



What is Quest?

Quest is Sport England's recommended **Continuous Improvement Tool** for leisure facilities and has been designed to measure how well a facility is operating and how effective organisations are across a range of topics. Established over 20 years ago, it is an extremely well-respected award and continues to evolve year on year with the ever-changing pace of the sport and leisure industry.

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
- A mystery visit completed by a leisure sector professional
- Well qualified, quality assessors who have extensive leisure specific knowledge
- Helping facilities and teams to deliver greater impact and social outcomes.

Facilities that are assessed will receive a detailed report, with bandings for every question asked and bandings for each module and an overall result. If a facility achieves an overall "Excellent" score across a two-day Plus Assessment and on their Mystery Visit, they will achieve the new accolade of "Outstanding". Please note if a facility does not have all the necessary compliance declaration paperwork in place during the assessment they will be "Suspended" and cannot achieve Quest registration.

For more information about Quest or Quest Plus please contact us via email Quest@rightdirections.co.uk or phone 01582 840 078.

Alternatively visit our website at www.questaward.org for full Quest Assessment details.





Quest Content

Quest and Quest Plus have been designed primarily to help facilities restrengthen their core operational standards, as well as demonstrate the positive impact they have on their local communities. By conducting a Quest Assessment, you will receive an objective and independent evaluation of your facility's strengths and weaknesses. The assessment will highlight areas where you are performing well, as well as identify areas where there is room for improvement

We carefully considered the current environment and challenges that leisure facilities are operating within and have combined the latest industry best practice with other fundamentals such as operational plans. We introduced two new Day 1 modules, **Tackling Inequalities** and **Environmental Management** in September 2022. Tackling Inequalities, developed with Activity Alliance, aims to support leisure operators to provide more inclusive and accessible physical activity opportunities for people from different Inequality groups. Environmental Management aims to help facilities to develop plans to include environmental considerations within their operations.

Facilities can choose to go through Quest, which is a mystery visit and one-day assessment, or Quest Plus, which includes a mystery visit and a two-day assessment. The Day 1 modules provide the key building blocks for success and the Day 2 modules allow facilities and teams to tailor the assessment to suit their own operation. Please see our website for a full list of modules.

The assessment is conducted against 6 core modules, which look at the following areas:

Tackling Inequalities
(Activity Alliance)

Operational Management

Customer Journey

Managing the Team

Environmental Management

Compliance Declaration





Quest Plus

Day 2 Modules Quest Plus (Optional)

The Day 2 modules include a variety of topics that will help facilities improve in specific areas of their business. For a full list of the Day 2 modules please look at the guidance section of our website.

After some feedback from our valued stakeholders we made a few improvements in September 2022 that are listed below:

Planning to Improve module is now a compulsory day-2 module. It aims to help facilities demonstrate improvement across all key areas of their business, with clear involvement from, and good communication with, both staff and stakeholders.

Exercise Referral Standard module is a new day-2 module. It aims to provide a set of quality operating standards to help drive improvements and consistency in scheme delivery. It will include a review of the exercise referral scheme policies and procedures in conjunction with an observation of the delivery of the scheme.

Accessible Facilities module is a new day-2 module. It aims to help facilities to meet their design and operational obligations for different user groups. The module focuses on a physical audit of the facility from a user's perspective against key inclusive focal points, including the provision of accessible changing rooms, working hearing loops and inclusive fitness equipment.

For more information about Quest or Quest Plus please contact us

Call: 01582 840078

Visit: www.questaward.org Email: Quest@rightdirections.co.uk



Quest Standards & Accreditations

The Accreditations and Standards detailed can be done as part of a Quest Plus Assessment, or independently as standalone assessments.

** If done as part of a Quest Plus Assessment, a maximum of two out of the three accreditations can be selected.*

Swim England Learn to Swim Accreditation

Swim England Learn to Swim Accreditation is a quality mark for swim schools and operators delivering the **Learn to Swim Programme**. Learn to Swim Accreditation recognises excellence in governance, sustainability and effectiveness and raises the profile of your Learn to Swim Programme offer. Most importantly, being an Accredited provider demonstrates that you are delivering the best possible Learn to Swim experience for all!

Once Accredited, you will receive a certificate, personalised plaque and the Swim England Accredited Provider logo. These quality marks can be displayed at your facility and used on all your promotional material to help parents and learners identify you as a Learn to Swim Accredited Provider.

Tackling Inequalities in Leisure Standard

The Tackling Inequalities in Leisure Standard has been developed in partnership with Activity Alliance. The Standard will provide an alternative option to the current Inclusive Fitness Initiative which will cease to operate from September 2022. The standard will combine Tackling Inequality and Accessible Facilities modules together. It aims to support leisure operators to provide more inclusive and accessible physical activity opportunities for people from different Inequality groups, whilst providing a review of the accessibility of the facility design and operational procedures for different user groups.

Exercise Referral Standard

Following a successful Pilot with Public Health Suffolk and Suffolk County Council, we are launching the new Exercise Referral Standard. The Standard aims to provide a set of quality operating standards to help drive improvements and consistency in your Exercise Referral scheme delivery. It is in line with NICE guidelines and will review the quality and competency of your staff and operational procedures.

The cost for a standalone Exercise Referral Standard or Tackling Inequalities in Leisure Standard Assessment is £650 Plus VAT. The cost for a standalone Swim England Learn to Swim Accreditation is £595 Plus VAT.

For more information about Quest or Quest Plus please contact us

Call: 01582 840078

Visit: www.questaward.org Email: Quest@rightdirections.co.uk