

The Assembly Rooms

Our Service Standards

- The Assembly Rooms will respond to all initial event enquiries within 24 hours
- The Assembly Rooms will follow up all events for formal and verbal feedback within 48 hours post-event
- The Assembly Rooms will recycle a minimum of 90% of waste materials generated annually

Arts Team

Our Service Standards

- The Arts Team will nominate an officer to manage the funding agreement requirements of every individual funded organisation
- The Arts Team meets regularly with each funded organisation in receipt of more than £10,000
- The Arts Team will arrange an information/feedback session on service developments and standards each year for all funded organisations
- The Arts Team will issue a service evaluation survey to funded organisations every three years to check whether the Team is treating them fairly

The Church Hill Theatre

Our Service Standards

- The Church Hill Theatre will respond to all initial event enquiries within 24 hours
- The Church Hill Theatre will follow up all events for formal and verbal feedback within 48 hours post-event
- The Church Hill Theatre will recycle a minimum of 90% of waste materials generated annually

Events Team

Our Service Standards

- The Events team will inform and update elected members and key stakeholders via the 'Red Flag' communication
- The Events team will respond to and co-ordinate enquiries from colleagues, the public and event organisers on all aspects of events within 5 working days

Museums and Galleries

Our Service Standards

- All members of staff will be friendly, courteous and knowledgeable. Staff in our venues will be identifiable and approachable, and will offer their help.
- We have comment cards in our venues. We will respond within 5 working days to all customers who include their contact details when submitting a comment card.
- We will respond within 5 working days to all requests for a loan box.

Usher Hall

Our Service Standards

- We will provide accurate and accessible information about the Usher Hall (concerts, events, pricing, access to the venue, and annual performance figures) on a 24/7 basis through our website - www.usherhall.co.uk (except for periods considered as reasonable down-time for essential maintenance).
- We have comment cards at various locations around the venue. We will respond within 5 working days to all customers who include their contact details when submitting a comment card.
- We aim to reduce our energy use by 20% by 2020 in line with Scottish Government targets.

Public Safety

Our Service Standards

- The Public Safety team will ensure that all events which meet the necessary criteria are considered through Event Planning and Operations Group (EPOG) meetings.
- The Public Safety team will ensure that all Designated Sports Grounds are inspected annually and a safety certificate issued prior to the expiry of a current Certificate where the relevant standards are met satisfactorily.
- For all events considered by the EPOG system, within 8 weeks of the event having taken place, the Public Safety team will hold a debrief meeting or ask for debrief comments.

Public Safety

Our Service Standards

Figure 1 – Decision flowchart for if an EPOG meeting is required for an event

