

Data Label: Public

Service Standards and Customer Consultation

Community and Leisure endeavour to deliver high quality, responsive services that meet local needs and are accessible to the people living in the communities of West Lothian.

We will:

- Deliver a high quality service
- Deliver the service within an appropriate timescale
- Provide you with accurate, comprehensive information
- Keep you informed of the progress of your request
- Ensure our staff are polite and friendly
- Treat all customers fairly

We consult customers and value comments which help us improve our services. Recent comments and service improvements are:

You said 'Could you develop the outside area.' **We did** plant flowers, develop a mud kitchen for our crèche users and got money to install new play equipment.

You said 'The room used is very small – not big enough for the class.' **We did** add another class to our programme and reduced the maximum number of adults in each class.

You said 'Could you vary the healthy eating menu.' **We did** improve the menu and involved parents in developing a new healthy eating policy.

You said 'Make the gym bigger and add more equipment' **We did** change the layout of the fitness gym and added two new machines.

You Said 'Nursery times changes mean less time for Creche drop-ins' **We did** change our drop -in times to fit in better with the new Nursery times.