

## HERITAGE SERVICES

### Service Standards

**Staff** will be well trained, properly equipped, courteous, knowledgeable, smart, well dressed, willing to identify themselves and to help when asked. There will always be sufficient staff on duty to ensure public safety, including at least one first aider.

**Buildings** will be welcoming, accessible and user-friendly; clean, well-maintained and suitably furnished. Toilets will be clean and inspected regularly.

**Services** will be excellent value for money, clearly described in advance, relevant to people's needs and as accessible as we can make them.

**Information** will be easy for everyone to understand, accurate and well researched and relevant to meet people's needs.

**Collections** will be publicly accessible, even when in store. They will be supported with relevant and accurate documentation and conserved for future generations to enjoy.