



Charter of Services

Sports Department

Presentation

Infinity of scientific studies conclude that adequate physical activity and sports practice contribute to improving the general quality of life of people; among other actions, they cement good health or improve it, correct harmful attitudes, prevent diseases or contribute to improve or rehabilitate them, promote socialization and integration, establish positive values of coexistence at all ages, and avoid psycho-social risks derived from Certain lifestyles

In addition, two aspects contribute to assessing the importance of physical activity and sport in the society of the 21st century and specifically, in Benidorm: leisure and tourism; separately or in combination, they can represent, in addition to the benefits mentioned above, a fundamental economic potential, both in terms of income and jobs.

This Charter of Services aims to be an instrument at the service of the people, visitors and citizens of Benidorm, which improves the information and knowledge of the different services that the Department of Sports puts at your disposal and in which we assume our commitment to your needs



Fundamental Principles of the Service Charter

The Charter of Services of the Department of Sports is an informative document addressed to users, citizens and visitors of Benidorm in which the services provided by the Department are collected as well as the rights that assist them while assuming the commitment to the provision of said services and the corresponding corrective measures are established.

What is the Department of Sports?

Sport is one of the basic elements to lead a healthy lifestyle, contributing to improve the general quality of life of people for this reason, the mission of the Department of Sports of the City of Benidorm is the management of sports services and facilities municipal, promoting and developing the sport with its different programs and activities for all types of people or groups.

What is our vision of the future?

The Department of Sports intends that all citizens have access to information on sports services provided, improve their quality, increasing the degree of satisfaction of citizens with the services provided, promoting citizen participation, sports association, as well as the organization of sports competitions.

Therefore, it is essential to implement a sports policy based on criteria of quality, effectiveness and efficiency, developing a detailed strategic model or plan adapted to the idiosyncrasy of the population, an instrument that avoids partial, isolated, subjective or uncoordinated actions, and with Expectations of medium and long term success.

Services we provide

GUILLERMO LOVE SPORTS CITY

- Raúl Mesa Lite PAVILION.
- Central football / handball court.
- Central volleyball court.
- Central basketball court.
- 3 volleyball side courts

POLIDEPORTIVE TRACK 1

- Central handball court, Futsal.
- 1 volleyball center court
- 3 volleyball side tracks

POLIDEPORTIVE TRACK 2

- Central handball court, Futsal.
- 1 volleyball center court

POLIDEPORTIVE TRACK 3

- Central handball court, Futsal.
- 1 central basketball court
- Olympic swimming pool.
- Children's teaching pool.
- Long and short pediments.
- 8-street running track / natural grass soccer field.
- Artificial soccer field.
- Soccer stadium - natural grass soccer field.
- 4 green set tennis courts

ANTONIO LÓPEZ GUERRERO FACILITIES

- 2 Soccer fields 11, convertible into 4 soccer 8, Antonio López Guerrero - C / Zamora.
- Bowling - Bowling Ntra. Ms. Del Sufragio

PALAU D'ESPORTS L'ILLA DE BENIDORM

- It has 15 changing rooms (some of them with an area of about 90 m2.).
- 1 weight room and a cardio room.
- 1 gym.

- 1 indoor pool of 25x12 m. with 6 streets with suspended glass.
- 1 indoor pool 7x12 m. with suspended glass.

Valencian Ball Street:

- 120 m covered building. in length with a height of 20 m.
- 80x8 playing field.
- 2 bleachers with capacity for about 500 people.
- Toilets.
- Cafe service
- Changing rooms.

Outdoor tracks

- Sports court
- 4 paddle courts.
- 2 synthetic grass tennis courts.
- 2 tennis courts of Greenset.

Compromisos e Indicadores

| COMPROMISOS | INDICADORES |
|--|---|
| 1. Prepare the organization chart of the Department and the relationships between jobs and departments that integrate it to know, develop and apply current administrative and service management procedures and systems, as well as adaptations to new programs and technologies implemented. | Number of meetings with employees to learn about organizational chart changes, changes in processes or protocols, adaptations, need for improvements, revisions, etc. Number of work meetings, in each section or department, between its members and their direct managers. |
| 2. Create work groups for activities that involve different departments. | Number of specific work groups and management meetings. |
| 3. Develop a SWOT analysis that allows to know the needs of sports in the city. Subsequently develop a CAME analysis to define decision making after knowing the results of the SWOT analysis. | Number of SWOT analyzes performed. Number of CAME analyzes adapted to the previous SWOT matrix. |
| 4. Cover the personnel deficit by adapting the number of workers to the administrative and operational needs. | Number of staff additions in the different departments. |
| 5. Facilitate and promote professional development through training and specialization activities. | Number of activities and courses taken. |
| 6. Improve levels of satisfaction and occupational health of workers. | Number Meetings or mediation actions to overcome conflicts and to improve job satisfaction. |

| | |
|---|--|
| 7. Coordinate participation in the organization of sports activities and events. | Number of participations in the organization of sports activities or events. |
| 8. Prevent risks related to jobs, estimating potential risks such as exposure to chemicals or solar radiation, ergonomic or physical deficits, etc. | Number of activities or actions related to occupational risk prevention. |
| 9. Censor both existing facilities and areas and spaces available for sports activity, in order to conduct a study and establish criteria for use and use of sports facilities. | Number of municipal sports facilities and spaces and specifications for their use. Number of meetings on criteria for the use and exploitation of municipal sports spaces and subsequent revisions. |
| 10. Review the status of existing sports facilities and the need to correct deficiencies. Establish action, maintenance and energy sustainability plans. | Number of reviews of facilities and equipment. |
| 11. Correct, modify and distribute information on regulations and conditions of use of sports facilities. | Number of regulations created, general or specific, on the use of facilities and spaces. |
| 12. Establish and / or review the safety and emergency protocols in sports facilities. Make a diagnosis, prepare accessibility and mobility plans and signal the areas that require it. | Number of revisions on security, mobility and accessibility protocols and their subsequent modifications. Number of emergency simulations. |
| 13. Inventory all sports equipment and equipment that meets the appropriate conditions for its use. | Number of inventories made. |
| 14. Establish plans to review, repair, maintain and improve existing sports equipment. | Number of incidents and damage of the material and its possible repairs. Number of periodic reviews on the condition of the material and equipment. |
| 15. Conduct studies on repair or acquisition needs of new material and equipment. | Number of spare or purchased sports equipment or equipment. |
| 16. Design communication strategies and campaigns to disseminate information on regular sports activities or specific or specific information. | Number of communications made about sports information. |

| | |
|--|---|
| 17. Communicate to users detailed information that facilitates the means and methods of enrollment in activities or rental of facilities. | Number of communications to users through physical material and corporate website. |
| 18. Promote physical activity and sport in specific sectors such as: educational and training centers, people with functional diversity, elderly people, companies, minorities at risk of exclusion, spontaneous practice, etc. | Number of specific sports promotions: sport in training stages, people with functional diversity, seniors, companies, minorities at risk of exclusion, unregulated spontaneous practice, etc. |
| 19. Adapt and normalize the use of social networks and the corporate website to activate a communication that encourages feedback between users and administration. | Number of interactions produced with users in social networks. |
| 20. Use the Spanish, Valencian and English languages to promote the events. | Number of communications made using the Spanish, Valencian and English languages. |
| 21. Interact with citizens through surveys or questionnaires about sports habits, satisfaction, suggestions and sports assessment. | Number of surveys distributed to learn about sports habits and the opinion of citizens on aspects related to sport. |
| 22. Update new technologies in all the processes that integrate sports services: access and its control, online management, etc. | Number of new technologies incorporated into each sport use or management process. |
| 23. Census all sports entities registered in the City of Benidorm. Periodic update. Plan and establish collaboration agreements with clubs and sports associations of Benidorm for the use, organization, sponsorship or collaboration in sporting events. | Number of entities and sports associations registered in the City Council. Number of agreements approved. |
| 24. Establish a calendar of meetings with sports agents involved in local sport. | Number of collaborations with clubs and sports associations of the City regarding sports facilities, of material or personnel type. Number of meetings with each agent or groups of sports agents involved in sports activities. |
| 25. Collaborate directly with the rest of the councils of the municipality of Benidorm or other public bodies for the organization and planning of activities. | Number of collaborations with other departments or public or private management organizations. |
| 26. Adapt the offer of public prices so that it balances the amortization of costs. | Number of reviews of public sports prices. |
| 27. Study the possibilities of public management, private management or mixed management regarding sports activities. | Number of studies conducted on the feasibility of public, private or mixed management. |

| | |
|---|---|
| 28. Adapt the economic endowment to the demands of sports and tourism. | Number of economic games to adjust demands and sports needs. Number of specific allocations to attract active and sports tourism. |
| 29. Take advantage of the different grants and subsidies that are published at Community, national or European level. | Number of subsidies and grants, material and economic benefits. |
| 30. Organize municipal physical-sports activities of a participatory and recreational nature, punctual or periodic. | Number of recreational-non-professional sports participation activities. |
| 31. Organize events and activities of a competitive nature organized by the Department of Sports. | Number of competitive activities. Number of participants in competitive sports activities. |
| 32. Promote campaigns to promote physical activity and sport through schools and municipal sports courses. | Number of Municipal Sports Schools Number of participants in the Municipal Sports Schools Number of Summer Sports Courses Number of participants in the Summer Sports Courses |
| 33. Guarantee physical-sports activity in educational centers as a fundamental part in the physical and psychological development of people. Educate, promote and disseminate physical and sports activity in these centers. Raise awareness among children and young people about the relationship between sports and sports with the general health of the individual and the promotion of positive values. | Number of municipal sports monitors that perform their functions in the educational centers of Benidorm. |
| 34. Cooperate with the centers guaranteeing and promoting participation in the School Sports Games and integrating into the Educational Project of the Center. | Number of activities dedicated to school sports. Number of students participating in activities dedicated to school sports. Number of teams participating in the School Games of the Generalitat Valenciana. Number of students participating in the School Games of the Generalitat Valenciana. Number of activities of any kind in which the municipal sports monitor collaborates with the educational center. |

| | |
|--|---|
| <p>35. Collaborate with clubs and sports organizations providing facilities, equipment, personnel, promotion, etc.</p> | <p>Number of facilities procured to associations, local private clubs and other entities. Number of offices, rooms or warehouses provided. Material number and equipment provided. Number of personnel assigned to the Department of Sports dedicated to collaborating with associations, local private clubs and other entities Number of collaborations in the promotion of events.</p> |
| <p>36. Evaluate the participation of federated sport in the whole sport practice of the population.</p> | <p>Number of federated teams existing in the City. Number of federated participants belonging to such associations, local private clubs and other entities</p> |
| <p>37. Organize extraordinary sporting events and activities that are characterized by their significance or magnitude.</p> | <p>Number of major sporting events or extraordinary character. Number of participants in major sporting events.</p> |
| <p>38. Collaborate in events and sports activities of high level or significance organized by other organizations or sports federations.</p> | <p>Number of collaborations in activities carried out by sports organizations or federations.</p> |
| <p>39. Impact of extraordinary activities and major events in the media as a promotion of Benidorm.</p> | <p>Number of references of these events in the media.</p> |

Rights of visitors and users

Visitors and users have the right to:

1. Clearly identify the administrative unit that is competent for the provision of the required service.
2. Receive general administrative information in person, by telephone and electronically, efficiently and quickly.
3. Be treated with respect and consideration.
4. Receive real and truthful administrative information.
5. Choose the channel through which to interact with the Department.
6. Obtain information through electronic means of the procedures and necessary procedures to access the activities of the service and for its exercise.
7. The security and confidentiality of the data contained in the files, systems and applications of the Department.
8. The quality of public services provided electronically by the agency.
9. Collaborate and participate with the Department of Health by making inquiries, proposals or comments through email, by phone or by mail.

10. Submit suggestions and complaints in person, through the electronic office or by mail.

Breach of commitments

In case of breach of the commitments contained in this Service Charter, the Department of Health proposes the following measures:

- Preferably execute the procedures that are affected by the commitments acquired in this Charter of Services without prejudice to the citizen's right to submit the pertinent complaints and suggestions.
- Communication of apologies from the head of the organization in which the corrective measures are reported to correct the breach.
- At the request of the affected persons, meeting with the head of the organization in which they will be given timely information of the corrective measures to remedy the breach.
- The communication will be carried out, preferably via email or through the electronic headquarters to make the response more flexible and faster.

Schedule, location and contact

CIUDAD DEPORTIVA GUILLERMO AMOR

Raul Mesa Pavilion

Avd. Ciudad Deportiva, 21

03503

Tel .: 966804814

E-mail: polideportivofoietes@benidorm.org

Hours: Weekly from 8:00 a.m. at 24: 00h.

ANTONIO LÓPEZ SPORTS FACILITIES.

C / Zamora, 8

03503

Hours: Weekly from 8:00 a.m. at 24: 00h.

VINENTE PÉREZ DEVESA TRINQUET.

Camí Assagador de Barrinada, 14

03503

Phone: 637456248

Schedule of games according to league.

SPORTS COUNCIL

Address: Plaza SSMM Reyes de España, 1. Third floor

03501 Benidorm (Alicante)

Hours: 7.45 a.m. to 3.15 p.m.

Tel: sports@benidorm.org

Web: <http://www.benidorm.org/>

PALAU MUNICIPAL D'ESPORTS L'ILLA DE BENIDORM AND PATINODROMO

Partida Salto del Agua, 23

03502 Benidorm, Alicante

Tel: 966 831 050

Schedule:

Mon-Wed: 7: 30-23: 00 hours

Thursday: 8: 00-23: 00 hours

Friday: 7: 30-23: 00 hours

Saturday: 8: 00-0: 00 hours

Sunday: 8: 00-22: 00 hours