

Quest Unannounced Directional Review

November 2024 – Issue 3



Outcomes

- To have a knowledgeable, professional management team and operational team
- Ensuring day-to-day management and operation of the facility is smooth running and effective
- The facilities are welcoming, safe, and clean.

Mystery Visit

For full guidance, please read the MV questions within the Quest for Facilities Module Guidance Documents:
<https://questaward.org/module-guidance#QuestFacilities>

Tackling Inequalities Mystery Visit	
Challenge:	Example of best practice
Does the facility's website or social media platform provide quality inclusive, up-to-date information that engages with their local community?	<p>Clear customer-centric design and messaging are used on both platforms.</p> <p>Useful information linked to accessibility is clearly understood, and communicated, reflecting the community it services.</p> <p>Quick and easy joining and booking process with effective calls to action.</p> <p>Inclusive, navigational and search in use to access up-to-date, informative content.</p> <p>There is a responsive and inclusive design.</p>
Are the activities and programs varied and accessible to meet the needs of the community?	<p>The organisation demonstrates innovative programming approaches to cater for the needs of the community.</p> <p>Staff are trained to be able to adapt their activities to suit the needs of a wide-ranging audience.</p> <p>There is evidence of high-level consideration of equipment provision to improve accessibility.</p>
Are all users able to access all activity areas within the facility?	<p>A range of equipment, systems and processes are in place to make the centre accessible and inclusive.</p>
Customer Journey Mystery Visit	
Challenge:	Example of best practice
Was the interaction with the team positive and enthusiastic?	<p>Team members have an efficient, positive, proactive approach to customer care with a friendly atmosphere throughout.</p> <p>There is a consistently high level of customer care throughout the visit.</p> <p>There is a positive atmosphere in the facility, making it a friendly place to visit.</p> <p>Customers will likely recommend others to visit the facility.</p>
Were the team knowledgeable and informative?	<p>Comprehensive and bespoke information is provided by staff during the customer visit to enhance the overall experience.</p> <p>Staff are well trained and knowledgeable of all products and services available.</p> <p>Staff can provide quality advice to enhance individual users' experience of the facility.</p>

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Guidance Notes

Challenge:	Example of best practice
Are enquiries and feedback made via the website or social media positively dealt with?	<p>There was a comprehensive response to all enquiries within a fast timeframe.</p> <p>Where appropriate the enquiry is followed up by the facility with other information provided.</p>
Are enquiries made by telephone positively dealt with?	<p>All calls were answered within a reasonable timeframe.</p> <p>Any automatic response system works to meet the customer's needs.</p> <p>The team provides proactive relevant information without hesitation. A comprehensive response was provided to all enquiries.</p> <p>Follow-up contact made if required.</p>
Are the facility's social media sites up to date with relevant and engaging information?	<p>Social media was very easy to locate, all links working, the platform very easy to navigate, and good use of images and videos was available to view current activities.</p> <p>Detailed product, pricing and timetable information was provided in recent posts.</p> <p>The images used on the site are reflective of the community.</p> <p>Recent testimonials or evidence of users attending events at the site.</p> <p>Evidence of quality engagement through questionnaires and feedback.</p>
Customer information is easily available and well-presented inside, and where applicable outside the facility.	<p>All information is professionally displayed and up to date.</p> <p>There is a strong corporate brand image throughout the facility. Multi-media is effectively used.</p> <p>A 'less is more' approach has been taken, whilst ensuring information can be easily obtained.</p>
When you visit the facility for the first time, do they capture your personal information?	<p>Comprehensive personal contact details are requested and recorded on the in-house membership system (Age, address, postcode, email address, telephone number).</p> <p>The facility actively provides "contact us" information requesting if the users have any additional support or accessibility needs.</p> <p>Staff are trained to request the communication preferences of the users so that a better service can be provided.</p>
Are team members well-presented and visible?	<p>All team members are professionally presented.</p> <p>There is a high presence of team members, and they actively try to engage with customers.</p>

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Operational Management Mystery Visit	
Challenge:	Example of best practice
Is the housekeeping of the inside and outside of the premises presentable and welcoming?	<p>The housekeeping at the facility is at a high standard and has a positive impact on the customer experience and the environment.</p> <p>Any opportunities for improvement are minor and do not impact on the overall customer experience.</p>
Is there an appropriate provision for changing rooms and toilets to meet the needs of all customers?	<p>There is good provision of high standard changing facilities to cater for all needs including the provision of privacy screens.</p> <p>The changing rooms are well-appointed with high-quality fixtures and fittings.</p> <p>There are high standards of maintenance and there were no/ or limited items not working.</p> <p>Toilet facilities are good, well stocked, and clean.</p>
Is the facility clean?	Industry standards are being followed. The facility has taken action to ensure all surfaces and equipment in all areas are kept clean at all times.
Is there a provision of goods for sale and hire equipment to meet the programming needs?	<p>A wide range of competitively priced resale items are available to purchase either online or in person.</p> <p>All vending machines are in good working order, fully stocked, clean and tidy and offer a wide range of products.</p> <p>Equipment hire is available, in excellent condition with a competitively priced deposit system.</p>
Managing the Team Mystery Visit	
Challenge:	Example of best practice
Do the team appear to be well-managed and carry out their duties and activities in a professional manner?	<p>Team members have a positive approach to delivery standards.</p> <p>The consistency of delivery has a positive impact on customer behaviour.</p>
Did the activity that you take part in feel safe and enjoyable?	<p>The deliverer is proactive in explaining how the activity should be delivered by customers to adhere to guidance, whilst also making it fun and enjoyable.</p> <p>The supervision of the activity was of a very high standard, and all relevant NGB guidance was followed.</p>
Environmental Management Mystery Visit	
Challenge:	Example of best practice
Is a Display Energy Certificate displayed and in date?	An up-to-date DEC (no smaller than A3) is displayed in a prominent place that is clearly visible to members of the public (publicly owned buildings only)

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Challenge:	Example of best practice
Are the environmental conditions acceptable? Note: Air and water temperature. - Includes pool, tap and shower water where applicable	<p>Air conditioning units are clean and in good working order.</p> <p>Air temperature is set to the temperature required for the activity taking place.</p> <p>Where possible windows rather than air conditioning are used to control room temperature.</p> <p>Careful consideration is given to lighting levels to enhance the activities taking place.</p> <p>No evidence of any noise issues.</p>
Can customers easily get to the facility without driving?	<p>Positive messages are displayed on the website encouraging customers to use green transport. E.g., bike racks available with photos.</p> <p>Pedestrian and traffic routes at the facility are clearly signposted.</p> <p>Cycle provision is secure and protected from the elements.</p> <p>Car charging units are in place, and they are not stored along fire exit routes.</p>
Does the facility promote its environmental sustainability policies?	<p>There is an engaging environmental and/or sustainability policy displayed inside the facility and online in prominent locations.</p> <p>Information is publicised showing actions taken to reduce the negative impact on the environment. Information is provided describing the impact action has had on achieving net zero objectives.</p> <p>Innovative approaches are taken to engage stakeholders enabling them to contribute to improving the environment. For example, tree planting days, the theme of the month promotions and discounts to customers who cycle or get public transport to the facility.</p>
Is there a focus on "reduce, reuse, recycle, responsibly dispose of?"	<p>There is a strong commitment to the waste hierarchy. There is clear evidence of reduced reuse and recycling taking place at the facility.</p> <p>Customers are actively encouraged to bring waste in from home for the facility to dispose of. For example, batteries, printer cartridges and electricals.</p> <p>Innovative technology is in place to reduce carbon emissions.</p> <p>All facilities (toilets, showers) use sensors and innovative designs to reduce water consumption.</p> <p>Timetables and other information are available to download from the website, and are customers encouraged to visit the web instead of taking leaflets.</p>

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Unannounced Review

Section 1 – General Observations (Assessor completes a building tour to assess Brand Standards)
ARRIVAL / CAR PARKING
Car Park – Well presented & managed (including bins, cycle storage, signage) – Scoring Yes/ No/NA
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Litter free • Bins • Barriers working • Lines clear • Adequate Signage • Adequate lighting to car parks which is well maintained • Car parking surfaces are all in good order • CCTV including data holder information • Cycle storage close to the Centre • Adequate racks.
Car Park – Easy to park (spaces available), disabled parking provision appropriately positioned and space available – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Spaces available • Pay and display clearly visible and machines operating / or signs in place • Suitable car parking provision for the size of the Centre • Suitable demarcation of parking bays • Adult/child spaces • Traffic flow and speed limit signage are clearly marked and in place throughout • Disabled parking provision appropriately positioned and space available • Disabled spaces controlled • Disabled spaces clearly signposted and marked.
Building – External presentation and maintenance – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Free from graffiti & chewing gum • Welcoming – Branded/entrance signage • Roof/walls/windows/doors / décor well maintained • Bin compounds are tidy and secure • Pathways and shrubbery in good condition.
RECEPTION
Welcoming, appearance and access – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Reception area is clean, tidy, and well decorated • Leaflets and information well displayed and available • Suitable disabled access to include doors, rails, ramps and appropriately marked steps was provided • Front doors easy to identify and navigate
Service, staff interaction and appearance – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Length of wait to be served • Queue management • Payment process • Ease of booking activity

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- Receipt given/offered
- Reception resourced appropriately to deal with customers
- Additional information is given without prompting – for example locker type and directions
- Resale available and suitable to customer needs, for example, shuttlecocks, goggles, aqua nappies
- Hire equipment is available and in good condition.

Information clearly displayed including admission policy, signage, and DEC – Scoring Banding

GUIDANCE AND EXAMPLES OF BEST PRACTICE

- Receptionist friendly, helpful, professional, and knowledgeable
- Apologetic if customers are kept waiting
- Deal with comments and complaints professionally
- Is there a child admission policy that is displayed and conveyed
- Are the centre rules clearly displayed and conveyed
- Concessions for junior, disabled, seniors, leisure card, young persons, corporate, unemployed, GP referrals etc
- Is there a DEC certificate on display in an accessible and prominent location for customers to read – no smaller than A3. (Only applicable to buildings with a floor area of over 250m2)
 - Is it reviewed every 12 months (every 10 years for buildings with a total useful floor area over 250m2 but under 1,000 m2)
 - Is there any 'story' attached to demonstrate reasons for any increase & / or decrease in DEC score.

WHOLE BUILDING

Accessibility for disabled customers – Scoring Yes/ No

GUIDANCE AND EXAMPLES OF BEST PRACTICE

- Low-level counter for disabled users
- Minicom system/hearing loop available
- Doors/turnstiles
- Accessible toilets / changing rooms
- Lifts – working (alternative arrangements if lifts are broken)
- Access to activities for example pool hoist, fitness equipment
- Facilities for families, children, baby changing, playpen, baby seats.

Staff levels, interaction & approach – Scoring Banding

GUIDANCE AND EXAMPLES OF BEST PRACTICE

- Are all Staff friendly and helpful
- Is there a welcoming atmosphere within the Centre
- Is eye contact made by Staff
- Do Staff engage in conversation
- Are Staff serving customers with a smile
- Do Lifeguards interact positively by explaining things 'to do', not just policing what customers 'can't do'
- Do Staff make customers feel valued and important
- Are there enough Staff on duty to deliver excellent service
- Do Staff have time to interact with customers
- In the event of customer queries, are their Staff available to assist
- Can Staff react to impromptu demands on their time
- Are telephones answered swiftly
- Is litter picked up frequently, are tables in seated areas cleared swiftly
- Are all areas staffed as stated, for example, the Gym floor, Reception.

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Access control – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Well-managed access control at the reception Facility Areas have sufficient access control/supervision.
Directional signage, CCTV, and safety signage – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Signage is clear with a recognisable format and font for ease of understanding Has a signage audit been carried out to include not just safety but directional signage too Is there clear and effective safety signage being in place, for example, no diving, depth signage, no unauthorised access, hot water, drinking water, no violence towards staff Mandatory advice Warning signage Information signage CCTV signage in place Is the photographic policy clearly displayed around the building.
High standards of cleaning and housekeeping – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Clean and tidy building Deep cleaning High-level cleaning Toilets and changing rooms clean and hygienic. Floor tiles clean and free from scale including grouting Shower tiles clean and free from scale including grouting Drains clean and well-maintained Lockers clean externally and internally Ventilation extracts and ceiling tiles were fitted clean Toilets clean and free from odour with suitable quantities of hygiene products provided Resources were capable of cleaning after bookings such as football pitch bookings, school swimming Bins clean and not overflowing Are there sufficient numbers of bins Chemicals are not left unsupervised Is the management of trailing cables in place Is equipment safely and appropriately stored Are staff-only areas locked Are there any fall, trip or slip hazards evident Access around circulation and activity areas safe.
Well maintained – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Out-of-order equipment is well managed Equipment is well maintained Equipment is PAT tested.
Environmental conditions and management – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Temperature and lighting are suitable for the activities taking place Is environmental management information displayed Are energy-saving devices evident / promoted Is there a commitment to the environment displayed for example is recycling clearly evident Are lighting levels appropriate Are lights turned off in areas, not in use

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Customer Information (e.g., timetables, access policies, promotions, noticeboards) – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Customer charter/ pledge • Rules and prohibition signage, for example, child admission policy, codes of conduct, photograph policy • Branding / corporate image for all marketing media • Marketing Material, such as timetables and promotions – in date, accurate and in a range of formats • Notice boards have headers and are neat and tidy • Internal Signage is consistent and clear and effective and portrays a corporate image.
DMs - Equipment is stored appropriately (safely, tidily, to prolong shelf life, store plans in place) – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Storage plans (floor layouts, shelving, space allocation etc) • Attention to detail, tidiness, housekeeping, systematic approach
Whole Building – Activity programme encourages participation – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Is the activity programme inclusive or exclusive? (This might be determined by certain contractual arrangements) • Is the programme innovative and diverse, maximising the space available • Is the programme regularly reviewed?
CHANGING ROOMS & TOILETS
All facilities are in working order and sufficient including showers, toilets, hooks, lockers, and hair dryers etc – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Adequate locker provision (percentage of total number of lockers not working below 5%) • Adequate changing and sufficient showers which are pre-set to a sensible temperature • Changing room area warm and appropriately ventilated • Hair dryers and hand dryers provided and appear safe in design and operation • Where cubicles are provided are these in good working order and well maintained in all respects • Bins for nappies and sanitary waste in place and not overflowing • Consumables in place, for example toilet paper and soap • Baby changing and toddler chairs in place (accessible to both male and female).
SWIMMING POOL
Lifeguard behaviour & appearance – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Changeover well executed • Alert and vigilant • Following rules • Whistles • Appropriate uniform • Have Lifeguard numbers been based on the latest guidance. • Is there a risk assessment for Lifeguarding including consideration for glazing, lighting, Pool access, Pool surround, location of Changing Rooms, Pool features etc • Are the outcomes from the risk assessment included in the 'control measures' within the PSOP • Has a LZVT been carried out • Are lifeguarding arrangements in place for all elements of the Pool programme and do they comply with governing body recommendations i.e., canoeing, diving, synchronised swimming, sub-aqua diving etc?

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Pool Safety signage & rescue equipment – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Has a Pool Safety audit been undertaken Has a risk assessment been carried out to ascertain the need for rescue equipment and signage Are there regular checks on the rescue equipment (provision, location, expiry dates and durability).
FITNESS FACILITIES
Staff behaviour and appearance – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Well presented Professional & knowledgeable Talking/interacting with users (not sat behind desks or in offices).
Equipment (in working order, plenty of variety, sufficient and accessible) – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Well-presented / safely erected equipment Good variety for all types of users In working order Accessible for all users.
DRYSIDE FACILITY AREAS (INDOOR AND OUTDOOR)
Equipment (in working order and sufficient) – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Well-presented, well-maintained, and safely erected equipment Good variety for all types of users In working order Sufficient to meet the needs of the programme.
FOOD & BEVERAGE
Allergens information and hygiene rating promoted – Scoring Yes/ No/NA
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Is there food labelling and warning signage about allergens obvious to customers The food hygiene rating is displayed. <p><i>Please note, that if a third party manages the café, this question is optional, and the assessor will ask if you would like the cafe included within the assessment.</i></p>
The menu gives the opportunity to purchase healthy food and a variety of options – Scoring Banding or NA
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Promotion of healthy options Is there any evidence of including the health improvement outcomes of the health sector e.g., 5-a-day Is there a variety of healthy eating options available? <p><i>Please note, that if a third party manages the café, this question is optional, and the Assessor will ask if you would like the cafe included within the assessment.</i></p>

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The food produced is of good quality and is well presented – Scoring Banding or NA
<p>GUIDANCE AND EXAMPLES OF BEST PRACTICE</p> <ul style="list-style-type: none"> Whilst quality is subjective, are different food-type options available (white or brown bread, caffeinated or decaffeinated coffee etc) Cutlery and crockery clean Serviettes readily available Food on display looks appetising and well-presented Is there a best before/ or use-by-date process in place Is all food correctly labelled and in date? <p><i>Please note, that if a third party manages the café, this question is optional, and the Assessor will ask if you would like the cafe included within the assessment.</i></p>
Staff standards – Scoring Banding or NA
<p>GUIDANCE AND EXAMPLES OF BEST PRACTICE</p> <ul style="list-style-type: none"> Uniform Personal Hygiene. <p><i>Please note, that if a third party manages the café, this question is optional, and the Assessor will ask if you would like the cafe included within the assessment.</i></p>
Vending - a suitable range, well-maintained, filled, and healthy alternatives available – Scoring Banding or NA
<p>GUIDANCE AND EXAMPLES OF BEST PRACTICE</p> <ul style="list-style-type: none"> Are vending lines full Is there a stock control system in place Is stock rotation deployed Is there a procedure for 'Best Before' dates, including stock rotation Is change given in the vending machines Are the hot drinks machine(s) cleaned Is there a cleaning regime to ensure the hygiene of all machines <p><i>Please note, that if a third party manages the café or vending service, this question is optional, and the Assessor will ask if you would like the cafe included within the assessment.</i></p>

Section 2 – Duty Management
<p>COMPLIANCE DECLARATION (Only 50% will be assessed)</p> <p>The assessor will require to see evidence of compliance with the following challenges:</p>
Health and Safety Management System
<p>EXAMPLES OF BEST PRACTICE</p> <p>Safety system procedures must cover all key activities for staff, customers, and others; including instructions and guidance on the actions required to ensure a safe environment for staff and customers, good practice models include:</p> <ul style="list-style-type: none"> HS(G)65 Successful Health & Safety Management ISO45001:2018 Occupational Health and Safety Management Systems <p>Processes in place to regularly review and update the procedures and policy systems, including the health and safety management system.</p>

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Health and Safety Policy Statement
<p>EXAMPLES OF BEST PRACTICE</p> <p>The health and safety policy statement should be signed by the person within the organisation responsible for health and safety.</p> <ul style="list-style-type: none"> The policy statement should set out the responsibilities of the organisation and its employees; containing a commitment to providing a safe and healthy working environment, with both effective systems and procedures that influence the organisation, arrangements, premises, and equipment The statement should be regularly reviewed and must consider any significant changes in size and or organisational structures.
Employers and Public Liability Insurance Certificate
<p>EXAMPLES OF BEST PRACTICE</p> <p>The organisation should ensure that current insurance certificates for public and employer liability are in place and the employer liability certificate should be readily accessible to all employees.</p>
Fixed Electrical Installation Inspection Certificate
<p>EXAMPLES OF BEST PRACTICE</p> <p>A fixed wiring periodic inspection and test should be carried out in accordance with the 'Electricity at Work Act 1989' and 'Requirements for Electrical Installations (IEE Wiring Regulations BS 7671)' with records maintained on site:</p> <ul style="list-style-type: none"> Annually for swimming pools and fire alarm installations Three yearly for other leisure facilities (including dual-use facilities), theatres and emergency lighting installations Five yearly for the village halls and community centres, residential accommodation, offices, and educational establishments (not open to the general public) <p>The certificate will describe if the test is satisfactory or unsatisfactory.</p> <p>An 'Unsatisfactory' certificate will list the actions to be addressed. All Code 1, Code 2 or FI actions should be addressed, or a plan should be in place to address these actions within a reasonable timespan, with evidence of completion held with the original report.</p> <p>FI is described as 'Further investigation required without delay.' it applies to anything within your fixed wire system that requires further investigation as a matter of urgency.</p> <p>Note: Following the first inspection of a brand-new building the examiner could reduce the period of inspection or extend the period of inspection to a maximum of 5 years. Any extension and the reason why should be recorded on the inspection certificate and a risk assessment completed (as per table 3.2 Note 8 Guidance Note 3: Inspections & Testing IET).</p> <p>Operators should liaise with their insurance company and local licensing authority in relation to licenced premises to ensure their timescales are met.</p>
Risk Assessments
<p>EXAMPLES OF BEST PRACTICE</p> <p>Risk assessments should be carried out and recorded in accordance with 'Management of Health & Safety at Work Regulations 1999' and available to all staff. They should be:</p> <ul style="list-style-type: none"> Current Suitable and sufficient, with all significant hazards recorded Effective control measures in place relevant to the facility Formally reviewed on a planned regular basis, as per 'INDG163' or after an accident, incident, near miss or the purchase of new equipment Completed for premises, tasks, activities, and people <p>Risk Assessments related to infectious diseases and viruses, including those identified during a pandemic/epidemic, will be checked, and must be regularly reviewed and updated in line with public health guidance. This should include a room-by-room assessment of ventilation in controlling the risk of transmission.</p>

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Fire Risk Assessment (Site-Specific)

EXAMPLES OF BEST PRACTICE

A fire risk assessment should be carried out by a competent person and recorded in accordance with 'Regulatory Reform (Fire Safety) Order 2005' It should consider the following elements:

- Current
- Suitable and sufficient
- Sources of ignition
- Sources of combustion
- Sources of oxygen
- Fire detection
- Escape routes and evacuation
- Firefighting equipment
- Supporting building plans
- Formally reviewed on a planned regular basis, as per 'INDG163', after changes within the building, incidents, the purchase of new equipment or as per the recommendation within the fire risk assessment.

The fire risk assessment will provide recommendations for regular inspection. These inspections should be conducted, recorded and records maintained on site.

Control of Substances Hazardous to Health (COSHH) Assessments & Data Safety Sheets (SDS)

EXAMPLES OF BEST PRACTICE

Processes and procedures should be created for the safe use, storage, and handling of substances, including chemicals, in accordance with 'Control of Substances Hazardous to Health Regulations, 2002' (COSHH), including the following:

- Safety data sheets (SDS) documentation provided for all hazardous substances currently in use
- COSHH assessment documentation completed for all hazardous substances currently in use
- Adequate 'Personal Protective Equipment' (PPE) available for appropriate staff
- Chemicals stored safely including segregation of acids and alkalis
- Containers clearly labelled
- Ensuring that bunds hold at least 110% capacity of the chemical stored
- A plan in place to deal with chemical spills and other major incidents

Training records in place for staff handling chemicals, including chemical use, PPE, and emergency action.

Emergency Action Plan/Procedures

EXAMPLES OF BEST PRACTICE

Facility-based emergency procedures (Emergency Action Plan) should be developed for all potential emergency situations with documented, defined action to be delivered where applicable. Key areas to consider should include:

- Evacuation for fire, bomb, and chemical spillage
- Structural damage
- Electricity failure
- Gas or chemical leak
- Lost persons
- Lack of clarity in pool
- First aid

The procedure should be implemented, reviewed and available to staff with a training process in place.

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Emergency Lighting Test Certificate and Service Record
<p>EXAMPLES OF BEST PRACTICE</p> <p>Emergency lighting should be tested for function in accordance with 'Regulatory Reform (Fire Safety) Order 2005' with records maintained on site:</p> <ul style="list-style-type: none"> • Monthly statutory checks • A test of the battery backups (discharge test) completed • Annual maintenance and service of equipment undertaken by a trained competent person • As recommended by the fire risk assessment.
Fire Alarm Test Certificate and Service Records
<p>EXAMPLES OF BEST PRACTICE</p> <p>The fire alarm should be tested regularly for function in accordance with 'Regulatory Reform (Fire Safety) Order 2005' with records maintained on site:</p> <ul style="list-style-type: none"> • Weekly statutory checks – demonstrating a planned approach to checking all call points on a rotational basis • Six monthly maintenance and service of equipment undertaken by a trained competent person. 100% of the system should be serviced within twelve months over a minimum of two visits not exceeding 6 months. • As recommended by the fire risk assessment.
Asbestos Survey/Register
<p>EXAMPLES OF BEST PRACTICE</p> <p>An asbestos survey should be carried out for all buildings built before 2000 in accordance with 'Control of Asbestos Regulations 2012'. If asbestos is located, a register should be completed, and control measures implemented including:</p> <ul style="list-style-type: none"> • An established process for addressing the management of asbestos, including defining the duty holder • A regime of regular inspection • Information for contractors and/or visitors • Guidance on what to do if asbestos is disturbed • A plan of the location of asbestos in the building which is understood by staff.
Legionella Risk Assessment
<p>EXAMPLES OF BEST PRACTICE</p> <p>A Legionella risk assessment should be carried out by a competent person and recorded in accordance with 'Legionella L8'. It should contain responsibilities (duty holders) and recommendations to reduce the risk of an outbreak which may include:</p> <ul style="list-style-type: none"> • Flushes of underused outlets • Water temperature checks (less than 20° centigrade for cold, more than 50° for hot) • Calorifier temperature checks • Microbiological water tests • Shower heads descaling • Chlorination regime • Tank inspections • Detailed/accurate schematic drawings of all hot and cold domestic water services <p>The above inspections/ tests should be carried out, recorded and records maintained on site. The risk assessment must be formally reviewed regularly and specifically whenever there is reason to suspect it is no longer valid. An indication of when to review the assessment and what to consider should be recorded in the current risk assessment. This may result from and include:</p> <ul style="list-style-type: none"> • Changes to the water system or its use • Changes to the use of the building in which the water system is installed • The availability of new information about risks or control measures • The results of checks indicating that control measures are no longer effective • Changes to key personnel • A case of Legionnaires' disease/legionellosis associated with the system.

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Gas Boiler Service Records
<p>EXAMPLES OF BEST PRACTICE</p> <p>Gas boilers should be serviced in line with legislation and manufacturer's instructions, with records maintained on site:</p> <ul style="list-style-type: none"> • Annual maintenance and service of equipment undertaken by a trained competent person.
Passenger Lifts and Hoist Examination and Inspection
<p>EXAMPLES OF BEST PRACTICE</p> <p>Passenger lifts and hoists should be serviced in accordance with 'Lifting Operations and Lifting Equipment Regulations (LOLER) 1998' and manufacturer's instructions, with records maintained on site:</p> <ul style="list-style-type: none"> • Passenger lifts, six monthly thorough examinations, maintenance and service undertaken by a trained competent person • Hoists (including pool and disabled) six-monthly, thorough examination, maintenance and service undertaken by a trained competent person. • Mobile elevated work platforms should be serviced in accordance with 'Lifting Operations and Lifting Equipment Regulations (LOLER) 1998' and manufacturer's instructions, with records maintained on site: • A six-monthly thorough examination, and maintenance undertaken by a trained competent person.
Non-Passenger Lifts, Hoists and Work Platforms Examination and Inspection
<p>EXAMPLES OF BEST PRACTICE</p> <p>Non-passenger lifts and hoists should be serviced in accordance with 'Lifting Operations and Lifting Equipment Regulations (LOLER) 1998' and manufacturer's instructions, with records maintained on site:</p> <ul style="list-style-type: none"> • An annual thorough examination, and maintenance undertaken by a trained competent person <p>Mechanical hoists should be serviced in accordance with 'Lifting Operations and Lifting Equipment Regulations (LOLER) 1998' and the manufacturer's instructions, with records maintained on site:</p> <ul style="list-style-type: none"> • An annual (unless the equipment is used to lift people, this would be every six months) thorough examination, maintenance and service of equipment undertaken by a trained competent person.
Safeguarding
<p>EXAMPLES OF BEST PRACTICE</p> <p>Safeguarding policies, procedures and training are in place to ensure a safe environment for children, young people, and vulnerable adults, with the evidence available on site:</p> <ul style="list-style-type: none"> • Safeguarding Policy <ul style="list-style-type: none"> ◦ Up-to-date and reviewed that includes localised reporting processes for incidents and potential concerns ◦ Evidence that relevant staff have been trained on the policy • Designated Safeguarding Lead <ul style="list-style-type: none"> ◦ Designated safeguarding lead(s) appointed and are known to staff ◦ Designated safeguarding lead(s) contactable whenever the centre is open ◦ Designated safeguarding lead(s) aware of their responsibilities • Safe Recruitment Practice <ul style="list-style-type: none"> ◦ Risk assessment(s) in place for safeguarding children and vulnerable adults, which is used to determine the centre's/ organisation's eligibility policy, including Disclosure and Barring Scheme (DBS) ('Disclosure Scotland' in Scotland) policy ◦ New applicants are DBS checked if eligible and all available information is risk assessed to judge the suitability of applicants • Clubs and External Organisations <ul style="list-style-type: none"> ◦ There is a process in place to ensure clubs have safeguarding practices including a safeguarding policy, current insurance, appropriate coaching qualifications and personnel DBS checked if eligible

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Note: Copies of DBS certificates can only be held under certain circumstances and must be retained securely under the control of a designated person only. In general, centres should not have certificates or copies of certificates for the staff or external club coaches. Centres/ organisations cannot hold copies of DBS disclosures for external clubs and other hirers, this is only permitted for those employing or deploying staff (paid or volunteers) and not someone simply providing a venue for activities.

However, it is reasonable for the venue to require confirmation from the club/ hirers that have a safe recruitment practice (amongst other arrangements) in place and that all eligible coaches etc. have been subject to a DBS check and assessment through the club/ organisation/ NGB. Management might check this compliance in a variety of forms including signed agreements, signed terms and conditions, spot checks or audits.

TEAM

Staff Qualifications, Induction & Training Records (Sample 3)– Scoring Yes/ No

GUIDANCE AND EXAMPLES OF BEST PRACTICE

- First Aider on shift qualifications up to date
- Operational mandatory staff qualifications up to date
- Comprehensive inductions (& induction refreshers) have taken place
- An ongoing training plan is in place which covers specifics, for example, health and safety, customer care, safeguarding, equality, and finance in addition to job specifics
- All statutory training requirements are identified and met for all roles
- Competency tests are carried out for all training
- Staff training records are held to identify who has completed what training
- Staff are encouraged to undertake continuous professional development (CPD). CPD requirements are understood and implemented across all relevant roles, for example, lifeguards, swimming instructors, fitness instructors and sports coaches
- Fitness and health staff are encouraged to be registered on the 'Register of Exercise Professionals' (REPs)
- On-going management development and succession planning, including coaching and mentoring opportunities that consider both the organisation and individual needs, is built into the training programme
- Partnerships are in place with an industry-approved training provider to assist in the delivery of qualifications such as National Vocational Qualifications (NVQs)
- Staff are trained in relevant procedures and policies; and any changes actioned accordingly.

There are effective methods of communication between Management in place – Scoring Banding

GUIDANCE AND EXAMPLES OF BEST PRACTICE

- Effective two-way communication processes are in place, for example, emails, diaries, memos, notice boards, newsletters, and briefing sessions
- Regular staff meetings take place and minutes are taken and distributed
- One to one meeting is scheduled and held, and minutes are taken
- Staff views are sought, for example, regular feedback is encouraged, and suggestions schemes are in place
- A staff forum is in place with representatives from all areas of the service.

Staff rotas comply with the Working Time Regulations – Scoring Yes/ No

GUIDANCE AND EXAMPLES OF BEST PRACTICE

- Staff rosters for all areas comply with the Working Time Directive, for example the number of hours to be worked, rest periods, holidays, and breaks whilst on duty (Sample 3).

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A policy on who is DBS checked is in place and compliant – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> An agreed and implemented policy is in place that defines who is checked and how often by the Disclosure and Barring Service (DBS) – England and Wales Criminal record checks are carried out by Disclosure Scotland for Scotland and Access NI for Northern Ireland.
Safeguarding Policy in place and designated Safeguarding Officer in place – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> A safeguarding policy is in place and is understood by all staff A designated Safeguarding Officer is in place. All staff are aware of who the Safeguarding Officer is? Processes are in place to regularly review and update the safeguarding policy and procedures.
POLICIES AND PLANNING
There is a business plan linked to corporate objectives and targets are known – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Business Plan, Strategic Plan, Mission Statement, Vision, Values etc. known Summary of Business Plan understood by duty managers Any knowledge of key performance indicators: finance, usage, profit/loss, under-performance, over-achievement etc.
Procedures are in place to set out the standards and responsibilities in all departments – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Integrated Management System (IMS) or Quality Management System (QMS) Procedures, policies etc Standard Operating Procedures or Normal Operating Procedures (by department) Staff Handbook
An improvement plan to ensure day to day improvements tasks are identified and actioned – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Service Improvement Plan (SIP) or Continuous Improvement Plan (CIP) to include improvements from the service, for example, health and safety, cleaning, maintenance, customer comment / feedback, equipment upgrade, modernisation, innovation, I.T., etc
FACILITY STANDARDS
COSHH data and assessment sheets are in place for cleaning chemicals (Sample 3 Chemicals) – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> COSHH Assessment plus relevant chemical data sheet for each chemical reviewed Files/sheets up to date (check review dates) Archive data for those chemicals now not in use
Staff have been given training in cleaning programmes, COSHH and PPE – (Sample 3 relevant staff) – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Do Staff understand implications of COSHH Test the knowledge on safe storage of any flammable chemicals PPE is in date – for example check expiry dates on ventilation masks in Plant Room Observe whether Staff wear any PPE, such as gloves. Is correct footwear worn when using or transferring caustic chemicals.

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Cleaning stores are well presented with equipment and chemical segregated – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Test the knowledge on safe use of chemicals (not mixing acids with alkalis) • Shelves labelled • Storage is orderly and well-presented. Buckets emptied etc.
A reactive maintenance schedule is in place and being followed – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Check procedure • Check whether there is a list of suppliers to call out (possibly from a preferred supplier list) • Are Staff allowed and encouraged to do what it takes to rectify faults that might otherwise compromise the service • Do Staff use their initiative and try and resolve the issue or is there a reliance on the Maintenance Team / Property Services to fix.
A planned maintenance schedule is in place and being followed – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Is there a PPM in place • Is the PPM adhered to and up to date • Does the PPM allow for any trend analysis or service history • Is there a life-cycle regime built into the PPM.
Visitors/contractors working on site are required to sign in/out (with knowledge of permit to work) – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Check at Reception • When was it last completed • Do contractors sign OUT as well as in • Are contractors given any essential health & safety information prior to commencing work.
SWIMMING POOL
Pool/spa water is subject to daily testing and weekly balanced water tests are conducted – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Is pool water treatment carried out in line with recommendations in Pool Water Treatment Advisory Group (PWTAG), such as water testing regimes and microbiological testing? Are records in place • Is the Spa Pool water treatment carried out in line with recommendations from the Health Protection Agency guidance on spa pools • Are you aware of action that should be taken if the chlorine level in the Pool falls outside the acceptable parameters • Are acceptable parameters known • Check the training/qualification of those undertaking weekly water-balanced checks – i.e. PPO
Plant room well managed – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • PPE • Chemical storage • COSHH Assessments • Drench Shower • Signage • Housekeeping • Access Control • Trained Staff • Procedures / Work Instructions in place

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ENVIRONMENT
DMs - Environmental knowledge (including who is the Environmental Champion, targets, recycling percentages) – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Test the understanding of the nominated Environmental Champion. Often this is only notional. • Is there any 'real' knowledge and understanding around the Centre's carbon footprint – recycling policy, reduce the amount of waste policy, reuse policy, replace policy, environmentally friendly purchasing, source local produce, fair trade, etc • Understanding about renewable energy sources and any plans to install • Trained in ISO 14,001 • Working with Carbon Trust / Green Dragon • Environment Management Accreditation Services (EMAS) • Desired temperatures within the building • Environmental audit • Knowledge of acceptable lux levels in each facility area • Knowledge of gas, electric, oil, water tariffs • Energy-efficient plant and equipment
HEALTH & SAFETY
Weekly checks are in place including alarms test being completed and up to date, first aid provision and fire drill records are in place– Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Internal Fire alarm • Emergency / Panic Alarms • Pool Alarms • Disabled Alarms • First Aid supplies • Fire Drills/ evacuations
Daily checks take place on final fire exit doors. Checks on internal fire doors, including door closures and seals, take place at least monthly – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Are the daily building inspection sheets completed • Are there records to ensure any faults or defects are flagged as requiring URGENT attention?
Serious Incident pack / grab bag in place at reception – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Is there a Serious Incident pack at Reception • Has the Serious Incident Pack/grab bag been checked in the last week
Are accidents and incidents suitably recorded – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Are records completed for accidents/incidents including RIDDOR • Are Staff aware about reporting serious incidents and understand how to complete this on HSE website.
Is there a suitable provision of first aid equipment – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • AED • First Aid supplies – are they within the expiry dates • Is there provision for safe disposal of sharps and clinical disposal removal.
Knowledge of isolating points/fire hydrants – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Where are the isolating points for Incoming gas, water, and electricity services • Does the DM know the Fire hydrant locations.

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Knowledge of lift operations, entrapments, and breakdowns – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> What action should be taken if the lift breaks down with someone in it
CUSTOMERS
Customer feedback systems are in place and feedback is responded to within an agreed timescale – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Is feedback encouraged and recorded and used to improve the service: <ul style="list-style-type: none"> a) written: comment card, electronic portal, website, questionnaire, research, Net Promoter Score (NPS) or b) verbal: face-to-face Is TripAdvisor used Is social media used, for example, Facebook (Likes) Is there a policy for response times in place Is it measured (is it achieved)
A programme of customer research is in place to measure satisfaction levels – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Research Plan User and Non-User Survey Departmental Research i.e. swimming – different swim levels research at different times (sample) NPS Mystery Visit experience(s) Tells Us What You Think data capture
IT Customer data on the booking/front of house system is secured and systems reliable – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Sample whether customer telephone details would be given upon request Are Gym programme cards left unattended which include personal details Are computers locked down when the user leaves the workstation temporarily Are computer passwords protected Do Staff share log-in passwords Are membership contracts including financial details left unattended (in the Gym or Sales Office, for example)
There is a clearly defined sales process and journey for customers – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Check the Sales process Is the Sales process always adhered to? Is this tested? Mystery telephone calls. Do all front-line Staff understand the process, for example, enquiry cards, details such as 'where did you hear about us' etc
FINANCE AND SECURITY
Security and CCTV policy in place, cameras are working and the safe is well managed – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> CCTV signage in place CCTV policy including training for DMs CCTV to be securely located to avoid unwanted tampering Are the doors leading to the safe always locked Are safe keys left unattended Are safe checks completed at the beginning and end of each shift (or whenever the DM changes) Is there enough change and enough floats Is the money counted by more than one person Is there a documented system for reporting any discrepancies Is valuable-lost property stored in a safe?

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General Data Protection (GDPR) – GDPR Policy is in place – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> There is a GDPR Policy in place and understood by ALL Staff. Staff are aware of who the organisation's GDPR-responsible person is.
DUTY MANAGER SCENARIOS
Three scenarios will be asked of the Duty Manager – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> The DM should be able to confidently respond to any of the scenarios given If any doubt, the DM should follow his / her chain of command and refer the scenario to the Line Manager.

Section 3 – Front-line and Operational Staff
STAFF QUESTIONS
Minuted appraisal/assessment system is in place (Sample 3 staff from different areas) – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> 121s Performance Reviews
Ability to contribute ideas to the development of the Centre – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Staff feedback system – suggestion scheme Ask for any examples of where initiatives have been taken on board Is there an open-door policy, where mutual respect is evident Are Ops Staff treated with respect
Aware of targets, goals, and performance for the Centre – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> What are the key goals for the centre (headline information) Is the centre achieving the goals
Attend departmental meetings / made aware of changes – Scoring Banding
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Check meeting minutes Are changes in procedures recorded with Staff signing to demonstrate their understanding Do Staff have opportunity for induction refreshers where changes in policy can be shared
Knowledge of where to find health & safety information – Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Empirical evidence from asking the question Are Staff aware about the risk reduction plan Do Staff know who to go to with any health and safety concerns Have Staff had an induction in health and safety
Know who is the nominated health & safety competent person and designated Safeguarding Officer – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> Who is the onsite Health & Safety Competent Person

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EAP / NOP knowledge – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • PSOP • Admission policy • SIMP – grab bag • Fire procedure.
Customer care and feedback procedure or policy knowledge – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Customer care policy in place • Customer care training – nature or nurture • Is excellent customer care deployed in every instance • How do customers feedback on their experiences to the Centre? Name the various methods • Would you encourage a customer to complete a complaint form, or try and redress the issue
Environmental policy and objectives – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Environmental policy in place • Is there an Environmental Board • Is there any knowledge or examples of where the Centre may have made an impact on the environment • Give examples of how each member of Staff might be able to positively influence the environmental targets onsite – switch off lights, turn off air conditioning units when not in use, close doors & windows, etc
CATERING STAFF
Catering facilities operate to Safer Foods, Better Business guidance or equivalent Food Safety procedures and temperature checks – Scoring Yes/ No/NA
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Does the Facility have a robust Food Safety Management system • HACCP or Assured Safe Catering System • Have the checks and inspections been conducted appropriately in the last week for fridge, freezer, deliveries, and core temperatures? <p><i>Please note, that if a third party manages the café or vending service, this question is optional, and the Assessor will ask if you would like the cafe included within the assessment.</i></p>
Is the kitchen clean and a cleaning programme being followed and records up to date – Scoring Yes/ No/NA
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Is there a visual inspection and a check of the cleaning programme including deep cleans and those areas such as cooker hoods, underneath fridges, freezers etc • What is the frequency of changing deep-fat fryer oil? <p><i>Please note, that if a third party manages the café or vending service, this question is optional, and the Assessor will ask if you would like the cafe included within the assessment.</i></p>
Is food stored safely in fridges and freezers with stock rotation evident – Scoring Yes/ No
GUIDANCE AND EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none"> • Is there a visual check of fridges, and freezers including expiry dates and old stock at the front with the newest stock at the back? <p><i>Please note, that if a third party manages the café or vending service, this question is optional, and the Assessor will ask if you would like the cafe included within the assessment.</i></p>

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Food Hygiene training – Scoring Yes/ No/NA
<p>GUIDANCE AND EXAMPLES OF BEST PRACTICE</p> <ul style="list-style-type: none"> Is there a Food Rating Scheme or whatever is relevant Are there inspections by the Environmental Health Department What Qualifications do Staff have – Basic Food Hygiene etc. <p><i>Please note, that if a third party manages the café or vending service, this question is optional, and the Assessor will ask if you would like the cafe included within the assessment.</i></p>
FRONT-LINE STAFF SCENARIOS
Three scenarios will be asked of Front-Line Staff on duty at the time of the assessment – Scoring Banding
<p>GUIDANCE AND EXAMPLES OF BEST PRACTICE</p> <ul style="list-style-type: none"> Staff to be tested (within the reasonable boundaries of what could be expected of a person in their position) The knowledge and confidence to suggest that most scenarios would be reported to the Line Manager is to be expected