

Date	Standpoint surveys completed in leisure centre receptions	Numbers
April/May 2013	<p>Learn To Swim</p> <p>Feedback from parents raised their concerns about communication and informed us their preferred method was email. They were also concerned about how quickly we moved their children onto the next level swimming groups.</p> <p>As a result we used email to inform them and adopted the Amateur Swimming Associations National Plan where continuous assessment was possible.</p> <p>Given the low scores on cleanliness of changing rooms we also introduced a more regular checks.</p>	207
May 2013	<p>Fitness Classes</p> <p>Customers told us they didn't think the sound system we used for classes was very clear. In response we audited the systems and carried out repairs or replaced equipment where necessary.</p> <p>We introduced early morning classes as a result of a number of requests from customers.</p> <p>A number of customers requested we introduce a new fitness class called Insanity. We found a course for our instructors and we now deliver these sessions.</p> <p>The studio at Hermitage Leisure Centre was redecorated.</p>	157
June 2013	<p>Introduction of advance pay and play</p> <p>The majority of our existing customers were making online payments and agreed to the idea of paying in advance which we have since introduced.</p>	80
July 2013	<p>Fitness members</p> <p>Survey results told us that not all customers were being offered targeted training sessions. Our processes have been tightened up and this now happens routinely.</p>	128
August 2013	<p>Changes to early morning swimming</p> <p>We asked customers if they would be happy for us to alternate the early morning swimming sessions between the indoor and outdoor pools.</p>	212
September 2013	<p>Fitness Suite</p> <p>In response to customer comments we redecorated gyms, added new equipment and a new floor layout creating more space for users.</p>	152

Oct –Dec 2013	<p>Listening Week</p> <p>Our customers told us that repairs and maintenance at the leisure centres was an area that needed monitoring and improving. In response we now have one manager whose responsibility it is to keep both sites well maintained.</p> <p>Customers told us that our old website was not easy to use or find what they were looking for. In response we have further developed the new web pages to make information more interesting and accessible.</p> <p>One leisure centre scored low on the speed at which telephone calls were answered. A reminder was given to staff.</p>	418
March – April 2014	<p>Catering services</p> <p>Customers didn't realise that we offered a take-away service so this service was advertised and promoted much better over the following month.</p> <p>Customers wanted us to introduce offers on drinks and meals and as such a new drinks loyalty card was introduced.</p>	245
April – May 2014	<p>Learn to Swim</p> <p>Some of the equipment we used in lessons was described by customers as tired. So when we introduced the NWL Swim Academy we bought in new equipment.</p>	160
May – June 2014	<p>Fitness Classes</p> <p>Customers asked for the introduction of indoor cycling classes at Hermitage Leisure Centre. In response we secured funding for a refurbishment of the old crèche, starting in November, ready for a launch in January 2015. The newly refurbished room will continue to house Pilates, Body Balance and Yoga classes which will benefit from the refurbishment as it includes new air conditioning and a new music system.</p> <p>Customers requested more classes and so new classes have been added to the timetable, including Friday evening classes at Hood Park Leisure Centre and more lunch time classes at Hermitage Leisure Centre .</p>	157