

Addiewell Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- Excellent facility
- This is a very useful additional facility for holding school functions.
- To educate people in fitness with good facility.
- Very Happy.
- Its great to have easy access to the community centre.
- A great resource to use for PE/Drama activities where a larger space is required.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 6

YES 6

NO: 0

Armadale Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- The staff have always been very good and helpful and friendly
- Please make sure one room has loop for hard of hearing people
- I feel this is unfair at St Anthony's is not ideal
- St Anthony's has been functional within the limitations of hall usage availability, whilst the community centre has been in the process of upgrading.
- I am aware this is a temporary arrangement and I am sure things will be better when we move back to the centre
- Restricted Facilities due to upgrading of Community Centre. So very pleased centre reopening.
- Hall not the most comfortable for group work, not very pleasing to the eye. Looking forward to moving back to the centre. Staff approachable and helpful.
- Kathy and Scott very helpful with any answers to question asked.
- Improve the lighting.
- Make sure rooms are easily accessible and one room is looped.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 14

YES 13

NO: 1

Bathgate Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- Doing a grand job
- Suggestion box in readily accessible place
- Lift for disabled persons
- A dedicated room would be better for this group. Constant moving of equipment is hard on plant and staff and wasteful of time. It presents a serious risk in terms of health and safety and infection control and interferes with our ability to maximise the process of active learning with CFE.
- Should the descriptive words not be “unimportant” to “very important” rather than “poor” to “excellent”.
- Everything of an excellent standard
- The Community Centre is a very friendly welcoming place. The staff are always very helpful and courteous. They have wherever possible offered resources that enable me to co-ordinate my groups in a more successful way.
- Facilities for painting okay but could be better in the new building.
- Clients pleased with facilities. Staff very helpful, friendly and approachable.
- Shed or Canopy for disabled scooters. More disabled parking.
- A better youth program. Encourage more people to use the centre. Increase service & not cut service.
- It would be nice if accommodation could be tailored to the needs of the individuals & groups.
- The stairs can be a problem for people i.e. with back pain.
- Possibly a refurbishment in some areas.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 39

YES 37

NO: 2

Blackburn Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- None. We are happy with the level of service and support we are given from all staff.
- Service very good.
- I think you currently offer a fantastic service in this community centre.
- Aircon could be provided in hall.
- I am very happy with facilities and service to date.
- No complaints with centre staff, but unfortunately users do not respect use of the resources given i.e. tables and chairs broken, furniture trashed, kitchen left untidy and dirty dishes left.
- This is an essential facility that is in the heart of the village. A well used facility by a number of community groups/clubs.
- The need for ramps to be working for us in the Arts & Crafts room.
- No comment service provided meets all groups needs.
- More activities for the kids.
- I would like to see the centre publicise itself a little more. It has very good facilities but maybe undersells itself a bit.
- We are very happy with services provided.
- Keep the sports hall and centre open: one of the best in West Lothian.
- The room we used was very hot and difficult to cool down. The staff at the community centre were very friendly and helpful.
- Excellent community facility in the heart of the village.
- Good venue for our sessions of archery for people with a mix of disabilities at a time suitable for their professional carers to bring them. Automatic doors would help the wheelchair users.
- Any issues identified have been dealt with effectively and efficiently (re room too hot).
- Equipment in Youth Drop is really damaged and hasn't been done during our drop in.
- Excellent facility, require a face lift but sports hall is essential for the community sports clubs.
- Improve the fixture for the basketball net so it doesn't move.
- Heating too hot or too cold.
- No need to change – good provision.

- Superb venue – one of the best games halls in West Lothian: Accommodating and helpful staff.
- Community staff always very helpful and obliging.
- We love this venue. The staff here are always really helpful. The room we use meets all our needs.
- I think you have a wonderful service in this community centre.
- Service is excellent – no issues.
- We need more storage – disabled access to Arts/Crafts room.
- We are happy with levels of support from all staff.
- Everything is fine –we are very happy with the services provided.
- By remaining at the Heart of the community, you will encourage more girls to join.
- More publicity about the facilities on offer as they are some of the best in West Lothian.
- Would like to see the centre ‘sell’ itself more – has very good facilities.
- Assembly hall becomes very hot in summer – blinds could be used more effectively to improve this.
- Best sports hall in the district and beyond.
- Service excellent – very good.
- Long term facility.
- New goalposts.
- Centre staff very helpful.
- Do not remove facility from the community.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 52

YES 52

NO: 0

Bridgend Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- List of photos of management committee on display would be useful.
- Good facility, great support.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 5

YES 5

NO: 0

Carmondean Community Centre March 2010

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- We as a group are very satisfied with the staff and facilities we have new kitchens. Radiators instead of heaters.
- Just keep doing what you are doing.
- A lot of information and questions not relevant to us as we just hire a room.
- Better heating system.
- Overall very happy with community facility.
- Okay the way it is.
- Caretakers are exceptional. Nothing is too much trouble and they are always happy to help. A credit to centre.
- It is sometimes difficult to find a member of staff.
- All is well.
- Heating difficult to regulate. Still hole in vent. Occasional floor wet on arrival.
- Very pleased to say I have been very happy with Janitorial service provided.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 16

YES 15

NO: 1

Craig Inn Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- We find the heating the centre provides inadequate.
- Continue to provide the service that is currently provided
- The facility could be warmer.
- Service and support is adequate at this moment in time.
- Permanent Staff.
- Provide a member of staff during periods of Let. The above is not criticism of the staff on the odd occasion when they are available.
- It would be helpful if a member of staff was on site/duty.
- Disabled parking not always disabled badges.
- Service and Staff always excellent. Beautiful fitted centre. Could not give this centre higher marks, excellent in all areas 10 out of 10.
- Bowling carpet is a hazard.
- Facilities excellent. Co-ordinator exceptionally helpful.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 32

YES 32

NO: 0

Crofthead Community Centre March 2010

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- Staff very pleasant and accommodating to our needs.
- Very pleased with service provided. Staff deals efficiently with any issues.
- The staff at this centre are very helpful and it is not problem to them if you need anything. It is a great centre.
- Staff are very helpful and are very eager to help at all times you only have to ask.
- The camera club are generally very happy by the set up and staffing at Crofthead. Many thanks for continued mutually acceptable situation.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 18

YES 18

NO: 0

East Calder Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- Children are not allowed to play badminton or with a soft ball. Although not a designated sports hall, Oscars are the main users throughout the year.
- Very satisfied with the support given.
- First time we had used the facility and have answered above as best we can.
- Like to see the office manned during the day or even part of the day.
- The kids would love to play ball games in hall.
- First time we have used centre – unsure.
- By having an attendant on hand to open windows if necessary etc.
- Happy with flexible support for this ongoing service.
- No improvement necessary.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 10

YES 9

NO: 1

East Whitburn Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- Everything is great.
- I feel the community centre is a excellent environment for all different age groups there are lots of activities on offer. The staff are extremely helpful and very friendly and the standard of cleanliness is of the highest.
- East Whitburn is the best kept centre out of them all. Its always warm clean and the staff are friendly.
- I have always found the staff to be friendly and courteous even when the centre suffered damage in the recent bad weather.
- Feel very happy with facilities at this hall and the willingness of staff to help out.
- During the severe winter weather the car park was appalling. More spaces should be made available.
- I think the community hall is fit for purpose. We have made a wee home for ourselves.
- Lovely hall very friendly staff.
- More car parking spaces and deaf loop.
- I feel the service provided by the centre is great. Janette is friendly and helpful and also would go out of her way to help as was demonstrated during the bad weather conditions.
- Staff should be on duty when club are using facility.
- The committee of the centre are very “pro” the groups that use the facilities, unfortunately they don’t receive the support from above to help them.
- I have lived in East Whitburn all my life the centre is the hub of our community. It is essential.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 57

YES 53

NO: 4

Lanthorn Community Centre - March 2010

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- Very happy with the service and facilities.
- The staff are extremely helpful – Very ready to accommodate our needs.
- All the staff work very hard to ensure we have a safe environment for the children and helped us move smoothly from the creche into the main hall.
- Would like to see a programme of afternoon tea dance.
- We have first class service in this facility.
- Staff very approachable and helpful – Facilities appropriate but would benefit from refurbishment.
- Apart from numbers attending and I am not sure what additional choices in service delivery refers to.
- Parking Parent & Child.
- Excellent Service.
- Push pads (like on exit door) for the disabled toilet and door lock could be made easier to use. Could the male and female inside toilets doors get closed.
- We are grateful for the friendly and courteous way we are helped. Newcomers would like larger name badges.
- Appreciate difficulty with access to other areas, but it is quite distracting having people walk through such as main hall etc to access other areas when a group/class is on.
- I am very grateful to the Lanthorn for allowing my non-attenders to meet.
- We as girls brigade staff are very happy with all aspects of the Lanthorn and appreciate all help and support which is given to us by the Lanthorn staff.
- We're happy!
- Very helpful carry on the good work.
- We have been more than satisfied with the facilities provided and the friendliness – helpfulness of the staff.
- A true reflection of this facility and the staff also.
- Many of the questions were not relevant to our group. Re what to expect column would be better having an agree/disagree rather than poor to excellent.
- This group is very satisfied with all the services which are provided by a friendly and capable staff.
- Services are excellent for our purposes.
- Parking spaces, especially disabled ones are difficult to find. But apart from that we are very well looked after and appreciate all the help gives to us. Thank you.

- Excellent facilities.
- Locks on toilets.
- We found some questions are not relevant to this group.
- Make more use of local papers to advertise activities (Dedridge area is well covered by Grapevine) but outwith area more publicity required.
- Staff are friendly and very helpful at all times.
- Very satisfied with service provided by all Lanthorn staff at all times.
- You are doing very well.
- The high end scores reflect our true feelings regarding the Lanthorn and staff too.
- Its hard to think but perhaps the community facility for tea and coffee. Better sound system in the hall, more churchy atmosphere on a Sunday.
- Our group had an issue with childrens buggies obstructing door ways and the staff dealt with this immediately and effectively.
- Outreach service is just right for our group.
- Ensure fire exits are clear and safe at all times.
- Music makers nothing more required.
- Back into circulation, you are doing very well.
- All requirements met by staff.
- Doing a great job.
- Watching heating is warm enough.
- Everything excellent.
- The service provided is already good.
- We consider ourselves very lucky to have such supportive help from the Lanthorn.
- Heating is a regular issue too hot or too cold. We use GP2, which we find to be suited through traffic. Tuesday 16th March it was freezing it was okay when we got a heater.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 72

YES 63

NO: 9

Livingston Station Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- Feel what you expect is unnecessary we should always expect excellent service.
- Very happy with the service and staff.
- Service good.
- We require better storage.
- I have completed this as the group user – if you wish individual response please provide forms.
- What you expect column is unnecessary, should always expect excellent service.
- This is about the service/building you provide as a youth club we provide the service.
- Come and visit us a times to see how things are going help with getting grants and funds never go wrong.
- Everything is fine – we are so lucky.
- Service is very good. Everything is fine.
- Better heating, cleaner toilets.
- I am very happy as a user but look forward to the new facility.
- Obviously décor and facilities are dilapidated but are adequate.
- Don't get rid of this building/service good.
- I am more than happy with this service.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 22

YES 21

NO: 1

Mid Calder Community Centre March 2010

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- The services provided are adequate for our requirements as Senior Citizens.
- Great service in the hall already.
- It would be good if we had good sports facilities kids just want to play football.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 9

YES 7

NO: 2

Mosswood Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- No need to complete two forms for the same thing.
- We in the café find the staff very helpful and go out of their way to help. The toilet facilities are in need of an upgrade but are kept clean and tidy.
- Found Mosswood welcoming and friendly.
- Not all categories apply to us.
- This is a great facility that is well run and accessible.
- I feel the ‘what you expect’ column is unnecessary.
- The service could be improved by having the heating on more when required.
- This is friendly and helpful always.

Did you find this easy to understand and complete? YES / NO

Completed Surveys:	18
YES	17
NO:	1

Murieston Community Centre – March 2010

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- As an assessor this form is very badly designed. I feel you will not get a true reflection.
- Needs better info on how to book. Who committee is, who does what. What groups should do Legal requirement. How to ask for info and speak with committee members.
- With the massive increase in rent, the service and facilities are going to have to be massively improved.
- Heating that works and keys that open the door.

Did you find this easy to understand and complete? YES / NO

Completed Surveys:	5
YES	4
NO:	1

Newton Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- Prevent the wheelchair ramp door from opening when hit with a ball.
- Quite satisfactory already.
- New basketball net to replace ripped one.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 7

YES 7

NO: 0

Newyearfield Farm Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- Fine as it is.
- The facilities are of the highest standard as reflected in our comments. Everyone is more than happy.
- I have used this centre for a few years and would definitely recommend centre and staff for use of main hall for activities and for parties (both children and adults).
- We feel that our needs are adequate at the present time, but we are looking to expand in future.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 11

YES 10

NO: 1

Philpstoun Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- Saturday morning WLC Surgery/Very good service from Centre Co-ordinator.
- Better kitchen to promote healthy eating. Revamp upstairs lounge.
- We are unable to play ball games on the hall because of low roof.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 4

YES 4

NO: 0

Polbeth Village Hall

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- There should be more things for more people to do for families, children etc. More to do for everyone.
- First Class.
- Facility is very clean, staff very friendly and helpful. Very happy with service provided. Upstairs could be doing with new carpets, chairs etc.
- Change kick pitch to 3G.
- Additional activities for teenagers and children.
- Could be more for younger people.
- More for Senior Citizens.
- Extremely happy with all services.
- Any publicity material is not readily available as it is inside the hall and should be publicised outside hall.
- All good so far.
- Hall has improved dramatically since new keeper.
- Very happy with service given.
- Service is excellent.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 38

YES 33

NO: 5

Seafield Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- We attend meetings and make sure everything is done properly.
- No obvious improvements required.
- Showers, lockers.
- Listen to public demands involve groups more within reason.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 8

YES 8

NO: 0

Stoneyburn Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- The hall floor is always filthy I know it gets well used but it is really dirty!
- Staff are not often welcoming and are hard to locate/speak to with the exception of days when evaluations are handed out! Jess Dorward is always friendly and welcoming to the children. Too many numbers and questions that don't really apply to us.
- When we come to the centre very rarely is a member of staff there to help us. We often have to help ourselves to the keys (Monday pm)
- Floor could do with a clean. You have a 7 point scale and only 6 labels for the numerical value.
- A hydroboil instead of a kettle, bigger toaster. Energy saving lights.
- The Community Centre is a very basic centre with suitable facilities but could be improved if the building was bigger. I have marked the staff as fair as I know some but not others so I felt I could not give an accurate answer.
- Kitchen could do with improving. Other than that we are satisfied with facility and staff.
- Happy with service.
- Thank you. A good resource.
- Coolers ventilators needed in the Gym hall.
- No suggestions. The service fully meets our needs. Kitchen could do with improving other than that we are satisfied with the facility and staff.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 27

YES 26

NO: 1

Strathbrock Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- Everything is perfect for our needs.
- All fine.
- As most of the service users have the latest Operating Systems it would be good if a few of the PC's in the computer suite had these OS's also.
- Excellent facility.
- Only using one part of the service makes it difficult to give an overall opinion. Some things we are not aware of i.e. complaints but we have not had reason to use this service. Someone at the window with a smile would help.
- Staff very helpful.
- I mouse missing/2 wrong versions of excel (2000 not 2003).
- All is good, easy access for wheelchair users, staff very helpful.
- Faults with IT equipment take long time to be repaired. This limits class activity.
- Quite satisfactory.
- Would like to see FMA on duty and available.
- We find service provided very good – Felt scoring system was too complicated.
- FMA Staff more visible.
- Room not ideal but great that you can accommodate us! Just gets very hot but better than no room.
- FMA Staff could be more helpful.
- Some scores lower as some members only aware of janitorial staff as we meet in evenings.
- Yes, when a lovely member of staff explained to me.
- Faster IT repair service would be good.
- We were disappointed in the cleanliness of the centre, especially around the 5-aside area to be frank it was filthy.
- We require the use of a clean floor and plenty space. Generally this is provided.
- Staff very helpful to ESOL Teacher Training Monday Class. Facility is good with table/chairs and flip chart provided.

- Improve staff at front (FMA).
- Due to the age of the group members, parking facilities unsatisfactory, otherwise satisfied with facilities.
- Car parking facilities inadequate, facilities are good.
- IT suite should have Windows 7 or Vista.
- Facilities very good as they are.
- Service good for our requirements.
- Fantastic Service.
- Very good service and support from staff.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 64

YES 60

NO 4

Torphichen Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- Centre meets our needs from Sept to April for winter indoor training.
- Very satisfied with accommodation, heating etc.
- Excellent well kept facilities.
- Another changing room.
- Invest in changing facilities.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 11

YES 11

NO: 0

Uphall Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- The service, building and staff are supportive of all the childrens/youth clubs in the centre. The children and young people all know the staff as they are regularly in attendance whilst our clubs are on so there is a good relationship there. The centre staff are recognisable by their WLC ID badges they wear.
- Q2 Floor not suitable for children tap dancing.
- As our group is for adults we cannot comment on Q12 and Q 13.
- As a person who works in youth work I cannot reasonably answer most of the questions as I do not use the facilities otherwise more accurate evaluations would be gathered if parents or users filled this in.
- Very happy (Questions a bit repetitive).
- Staff ID Badges.
- Keep community centre open to benefit early education and local/wider community.
- Good
- Mirrors!
- Centre staff could have identifiable uniforms. Put staff photographs in a prominent place – like Schools.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 20

YES 19

NO: 1

West Calder Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- Staff are an asset to WLC and the centre. Facilities and rooms are needing cleaned. Not first time I have had to apologise to classes due to dirty floors. Review on cleaning required. Would be interesting to know how many cleaning hours are done. All staff are friendly, approachable and very helpful.
- Clients are very happy with facilities and staff.
- Main hall could be cleaned more often.
- As an assessor and college lecturer I am convinced that a better form could have been designed.
- Though not all questions are relevant to my group so cannot comment.
- Community needs greater awareness of centre programme.
- Perfect for my class.
- Staff welcoming and friendly.
- As a group we have no fault to find either with the accommodation or staff.
- As far as the service we provide within the centre is concerned we have nothing but praise for the facilities and staff who offer a first class, friendly and professional service.
- Really good service and very friendly staff. Many useful facilities, however as noted previously not ball game area (outside, however weather dependant).
- Facilities offered excellent. All needs and requirements met.
- As an assessor and lecturer I am convinced that a better designed form could be available. I feel that you will not get a true reflection through this form.
- Good services, however absence of facility to play sports involving balls etc limits physical activities.
- If this place was unavailable the members would not have an activity they could enjoy. They would be isolated in their homes.
- Computers need upgrading.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 33

YES 31

NO: 2

Whitburn Community Centre

Your Comments / opinions / suggestions are important to us. How do you think we can improve or provide additional choices in our service delivery?

- Refurbish required.
- Room for yoga could be cleaner.
- Room could be cleaner.
- Could do with some modernisation
- Some questions did not relate.
- Faster broadband in computer suite. Computer needs repaired a bit faster.
- I have attended WCC for many years and it is a nicer place to take part in activities than any of the local leisure centre. IT is cheap to use and has everything you need and is vital to the community.
- Improved facilities for gym users, limited access at peak times. Bottom gym could be better utilised.
- Happy at this point with the range of services and contact with staff when needed.
- Untidy equipment stored in equipment cupboard meaning that stuff has to be moved for access.
- Gym quite dull area, better lighting and fans.
- Satisfactory.
- Have been coming for 4 years without any problems and all staff helpful and courteous.
- Increase activities not cutback.
- Could do with more storage for toys other than that I am happy very happy.
- Very happy with the service thank you.
- A larger store area would be wonderful.
- Better storage for toys.
- I find the staff at Whitburn very friendly and approachable.
- Having not had to deal with the staff directly I don't feel qualified to judge their delivery re: questions 5 – 7 likewise. I haven't required special needs and cannot judge that.

- Very confusing form.
- Rooms with windows!
- More fans in all areas as it gets too hot coming into the summer. Otherwise nothing.
- We are quite satisfied with present conditions thanks.
- More activities not closure. Social necessity for all the community.
- The art room meets all our needs for the art therapy.
- With providing a decent floor for Dancing.
- Improve marketing/advertising or centre programmes.
- This venue meets our needs no problem.
- The parents are grateful that our suggestion of stopping people smoking at the front door was taken up.
- Its been excellent from staff in reception to facilities.

Did you find this easy to understand and complete? YES / NO

Completed Surveys: 67

YES 65

NO 2