

Ealing Council

Vikram Kumar
request-490333-416ad6b9@whatdotheyknow.com

Ealing Council
Freedom of Information
3rd Floor, North East
Perceval House
14-16 Uxbridge Road
London W5 2HL
Tel: (020) 8825 5000
Email: foirequests@ealing.gov.uk

Your ref:	Our ref:	Extension:	Date:
	18/0995	0208 825 8367	19th June 2018

Dear Vikram Kumar,

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST

Thank you for your request for information received by the Council on 11th June 2018. It has been assessed and the following information is provided in response:

Sport & Leisure Management Ltd are being rude to customers at Northolt Leisure centre and shower facilities are inadequate and broken.

This is a statement not a request for information. However, the Council does not find rude behaviour acceptable and should you have any specific incidents that require investigation, please contact us via: https://www.ealing.gov.uk/info/201033/council_and_local_decisions/516/complaints.

The Council will also check and ensure that any broken showers are repaired.

Based on recently filled accounts, it seems they are making £8million pa net profit.

This is a statement not a request for information.

Please advise how this deal demonstrates value for tax payer and member payer money?

Please see attached the Cabinet report detailing the decision on the award of the Leisure and Libraries Contract and further information can be found at:
http://ealing.cmis.uk.com/ealing/Committees/tabid/62/ctl/ViewCMIS_CommitteeDetails/mid/381/id/3/Default.

Please advise if Ealing council finds rude behaviour of its contractor's staff acceptable?

The Council does not find rude behaviour acceptable and should you have any specific incidents that require investigation, please contact us via:
https://www.ealing.gov.uk/info/201033/council_and_local_decisions/516/complaints.

You are free to use this information for your own use, including for non-commercial research purposes. It may also be used for the purposes of news reporting. Any other type of re-use, for example publishing the information, issuing copies to the public or marketing, will require our permission as copyright holder. If you intend to re-use this information in this manner you must apply to us.

If you are dissatisfied with the handling of your request, you can request an internal review.

Details of the Freedom of Information complaints process can be found at:

http://www.ealing.gov.uk/info/200640/freedom_of_information/1550/making_a_complaint_or_appeal

Your request for an internal review should be submitted to us within 40 working days of your receipt of this response. Any such request received after this time will only be considered at our discretion.

If you remain dissatisfied by the outcome of the Internal Review you have the right to submit your complaint to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Yours sincerely,

Freedom of Information Officer