



**Community Facilities
Customer Feedback**

**Environment,
Regeneration
& Community**

Community Hire
5th Floor Wat Tyler
Beckhampton Street
Swindon SN1 2JH
Tel: 01793 466486
Fax: 01793 466484
Minicom: 01793 436659
Web: www.swindon.gov.uk

We hope you had an enjoyable and successful function. Could we ask you to spare a few minutes to answer the following questions so that we are able to monitor that the service we provide continues to meet our high standards.

Section 1: What is important to you?

Please tell us how important to you each of the following things are.

Staff and Information

	Extremely Important	Very Important	Important	Not very Important	Not at all Important	Not Applicable
A. Friendliness of staff - Booking team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Premises team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Helpfulness of staff - Booking team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Premises Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Knowledge of staff - Booking team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Premises Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Easy to understand pricing structure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Facility Presentation

F. Cleanliness of public areas/toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. Cleanliness of hall/rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. Disabled Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I. Feeling of a safe environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J. Quality of furnishings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continue Overleaf

Section 2: How do you think we are doing?

Please tell us how you think we are performing with regards to each of the following aspects.

Staff and Information

	Excellent	Good	Average	Poor	Very Poor	Not Applicable
A. Friendliness of staff - Booking team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Premises team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Helpfulness of staff - Booking team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Premises Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Knowledge of staff - Booking team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Premises Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Easy to understand pricing structure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Facility Presentation

F. Cleanliness of public areas/toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. Cleanliness of hall/rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. Disabled Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I. Feeling of a safe environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J. Quality of furnishings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you use the facilities again? Certainly Probably Maybe No

Are there any suggestions / comments you would like to make which you feel could improve the service and or advise us of any reasons why you would not use the facilities again?

.....

.....

.....

Venue.....Room.....Date / Time of booking.....

Please return via post to Community Hire or use the Swindon Borough Council Suggestion Boxes available in most buildings.

 **Data Protection**

The information you provide will be used for monitoring purposes and to assist consultation on policy and service development, which may include sharing of data with other Council departments.



Equalities Monitoring Form

Swindon Borough Council has a Corporate Equalities Strategy, which outlines our commitment to providing high quality, appropriate services which meets the needs of the local population. We aim to ensure that no one is discriminated against in the way they access or receive our services.

As part of that commitment, we are monitoring what we do and would be extremely grateful, if you could complete this questionnaire.

The information you provide will be used to improve service delivery and may be shared with other colleagues in the council for the purpose of monitoring our equalities policies and procedures.

Please place a tick in the boxes where applicable:

Are You? Male Female

Please indicate your current age band:

Up to 19 20-29 30-39 40-49 50-59 60-69 Over 70

How would you describe your ethnic origin?

White

- British
- Irish
- Polish
- Italian
- Any other White Background

Black or Black British

- Caribbean
- African
- Any other Black Background

Chinese or other Ethnic Group

- Chinese
- Any other ethnic group

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed Background

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian Background

Do you consider yourself to have a disability? Yes No

If yes, please tick the appropriate box:

- | | |
|--|---|
| <input type="checkbox"/> Dyslexia | <input type="checkbox"/> Blind/Partially Sighted |
| <input type="checkbox"/> Deaf/Hearing Impaired | <input type="checkbox"/> Mental Health Difficulties |
| <input type="checkbox"/> Wheelchair User/Mobility Impairment | <input type="checkbox"/> Unseen e.g. Diabetes, Epilepsy |
| <input type="checkbox"/> Other, please state | |

If you require assistance in completing this form please contact Customer Services at Swindon Direct on 01793 445500.

If you require a copy of this form in another format please contact Customer Services at Swindon Direct on 01793 445500.

I agree for the information I have provided to be used by Swindon Borough Council to monitor Equalities with the Council.