



factsheet

Environment Matters

CUSTOMER SERVICE STANDARDS

SPORT AND ACTIVE RECREATION



CUSTOMER SERVICE EXCELLENCE

Web: www.charnwood.gov.uk/leisure

Tel: 01509 634673

Email: leisure@charnwood.gov.uk
sport@charnwood.gov.uk

“Leisure and Cultural Opportunities for All” is an important part of the Council’s overall plan for the Borough. We provide leisure and sports facilities, parks, playgrounds, allotments; museums, the arts, youth sport programmes, GP Referral and Heartsmart schemes which provide a healthy living environment for all.

When you access our services:-

We will:	Measure/Target 2008/09
“Provide and promote quality opportunities for all to participate in sport and physical activities” (CS 186)	Satisfaction rating where customers rate us positively against this standard 97% target satisfaction rating (97% Achieved)



CUSTOMER SERVICE STANDARDS SPORT & ACTIVE RECREATION

We will:	Measure/Target 2008/09
<p>“Ensure that we employ suitably qualified experienced and friendly staff to deliver our courses and activity programmes” (CS 187)</p>	<p>All staff employed meet strict recruitment criteria To achieve 97% rating for this standard (100% Achieved)</p>
<p>“Ensure that all children aged 5-16 years can access sports and activity programmes which are affordable and considered value for money” (CS 188)</p>	<p>Satisfaction rating where customers rate us positively against this standard 97% target satisfaction rating (97% Achieved)</p>
<p>“Process and administer all fully completed Wild Card applications within 5 working days” (CS 67)</p>	<p>All Wild Card applications administered within 5 working days To achieve a 90% satisfaction rating for this standard (100% Achieved)</p>
<p>“Process and administer all holiday activity and sport course applications within 10 working days” (CS 68)</p>	<p>All applications administered within 10 working days To achieve a 90% satisfaction rating for this standard (100% Achieved)</p>



CUSTOMER SERVICE STANDARDS SPORT & ACTIVE RECREATION

We will:	Measure/Target 2008/09
“Process and administer all GP Referral and Heartsmart applications within 4 weeks” (CS 69)	All applications administered within 4 weeks To achieve a 90% satisfaction rating for this standard (100% Achieved)
“Provide exercise programmes that meet the needs of people locally which are effective, improve fitness and wellbeing and are tailored to individual needs” (CS 189)	Satisfaction rating where customers rate us positively against this standard 90% (93% achieved)
“Consider all applications for Sport Council grants within 3 months of application” (CS 86)	All applications administered within 3 months To achieve a 95% satisfaction rating for this standard (100% Achieved)

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。

आ माहिती जुही जुही पद्धतिओमां उपलब्ध छे, ते भेजववा माटे कृपा करी आ नंभर पर फोन करो (01509) 634560.

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

ਇਹ ਜਾਣਕਾਰੀ ਵਖ-ਵਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਸਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ (01509) 634560

