

Cleanliness Survey - Sport and Leisure Facilities

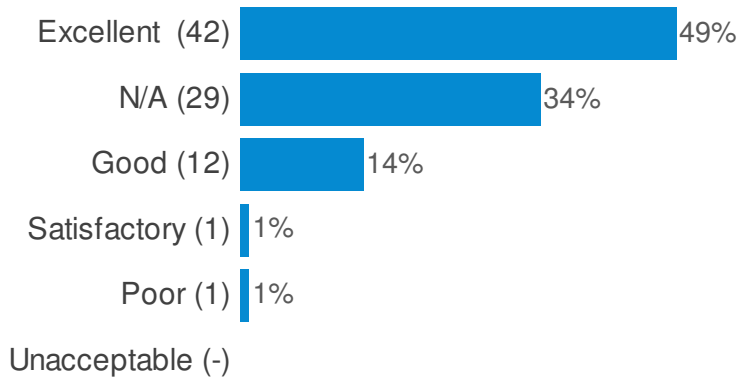
This report was generated on 20/11/17. Overall 493 respondents completed this questionnaire. The report has been filtered to show the responses for 'Which Sport and Leisure facility are you visiting today? ...=Hadrian Leisure Centre '.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

Which Sport and Leisure facility are you visiting today? (Please tick one box only)

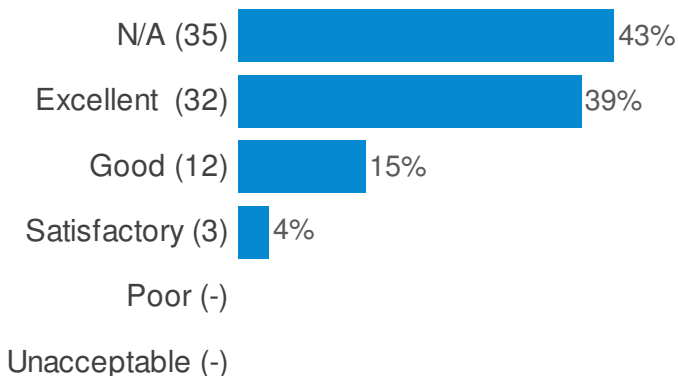


How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Gym suite)

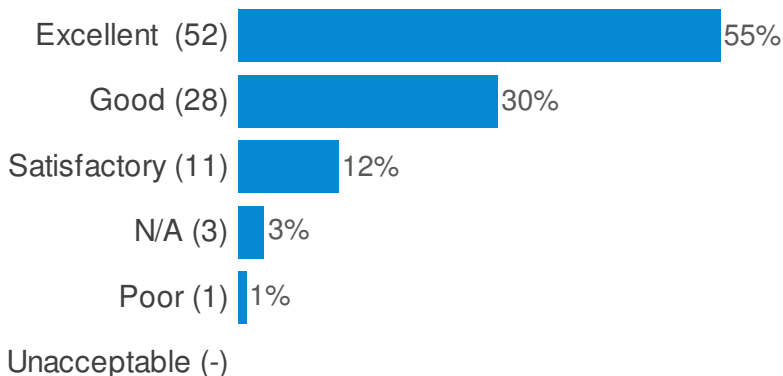


Cleanliness Survey - Sport and Leisure Facilities

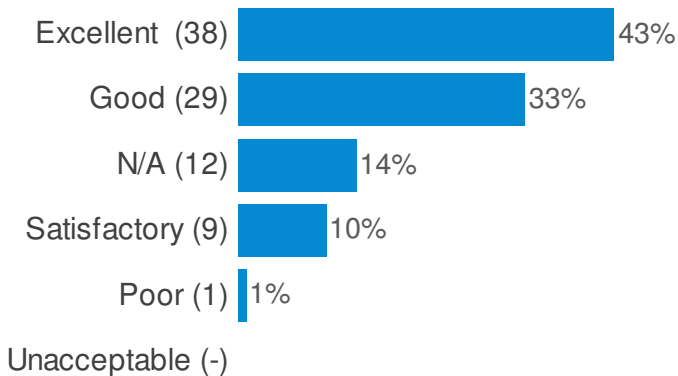
How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Gym suite changing facilities)



How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Toilet area)

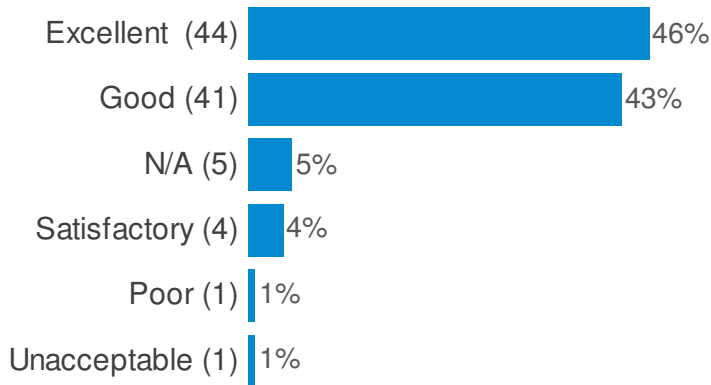


How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Pool changing village (Hadrian, Lakeside, Tynemouth Pool, Waves only))

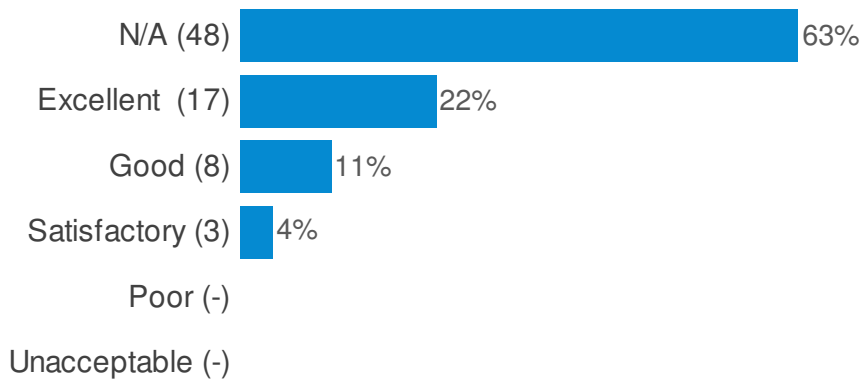


Cleanliness Survey - Sport and Leisure Facilities

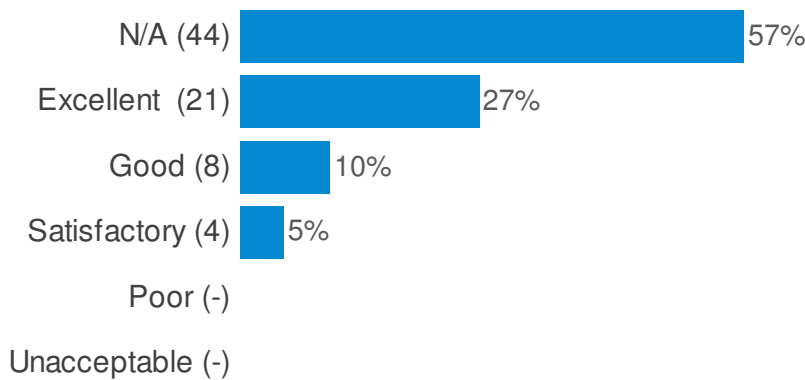
How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (External areas of the facility (i.e. grounds, pathways))



How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Exercise class studio)

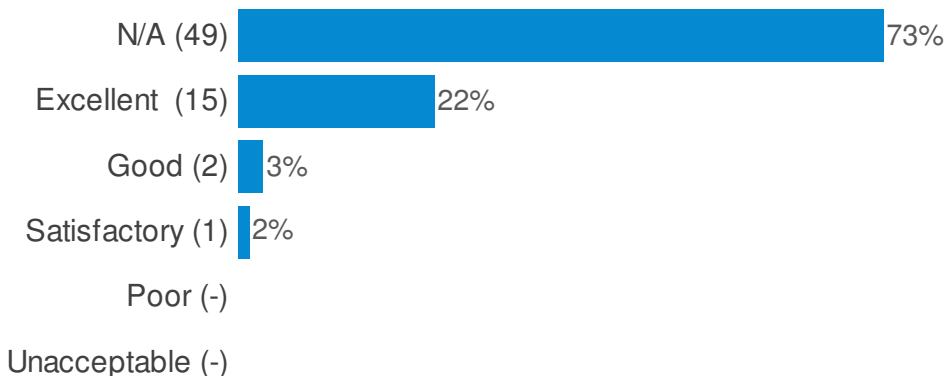


How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Sports hall fitness areas (Hadrian, Lakeside, The Parks only))

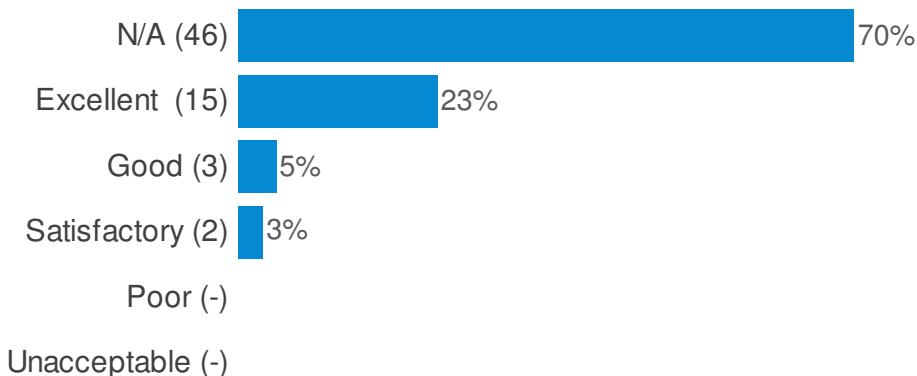


Cleanliness Survey - Sport and Leisure Facilities

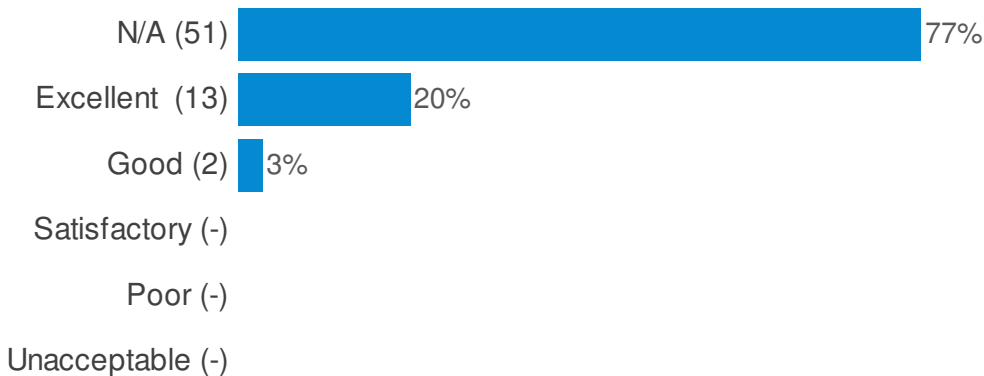
How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Sports hall changing areas (The Parks only))



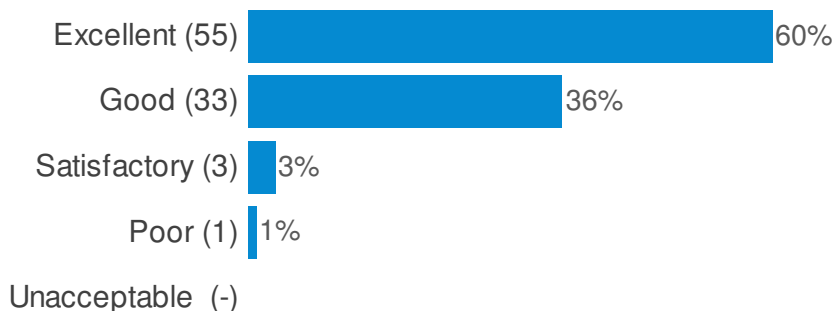
How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Spa area (Tynemouth Pool and Waves only))



How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Bowls hall (The Parks only))



How would you rate the cleanliness of this facility overall? (Please tick one box only)



Please provide any additional comments and/or specific examples to illustrate your experience relating to the cleanliness of this facility in the box below.

have been coming here for 5 years and it has been excellent all that time.

There was no soap for hand washing in the gents toilet last Tuesday 31st Oct 2017

great gym

great gym

sometimes black mould in shower area

work sheets for gym apparatus to show as simple guide to exercise for each machine cleanliness generally good excellent staff, friendly atmosphere

used facilities on a number of occasions and whenever we have been to pool is immaculate kids love coming here

helpful friendly staff on reception

fantastic free swim

fantastic free swim

the gym floor area for manual training was very dirty off people feet/shoes

the staff in the gym are all very friendly and helpful, it makes you want to visit on a regular basis. a very satisfied customer

first class gym especially the staff and instructors of Hadrian Leisure Centre

pool needs to be warmer during the winter months, also the changing rooms

toilet paper often runs out around the taps and plug holes black dirt

use of talcum powder, floors covered and wet, disgusting

clutter in the pool, i.e. people in way

sometimes toilets could be cleaner and occasionally changing cubicles

not very happy with the aqua class participants they take over the pool about 15mins before class is due to start which stops swimmers swimming in certain lanes. swimmers respect the aqua class arrangements, i.e. (half the pool being closed for them to use. I personally think if they are not swimming they could stand at the side of the pool until the pool is roped off for the class.

if possible ensure everyone using the pool has a shower before entering the pool

Hadrian Leisure staff are always helpful. the pool area is maintained to a very high standard

showers don't always work push button to open pool access has been in operable for I don't know how long

shower area could be cleaner (tiles) showers not always working properly

people put hair dye on their hair

always appears clean and tidy

Please provide any additional comments and/or specific examples to illustrate your experience relating to the cleanliness of this facility in the box below.

always appears clean and tidy

the staff are superb !!!!

someone had had a wee in the changing rooms and I had to inform staff, it smelt really bad

however, you don't mention staff who are helpful and friendly, fantastic staff

always a cleaner on hand keeping the place clean

well impressed

excellent facility, staff clean areas and check cloakrooms etc bin in the ladies gym suite changing room needs to be emptied more often and cleaned

gym suite changing: Hadrian 1. the floor drain grids should be unscrewed, cleaned and disinfected once a week. 2. mould growth in the silicone tile joints needs addressing, sports changing area (hadrian) 3. litter should be removed either by the user -supervised or by staff

occasional problems with litter in external areas but appreciate it must be difficult to control due to areas being shared with school

sometimes the lights in the ladies gym changing area doesn't come on or goes off too quickly which can be a bit scary

no complaints at all

the walls of the pool need to be cleaned as there appears to be grey deposits all around the water edge. the showers in the pool area are often not clean with debris such as plasters and empty shower bottles left. i also think that there should be a regime of blue shoe covers before you enter the changing rooms as people walk in with outdoor shoes into wet flooring leaving mud on the floor where people walk bare foot.

could do with clean around the sides of pool, also debris in the pool

the free swimming lessons for age takes centre stage were very good - well done Georgia

very helpful and polite at reception