



Culture & Leisure Services

Our Commitment to You
Erewash Museum
Customer Service Standards



Our Commitment to You

This leaflet tells you about the standard of service you can expect every time you use Erewash Museum. It also tells you what we will do if the service doesn't meet these standards.

About Us

Erewash Museum is managed by Erewash Borough Council's Culture and Leisure Services directorate.

Culture and Leisure Services supports the Council's vision of 'wanting our borough to be clean, healthy, vibrant, safe and sustainable, and delivering the best for Erewash'. We provide lots of opportunities for everyone in the borough to join in creative and physical activities for fun, life long learning, and to improve your social life and health and well being.

You can find out more about our current and future plans and priorities in the Leisure and Cultural Strategy. You can download a copy of this strategy and also the Council's Corporate Plan from the Council's website: www.erewash.gov.uk, or contact us and we can send you a copy.

Culture and Leisure Services currently employs about 240 full time, part time and casual staff working at the following facilities:

- Erewash Museum
- West Park Leisure Centre
- Sandiacre Friesland sports centre
- Rutland Sports Park (including Pewit golf course)
- Albion leisure centre
- Victoria Park leisure centre
- Cotmanhay pavilion
- Abbotsford community centre
- West Park tennis centre

... and in the following services:

- Tourism and events
- Arts development
- Sport and physical activity development

You can find out more about any of these facilities and services by contacting our staff. Please see the 'useful contacts' list at the back of this leaflet or the council's website: www.erewash.gov.uk

Money £££

We have 2 types of budget:

- **Capital** – for things like main building costs and large machinery
- **Revenue** – for general day to day running costs like wages; gas bills; and cleaning materials

This year's (2007/2008) **revenue** budget for the whole of Culture and Leisure Services is £3.57 million, that's about £77 per year per household in Erewash which is £8.00 less than last year.

The cost of providing Erewash Museum last year was £163,424 that's about 6p a week per household.

£1.7 million was approved last year for **capital** improvement schemes, these included improvements to all 5 leisure centres, Erewash museum and Cotmanhay pavilion.

Another £638,000 will be spent this year on projects such as improving access for people with disabilities, a mobile skateboard park, renovation of the Duchess Theatre and Chatsworth Centre and works at Victoria Park Leisure Centre.

Did you know?

- Erewash Museum was built about 220 years ago at the end of the 18th century. We believe there was a house on the site before that though, as it is shown on Elizabethan maps.
- It was a private house all the way through until the middle of the twentieth century. People who lived in it included doctors and mayors of the borough.
- In about 1946 the house was bought by Michael House School and used as a boarding house for their overseas students and those who lived too far away to travel every day.
- In 1981 the building was bought by Erewash Borough Council and became Erewash Museum, the council already had collections of local history objects which were collected by the local library and these became the basis for our collections now.
- Last year we had over 16000 visitors and we were accredited by the Museums, Libraries and Archives council. We also worked with 1574 school children.
- In the reception area of the Museum on the 'customer services' notice board, we display and regularly update information about how well the Museum is performing against its targets.

Facilities and Services available at Erewash Museum

Erewash Museum is open Tuesdays, Thursdays, Friday, Saturdays and Bank Holidays (except at Christmas) from 10am to 4pm. The Museum is closed throughout January. Entry is free and we try to make all our activities free as well.

The museum has the following galleries:

- The Industrial gallery
- The Stanton gallery
- The Victorian kitchen and scullery
- The Lally gallery, one of our temporary exhibition spaces which changes every 6 weeks.
- The Archaeology room
- The Daily Chores room
- The Life and Leisure gallery
- The Wartime gallery
- The Stables
- The Hayloft, one of our temporary exhibition spaces which changes every 6 weeks.
- We also have temporary exhibitions at Long Eaton Town Hall which change about every six weeks.

There is a great selection of activities for adults and young people of all ages at the Museum. These are just a few:

- School and group visits including tours and object handling sessions
- Drop in activity sessions for children during the school holidays.
- Saturday events throughout the year
- Erewash Heritage Forum, for members of local groups to find out what's happening in the borough.

We can also come to you and bring objects for groups to handle or a virtual tour of our museum. Popular sessions include Victorian Toys and Games and a Mystery Objects Session.

We are also home to various groups such as: **Ilkeston and District Historical Society**, **Ilkeston Astronomy Society** and **the Friends of Erewash Museum**.

For more information about what's on offer, opening hours and how much it costs, please pick up a copy of the Museum's Events and Learning Guide at reception; download it from the museum's website: www.erewashmuseum.co.uk; or contact us and we'll send you a copy.

Customer Charter

We are committed to giving you excellent service every time you visit the Museum.

This means that we will:

- give you high quality services that are value for money
- ask, listen and talk to our customers and non-users about our standards
- try to make sure that our services can be used by everyone who wants to use them
- tell people if we are meeting our standards and if we are not

Our customer charter sets out the quality of services you can expect from us.

Availability of our services:

- Opening hours and details of all our activities will be printed in the Events Guide.
- We will tell you about any changes on the customer services notice board.

Our staff will be:

- Be trained and properly qualified.
- Wear a uniform at all times.
- Wear a name badge at all times.
- Be polite and helpful at all times.
- Treat all customers fairly and sensitively.

The museum areas will:

- Be clean and safe.
- Be checked by staff regularly and action taken when necessary.
- Kept at a comfortable temperature.

Customer Charter

In general, we will:

- Treat you courteously, honestly and fairly.
- Enforce the Council's child and vulnerable adult protection policy.
- Use plain English in all our communications.
- Provide up to date information on our website and on our notice boards.
- Provide information in different ways when you ask, such as large print, audio tape and CD.
- Use a foreign language interpreter through the language line service when you need it.
- Give you help with filling in forms if you need it.
- Keep equipment in good working order.
- Make sure you can talk to us privately when you need to.
- Make sure the museum is clean, safe and well maintained.
- Keep a balanced programme of activities and services which are suitable for all people in our community.
- Keep entry to the Museum free of charge, and also our activities where possible.
- Do regular consultation to ask you how we are doing and to make sure we are meeting your expectations.
- Work at continually improving in all areas of Culture and Leisure Services.

If we haven't met any of these standards, please contact a member of staff or complete a customer comment form (pick one up in the reception area). The name of the museum manager is displayed in the reception area. He / she will be available whenever possible to talk to you.

Your views

Erewash Borough Council is committed to continually improving services. Receiving feedback from customers is an important part of making sure that we continue to meet the needs of our customers.

We would be delighted to hear from you if you have any suggestions on how we could do things better. We would also like to know if you think we are providing good services.

What happens if there's a problem

Sometimes things go wrong. For instance: we know from what you have told us, that in the past we have had a problem with the cleanliness of the toilets. We have a system for you to tell us about problems so that we can deal with them quickly and efficiently.

If you think:

- we haven't done something we should have
- we have done something badly
- we have treated you unfairly or discourteously

then please tell us.

In the first instance, please speak to the Museum Attendant who will try to deal with your complaint on the spot and sort it out for you.

If you are still unhappy, please tell us by filling in the Council's comments, complaints and compliments form, which you can pick up from the reception area.

We display a summary of all the complaints we receive on the Museum's customer services notice board, as well as what we did to resolve the problem.

What we expect from you

We expect to be able to do our jobs free from abuse, threat and assault.

The Council will not tolerate violence and abusive or threatening language towards its staff and is prepared to take appropriate action in supporting staff where necessary.



How to make a comment, compliment or complaint

You can contact us by letter, telephone, fax, e-mail or in person. Tell us whether you want to make a comment, compliment or complaint. You can also do this through your local councillor.

To make a comment, compliment or complaint you can contact us:

By letter to:

- Ilkeston Town Hall, Wharnccliffe Road, Ilkeston, Derby, DE7 5RP
- Long Eaton Town Hall, Derby Road, Long Eaton, NG10 1HU
- Erewash Museum, High Street, Ilkeston, DE7 5JA

By telephone:

- Speak to one of the council's Customer Advisers on 0115 907 2244

By fax:

- 0115 932 9264

By e-mail:

- enquiries@erewash.gov.uk

In person:

- by completing a 'comments, compliments, complaints' form available at:
 - Ilkeston Town Hall
 - Long Eaton Town Hall
 - Erewash Museum
 - Sandiacre Friesland Sports Centre
 - Victoria Park Leisure Centre
 - Albion Leisure Centre
 - West Park Leisure Centre
 - Rutland Sports Park
- Or by downloading the 'comments, compliments, complaints' e-form from the Council's website: www.erewash.gov.uk.

You will receive a letter within 3 working days from the day we receive it. This will tell you who will be dealing with your comment, compliment or complaint. We'll also give you a reference number and the time it will take us to get back to you.

For more information you can pick up the 'comments, compliments, complaints' guide from the Museum reception or contact us and we'll send you a copy.

This leaflet is available in different ways, such as: large print;, audio tape and CD, floppy disk and other languages. We can also offer sign language services. If you need this leaflet in your own language, please contact us using one of the ways below:

If you require this information in your language, please contact the Council using one of the below methods.

“જો તમારે આ માહિતીની તમારી પોતાની ભાષામાં જરૂર હોય, તો નીચેની પદ્ધતિઓમાંથી એકનો ઉપયોગ કરીને કાઉન્સિલનો સંપર્ક સાધો.”

如果您需要您自己语言的此信息，请通过以下方法之一与委员会联系。

“ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖਿਆਂ ਵਿੱਚੋਂ ਕਿਸੇ ਇੱਕ ਤਰੀਕੇ ਦੀ ਵਰਤੋਂ ਕਰਦੇ ਹੋਏ ਕੌਂਸਲ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।”

“ اگر آپ کو یہ معلومات اپنی زبان میں درکار ہوتو، براہ کرم درج ذیل میں سے کوئی طریقہ استعمال کرتے ہوئے کونسل سے رابطہ کریں۔ ”

You can contact us at **Erewash Museum** by:

Telephone: 0115 907 1141

E-mail: museum@erewash.gov.uk

Post: High Street, Ilkeston, Derbyshire, DE7 5JA

Website: www.erewashmuseum.co.uk

Need to contact someone in particular?

Manager	Victoria Geddes	0115 907 2244 Ext. 4603	victoria.geddes@erewash.gov.uk
Collections Officer	Olivia Egan	0115 907 2244 Ext 4602	olivia.egan@erewash.gov.uk

USEFUL CONTACTS

Other facilities and services provided by Culture and Leisure Services

West Park Leisure Centre	Andrew Knight Manager	0115 9461 400	wplc@erewash.gov.uk
Rutland Sports Park	Julie Richardson Manager	0115 9302 033	rutlandsp@erewash.gov.uk
Sandiacre Friesland Sports Centre	Julie Richardson Manager	0115 9490 400	sfsc@erewash.gov.uk
Victoria Park Leisure Centre	Stuart Bailey Acting Manager	0115 9440 400	vplc@erewash.gov.uk
Albion Leisure Centre	Julie Richardson Manager	0115 9440 200	alc@erewash.gov.uk
Sport and physical activity development	Roland Harrison Sport & Health Development Manager	0115 907 2244 extension: 3228	sportsdev@erewash.gov.uk
Tourism and Events	Lisa Morris Tourism & Events Officer	0115 907 2244 extension: 3223	events@erewash.gov.uk
Arts Development	Jo Stockdale Laura Guthrie Arts Development Officers	0115 907 2244 extension: 4604	artsdev@erewash.gov.uk
Assistant Director	Tim Spencer	0115 907 2244 extension 3221	tim.spencer@erewash.gov.uk
Director	Paul Hogan	0115 907 2244 extension 2328	paul.hogan@erewash.gov.uk
Council website			www.erewash.gov.uk