

# Quest Update Webinar August 2022

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# Quest Update 2022

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# What is Quest?

- Quest is Sport England's recommended **Continuous Improvement Tool** for leisure facilities and has been designed to measure how well a facility is operating and how effective organisations are across a range of modules.
- The scheme is currently managed by Right Directions, on behalf of Sport England as part of Moving Communities. It is designed by leisure professionals, specifically for the leisure industry.
- Quest has become a highly effective improvement tool for many years and as a result, leisure sector management have become much more proficient at delivering a varied activity programme in a clean and well-maintained environment.
- Established over 20 years ago, it is an extremely well-respected award that continues to evolve year on year with the ever-changing pace of the sport and leisure industry.



# How does Quest work?

## Mystery Visit

- A knowledgeable and trained leisure professional will complete a mystery visit that will cover aspects of the customer journey prior to the assessment day, at which point the report findings will be shared.

## Assessment

- A one or two-day assessment schedule will be organised on an agreed date and set location
- The assessment will be completed in a “coaching style” by high level industry professionals
- We have a Plan; Do; Measure, Monitor & Review; Impact approach.
- Staff will have ample opportunity to share their best practice and experiences with the assessor throughout the assessment.
- The assessor will also observe activity sessions and talk to facility users.
- Bandings range from **Unsatisfactory** (no evidence or awareness of need) to **Outstanding** (is embedded & influencing partners with strong evidence of wider impact perceived as local leaders & role models).



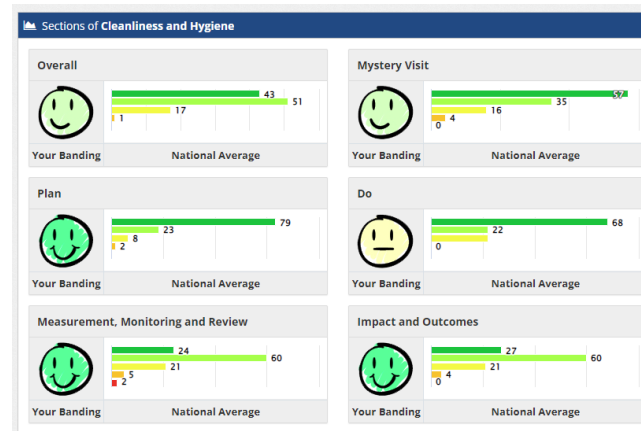
# Reports, Benchmarking & Dashboard

## Reports

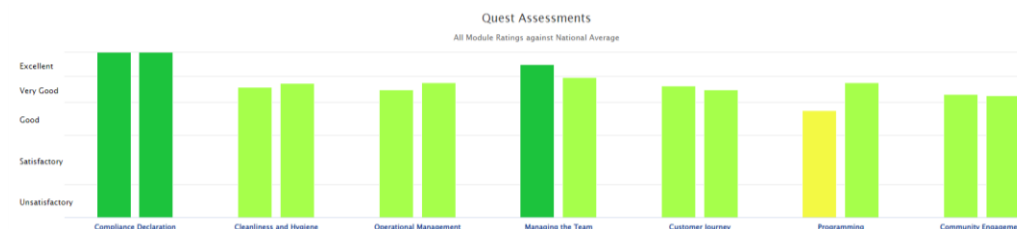
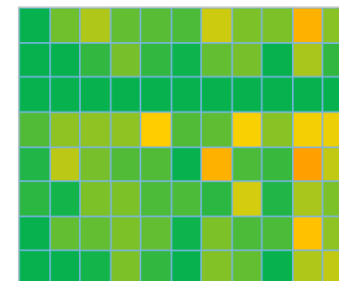
- Sent within 28 days of the assessment date.
- Available on the RD-Dash Reporting and Benchmarking platform.
- The RD-Dash allows organisations and teams to fully analyse and benchmark data, as well as being able to download reports from their own dashboard. This includes a summary dashboard, detailed dashboard and a league table

## Changes to the Dashboard

- We are due to release an updated dashboard in line with the new Quest scheme in September, this includes a new "Heat Map" to highlight areas for improvement and also new filters for client regions, contracts and dates.



Cleaning and Housekeeping  
Community Outcomes  
Compliance Declaration  
Customer Experience  
Environment  
Maintenance and Equipment  
Planning to Improve (Q18)  
Team & Skills Development



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# Application & Administration

- Apply online by completing the application form: <https://questaward.org/apply-for-quest>
- Any issues please email or call the Quest Office: [Quest@rightdirections.co.uk](mailto:Quest@rightdirections.co.uk) or **01582 840078**
- If applying for Quest Plus, you must select your Day 2 modules at the point of application, as this will impact on the Quest Assessor who is assigned to complete your assessment.
- The Purchase Order number is required at the point of application.
- Payments for Quest Assessments are to be made directly to 4Global Consulting Ltd, if you need to add them to your Approved Supplier List and require further information, please email us in the office or contact 4Global directly via [finance@4global.com](mailto:finance@4global.com)

# Quest Prices

**Quest Prices have been frozen until March 2023:**

Quest	Quest Plus
<i>1 Day Assessment &amp; Mystery Visit</i>	<i>2 Day Assessment &amp; Mystery Visit</i>
£1150	£1450

*\* Prices do not include VAT*

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# Terms & Conditions

**Our terms and conditions have been updated, so please ensure that you read them in full before applying for your Quest assessment.**

## Key things to be aware of include:

- Lunch and hot/cold drinks should be provided for the assessor
- Where possible, free parking should be provided for the assessor
- Where possible, provide the assessor with access to an internet connection. If this is not possible, please notify the assessor in advance so that they can come prepared.
- Charges may apply for any changes in assessment dates
- If an assessment has already been booked and needs to be cancelled or postponed, notice needs to be given in writing to the Quest office and the following scale of charges will apply:

Notice Given	Postponement Fee *	Cancellation Fee
0 - 7 days	75%	100%
8 - 14 days	50%	100%
15 - 30 days	25%	50%
31 + days		25%

\*Postponed assessments must be booked within 3 months of the original assessment date.

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# Booking & Preparation

## Booking

- Once you have completed the application process, the Quest Admin Team will assign an assessor and mystery visitor to your facility. Please note this can take up to 4-6 weeks.
- The Assessor or Admin Team will contact you to agree a date and a schedule for your assessment.
- If you have selected Exercise Referral or the Learn to Swim Accreditation, the assessor is required to observe a delivery session, so please consider this when you select your date.

## Preparation

- Full guidance and preparation forms are available online here: <https://questaward.org/module-guidance>
- Please, make best use of these forms, and plan ahead for your assessment so that you can evidence and showcase your facility.

## Please note

- At least two staff (outside of the management team) will be spoken to by the Quest Assessor on a one to one basis.
- Induction and qualification records of those staff may be asked for.

# Summary September 2022

- New website address: [www.questaward.org](http://www.questaward.org)
- Quest Entry, Quest Prime, Quest Recovery will no longer be available from the 1st September 2022.
- Quest for Active Communities, will continue in its current format and will be reviewed within the next 6 months.
- From September 2022 facilities can choose to go through **Quest**, which is a mystery visit and one-day assessment, or **Quest Plus**, which includes a mystery visit and a two-day assessment.
- The Day 1 modules provide the key building blocks for success and the Day 2 modules allow facilities and teams to tailor the assessment to suit their own operation.
- All Quest (Day 1 modules) modules have been updated or changed and some new Quest Plus (Day 2) modules have been introduced.

# Mystery Visit & Facility Tour

## Mystery Visit

- Full mystery visits will return from the 1<sup>st</sup> September.
- Mystery Visits will take place prior to the agreed assessment date.
- Our mystery visitors are asked to interact with the facility and their staff in a variety of ways – this could include an in-person conversation, email enquiries, telephone calls, enquiries or comments via social media and participation in any physical activity or spectating an activity.
- You will be informed of the key findings of the MV, along with key feedback at your assessment date.
- NO BANDINGS WILL BE GIVEN UNTIL THE REPORT IS SENT TO YOU

## Facility Tour

- Each assessment will begin with a facility tour
- The initial tour will include both public and staff areas.
- An assessor may choose to speak to members of staff and members of the public as part of the tour.

# Changes to Day 1

The assessment is conducted against 6 core modules, which look at the following areas:

1. **Tackling Inequalities (Activity Alliance)**
2. **Operational Management**
3. **Customer Journey**
4. **Managing the Team (CIMSPA)**
5. **Environmental Management**
6. **Compliance Declaration**

Apart from Managing the Team, all other Day 1 modules will follow Plan, Do, Measure, Monitor & Review and Impact and Outcome sections.



# Changes to Day 1

## **Focal Points**

Each module has a list of focal points, these are key questions that should help you focus some of answers and prepare for each module.

## **Tackling Inequalities**

Co-written with the Activity Alliance to help facilities assess how they plan, communicate and serve the local community to help them become more physical active.

## **Operational Management**

Combines previous modules from Quest Recovery and Entry. This includes Cleanliness & Hygiene, Cleaning & Housekeeping, Maintenance and Equipment, and Operational Management.

# Changes to Day 1

## **Customer Journey**

Includes questions around staff training, equipment provision, facilities available, communication plans, customer journeys and programming all linked to customer service provision.

## **Managing the Team (CIMSPA)**

Covers what Quest & CIMSPA believe to be the cornerstones of ensuring that your team are qualified and trained to deliver and serve their local community to a high standard. This includes questions around HR policies & procedures, qualifications, ongoing staff training, your approach to wellbeing, inclusion and diversity.

## **Environmental Management**

Focuses on the organisation's approach to environmental management and if there is a clear operational plan, ownership, awareness and methods of best practice in place at a site level to reduce their carbon footprint.

# Changes to Day 1

## Compliance Declaration

- A couple of changes have been made to the Dec, the latest version is Issue 18, June 2022.
- Full guidance and preparation forms are available on our website.

## Main changes are:

- Inclusion of Control of Substances Hazardous to Health (COSHH) in the Essentials section.
- Transfer of Fire Fighting Equipment inspection records to non-essential evidence of compliance section.

## Remember:

- If any certificates or inspection reports require further works to be completed (e.g. C1's, C2's or FI's), we will need to see evidence that the works have been completed.

# Changes to Day 2

Following our Annual Quest Surveys and ongoing feedback we have made some changes to our Day 2 modules. These include:

**Planning to Improve** is now a COMPULSORY day 2 module. This module reviews your overall business improvement plans, linked to staff and stakeholder involvement, and asks if you have sufficient resources and clear methods of communication in place to achieve those objectives.

- This means that you only have to choose **4** other Day 2 Modules
- You can pick from any modules from the Day 2 Index
- Please note that the new Exercise Referral Standard and the existing Learn to Swim accreditation, now count as 2 modules.

**Quest Stretch** is no longer available as an assessment option, but facilities can still achieve “Outstanding” through **Quest Plus**. To achieve “Outstanding” the facility must achieve “Excellent” in their Mystery Visit, Day 1 and Day 2 and pass the Compliance Declaration on the day.



# Changes to Day 2

## New Exercise Referral

- Aims to provide a set of quality operating standards to help drive improvements and consistency in scheme delivery. It has been developed initially with PHE Suffolk, and a successful pilot was completed pre-covid.
- The assessor will observe a practical exercise referral session, this can be a partial observation of a specialist program review, initial consultation, exercise class, group gym session or induction.
- Although the module is assigned a time weighting of 2 modules and reduces the total number of day 2 modules you can complete, from a scoring perspective the weighting is normal.

# Changes to Day 2

## New Accessible Facilities

- Written in partnership with Activity Alliance.
- Aims to help facilities to meet their design and operational obligations for different user groups.
- Based on the previous Inclusive Fitness Initiative Mystery Visit, and is a physical audit of the facility from a user's perspective against key inclusive focal points, including the provision of accessible changing rooms, working hearing loops and inclusive fitness equipment.
- The requirements detailed within the assessment will be scored as Yes or No and a banding will applied to provide an overall score for the module.

# Awards & Accreditations

**Standalone Accreditations and new Quest Standards available from September 2022 include:**

## **Tackling Inequalities in Leisure Standard (Activity Alliance)**

- Replaces the existing Inclusive Fitness Initiative from the 1<sup>st</sup> September 2022.
- It aims to support leisure operators to provide more inclusive and accessible physical activity opportunities for people from different inequality groups, whilst providing a review of the accessibility of the facility design and operational procedures for different user groups.
- The standard combines the Quest Tackling Inequalities Day 1 module and Accessible Facilities Day 2 module together.
- To achieve the Standard, you must score Very Good in both of the separate modules.

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# Awards & Accreditations

## Swim England Learn to Swim Accreditation

- Is a quality mark for swim schools and operators delivering the [Learn to Swim Programme](#).
- The Learn to Swim Accreditation recognises excellence in governance, sustainability and effectiveness and raises the profile of your Learn to Swim Programme offer.
- Most importantly, being an accredited provider demonstrates that you are delivering the best possible Learn to Swim experience for all

## Exercise Referral Standard

- Ideal for smaller specialist community teams or specific exercise referral projects.
- Complete the Day 2 Exercise Referral Module.
- To be awarded the standard you must achieve an overall banding of Very Good.

**Each accreditation can be completed as a standalone assessment, which costs £595 Plus VAT**

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**Thank you for your time.**  
***Any Questions...***

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