

# Indoor Leisure Facilities Customer Charter

## Our Promise to You

### Staff

All staff will be identifiable by wearing a uniform and a name badge.

We are committed to providing sufficient supervision of these facilities to conform to national recognised guidelines and, as such, all staff will be trained to the appropriate standards. Depending on the facility you visit, these qualifications may include:

- RLSS Pool Lifeguard Award (or equivalent)
- Level 2 Fitness Instruction
- Level 2 Swimming Instruction
- First Aid at Work Certificate
- Customer Care Training
- Appropriate Sports Coaching Qualifications
- Safeguarding Vulnerable People
- Leisure Watch

In addition to this, all staff will be trained in the Normal Operating Procedures and Emergency Action Plans for the facility they are working in.

### Feedback

We value the comments and opinions that you have as they directly influence the services we provide. In order to allow you to pass on your feedback, each centre operates a 'Customer Comments Scheme'.

All comments and complaints – whether on a comment card, by letter, email or on social media – will receive the management's full attention and will be responded to within 10 working days.

Should you feel the need to comment on the service at any time you may also ask to speak to the Team Leader, who will be glad to assist you.

### Information

Each facility will provide a programme of activities which will include a price list and opening times. These will be displayed on our website at [www.northtyneside.gov.uk](http://www.northtyneside.gov.uk)

Should the facility be closed due to a programmed booking or pre-planned maintenance, a minimum of two weeks notice will be given. This will be advertised via posters at reception, on our website, social media sites and – where possible – by telephone or email for customers with a pre-booked activity.

### Health, Safety and Wellbeing

We are committed to the health, safety and wellbeing of our customers and staff, and as such:

- All facilities will be clean, safe and appropriate for the activity for which they are being used.
- All facilities and equipment will be inspected on a regular basis and recorded.
- Toilets and changing areas will be inspected and cleaned (if necessary) a minimum of every two hours.
- North Tyneside Council operates a child protection and vulnerable adults policy in its leisure centres.

If you require further information on health, safety and wellbeing procedures, please speak to a Team Leader.

### Swimming Pools

All swimming pools under the management of North Tyneside Council have their chemical content measured and checked by staff every two hours. All pools also receive frequent random checks by an independent water testing agency.

All swimming pools try and maintain a water temperature appropriate for their design and purpose, as recommended by the Chartered Institute for the Management of Sport and Physical Activity (CIMSPA).

- **Hadrian Leisure Centre**  
Large Pool: 29°C / 84°F | Small Pool: 30°C / 86°F
- **Waves**  
Main Pool: 30°C / 86°F | Teaching Pool: 30°C / 86°F  
Aquatic Play Area: 30°C / 86°F
- **The Lakeside Centre**  
Large Pool: 29°C / 84°F | Small Pool: 30°C / 86°F
- **Tynemouth Swimming Pool**  
Large Pool: 28°C / 82°F | Small Pool: 30°C / 86°F

## Pool Child Admission Policy

Due to the nature of our pools, we have slightly different child admission policies across the service.

### Waves

- Children aged between 0 and 3 years old must be accompanied in the water by an adult on a one child to one adult basis.
- Children aged between 4 and 8 years old must be accompanied in the water by an adult on a two children to one adult basis.
- Children aged 9 years and over may attend the pool without adult supervision.

### Tynemouth Pool, The Lakeside Centre and Hadrian Leisure Centre

- Children aged between 0 and 3 years old must be accompanied in the water by an adult on a one child to one adult basis.
- Children aged between 4 and 7 years old must be accompanied in the water by an adult on a two children to one adult basis.
- Children aged 8 years and over may attend the pool without adult supervision.

These are minimum guidelines based on industry recommendations. As an accompanying adult you have a responsibility to know the swimming competency of the children in your care, and closely supervise and maintain contact with them at all times. When accompanying weak and non-swimmers, flotation devices must be worn at all times.

There may be occasions where management can waive these conditions by carrying out a local risk assessment. Please contact reception for further details.

Customers must be 17 years or older to access the Health Suites at Waves and Tynemouth Pool.

## Sports / Coach Admission

- All children under the age of 8 must be accompanied by an adult.
- Children under the age of 8 years attending organised activities must remain in the company of an adult until the arrival of the coach or instructor. Adults are still required to remain within the building unless stated otherwise at time of booking.
- Please ask a member of staff or refer to the booking form for the supervision arrangements regarding children's parties.

An 'adult' is defined as anyone aged 16 years and over who is responsible and competent for the safety and wellbeing of any child in their care.

## Photography and Recording of Images

- Photography and the recording of images of any kind are strictly prohibited unless previously authorised by the Team Leader and a consent form obtained.
- In the interest of child protection, the use of mobile telephones is not permitted in changing areas.

## Equal Opportunities Policy

- Available on request.

## Safeguarding Policy

- The safety and wellbeing of children and vulnerable adults is a priority at all North Tyneside Council leisure facilities.
- We believe that all young people and vulnerable adults should be able to participate or attend sport and leisure activities without being placed at risk.
- Employees are trained to take all of the necessary steps to ensure the environment is one which keeps young people and vulnerable adults safe from harm.
- As a service we are committed to treating all of our customers with respect and, in turn, we expect our customers to treat our staff and others the same. The abuse of facilities, the use of foul, abusive and / or discriminatory language will not be tolerated and any necessary appropriate actions will be taken to manage this.

## General Data Protection Regulations

The General Data Protection Regulation and Data Protection Act 2018 protects your privacy and makes sure your personal data is processed fairly and lawfully.

We are committed to protecting and respecting your privacy. We are registered as a 'data controller' as we collect, use and hold personal information about you in order to provide public services.

For a copy of our Privacy Notice, please ask reception or visit [www.northtyneside.gov.uk](http://www.northtyneside.gov.uk)

