



QUEST FOR ACTIVE COMMUNITIES

Quest remains the leisure industry's only recognised Quality Assurance Tool for sports development and physical activity - designed to measure how effective organisations are at providing high quality customer service. Quest is supported by Sport England and all the Home Country Sports Councils, CIMSPA, CLOA, SPORTA, and ukactive who all sit on the Quest Board and oversee its design and development. Quest is now widely recognised as a leading continuous improvement model designed by the sector for the sector.

To develop Quest for Active Communities 2018, Quest has worked closely with all those involved in the development of sport and physical activity to meet the challenges and opportunities presented by the new Government Strategy for Sport.

QUEST FOR ACTIVE COMMUNITIES

QUEST OUTCOMES

- Helps you be “great by choice” in an ever changing world
- Helps you focus on “the main thing” and help you deliver “on purpose”
- Helps you show your contribution to effective local delivery of sport and physical activity, to show your quality with regard to the new commissioning agenda and to show your impact with the emerging focus on payment by results in mind
- Helps you develop productive and engaged people and build an effective team with the future in mind

WHY QUEST?

Quest provides Clients with:

- An independent review of their service
- A check and challenge process for teams
- An opportunity to benchmark and compare with best practice in the sector
- An opportunity to have the quality of your work recognised and nationally accredited
- A process by which leaders can assess what “Good/Great” looks like and how you measure up.

Our **‘PLAN - DO - MEASURE - REVIEW - IMPACT’** methodology across all modules ensures we place:

- A strong focus on outcomes and evidence-based decision making
- An emphasis on learning about what works best in our operating environments and for our target audiences
- A forensic lens on how to measure, demonstrate improvement and positively manage performance
- A good balance between continuity and change, resilience and agility.



FIVE STEP APPROACH EFFECTIVE AND TIME EFFICIENT

1. Self-Assessment

Begins the improvement journey and helps the team/service recognise strengths and opportunities for growth. This helps to create an improvement plan and is used in the formal Assessment.

2. External Assessment

This is led by an experienced assessor from the sector covering 7 core modules, which are:

- People 3 - People and Skill Development
- Purpose 8 - Continuous Improvement
- Purpose 9 - Active Community Outcomes
- Delivery 2 - Partnership and Collaboration
- Delivery 3 - Quality Assurance
- Delivery 4 - Insight and Marketing
- Delivery 5 - Increasing Participation and Reducing Inactivity

If going through Plus, 5 choice modules are also selected with at least one module from the following list:

- Gplus 13. Engaging with Children 0-11 years
- Gplus 23. Engaging with Young People 12-19 years
- Gplus 25. Engaging with the Voluntary Sector
- Gplus 30. Safeguarding
- Gplus 31. Getting the Inactive Active
- Gplus 37. Engaging with Disabled People and People with Long Term Health Conditions

3. Report sent to client

A detailed report with overall bandings is sent to the client with a complete Service Improvement Plan (within 28 days of assessment and once payment has been received). This is linked to a Benchmarking table open only to Quest registered teams.

4. Directional Review (if underwent a 2-day Plus Assessment)

This can take place 12 to 15 months after the initial assessment to suit the client. This will include:

- A formal partner survey
- Staff improvement workshop on engagement and productivity together with mentored support

5. If the team achieve Excellent in their Plus assessment they can consider going for Quest Stretch.

TYPES OF ASSESSMENT

Active Communities Quest Entry

- 1-day assessment against the 7 Core modules
- Can achieve the Registered banding
- Cost is £850 (plus VAT)

Active Communities Quest Plus

Year One

- 2-day assessment against 7 core modules and 5 choice modules
- Can achieve Satisfactory, Good, Very Good and Excellent bandings
- Cost is £1350 (plus VAT)

Year Two

- Consists of a Partnership Survey and Improvement Workshop
- Cost is £800 (plus VAT)

Active Communities Quest Stretch

- Team must have achieved Excellent in their previous Plus assessment
- Team is assessed against the 7 Core modules, and must achieve Excellent
- Team is validated against a compulsory module and a choice module
- The team can achieve the 'Outstanding' banding
- Cost is £1950 (plus VAT)

Sport for Development (S4D)

- Sport for Development was specifically designed for agencies working to improve personal, social and community outcomes
- Team is assessed against the 5 S4D Core modules plus 3 choice modules
- Can achieve Satisfactory, Good, Very Good and Excellent bandings
- Cost is £1500 (plus VAT)

TRAINING

We have a number of extras that could help you on your Quest journey.

- Quest for your Team - A one-day course which will introduce Quest to those thinking of going through Quest or are new to the scheme. It covers what is Quest, how it can assist organisations and the steps required to take full benefit from the Quest process.
- Quest Kickstart Course - A two-day course aimed at staff who are directly involved in implementing Quest within centres and teams. It will help to increase understanding on how to make Quest part of your everyday approach to service and delivery.
- Quest Test Drive - A one-day review of your performance against Quest Best Practice. It is undertaken by an experienced Quest Assessor and provides an instant indication of your progress in a simple user friendly format. With no score, no pass or fail, the emphasis is on reviewing systems and practice, helping the centre to go in the right direction.

Quest NBS is managed by Right Directions in partnership with Leisure-net Solutions Ltd.