

Leisure Customer Service Charter for Sports & Recreation

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

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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.