

# Key Service Standards - Billingham Forum



We are committed to providing a high standard of service whichever facility you use and whenever you decide to use it.

The minimum standards we aim to deliver when you visit this centre are:

- All changing and toilet facilities are inspected at regular intervals by a member of staff, and any problems dealt with immediately.
- There is always at least one qualified First Aider on duty whenever the centre is open.
- All customers have access to a 'TalkBack' scheme through which their views (both positive and negative) can be made. A response will be made within 4 working days. Issues raised of a general nature will also be displayed.
- Where possible at least 14 days notice will be given of any major changes to the programme or the service.
- All coaches are qualified to a standard stipulated by the relevant governing body.
- In relation to our swimming pools:
  - All pool lifeguards are qualified to the national standards required by the Royal Lifesaving Society and the Institute of Sport and Recreation Management.
  - The water quality of the swimming pool is tested at regular intervals for your safety and comfort.
  - Pool water temperature is maintained between 28°C and 32°C.
  - The water is independently tested regularly to ensure its quality.
- In relation to our childcare provided:
  - The service is registered and monitored by OFSTED
  - All staff are qualified to NVQ II / III in Childcare and Education
- All staff are dressed in appropriately identifiable uniform and where practical wear name badges.
- All equipment is inspected and checked regularly to ensure it is in good, safe working order.
- All our venues have an Emergency Action Plan in which our staff are trained.



In addition to the standards listed, all our staff will always endeavour to be:

- Helpful, courteous and friendly
- Respectful of and responsive to your needs and requirements
- Responsible for the service they provide
- Professional in both knowledge and conduct

To ensure our services are as accessible as possible at this centre we provide the following:

Hearing induction loop	Wheelchair available	Disabled changing facilities	Automatic opening front doors	Baby changing facilities	Internal lift	Pool hoist	Resistance fitness equipment suitable for wheelchair users	Evac Chair
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Should you find any of the standards not to be the case please help us to improve the service we provide by speaking to any member of the staff on duty.

Signed on behalf of all the staff at this centre:

- Centre Manager