

**CONTRACT SERVICES COMMITTEE - 20 JANUARY 1998****QUALITY ACCREDITATION****REPORT BY CONTRACT SERVICES MANAGER****ABSTRACT**

The purpose of this report is to seek homologation of the Contract Services Manager's decision that Contract Services adopts QUEST as the "quality scheme" for the management and day-to-day running of the Council's leisure facilities.

**1. RECOMMENDATION**

It is recommended that the Contract Services Committee approve and homologate the contents of this report.

**2. BACKGROUND**

The contract for the management of the ex-Angus District Leisure Centres is due for renewal on 1 January 1998 under the 1988 CCT legislation. The new tender document prepared by Recreation Services for re-tendering of the contract included a number of changes, one of which is the requirement that the successful tenderer must have in place an approved "quality scheme" for the management of leisure facilities.

Contract Services investigated various options available which would allow the department to comply with the tender requirements. Members will be aware that as a result of the moratorium introduced by the new Government, the Leisure Management contract may not require to be retendered.

**3. CURRENT POSITION**

Contract Services Department management believes that the department should adopt the philosophy of quality systems, as detailed in the department's Business Plan for 1997/98. In practice this will assist the department in improving the overall service provided to customers and aid the Council in proving that it provides "best value" in the provision of these services. The Chief Executive also supports this view.

Several "Quality Schemes" were investigated, looking at both the department as a whole and at the individual services within the department. After much deliberation, the conclusion was reached that no one scheme at present meets the practical needs of the wide variety of services provided by the department. In addition, experience in instigating and operating a quality scheme would be desirable prior to incorporating a scheme across all services within the department, therefore the decision was made to concentrate on the provision of a quality system within Leisure Management. Various options were considered with opinion finally centring on BS EN 9000 managed by the British Standards Institute and Quest managed by Associated Quality Services Limited.

**4. PROPOSAL**

It is proposed that full Quest qualification should be sought for all indoor leisure facilities in 1998/99 and that a preliminary assessment be arranged by a qualified assessor in the current financial year to confirm the department's self-assessment.

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## 5. FINANCIAL IMPLICATIONS

Negotiations have been carried out with the Consultancy who manage the scheme who have agreed that if all nine Centres are assessed the fee would be in the order of £6,000 instead of the standard £8,250 for both the preliminary and actual assessment . These charges can be contained within the existing departmental budgets but should be self-financing due to managerial improvements arising from the scheme.

Qualification lasts for two years and is optionally renewed by repeating the full assessment procedure at similar costs.

## 6. CONCLUSIONS

Quest was selected as the most appropriate scheme for Leisure Management for the following reasons:-

1. Quest has been designed specifically for the Sport and Leisure Industry.
2. Quest is the UK Quality Scheme for sport and leisure.
3. Criteria for registration is uniform across the UK and is therefore the industry standard.
4. The scheme is targeted primarily at public leisure facilities.
5. The scheme has been developed by the industry, for the industry.
6. The scheme is endorsed by the four national Sports Councils who also provided financial support to set up and launch the scheme.
7. The philosophy behind the scheme relates very closely to the Business Excellence Model, which may ultimately be suitable for the department, or council, as a whole.
8. The cost of registration, etc. is virtually identical to other Quality Schemes.
9. The system is based on self-assessment with a Consultant's final overview.

In order to verify the suitability of the scheme the department bought a copy of the "Manager's Guidance Pack" and had the Self-Assessment Section completed by the Operations Managers at all Centres. There was unanimous enthusiastic support for the scheme.

## 7. CONSULTATION

The Chief Executive, Director of Finance and Director of Law and Administration have been consulted in the preparation of this report.

**M P Graham**  
**Contract Services Manager**  
**December 1997**

No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing this report.