



Quest Prime

15th October 2020

Caroline Constantine



Agenda

- Last six months – what has happened with Quest
- Why Quest Prime and what we have done so far
- Choices Available
- Modules and content
- How will the MV be conducted
- How will the Assessment be conducted
- Any questions



March – September

- March – Sport England agreed that all assessments should be cancelled until September 2020
- Over 450 assessments have been cancelled
- June – started work on Quest Prime
- July – Sport England agreed a proposal to launch Quest Prime
- 4th Sept – 1 year extension to contract awarded to Right Directions
- September – contacting facilities and rolling out plan for Quest Prime



Quest Prime – Reasons for Development

- In the current climate we believe centres do not want an Improvement Tool, as they are trying to get their businesses back on track, a light touch assessment will add value to their business
- The main outcome of this assessment is offer operators, local authorities and customers the opportunity to demonstrate that their centres have robust processes and procedures to prevent the spread of Covid-19, with modules on general pandemic management and the approaches to engaging with customers who are not using the facilities
- Centre's may have less staff, and the whole building might not be fully operational. They may be only partially open, so this less managerial and more operational assessment maybe more attractive to centres.
- This new product will cover all centres for one year giving Sport England time to review Quest in 2021
- This new award shows that Sport England has considered the current situation and adapted Quest to suit the needs of the industry at this unprecedented time.



Work Completed So Far

- Modules and self assessment forms are live on the website
- Consultation with - several organisations / assessors / centre managers. 4 of the largest contractors, 4 trusts and 15 assessors and mystery visitors. Feedback will also be gained through the assessments, clinics and training
- Prime Clinics in the diary and happening monthly
- Training for assessors & MV has taken place
- Social media campaign ongoing and working on branding
- Several assessments have taken place
- Contacting centres and councils





Quest Choices

- Quest Prime – 1 Day Assessment & MV
- Quest Prime+ - 2 Day Assessment & MV
- Quest Entry
- Quest Plus

*Centres can do Prime now and Prime Day 2 within six months

*There will be no UDRs



Other Information

- March – Sept Assessments given to Dec 2020 to complete assessment
- Oct / Nov / Dec assessments given 3 month extension



Quest Prime Day 1 Modules



Quest for Facilities Module Guidance Notes Index

Issue 37 August 2020

Module Number	Module Name	Issue Number	Issue Date	Quest for Facilities
Day One Core Modules – Prime and Prime Plus				
Prime 1	Cleanliness and Hygiene	One	Aug 2020	✓
Prime 2	Operational Management	One	Aug 2020	✓
Prime 3	Managing the Team	One	Aug 2020	✓
Prime 4	Customer Journey	One	Aug 2020	✓
Prime 5	Programming	One	Aug 2020	✓
Prime 6	Community Engagement	One	Aug 2020	✓
Operations 4	Compliance Declaration	Thirteen	July 2019	✓



Quest Prime Guidance Notes

Prime 1	<u>Cleanliness and Hygiene</u>
Prime 2	<u>Operational Management</u>
Prime 3	<u>Managing the Team</u>
Prime 4	<u>Customer Journey</u>
Prime 5	<u>Programming</u>
Prime 6	<u>Community Engagement</u>
Operations 4	<u>Compliance Declaration</u>



Operations 4 - Compliance Declaration

As before – except we will be checking for up to date Covid-19 Risk Assessments



How will the Mystery Visit be conducted

As a customer would partake...

Calls / Online enquiries

Website

Activity (as per new control measures)



How will the Assessment be conducted

Pandemic Management

Right Directions are pleased to be undertaking your Quest assessment. However, we appreciate that during the Covid-19 pandemic things may not be quite 'normal'. With this in mind, we have outlined below our commitment to you during our visit in relation to Covid-19, along with our expectations of you.

Our Commitment to You

Our assessor will:

- Advise you if he/she has had any symptoms of Covid-19, been in contact with anyone with symptoms or been contacted by NHS Test and Trace. Should this be the case, your visit will be postponed, a different assessor assigned, or we may offer you a 'virtual' visit.
- Respect and abide by all Covid-19 measures you have on site
- Wash or sanitise his/her hands on arrival and throughout the day
- Maintain social distancing throughout the visit
- Undertake a 'dynamic' risk assessment and wear a face covering or face shield as a precautionary measure where we deem it to be appropriate
- Bring a screen and/or projector (if not available on your site) to alleviate the need to share screens when reviewing electronic information
- Politely advise you if it is considered that Covid-19 arrangements are insufficient, or staff are not complying with control measures



How will the Assessment be conducted

Our Expectations of You

We expect that you will:

- Confirm that you or any of the team our assessor will be meeting have no symptoms of Covid-19, have not been in contact with anyone with symptoms, or been contacted by NHS Test and Trace.
- Advise the assessor of any specific Covid-19 control measures or restrictions that are in place
- Provide a well-ventilated space for our assessor to work from
- Ensure that 2 metre distancing can be accommodated in the above workspace
- Advise if you have a spare or second screen available to enable the review of electronic documents whilst maintaining social distancing
- Provide any requested documentation electronically in advance of the assessment, to reduce the need to spend excessive time reviewing documentation on the day
- Inform us, if, after the visit, someone the assessor was working with develops Covid-19 symptoms within seven days.



We hope you all enjoy (if enjoy is the right word) your next assessment.

Any Questions????

For more information:

info@questnbs.org

01582 840078

www.questnbs.org