

## **SECTION 2**

### **SUMMARY OF BEST VALUE INSPECTION: GUILDFORD SPECTRUM LEISURE COMPLEX**

The duty placed upon local authorities to achieve Best Value is monitored by the Audit Commission, and in particular by the Best Value Inspection Service.

2000 was the first year of the new duty and in November last, Guildford Spectrum Leisure Complex, the first of the Council's completed Best Value Reviews, was the subject of a comprehensive inspection by the Audit Commission. All local authorities are required to publish the results of such surveys in their Best Value Performance Plan.

The full Inspectors' report is attached at Appendix 4. In summary however, the Inspectors assessment is based upon 2 fundamental judgements:

- 1) How Good is the Service?**
- 2) Is the Service going to provide the continuous improvement required by Best Value?**

The first judgement is assessed according to a star-rating as follows:

0 stars = poor

1 star = fair

2 stars = good

3 stars = excellent.

The second judgement is also assessed against four levels, as follows:

No, not going to improve

Unlikely to improve

Probably going to improve

Yes, going to improve.

The Council is delighted to announce that Guildford Spectrum achieved the top assessment in both categories. This is the only local government service anywhere in the United Kingdom to achieve this level of excellence. Hitherto it had been believed to be virtually impossible to achieve the top assessment in both categories.

Obviously the Council is very pleased to have achieved such a performance, but the whole point about Best Value is that it is intended to encourage continuous improvement. Therefore, despite the acknowledged excellence of the service, the Inspectors' report also makes a number of suggestions for further improvement, as set out in Appendix 4. These suggestions are currently being examined and will be taken on board in future service improvement plans for Spectrum.