

TONBRIDGE & MALLING BOROUGH COUNCIL

LEISURE and ARTS ADVISORY BOARD

10 December 2012

Report of the Chief Leisure Officer

Part 1- Public

Matters for Information

1 QUEST ASSESSMENT – LARKFIELD LEISURE CENTRE

Summary

This report updates members on the recent Quest assessment at Larkfield Leisure Centre.

1.1 Background

- 1.1.1 The Board may recall the presentation made by the Leisure Contracts Manager to its February meeting that outlined the significant changes to Quest, the UK National Quality Award for Sport & Leisure.
- 1.1.2 The scheme has been overhauled to provide a tougher, more relevant challenge to facilities and operators based around a cyclical approach of 'Plan, Do, Measure, Review and Impact' and also includes a greater emphasis on a pre-assessment mystery visit.

1.2 History

- 1.2.1 Quest was launched in the late 1990s and remains the only recognised quality award within the industry. The previous scheme had over 1,000 registered sites across the UK.
- 1.2.2 The Board will be aware that all three of this Council's indoor leisure facilities were amongst only 67 sites nationally graded 'Excellent' under the previous scheme. Larkfield Leisure Centre and Tonbridge Swimming Pool were actually equal 5th on the benchmark list with a quality score of 91%.

1.3 The New Scheme

- 1.3.1 The new scheme does not provide a score but instead places each assessed module in a band of Unsatisfactory, Satisfactory, Good or Excellent and provides an overall grading using the same bands. In addition, the leisure facilities must pass all elements of a statutory health and safety declaration without which the site cannot be graded.

- 1.3.2 Early in the life of the revised scheme, in February this year, the Angel Centre undertook a full assessment and was graded Good overall. This was seen as a successful first attempt at the new scheme with the Angel receiving a banding of 'Excellent' for Customer Experience, eight 'Good' and just two 'Satisfactory' bandings. At this point in the scheme no site nationally had been graded 'excellent' overall and at the end of August the Angel Centre sat 38th on the league table of nearly 500 assessed sites (top 10%).

1.4 Larkfield Leisure Centre

- 1.4.1 Larkfield Leisure Centre was assessed in early September and I am very pleased to announce that the Centre maintained the overall banding of 'Excellent', one of just 12 of the aforementioned 500 sites to achieve this accolade date. This includes a number of high profile and national sports facilities such as Bisham Abbey. At the time of writing the latest league table that will provide a definitive place on the national list has not been published, but I hope to update Members at the meeting.
- 1.4.2 The bandings for all the assessed modules are show in the table below:

Module	Banding
Business Planning	Excellent
Continuous Improvement	Excellent
Customer Experience	Excellent
Team	Good
Cleanliness & Housekeeping	Excellent
Maintenance & Equipment	Good
Environment	Good
Health & Safety Declaration	Pass (only option is Pass/Fail)
Lifeguarding	Excellent
Swimming Lessons	Excellent
Financial Management & Performance	Excellent
Customer Insight (Research & Feedback)	Excellent
Overall	Excellent

- 1.4.3 The banding represents an outstanding result for the Centre management, all the staff at Larkfield Leisure Centre and the cross contract Management Team of the LSBU. It also reflects on the continued support and commitment of Members to the provision of high quality leisure facilities in the Borough.
- 1.4.4 A copy of the full report is available electronically at Members' request. The Executive Summary is replicated at **[Annex1]**.

1.5 Future Assessments

- 1.5.1 Tonbridge Swimming Pool is scheduled for a full assessment in March/April 2013.

1.6 Legal Implications

1.6.1 None.

1.7 Financial and Value for Money Considerations

1.7.1 The cost of participation in the scheme is met from existing LSBU revenue budgets and is just over £1,000 per site per annum. I believe this represents excellent value for money, offering reassurance to Members that the facilities continue to be measured externally against best practice industry benchmarks.

1.8 Risk Assessment

1.8.1 The Indoor Leisure 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.

1.9 Policy Considerations

1.9.1 Customer Contact, Health and Safety, Human Resources.

Background papers:

contact: Martin Guyton

LLC – Quest Assessment Report 2012

Robert Styles
Chief Leisure Officer