

factsheet

Leisure and Environment

CUSTOMER SERVICE STANDARDS



LEISURE CENTRES AND SWIMMING POOLS

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

Tel: 01509 634673

Email: info.charnwood@leisure.serco.com

“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, and youth sport programmes which provide a healthy living environment for all.

When you visit or contact our leisure centres or swimming pool:-

We will:	Measure / Target
“Provide an efficient friendly service to all customers, we will be polite, helpful and treat all customers equally”	Satisfaction rating where customers rate us positively against this standard (97% target satisfaction rating increased from 95%)
“Ensure that facilities are maintained to a high standard of cleanliness at all times”	Satisfaction rating where customers rate us positively against this standard



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We will:	Measure / Target
	(92% target satisfaction rating increased from 90%)

We will:	Measure						
“Undertake regular maintenance on customer lockers to ensure sufficient numbers are available to meet customer demand”	Lockers available at all times (97% of lockers available, increased from 95%)						
“Answer all incoming telephone calls within 30 seconds”	Telephones answered within 30 seconds (90% of calls answered)						
“Deal with all enquiries at our reception desk promptly, politely and efficiently”	Satisfaction rating where customers rate us positively against this standard (95% target satisfaction rating)						
<p>“We will aim to maintain the swimming pool water temperature at the following temperatures +/- 1°C”</p> <table data-bbox="120 1318 927 1444"> <tr> <td>Soar Valley Leisure Centre, Mountsorrel</td> <td>30°C</td> </tr> <tr> <td>Loughborough Leisure Centre Main pool</td> <td>29°C</td> </tr> <tr> <td>Training Pool</td> <td>30.5°C</td> </tr> </table>	Soar Valley Leisure Centre, Mountsorrel	30°C	Loughborough Leisure Centre Main pool	29°C	Training Pool	30.5°C	Swimming pool water temperature maintained within the stated (99% target satisfaction rating increased from 90%)
Soar Valley Leisure Centre, Mountsorrel	30°C						
Loughborough Leisure Centre Main pool	29°C						
Training Pool	30.5°C						



LEISURE AND CULTURAL OPPORTUNITIES

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 ਹਾਸਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ (01509) 634560

