



# INTRODUCTION TO QUEST

Quest continues to be the Sport England recommended Continuous Improvement Tool for leisure facilities, Active Communities and County Sport Partnerships, designed to measure how effective organisations are at providing customer service. It has been running for over 20 years and continues to evolve with the ever changing pace of the sport and leisure industry. Quest is supported by Sport England, Sport Wales, Sport Scotland and Sport Northern Ireland as well as organisations like CIMSPA, ukactive, Chief Leisure Officers' Association (CLOA), SPORTA and Activity Alliance.

The Quest scheme underwent a radical change in 2010 to bring it up to date and to add more value for money. Since then there have been a number of updates, with the most recent being rolled out in 2018. Whether you are new to the scheme or an old hand, Quest now offers something for everyone!

# INTRODUCTION TO QUEST

It is vital that Quest remains understandable and valuable to the industry and guides the sector to consider the wider impact it can have on the health and well-being of communities. The review and work carried out has considered the standards of:

- Customer Service Excellence
- Investors in People
- European Quality Framework Model
- How good is our culture and sport? – The Public Sector Improvement Framework in Scotland
- Culture and Sport Impact Outcomes Framework
- Culture and Sport Improvement Toolkit (CSIT)
- Vision for Sport in Wales

The ultimate benefits of Quest include:

- 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
- An independent review of the service offered
- High Quality Assessors who have a vast of knowledge they can share
- Helps facilities and teams to deliver greater impact and social outcomes.

## ASSESSMENT FRAMEWORK

Each assessment is made up of a number of modules. The core modules provide the key building blocks for success and the choice modules allow centres or teams to tailor the assessment to suit their own operation. For example the choices include modules on Ice Rinks, Event Management and Fitness Suites as well as a range of engagement modules.

Each module has a structured framework and up to date guidance to help Centres and Teams to get started and make sure all the essential bases are covered.

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

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

## ADDITIONAL ACCREDITATIONS AND AWARDS

Quest has teamed up with a number of external partners to be able to offer Quest customers the ability to gain accreditations during their assessment. These include:

- Learn to Swim Accreditation (Swim England)
- Code of Practice (ukactive)
- Doorstep Sport (StreetGames)
- Engaging with Disabled People and People with Long Term Health Conditions (IFI Mark - Activity Alliance)
- Pool Water Management Award (Swimming Teachers Association - STA)

## ENTRY LEVEL

### QUEST FOR FACILITIES (FM)

- 1-year registration
- Mystery Visit plus a 1 day Assessment against 8 FM core modules
- Centre must pass Compliance Declaration
- Centre can achieve:
  - Registered
  - Unsatisfactory
- Aimed for those:
  - New to Quest
  - Small/ dual use leisure facilities
- Cost £1150\* per year

### ACTIVE COMMUNITIES (AC)

- 1-year registration
- A 1 day Assessment against 7 AC Core Modules
- Team can achieve:
  - Registered
  - Unsatisfactory
- Aimed for those:
  - New to Quest
  - Small Active Community teams
- Cost £850\* per year

## PLUS LEVEL

### QUEST FOR FACILITIES (FM)

- 2-year registration:
  - Year 1:
    - Mystery Visit
    - 2 day Assessment:
      - Day 1 against 8 core FM modules
      - Day 2 selecting 5 choice modules
  - Year 2:
    - NBS Survey or Mystery Visit
    - Unannounced Directional Review
- Centre must pass Compliance Declaration
- Centres can achieve:
  - Excellent
  - Very Good
  - Good
  - Satisfactory
  - Unsatisfactory
- Aimed for those:
  - Smaller Centres who have been through Quest before
  - Large/ Multi use Sporting Facilities
  - New centres welcome to go through Plus first time
- Cost £1450\* in year 1 and £1150\* in year 2

### ACTIVE COMMUNITIES (AC)

- 2-year registration:
  - Year 1:
    - 2 day Assessment:
      - Day 1 against core AC modules
      - Day 2 selecting 5 choice modules
  - Year 2:
    - Partner Survey
    - Improvement Workshop
- Teams can achieve:
  - Excellent
  - Very Good
  - Good
  - Satisfactory
  - Unsatisfactory
- Aimed for those:
  - Smaller teams been through Quest before
  - Medium/ large Sport Development teams
- New teams welcome to go through Plus first time
- Cost £1350\* in year 1 and £800\* in year 2

## STRETCH LEVEL

### QUEST FOR FACILITIES (FM)

- 2-year registration:
  - Year 1:
    - Mystery Visit and a 1 day Unannounced Assessment 8 FM core modules (the centre must achieve Excellent)
    - Validation day against 2 Stretch Modules
  - Year 2:
    - No assessment
- Centre can achieve the 'Outstanding' banding
- Aimed for those who achieve Excellent in their previous Plus assessment
- Cost £1950\* in year 1 for both years

### ACTIVE COMMUNITIES (AC)

- 2-year registration:
  - Year 1:
    - 1 day Assessment against 7 AC core modules (teams must achieve Excellent)
    - Partnership Survey
    - Validation day against 2 Stretch Modules
  - Year 2:
    - No assessment
- Team can achieve 'Outstanding' banding
- Aimed for those who achieve Excellent in their previous Plus assessment
- Cost £1950\* in year 1 for both years

\*Please note prices exclude VAT

## TYPES OF ASSESSMENT

There are two types of Quest, both with 3 levels:

### 1. Quest for Facilities

This has been designed for leisure facilities and it delves into how well a facility is operating. The core modules look at the fundamentals of running a successful leisure facility. This includes looking at the operations of the business (such as maintenance, cleaning, health and safety and environmental), the people (looks at the customer experience and the team) and the purpose (such as how a facility plans to improve and engages with the community around them).

The large list of choice modules available allow a facility to undertake a two-day Plus assessment and create an assessment bespoke to their facility. There are both Generic modules and Specific modules to choose from.

### 2. Active Communities (includes Sport for Development and CSP's assessments)

This has been designed for those that work in the development of sport and physical activity. It looks at how these individuals and teams meet the challenges and use the opportunities presented in the new Government Strategy for Sport. The core modules look at how the team deliver their programme (such as how they work with partners, increase their participation and market their programme), how the staff and team members are developed and managed plus looks at the purpose of the team (such as how a team plans to improve and how it engages with the community around them).

The large list of choice modules available allow a team to go through a two-day Plus assessment and create an assessment bespoke to their team.

All modules can be downloaded from our website [www.questnbs.org](http://www.questnbs.org)

## QUEST 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.

## CONTACT US!

If you have any questions please do not hesitate to contact our friendly Quest team on 01582 840 078. Additionally you can email on [info@questnbs.org](mailto:info@questnbs.org)

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