



QUEST FOR FACILITIES

Quest remains the leisure industry's only recognised Quality Assurance Tool for leisure facilities - 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.

The Quest for Facilities has been designed for any facility which provides an activity for customers (public, private, trust and voluntary sector).

QUEST FOR FACILITIES

QUEST OUTCOMES

- Improves performance
- Clean and safe for all customers and staff
- Greater efficiency
- Decrease inactivity rates in the surrounding community
- Help to make a positive difference to the health, wellbeing and fitness of the communities we serve

WHY QUEST?

Quest provides Facilities 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 managers 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. Prepare for the Assessment

Use the module guidance from the Quest website (www.questnbs.org) to help the facility to map their strengths and opportunities for growth and see where they are currently sitting and what improvements there are that they can make to improve the running of their operations.

2. Mystery Visit and External Assessment

The Mystery Visit takes place before the assessment by a leisure professional who completes and scores a report that is sent to the assessor before the Quest assessment. The Mystery Visit can have a real impact on the overall score.

The assessment is led by an experienced assessor from the sector covering 8 core modules, which are:

- Operations 1. Cleaning and Housekeeping
- Operations 2. Maintenance and Equipment
- Operations 3. Environment
- Operations 4. Compliance Declaration

The facility must pass this module to achieve Quest registration, if the facility fails on the day they have 3 months to provide the necessary information to become Quest registered.

- People 1. Customer Experience
- People 2. Team & Skills Development
- Purpose 5. Planning to Improve
- Purpose 6. Community Outcomes

If going through a 2 day Plus assessment, 5 choice modules are also selected. 3 modules must be selected from the Generic list, including at least one Compulsory module from the list below (all Compulsory modules are also Generic modules):

- Gplus 13. Engaging with Children 0-11 years
- Gplus 16. Programming for All
- Gplus 23. Engaging with Young People 12-19 years
- Gplus 25. Engaging with Volunteers
- Gplus 30. Safeguarding
- Gplus 32. Increasing Participation and Reducing Inactivity
- Gplus 37. Engaging with Disabled People and People with Long Term Health Conditions (incl. IFI Mark Accreditation)

3. Report sent to client

A detailed report with a breakdown of individual module 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 facilities

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

This takes place 12 months after the initial assessment. It consists of:

- A NBS survey. If the facility does not have the necessary requirements (a 20m swimming pool or 4 Sports-Court Hall) for an NBS survey they will be offered a Mystery Visit instead.
- An unannounced Directional Review. This takes place within a 6 week window given in advance.

5. If the facility achieves Excellent in their Plus assessment they can consider going for Stretch to achieve "Outstanding".

TYPES OF ASSESSMENT

Quest for Facilities Entry

- 1-day assessment against the 8 Core modules
- Can achieve the 'Registered' banding
- Cost is £1150 (plus VAT)

Quest for Facilities Plus

Year One

- 2-day assessment where the facility is assessed against the 8 Core modules plus 5 choice modules
- Can achieve Satisfactory, Good, Very Good and Excellent bandings
- Cost is £1450 (plus VAT)

Year Two

- Consists of an NBS survey or MV plus an Unannounced Directional Review
- Cost is £1150 (plus VAT)

Quest for Facilities Stretch

- The facility must have achieved Excellent in their previous Plus assessment
- The facility is assessed against the 8 Core modules in an unannounced visit, and must achieve Excellent
- The facility is validated against a compulsory module and a choice module
- The facility can achieve the 'Outstanding' banding
- Cost is £1950 (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 Quest is, 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