

TONBRIDGE & MALLING BOROUGH COUNCIL

LEISURE and ARTS ADVISORY BOARD

23 May 2011

Report of the Chief Leisure Officer

Part 1- Public

Matters for Information

1 QUEST AWARD – TONBRIDGE SWIMMING POOL

Summary

This report advises the Board of the successful outcome of the recent Quest assessment at Tonbridge Swimming Pool.

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 which have played an important role in developing the scheme.

1.1.2 Quest 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 Tonbridge Swimming Pool was scheduled for reassessment in March 2011.

1.2 Assessment Result

1.2.1 I am very pleased to advise the Board that the outcome of the recent assessment at Tonbridge Swimming Pool resulted in a quality score of 91%. This compares with the previous score of 84%. This achievement places Tonbridge Swimming Pool along side Larkfield Leisure Centre at equal 4th on the most current database of 974 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.

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 55 sites nationally have achieved this status and the current list of

these sites is shown at **[Annex 1]**. The Board will note that many of the highest performing centres are regional or national facilities. In addition the Board will note the three sites owned and operated by this Council are the three highest scoring facilities in Kent 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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Nil

Robert Styles
Chief Leisure Officer