

Quest MV3 – Programming and Inclusion

Guidance Notes



Module Outcomes:

- Visibility and accessibility of inclusive programmes
- Integration of people with long-term health conditions and disabilities into the programme
- Availability and promotion of entry-level or beginner
- Evidence of targeted sessions for underrepresented groups (e.g. women and girls, ethnically diverse communities)
- Signposting to health and wellbeing programmes.

Mystery Visit

Challenge:	Yes	Partial	No	N/A	Not Tested
Are accessible parking bays in place, used by blue badge holders and easy to identify?	<p>Accessible bays are available, clearly marked, and used correctly by blue badge holders.</p> <p>e.g., signage visible, bay painted with a symbol and located close to entrances.</p>		<p>Bays are missing, poorly marked, misused, or not in a convenient location.</p> <p>e.g., no signage, blocked, or used by non-blue badge holders.</p>	<p>Accessible parking is not relevant for this site.</p>	

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Challenge:	Yes	Partial	No	N/A	Not Tested
<p>Are all users able to access all activity areas within the facility?</p>	<p>All users can reach every activity area.</p> <p>e.g., ramps, lifts, wide doors, and clear pathways provided for mobility, visual, or hearing needs.</p>		<p>Some users cannot access certain areas.</p> <p>e.g., stairs only, narrow doors, or blocked pathways, preventing entry.</p>		
<p>Are there sufficient toilets and changing areas that are inclusive, appropriate, and well provided?</p>	<p>Adequate toilets and changing areas are available, inclusive and appropriate for all users.</p> <p>e.g., accessible facilities, family/unisex options, well-maintained, and stocked with necessary provisions.</p>	<p>Some facilities meet the criteria, but others have issues.</p> <p>e.g., accessible toilets provided, but other areas overcrowded or poorly stocked.</p>	<p>Facilities are insufficient, not inclusive, or poorly maintained.</p> <p>e.g., limited accessibility, missing family/unisex options, broken fixtures, or lacking soap/paper towels.</p>		<p>Toilets and changing areas could not be checked during the visit.</p>

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<p>Is information about accessible programs or activities available online?</p>	<p>Accessible program information is easy to find and clear online.</p> <p>e.g., details of adapted classes, accessible session times, or inclusive activities provided on the website.</p>	<p>Some accessible program information is available, but key details are missing.</p> <p>e.g., adapted classes listed, but no information on timings or accessibility features.</p>	<p>Accessible program information is missing or unclear online.</p> <p>e.g., no mention of adapted sessions or inclusive activities.</p>		
<p>Is information about accessible facilities and equipment available online?</p>	<p>Information about accessible facilities and equipment is easy to find and clear online.</p> <p>e.g., accessible entrances, lifts, adapted equipment, or inclusive amenities clearly listed.</p>		<p>Accessible facility or equipment information is missing or unclear online.</p> <p>e.g., no details about ramps, lifts, or adapted machines.</p>		
<p>Does the website have an accessibility function?</p>	<p>The website provides an accessibility function.</p> <p>e.g., text resizing, high-contrast mode, screen reader compatibility, or other assistive features.</p>	<p>Some accessibility features are present, but there are still barriers.</p> <p>e.g. missing alt text, poor contrast.</p>	<p>The website does not provide any accessibility functions.</p>		

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Is there an accessibility statement on the website?	A clear accessibility statement is available on the website, outlining support for users with disabilities.		No accessibility statement is found on the website.		
Are diverse community images displayed on the website?	The website includes images reflecting diverse communities. e.g., people of different ages, abilities, ethnicities, and backgrounds are clearly represented.		The website does not display diverse community images. e.g., only one type of user is shown, lacking representation of different groups.		
Are sessions offered at varied times to meet the needs of different participants?	Sessions are scheduled at a variety of times to suit different participants. e.g., morning, evening, and weekend options available for children, adults, or older adults.	Some variety exists, but not all target groups are considered. e.g., multiple times for adults but none for children or older adults.	Sessions are only offered at limited times. e.g., one fixed time for all participants, not accommodating different groups.		

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Are concession policies and prices accessible online or on-site?	Clear information on concession policies and prices is easy to find either online or on-site.		Concession policies or prices are missing or not easily accessible.		
Is the website easy to use and free from broken links?	The website is easy to navigate, and all tested links work correctly. e.g., menus are clear, pages load properly, and links lead to the intended content.	Some parts of the website are easy to use and the links work, but others have issues. e.g., most pages load correctly, but some links are broken, or navigation is confusing.	The website is difficult to use and has broken links. e.g., confusing menus, pages not loading, or links leading to errors or wrong content.		
Is there a Carers policy available on the website?	A clear Carers policy is available and accessible on the website.		No Carers policy is found on the website.		
Are video tours of the facility available, showcasing accessibility?	Video tours are available and clearly highlight accessibility features. e.g., ramps, lifts, accessible toilets, and inclusive equipment are shown.		No video tours are available, or none include accessibility information.		

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Is there a transgender inclusion policy on the website?	A clear transgender inclusion policy is published and easy to find on the website.		No transgender inclusion policy is visible or available on the website.		
Is there a visible commitment to 'safe spaces' for all users?	Clear signs, policies, or messages show a commitment to creating safe, inclusive spaces for everyone.		No visible evidence of commitment to safe spaces was found.		
Based on your overall experience, would you return to the facility?	You would return, e.g., enjoyed the visit, found the facilities and staff satisfactory, and would use the services again.		Mystery Visitor will give their reasons why they would not return to the centre.		