



## Quest NBS 2019 Conference

The Quest NBS Effect – the Quality Award that reaches the parts that others can't



Time	Presentation	Presenter	Room
9.00	<b>Arrival and registration Tea and Coffee in The Grange</b>		<b>Foyer &amp; Grange</b>
9.30 – 9.40	<b>WELCOME</b> <i>To the 8<sup>th</sup> Annual Quest Conference</i>	<i>Caroline Constantine, Quest Director</i>	Kenilworth
9.40 – 10.00	<b>SPORT ENGLAND UPDATE &amp; KEYNOTE SPEECH</b> <i>Towards an Active Nation – the strategy</i>	<i>Sport England</i>	
10.05 – 10.40	<b>DELIVERING CONTINUED SUCCESS AFTER A HOME OLYMPICS</b> <i>From London to Rio and Tokyo, the key lessons learnt and the success factors.</i>	<i>Mark England, British Olympics Association</i>	
10.40 – 11.10	<b>Tea and Coffee Break &amp; Sponsor Showcase</b>		<b>The Grange</b>
11.10 – 12.00	<b>QUEST &amp; NBS UPDATE</b>	<i>Caroline Constantine &amp; Mike Hill, Quest NBS</i>	Kenilworth
12.00 – 12.05	<b>Movement time</b>		
<b>Morning Workshop &amp; Round Table Sessions (45 minutes)</b> Facilities Management (CHOOSE ONE FROM THE OPTIONS BELOW)			
12.05 – 12.50	<b>HOW DO WE DELIVER A GREAT EXPERIENCE?</b> <i>How are we currently performing, the Quest NBS Insight Data. Ways to make the difference in customer experience and get it right.</i>	<i>Quest NBS</i>	Kenilworth
	<b>EXERCISE REFERRAL – A COLLABORATIVE APPROACH</b> <i>Reflecting on the need for a tailored local approach to increasing physical activity among groups at risk of long-term health conditions looking at increasing participation</i>	<i>Philip Lown and Sharna Allen, Public Health Suffolk, Warren Smyth, Abbeycroft Leisure</i>	Othello
	<b>PROMOTING INCLUSIVE EMPLOYMENT PRACTICE</b> <i>Best Practice Guidance and advice on increasing employment opportunities for disabled people within the sport and physical activity sector</i>	<i>Sian Williams, Inclusion London &amp; Hilary Farmiloe, Instructability</i>	Stratford
<b>Morning Workshop &amp; Round Table Sessions (45 minutes)</b> Active Communities & Quest for CSP's (CHOOSE ONE FROM THE OPTIONS BELOW)			
12.05 – 12.50	<b>WORKFORCE DEVELOPMENT IN OUR SECTOR</b> <i>Develop the skills and capabilities we need for the future.</i>	<i>Lee Booth, Sport Across Staffordshire &amp; Stoke-on-trent</i>	Stone Warwick
	<b>REAL COMMUNITY ENGAGEMENT</b> <i>Engaging with communities from the grassroots, understanding a place and the people who live there</i>	<i>Kathryn Mudge &amp; Safiya Saeed, Yorkshire Sport Foundation</i>	Avon
12.50 – 1.50	<b>Lunch &amp; Networking</b>		<b>The Grange</b>
1.55 – 2.15	<b>KEYNOTE PRESENTATION – The Black Box Approach -</b> <i>Learning from Failure, knowing what works and why!</i>	<i>Andy Reed OBE, SajelImpact &amp; Sports Think Tank</i>	Kenilworth
2.15 – 2.40	<b>HOW THE SPORT &amp; LEISURE SECTOR CAN SUPPORT PEOPLE WITH DEMENTIA</b>	<i>Jeremy Hughes CBE, Alzheimer's Society</i>	Kenilworth
1.55 – 2.40	<b>WHY ARE SOME LEISURE CENTRES OPERATING 3 TIMES MORE EFFICIENTLY THAN OTHERS?</b> <i>Find out why there is such a difference between the top and bottom performing sites in our sector.</i>	<i>Mike Hill, Simon Shibli and Lisa Forsyth, NBS</i>	Avon





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2.40 – 3.00	<b>SPORT ENGLAND - Changing the System</b> <ul style="list-style-type: none"> <li>- <i>The shared ambition across the sector in getting more people active through addressing stubborn inequalities</i></li> <li>- <i>The challenges and opportunities locally around this ambition</i></li> <li>- <i>Learning from working more systemically with communities in a place</i></li> </ul>	Chris Perks, Sport England	Kenilworth
3.00 – 3.15	<b>Tea and Coffee Break &amp; Sponsor Showcase</b>		The Grange
<b>Afternoon Workshop &amp; Round Table Sessions (45 minutes)</b> Facilities Management (CHOOSE ONE FROM THE OPTIONS BELOW)			
3.15 – 4.00	<b>STITCHING TOGETHER THE CONCEPT OF BLENDED LIFEGUARDING.</b> <i>An insight into the purpose of drowning detection technology, its place within the industry and a review of how we can support the evolution of Lifeguarding.</i>	Robin McGloughlin, Poolview & Helen Meckiffe, Right Directions	Kenilworth 2 & 3
3.15 – 4.00	<b>IT'S NOT ABOUT HOW MANY, IT'S ABOUT WHO THEY ARE...</b> <i>The focus going forward is increasingly about reaching those target groups that are still under-represented in our centres, how to finally crack this nut?</i>	Mike Hill & Simon Shibli, NBS	Stratford
3.15 – 4.00	<b>QUEST CORE VALUES</b> <i>How to improve – putting it into practice</i>	Quest NBS	Kenilworth 1
<b>Afternoon Workshop &amp; Round Table Sessions (45 minutes)</b> Active Communities (CHOOSE ONE FROM THE OPTIONS BELOW)			
3.15 – 4.00	<b>ENGAGING WITH DISABLED PEOPLE AND PEOPLE WITH LONG TERM HEALTH CONDITIONS</b> <i>To promote effective inclusive delivery, leadership and good practice for disabled people and individuals with health conditions by promoting positive messaging around inclusivity</i>	Jess Cook, Activity Alliance	Stone Warwick
3.15 – 4.00	<b>BRANCHING OUT - NEW WAYS TO ENGAGE</b> <i>The changing scope of our industry – what we can do to engage further and the changes we can make to our facilities moving way from traditional leisure</i>	Paul Cluett, Alliance Leisure & Andrew Hetherington, Inverclyde Leisure	Avon
4.00	<b>Conference Close</b>		The Grange

