

Action Plan for Great Dunmow Leisure Centre – Update December 2004

	Action Point	Survey % Warranting Action	Outcome	Timescale	Responsibility	Comments on importance
GDLC.1	Look at the possibility of introducing a family or joint membership scheme and discounted rates for low income	There were 14 individual comments that equates to 6% of the total responses.	Family membership scheme introduced. Concession Card scheme in place. Carer's Card scheme in place.	Completed Completed Completed	Leisure Connection	Further discounted provision will be investigated as part of the work to be carried out by UDC/leisure connection regarding the possible introduction of a Leisure Card Scheme.
GDLC.2	Unclean changing rooms.		Contractors recruited new staff and reviewed salaries. New vacuum floor scrubber purchased to clean the wet side. Staff inspection signs to be displayed in the wetside.	Completed Completed January 2005	Leisure Connection	Cleanliness will always be an ongoing monitoring issue
GDLC.3	Damage to pool steps.	There were 11 comments on the damage to the pool steps.	Damage rectified.	Completed	Leisure Connection	

	Action Point	Survey % Warranting Action	Outcome	Timescale	Responsibility	Comments
GDLC.4	Increase the number of group training courses	There were 22 individual comments that equates to 9% on the desire for more group training courses not new courses just more times being available.	Courses reviewed regularly to monitor viability.	Ongoing	Leisure Connection	
GDLC.5	More general swim time	There were 22 comments that equates to 9% on the need to increase the number of time available for general swimming.	Public swimming time is shown in the pool timetable.	Amount of public swimming time available complies with the contract requirements. However, the programme is reviewed annually.	Leisure Connection	Time allocated in specified public time in accordance with specified contract time due to shared use with Helena Romanes School.
GDLC.6	Better Trained Staff.	There were 19 individual comments that equates to 8% of the total responses.	Specific customer care training implemented.	Ongoing	Leisure Connection	

	Action Point	Survey % Warranting Action	Outcome	Timescale	Responsibility	Comments on importance
GDLC.7	Sauna/Steam Room and Jacuzzi.	There were 20 individual comments that equates to 8% of total responses requesting a Sauna/Steam room or Jacuzzi.	Consideration could be given to this subject as part of future developments		Leisure Connection/PFI Partners	Unlikely to be progressed at the present moment in time.
GDLC.8	Customer Forum	183 of the total responses which equates to 86% were not aware of the customer forum	Dates of forum meetings for the year are displayed on the notice board. However posters will now also be erected around the centres 2 weeks before each meeting date.	Ongoing	Leisure Connection	
GDLC.9	Awareness of complaints procedure	157 of the total responses that equates to 86% were not aware of the complaints procedure.	Suggestion boxes are placed in each centre and leaflets are provided for customers to make complaints.	Ongoing	Leisure Connection	