

What **you said** about Addiewell
Community Facilities and what **we did**.....

You Said

All your comments were complimentary.

We Did

We thank you and appreciate your comments and will endeavour to maintain our service delivery.

What **you said** about **Armadale** Community Facilities and what **we did**.....

You Said

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 centre has been closed.

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.

Improve the lighting.

Make sure rooms are easily accessible and one room is looped.

We Did

We have a portable loop in the centre.

This was only temporary until centre reopened.

More choice in available rooms now centre has reopened.

Groups are reporting they are happy they are back in the centre.

More choice in available rooms now centre has reopened.

Centre all painted, new furniture, groups seem happy.

Most of the lighting has been replaced.

Centre has disabled access and we have portable system.

What **you said** about Bathgate Community Facilities and what **we did**.....

You Said

Suggestion Box in readily accessible place.

Lift for Disabled persons.

Should the descriptive words not be 'unimportant' to 'very important' rather than 'poor' to 'excellent'.

Facilities for painting ok, but could be better in the new Building.

Shed or Canopy for Disabled Scooters and 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.

We Did

Suggestion Box is now in front Office.

A Lift will be available in the new Building, in the meantime we will endeavour to book any Disabled persons into a Ground Floor level room, wherever possible.

Wording on all Survey Forms decided by W.L.C., but will look to discuss re-wording in future.

Hopefully, ALL facilities will be much improved in the new Building

These will be available in the new Building, but at present, if it's raining, Centre Staff will help with covering Scooters. etc.

A Summer Youth Program is being arranged for School Holidays and, possibly a new Friday Night Youth Program, which is in the discussion stage at present.

We always endeavour to accommodate individuals / Groups in a room / Hall suitable to their needs, wherever possible.

One set of stairs has had a banister fitted to help users. Staff will point these stairs out to users, where appropriate.

Although, we will be moving to the new Building in 2011, we will always endeavour to keep Bathgate Centre clean and tidy and user-friendly until that date.

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 & safety & infection control & interferes with our ability to maximise the process of active learning with CFE.

Rooms in new Building will all be 'fit for purpose' and there should be a minimum of moving resources around required because of the situation of rooms / storage.

What **you said** about Blackburn Community Facilities and what **we did**.....

You Said

Aircon could be provided in Hall.
Room was too hot/cold.
Heating too hot/cold.
Assembly Hall too hot/cold.

People disrespectful to furniture, Drop-in
equipment damaged.

Ramps working at Arts/Crafts.

More Activities for kids.

We Did

A new heating panel and control system
has been installed in the centre which helps
with varying temperature's, however, to add
air conditioning to all area's would be ineffective ~
mainly due to the variety of 'functions' taken place
within each room (physically active to non active).

We will send out a Memo to all user groups asking if
all groups would take care of centre property.

The "stair lift" IS operational to the Arts/Crafts, however,
due to the 'egress' difficulties from this room: We have
been advised not to use this area for disabled persons
unless there is a Personal Emergency Evacuation Plan
in place for individual users.

The Management Committee is currently in discussions with
some local volunteer's re- 5yrs ~ 8yrs activities.

Centre publicise more
More Publicity about the facilities
Centre to 'sell itself' more.

The centre have a regular article in the Blackburn News (local Newsletter) and frequently highlight activities in the West Lothian Courier. Individual user groups also 'advertise' locally.

Keep the Sports Hall Open.
Sports Hall essential for Community
Do not remove the facility from the community.

All points are in relation to the "New Partnership Centre" ~ There is a "Steering Committee" being set up by W.L.C and all related parties to discuss the plans for the new centre.

New Goalposts.

Goal posts have been inspected and repaired by Sport & Play Scotland: New goal nets have been ordered.

Improve Fixture for Basketball net.

Inspected annually and any 'faults' (or if the equipment is unsafe) are repaired/replaced immediately.

Automatic doors to help wheelchair users.

Facility life expectancy would prohibit this, however, there is adequate access for wheelchair users in the current building.

What **you said** about Bridgend
Community Facilities and what **we did**.....

You Said

List of photos of Management Committee on display
would be useful.

We Did

We have discussed this with Management Committee
who will consider this in the near future.

What **you said** about Carmondean Community Facilities and what **we did**.....

You Said

A lot of information and questions not relevant to us as we just hire a room.

Better heating system and it is difficult to regulate.

It is sometimes difficult to find a member of staff.

Still hole in vent.

Occasional floor wet on arrival.

We Did

The survey forms are used in order to gain relevant information for all groups that use the centre for us to achieve customer insight and which will give us a performance measurement.

We are not in the position at the moment to renew the heating system in the West Barn

We try to have a member of staff here most of the time, but staff are part of a team and sometimes have to be at another Community Centre in the area. A list of contact phone numbers is on the office door for groups to contact when building has no member of staff on site.

This has now been fixed by Property Services.

I have informed cleaning contracts and the cleaner will now ensure the floor is washed first so it has time to dry before group arrives.

What **you said** about Craig Inn Community Facilities and what **we did**.....

You Said

We find the heating inadequate.
The facility could be warmer.

Permanent Staff.

Disabled parking not always people with disabled
Badges.

Bowling Carpet hazard

We Did

Although it is council policy to turn heating off
over the summer period we will put heating
when deemed necessary over this period.
We will check temperature settings on the
heating system.

Some staff operate on an area basis, however we
prioritise staff hours as and when required.

We will memo all groups to inform their members
about this issue and we will monitor the situation
when staff are on site.

We met with the Council's Health & Safety advisor
with regards to this issue, who has indicated after
risk assessment that this is not a hazard with the
controls that are in place.

What **you said** about Craigsfarm Community Facilities and what **we did**.....

You Said

Contact number to reach facilities staff when café
beginning of last year
is closed and Co-ordinator not present.

Facility with hot water close by would help.

Need heating in Wing or switched on.

Help user groups advertise what services they
provide.

Signs for the offices to better direct customers
to the correct organisation.

We Did

This has been in place since

All staff contact numbers are displayed on front desk
and notice boards in front foyer and theatre foyer.

Group that require hot water are supplied with flasks.

Electrical fault with heating in Wing, this has now
been fixed.

There are notice boards in front foyer, in theatre foyer,
and back café area for groups to display information,
there is also desks in front foyer for leaflets etc.

Have asked organisations within Craigsfarm to do a
Poster and we will display directions in front foyer.

Better IT facilities in Theatre.

No plans at present for IT Facilities in Theatre.

Better signage within the building and at foot of road.

There has always been a sign at the bottom of the road, also in place in the front foyer is directions to all areas in courtyard.

No problems except with creche, there are no toys or equipment provided by the centre.

This is up to individual group who need this facility to supply them.

What **you said** about Crofthead
Community Facilities and what **we did**.....

You Said

All your comments were complimentary.

We Did

We thank you and appreciate your comments and will endeavour to maintain our service delivery.

What **you said** about East Calder Community Facilities and what **we did**.....

You Said

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.

Like to see the office manned during the day or even part of the day.

The kids would love to play ball games in the hall.

By having an attendant on hand to open windows if necessary.

be

We Did

Risk assessment carried out and hall not deemed suitable
for children playing games in. There are too many hazards.

There is a member of staff on site four mornings a week, sometimes five.
With additional staffing hours allocated to building at other times. However,
we will look at staff working pattern.

Risk assessment carried out and hall not deemed suitable for children playing
games in. There are too many hazards.

Staffing resources are not available to have someone on site at all times,
however, the hall is the only area where assistance would be needed to open
windows and there is usually someone around in the evening to assist with this.
There are also vent-axia air extraction systems in the hall, which can
operated by anyone.

What **you said** about Lanthorn Community Facilities and what **we did**.....

March 2010

You Said

Would like to see a programme of afternoon tea dance

**Staff very approachable and helpful –
Facilities appropriate but would benefit from refurbishment.**

Push pads (like on exit door) for the disabled toilet and door lock.

Could the male and female inside toilet 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**

We Did

An organisation who uses our facility provide a lunch club followed by a number of social activities.

The front area and some of the rooms have been painted.

Parking Parent & Child. This will be raised with Property Services.

**We have made enquiries and we are not able to fit push pad systems on
toilet doors.**

**We have removed the inside door catches to ensure that inside toilet doors cannot
be permanently open**

All Council staff ID Badges are standardized, Have got new badges made

**All groups using these areas are made aware at the time of booking that the
areas identified may be used for access to other parts of the building, however**

access other areas when a group/class is on.

**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.**

**Parking spaces, especially disabled ones are difficult to find.
But apart from that we are very well looked after and
Appreciate all the help given to us. Thank you**

**Make more use of local papers to advertise activities
(Dedridge area is well covered by Grapevine) but outwith
area more publicity required.**

**Better sound system in the hall, churchier atmosphere
on a Sunday.**

Ensure fire exits are clear and safe at all times.

Watching heating is warm enough.

**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.**

will monitor groups using these areas.

**The survey forms are used in order to gain relevant information
for all groups that use the centre. The reason for having poor to excellent
is that we require to gain a measurement of our performance.**

Parking spaces have been increased to 8 spaces over the years

**Many of the groups who use the Lanthorn give information about their group
and advertise in the West Lothian Courier.**

A new sound system has now been installed.

Staff have been made aware to keep these areas clear at all times.

We have placed thermometers in most rooms.

Supplied a heater immediately and purchased additional heaters for future use.

What **you said** about Mid Calder
Community Facilities and what **we did**.....

March 2010

You Said

It would be good if we had good sports facilities,
kids just want to play football.

We Did

Unfortunately Mid Calder Community Centre does not
lend itself to be used for sports activities.

What **you said** about Mosswood Community Facilities and what **we did**.....

You Said

No need to complete two forms for the same thing.

The toilet facilities are in need of an upgrade but are kept clean and tidy.

The service could be improved by having the heating on more when required.

We Did

This has been identified with the relation to the comments requested on both forms and will be changed the next time the forms are circulated for completion.

We will be upgrading the toilets just waiting on a start date.

We will monitor this situation.

What **you said** about Murieston
Community Facilities and what **we did**.....
March 2010

You Said

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.

We Did

User forms are designed in order to gain relevant
information for all groups that use the centre to help us achieve
customer insight which will give us a performance measurement to
comply with Customer Service Excellence application (previously
Chartermark).

We will raise these comments at the next committee
meeting in order to identify possible methods of meeting
your requirements.

We will pass your comment to the management committee

The management committee are currently engaged in discussions
with West Lothian council regarding heating system at Murieston.
We will also raise the issue of keyholding procedures.

What **you said** about Newton
Community Facilities and what **we did**.....

You Said

Prevent the wheelchair ramp door from opening when hit with a ball.

New basketball net to replace ripped one.

We Did

We will arrange to have this discussed at the next Management Committee meeting.

We will arrange to have this discussed at next Management committee Meeting.

What **you said** about Newyearfield Farm
Community Facilities and what **we did**.....

You Said

All your comments were complimentary.

We Did

We thank you and appreciate your comments and will endeavour to maintain our service delivery.

What **you said** about Philpstoun Community Facilities and what **we did**.....

You Said

Better kitchen to promote healthy eating
Revamp upstairs lounge.

Unable to play ball games because of low roof.

We Did

We have discussed with the Management Committee and they are looking in to funding to revamp both areas.

Unfortunately the Hall is not suitable for ball games due to health and safety.

What **you said** about Polbeth Community Facilities and what **we did**.....

You Said

There should be more things for people to do for families, children etc. more to do for everyone.

Upstairs could be doing with new carpets, chairs etc.

Change kick pitch to 3G.

Additional activities for teenagers and children and could be more for younger people.

More for senior citizens

Any publicity material is not readily available as it is inside the hall and should be outside the hall.

We Did

The Management Committee have been discussing this matter and it will be on the agenda of the next meeting.

The Management Committee are in the process of purchasing a new carpet and the chairs are in good condition just needing a clean.

We will arrange for this comment to be raised at the next Management Committee Meeting.

The Management Committee have been discussing this matter and it will be on the agenda of the next meeting. We will also pass this comment to the Community Learning & Development Service.

We will raise this comment at the next Management Committee meeting and with Community Learning & Development Service.

We have placed the programme of the activities within the centre on the main notice board in the main corridor.

What **you said** about Seafield
Community Facilities and what **we did**.....

You Said

Showers, lockers required.

Listen to public demands, involve
Groups more within reason.

We Did

We do not have the facilities to provide
Showers and lockers within the building
at this time.

Minutes of Management Committee meetings are sent
out to all groups. We will send out invitations to attend
these meetings so that groups can be involved in
the decision making process.
Staff are available to discuss comments, suggestions
and complaints. There is also a leaflet available for
completion.

What **you said** about Stoneyburn Community Facilities and what **we did**.....

You Said

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.

Coolers ventilators needed in the Gym hall

We Did

There are no resources at present to increase the size of the building. We thank you for your comments with regards staff.

We will memo all groups and see what improvements they would suggest.

We will ask all groups to inform us when hall is too hot and we will switch the extractor fans on.

What **you said** about Stoneyburn Community Facilities and what **we did**.....

You Said

The hall floor is always filthy I know it gets well used but it is really dirty! Floor could do with a clean.

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)

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.

We Did

We will try to arrange for hall to be cleaned prior groups coming in.

We will speak to those staff to ensure that all groups are made welcome as this is one of our service standards. Contact numbers for staff on duty will be placed on office door.

Although some questions may not be relevant to your group, we require to have the evaluation forms designed as such to meet external assessor requirements.

We try to have approval to access keys if a member of staff is not available. have a member of staff here most of the time, but staff are part of a team and sometimes have to be at another centre in the area. Some groups

The evaluation forms designed as such to meet external assessor requirements.

We will discuss the hydro boil and toaster comments with the Management Committee at the next meeting, at present there is an urn and a kettle for groups use. We already have energy saving lights in the centre and will look at other energy saving options.

What **you said** about Strathbrock Community Facilities and what **we did**.....

You Said

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.
IT suite should have Windows 7 or Vista.

Only using one part of the service makes it difficult to give an overall opinion. Some things we are not aware of ie complaints but we have not had reason to use this service. Someone at the window with a smile would help.

I mouse missing/2 wrong versions of excel (2000 not 2003).

Faults with IT equipment take long time to be repaired.
This limits class activity.

Would like to see FMA on duty and available.
FMA Staff more visible.
FMA Staff could be more helpful.
Improve staff at front (FMA).

We Did

We have passed comments on to Ian McIntosh (Area Manager) for action.

Complaint procedure displayed in foyer.
Reception Staff will continue to be pleasant and courteous.

Purchase order raised for mouse/ change request raised to change versions of excel.

When a repair is logged, we will monitor the timescale and address individual cases as necessary.

We will speak to the FMA service to endeavour to make FMA about these comments
Mobile phone numbers available on display.

We find service provided very good – Felt scoring system was to complicated.

Room not ideal but great that you can accommodate us! Just gets very hot but better than no room.

Some scores lower as some members only aware of janitorial staff as we meet in evenings.

Faster IT repair service would be good.

We were disappointed in the cleanliness of the centre, especially around the Pre 5 area to be frank it was filthy

.

Due to the age of the group members, parking facilities unsatisfactory, otherwise satisfied with facilities. Car parking facilities inadequate, facilities are good.

Survey forms are standardised to gain relevant information for all groups that use the centre for us to achieve customer insight and which will give us a performance measurement.

We will supply you with a fan if required. Fans are kept at reception for the use of community groups, who will be informed of this.

Centre Co-ordinator will be available on various evenings throughout the month.

Comment passed to IT services for action.

Referred comments to Domestic services.

Comments passed to Ronnie Motherwell (Building Manager) for action.

What **you said** about Uphall Community Facilities and what **we did**.....

You Said

Floor not suitable for children tap dancing.

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.

Staff ID Badges.

Mirrors!

Centre staff could have identifiable uniforms. Put staff Photographs in a prominent place - like schools.

We Did

Wooden floor may not be suitable for tap dancing but user group have supplied a suitable alternative floor surface which fits the purpose (large roll of lino).

I have advised the next time user surveys are to be completed by groups, perhaps the youth workers could include the members of their group opinions, comments etc.

Advised all staff members wear West Lothian Council I.D. at all times

Due to Health & Safety with regards to multi-purpose use of the hall, the fitting of mirrors would be inappropriate. Advised group that self-adhesive reflective film may be suitable, and to write to management committee for permission

Staff will be issued with appropriate clothing. Staff photographs will be displayed photograph board

What **you said** about Torphichen
Community Facilities and what **we did**.....

You Said

Another Changing Room.

Invest in changing facilities.

We Did

Explained we do not have any room within the Community Centre to allocate another changing facility.

Advised group that I would take to the committee but There is no space to extend/create another changing room.

What **you said** about West Calder Community Facilities and what **we did**.....

You Said

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.
Main hall could be cleaned more often.

As an assessor and college lecturer I am convinced that a better form could have been designed.
I feel that you will not get a true reflection through this form.

Community needs greater awareness of centre programme.

We Did

Meeting arranged with Cleaning Services Area Manager, Community Facilities Line Manager, Co-ordinator and cleaning staff. Situation now resolved.

User forms are designed in order to gain relevant information for all groups that use the centre to help us achieve customer insight which will give us a performance measurement to comply with Customer Service Excellence application (previously Chartermark).

We have consulted with Management Committee who are arranging door drops of Centre programme within Community.

Really good service and very friendly staff. Many useful facilities, however as noted previously not ball game area (outside, however weather dependant).

Good services, however absence of facility to play sports involving balls etc, limits physical activities.

Computers need upgrading.

Main Hall not designed to accommodate ball games.

Will advise group that West Calder has outside sports facility, which allows ball games, sports etc

We have discussed with I.T. Services who have agreed to supply new computers in our learning suite by June 2010.

What **you said** about East Whitburn Community Facilities and what **we did**.....

You Said

During the severe winter weather the car park was appalling.

More spaces should be made available.

Provide a deaf loop.

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.

We Did

The weather this winter was exceptionally bad. West Lothian Council had to prioritise areas to clear. We did arrange for the car park to be cleared as quickly as possible under the circumstances.

Unfortunately there is no room to create more parking spaces.

We will pass this comment to the Management Committee for discussion.

Unfortunately there are times when the Co-ordinator/Caretaker cannot be available, any group or club on the premises with no staff will have agreed to do so and we have given the relevant training.

We will ask groups to identify any support required to the Co-ordinator.

What **you said** about Livingston Station Community Facilities and what **we did**.....

You Said

We require better storage.

Come and visit us at times to see how things are going help with getting grants and funds never go wrong.

Better heating, cleaner toilets.

Obviously décor and facilities are dilapidated but adequate.

Don't get rid of this building/Service good.

We Did

Advised storage space is in great demand and is divided equally between User Groups where appropriate.

Group will be visited regularly and advised that Management Committee may be able to help.

Heating has been repaired and serviced but hopefully the new heating system in the new building will be much better.
Will raise this issue with cleaning services.

New building on schedule.

A consultation process was carried out.

What **you said** about Whitburn Community Facilities and what **we did**.....

You Said

Refurbish required.

Room for yoga could be cleaner.
Room could be cleaner.

Could do with some modernisation

Faster broadband in computer suite.
Computer needs repaired a bit faster.

Improved facilities for gym users, limited access at peak times.
Bottom gym could be better utilised.

Untidy equipment stored in equipment cupboard meaning that
stuff has to be moved for access.

Gym quite dull area, better lighting and fans.

We Did

A major refurbishment was carried out 2 yrs ago and further
minor refurbishment is carried out as and when required.

We will raise this issue with the Cleaning Services.

The Management Committee are at present investigating the possibility
of adding a new extension to the centre.

We will raise this with the I.T. dept

We will consult with gym users as to what improvements are required.

We will inform Group leaders and staff to leave area tidy and organised.

We will pass these concerns to Management Committee.

Increase activities not cutback.
More activities not closure. Social necessity for all the community.

Could do with more storage for toys other than that,
I am happy very happy.
A larger store area would be wonderful.
Better storage for toys.

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.

With providing a decent floor for Dancing.

Improve marketing/advertising or centre programmes.

There is no plan to cutback on activities at present on the contrary we have a performance target to increase users of our facility.

Unfortunately storage space is limited. We will pass comment to Management Committee.

User forms are designed in order to gain relevant information for all groups that use the centre to help us achieve customer insight which will give us a performance measurement to comply with Customer Service Excellence application (previously Chartermark).

We have windows/skylights in most rooms, unfortunately due to design and layout of the building some rooms may not be able to have a window

We will raise the possibility with management Committee of purchasing fans for rooms.

Unfortunately the floors need to be fit for multiple use by all groups and clubs who use the premises.

We will put up Information notices at reception to advertise Centre programmes and will raise this issue with Management Committee to explore other opportunities.