

# Quest Prime 5 – Programming

## Guidance Notes



### Module Outcome

- The centre has a programme that caters for the whole community
- The centre has a programme that makes a clear contribution to meeting wider social objectives during Covid-19 recovery, making best use of limited / restricted space to cater for non-sporting / sporting activities
- Use of available space utilised to mitigate the financial impact of Covid-19
- Programmes are in place that target key audiences where participation rates have been low
- Programmes attract and re-engage the community.

Plan					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
How do you plan to deliver a programme that meets community and financial needs of the centre?	<p>There is limited evidence as to how the centre plans for programming improvements.</p> <p>Changes to the programme are predominantly reactive.</p>	Basic plans are in place to improve the programming.	<p>Formal plans are in place that have a focus on improving the programming of a broad range of facilities on site</p> <p>National governing bodies player pathways are used to design programmes where relevant.</p> <p>There is a plan for the phased reintroduction of activities in the centre in line with the governments phase return.</p>	<p>Formal plans are in place that have a focus on a comprehensive range of facilities on site.</p> <p>Plans make use of some of the latest local and national insight and research and/or uses primary research to identify priority groups and latent demand.</p>	<p>The plans have been co-produced with local stakeholders</p> <p>The plan makes extensive use of both primary and secondary research to inform its priorities across all its activity areas and programmes. Where an opportunity exists, the centre has taken advantage of it.</p> <p>There is evidence of SMART objectives within plans.</p>

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Do					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
How is the programme delivered to meet the needs of the community?	<p>Equalities Act (2010) or the Disability Discrimination Act (DDA) in Northern Ireland has not been considered when developing the programme. There is a possibility the design of the programme might be discriminating.</p> <p>Activities being delivered are in breach of government or NGB Covid-19 guidance.</p>	<p>The centre offers a basic programme to the community and there are many opportunities for improvement.</p> <p>The programme offers the minimum requirement of stakeholders.</p> <p>The programme has been designed to allow time between activities/classes</p> <p>The programme has staggered arrival and departure times to reduce crowding. Those with protected characteristics taking account when doing this.</p> <p>There is adhoc evidence of external clubs being managed under government Covid-19 guidance.</p>	<p>There appears to be a balanced programme, for example between membership/pay as you play operation; courses/classes and club hire and directly organised sessions/initiatives for target audiences or groups such as children and young people and the inactive.</p> <p>The programme considers the movement and level of heavy breathing in the activities class to reduce the risk of Covid-19 transmission.</p> <p>The centre can demonstrate it is managing external bookings taking account of current government Covid-19 guidance. The requirement for the clubs to adhere is included in the booking terms and conditions.</p>	<p>The programme is clearly designed to drive up participation of target groups such as women/ girls, older people, people with disabilities and those from low income areas.</p> <p>Hard to reach groups do not appear to be disadvantaged as a result of programming changes due to Covid-19.</p> <p>External hirers receive formal induction to current Government Covid-19 standards on site.</p> <p>The centre proactively asks for information from clubs as to how they are meeting the NGB standards. For example, the centre receives a copy of their risk assessment.</p>	<p>The programme is diverse with examples of good practice throughout the centre and with elements of best practice.</p> <p>The programme has been designed to encourage those with protected characteristics/high risk groups to attend.</p> <p>The centre programme has evolved with new best practice opportunities implemented as a result of Covid-19.</p> <p>The centre can evidence how external hirers are meeting their governing body standards. For example, the centre can demonstrate excellent knowledge of the standards and can evidence spot checks.</p>

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Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Are suitable and sufficient resources available to achieve customer service excellence?	<p>The lack of resources is having a negative impact on programming, resulting in a limited programme and regularly cancelled activities.</p> <p>Staff delivering activities are not qualified.</p>	<p>There is sufficient qualified staff resources allocated to deliver the current programme. Team resources have been assigned.</p> <p>Checks and inspections take place to ensure equipment is in working order</p> <p>Clubs and the voluntary sector who use the centre are using the centre.</p> <p>Vacant spaces and latent demand currently exists; however limited resources prevents improvements being made.</p>	<p>Contingency plans are in place for annual leave and sickness for those involved in the programming. These do not breach Covid-19 guidelines.</p> <p>There is sufficient budget resources allocated to ensure the programme is delivered effectively</p> <p>There is a positive relationship with Clubs and the voluntary sector. They are promoted within the centre.</p> <p>Space and facilities are designed and managed to be flexible to enable the delivery of different activities at different times to help meet demand and need.</p>	<p>The workforce development and training plan aligns with the programme. CPD is evidenced as taking place.</p> <p>Forward planning takes place to ensure equipment continues to be a high quality.</p> <p>The centre is proactively working with partners and clubs/ NGBs and local commissioners to explore potential funding opportunities to help deliver an enhanced programme.</p> <p>The centre proactively supports and promotes and encourages more quality accredited clubs.</p>	<p>Succession planning is in place to ensure adequate team resources for the future. The centre uses initiatives such as apprenticeship schemes and the voluntary sector to support its own activities</p> <p>Resources are available to ensure the best quality equipment is available and the programme can be expanded.</p> <p>Where there is a need or an opportunity to work with partners the resources available have enabled improvements to the programme that are sustainable for those hiring and for in-house activities</p>

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Measurement, Monitoring and Review					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
How does the organisation measure, monitor and review the effectiveness of the programme?	The centre provides limited evidence as to how the programme is monitored/ measured or reviewed.	There is some evidence that the programme is monitored.	<p>There is evidence of timely planned formal reviews.</p> <p>The centre has developed good practice SMART methods to measure and review programmes and initiatives. The team are using a range of KPIs to measure performance.</p> <p>A capacity management system is in place which helps monitor % usage of key activity areas. The centre is tracking use over time.</p>	<p>Programme changes are measured by tracking resources (cost of the venue, equipment, staff) against additional income generated.</p> <p>The centre is using an effective blend of qualitative and quantitative information to measure and review performance.</p> <p>Measurement includes key areas including those on delivery, timeliness, information, access, and the quality of the programme.</p> <p>Benchmarking takes place to ensure good practice is used to improve the programme.</p> <p>Reviews of the capacity management system influences pricing and promotion policies to help fill gaps in the programme.</p>	<p>A comprehensive monitor, measure and review process is in place.</p> <p>Where possible milestones/KPIs are used to track progress towards a longer-term outcome.</p> <p>Best practice is used to proactively measure and review the programme. For example, NBS/APSE or similar.</p> <p>There is clear evidence of how reviews are influencing the programme.</p>

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Impact and Outcomes					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Can the centre demonstrate the impact programming is having on the facilities objectives and community outcomes?	The centre provides limited evidence as to how programming is improving or the positive impact it is having on the wider community.	The centre is able to provide ad hoc evidence of positive customer care feedback.  Some impact statements exist and are validated.	The centre is able to evidence improvements that have been made to the programme.  The site can articulate the origins of the improvements.  Overall, the centre is well used and has a balanced programme, particularly during peak hours. The management are aware where there are gaps that can be exploited.	The centre can evidence the success of individual programme reviews, such as courses, classes and casual pay as you go (particularly in casual swimming).  Case studies are used to demonstrate the success of programme improvements.  Participation and usage is more reflective and representative of the local catchment area as a direct result of programming changes and initiatives.	The centre can evidence how programming improvements has positively impacted on footfall and/or income and achieving higher level objectives and outcomes.  The management are able to show how programme improvements have a direct link or contribution to the wider community outcomes around health and well-being. This could be demonstrated by using recognised tools (for example VIEWS/MOVES/UPSHOTS/SROI).  The positive impact of programming can be evidenced consistently over time using qualitative and quantitative data.  Success has enabled activities to be scaled up either at the centre or with best practice used elsewhere.