



## **Programming and Opening Policy**

The purpose of the policy is to provide a wide range of activities/ amenities for all customers based on valid research and review. Venues to open at times that best suit the needs and demands of our customers.

Programming and development Manager will review current activities on a day to day basis to ensure that activities/ programs are well attended and meet the needs of the customers.

No activities sessions will be removed or added to the current program until full research has been carried out.

1. All programming to comply with the companies/venues strategic objectives.
2. All programming to comply with the councils KPIs
3. All programming needs to strive to achieve accessibility for all demographic groups.
4. Government initiatives will be considered when programming is put in place.
5. Research will be carried out on member profiles/national and local trends and non user groups.
6. Attendance reports will be produced to review current performance of sessions.
7. Customer comments or surveys will be reviewed and action taken should this be beneficial to the centre.

Where practicably possible we will endeavour to keep customers informed of any alterations to our service through means of notices, the website, telephone, email and verbal communication at front of house.