

Hood Park Leisure Centre

Listening Week Action plan 2010

Low performing area	Action/Response	Target completion date	Completed
Prices clearly displayed	Prices are displayed within the reception area. Possible new location to be sort	1 st May 2011	
Facility presentation – change rooms/toilets	New lockers being looked at for wetside changing rooms Benches to be re-varnished within wetside changing rooms New vanity unit to be ordered for ladies wetside changing rooms Regular deep cleans to be undertaken with changing rooms New cleaning rotas to be drawn up New no shoe policy to be introduced for wetside changing rooms	1 st July 2011 1 st July 2011 1 st May 2011 1 st April 2011 1 st February 2011 27 th January 2011	Yes Yes
Facility presentation – Water temp/quality	Long term problems with boiler fixed		Yes
Value for Money – Catering/vending	Review of catering pricing to be undertaken	1 st July 2011	
Open Ended questions	Action/Response	Target completion date	Completed
Activity clubs for 9 year olds during school holidays at same time as morning aerobic classes	All kids holiday activity programmes are being reviewed in line with changes in duty manager responsibilities	1 st April 2011	
Earlier time in week for swimming	Due to programming of pool this is not possible		Yes
More Zumba	Levels of participation are monitored for all classes and underperforming classes are withdrawn and replaced with a different class. If deemed as suitable then additional Zumba classes could be added at these times. New for 2011 a Zumba party night is being organised		Yes
More adult lane swimming	50% of the pool programme is already lane swimming. As such, to maintain a balance for all our swimmers, there are no plans to add additional lane swimming sessions		Yes
Afternoon fitness classes	Afternoon fitness classes have been tried but unfortunately they		Yes

	did not take of. As a result there are no plans to re-introduce		
Dry side changing rooms need a re-vamp	At present various alternatives are being looked at for this area. Once a decision has been made then we will make users of the centres aware	Ongoing	
Studio could be cleaner	Cleaning check lists to be reviewed for studio and monitored by duty and centre managers	1 st July 2011	
Car park one way system not being observed	Quotes being sort to re-line the car parks one way system	1 st August 2011	
Better layout of pool spectator area	Unfortunately this is not possible		Yes
Can there be a self service till	This option was looked into previously but due to the costs is not possible		Yes
Inconsistency with pool side showers	When there is a high demand for showers, the wetside showers are not able to cope. This has been a problem since the buildings were completed and the only solution is a complete re-installation of the showers. Due to the financial costs this is not possible at this time		Yes
Poorly lit car parking	Car parking lighting has now recent been improved		Yes

Hermitage Leisure Centre

Listening Week Action plan 2010

Low performing area	Action/Response	Target completion date	Completed
Staff Information – Prices clearly displayed	Prices are displayed within the reception area. Possible new location to be sort	1 st May 2011	
Facility Presentation – Change rooms/toilets	New changing room check sheets to be introduced No shoe policy to be introduced Centre managers to check changing rooms regularly New programme of deep cleans to be introduced	1 st April 2011 1 st April 2011 1 st April 2011 1 st April 2011	
Facility presentation – Water Temp/quality	Pool plant operations reviewed and improvements made On certain days, to maintain the quality of the pool water, it is necessary to perform “backwashes”. As a result of this, the temperature of the pool water will drop	1st February 2011	Yes
Facility presentation – Fitness / gym equipment	Review to be undertaken of fitness / gym equipment and where possible, equipment to be either repaired or replacements ordered	1 st May 2011	
Facility presentation – Other equipment	Audit to be carried out of all equipment from hire equipment to sporting equipment and where possible repaired or replacements ordered	1 st May 2011	
Value for Money – Value for money	Admission prices within the centre are benchmarked against local competitors to check before their introduction	1 st Jan 2011	Yes
Value for Money – Catering/vending	Review of catering pricing to be undertaken	1 st July 2011	
Open Ended questions	Action/Response	Target completion date	Completed
Pay parking	At present there are no plans to introduce parking charges at Hermitage Leisure Centre		Yes
Equipment in Studio poor, more hand weights needed	Quality and quantity of hand weights to be reviewed and where possible new purchased	1 st April 2011	
Floors dirty in sports hall and studio	New cleaning check sheets introduced and managers are now spot checking facilities throughout the building	1 st Jan 2011	Yes

Microphone instructor uses is not very good	An audit has been carried out of sound systems at the leisure centre and replacements purchased where possible	1 st January 2011	Yes
Introduce spinning at Hermitage	Due to limited space at Hermitage in the Studio it is not possible to offer Spinning		Yes
People using spa and not paying	Regular spot checks of this area to be conducted to reduce levels of non-payers	1 st March 2011	
Bigger studio	At present there is no money to expand the dance studio. We would like to expand this area and as such will be built into any capital development plans		Yes
Poolside seats are broken and need replacing	Full audit of the seats undertaken and awaiting prices. Works to be programmed in for 2011/12	1 st October 2011	
Heat the water in the showers	The shower water is heated however at high levels of demand the temperature may drop. Whilst this drop is tried to be kept to a minimum this is not always possible		Yes
Sell swimming costumes	As part of a review of resale Hermitage Leisure Centre now offers a limited range of swimming costumes	1 st February 2011	Yes