

# VICTORIA ART GALLERY SERVICE STANDARDS 2008

## Buildings

The buildings will be welcoming, safe, user-friendly and suitably furnished

- The entrances will be bright and welcoming with main doors open all of the time that the public are admitted
- Clear and helpful messages will be displayed during opening times
- Seating will be provided in each main area
- Rooms and walkways in buildings with public access will be well lit to minimum safe operating levels
- Temperature and humidity levels on site will be monitored
- Barriers in use will be clearly visible all the time

Clean, well maintained and regularly inspected

- Toilets will be inspected and re-stocked at least twice daily and all rubbish and spills will be cleared away
- Cleanliness levels will meet the cleaning specification
- A notice board will be available close to the main entrance with contact details and the procedure for complaints
- Walkways will be kept clear of trip hazards
- Litter will be picked up by members of the staff throughout the day and bins will be emptied daily

As accessible as we can make them

- Entrances and exits will be clearly marked and well lit
- Signage will be positioned in the Gallery entrance and on the main staircase to help visitor orientation on the site

## Collection and displays

The collection will be publicly accessible, on display or in store

- Display cases will be well lit for visitor comfort and also to meet object conservation needs
- Objects will be located on the site in positions that enhance their understanding
- Collections in storage that cannot be moved easily will be made available for public viewing in situ, at least twice a year or by advanced application

Supported by relevant and accurate documentation

- Display captions will be accurate and up to date
- Collections documentation will be maintained in accordance with the UK data documentation standard
- All displays will have captions 99% of the time
- Explanations for temporarily removed exhibits will be displayed 90% of the time

Conserved for this and future generations to enjoy

- 80% of collections will be displayed, stored and catalogued in accordance with the Council's

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## Collection Management Policy

- Vulnerable displays will be protected at all times
- During public opening hours there will always be at least two members of staff on duty in the Gallery to supervise visitors' behaviour and protect the exhibits
- Conservation and repair work will be undertaken in accordance with the principles set out in the Roman Baths Conservation Statement

## Services

Our services will provide excellent value for money

- Admission to the permanent collection and temporary exhibitions will be free to all, except for occasional charged-for special exhibitions on the ground floor
- Refreshment prices will reflect the benefits of the unique and elegant setting
- Half-term activities and access open evenings will be offered free of charge for B&NES residents

Services that are clearly described in advance

- Opening and closing times will be clearly published in all advertising literature and at the point of admission
- Information about the site and its services will be available via the website and telephone information line for 24 hours per day and by e-mail and personal enquiry during opening hours

Relevant to people's needs

- Toilets will be adequately stocked
- Baby changing facilities will be available in the adapted toilet when open
- Shops will be stocked with an appropriate range and level of stock according to the season
- 2 courtesy baby carriers will be available at any one time
- Seating will be available throughout the site
- We will consult regularly with service users on the quality of the service provision through surveys, comments books and focus groups

## Staff

Staff will be well trained and properly equipped

- All Front of House staff will receive Customer Care training at induction and through regular training courses thereafter
- Staff will be competent in their job and able to complete their tasks efficiently
- A supervisor or manager will be available to attend to any problems or queries whenever the building is open
- Staff will be well trained and able to answer questions at the time, 90% at the time of asking
- 90% of more taxing questions will receive an answer within 48 hours
- Correspondence will always be replied to within 15 working days
- Telephones will be answered within 6 rings 80% of the time

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- A trained First Aider will be available

Smart, well dressed and easy to identify

- All Front of House staff will wear easy to read name badges
- Front of House staff will be readily identifiable in a recognisable uniform, which will look well maintained and clean

Courteous, knowledgeable and helpful

- All Front of House staff will be selected for their customer care skills
- All Front of House staff will treat everyone fairly and 95% will receive training on special needs, disability and race equality within 12 months of starting
- Front of House staff will be able to deal with complaints themselves and satisfy 70% immediately
- All staff will be encouraged to increase their knowledge base through training and research

### Information

Information will be clear and easy for everyone to understand

- Information on site will be comprehensive and easy to read
- Language will be easy to understand by the majority of our users, being neither too academic nor patronising
- Every day, information will be freely available on site via leaflets, collection handlists in 5 languages and display boards

Well researched and accurate

- Information that we produce about the site will be up-to date and accurate.
- Information will be available via leaflets, the website, telephone, e-mail or personal visit
- All information given will be well researched and as accurate as possible and can be relied upon for general enquiries or scientific research

Relevant to help people learn and enjoy themselves

- Information will be delivered in interesting and diverse ways to help people learn and to be enjoyable
- Information will be given using a variety of media, to give access to all our users