



factsheet

Environment Matters

CUSTOMER SERVICE STANDARDS

PARKS AND PLAY AREAS



CUSTOMER SERVICE EXCELLENCE

Web: www.charnwood.gov.uk/leisure/parksandopenspaces.html

Tel: 01509 634975

Email: parks@charnwood.gov.uk

Parks and greens spaces are the most democratic places in our towns and villages, everyone can use them – free of charge! We are responsible for the management and maintenance of green spaces in Loughborough and some villages across the Borough. Those in other towns and villages are usually maintained by the local town or parish council.

In addition to the standards in the customer charter you can also expect us to deliver the following:

| We will: | Measure |
|---|------------------------------|
| Inspect to check general cleanliness and take any | Weekly Target 100% |



CUSTOMER SERVICE STANDARDS PARKS & PLAY AREAS

| We will: | Measure |
|--|--------------------------------|
| necessary action. – (CS 70) | |
| Inspect any play equipment and take any necessary action. – (CS 71) | Monthly Target 100% |
| Undertake an equipment inspection (by an independent specialist) and take any necessary action. (CS 72) | Annually Target 100% |

We will strive to ensure our customers are satisfied with the services we provide.

| WE WILL: | MEASURE |
|--|---|
| Provide a prompt Service | Satisfaction rating where customers rate us positively against this standard. |
| Ensure staff are fully trained and knowledgeable about our services. | Satisfaction rating where customers rate us positively against this standard. |
| Provide a friendly and efficient service to all customers. | Satisfaction rating where customers rate us positively against this standard. |
| | |

CUSTOMER SERVICE STANDARDS PARKS & PLAY AREAS

| WE WILL: | MEASURE |
|--|---|
| Provide useful & relevant information where appropriate. | Satisfaction rating where customers rate us positively against this standard. |
| Where possible and appropriate resolve the problem to your satisfaction. | Satisfaction rating where customers rate us positively against this standard. |

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়াকরে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

