

Action Plan for Lord Butler Fitness & Leisure Centre – Update December 2004

	Action Point	Survey % Warranting Action	Outcome	Timescale	Responsibility	Comments
LB.1	Look at the possibility of introducing a family membership scheme and discounted rates for low income.	There were 14 individual comments that equates to 10% of the total responses requesting the introduction of a family/joint membership.	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.
LB.2	Unclean wet changing room floor	There were 17 individual comments that equates to 13% of the total on the lack of cleanliness of the wet changing room floor.	Deep clean carried out. Cleaning Contractors recruited new staff & reviewed salaries. Overshoes bin has been ordered and will be erected for Learner pool spectators. Staff inspection signs to be displayed in the wetside. Cleaning machine purchased. Schools requested to remove shoes.	Completed Bin to be erected in January 2005. Completed. Completed.	Leisure Connection	Cleanliness will always be an ongoing monitoring issue.

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LB.3	Smell/cleanliness in dry changing rooms	13 individual comments that equates to 10% of the total responses	As above. Air conditioning unit now operating. Air Freshener units installed.	Completed	Leisure Connection	
LB.4	Lack of variety available in Café.	8 individual comments that equates to 6% of the total responses on the lack of variety in Café	Centres currently provide a balanced selection of sandwiches and usually offer fruit as well. The vending operation is standard provision throughout Leisure Connection sites. A price reduction for customers has recently been negotiated with the Catering Supplier.	Ongoing review	Leisure Connection	
LB.5	Reducing the number of course cancellations	10 individual comments that equates to 7% of the total responses on the number of course cancellations	Staff have been trained to cover a range of courses so that they can step in when an independent instructor cancels a class. Cancellations have been addressed with Instructors. The number of courses has been reduced to a more manageable level. Previously 52 provided now providing 40.	Completed	Leisure Connection	

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LB.6	More staff presence in the gym.	17 individual comments that equates to 13% of the total responses on the lack of staff in the gym.	Currently a review is being undertaken to rearrange shifts to provide maximum cover for the Gym. The issue of supplementing cover with Personal Trainers is being looked into but a company wide decision is awaited.	Extra cover not achieved yet, although this is not a contract requirement .	Leisure Connection	Leisure Manager has written to the new Chief Executive at Leisure Connection and a response is awaited.
LB.7	More Courses	10 individual comments that equates to 7% of the total responses on the number of course cancellations	Courses are reviewed regularly to determine if the appropriate courses are being delivered. Although it is important to stabilise provision.	Ongoing, under review.	Leisure Connection	
LB.8	Customer Forum	The most useful views and opinions are from the people who use the centre; currently a large number of members are unaware 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. Clubs to be advised of dates in annual letter.	Completed.	Leisure Connection	
LB.9	Awareness of complaints procedure.	95 individual comments that equates to 83% of the total were unaware of the customer forum.	Suggestion boxes are placed in each centre and leaflets are provided for customers to make comments, the boxes are locked and named individuals are responsible for emptying and dealing with the complaints.	Completed.	Leisure Connection	