



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.	84%	87%	87%	<ul style="list-style-type: none"> Information provided Prices clearly displayed Value for money from the activity Catering/vending value for money Facility queuing system/time Speed/efficiency of booking system Court/facility available on time
We respond to our customer suggestions and complaints in a sympathetic and open manner, providing feedback and remedial actions, within set timescales.	1	n/a	0	Number of Complaints
	100%	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.	90%	93%	93%	<ul style="list-style-type: none"> Friendliness of staff Helpfulness of staff Knowledge of staff Feeling of a safe environment Enjoyment of the activity
We maintain the highest possible standards of health and safety and provide a clean and comfortable environment for all our customers.	85%	87%	87%	<ul style="list-style-type: none"> Cleanliness of changing rooms/toilets Temperature/quality of pool water Disabled access Quality of fitness/gym equipment Quality of other equipment used
Overall result	86%	89%	89%	



Thank you for your feedback.

These are the three areas I will be focussing on:

- Ensure all new members receive the offer and completion of their Health Plus programme during the first month of membership
- Improve the quality of Tone Zone gym equipment
- Increase the use of the sports hall with events, coaching courses, and sporting activities

Dave Chalmers, Manager