

TONBRIDGE & MALLING BOROUGH COUNCIL

LEISURE and ARTS ADVISORY BOARD

16 September 2013

Report of the Director of Street Scene & Leisure

Part 1- Public

Matters for Information

1 QUEST ASSESSMENT – TONBRIDGE SWIMMING POOL

Summary

This report updates members on the recent Quest assessment at Tonbridge Swimming Pool

1.1 Background

1.1.1 The Board may recall the presentation made by the Leisure Contracts Manager to the 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 significantly 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 iteration of the 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 all time 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 site 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 the Angel Centre undertook a full assessment and was graded Good overall. This was 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.
- 1.3.3 Larkfield Leisure Centre was assessed in September 2013 and achieved the overall banding of 'Excellent', one of just 12 sites to achieve this accolade nationally at that time.

1.4 Tonbridge Swimming Pool Assessment

- 1.4.1 The assessment at Tonbridge Swimming Pool was undertaken in May 2013 and I am pleased to report that the site also achieved the overall banding of 'Excellent'. The Pool now joins Larkfield as one of only 30 'Excellent' sites of 613 assessed nationally under the new scheme. It is also worthy of note that the Pool achieved the 3rd highest Day One score nationally for the core modules that all sites are assessed against.
- 1.4.2 I think it is worth recording for the Board's benefit the bandings for all the assessed modules in the table below;

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

- 1.4.3 It is also worth recording that every site undertakes an 'unscored' module. The Pool elected the extended Health & Safety module and received an excellent banding.
- 1.4.4 The banding represents an outstanding result for the Centre management, all the staff at the Pool 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.
- 1.4.5 A copy of the full report is available electronically if Members require one however the Executive Summary is replicated at **[Annex1]**.

1.5 Legal Implications

- 1.5.1 None

1.6 Financial and Value for Money Considerations

- 1.6.1 The cost of participation in the scheme is met at present 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. It will be a requirement of the Management Agreement with the new Leisure Trust that all the leisure facilities will continue to achieve Quest.

1.7 Risk Assessment

- 1.7.1 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.

1.8 Policy Considerations

- 1.8.1 Customer Contact, Health and Safety, Human Resources.

Background papers:

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