

Report on	US Grant Ancestral Homestead Grading
Date of Meeting	Wednesday 4 July 2018
Reporting Officer	Michael Browne
Contact Officer	Genevieve Bell

Is this report restricted for confidential business?	Yes	<input type="checkbox"/>
If 'Yes', confirm below the exempt information category relied upon	No	<input checked="" type="checkbox"/>

1.0	Purpose of Report
1.1	To inform Council of the recent grading application for US Grant Homestead.
2.0	Background
2.1	An application was made in April 2018 to TourismNI for grading US Grant Homestead.
2.2	<p>Tourism NI is committed to developing quality experiences for visitors. The Quality Grading Scheme for Visitor Experiences offers tourism operators a chance to be awarded with a one to five star rating to indicate the level of quality a visitor can experience when visiting their attraction or activity.</p> <p>Participating in the scheme assists operators to maintain and continually improve the quality of their offering.</p> <p>The star award is an independent mark of quality and tourism businesses displaying a Tourism NI quality star rating have been officially quality assessed by Tourism NI.</p> <p>To achieve a star rating, tourism operators choose to be subject to an annual incognito assessment from an experienced Quality Advisor who will undergo the customer journey. Following the visit, verbal feedback will be offered to the owner, manager or appropriate staff member and a full report and score sheet will be provided in writing where the star award will be advised.</p> <p>Quality Advisors undertake a rigorous training programme. Assessments are objective and draw on extensive experience of the visitor attraction and activity sector.</p>
3.0	Main Report
3.1	A visit to the site took place at the beginning of June 2018. Following the report from the Assessor USG was awarded a 3 star grading under the category "Historic Attractions" which is a very good result for a first application.
3.2	Following the visit and subsequent report there are a number of points that can be improved upon in order to achieve a 4 star grading. As part of our corporate objective we will be looking at this within the next 12 month period.

4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial:
	Human:
	Risk Management:
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications:
	Rural Needs Implications:
5.0	Recommendation(s)
5.1	
6.0	Documents Attached & References