



YOU SAID / WE DID 2007/2008

Armadale

Better Accommodation – room, seating access and lighting

Building due to be refurbished.

Service is good but room gets very hot and stuffy

The Adult Lounge is too hot in summer and too cold in winter the refurbishment should alleviate these problems. We do have heaters/fans that can be put into rooms when requested.

Disabled toilets – flush to high for wheelchair users – smells badly from soiled nappies

Building work will be done to DDA specification which should solve the problem of the flush, the plans for the new layout could possibly include a separate nappy changing area? I have spoken to Cannon Hygiene re. Nappy bin it seems we have the best one for keeping the odour in, we also supply scented nappy sacks I will see if the service or the committee want to have the bin changed more often.

Used complaints procedure not easy to use – no feedback received.

I received no complaint from this group, will speak to area coordinators and lip-reading tutor and try to solve any problems they have.

Bathgate

At present happy with service provided but would like additional room for extra groups if possible

Unfortunately, the extra times and rooms available are not always suitable. Although, there are several clubs running each days who are entirely satisfied with.

Have a more up to date building with bigger storage space

Equipment can be stored on a large shelf in the Caretaker's room where it is safe.

It would be helpful if light bulbs were replaced

Construction Services have been informed of the strip lights that is out in the Gym Hall

Disabled toilet needs relocated

Bathgate cont/d..

The unisex disabled toilet will make a great improvement.

The centre could really do with better disabled access ie automatic door and disabled scooter waterproof bay especially people in wheelchairs with a stair rail going to gym

At present there will no changes to the front access to the Centre, although the ramp which is already there is perfectly suitable for wheelchairs. Because of the way the doors open this can sometimes pose a bit of manoeuvring for the wheelchairs.

Also, there are only 2/3 people at the most with disabled scooters and they always bring waterproof

covers with them Stair Rails have now been fitted on the way down to the Downstairs Gym

More tables in the café –cool water to drink easy accessible. lighting in the hall upstairs is inadequate–also too warm need air con

There's no room for any more tables in the Coffee Bar area, as this would cause a Health and Safety problem.

It is not possible for the water cooler to be located in another area.

The heating is now off in the Gym Hall.

Blackburn

Sometimes outside the centre there can be broken glass but we realise that staff always strive to keep area clear

Info: Broken glass is cleared on a daily basis by caretaking staff in the grounds of the Centre

Provide more comfortable room. Staff at desk in reception area to direct new participants

Group have been allocated a meeting room whilst work on the Drop-in lounge is undertaken – we have placed them in our Meeting room which can accommodate more than the Smoking group numbers and is adequate for meetings ~ they previously used our Adult lounge(Drop in)

Ongoing improvements for disabled people. Accessible doors would be of great advantage

They would like full use of the facility – including our refurbished Arts & Crafts room – however they cannot use this room as there is no suitable escape egress for disabled people – this applies to all groups

Complaint about our cd player being used by others.

Letter written to Management Committee

The group have been given a lockable cupboard for storage of all their equipment
There is a cd player available from the centre that is for use by groups if requested.

Carmondean

We are happy with our service we receive however the heating can be a problem which starts of warm and then goes cold about lunch time.

A handrail opposite the existing one on outside steps would be an advantage.

This was given verbally no form filled in.

Timer was regulated to come on in the afternoon

New boiler now installed in North Barn.

Council will be informed with regards to the hand rail.

Better heating in west barn ventilator has been fixed cover on light been fixed.

Fixed sink and lock on door quickly. Easy, quickly and feedback given –

As stated above everything was seen to quickly. The heating in this Barn

is overhead one strip wall heaters, these are put on 2hrs before

group come in, the problem is that the ceiling is high and it takes a while to

heat up. All given verbally no forms filled in

East Calder

Early in our let we could not gain access to building, resolved quickly

Apologies were given.

The Group telephoned the Caretaker who came down and let them in.

Livingston Station

Fix flashing light – replace bulbs

Contacted Property Services

Lanthorn

Heating was a problem during winter months – outreach

The heating was at full temperature, Property Services were called out and explained that the location of the room is the main factor.

Another more suitable room has been offered.

Disabled spaces being used by non badge holders

We have parking for 9 disabled spaces and 15 other, with additional parking around the building. All user groups have been given a

memo in an effort to stop this happening.

Polbeth

Door needs fixed at top of stairs and does not lock

This lock has now been fixed

Isabel – quick and feedback given, dealt with dirty kitchen issues.

All the kitchen cupboards have now been cleaned

A total refurb is required – holes in walls and graffiti no wheelchair access upstairs

The holes in the wall have been filled, and graffiti is an ongoing issue which is dealt with each time. No refurbishment is pending at present.

Seafield

More child friendly. IE radiator guards smaller toilets or steps to reach them, safer doors on cubicles

Info – A child burnt his hand on a radiator in the Reading Room at Seafield. An incident report was completed & Margo Hardie, Health & Safety paid a visit. I am waiting on estimates for cost of fitting radiator guards in this room. These will be fitted as soon as is possible. The situation will be satisfactory when these are fitted.

The Nursery Teacher would like to have smaller toilets & wash basins for the kids to suit the Nursery children. Education are promoting the use of the Community Centre as the Primary School is too small for certain activities. Centre was re-furnished last year, but no provision was made to alter toilet areas to suit the school-children. Toilet doors have closers on them for fire safety regulations in the Centre.

Schools do not have the same type, but the situation is manageable.

Stop using Health & Safety as an excuse when asked questions
Honest answers would help

The Railway Club room situated under the Reading Room area at Seafield was closed down due to health & safety reasons. The group and the Management Committee are interested in finding out the cost to make this area habitable. The reason for closing the room was overloading of sockets, use of certain tools in a confined space and not storing combustibles in the correct cabinets. Meantime, the group have been housed elsewhere in the Centre but are still keen to bring the old room up to standard.

Changing facilities, showers vending machines

The Tae Kwon Do group would like to have showers within the Centre but we do not have the space within the Centre for this facility. The Committee do not have vending machines due to the costs involved – but there is a free water cooler with cups provided which the Management Committee pay for.

Uphall

Needs accessible front door and toilet door that wheelchair use can use independently
This has been reported to Property Services and Community Facility Service Manager

Whitburn

GP1 is very warm and this makes it very difficult for students to concentrate
these rooms have no windows which helps create the problem but the up side
is we now have more control over the heating and boilers I believe there are
plans in the pipeline to put thermostats on radiators
We do offer groups the use of fans if wanted

Air conditioning in computer class

Computer classes have a similar problem I have informed the Clerk of Works
that there is a hot water pipe that runs the length of the room and could this
be lagged but this is dependant on funds again there are fans if wished

Could the tables be wiped over before use? We would like a bin for threads
We can make sure the tables are wiped. There is a bin In the Quiet room where
they have their group so I will have to find out if it's a special type of bin that they need

Better kitchen facilities – rooms sometimes too warm,
Staff are always friendly co-operative and obliging – Excellent Service
Again the same problem applies to the rooms as for the kitchen
we did not have an upgrade on the kitchen during the refit but
we do have certain equipment cooker, oven, grill, micro, sinks

Extend the parking facilities

At the moment we have parking for 3 disabled spaces and 17 other.

West Calder

Assemble chairs in a circular position for group to start.

Only 1 window opens in room 1. When its too warm it would be nice
to open all windows

Will contact the group concerned, and explain the correct/proper procedure.
Hope this explanation is satisfactory