

Cleanliness Survey - Sport and Leisure Facilities

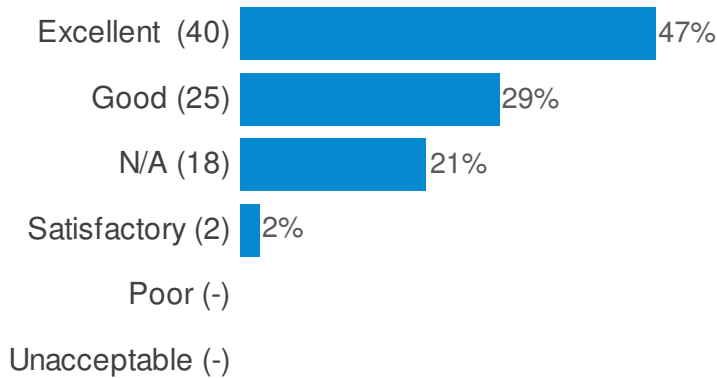
This report was generated on 20/11/17. Overall 493 respondents completed this questionnaire. The report has been filtered to show the responses for 'Which Sport and Leisure facility are you visiting today? ...=The Lakeside Centre'.

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)

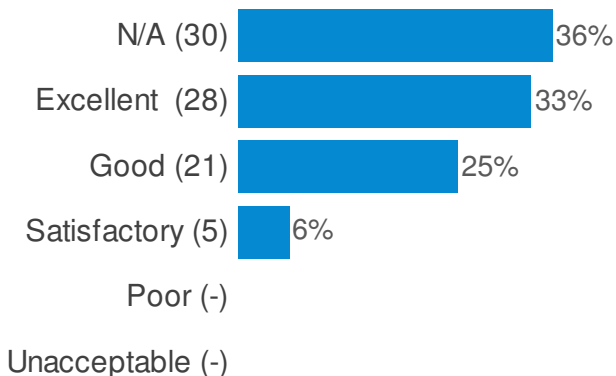


How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Gym suite)

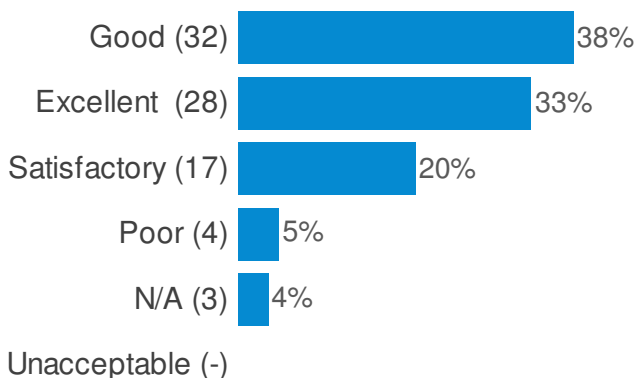


Cleanliness Survey - Sport and Leisure Facilities

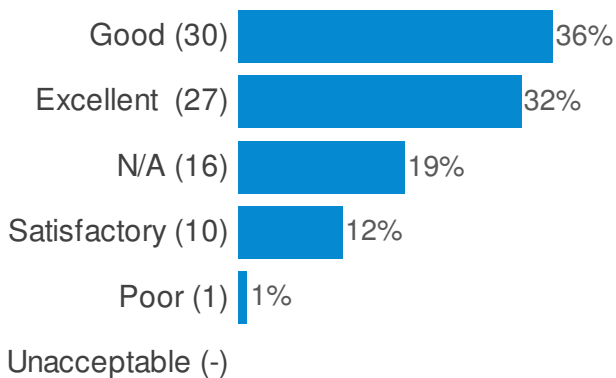
How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Gym suite changing facilities)



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)

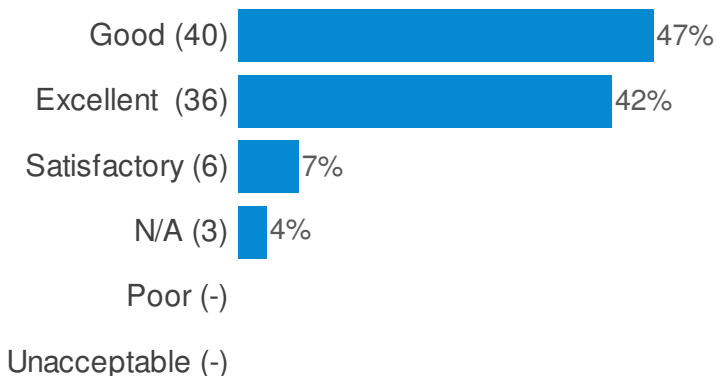


How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Pool changing village (Hadrian, Lakeside, Tynemouth Pool, Waves only))

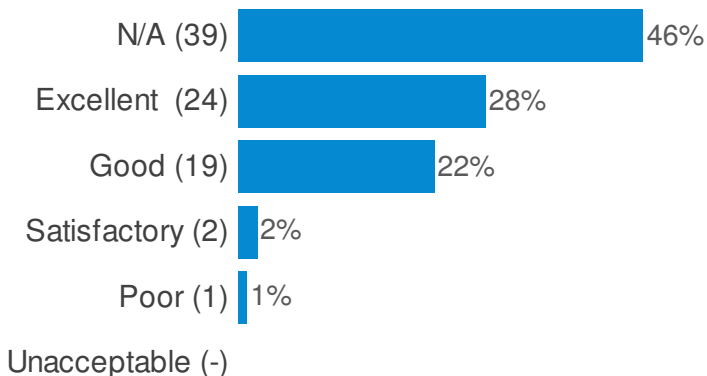


Cleanliness Survey - Sport and Leisure Facilities

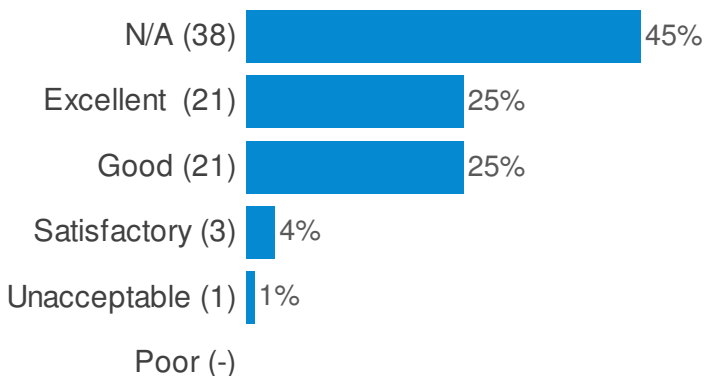
How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (External areas of the facility (i.e. grounds, pathways))



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)

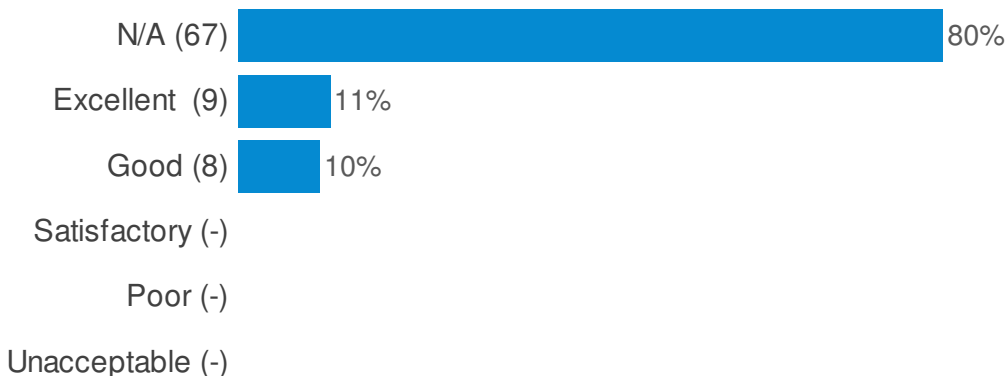


How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Sports hall fitness areas (Hadrian, Lakeside, The Parks only))

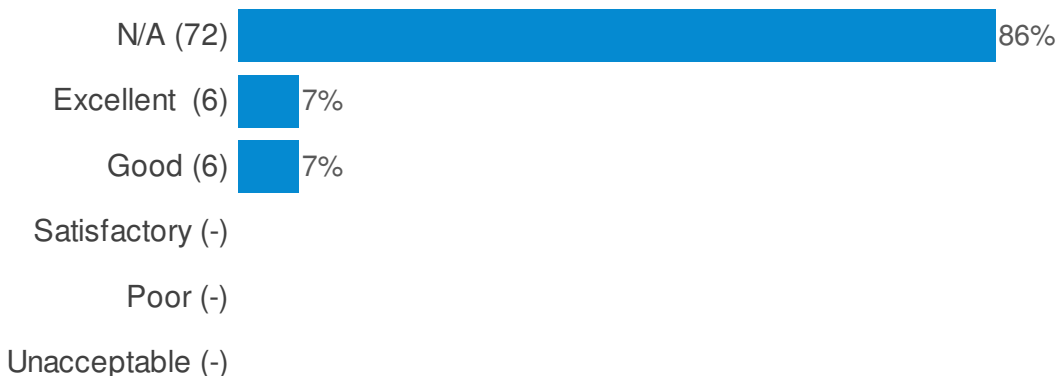


Cleanliness Survey - Sport and Leisure Facilities

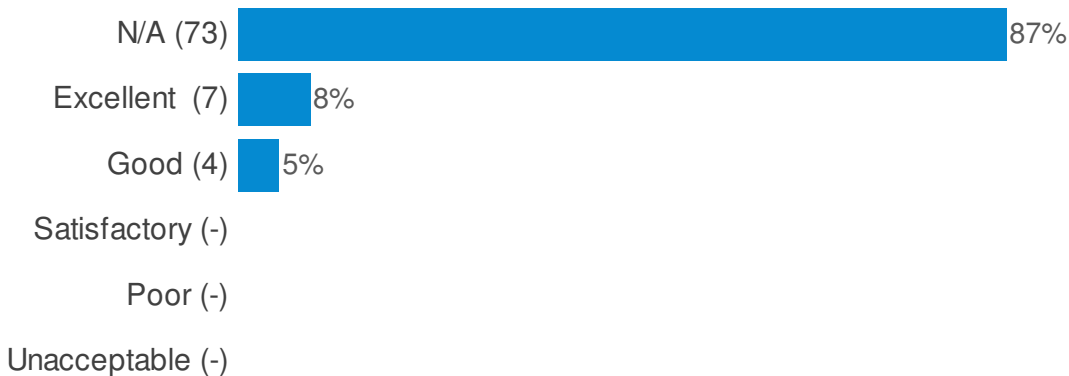
How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Sports hall changing areas (The Parks only))



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))

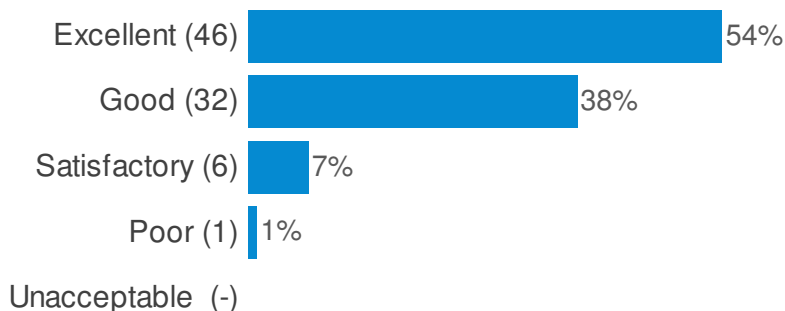


How would rate the overall cleanliness of the following aspects of this facility? (Please tick one box per line. Tick not applicable where rating does not apply to facility) (Bowls hall (The Parks only))



Cleanliness Survey - Sport and Leisure Facilities

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.

Love the staff!!

Only issue is people leaving clothes on the pegs in the mens changing rooms

Staff keep on top of cleanliness. Excellent!

The only one issue I have was attending yoga / pilates. I found too many people are crammed in the room. Touching one another working out.

I think that the sports mats may need changing more regularly. Apart from that its pristine.

It is a pleasure to come to the Lakeside Centre

Toilets never seem to be clean, no matter what time of the day. Dirt round the sink taps, floors need a good steam clean. Toilets often run out of toilet paper.

I only use the pool area so my comments refer to this. The toilets often have a really bad smell especially by the end of the day. The larger cubicles have debris over the drain which isn't good especially when young children are in there. Trainer pool has dirt in the corners of the steps.

Facility nice and clean with paper towels etc available

Everything is good at all sports and fitness centers in North Tyneside. Staff are exceptional

Staff great, good atmosphere

Later in day gets a bit worse, especially after kids

It is a pleasure to come to the Lakeside Centre, and the staff are very friendly

Nice clean pool / building / modern and scenic from inside the pool. No complaints

Some facility still have old spin bike, these should be updated. The Hadrian shares the spin area with the school, this should be more wipes and cleansing materials should be provided to clean bikes down ref. the hadrian facility

Nice clean pool, no complaints

Love the Lakeside. Always use the pool, along with the swimming club. Staff always cleaning. Bacterial spray on hand to clean machines after use.

Lovely facilities, always clean and tidy

Always very clean and never have to wipe any equipment down before using.

Sports hall floor unacceptably dirty

Lovely staff

Overall happy with the service provided

The staff are extremely approachable. I come here to swim 4 times a week.

Find all staff great, Great. Very very helpful and pleasant. Always warm welcome when coming in and out. xxx

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

People not wearing overshoes when testing the water

I find the Lakeside to be very clean.

Ladies toilets were blocked

Lovely staff

It is never messy

Nice friendly staff

The combination of coffee and chlorine when you walk in is lush.

My daughter noticed a 'clean' smell tonight before swimming lessons.

Could be cleaner but attend only on an evening.

Downstairs room at Lakeside for pilates often has a lot of fluff etc. on floor, probably as its been used throughout the day. Could do with a sweep before evening classes?

Very happy

Very good.

More Zumba please!!

Staff are great! :-) xxx

Very friendly place to visit and all staff are excellent.