

Woking Borough Council

Annual feedback summary

2021 - 2022

“ improving lives
through leisure ”



www.freedom-leisure.co.uk



Strategy



people
Passionate, bespoke and local



process
Operational excellence / environmentally responsible



customer
Professional trusted partner



product
Innovation & creativity





customer

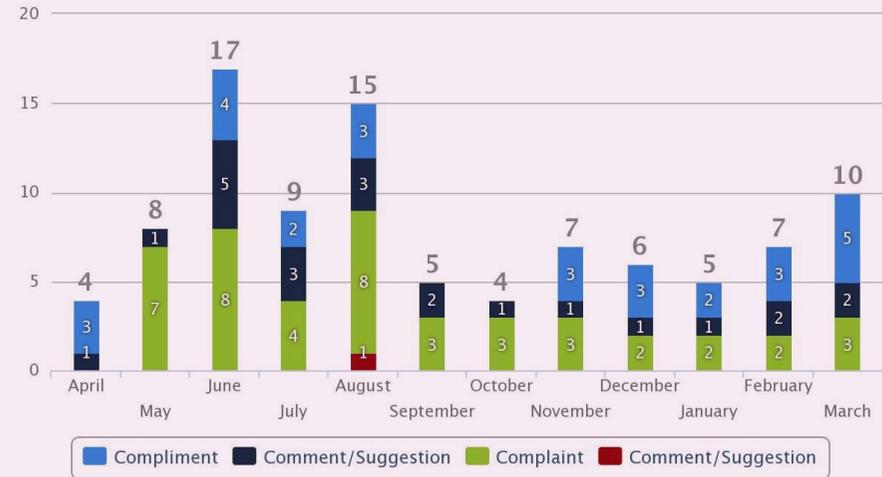
Professional trusted partner

Woking Leisure Centre annual summary

Total Comment Cards

Start Date: 01-04-2021 / End Date: 31-03-2022

Type of Comment: All



Free text survey feedback & areas for improvement

“Great outdoor class this morning with a social distancing measures in place, very well organised and sun was shining so good to be back, thank you (outside bodypump)”

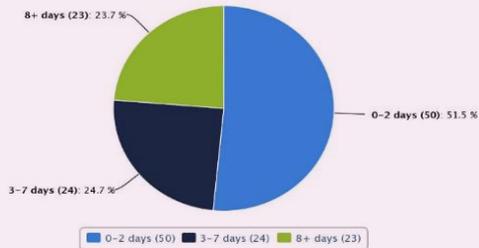
“I have just joined and thought the classes outside were brilliant, and be good to keep them outside if weather permits for the summer.”

“I write to complain regarding the air conditioning in studio 1 and 2. The air conditioning has been showing an error code for at least a month. How long before something is done about this?”

“Please upgrade to make all bookings online, to ensure fair access and avoid wasting so much time on the phone.”

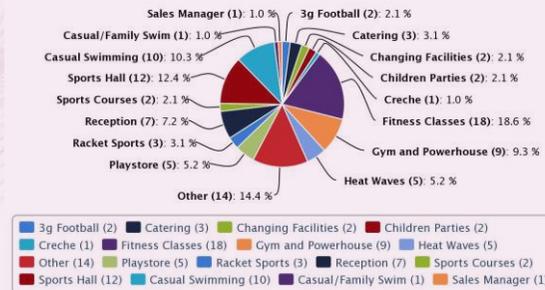
Resolution Time Analysis

Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All



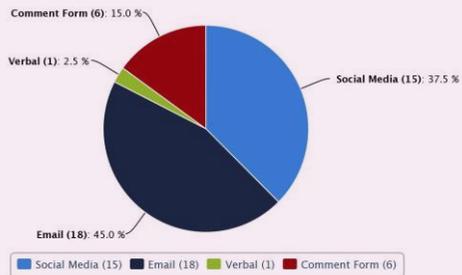
Breakdown by Activity Group

Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All



Breakdown by Source

Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All



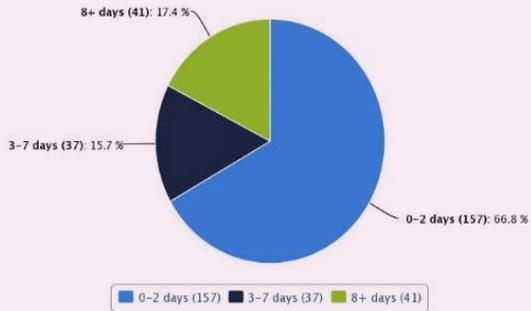


customer

Professional trusted partner

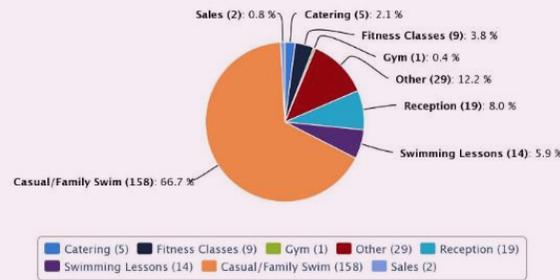
Resolution Time Analysis

Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All



Breakdown by Activity Group

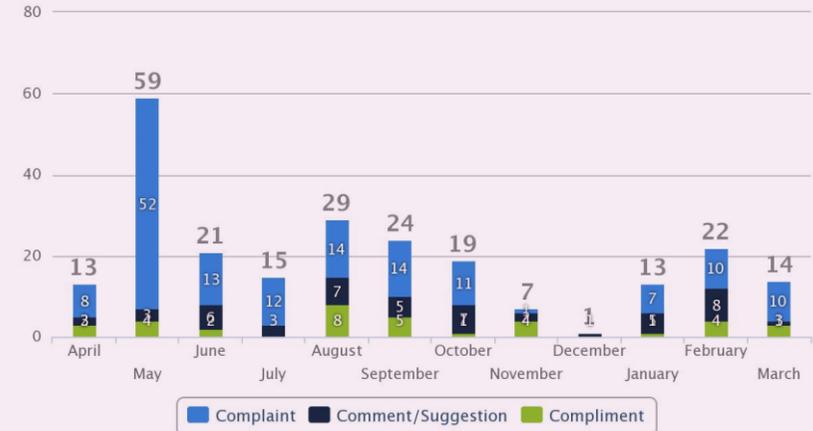
Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All



Pool annual summary

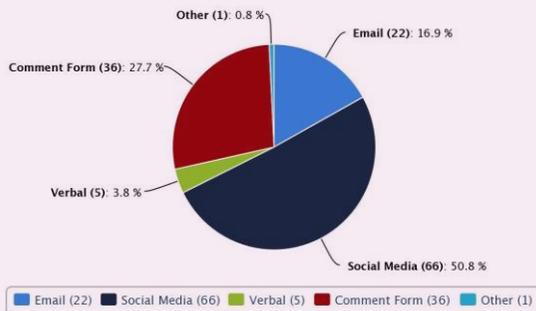
Total Comment Cards

Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All



Breakdown by Source

Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All



Free text survey feedback & areas for improvement

Just wanted to say a big thank you for the re-opening of Pool in the Park. I've been every day since the re-opening and have loved each swim. The staff have all been very welcoming and efficient. I have really missed being able to swim so am overjoyed you've re-opened."

"I almost had the lagoon to myself! good to be back swimming The changing rooms are excellent... we'll needed and good revamp!"

"The pool was far too hot for our training session."

"The pool is extremely hot. It's unbearable to train in. PLEASE - Bring the temp down!!"

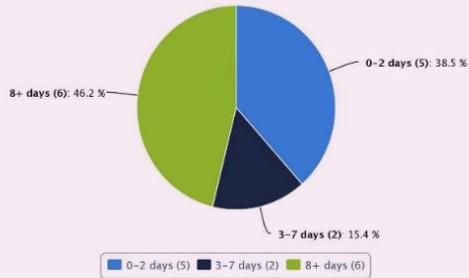
"Where has the link to online booking gone? It has disappeared from the pool activity prices & online booking screen. The facility to book is still in the system but it's hard to find these days. I know that online booking is no longer mandatory but I find it convenient."



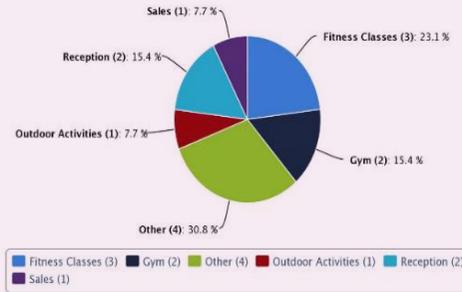
customer

Professional trusted partner

Resolution Time Analysis
Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All



Breakdown by Activity Group
Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All



Breakdown by Source
Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All

Woking Sportsbox annual summary

Total Comment Cards
Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All



Free text survey feedback & areas for improvement

“I would like to compliment on the body and ab blast. Class was perfect set very well thought very well!”

“I am really disappointed that the Rebounding classes held on a Friday evening will no longer taking place. As a member I feel that this is a fantastic fitness class which should be taken on and promoted by the leisure centre. This would be a great addition to the classes being offered at the Sportsbox, particularly given the current low number of classes being run. As rebounding is not often available as a class this would be an asset to the Sportsbox and I feel that uptake would be far greater once it was more widely promoted online and at all sites.”



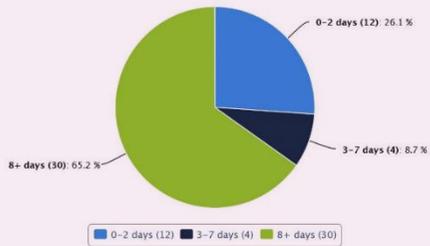
customer

Professional trusted partner

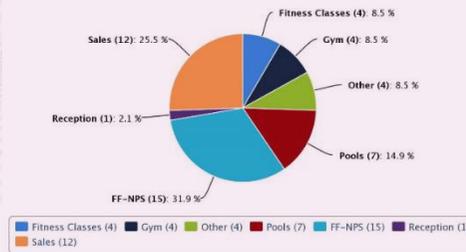
Eastwood Leisure Centre annual summary

Total Comment Cards
Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All

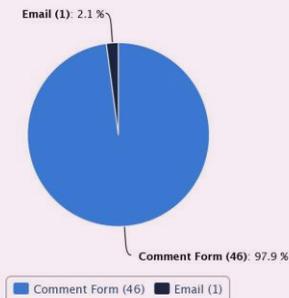
Resolution Time Analysis
Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All



Breakdown by Activity Group
Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All



Breakdown by Source
Start Date: 01-04-2021 / End Date: 31-03-2022
Type of Comment: All



Free text survey feedback & areas for improvement

- “Clean changing rooms and toilets and shower areas. The pool is quieter and very well set up, steps, lift etc.”
- “What a wonderful facility! Pleasant, welcoming staff. Clean changing rooms. Such an asset to the local community. Always takes the time to chat to my son, makes him feel really comfortable, and welcome.”
- “Fab class , fun and high energy.”
- “Only thing that would assist would be to have a swimsuit spinner to dry out costumer in pool changing area.”
- “The microphone and music in studio 2 has been an issue at every class I've attended. Especially in clubbercise it cutes out when the instructor jumps and move. Love the classes and gym overall.”

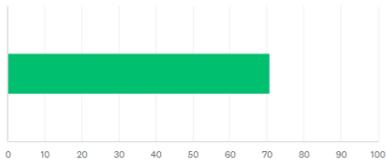


customer

Professional trusted partner

Cleanliness & maintenance

Answered: 111 Skipped: 3



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	71	7,853	111

Total Respondents: 111

Free text survey feedback & areas for improvement

“Usually clean but can be dirty at busy times,”

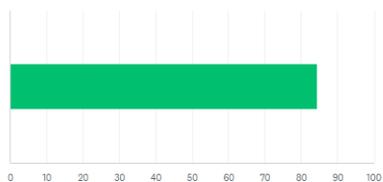
“Since the refurbishment, the facilities at the pool have improved significantly.”

“Those I’ve given zero to is because I don’t use them. Weekends are when the cleanliness seems to reduce.”

“Hairdryers are often out of action.”

Accessibility

Answered: 100 Skipped: 14



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	84	8,434	100

General Swim survey

Please rate your overall satisfaction with Pool in the Park

Answered: 108 Skipped: 6

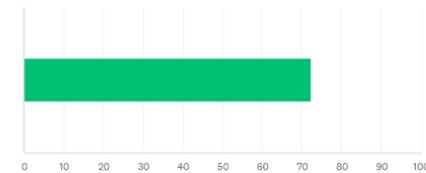
3.8★
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	1.85%	9.26%	19.44%	44.44%	25.00%	108	3.81
	2	10	21	48	27		

Changing rooms

Answered: 110 Skipped: 4

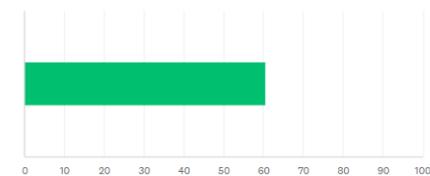


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	72	7,947	110

Total Respondents: 110

Changing places room & toilet

Answered: 87 Skipped: 27



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	60	5,261	87

Total Respondents: 87

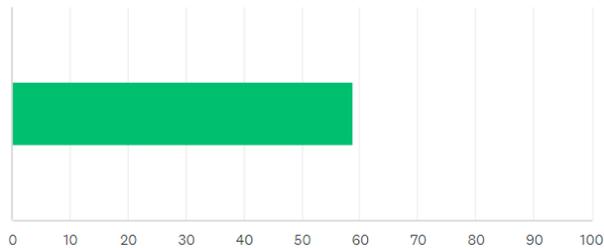


customer

Professional trusted partner

Please indicate your satisfaction with the Leisure Lagoon

Answered: 87 Skipped: 27



Free text survey feedback & areas for improvement- Leisure Lagoon

"It is clean and the kids love it, but it can get very crowded and the slides are not always open when we come To the leisure lagoon."

" It is usually quiet when I go to parent & toddler group so a joy to use."

" The new slides are better!"

"Pool is very good when all systems are functioning"

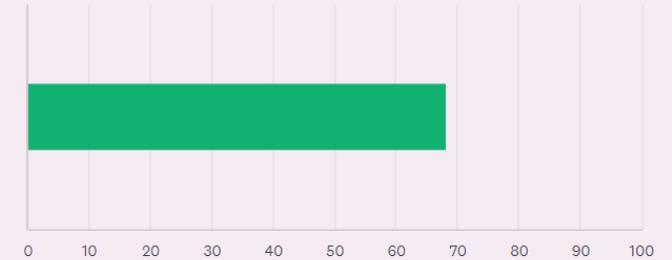
" We really enjoyed when everything is working in the lagoon; however and more often than not, many of the futures are closed and it is quite disappointing."

"The Queuing system for entry isn't helpful. You can often turn up at the pool with your children and find there's no space. It would be much better if you could book for different time slots maybe no more than 24 hours in advance."

General Swim survey

Please indicate your satisfaction with the Main pool

Answered: 110 Skipped: 4



Free text survey feedback & areas for improvement- Main pool

"Great facilities, especially since the renovation."

"Everything is well maintained the staff are very polite and approachable,"

"The staff are very pleasant and helpful"

"Generally great. Sometimes swimmers are in the wrong lane and this is not patrolled so there can be hold ups when one wants to swim fast."

"Sometimes it is too warm!"

"The main pool water should be constantly warmer and there should be hairdryers provided that are not always out of order."

" The water is too warm for a Competition pool. The maximum temperature for a competition pool is 28C according to Swim England or 29C for a leisure pool, but it has been more than this for several months now. This is not good for energy usage or swimming long distances"



customer

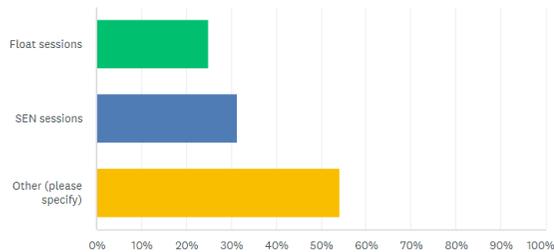
Professional trusted partner

Free text survey feedback- Future consideration (below)

- Floating Yoga
- Diving
- Snorkelling
- More toys & floats during toddler sessions
- Cycling in water
- Ladies only lane swimming
- Evening fitness training

Please indicate any activities that you would like to see introduced at Pool in the Park

Answered: 48 Skipped: 66



ANSWER CHOICES	RESPONSES
▼ Float sessions	25.00% 12
▼ SEN sessions	31.25% 15
▼ Other (please specify)	Responses 54.17% 26

General Swim survey

Free text survey feedback & areas for improvement

“This is an essential facility for maintaining ones health and well-being. The repercussions of not having such a facility don't bare thinking about re the detrimental effect upon ones quality of life.”

““Pool in the Park is a great facility for Woking. The cleaning staff do an excellent job of maintaining high levels of cleanliness. The sauna next to the competition pool is a good recent addition,”

“Only one criticism- the temperature in the main pool is too warm for doing any long distance swimming. Gets very warm very quickly when swimming for longer than 15 mins.”

“ Introduce a booking system please to stop there being so many disappointed children,”

“The sauna is a very welcome addition to the pool”





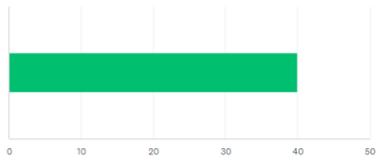
customer

Professional trusted partner

Cricket survey borough

How satisfied are you with the pitch?Please consider health & safety, markings, grass cutting and maintenance

Answered: 3 Skipped: 0

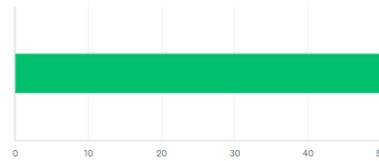


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	40	120	3

Total Resoondents: 3

How satisfied are you with the parking at or near the pitch?

Answered: 3 Skipped: 0

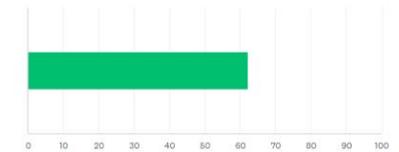


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	50	150	3

Total Respondents: 3

How satisfied are you with the administration & customer service received when booking?Please consider ease of contact, communication, booking forms, information & conditions of hire

Answered: 3 Skipped: 0

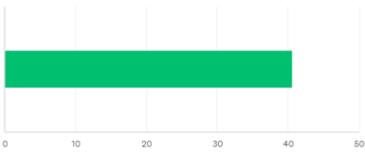


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	62	187	3

Total Respondents: 3

How satisfied are you with the pavilion/ changing area?Please consider health & safety, cleanliness, quality, maintenance of showers & toilets

Answered: 3 Skipped: 0

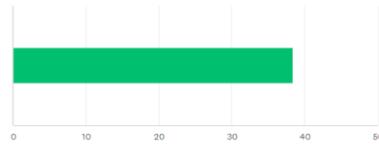


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	41	122	3

Total Respondents: 3

How satisfied are you with the price of the pavilion/ changing area.Does the hire offer value for money?

Answered: 3 Skipped: 0

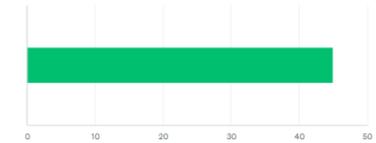


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	38	115	3

Total Respondents: 3

How satisfied are you with the price of the pitch.Does the hire offer value for money?

Answered: 3 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	45	135	3

Total Respondents: 3

Free text survey feedback & areas for improvement- Cricket

”Brookwood recreation ground. A continued lack of investment is generally resulting in the decay of both the facilities and suitability to host safe sport.”

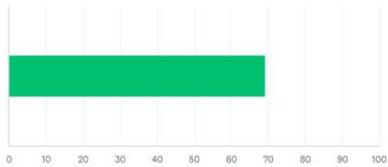


customer

Professional trusted partner

How satisfied are you with the pitch?Please consider health & safety, markings, grass cutting and maintenance of nets & posts

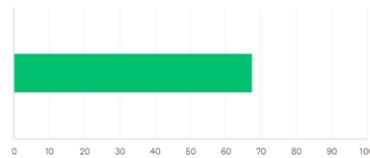
Answered: 5 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	69	346	5
Total Respondents: 5			

How satisfied are you with the price of the pavilion/ changing area.Does the hire offer value for money?

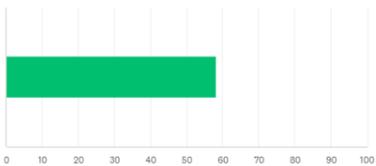
Answered: 5 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	68	338	5
Total Respondents: 5			

How satisfied are you with the pavilion/ changing area?Please consider health & safety, cleanliness, quality, maintenance of showers & toilets

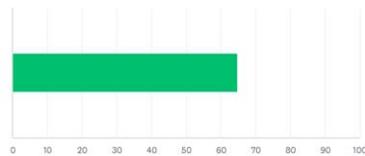
Answered: 5 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	58	291	5
Total Respondents: 5			

How satisfied are you with the price of the pitch. Does the hire offer value for money?

Answered: 5 Skipped: 0

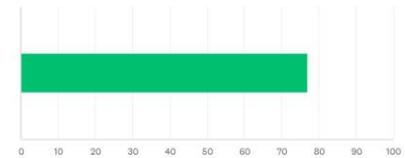


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	65	324	5
Total Respondents: 5			

Football survey borough

How satisfied are you with the administration & customer service received when booking?Please consider ease of contact, communication, booking forms, information & conditions of hire

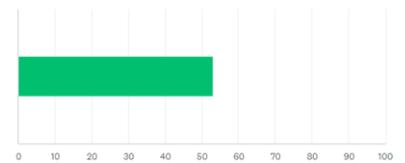
Answered: 5 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	77	385	5

How satisfied are you with the car parking at or near the pitch?

Answered: 5 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	53	265	5
Total Respondents: 5			

Free text survey feedback & areas for improvement- Football

“Byfleet Recreation Ground Pavilion could with a refurbishment.”

“Sheets Heath requires improvement”

“Despite numerous requests, over a number of years work that will prolong the life of the Pavilion never seems to get done.”



customer

Professional trusted partner

Please rate the following Booking procedure at reception

Answered: 6 Skipped: 0

4.8★
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	0.00%	0.00%	0.00%	16.67%	83.33%	6	4.83
	0	0	0	1	5		

Variety of activities provided

Answered: 6 Skipped: 0

4.8★
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	0.00%	0.00%	0.00%	16.67%	83.33%	6	4.83
	0	0	0	1	5		

Daycamp staff

Answered: 6 Skipped: 0

4.7★
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	0.00%	0.00%	0.00%	33.33%	66.67%	6	4.67
	0	0	0	2	4		

Price of holiday camps

Answered: 6 Skipped: 0

4.8★
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	0.00%	0.00%	0.00%	16.67%	83.33%	6	4.83
	0	0	0	1	5		

The staff meeting your child's needs

Answered: 6 Skipped: 0

4.8★
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	0.00%	0.00%	0.00%	16.67%	83.33%	6	4.83
	0	0	0	1	5		

Cleanliness of the venue

Answered: 6 Skipped: 0

4.8★
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	0.00%	0.00%	0.00%	16.67%	83.33%	6	4.83
	0	0	0	1	5		

Children's Activities

Free text survey feedback & areas for improvement- Children's Activities

"Great club it's such a relief to find somewhere both children enjoy we are booked in for half term."

" My daughter has had an amazing time and we'll definitely be back!"

"Excellent value for money, adding up the individual cost of the activities provided in one day would potentially exceed the camp fee! Camp fees are cheaper than all other camps in the area, but superior activities and childcare. The cost of taking my child anywhere exceeds the camp costs here, and he loves it at Leisure Centre holiday camp, its win win for all of us! Great start and finish time, with a 3.30pm finish there is still time in the day to do an activity with my child."

"Can you add some sports activities."

The uptake on completed surveys was low for Children's Activities in 2021- 22, the schedule, method and marketing has been reviewed with the aim to capture more data for the coming year.

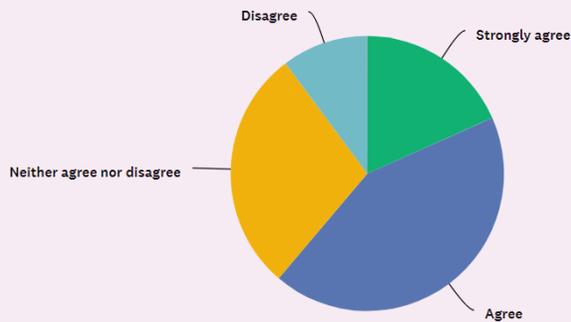


customer

Professional trusted partner

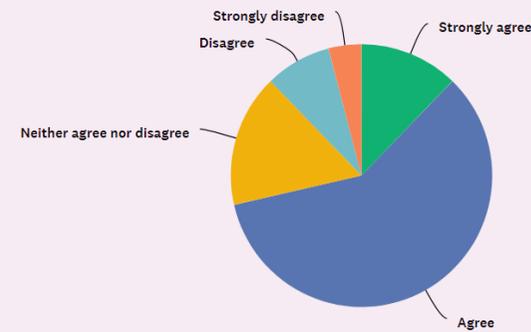
I feel part of the organisation

Answered: 49 Skipped: 0



My line manager understands what motivates me

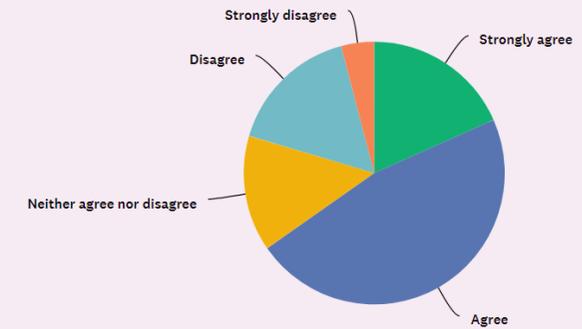
Answered: 49 Skipped: 0



Woking staff survey

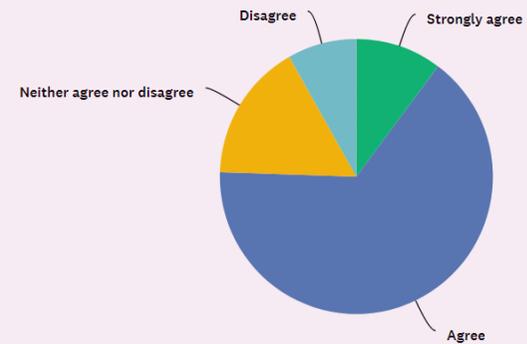
I feel my skills are utilised

Answered: 49 Skipped: 0



Communication between management and staff is good

Answered: 49 Skipped: 0



Free text survey feedback- What do you like best about the Woking centres?

“Working with a variety of people.”

“ Convenient. Like who I work with. Reduced membership cost”

“Great environment to work in.”

“Friendly working environment Post covid, looking forward to being fully up and running again, some great new recent additions to the staff team

“Team members and delivering a high level of customer service to our customer.”

“Team members and delivering a high level of customer service to our customer.”



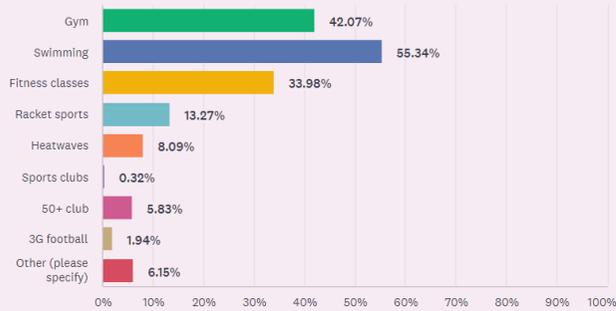
customer

Professional trusted partner

General satisfaction survey

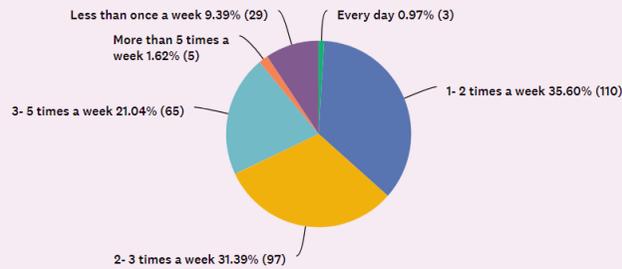
Which facilities do you use?

Answered: 309 Skipped: 0



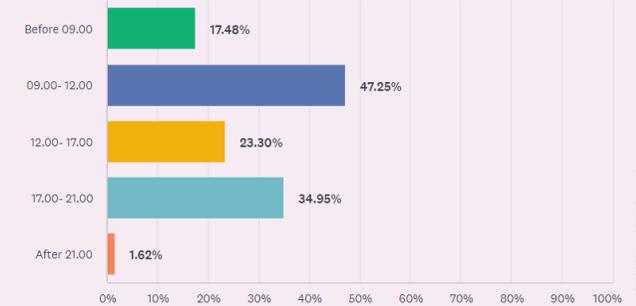
How often do you visit Woking Leisure Centre and Pool in the Park?

Answered: 309 Skipped: 0



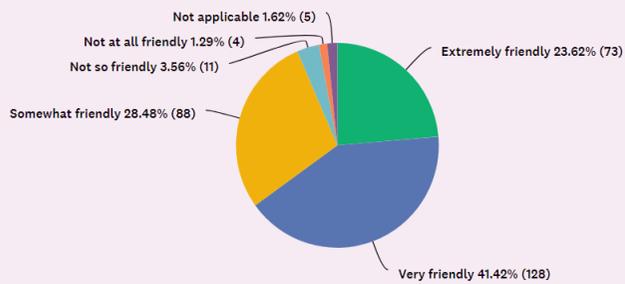
What time do you usually visit?

Answered: 309 Skipped: 0



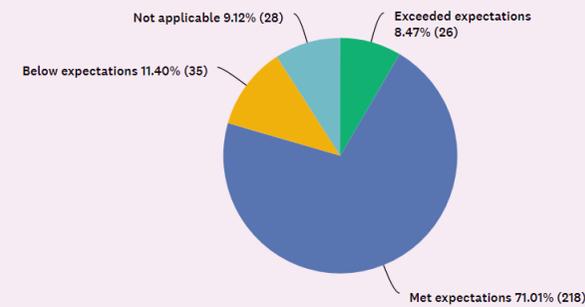
Staff and information: friendliness of staff

Answered: 309 Skipped: 0



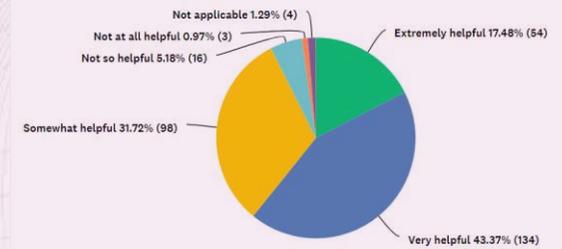
Staff and information: knowledge of staff

Answered: 307 Skipped: 2



Staff and information: helpfulness of staff

Answered: 309 Skipped: 0



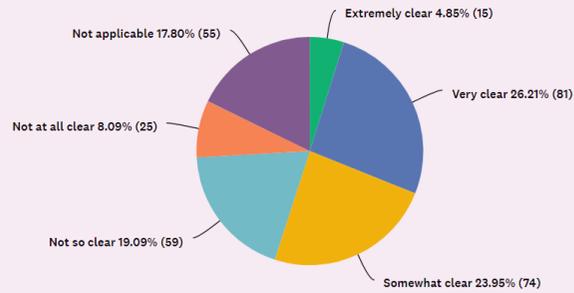


customer
Professional trusted partner

General satisfaction survey

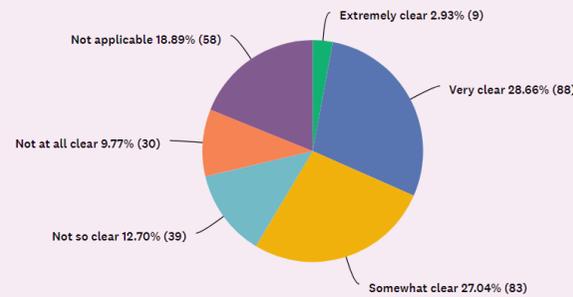
Staff and information: prices clearly displayed

Answered: 309 Skipped: 0



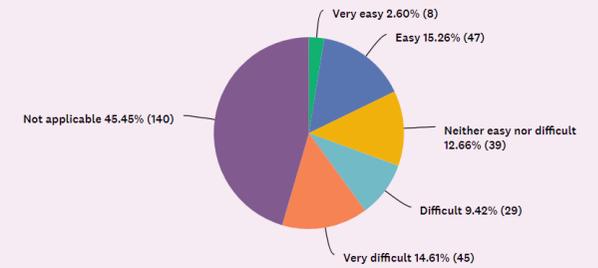
Marketing and booking: website

Answered: 307 Skipped: 2



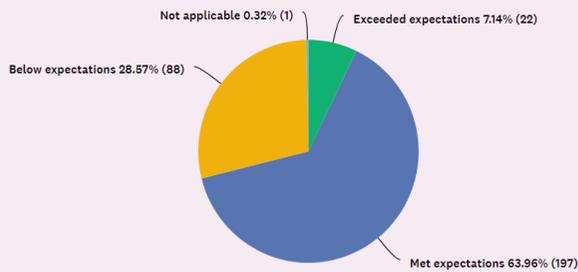
Marketing and booking: telephone bookings

Answered: 308 Skipped: 1



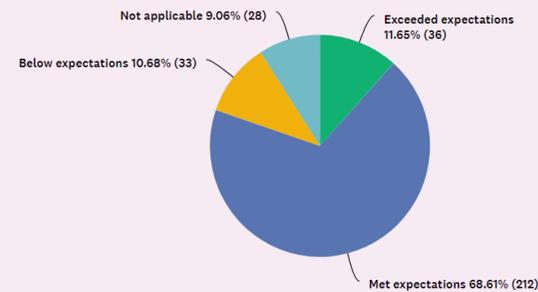
Facilities and activities: cleanliness of facilities

Answered: 308 Skipped: 1



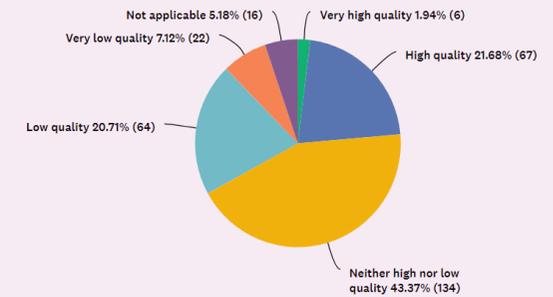
Facilities and activities: variety of activities

Answered: 309 Skipped: 0



Facilities and activities: maintenance

Answered: 309 Skipped: 0





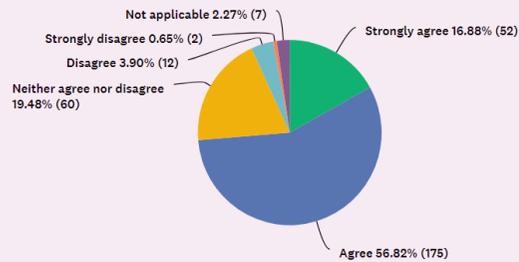
customer

Professional trusted partner

General satisfaction survey

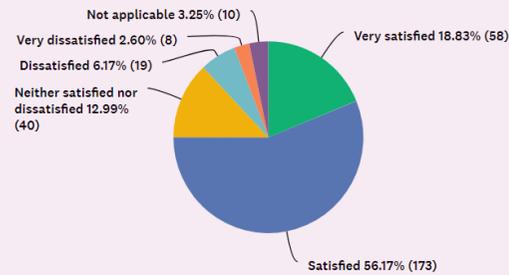
Facilities and activities: feeling of a safe environment

Answered: 308 Skipped: 1



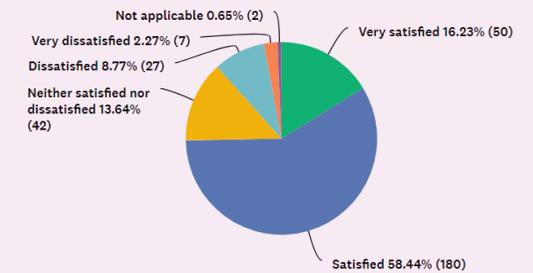
Facilities and activities: opening hours

Answered: 308 Skipped: 1



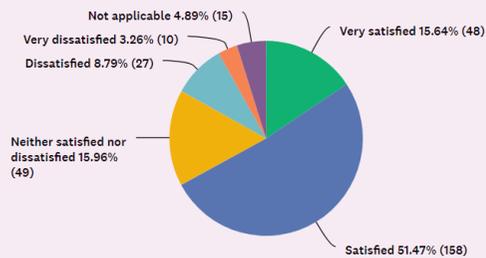
Value for money: enjoyment of the facility

Answered: 308 Skipped: 1



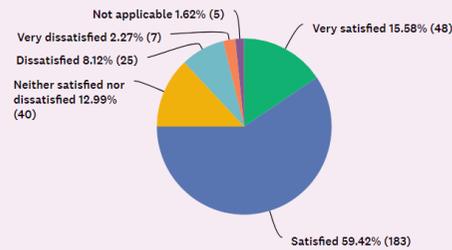
Value for money: membership options

Answered: 307 Skipped: 2



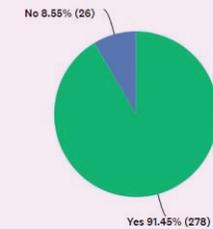
Overall: satisfaction with Woking Leisure Centre and Pool in the Park

Answered: 308 Skipped: 1



Overall: has Woking Leisure Centre and Pool in the Park improved your health and well being?

Answered: 304 Skipped: 5





freedomleisure

where you matter



www.freedom-leisure.co.uk