

ANGUS COUNCIL

CONTRACT SERVICES COMMITTEE - 2 OCTOBER 2001

QUALITY ACCREDITATION

REPORT BY CONTRACT SERVICES MANAGER

ABSTRACT

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

1. RECOMMENDATION

It is recommended that the Contract Services Committee note 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* scheme recently gained "recommended product" status from the British Quality Foundation in recognition for its quality as a continuous improvement tool and adherence with the principles of the EFQM Business Excellence Model. This adds further reassurance for Angus Council and the Members that the *Quest* scheme is assisting Contract Services Leisure Management section to meet the Council's Best Value / Continuous improvement commitment. In addition, the Audit Commission recognises the contribution working with *Quest* can offer an authority in meeting the requirements of Best Value. Specific references to *Quest* can be found in Audit Commission Best Value Inspectorate's reports.

3. CURRENT POSITION

To date, five facilities have re-applied for and been externally assessed for *Quest* Registration. These are Brechin, Lochside, Carnoustie, Saltire Leisure Centres and Arbroath Sports Centre. All five Centres were successful in their application, have retained their *Quest* registration and shown improvements over their previous application and registration, with four out of five facilities increasing their overall scoring.

The Council's other four Centres Montrose Sports Centre, Montrose Swimming Pool, Forfar Swimming Pool and Webster's Sports Centre have also recently gone through their mid-term maintenance visit. This takes the form of an informed customer mystery visit followed by a one-day on-site assessment by the Scheme Managers.

Resulting from the maintenance visits the Scheme Managers have recommended that all four Centres retain their *Quest* Registration. The maintenance visit reports were very complimentary on the improvements that have been implemented since the initial assessments.

Excluding Angus Council's Centres, there are only 182 facilities in the UK that have gained *Quest* registration, with 23 of these being in Scotland.

Management would once again like to record their appreciation of the huge input made by all the employees in this process and to congratulate them on their ongoing 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. HUMAN RIGHTS IMPLICATIONS

There are no Human Rights implications arising from this report.

6. 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
7 September 2001

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.