

Cultural Services Customer Charter

Corporate Customer Charter

How we work

Everything we do as a council, and as individuals working for the council, should be guided by our values. They sum up the type of council we want to be. They also help our customers know what to expect from us.

FRESH values

Lambeth Council's values have been identified in consultation with staff and customers – they are:

- Fairness
- Respect
- Excellence
- Service
- Honesty

Fairness means:

- Always treating our staff and our customers fairly and equally
- Never putting personal interests above public duty
- Allocating resources fairly and pursuing equal employment policies.

Respect means:

- Respect for the individual and the differences between individuals
- Treating everyone with equal courtesy at all times
- Consulting our communities so we understand their diverse needs
- Valuing our staff and aiming for the best possible terms and conditions, working environment and training.

Excellence means:

- Improving services to attain equally high standards for all customers
- Supporting and recognising staff who provide excellent services
- Members and staff working together to achieve excellence.

Service means:

- Commitment to public service
- Ensuring that customers receive the services they want and need
- Putting customers' needs before the needs of staff or members
- Recognising and responding to the concerns of our staff.

Honesty means:

- Being open with staff and customers about how we work and how we make decisions

- Fighting fraud, dishonesty and discrimination in the borough and in the council.

These values have meaning for all of us – members, staff, partners and the public. It is important that we take account of them in everything we do – from our business plans to our day-to-day contact with customers and each other.

Customer care – customers first

Your manager should clearly explain to you the range of services Environment and Culture provides and how your job fits into this, along with an overview of the council's other departments. You may have external customers, for example residents, or internal ones, such as colleagues, who use the service you provide. The council has a set of customer care standards that all staff must follow:

In our receptions and front line offices we will:

- Let customers know how long they may have to wait if they don't have an appointment
- See customers on time if they have an appointment
- Wear a name badge
- Publish our opening hours, telephone numbers, email addresses and website information for customers to contact us
- Have a supply of complaint leaflets available.

When we speak to customers we will:

- Be polite and courteous
- Welcome them
- Treat them with respect, as we would like to be treated
- Listen
- Give them our help
- Give our name.

When customers phone us we will:

- Answer the phone within five rings
- Return calls by the next working day if a message is left on an answer phone or voicemail
- Take a brief message for colleagues who aren't there. The message needs to include the name of the caller, their phone number, the date and time they called and a short note of what the call was about
- Provide an alternative number on our answer phone message if it is taking our calls.

When customers send us letters, faxes and emails we will:

- Provide a full response within ten working days. If we cannot reply in full, we will write and let them know why.
- We will also let them know when they can expect a full response – for emails we will let them know this within three working days of receipt of their original email.

- End emails with our name, job title, telephone and fax numbers, address, email address and website

Customer Charter for Parks & Greenspaces

To deliver a comprehensive management service for parks and greenspaces that strives to meet the needs and aspiration of all our customers we will:-

- Aim to provide a helpful, friendly and courteous service to all our customers dealing promptly and courteously with all enquiries
- Aim to ensure all facilities provide equal access for all users.
- Aim to consult and involve customers in major decisions affecting your parks, including events and other activities.
- Through partnerships and in select locations, staff facilities in such a way as to deliver a high standard of customer care, cleanliness, courtesy and maintenance to ensure visitor safety, comfort and service.
- Seek to ensure appropriate designation and protection of important sites, including heritage features and nature conservation areas.
- Deal promptly and courteously with all enquiries, requests, correspondence and complaints from customers.
- Provide and assist community groups in delivering activities and events in your parks and open spaces.

Key Criteria for Parks and Green Spaces in line with the Green Flag Award Scheme.



1. A Welcoming Place

The overall impressions for any member of the community approaching and entering the park or green space should be positive and inviting, regardless of the purpose for which they are visiting. Features of particular importance are:

- Good and safe access
- Good signage to and in the park or green space
- Equal access for all members of the community

2. Healthy, Safe, and Secure

The park or green space must be a healthy, safe and secure place for all members of the community to use. Relevant issues must be addressed in management plans and implemented on the ground. New issues that arise must be addressed promptly and appropriately. Particularly important issues are:

- Equipment and facilities must be safe to use.
- The park or green space must be a secure place for all members of the community to use or traverse.
- Dog fouling must be adequately addressed.
- Health & Safety policies should be in place, in practice and regularly reviewed.
- Toilets, drinking water, first aid, public telephones and emergency equipment where relevant (e.g. life belts by water) should be available in or near the park or green space, and clearly sign posted.

3. Clean and Well Maintained

For aesthetic as well as Health and Safety reasons, issues of cleanliness and maintenance must be adequately addressed, in particular:

- Litter and other waste management issues must be adequately addressed.
- Grounds, buildings, equipment and other features must be well maintained.
- A policy on litter, vandalism and maintenance should be in place, in practice and regularly reviewed.

4. Sustainability

Methods used in maintaining the park or green space and its facilities should be environmentally sound, relying on best practices available according to current knowledge. Management should be aware of the range of techniques available to them, and demonstrate that informed choices have been made and are regularly reviewed. Specifically:

- An environmental policy or charter and management strategy should be in place, in practice and regularly reviewed.
- Pesticide use should be minimised and justified.
- Horticultural peat use should be eliminated.
- Waste plant material in the park or green space should be recycled.
- High horticultural and arboricultural standards should be demonstrated.
- Energy conservation, pollution reduction, waste recycling, and resource conservation measures should be used.

5. Conservation and Heritage

Particular attention should be paid to the conservation and appropriate management of:

- Natural features, wildlife and fauna.
- Landscape features.

- Buildings and structural features.
- These features should serve their function well without placing undue pressure on the surrounding environment.

6. Community Involvement

Management should actively pursue the involvement of members of the community who represent as many park or green space user groups as possible. Management should be able to demonstrate:

- Knowledge of user community and levels and patterns of use.
- Evidence of community involvement in management and/or developments and results achieved.
- Appropriate levels of provision of recreational facilities for all sectors of the community.

7. Marketing

- Marketing strategy in place, in practice and regularly reviewed.
- Good provision of information to users, e.g. about management strategies, activities, features, ways to get involved.
- Promotion of the park or green space as a community resource.

8. Management

A Green Flag Award application must have a management plan or strategy in place which reflects the aspirations of Local Agenda 21, Local Area Agreements and other relevant policies, and clearly and adequately addresses all the above criteria and any other relevant aspects of the park or green space's management. The plan must be actively implemented and regularly reviewed. Financially sound management of the park or green space must also be demonstrated.

Customer charter for Libraries and Archives

We want everyone in Lambeth to receive a high quality service. Our charter sets out the standards we aim to achieve. It also tells you what to do if you want our service to change or improve.

Accessible and welcoming

- Library access and membership is free to all.
- Our network of 9 libraries and mobile library means that 99% of households are within one mile of a library service. Items can be borrowed, returned or renewed at any library.
- Opening times are planned to meet the needs of local communities. We will consult local people before making any changes.

- Our services will reflect the cultural and linguistic diversity of local communities.
- By 2012 all our premises will have ramped or level access, and will be equipped with a hearing loop. We are committed to making our services fully accessible to people with disabilities. By 2012 all our staff will have received Disability Awareness Training and are always pleased to provide assistance.
- We will provide a delivered Home Library Service for anyone who is unable to visit a library in person, owing to age, illness or disability.

A quality service

- You will be served by helpful and courteous staff wearing identity badges, who have received training in customer care.
- We will aim to answer all telephone calls as promptly as possible.
- Our libraries will supply 50% of requested books and other items within 7 days, 72% within 15 days, and 85% within 30 days.

Consultation and feedback

- Your ideas and opinions will help us improve our services. You can speak to a manager or fill in a Customer Comment Form.
- You will receive a full reply within 10 working days, and if specialised research is required, you will be informed how long this will take.
- Our Complaints Procedure is displayed in every library.
- By 2009 we will survey the satisfaction levels of adults and children using all our services at least every 2 years, and publish the results. Our performance will be checked against the standards in this charter, and the results published.

Leisure Customer Service Charter for Sports & Recreation

GLL Customer Charter

Our Centres

- Will keep to the advertised opening times seven days a week.
- Will always have a duty manager/officer available to speak to you.
- Will be kept clean and presentable.

Our Sports Areas

- Will be kept clean and in good condition
- Will have changeovers completed on time
- Will have high quality equipment properly set out.

Our Receptionists

- Will greet you.

- Will serve you properly.
- Will answer the telephone within 6 rings.
- Will provide accurate information.

Our Organised Sessions

- Will have fully accredited instructors
- Will run to timetable
- Will be fully equipped with high quality modern equipment

Our Fitness Rooms

- Will be safe and well maintained
- Will have trained advisors available at advertised times.

Our Pools

- Will be at the correct temperature
- Will have trained advisors available at advertised times

Our Catering

- Will be of good quality
- Will be reasonably priced
- Will be clean and presentable

Our changing rooms and toilets

- Will be kept clean
- Will be checked at least hourly

Our Staff

- Will be friendly and helpful
- Will be well trained and knowledgeable
- Will be easily recognised and smartly dressed in uniform

Community Sports

- Cater for the sporting and recreational needs and aspirations of Lambeth's community and visitors.
- Ensure that programmes provide opportunities and positive encouragement for all groups within the community.
- Ensure that, as far as practicable, price is not a barrier to participation by any user group.
- Present Lambeth Sports to its customers as a friendly and responsive service with a strong emphasis on customer care.
- Provide an environment for young people, which meet their aspirations but at the same time, satisfy the legitimate aspirations of parents as to the safety of their children.
- Ensure at all times compliance with statutory requirements and with industry-established guidelines for the safe and effective operation of sporting facilities.

- Ensure that all facilities and equipment are maintained to a high standard.
- Market Lambeth Sports and its facilities and services, both directly and through public relations, in a positive way, encouraging customer loyalty without becoming, in reality or perception, restricted.
- Promote an active and healthy lifestyle by participation at the desired level in sporting and recreational activities.
- During school hours (term time) provide an emphasis on the provision of services to educational users whilst ensuring the availability of services to other appropriate user groups.
- Use qualified staff to provide a quality services across sport and health related activity to our customers.
- Respond to identified community and sporting needs to create a core programme of activity across the borough.
- Assist in moving young people towards committed participation through to performance in sport.

Customer Service Charter for Safeguarding

Cultural services always promote the self guarding and welfare of children.

We aim to promote this to ensure that all Lambeth children are:

- Protected from maltreatment
- Growing up in circumstances consistent with the provision of safe and effective care.
- Enabled to have optimum life chances and to enter adulthood successfully.

Customer Service Charter for Events

- To ensure events are accessible and inclusive, appealing to a culturally diverse audience
- To work towards an environmentally sustainable events programme
- To support the local community in event organisation
- To establish Lambeth's position as a cultural beacon through inspirational and sustainable events programme

Customer Service Charter for Registrars

- If we cannot comply with a particular request, we will give you a simple explanation of the relevant part of the law.
- We aim to see customers who have made an appointment within ten minutes of the scheduled time. If you haven't made an appointment, we aim to see you within an hour of your arrival. In either case, if we think

you may have a longer wait, we will explain why and give you a suggested time.

- If a birth or death cannot be registered for legal reasons, we will give you a clear explanation why.
- If the record you are looking for is held in Lambeth and we have enough information to trace and produce it, we aim to issue the certificate within one hour of getting your form back - if we cannot do this we will let you know why not. If we do not hold the record, we will let you know which Register Office does.
- If you make a postal application, your form will be logged on the computer on the day it arrives. We'll produce the certificate within two working days, as long as you've enclosed the right fee and enough information for us to trace and reproduce it. If we either do not hold the record you are looking for or cannot trace it from the information you send us, we'll write and let you know within two days.
- We will provide an emergency service on Sundays and Bank Holidays for urgent burial. We will leave the emergency phone number on the out of hours voicemail.