

Meeting the Standard – Coaching and Teaching in the Community

Whatever activity you take part in, Bromley Mytime wants to ensure that it meets your expectations. Customers of all ages and abilities can expect the following standards when taking part in coaching or teaching sessions in community venues not managed by Mytime.

1. Staff

Our staff will be clearly identifiable with name badges, a professional appearance and be polite and friendly at all times. Staff in contact with children will have enhanced Criminal Record Bureau checks and be trained to deliver excellent coaching and teaching programmes. Staff are regularly monitored to continuously improve their standards of coaching.

2. Safety

Staff will welcome all participants, and explain the aims of the programme including arrangements to ensure everyone is comfortable and safe. All staff will have access to a qualified first-aider and be trained to act swiftly and professionally in calling for support to deal with any accident or emergency.

3. Activity Areas

The area for activities will be clear of obstructions and checked as being safe and secure. Equipment will also be checked before use to ensure it is safe, and in good repair. Areas will be set up to be as comfortable as possible including heating and lighting as required.

4. Development

All participants will be informed as to the aims and objectives of each course or session, and encouraged to set their own personal development goals.

5. Customer Feedback

Our talktime customer comment system will be distributed to participants with results regularly fed back to customers. We will acknowledge any complaints within three working days and fully answer within ten working days.

6. Service Restrictions

Bromley Mytime will always endeavour to provide a full service to its customers. If this cannot be achieved for any reason, customers will be told in advance if at all possible.

7. Prices

Our prices will be clearly displayed on our website and any printed material. Changes will be notified to customers at least one month in advance of their introduction or on course renewal.

8. Bookings and Administration

Telephone calls should be answered within 5 rings whilst booking lines are staffed, or you will receive an apology for keeping you waiting. If we are away from reception please leave a message and we will return your call as soon as possible. Out of hours messages will be returned no later than the following working day.

9. Market Research

We will commission surveys to ensure we continue to meet customers' expectations and publish our customer survey results. We will also discuss with organisations including schools and other partners how we can improve programmes and encourage greater participation.

10. Website

The Bromley Mytime website: (www.bromleymytime.org.uk) will provide the latest information on programmes, prices and opening hours. It will also contain information on all Bromley Mytime facilities and services with further contact details and be up to date and accurate.

11. Equality

We will improve access to our services in consultation with representative groups and insure equality for all customers, staff and stakeholders.

12. Reinvesting Surplus

We will re-invest our surpluses in the centres and services that we offer. No money is paid to shareholders – it is our customers that will see the benefit.

If we fail to meet these standards, please let us know and we may reward you for taking the time to help us improve.

If there are other areas which you feel we should be working hard to improve, let us know either at reception or through a talktime form so we can continue to improve the quality of our service.