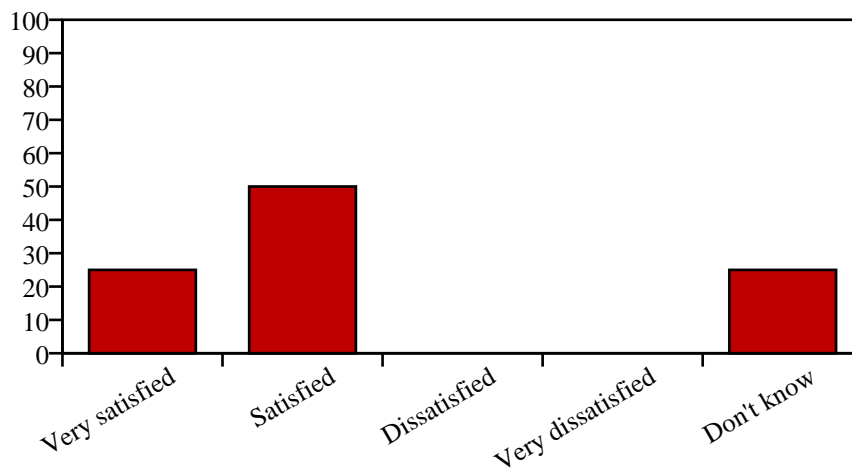
Q2: What was the date of your most recent visit?

There are 3 responses to this question. Please see Appendix A for the text of these responses.

Q3: What time of day did you visit?

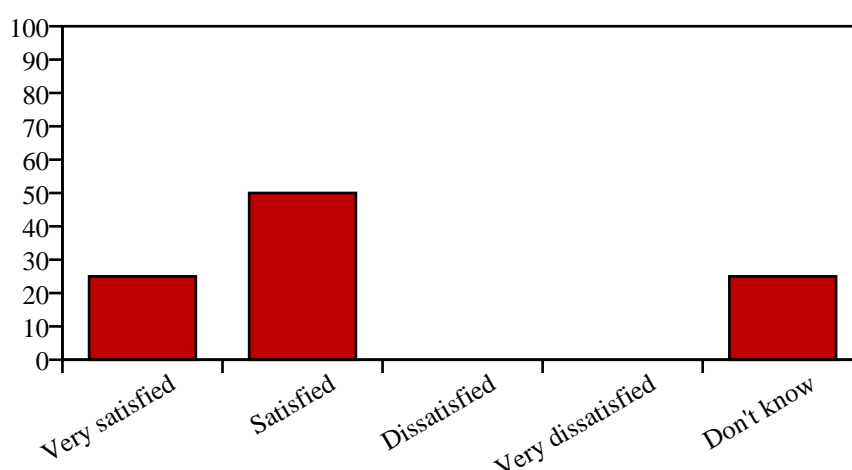
There are 3 responses to this question. Please see Appendix A for the text of these responses.

Q4: How satisfied, or dissatisfied were you with cleanliness in the swim changing rooms, toilets and showers?



Option	Value	Percentage
Very satisfied	1	25%
Satisfied	2	50%
Dissatisfied	0	0%
Very dissatisfied	0	0%
Don't know	1	25%
Total	4	

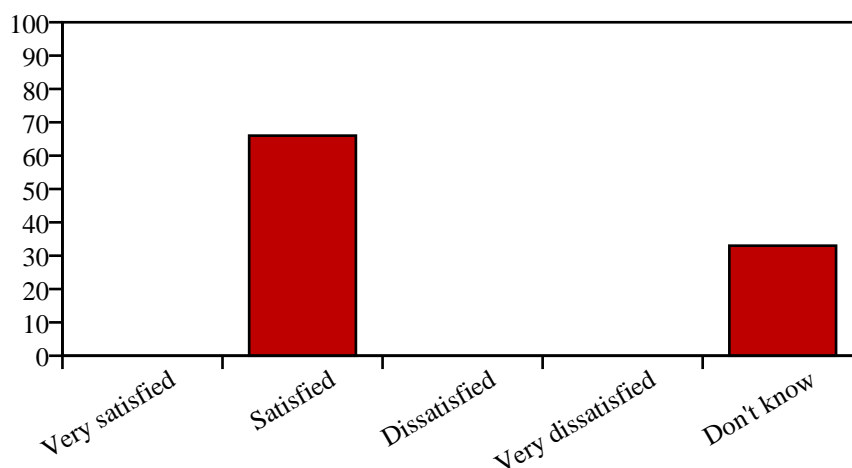
Q5: How satisfied, or dissatisfied, were you with cleanliness in the sports changing rooms, toilets and showers?



Option	Value	Percentage
Very satisfied	1	25%
Satisfied	2	50%
Dissatisfied	0	0%

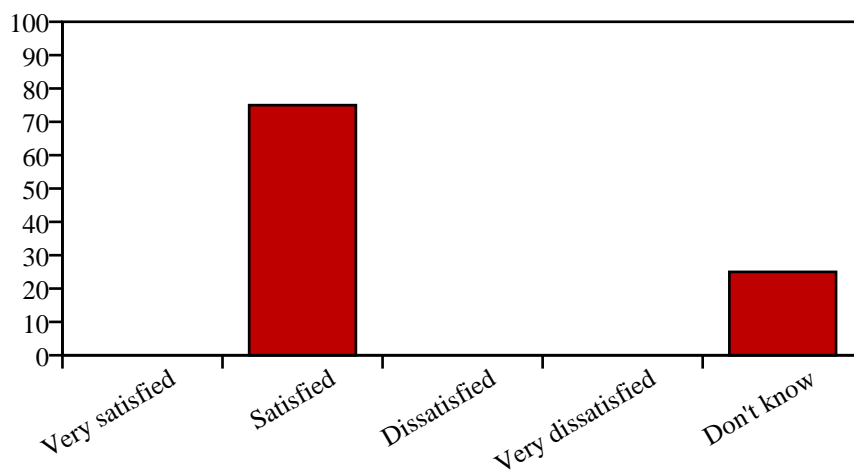
Very dissatisfied	0	0%
Don't know	1	25%
Total	4	

Q6: How satisfied, or dissatisfied, were you with cleanliness in the disabled wet room and showers?



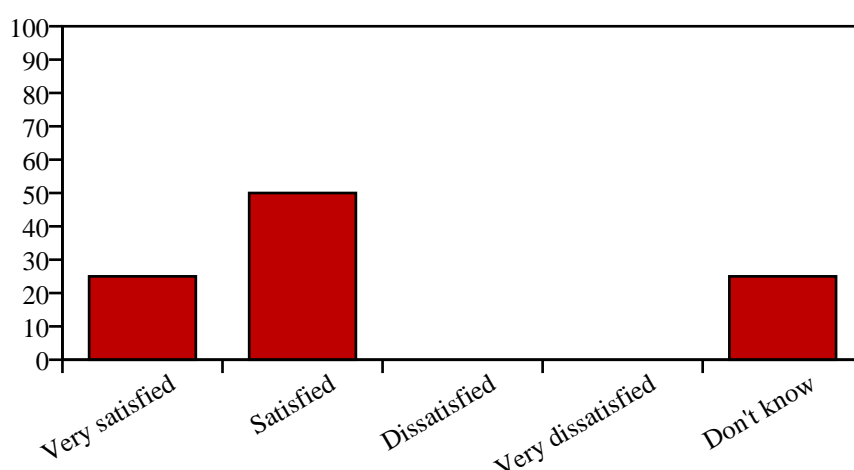
Option	Value	Percentage
Very satisfied	0	0%
Satisfied	2	66%
Dissatisfied	0	0%
Very dissatisfied	0	0%
Don't know	1	33%
Total	3	

Q7: How satisfied, or dissatisfied, were you with the standard of cleanliness in other areas of the leisure centre?



Option	Value	Percentage
Very satisfied	0	0%
Satisfied	3	75%
Dissatisfied	0	0%
Very dissatisfied	0	0%
Don't know	1	25%
Total	4	

Q8: How satisfied, or dissatisfied, were you with the general presentation of the leisure centre?

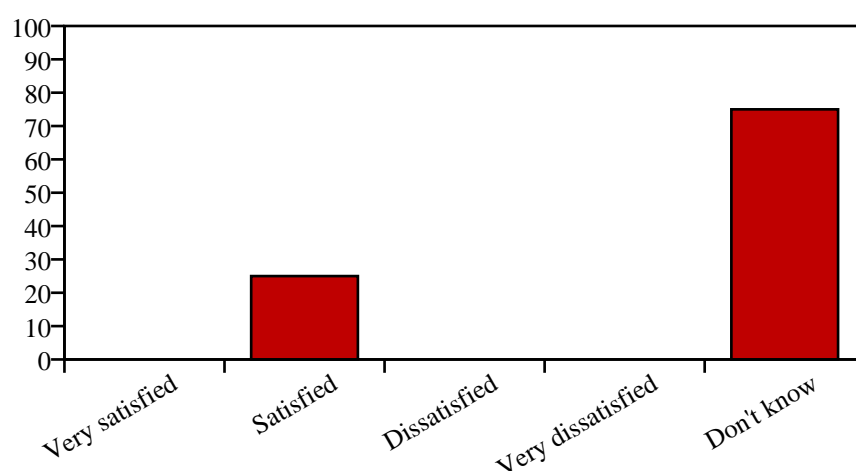


Option	Value	Percentage
Very satisfied	1	25%
Satisfied	2	50%
Dissatisfied	0	0%

Very dissatisfied	0	0%
Don't know	1	25%
Total	4	

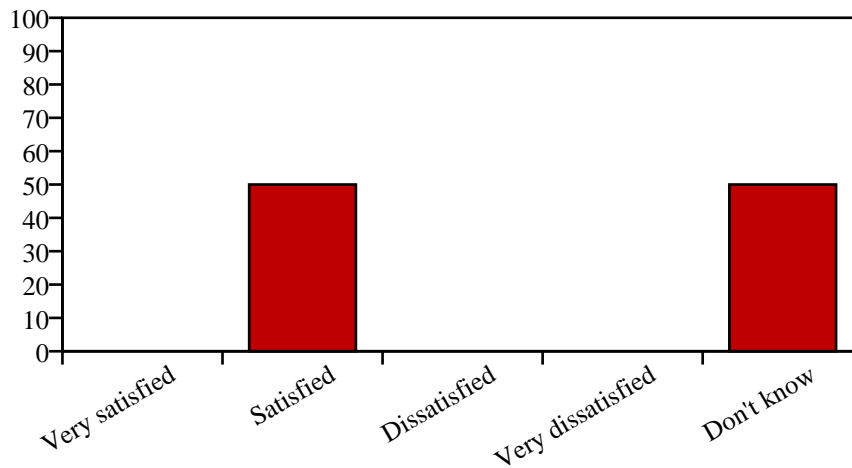
Topic 2: Satisfaction with staff at the leisure centre

Q1: How satisfied, or dissatisfied, were you with the standard of coaching and instruction?



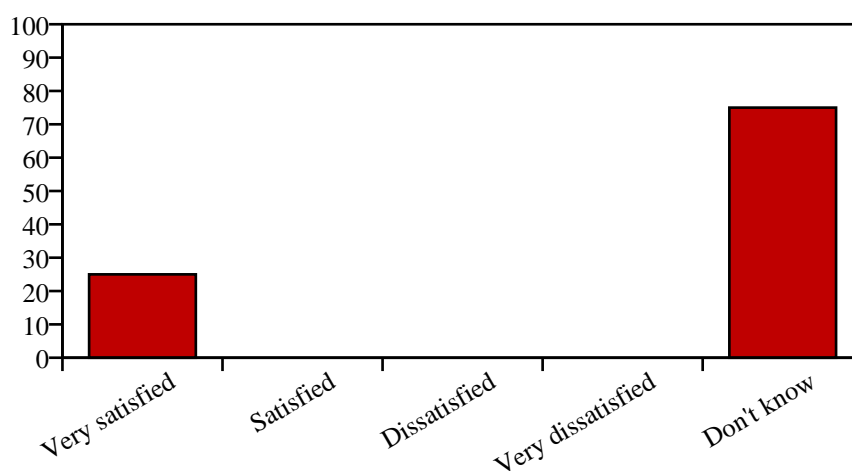
Option	Value	Percentage
Very satisfied	0	0%
Satisfied	1	25%
Dissatisfied	0	0%
Very dissatisfied	0	0%
Don't know	3	75%
Total	4	

Q2: How satisfied, or dissatisfied, were you with staff helpfulness and friendliness?



Option	Value	Percentage
Very satisfied	0	0%
Satisfied	2	50%
Dissatisfied	0	0%
Very dissatisfied	0	0%
Don't know	2	50%
Total	4	

Q3: How satisfied, or dissatisfied, were you with the quality of the gym induction?

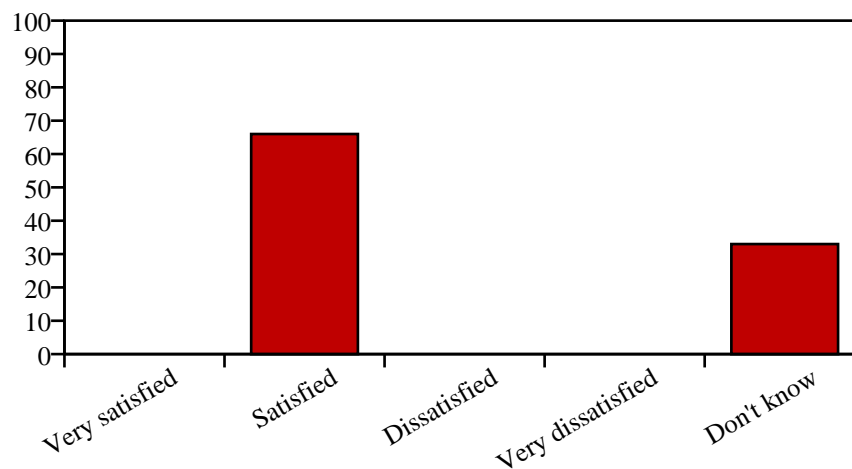


Option	Value	Percentage
Very satisfied	1	25%
Satisfied	0	0%
Dissatisfied	0	0%
Very dissatisfied	0	0%
Don't know	3	75%
Total	4	

Very dissatisfied	0	0%
Don't know	3	75%
Total	4	

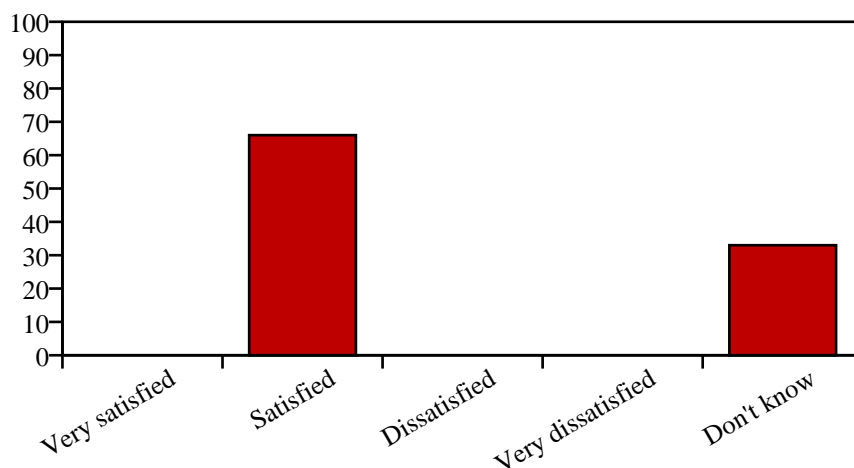
Topic 3: Satisfaction with the swimming pool

Q1: How satisfied, or dissatisfied, were you with the pool water quality?



Option	Value	Percentage
Very satisfied	0	0%
Satisfied	2	66%
Dissatisfied	0	0%
Very dissatisfied	0	0%
Don't know	1	33%
Total	3	

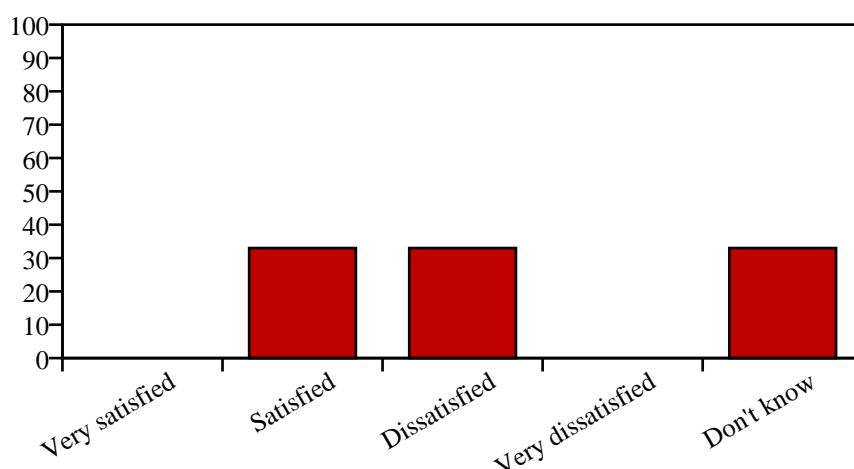
Q2: How satisfied, or dissatisfied, were you with the pool water temperature?



Option	Value	Percentage
Very satisfied	0	0%
Satisfied	2	66%
Dissatisfied	0	0%
Very dissatisfied	0	0%
Don't know	1	33%
Total	3	

Topic 4: Satisfaction with services at the leisure centre

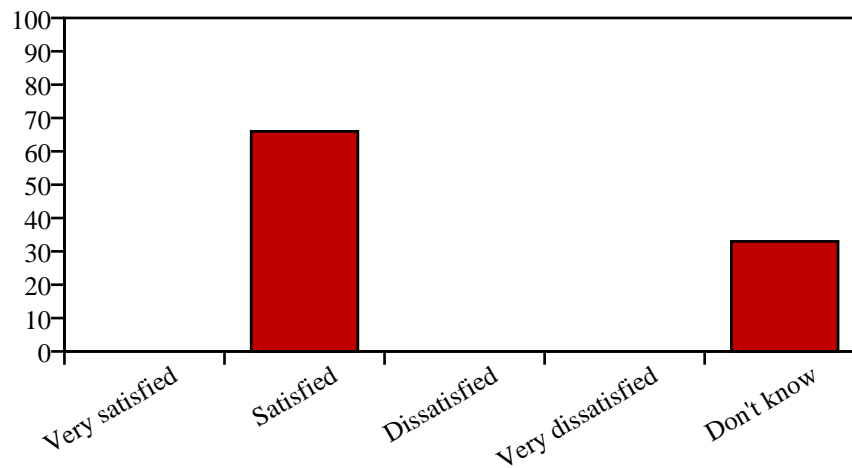
Q1: How satisfied, or dissatisfied, were you with the activities available?



Option	Value	Percentage
Very satisfied	0	0%

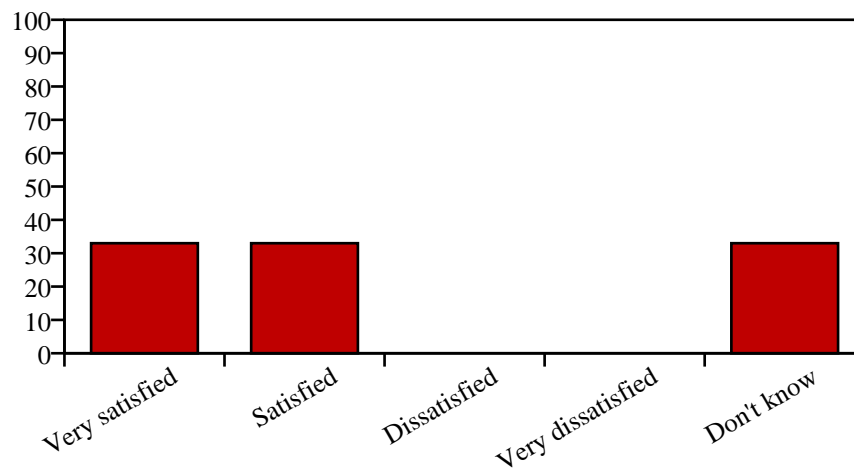
Satisfied	1	33%
Dissatisfied	1	33%
Very dissatisfied	0	0%
Don't know	1	33%
Total	3	

Q2: How satisfied, or dissatisfied, were you with the information available?



Option	Value	Percentage
Very satisfied	0	0%
Satisfied	2	66%
Dissatisfied	0	0%
Very dissatisfied	0	0%
Don't know	1	33%
Total	3	

Q3: How satisfied, or dissatisfied, were you with the overall value for money?



Option	Value	Percentage
Very satisfied	1	33%
Satisfied	1	33%
Dissatisfied	0	0%
Very dissatisfied	0	0%
Don't know	1	33%
Total	3	

Appendix A

What was the date of your most recent visit?

1. a month ago approx
2. 1/11/09
3. 0

What time of day did you visit?

1. 10.30am
2. 11.00am
3. 0