

**Action Plan for Mountfitchet Romeera Leisure Centre – Update December 2004**

	<b>Action Point</b>	<b>Survey % Warranting Action</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>	<b>Comments</b>
MRLC.1	Look at the possibility of introducing a family or joint membership scheme and discounted rates for low income.	There were 6 individual comments that equates to 9% of the total, the reason that this was to be included was that potential this could affect double and possibly 3-4 times this amount of people.	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.
MRLC.2	Increase the number of group training courses.	There were 16 individual comments that equates to 22% on the desire for more group training courses not new courses just more times being available.	Courses are provided where they are viable. Courses are reviewed and monitored regularly.	Ongoing	Leisure Connection	

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MRLC.3	A pool	There were 19 individual comments that equates to 26% of total responses requesting a pool.	Unlikely that a pool will be constructed at this Centre in the near future.		Leisure Connection/PFI Partners	Members join knowing that the Centre does not have a pool.
MRLC.4	Customer Forum	41 of the total responses which equates to 71% 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	
MRLC.5	Awareness of complaints procedure	39 of the total responses which equates to 65% were not aware of the complaints procedure	Suggestion boxes are placed in each centre and leaflets are provided for customers to make comments, suggestions and complaints.	Ongoing	Leisure Connection	