

Customer Service Performance Standards 2021

Lisburn & Castlereagh City Council's Sports Services Unit aims to provide the very highest standards of Customer Service. To help measure our performance, we gather feedback from customer questionnaires on a regular basis. We aim to achieve a target of **90%** of customers rating us either as excellent or good in a number of areas.

Staffing	95%
Information	86%
Cleanliness of Toilets/Changing	85%
Disabled Access	85%
Quality of Equipment	91%
Value for Money	94%
Health & Safety	96%



Facilities include

- Lagan Valley LeisurePlex
- Dundonald International Ice Bowl
- Lough Moss Leisure Centre
- Glenmore Activity Centre
- Grove Activity Centre
- Kilmakee Activity Centre
- Billy Neill MBE Country Park
- Castlereagh Hills Golf Course
- Aberdelghy Golf Course
- Sports Development

