

TONBRIDGE & MALLING BOROUGH COUNCIL

LEISURE and ARTS ADVISORY BOARD

14 January 2008

Report of the Chief Leisure Officer

Part 1- Public

Matters for Information

1 QUEST AWARD

Summary

This report advises the Board of the successful outcome of the recent Quest assessment at the Angel Centre.

1.1 Background

1.1.1 The Board will recall the report and short presentation given by the Leisure Contracts Manager (LCM) at the last meeting of this Board on 15 October 2007.

1.1.2 It was agreed at the meeting that the Leisure Services Business Unit (LSBU) continue the programme of Quest assessment at each of the Council's indoor leisure facilities.

1.1.3 The Angel Centre (AC) was scheduled for reassessment in November 2007.

1.2 Angel Centre Assessment

1.2.1 I am delighted to advise the Board that the outcome of the recent Quest assessment at the AC resulted in a quality score of 81%. This achievement places the AC equal 8th on the most current database of 780 registered leisure sites nationally. The assessment score reflects the hard work of the staff at the AC, and demonstrates the ongoing commitment to meeting customer needs.

1.2.2 The final report is awaited from the assessor and I am therefore unable to advise on particular strengths or any suggested improvements. Once received, a copy of the report will be made available for Members upon request.

1.2.3 The assessment of the AC means that all three of the indoor leisure sites owned and operated by this Council are now above the 75% 'highly commended' Quest threshold.

1.2.4 I am sure the Board will be pleased to note the outcome and be reassured that continuous improvement, the fundamental principle of Quest, is evident in the delivery of this Council's leisure service.

1.3 Legal Implications

1.3.1 None.

1.4 Financial and Value for Money Considerations

1.4.1 The cost of Quest assessment is met from the LSBU revenue budgets.

1.5 Risk Assessment

1.5.1 The LSBU operational risk register does not recognise Quest specifically in terms of existing control of risk. However, the assessment and adherence to the principles within Quest does test many statutory requirements in terms of health and safety, employment law and operational management.

Background papers:

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Assessment Report

File Reference MG247

Robert Styles

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