



**Association for Public Service Excellence**  
Best Service Team - Sports, Leisure and Cultural 2015



Our Standards	2016	East Riding Average	Target 2017	Applicable survey questions
We will provide a value for money service, on time, with accurate information on venues, activities, times and prices.	91%	87%	92%	<ul style="list-style-type: none"> <li>Information provided</li> <li>Prices clearly displayed</li> <li>Value for money from the activity</li> <li>Catering/vending value for money</li> <li>Facility queuing system/time</li> <li>Speed/efficiency of booking system</li> <li>Court/facility available on time</li> </ul>
We respond to our customer suggestions and complaints in a sympathetic and open manner, providing feedback and remedial actions, within set timescales.	5	n/a	4	Number of Complaints
	80%	96%	100%	Complaints answered within 10 days Figures taken April 2015 - March 2016
We provide helpful, experienced and informative staff to ensure that your visit is enjoyable and safe.	93%	93%	94%	<ul style="list-style-type: none"> <li>Friendliness of staff</li> <li>Helpfulness of staff</li> <li>Knowledge of staff</li> <li>Feeling of a safe environment</li> <li>Enjoyment of the activity</li> </ul>
We maintain the highest possible standards of health and safety and provide a clean and comfortable environment for all our customers.	89%	87%	90%	<ul style="list-style-type: none"> <li>Cleanliness of changing rooms/toilets</li> <li>Temperature/quality of pool water</li> <li>Disabled access</li> <li>Quality of fitness/gym equipment</li> <li>Quality of other equipment used</li> </ul>
<b>Overall result</b>	<b>91%</b>	<b>89%</b>	<b>92%</b>	



**Thank you for your feedback.**

**These are the three areas I will be focussing on:**

- Introduce the swimming lesson easy payment plan to reduce waiting times at reception
- Refurbish the Tone Zone gym with the latest equipment and decorate
- Introduce online bookings to improve ease of bookings and minimise queuing times at reception

**Darren Jackson, Manager**