

## RESULTS FROM THE NOVEMBER 2017 SATISFACTION SURVEY

**81%** overall customer satisfaction rating\*

**78%** of customers would recommend the facility to friends and family†

### YOU SAID...

- You mainly use Go! Active to keep fit (96%) and half of you (50%) use the facility to lose weight.

You are most satisfied with:

- The easy access to the building and facilities
- The quality of gym and fitness equipment
- The overall value for money of the facility

*"The value is excellent, especially the family discount"*

*"I felt very welcome at the centre right from the start"*

*"Fitness class instructors never fail to motivate you!"*

### WHAT IS MOST IMPORTANT TO YOU?

✓ Value for money ✓ Cleanliness of facilities ✓ Opening times

### YOUR MAIN CONCERNS WERE:

#### Concern

Temperature/condition of swimming pools

#### Our Response

Our swimming pool temperatures are set to industry guidelines and ensure optimal chlorine disinfection.

Overall cleanliness of facilities

Hygiene and cleanliness is a top priority for us and we are working to improve the overall cleanliness of our facility.

Classes at risk

Increased attendances of those classes deemed to be at risk have improved to ensure these will continue. However, classes are constantly monitored and any dips in attendance are looked at.

Thanks to all who responded. The full results can be found at:

[www.askderbyshire.gov.uk](http://www.askderbyshire.gov.uk)