

# factsheet

Leisure and Environment

## CUSTOMER SERVICE STANDARDS

### LEISURE CENTRES AND SWIMMING POOLS



Web: [www.charnwood.gov.uk/leisure/leisurecentres.html](http://www.charnwood.gov.uk/leisure/leisurecentres.html)

Tel: 01509 634673

Email: [scsp@charnwood.gov.uk](mailto:scsp@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, and youth sport programmes which provide a healthy living environment for all.

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

<b>We will:</b>	<b>Measure / Target</b>
“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 <b>(98% target satisfaction rating increased from 95%)</b>
“Ensure that facilities are maintained to a high standard of cleanliness at all times”	Satisfaction rating where customers rate us positively against this standard <b>(98% target satisfaction rating</b>



## LEISURE AND CULTURAL OPPORTUNITIES

<b>We will:</b>	<b>Measure / Target</b>
	increased from 95%)

<b>We will:</b>	<b>Measure</b>
“Undertake regular maintenance on customer lockers to ensure sufficient numbers are available to meet customer demand”	Lockers available at all times (Reduced to 75% target lockers available due to obsolete locker system, previous target not achievable. Lockers to be replaced as part of refurbishment project)
“Answer all incoming telephone calls within 30 seconds”	Telephones answered within 30 seconds (100% 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 (98% target satisfaction rating increased from 95%)
“We will aim to maintain the swimming pool water temperature at the following temperatures +/- 1°C”  South Charnwood Swimming Pool, Syston      30°C	Swimming pool water temperature maintained within the stated (99% target satisfaction rating increased from 90%)



## 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 ਫ਼ੋਨ ਕਰੋ (01509) 634560

