

factsheet

Neighbourhood
Services

www.charnwood.gov.uk/factsheets

CUSTOMER SERVICE STANDARDS

SPORT AND ACTIVE RECREATION

Web: www.charnwood.gov.uk/sportandleisureleisure

Tel: 01509 634673

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



“Sport & Active Recreation Opportunities for All” is an important part of the Council’s overall plan for the Borough. The key aims of the Sport & Active Recreation Team are:

To co-ordinate, develop and increase opportunities for all Charnwood residents to participate in positive sport, leisure, health and physical activity initiatives. Working in partnership with other sport, leisure and health related agencies and key community groups to address local sporting issues and needs.

When you access our services:-

We will:	Measure/Target 2015/16
“Provide and promote quality opportunities for all to participate in sport and physical activities”	Satisfaction rating where Customers rate us positively against this standard. Target 97% Achieved 98.7% satisfaction rating for this standard

OUR PLACE




Charnwood

We will:	Measure/Target 2015/16
“Ensure that we employ suitably qualified experienced and friendly staff to deliver our courses and activity programmes”	All staff employed meet strict recruitment criteria Target 100% Achieved 99.7% satisfaction rating for this standard
“Ensure that all children aged 5-16 years can access sports and activity programmes which are affordable and considered value for money”	Satisfaction rating where customers rate us positively against this Standard. Target 98% Achieved 100% satisfaction rating for this standard
“Process and administer all fully completed Wild Card applications within 5 working days”	All Wild Card applications administered within 5 working days. Target 100% Achieved 100% satisfaction rating for this standard
“Process and administer all holiday activity and sport course applications within 10 working days”	All applications administered within 10 working days. Target 100% Achieved 100% satisfaction rating for this standard

We will:	Measure/Target 2015/16
“Consider all applications for Sport grants within 3 months of application”	All applications administered within 3 Months. Target 100% Achieved 100% satisfaction rating for this standard

We have ‘service standards’ for a number of our services – this is No 21 in the series. See www.charnwood.gov.uk/factsheets.html for the whole series.

To find out if this information is available in other formats. Or for help understanding it in your language, please call (01509) 634560.

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এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হল দয়া করে (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 ਵਖ-ਵਖ ਸਰਕਲ ਵਿਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਨਤਗੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ (01509) 634560

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