

Press Release

Wychavon Leisure Community Association Ltd

Date for release	From	Contact Tel	Email
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Title

Droitwich Spa Leisure Centre improves quality again!

Body Text

Droitwich Spa Leisure Centre has achieved an accreditation of 81%, classified as 'highly commended' by Quest the UK quality scheme for sport and leisure, this puts the centre in the top 7% in the country.

The Centre contributes positively to Wychavon Leisure's overarching mission "To create and deliver the best leisure opportunities for all of our customers." and Droitwich Spa Leisure Centre has showed continuous improvement to the quality of service it delivers to customers with an increase of 5% on the previous Quest score for the fourth consecutive time.

Tim Kirkham, Centre Manager said "I'm really proud of my team who continue to work hard, this is a real team effort and requires all staff to get involved to keep achieving these high quality results."

The assessment took place over a two day period and a mystery visit to the centre prior to the assessment. The following key strengths and examples of best practice were highlighted.

- The Centre Manager provides excellent leadership and is well supported by an enthusiastic team of staff
- The Centre is busy and provides a strong programme of activities
- The standard of presentation and cleanliness is excellent
- There is a commitment to continually invest in the facilities

Cllr Tom McDonald, board member for leisure said "This is great news for Droitwich Spa Leisure Centre and we're very proud of Wychavon Leisure for the fantastic service they continue to give us at all of our sites. Providing really great leisure facilities for residents and getting as many people active as possible is really important to us both and we commend the centre for this award which highlights the good work they do."

Ends

Notes for Editors

About Quest

- Quest is the UK Quality Scheme for Sport and Leisure.
- 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.

About Wychavon Leisure:

- Wychavon Leisure Community Association Ltd. is an Industrial and Provident Society with charitable objects. Established in May 1999, the company provides facilities for sport, recreation and leisure for the benefit of social welfare as outlined in our rules.
- The company operates ten facilities across the Midlands, with activities made available to members of the community regardless of ability or economic circumstances.

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