

Bath & North East Somerset Council

HERITAGE SERVICES

For Learning, Inspiration and Enjoyment

Service Standards

We aim to provide:

Staff who are knowledgeable, friendly, courteous, easily identifiable and willing to help everybody

Target 90%

Buildings that are user-friendly, accessible, clean, well-maintained and suitably furnished. Toilets that are clean and well stocked

Target 90%

Services which are excellent value, relevant to people's needs and as accessible as possible

Target 90%

Information which can be easily understood and accurate

Target 95%

Collections, whether on display or in storage, that are supported with relevant and accurate documentation and conserved for this and future generations

Target 95%

We aim to ensure: that our customers are satisfied with the quality of the service we provide

Target 95%