

Report

Report to:	Community Resources Committee
Date of Meeting:	3 June 2008
Report by:	Executive Director (Community Resources)

Subject:	Quest Accreditation - Low Parks Museum
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise Committee about the successful outcome of Low Parks Museum's recent Quest Quality Assurance Scheme

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the content of the report be noted.

3. Background

- 3.1. Low Parks Museum is the sixth Facilities and Cultural Services venue to develop, implement and apply for the Quest Quality Assurance Scheme. (Chatelherault, Hamilton Town House, Rutherglen Town Hall, Conference and Banqueting Suite, Hamilton and East Kilbride Arts Centre obtained Quest in 2007). The Quest Quality Assurance Scheme was initially developed for the leisure and sports industry but South Lanarkshire Council's Facilities and Cultural Services have been pathfinders in developing and adapting the system to meet their requirements.
- 3.2. Quest is a continuous improvement tool based on the European Foundation for Quality Management System (EFQM). In England it has been recognised by the Audit Commission as a critical process for organisations to prove Best Value and quality assurance.
- 3.3. The system dovetails with the Investors in People (IiP) and Chartermark systems and covers the key operational service areas of:
- ◆ *Facilities Operations* (standards and systems, cleanliness, housekeeping and presentation, maintenance, equipment, environmental management, health and safety).
 - ◆ *Customer Relations* (customer care, feedback, research, marketing bookings and reception).
 - ◆ *Staffing* (supervision and planning, people management, management style).
 - ◆ *Service Development and Review* (Business Management, Programme Development, Partnerships, Performance Management, ICT and Continuous Improvement).

4. Assessment Process

- 4.1. The formal Quest audit process takes place over a two day period and in the case of Low Parks Museum the audit took place on the 31 March and 1 April 2008. Prior to the audit a detailed mystery visit is undertaken and this forms part of the overall scoring for the venue. During the audit the assessor is looking for visual and documentary evidence that the venue is meeting the minimum standards of the scheme within each of the 22 management issues and this evidence is scored accordingly. All staff are involved in the process and the assessor has full access throughout the venue, including areas not normally accessed by customers. The assessor will cross check documentation and follow audit trails, speaking with staff at all levels to see how they have been involved and consulted and generally reviewing the venue's procedures and systems looking for good standards and best practice. It is an intense and rigorous review system which covers all areas.
- 4.2. At the end of the assessment the venue and the staff were highly praised by the assessor and advised that they had achieved one of the highest scores that had ever been given to a venue. The Museum scored 81% putting it in the Highly Commended Category (60% is the minimum pass). Low Parks Museum is now the first museum in the UK to achieve Quest accreditation and to do this in the Highly Commended Category is a remarkable achievement for the team. Only around 10% of the 600 plus UK organisations that have Quest are in this category (NB. Chatelherault Country Park is also Highly Commended having scored 76%).

5. Employee Implications

- 5.1. All employees have been engaged and will continue to be fully involved in the ongoing development and maintenance of the Quest Quality Assurance Scheme.

6. Financial Implications

- 6.1. The external assessment, conducted over a two day period costs £1,230, and ongoing maintenance of the system covering a two year period is £750. This includes a further mystery visit and one day assessment visit. The cost of the Quest accreditation is met from existing operational budgets.

7. Other Implications

- 7.1. None.

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. There are no equality requirements resulting from this project.
- 8.2. Consultation is an integral part of the Quest Quality Assurance Scheme and venues are required to develop an ongoing Research plan which involves users and non users in the development of the business.

Norrie Anderson
Executive Director (Community Resources)

7 April 2008

Link(s) to Council Objectives and Values

- ◆ Increase participation in arts and culture
- ◆ Accountable, effective and efficient
- ◆ People focused
- ◆ Excellent employer
- ◆ Fair and open

Previous References

Report to Community Resources Committee of 21 August 2007

List of Background Papers

None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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