

COMMUNITY FACILITIES SERVICE
Community Facilities Service
Service Standards 2010

	Standard	Measures
1.	All community centre buildings will be available Monday to Friday from 08.00- 22.00 for community use and open outwith these core times with agreement form the local management committee.	<ul style="list-style-type: none"> ▪ Facility diaries ▪ Regular activity programme ▪ User audit surveys
2.	All community Centres will be clean, warm and welcoming 90% of the time	<ul style="list-style-type: none"> ▪ Customer satisfaction levels Gap Surveys
3.	Telephone calls or verbal requests on a service booking enquiry will be confirmed by fax, email or face-to face within 2 hours if a space is available, 90% of the time.	<ul style="list-style-type: none"> ▪ Customer satisfaction levels from Gap surveys
4.	All confirmed bookings honoured 90% of the time.	<ul style="list-style-type: none"> ▪ Community Facility Diary
5.	Respond to complaints within 5 working days (to confirm- West Lothian Way)	<ul style="list-style-type: none"> ▪ West Lothian Council Tracking System ▪ Internal complaints process ▪ User Audit survey
6.	Treat you with respect, courtesy, fairness and good manners	<ul style="list-style-type: none"> ▪ Customer satisfaction levels from Gap Surveys
7.	Deal with your enquiry within 3 working days, although we have a target to deal with 80% within 1 working day	<ul style="list-style-type: none"> ▪ Mystery shopper
8.	Consult and listen to you about the quality of our service to ensure that we meet your needs as we strive for continuous improvement.	<ul style="list-style-type: none"> ▪ Have your say survey ▪ Customer satisfaction levels from Gap Surveys