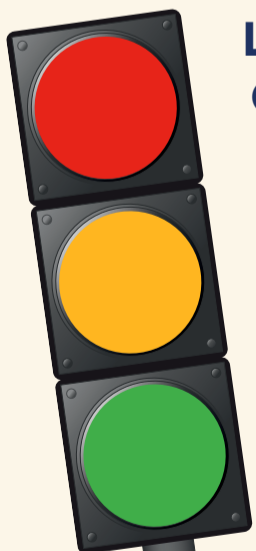


## Customer Service Performance Standards

Staffing	87%
Information	86%
Cleanliness	84%
Disabled Access	85%
Quality of Equipment	87%
Value for Money	86%
Health & Safety	88%



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.