

ANGUS COUNCIL

ENVIRONMENTAL AND LEISURE SERVICES COMMITTEE - 28 AUGUST 2003

QUEST QUALITY ACCREDITATION - UPDATE

REPORT BY CONTRACT SERVICES MANAGER

ABSTRACT

The purpose of this report is to inform Members of the progress made to date in retaining *Quest* Registration within the Leisure Management facilities.

1. RECOMMENDATION

It is recommended that the Committee notes the contents of this report.

2. BACKGROUND

Members are referred to Report 54/98 of 20 January 1998, which gave information on *Quest*, the UK Quality Scheme for Sports and Leisure. This scheme is designed specifically for the sport and leisure industry and is endorsed by the four national Sports Councils who also provided financial support to set up and launch the scheme. The report recommended that Contract Services adopt *Quest* as the quality scheme for the management and day-to-day running of the Council's leisure facilities.

The *Quest* registration criterion is based on a well-documented management ethos, which results in every function in each Centre being systematically reviewed. Improvements are identified and action plans prepared, thus ensuring a process of continuous improvement at each Centre. These improvements are continually externally assessed both during the registration period and at renewal, which takes place every two years.

3. CURRENT POSITION

To date, five facilities have applied for, been externally assessed and have retained their *Quest* Registration for a third time. The other four facilities retained their *Quest* Registration for a second time in April 2002.

There are currently 388 Centres *Quest* registered in the UK with 38 of these being in Scotland, these figures include Angus Council's nine Centres. A further five sites in Scotland have taken the decision to follow the *Quest* route and will be applying for registration this year. Eleven local authorities are now following the *Quest* route for their leisure facilities. Another six local authorities have shown a commitment towards *Quest*.

Saltire Leisure Centre at their recent assessment was given a provisional score of 75% / 76%. A score of 75% puts the Centre into the 'Highly Commended' status. Saltire Leisure Centre is only the second Centre to gain 'Highly Commended' status in Scotland. With only 18 Centres scoring 75% or above in the U.K. this puts Saltire Leisure Centre in the top 5% in the country, an excellent achievement.

Carnoustie Leisure Centre's score has been confirmed at 71%, putting the Centre in the top 13% in the U.K. Brechin Leisure Centre's score has been confirmed at 70%, which means they are in the top 18% in the U.K. This is a great achievement for both Centres.

The other two Centres that were externally assessed last month both increased their scores, evidence that the facilities are continually improving their services.

Saltire Leisure Centre currently holds jointly the highest score in Scotland. Of the twenty-one Centres in Scotland scoring 67% or above, Angus Council has seven of these. Compared to last year when thirteen Centres in Scotland scored 67% or above, Angus Council had four.

As well as having the joint highest scoring Centre in Scotland, Angus Council is the only authority in Scotland to have all their leisure centres *Quest* registered.

Management would like to record their appreciation of the huge input made by all the employees in this process and to congratulate them on their success.

4. **FINANCIAL IMPLICATIONS**

There are no financial implications associated with this report, as all costs will be contained within the existing departmental budget.

5. **CONSULTATION**

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

M P Graham
Contract Services Manager
30 July 2003

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.