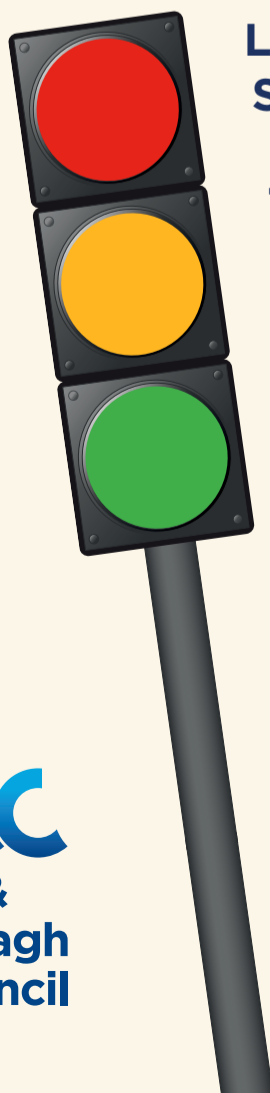


# Customer Service Performance Standards @ February 2019

<b>Staffing</b> (Friendliness / Helpfulness / Knowledge)	<b>89% (90%)</b>
<b>Information</b>	<b>88% (90%)</b>
<b>Cleanliness</b>	<b>85% (85%)</b>
<b>Disabled Access</b>	<b>87% (88%)</b>
<b>Quality of Equipment</b>	<b>87% (89%)</b>
<b>Value for Money</b>	<b>86% (88%)</b>
<b>Health &amp; Safety</b>	<b>89% (90%)</b>



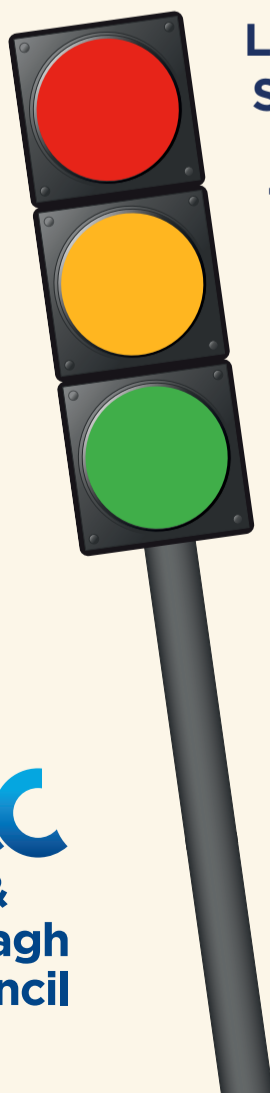
**Lisburn & Castlereagh City Council  
Sports Services Unit.**

The Sports Services unit aims to provide the very highest standards of Customer Service on a consistent basis and to help measure our performance we gather feedback from customer questionnaires where we aim to achieve a target of **90%** of customers rating us either excellent or good in a number of specific service areas across all facilities/services.

Figures in () = Previous period  
May 2018

## Customer Service Performance Standards @ February 2019

<b>Staffing</b> (Friendliness / Helpfulness / Knowledge)	<b>91% (93%)</b>
<b>Information</b>	<b>89% (90%)</b>
<b>Cleanliness</b>	<b>82% (82%)</b>
<b>Disabled Access</b>	<b>83% (82%)</b>
<b>Quality of Equipment</b>	<b>84% (90%)</b>
<b>Value for Money</b>	<b>89% (88%)</b>
<b>Health &amp; Safety</b>	<b>88% (88%)</b>



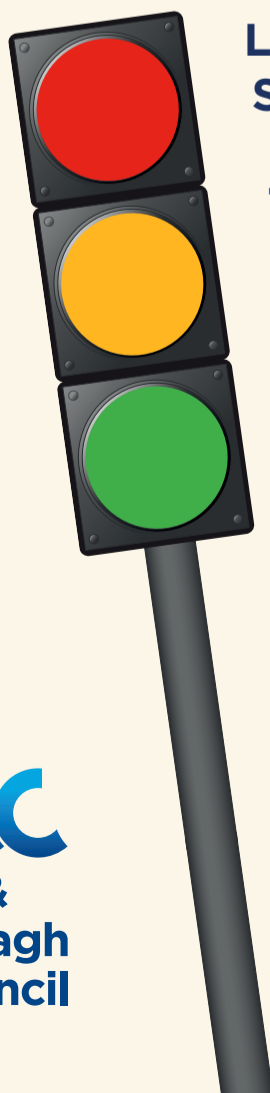
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Figures in () = Previous period  
May 2018

# Customer Service Performance Standards @ February 2019

<b>Staffing</b> (Friendliness / Helpfulness / Knowledge)	<b>94% (94%)</b>
<b>Information</b>	<b>90% (89%)</b>
<b>Cleanliness</b>	<b>85% (89%)</b>
<b>Disabled Access</b>	<b>89% (91%)</b>
<b>Quality of Equipment</b>	<b>92% (89%)</b>
<b>Value for Money</b>	<b>96% (91%)</b>
<b>Health &amp; Safety</b>	<b>92% (96%)</b>



**Lisburn & Castlereagh City Council Sports Services Unit.**

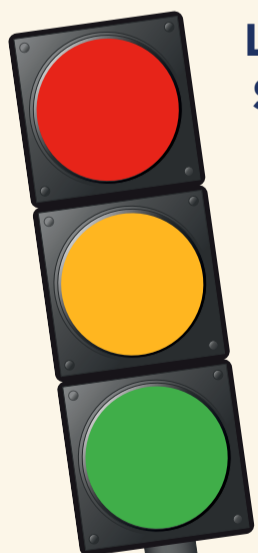
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Figures in ( ) = Previous period  
May 2018

# Glenmore Activity Centre Kilmakee Activity Centre Grove Activity Centre

## Customer Service Performance Standards @ January 2019

	Glenmore Activity Centre	Grove Activity Centre	Kilmakee Activity Centre
<b>Staffing</b> (Friendliness/Helpfulness / Knowledge)	100%	100% (97%)	98% (100%)
<b>Information</b>	95% (100%)	95% (88%)	88% (98%)
<b>Cleanliness</b>	94% (100%)	95% (88%)	86% (90%)
<b>Disabled Access</b>	82% (98%)	50% (20%)	78% (96%)
<b>Quality of Equipment</b>	91% (91%)	87% (45%)	70% (94%)
<b>Value for Money</b>	95% (98%)	94% (78%)	79% (100%)
<b>Health &amp; Safety</b>	94% (98%)	92% (100%)	94% (100%)



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Figures in () = Previous period  
May 2018

