

TONBRIDGE & MALLING BOROUGH COUNCIL

LEISURE and ARTS ADVISORY BOARD

17 March 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 Larkfield Leisure Centre (LLC).

1.1 Background

- 1.1.1 The Board will recall the presentation given by the Leisure Contracts Manager (LCM) at the meeting of this Board on 15 October 2007 and the subsequent report on 14 January 2008 regarding the successful reassessment at the Angel Centre.
- 1.1.2 The report associated with the presentation recommended that the Leisure Services Business Unit (LSBU) continued the programme of Quest assessment at the Council's indoor leisure facilities.
- 1.1.3 LLC was scheduled for reassessment in February 2008.

1.2 Assessment Result

- 1.2.1 I am very pleased to advise the Board that the outcome of the recent assessment at LLC resulted in a quality score of 82%. This compares with the previous score of 78%. This achievement places LLC equal 9th on the most current database of 805 registered leisure sites nationally. LLC is now the equal highest ranked site in Kent and the three indoor leisure facilities owned and operated by this Council occupy three of the top five assessed site scores in the County.
- 1.2.2 At the time of writing the final report is awaited and therefore I am unable to advise on particular strengths noted by the assessor. I will, however, ensure a copy of the report is available for inspection at Members' request.
- 1.2.3 This result maintains the status of all three of the indoor leisure sites owned and operated by this Council 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 existing 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.

1.6 Policy Considerations

1.6.1 Healthy Lifestyles, Customer Contact

Background papers:

contact: Martin Guyton

Assessment Report
File Reference MG247

Robert Styles
Chief Leisure Officer