



# Quest Assessment Report

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## SOUTH DERBYSHIRE DISTRICT COUNCIL ETWALL LEISURE CENTRE

ASSESSMENT TYPE: Quest Mystery Visit Report

MV DATE & TIME: 31st January 2022 07:35

## OVERALL ASSESSMENT SUMMARY

ASSESSMENT TYPE

QUEST MYSTERY VISIT REPORT

OVERALL

GOOD

## EXECUTIVE SUMMARY

### STRENGTHS

The reception area was clean as was the gym. There was plenty of sanitising spray located around the gym with blue roll available.

There were no items of equipment in the gym out of order and all functional kit was stored in designated areas. This meant finding equipment was very easy. It was evident that the centre took pride in how the gym kit was presented and it made a pleasant change to see the equipment in such good condition.

There was a covered bike rack outside the front of the building which was good to see and a permanent bike pump fixed to the floor which I thought was a great addition to the centre.

There was a professional notice board displayed which had various QR codes branded onto it. It was to provide more information but didn't say exactly what information it would lead me to find out. It covered a variety of social media platforms and I thought this was a great, simple way to engage with its younger users.

### AREAS FOR IMPROVEMENT

Within the toilet or changing areas, there was no visual evidence that regular checks were being completed. Considering my visit was early morning, with very few customers within the centre, I was disappointed to find some toilet roll holders with empty rolls, soap dispensers empty, and litter within the baby change units. The centre appeared to have sufficient staffing levels as I observed 4 staff members behind reception on occasion.

There was a door leading to the gym which had a 'fire door keep shut' fixed on it was propped open by a wooden doorstop. There was a set of blue doors leading into the village change which were propped open by wooden doorstops. Upon entry to the centre via the main doors, I noticed various wooden doorstops on the floor but they were not being used at that time, given that other fire doors were being propped open, it would appear there is a normal practice of propping fire doors open throughout the centre.

I enquired at reception about any older adult memberships for my mother who was 65 years of age as I could not locate any information on the joining section of the website. The lady behind the desk was using her mobile phone as I walked up to the counter. The staff member was not wearing a name badge. The staff member was unable to resolve my query at that point but took some details down using some spare paper and was advised that someone would call with more information the same day.

Writing my details on a piece of scrap paper was not very professional and gave a poor impression.

ASSESSOR

## OVERALL ASSESSMENT SUMMARY

<b>OVERALL</b>	<b>GOOD</b>
<b>MV Experience</b>	Good
<b>DAY 1</b>	Good



## DAY 1 ASSESSMENT PERFORMANCE

MODULE	ELEMENT	BAND
<b>OPERATIONS</b>	Cleaning and Housekeeping (MV)	<b>Satisfactory</b>
<b>OPERATIONS</b>	Maintenance and Equipment (MV)	<b>Good</b>
<b>OPERATIONS</b>	Environment (MV)	<b>Very Good</b>
<b>PEOPLE</b>	Customer Experience (MV)	<b>Good</b>
<b>PEOPLE</b>	Team and Skills Development (MV)	<b>Good</b>
<b>DAY 1 BAND &gt;</b>		<b>GOOD</b>

# OPERATIONS - Cleaning and Housekeeping (MV)

SECTION

BAND

Mystery Visit

Satisfactory

SECTION	QUESTION	AREAS FOR IMPROVEMENT	[U/S] - Unsatisfactory [S] - Satisfactory [G] - Good [VG] - Very Good [E] - Excellent
Mystery Visit	Are the standards of cleanliness high throughout the building?	Some areas of the venue were disappointing and not what I would expect to see in a leisure centre given the enhanced cleaning regimes that are supposed to be or have been in place. There was mould growing at lower levels and within the grout area of the showers.	G
Mystery Visit	Are the standards of presentation high throughout the building?	In the changing rooms, there was a very large waste bin which was full of litter and giving off an unpleasant smell. This was unsightly to see especially with it being early morning which made me question the cleaning regime of the centre. In the car park was a banner hanging down which was promoting a No-Strings badminton session at the centre.	VG
Mystery Visit	Is there evidence of a monitoring process in place?	Within the toilet or changing areas, there was no visual evidence that regular checks were being completed. Considering my visit was early morning, with very few customers within the centre, I was disappointed to find some toilet roll holders with empty rolls, soap dispensers empty, and litter within the baby change units. The centre appeared to have sufficient staffing levels as I observed 4 staff members behind reception on occasion.	U/S
Mystery Visit	Are the standards of housekeeping high throughout the building?	In the village change, there was a section where cleaning equipment was being stored which although relatively tidy, was unsightly and easily accessible for customers to touch, use and even trip over. There were at least 3 yellow warning signs being stored next to the water fountain in the gym, which just made it look cluttered and presumably done so because its the easiest place to store them.	VG
Mystery Visit	Is fire safety well managed?	There was a door leading to the gym which had a 'fire door keep shut' fixed on, it was propped open by a wooden doorstop. There was a set of blue doors leading into the village change which were propped open by a wooden doorstops. Upon entry to the centre via the main doors, I noticed various wooden doorstops on the floor but they were not being used at that time, given that other fire doors were being propped open, it would appear there is a normal practice of propping fire doors open throughout the centre.	S

## "OPERATIONS - Cleaning and Housekeeping (MV)" AFI IMAGES

Q: Are the standards of cleanliness high throughout the building?



Q: Are the standards of cleanliness high throughout the building?





*Q: Are the standards of presentation high throughout the building?*



*Q: Are the standards of presentation high throughout the building?*



*Q: Is there evidence of a monitoring process in place?*



*Q: Is there evidence of a monitoring process in place?*



*Q: Is there evidence of a monitoring process in place?*



*Q: Are the standards of housekeeping high throughout the building?*



*Q: Is fire safety well managed?*



*Q: Is fire safety well managed?*



SECTION	QUESTION	STRENGTH
Mystery Visit	Are the standards of cleanliness high throughout the building?	The reception area was clean as too was the gym. There was plenty of sanitising spray located around the gym with blue roll available.
Mystery Visit	Are the standards of presentation high throughout the building?	Information was displayed around the venue in a professional manner, using a dedicated notice board or clip frames. Walls were decorated to a high level.
Mystery Visit	Is there evidence of a monitoring process in place?	
Mystery Visit	Are the standards of housekeeping high throughout the building?	Shortly after my arrival, I observed a team member sweeping the reception foyer. There was a specific hanger near reception where brushes were stored and hung up.
Mystery Visit	Is fire safety well managed?	Fire extinguishers were located throughout the centre in designated stands with appropriate identification labels above them.

# OPERATIONS - Maintenance and Equipment (MV)

SECTION		BAND	
Mystery Visit		Good	
SECTION	QUESTION	AREAS FOR IMPROVEMENT	[U/S] - Unsatisfactory [S] - Satisfactory [G] - Good [VG] - Very Good [E] - Excellent
Mystery Visit	Is the maintenance of the buildings, structure and car park acceptable?	There was only 1 high-level lamp not working but seemed to be a waste of electricity as the sun had already risen during my visit and the lights were still on. There was a wooden part of border fencing which was damaged and could cause damage to a vehicle.	VG
Mystery Visit	Is the maintenance of the fixtures and fittings within the building acceptable?	A toilet cubicle in the male toilet within the village change was locked off for the entirety of my visit. There was nobody ever using the cubicle and no out-of-order sign was displayed, however, I did notice a missing panel from the wall within the cubicle. There was no information advising if this was a maintenance issue, and no information when it would be back in use, it was simply locked.  Lockers in the village change area and outside the gym had some locks missing.  The private shower area within the group change had its shower curtain missing and the seat was missing leaving just a frame.	S
Mystery Visit	Are toilets and changing facilities well maintained, with all necessary amenities?	Each toilet accessed had a working hand dryer however they were of poor specification, presumably not energy efficient and the speed of air produced was poor. They also had visible rust on them.  A toilet in the group change was taped up with no rectification date.	G
Mystery Visit	Is activity equipment available and in good condition?		E
Mystery Visit	Is there a provision of goods for sale and hire equipment to meet the programming needs?	There appeared to be some empty wall space where other items of shop stock could have been on display.	VG
Mystery Visit	Are maintenance issues managed effectively?	A bucket was placed under a sink because it had a constant dripping leak from the pipework underneath. Another toilet cubicle had an out-of-order sign on it, however, the cubicle door was open. The sign on the door was not branded and it was also ripped and was not pleasing to see.	G

## "OPERATIONS - Maintenance and Equipment (MV)" AFI IMAGES

Q: Is the maintenance of the buildings, structure and car park acceptable?



Q: Is the maintenance of the buildings, structure and car park acceptable?





*Q: Is the maintenance of the buildings, structure and car park acceptable?*



*Q: Is the maintenance of the fixtures and fittings within the building acceptable?*



*Q: Is the maintenance of the fixtures and fittings within the building acceptable?*



*Q: Is the maintenance of the fixtures and fittings within the building acceptable?*



*Q: Is the maintenance of the fixtures and fittings within the building acceptable?*



*Q: Are toilets and changing facilities well maintained, with all necessary amenities?*



*Q: Are toilets and changing facilities well maintained, with all necessary amenities?*



*Q: Are maintenance issues managed effectively?*



Q: Are maintenance issues managed effectively?



SECTION	QUESTION	STRENGTH
Mystery Visit	Is the maintenance of the buildings, structure and car park acceptable?	
Mystery Visit	Is the maintenance of the fixtures and fittings within the building acceptable?	
Mystery Visit	Are toilets and changing facilities well maintained, with all necessary amenities?	The accessible toilet standards were good.
Mystery Visit	Is activity equipment available and in good condition?	There were no items of equipment in the gym out of order and all functional kit was stored in designated areas. This meant finding equipment was very easy. It was evident that the centre took pride in how the gym kit was presented and it made a pleasant change to see the equipment in such good condition.
Mystery Visit	Is there a provision of goods for sale and hire equipment to meet the programming needs?	There were various items of shop stock available and it was good to see a price list available so I knew which items would fit my budget. The stock had a mixture of items covering a wide spectrum of ages including swim nappies for babies.
Mystery Visit	Are maintenance issues managed effectively?	

## OPERATIONS - Environment (MV)

SECTION	BAND
Mystery Visit	Very Good

SECTION	QUESTION	AREAS FOR IMPROVEMENT	[U/S] - Unsatisfactory [S] - Satisfactory [G] - Good [VG] - Very Good [E] - Excellent
Mystery Visit	Are environmental conditions acceptable?		E
Mystery Visit	Is a Display Energy Certificate (DEC) displayed and in date? (for sites over 250m2)?		E
Mystery Visit	As a customer were you encouraged to help the facility with environmental management?	The environmental-specific board was more focused on what the centre has done and its goals. Nothing was obviously around the centre relating to how I as a customer could support environmental management or initiatives.	G

SECTION	QUESTION	STRENGTH
Mystery Visit	Are environmental conditions acceptable?	I found all areas visited to be a comfortable temperature for the activities taking place in them.
Mystery Visit	Is a Display Energy Certificate (DEC) displayed and in date? (for sites over 250m2)?	The DEC is displayed in an environmental-specific notice board in the corridor on the way to the gym.
Mystery Visit	As a customer were you encouraged to help the facility with environmental management?	There was a covered bike rack outside the front of the building which was good to see and a permanent bike pump fixed to the floor which I thought was a great addition to the centre.

### "OPERATIONS - Environment (MV)" STRENGTH IMAGES

Q: Is a Display Energy Certificate (DEC) displayed and in date? (for sites over 250m2)?





# PEOPLE - Customer Experience (MV)

## SECTION

## BAND

Mystery Visit

Good

SECTION	QUESTION	AREAS FOR IMPROVEMENT	[U/S] - Unsatisfactory [S] - Satisfactory [G] - Good [VG] - Very Good [E] - Excellent
Mystery Visit	Is the Reception area welcoming and well presented?	The reception area was clean, litter-free and very basic. There was no mood music being played to help with motivation. Some venues play local radio stations in the morning so that they contain traffic reports.	VG
Mystery Visit	Are sales and enquiry opportunities dealt with professionally?	I enquired at reception about any older adult memberships for my mother who was 65 years of age as I could not locate any information on the joining section of the website.  The lady behind the desk was using her mobile phone as I walked up to the counter.  The staff member was not wearing a name badge.  The staff member was unable to resolve my query at that point but took some details down using some spare paper and I was advised that someone would call with more information the same day. Writing my details on a piece of scrap paper was not very professional and gave a poor impression.	VG
Mystery Visit	Are enquiries made via the telephone proactively dealt with?	The call relating to swimming lessons didn't make me feel enthused. No questions were asked about my child, including if they had been in swimming lessons before. I was not offered a taster session or the opportunity to come and observe a lesson to see how it was structured or the types of activities involved.	VG
Mystery Visit	Are enquiries made online proactively dealt with?	I could not find an email address on the website which enabled me to email the centre directly, I was only able to complete a 'contact us' form online. I didn't receive any form of automated email confirmation to advise on how long it would be before a response would be provided. I didn't receive any reply to my web enquiries which was disappointing. The only acceptance of the enquiry being submitted is a small confirmation at the bottom of the pop up which I have provided an image of.	S
Mystery Visit	Is Information available for all customers?	There were some notice boards that had no information on them. Information relating to the products or activities on offer would have been helpful.	G
Mystery Visit	Is feedback proactively sought, actioned and responded to in a timely manner?	I couldn't find any location where feedback was being sought in terms of comment cards. I could not see where any actions of customer comments had been displayed with actions that had been taken to promote that feedback and comments were taken seriously and put into practice.	G
Mystery Visit	Are all staff observed and spoken to friendly, helpful and knowledgeable?	I enquired at reception about some lost property that my partner had left a few days ago. There were 4 staff members behind reception. A lost property book was not checked to see if the items had been handed in and my details were not taken in case the items turned up at a later date.	S
Mystery Visit	Are the facilities and programme accessible for all?		E
Mystery Visit	Are facilities baby and child friendly?		E

## "PEOPLE - Customer Experience (MV)" AFI IMAGES

Q: Are enquiries made online proactively dealt with?



Q: Is Information available for all customers?



SECTION	QUESTION	STRENGTH
Mystery Visit	Is the Reception area welcoming and well presented?	
Mystery Visit	Are sales and enquiry opportunities dealt with professionally?	I did receive a call from the centre at approximately 10:00 on the same day and a polite answerphone message was left asking me to contact the centre so my query could be handled in more detail.
Mystery Visit	Are enquiries made via the telephone proactively dealt with?	
Mystery Visit	Are enquiries made online proactively dealt with?	
Mystery Visit	Is Information available for all customers?	There was a professional notice board displayed which had various QR codes branded onto it. It was to provide more information but didn't say exactly what information it would lead me to find out. It covered a variety of social media platforms and I thought this was a great, simple way to engage with its younger users.
Mystery Visit	Is feedback proactively sought, actioned and responded to in a timely manner?	
Mystery Visit	Are all staff observed and spoken to friendly, helpful and knowledgeable?	
Mystery Visit	Are the facilities and programme accessible for all?	<p>Disabled parking bays were available nearest the main entrance.</p> <p>The gym, studio, pool, changing, and accessible toilets were all on ground level.</p> <p>There was a notice promoting junior badminton sessions.</p> <p>There were junior gym sessions and lane swimming which catered for 14+ years which was unusual to see but I found this very positive in order to help younger children stay active.</p>
Mystery Visit	Are facilities baby and child friendly?	There was plenty of family changing rooms that had baby changing units. The pool was a sloping depth which is helpful for families with younger children.

**"PEOPLE - Customer Experience (MV)" STRENGTH IMAGES**

Q: Is Information available for all customers?



## PEOPLE - Team and Skills Development (MV)

SECTION	BAND
Mystery Visit	Good

SECTION	QUESTION	AREAS FOR IMPROVEMENT	[U/S] - Unsatisfactory [S] - Satisfactory [G] - Good [VG] - Very Good [E] - Excellent
Mystery Visit	Are staff carrying out their duties in a professional manner?	I did not observe a fitness instructor in the gym.  During my visit, I did not observe ongoing cleaning taking place in the toilets or changing rooms given the level of cleanliness in these areas.	VG
Mystery Visit	Do the staff work as a team and appear to be well managed?	There was a receptionist wearing a jacket on the reception desk and a lifeguard too. The receptionist was using a mobile phone at one point. There seemed to be high levels of staffing in the centre for the level of customers and time of day.	G
Mystery Visit	Are the activities delivered well by staff, including the standard of coaching and instruction?		N/A

SECTION	QUESTION	STRENGTH
Mystery Visit	Are staff carrying out their duties in a professional manner?	The lifeguards were in uniform and were observing the pool from the highchair.
Mystery Visit	Do the staff work as a team and appear to be well managed?	
Mystery Visit	Are the activities delivered well by staff, including the standard of coaching and instruction?	



## COMMENT & CONVERSATION DETAILS

### COMMENTS 1

<i>Type of Comment</i>	Email - Contact us via Website
<i>Date</i>	2022-01-14
<i>Contact Details</i>	No reply
<i>Contact</i>	jamesrjwalker@gmail.com
<i>Reply Received</i>	
<i>Details of Response</i>	My enquiry was regarding spin classes.

### COMMENTS 2

<i>Type of Comment</i>	Email - Contact us via Website
<i>Date</i>	2022-01-21
<i>Contact Details</i>	No reply
<i>Contact</i>	leorocfells@gmail.com
<i>Reply Received</i>	
<i>Details of Response</i>	My enquiry was regarding badminton and equipment hire.

### COMMENTS 3

<i>Type of Comment</i>	Email - Contact us via Website
<i>Date</i>	2022-01-28
<i>Contact Details</i>	No reply
<i>Contact</i>	pelwell1963@gmail.com
<i>Reply Received</i>	
<i>Details of Response</i>	My enquiry was regarding shop stock for swimming accessories.

### COMMENTS 4

<i>Type of Comment</i>	Email - Contact us via Website
<i>Date</i>	2022-01-28
<i>Contact Details</i>	Olivia Tarry
<i>Contact</i>	strectchrissyx@gmail.com
<i>Reply Received</i>	2022-01-28
<i>Details of Response</i>	Good Afternoon Christine, I will be happy to help you with your enquiry. Our Premium Membership (£38) does come with free Wifi and there is no contract for our Premium Membership either, all we ask is that if you do ever want to cancel, you just give us 30 days notice. At the moment, we are only offering the Premium Membership, which comes with the classes as well, there is currently no option for swim and gym only. If there is anything else I can help you with, either email me or call us on 01283 216269. Thank you, Olivia. Olivia Tarry Membership Sales Advisor

### COMMENTS 5

<i>Type of Comment</i>	Telephone
<i>Date</i>	2022-01-31 14:53
<i>Number Dialed</i>	01283735404
<i>Number of Rings</i>	Rang until answerphone message (after pressing option 3)
<i>Answer</i>	No Answer
<i>Response to Query</i>	

#### COMMENTS 6

<i>Type of Comment</i>	Telephone
<i>Date</i>	2022-01-31 15:07
<i>Number Dialed</i>	01283735404
<i>Number of Rings</i>	2
<i>Answer</i>	Answered
<i>Response to Query</i>	My enquiry was around swimming lessons for my 3-year-old child who could swim 15 meters. Although I received some information regarding my enquiry, the call ended without any of my contact details being taken for the centre to follow up on my enquiry.

#### COMMENTS 7

<i>Type of Comment</i>	Telephone
<i>Date</i>	2022-01-31 16:20
<i>Number Dialed</i>	01283735404
<i>Number of Rings</i>	1
<i>Answer</i>	Answered
<i>Response to Query</i>	The call was answered by Olivia. I enquired about family memberships. I was advised that family memberships are not an option but then advised me that I could refer friends or family as part of my membership which would enable me to exercise with them. My contact details were not taken. I would have given my details on the basis that they were being collected in case any future promotion became active which would benefit my query.

## ACTION PLAN

SOURCE	SUB SOURCE	TASK / ACTION REQUIRED
Response	Customer Experience (MV)	I could not find an email address on the website which enabled me to email the centre directly, I was only able to complete a 'contact us' form online. I didn't receive any form of automated email confirmation to advise on how long it would be before a response would be provided. I didn't receive any reply to my web enquiries which was disappointing. The only acceptance of the enquiry being submitted is a small confirmation at the bottom of the pop up which I have provided an image of.
Response	Team and Skills Development (MV)	I did not observe a fitness instructor in the gym.  During my visit, I did not observe ongoing cleaning taking place in the toilets or changing rooms given the level of cleanliness in these areas.
Response	Customer Experience (MV)	I enquired at reception about any older adult memberships for my mother who was 65 years of age as I could not locate any information on the joining section of the website.  The lady behind the desk was using her mobile phone as I walked up to the counter.  The staff member was not wearing a name badge.  The staff member was unable to resolve my query at that point but took some details down using some spare paper and I was advised that someone would call with more information the same day. Writing my details on a piece of scrap paper was not very professional and gave a poor impression.
Response	Customer Experience (MV)	The reception area was clean, litter-free and very basic. There was no mood music being played to help with motivation. Some venues play local radio stations in the morning so that they contain traffic reports.
Response	Environment (MV)	The environmental-specific board was more focused on what the centre has done and its goals. Nothing was obviously around the centre relating to how I as a customer could support environmental management or initiatives.
Response	Cleaning and Housekeeping (MV)	Some areas of the venue were disappointing and not what I would expect to see in a leisure centre given the enhanced cleaning regimes that are supposed to be or have been in place. There was mould growing at lower levels and within the grout area of the showers.
Response	Cleaning and Housekeeping (MV)	In the changing rooms, there was a very large waste bin which was full of litter and giving off an unpleasant smell. This was unsightly to see especially with it being early morning which made me question the cleaning regime of the centre. In the car park was a banner hanging down which was promoting a No-Strings badminton session at the centre.
Response	Cleaning and Housekeeping (MV)	Within the toilet or changing areas, there was no visual evidence that regular checks were being completed. Considering my visit was early morning, with very few customers within the centre, I was disappointed to find some toilet roll holders with empty rolls, soap dispensers empty, and litter within the baby change units. The centre appeared to have sufficient staffing levels as I observed 4 staff members behind reception on occasion.
Response	Cleaning and Housekeeping (MV)	There was a door leading to the gym which had a 'fire door keep shut' fixed on, it was propped open by a wooden doorstep. There was a set of blue doors leading into the village change which were propped open by a wooden doorstops. Upon entry to the centre via the main doors, I noticed various wooden doorstops on the floor but they were not being used at that time, given that other fire doors were being propped open, it would appear there is a normal practice of propping fire doors open throughout the centre.
Response	Cleaning and Housekeeping (MV)	In the village change, there was a section where cleaning equipment was being stored which although relatively tidy, was unsightly and easily accessible for customers to touch, use and even trip over. There were at least 3 yellow warning signs being stored next to the water fountain in the gym, which just made it look cluttered and presumably done so because its the easiest place to store them.
Response	Maintenance and Equipment (MV)	There was only 1 high-level lamp not working but seemed to be a waste of electricity as the sun had already risen during my visit and the lights were still on. There was a wooden part of border fencing which was damaged and could cause damage to a vehicle.
Response	Maintenance and Equipment	A toilet cubicle in the male toilet within the village change was locked off for the entirety of

	(MV)	<p>my visit. There was nobody ever using the cubicle and no out-of-order sign was displayed, however, I did notice a missing panel from the wall within the cubicle. There was no information advising if this was a maintenance issue, and no information when it would be back in use, it was simply locked.</p> <p>Lockers in the village change area and outside the gym had some locks missing.</p> <p>The private shower area within the group change had its shower curtain missing and the seat was missing leaving just a frame.</p>
Response	Maintenance and Equipment (MV)	A bucket was placed under a sink because it had a constant dripping leak from the pipework underneath. Another toilet cubicle had an out-of-order sign on it, however, the cubicle door was open. The sign on the door was not branded and it was also ripped and was not pleasing to see.
Response	Maintenance and Equipment (MV)	<p>Each toilet accessed had a working hand dryer however they were of poor specification, presumably not energy efficient and the speed of air produced was poor. They also had visible rust on them.</p> <p>A toilet in the group change was taped up with no rectification date.</p>
Response	Maintenance and Equipment (MV)	There appeared to be some empty wall space where other items of shop stock could have been on display.
Response	Customer Experience (MV)	There were some notice boards that had no information on them. Information relating to the products or activities on offer would have been helpful.
Response	Customer Experience (MV)	I enquired at reception about some lost property that my partner had left a few days ago. There were 4 staff members behind reception. A lost property book was not checked to see if the items had been handed in and my details were not taken in case the items turned up at a later date.
Response	Customer Experience (MV)	I couldn't find any location where feedback was being sought in terms of comment cards. I could not see where any actions of customer comments had been displayed with actions that had been taken to promote that feedback and comments were taken seriously and put into practice.
Response	Team and Skills Development (MV)	There was a receptionist wearing a jacket on the reception desk and a lifeguard too. The receptionist was using a mobile phone at one point. There seemed to be high levels of staffing in the centre for the level of customers and time of day.
Response	Customer Experience (MV)	The call relating to swimming lessons didn't make me feel enthused. No questions were asked about my child, including if they had been in swimming lessons before. I was not offered a taster session or the opportunity to come and observe a lesson to see how it was structured or the types of activities involved.