



factsheet

Environment Matters

CUSTOMER SERVICE STANDARDS

SPORT AND ACTIVE RECREATION



CUSTOMER SERVICE EXCELLENCE

Web: www.charnwood.gov.uk/leisure

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“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 100% 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 98% 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 100% 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 100% satisfaction rating for this standard (100% Achieved)</p> |



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| We will: | Measure/Target 2008/09 |
|---|---|
| <p>“Process and administer all GP Referral and Heartsmart applications within 4 weeks” (CS 69)</p> | <p>All applications administered within 4 weeks To achieve a 100% satisfaction rating for this standard (100% Achieved)</p> |
| <p>“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)</p> | <p>Satisfaction rating where customers rate us positively against this standard 90% (93% achieved)</p> |
| <p>“Consider all applications for Sport Council grants within 3 months of application” (CS 86)</p> | <p>All applications administered within 3 months To achieve a 100% satisfaction rating for this standard (100% Achieved)</p> |

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

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (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 नंबर 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 ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਸਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ (01509) 634560

