



Deans Community High School

Community and Leisure Facility Survey



| <p>What you expect?</p> <p>An excellent community facility should provide....</p> | <p>Based on your experience of attending our community facility, please think about the best possible service you would expect to receive.</p> <ul style="list-style-type: none"> On the left-hand side please say how important you rate the following statements. On the right-hand side please tell us if the statements accurately represent the service you received. | <p>How we compare?</p> <p>This accurately describes the service currently provided by Deans Community High School</p> |
|---|--|--|
| <p>Poor Fair Good VGood Excellent</p> | <p>Please circle your response</p> | <p>Poor Fair Good VGood Excellent</p> |
| <p>1 2 3 4 5 6 7</p> | <p>1. An environment that is inviting and welcoming.</p> | <p>1 2 3 4 5 6 7</p> |
| <p>1 2 3 4 5 6 7</p> | <p>2. Accommodation that is suitable for the activity on offer.</p> | <p>1 2 3 4 5 6 7</p> |
| <p>1 2 3 4 5 6 7</p> | <p>3. A facility that is available for community use during core times.</p> | <p>1 2 3 4 5 6 7</p> |
| <p>1 2 3 4 5 6 7</p> | <p>4. Staff who are easily identified.</p> | <p>1 2 3 4 5 6 7</p> |
| <p>1 2 3 4 5 6 7</p> | <p>5. Staff who are helpful, professional and courteous.</p> | <p>1 2 3 4 5 6 7</p> |
| <p>1 2 3 4 5 6 7</p> | <p>6. Staff who have good knowledge and skills.</p> | <p>1 2 3 4 5 6 7</p> |
| <p>1 2 3 4 5 6 7</p> | <p>7. Staff who are able to provide information and support in response to individual/ group needs in a fair and sensitive manner.</p> | <p>1 2 3 4 5 6 7</p> |
| <p>1 2 3 4 5 6 7</p> | <p>8. Publicity/ information that is given in a way that suits you.</p> | <p>1 2 3 4 5 6 7</p> |
| <p>1 2 3 4 5 6 7</p> | <p>9. Programmes/activities which reflect the needs or interests of participants.</p> | <p>1 2 3 4 5 6 7</p> |
| <p>1 2 3 4 5 6 7</p> | <p>10. Information about changes to the service/ programme/ activities.</p> | <p>1 2 3 4 5 6 7</p> |
| <p>1 2 3 4 5 6 7</p> | <p>11. A well publicised complaints/ comments/ suggestions system.</p> | <p>1 2 3 4 5 6 7</p> |
| <p>1 2 3 4 5 6 7</p> | <p>12. A service that honours all confirmed bookings 90% of the time</p> | <p>1 2 3 4 5 6 7</p> |
| <p>1 2 3 4 5 6 7</p> | <p>13. Arrangements for participants with special needs in a fair and sensitive manner.</p> | <p>1 2 3 4 5 6 7</p> |
| <p>1 2 3 4 5 6 7</p> | <p>14. Publicity material that is readily available and easy to understand.</p> | <p>1 2 3 4 5 6 7</p> |

Your comments/ opinions/ suggestions are important to us. How do you think we can improve our service or provide additional choices in our service delivery?

What do you think of the complaints procedure i.e. is it easy to use, complaints dealt with quickly, outcomes are fed back quickly?