

## ANGUS COUNCIL

CONTRACT SERVICES COMMITTEE - 18 AUGUST 1998

QUALITY ACCREDITATION

ITEM No. 2

REPORT BY CONTRACT SERVICES MANAGER

**ABSTRACT**

The purpose of this report is to advise the Contract Services Committee on the progress made on Quality Accreditation.

**1. BACKGROUND**

Further to report 54/98 of 20 January and Article 2 of 2 June, Jean Rae, Area Manager for Arbroath and Carnoustie, was seconded as *Quest* Project Co-ordinator and started working on *Quest* at the end of May 1998.

A timetable (copy attached) was drafted as a guide to the sequence of events and processes to be developed, culminating in External Assessment in May/June 1999. The aim is for all nine facilities to have *Quest* Registration by 1<sup>st</sup> July 1999.

The first part of the timetable was devoted to informing staff about *Quest* and providing opportunities for staff to be trained in the relevant areas.

**2. PROGRESS TO DATE****28 May - 30 June 1998**

Communicating an understanding of *Quest* and the values of continuous improvement throughout all the leisure facilities has taken priority.

A Leisure Management *Quest* Newsletter, a copy of which is given to each individual member of staff in all the leisure facilities, has been initiated with Issue No.1 circulated at the end of May 1998. (Latest edition attached for information)

Staff information meetings were arranged in each area, dates and venues were published in Issue No.1 of Leisure Management's *Quest* Newsletter. Jean Rae and Duncan Inglis, Head of Leisure Services (Contracts) fronted these meetings and staff were encouraged to attend and ask questions.

Each facility selected a Self-Assessment Team by mid June 1998, with members of the team coming from all sectors of staff within the facility. Jean Rae visited all nine facilities to meet the Self-Assessment Teams. These meetings were arranged to make sure that the teams understood about *Quest* and continuous improvement, and to ensure that the staff were clear what was involved in the self-assessment and the external assessment.

Jean Rae and Barry Stirling, Operations Manager, Lochside Leisure Centre, attended a *Quest* Internal Assessors Course covering all aspects of planning, conducting and reporting of an Internal *Quest* Assessment. The course finished with a formal examination, the result of which should be available by the end of July 1998.

**1<sup>st</sup> July - 21<sup>st</sup> July, 1998**

An "Understanding *Quest*" Workshop was arranged and held on 1 July 1998 in Arbroath Sports Centre. The Workshop was led by Steve Woods, Technical Co-ordinator for *Quest*.

The Workshop was a mixture of presentations, group discussions and group working. Group interaction and questions and answers were encouraged throughout the day.

In terms of 'Understanding *Quest*' and generating enthusiasm and motivation for the initiative, the seminar was very successful.

Document Control System and Policy Statements, which will form the basis for the Integrated Management System, have been drafted and circulated for comment. The Integrated Management System will document agreed ways of operating - documented where necessary for communication and will cover all areas of the organisation.

Arrangements have been made between 17 and 28 August 1998, covering all facilities, to train the nominated staff in the Document Control System.

### **3. PRESENT STATUS**

Leisure Centre Specific Self-Assessment Teams are presently carrying out the Self-Assessments, the target date for completion is 21 August 1998.

### **4. NEXT STEPS**

The self-assessments will identify strengths and areas for Improvement. The facilities will then need to identify the priorities and make out an Action Plan of what needs to be done. Improvement Teams will be set up to identify and discuss possible improvements and action these tasks. The Improvement Teams and action plans should be in place by the beginning of September 1998.

Jean Rae and Barry Stirling will set up an internal audit programme. This will determine the adherence to the planned and required arrangements and monitor the effectiveness of these arrangements. An Internal Audit Programme will be set up in each facility to establish the effectiveness of the system, compliance with *Quest* standards and the actual implementation of the systems.

The facilities will be encouraged to set up internal 'benchmarking' groups between facilities and areas, where staff can meet, compare and improve their systems.

**M P Graham**  
**Contract Services Manager**  
**29 July 1998**

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.

# Quest Newsletter

Issue 3

20th July 1998

## "DOCUMENT CONTROL"

Document control was due to be in place by mid July, 1998, due to the complexity of the section, and holidays it has been decided to put back the training in document control. Jean Rae will be visiting the facilities between 17th August and 28th August, 1998 to train staff in the Document Control.

## POLICY STATEMENTS.

The corporate policy statements have been drawn up and should be available for issue at the beginning of August, 1998.

For information, explanation or to give your comments or news for the next Newsletter. Phone:- Jean Rae: (Mon & Fri) 01241 872999 (Tues/Wed/Thurs) 01307 473263. Mobile: 0410 703228

## "Understanding Quest Workshop"

An "Understanding Quest Workshop" was held on 1st July, 1998 at Arbroath Sports Centre. The Workshop was led by Steve Woods, Quest

Technical Coordinator. Steve travels and promotes Quest throughout the UK. Steve is a Leisure Professional. He was selected as an

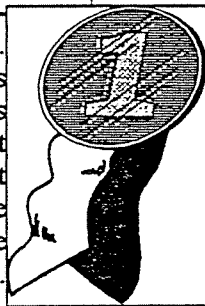
Assessor for the Pilot of Quest in 1995 and assisted with the development of the scheme criteria.

The workshop started by looking at the changes that have taken place over the last 10 years or so. There was then some considerable discussion about Quality - 'what are your perceptions of quality.' Expectations are different.

We need to know expectations; staff need to be trained

and committed to Quest; plans of what we need to do and how have to be drawn up.

There were practical sessions where the criteria was considered. The teams spent some time analysing the management issues. The next



Leisure management Contract Services is committed to Quest

practical task

was to carry out self assessment on a few of the management issues. All issues were looked at and teams were starting to identify areas for improvement.

Barriers identified were: (1) Time and (2) Change

The teams will be able to go back to their own facilities and pass on the information gained to other staff.

Call Jean Rae and give your comments on the Workshop.

## Self Assessment

Following the one day 'Understanding Quest' Workshop all facilities should be planning to carry out the self assessments.

Each facility have identified a Self Assessment Team. Each member (staff representatives) should meet with their own team. These teams should reach a consensus of opinion of how

much each of the management criteria is met and complete the Self Assessment form.

The Self Assessment Team will discuss the forms, and reach a consensus on how much the criteria has been met.

Target Date for Completion; 21st August, 1998

## Areas for Improvements

After carrying out the Self Assessment and deciding where the strengths lie, areas for improvement will be identified.

Each facility will then need to identify the priorities. Remember look at the key areas for service delivery.

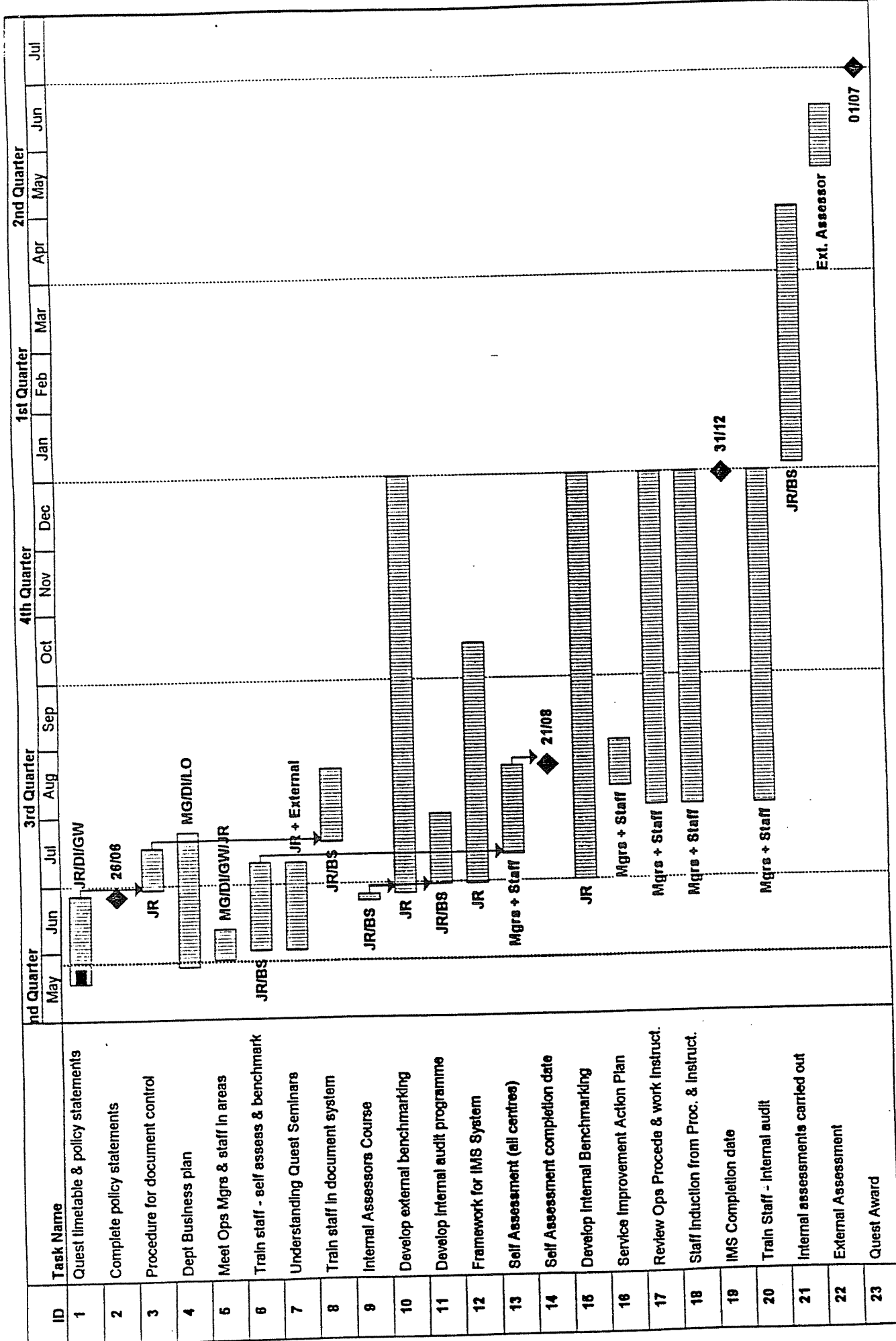
Make out an Action Plan of what needs to be done and in the order of priority.

Set up Improvement Teams to discuss possible improve-

ments. Identify a Team Leader, who will be responsible for carrying out the task. If appropriate carry out investigations to find out any problems. Brainstorm ideas.

The Action identified will be considered and prioritised. The actions are then recorded on a Task Action Plan.

When task complete the Self Assessment team considers how effective the improvements are.



Project: Quest Overview of Timetable  
Date: Wed 27/05/88

Task Progress Milestone

Summary Rolled Up Task Rolled Up Milestone

Rolled Up Progress