

TONBRIDGE & MALLING BOROUGH COUNCIL

LEISURE and ARTS ADVISORY BOARD

18 May 2010

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.

1.1 Background

1.1.1 The Board will be aware that Quest is the UK National Scheme for Quality in Sport and Leisure. The award is endorsed and supported by the four home country Sports Councils and supported by a wide range of industry organisations who have played an important role in developing the scheme.

1.1.2 It is a tool for continuous improvement that defines industry standards and good practice and encourages their ongoing development and delivery within a customer focused management framework. Assessment involves a biennial two day assessment focussed on 22 management issues under the four broad headings of Facilities Operation, Customer Relations, Staffing and Service Development & Review.

1.1.3 Larkfield Leisure Centre was scheduled for reassessment in March 2010.

1.2 Assessment Result

1.2.1 I am very pleased to advise the Board that the outcome of the recent assessment at Larkfield Leisure Centre resulted in a quality score of 91%. This compares with the previous score of 82%. This achievement places Larkfield Leisure Centre equal 4th on the most current database of 950 registered leisure sites nationally.

1.2.2 The final report has been received and an electronic copy can be made available to Members on request. Understandably the scores are high across all of the management issues but it is particularly pleasing to note that a 'perfect' 10 was achieved for marketing.

1.2.3 This result means the status of all three of the indoor leisure sites owned and operated by this Council is graded on or above the 84% 'Excellent' Quest

threshold. Only 47 sites nationally have achieved this status and the current list is shown at **[Annex 1]**. The Board will note that many of the highest performing centres are regional or national facilities. Consequently the three sites owned and operated by this Council are the three highest scoring facilities in the County and the only ones with excellent status.

- 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 Leisure Services Business Unit 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 Asset Management, Business Continuity/Resilience, Community, Customer Contact, Healthy Lifestyles, Health and Safety, Human Resources

Background papers:

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File Reference MG247

Quest Assessment Report

Robert Styles

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