



Customer Charter



Revised July 2008

Working to make Warrington healthier



Our Commitment

Warrington Borough Council is committed to widening opportunities for all sections of the community to access leisure, cultural and life-long learning activities as a means to improving personal well-being and quality of life.

As part of the Leisure, Culture and Heritage Service, Select Leisure are constantly working towards providing an excellent service in our Leisure Centres to the people who live, work in and visit the Borough. We will achieve this by continually striving to improve the leisure opportunities available to the widest range of customers, ensuring accessibility for all.

Our Equality and Diversity Policy

Warrington Borough Council and Select Leisure aim to ensure that no-one receives less favourable treatment for reasons relating to: race, age, gender, disability, sexuality or religious belief. We want to do all we can to promote equality through the services we provide, the influence we have as a community leader and as a good local employer.

We will operate in a manner that is environmentally friendly

- We will strive to ensure energy is used efficiently, maximising cost-effectiveness and minimising environmental impact.
- We will continue to seek out recycling opportunities and promote these to our customers.

Our Corporate Customer Care Standards

We will be:

- Helpful and courteous in delivering high quality services
- Professional and positive in our approach
- Well-informed, so that we are able to help you
- Effective in listening and responding to you when you are dissatisfied
- Fair and equitable, respecting your individual needs

When you have contact with us, we will:

- Aim to answer the query at the first point of contact
- Aim to answer your telephone call within 20 seconds
- Arrange for someone to call you back promptly if we cannot answer your query immediately
- Aim to provide a simple and effective self service via the internet
- Aim to respond to your letters and faxes within 10 working days and e-mails within 5 working days
- Arrange an appointment if necessary for you to speak to someone who can help you
- Show you an identity badge when we visit your home or business

We would like you to:

- Treat our staff with courtesy, respect and dignity
- Keep any appointments that you have with us, and notify us if you are unable to attend
- Provide the information we need to help you
- Give us your views and suggestions to help us improve our services



Customer Care Standards

We will provide facilities that are safe, clean and welcoming

- We will ensure that the facility is clean, bright and meets all Health and Safety requirements. We will endeavour to attend to areas that are reported as unsatisfactory within 15 minutes.
- The centres will be cleaned daily to a planned schedule. In addition areas such as toilets and changing facilities will be checked regularly and cleaned on a reactive basis.
- We will take chemical tests of the pool water at least 3 times per day to ensure water quality is maintained to industry standards.
- We will organise additional external microbiological testing of water quality on a regular basis.

- We aim to maintain pool water temperatures as follows:

Main Pool
26 - 30c (82 - 86f)
Small Pool
30 - 32c (86 - 88f)



- We aim to maintain air temperatures as follows:
Swimming Pool Hall -
No more than 1c above water temperature
Gym - 16 - 18c
Aerobics studio - 12 - 18c
Changing areas - 20 - 25c
- We will display pool water and air temperatures in the reception areas of the Leisure Centres.
- All equipment will be inspected on a regular basis and serviced as part of a planned maintenance programme. Repairs will be carried out as speedily as possible. Appropriate notices will be displayed on defective equipment communicating the targeted date of repair.
- A Health and Safety Management System is in place to ensure that all legislation requirements are met.

We will make sure our employees are approachable, qualified and trained in all aspects of their work

- We will provide a Duty Manager during all public opening times to deal with customer enquiries.
- Staff will be trained in all aspects of Customer Care enabling them to respond to queries and questions in a helpful, positive and friendly manner.
- All lifeguards will hold the National Pool Lifeguard qualification and receive on-going training twice a month.
- All instructors and coaches will hold a National Governing Body Qualification.
- All staff will be checked by the Criminal Records Bureau.
- A qualified First Aider will be on duty at all times.
- A qualified First Responder (defibrillator trained) will be on duty at all times.
- Every centre will have a Health and Safety Representative.
- Our staff will be smart, well-presented with name badges and appropriate uniform.



We will provide a wide range of Leisure opportunities for the whole community

- We will provide information on all activities with leaflets, posters or verbally at reception
- Where possible we will give our customers at least 1 week's notice of any closures or changes to the programme.
- We will provide a concessions scheme to ensure equitable access for all the community.
- We will provide disabled parking and where possible make reasonable adjustments to make activities and equipment inclusive.



We will continue to consult you and obtain feedback to find out how we can improve our service

- We will encourage people to suggest new ideas through the **Comments/Compliments/Complaints** scheme.
- We will publish information where appropriate relating to customer consultation, queries and feedback.
- We will develop ways to obtain views and gauge customer satisfaction in order that we can continuously improve the service we provide.
- We will monitor our performance through self-assessment, monitoring of complaints, comparison with other organisations and periodically through receiving feedback from external organisations.



What to do if things go wrong

Step 1 Tell Us!

Please contact the Duty Manager at the time of your visit to see if the matter can be resolved there and then. If not, please contact the Centre Manager either in writing, by telephone, in person or electronically. A written complaint will be acknowledged promptly and resolved where possible within 10 working days. An extension of a further 10 working days may be required where the representation is complex or for specified reasons.

If you are still not satisfied, please follow the next steps

Step 2 Contact the Head of Select Leisure

Warrington Borough Council, Community Services, Bewsey Old School, Lockton Lane, Bewsey, Warrington, WA5 0BF. Tel: 01925 443987

Step 3 Contact the Head of Service

Neil Anderson, Warrington Borough Council, Community Services, Bewsey Old School, Lockton Lane, Bewsey, Warrington, WA5 0BF. Tel: 01925 444006

Step 4 Contact the Director of Community Services

Helen Sumner, Warrington Borough Council, Community Services, Bewsey Old School, Lockton Lane, Warrington, WA5 0BF. Tel: 01925 444095

Step 5 Contact the Chief Executive

Diana Terris, Town Hall, Warrington, WA1 1UH. Tel: 01925 444400

Step 6 Contact your Local Borough Ward Councillor

Name and telephone number can be obtained from Warrington Borough Council Tel: 01925 444400

Step 7 Contact your M.P, M.E.P or Local Government Ombudsman

Information on how to contact any of these people can be obtained from Warrington Borough Council Tel: 01925 444400

How to contact the Leisure Centres

- **Birchwood Leisure and Tennis Complex**, Benson Rd, Birchwood, Warrington, WA3 7PQ. Tel: 01925 458130 *Email: mcritchley@warrington.gov.uk*
- **Broomfields Leisure Centre**, Broomfields Rd, Appleton, Warrington WA4 3AE. Tel: 01925 268768 *Email: kmaddock@warrington.gov.uk*
- **Fordton Leisure Centre**, Chiltern Rd, Orford, Warrington, WA2 9SX. Tel: 01925 572504 *Email: dz_taylor@warrington.gov.uk*
- **Great Sankey Leisure Centre**, Barrowhall Lane, Great Sankey, Warrington, WA5 3AA. Tel: 01925 724411 *Email: ibaracs@warrington.gov.uk*
- **Woolston Leisure Centre**, Hall Rd, Woolston, Warrington, WA1 4PN. Tel: 01925 813939 *Email: vdunnin@warrington.gov.uk*
- **Swim Scheme**, Hall Rd, Woolston, Warrington, WA1 4PN. Tel: 01925 850418 *Email: swimscheme@warrington.gov.uk*
- **Select Fitness**, Birchwood Leisure and Tennis Complex, Benson Rd, Birchwood, Warrington, WA3 7PQ Tel: 01925 458207 *Email: dclark@warrington.gov.uk*

www.selectleisure.co.uk



We Promise...

“ To be customer focused and friendly, providing a quality service which gives value for money and is accessible to all ”

Signed:

All the Select Leisure staff

All Select Leisure staff were asked to submit 5 values which they felt represented our service the most. The above promise therefore is THEIRS.

