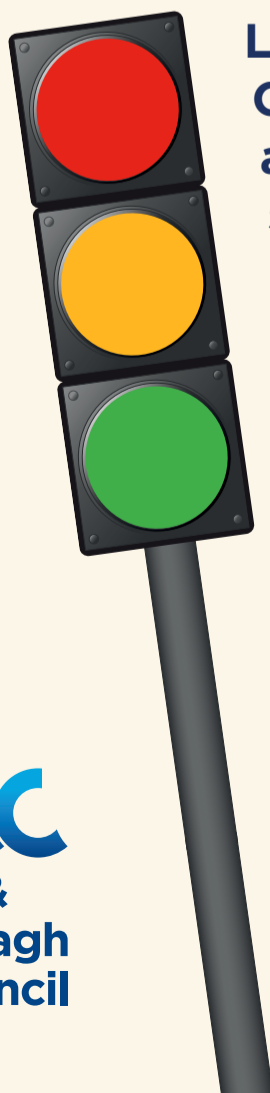


Customer Service Performance Standards

Staffing	94%
Information	91%
Cleanliness	85%
Disabled Access	90%
Quality of Equipment	89%
Value for Money	91%
Health & Safety	89%



Lisburn & Castlereagh City Council's 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 85% of customers rating us either excellent or good in a number of specific service areas across all facilities/services.