REPORT FOR INFORMATION BULLETIN

Subject | Elmbridge Xcel's Quest Assessment
Lead Officer | Head of Leisure and Cultural Services
Portfolio Holder | Leisure and Culture – Cllr Jan Fuller
Link to Council Priorities | L3
Exempt Information | None
Delegated Status | For information

EXECUTIVE SUMMARY:

The Xcel Leisure Complex receives the highest possible ‘Excellent’ rating in its recent two day Quest Facility Management assessment.

REPORT:

1. Background

1.1 ‘Quest’ is the nationally recognised quality scheme used as a benchmarking tool by the Sport and Leisure industry.

*Quest is a tool for continuous improvement, designed primarily for the management of leisure facilities and leisure development. Quest defines industry standards and good practice and encourages their ongoing development and delivery within a customer focused management framework.*

Quest Quality Scheme [online], 2014

1.2 Quest is supported by ‘Leisure-net Solutions’, who provide support, knowledge and consultancy services to organisations. The scheme is also managed by the quality management and health & safety organisation, ‘Right Directions’, on behalf of Sport England. These two companies work together to develop the self-improvement programme ‘Quest’; used by a large number of leisure and cultural services organisations to ensure a high quality facility and provision.

2.0 Report

2.1 The Quest Assessment took place over a period of two days: Friday 28th March and Saturday 29th March, on site at the Xcel Leisure Complex.

2.2 Xcel also received mystery visits prior to the main assessment, which contribute towards 25% of the final score.

2.3 The following modules were assessed over the two days of the main assessment:

- Cleaning and Housekeeping
- Sales and Retention
- Customer Experience and Marketing, E-comms and Social Media
- Environmental
- Business Planning
- Maintenance and Health and Safety Declaration
- Swimming Lessons
• Junior Activities and Working with National Governing Bodies.

2.4 Other elements to the Quest Assessment included staff forums; staff were chosen by the assessor from around the centre to take part in an informal chat. Also, the assessor experienced a ‘day in the life of a Duty Manager’ walk round the site with a Duty Manager.

2.5 After two days of assessing, looking through evidence portfolios and inputting each module’s scores, the Quest overall score was presented by the assessor to the team.

2.6 Elmbridge Xcel Leisure Complex was awarded the highest possible rating of ‘Excellent’ in this year’s assessment. This is a fantastic achievement for the DC Leisure team.

3.0 Future

3.1 The tremendous effort and preparation put in by Xcel’s staff have been rewarded with the highest possible rating available to a leisure centre. This is fantastic recognition of the work done at Xcel and reassures customers of the consistently high standards provided at the facility.

3.2 Staff at Xcel will continue to maintain the standards that were rewarded in the Quest assessment and these will be regularly monitored both by DC Leisure staff and by EBC Client Monitoring Officers as well as mystery calls and visits.

Financial Implications:
None, for the purpose of this report.

Environmental/Sustainability Implications:
None, for the purpose of this report.

Legal Implications:
None, for the purpose of this report.

Equality Implications:
None, for the purpose of this report.

Risk Implications:
None, for the purpose of this report.

Community Safety Implications:
None, for the purpose of this report.

Principal Consultees:
None, for the purpose of this report.

Background papers:
None, for the purpose of this report.
Enclosures/Appendices:
None

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