

Charter Mark Review Report

*London Borough of Richmond upon Thames
Sports and Fitness Service*

Charter Mark Review Report

**London Borough of Richmond upon
Thames
Sports and Fitness Service**

Mr. C. Jones
Sports Development Team
1st Floor, Regal House
London Road
Twickenham TW1 3QB

Date of On-site Review: 23/08/07

Assessment Criteria: Charter Mark

Lead Assessor: John Frankcom

Assessors: -

Result: Ongoing compliance with the Charter Mark Standard was demonstrated.

SGS United Kingdom Ltd 04/09/07

SGS Charter Mark Assessment Team
SGS United Kingdom Ltd
SGS House
217-221 London Road
Camberley
Surrey
GU15 3EY

1. Executive Summary

At the on-site review, London Borough of Richmond upon Thames Sports and Fitness Service demonstrated continuing compliance with the Charter Mark standard and remained enthusiastically committed to the Charter Mark ethos. In addition progress has been made on the Charter Mark Action Plan developed after the previous assessment.

**“We are pleased to confirm that
London Borough of Richmond upon Thames
Sports and Fitness Service
has demonstrated ongoing compliance with the
Charter Mark Standard”**

2. Method of Charter Mark Review

Your Charter Mark certification is valid for three years and this Review is a mandatory part of the certification process and ensures ongoing compliance with the Charter Mark standard.

The review was carried out in two stages:

- I) An assessment of evidence to support the progress of your Action Plan;
- II) A review of all criteria to ensure ongoing compliance with the Charter Mark standard and identify areas of improvement.

The objective of this Charter Mark Review was to obtain evidence that the organisation was continuing to meet the requirements of the Charter Mark standard in the area covered by the scope of certification.

During the Charter Mark Review process the Charter Mark criteria are scored on a four-band scale:

Best Practice – All aspects of the element are met, and the applicant can demonstrate that they have gone beyond the requirements.

Full Compliance – All aspects of the element are met.

Partial Compliance – Some but not all aspects of the element are met and remedial action to meet the remainder could be put in place within a short period of time (maximum of three months).

Major Non-Compliance – None of the requirements of the element are met, or the assessor concludes that remedial action to address those elements that are not met would require a time scale in excess of three months.

3. Action Plan

This section of the report outlines the partial compliances identified during the assessment. These points now form your new action plan. You will be asked to present evidence that you have progressed these at your next Charter Mark review.

Partial compliances raised at this review

None

Partials compliances carried forward from previous assessment.

None

Partial Compliances successfully closed at this review.

1.2.4 Engagement with the National Benchmarking Scheme has provided a basis for useful comparative work as well as extending the benefits of regular survey work

1.3.3 There has been an improvement to the display of performance results at all Centres

2.1.5 Results of consultation work are displayed at Centres and on the web site

3.3.1 The Service is being increasingly focussed on people with special needs

3.3.3 Major works to comply with the Disability Discrimination Act at four Centres is currently underway

4.2.2 Customer satisfaction measures are being maintained with additional overall measurement via the National Benchmarking Scheme

6.2.3
and

6.2.4 There is ongoing evaluation of activities and programmes and evidence that these continue to be developed and expanded to provide positive outcomes for customers

4. Observations

During the site assessment the following general observations were made. These can include positive observations of good practice and opportunities for improvement that were seen over the entire assessment process: -

- There has been considerable continuous development of the Service since the initial assessment in 2006. In particular, the improvements being carried out to the Centres will produce significant benefits to customers
- Improved facilities are being further advanced by better access through on-line bookings and the Leisure Card
- These should be extended further once the Council's concessionary policy is fully implemented
- The Service is being increasingly focussed on customers with special needs and there are some notable achievements, for example, in the area of mental health

- The under-representation in provision to BME sections of the community is being explored. Further research may be supported by the use of corporate resources in consulting with the relevant groups
- Standards continue to rise and this has been given recognition by the achievement of “Quest” accreditation at three Centres in 2007
- The Service continues to develop its strengths in partnership work in sports provision with a wide range of organisations in the private, voluntary and statutory sector. These all produce significant outcomes for all customers in Richmond both in sports provision and the overall health and well being of the community
- There is efficient resource management with close alignment to the Council’s overall spending priorities. This is supported by the extra value added through effective partnership working and external funding
- Generally high levels of customer satisfaction are being maintained

5. Action Planning

The achievement of Charter Mark is an ongoing activity and it is important that London Borough of Richmond upon Thames Sports and Fitness Service continues to meet the requirements of the Charter Mark criteria throughout the three years that the mark is awarded. In addition the ethos of Charter Mark is that the organisation continually improves during this period.

Ongoing review

SGS must be informed if the certificated service begins to receive a significant increase in customer complaints or critical press coverage.

If the organisation is in doubt we strongly recommend contacting the SGS Charter Mark Customer Care Team for advice on the significance of any service or organisation change or issues around customer complaints.

You should inform SGS of any major change in the service provision covered by the scope of the certificate. This includes reorganisation or mergers.

Report

SGS recommends that London Borough of Richmond upon Thames Sports and Fitness Service retains a copy of this report to aid continuous improvement and as a reference document if the organisation chooses to reapply for Charter Mark.