

Quest for Facilities 2027: What's changing?

What you need to know

Quest for Facilities will keep the same format and price in 2027 as in 2026. Each assessment will continue to combine:

A **mystery visit**, including an in-person site visit and website review, plus telephone calls, emails and social media enquiries.

A **one-day**, face-to-face assessment of your facility and service delivery.

Mystery visit focus areas will continue to be

MV1 Operational Standards: cleanliness, presentation, safety, maintenance and overall professionalism.

MV2 Customer Experience: welcome, professionalism, booking clarity, accessibility, signage and communication.

MV3 Programming and Inclusion: accessible and inclusive opportunities for underrepresented groups.

MV4 Accessible Facilities (optional, additional cost): *a facility can achieve the Tackling Inequalities in Leisure standard when this result and the Driving Participation result are both rated Very Good, and the Compliance Declaration is passed.*

Assessment focus areas will continue to be

Continuous Improvement: strategy, data-led planning, KPIs, benchmarking and evidence-led improvement.

Empowering the Team: staff development, engagement, visible leadership and succession planning.

Driving Participation: inclusive programmes, outreach, targeted audience engagement and alignment with Sport England priorities.

Customer Delivery and Insights: customer journey, feedback, Net Promoter Score, personalisation and retention.

Operational and Environmental Management: maintenance, health and safety, sustainability and risk management.

Compliance Declaration: a pass/fail check covering statutory requirements, safeguarding, insurance and certification.

Following feedback from assessors, customers and mystery visitors, we have refreshed and reworded some of the Quest for Facilities questions to make them clearer and more useful. Full guidance notes and preparation forms will be available on the [Quest website](#) in October 2026.

When the changes take effect: The refreshed questions will apply to all assessments booked to take place from January 2027. The sections below provide a quick reference to what is changing.

Core mystery visit question changes

No changes are planned for the MV2 Customer Experience or optional MV4 Accessible Facilities mystery visits.

MV1 Operational Standards

What's changing: one new question has been added.

'Where vending machines are provided, are they clean, operational and well stocked?'

MV3 Programming and Inclusion

What's changing: The existing question covering both toilets and changing rooms has been split into two questions. Updated guidance will also be provided.

New question - Are there sufficient toilets that are inclusive, appropriate, and well-provided?

New question - Are there sufficient changing areas that are inclusive, appropriate, and well-provided?

What's changing: A new question replaces the previous question about whether information on accessible programmes or activities is available online.

New question - Is it clear or easy to find out who an activity is suitable for?

*What's changing: A **Partial** response option has been added to the following three questions, and the guidance notes have been updated.*

- Is there an accessibility statement on the website?
- Is an online tour available that clearly shows the facility's accessibility features?
- Is there a visible commitment to 'safe spaces' for all users?

What's changing: The question 'Is there a transgender policy available on the website' has been removed and is not replaced.

Core assessment question changes

A1 – Continuous Improvement

Plan

1. What plans are in place to drive continuous improvement and minimise risk?
No change to the question or guidance.
2. What benchmarking and external influences inform the improvement plans?
No change to the question or guidance.

Do

3. How do staff, customers and stakeholders contribute to decision-making and service development?

The question has been reworded for clarity; the guidance is unchanged.

4. How are improvements communicated to staff, customers and stakeholders?
The question has been reworded for clarity; the guidance is unchanged.
5. How is investment in innovation and technology planned and supported by well-managed processes?
The question has been reworded, and new guidance will be provided.

Measure, Monitor and Review

6. Do measures and reviews take place throughout the year to ensure plans are progressing?
The question has been reworded, and new guidance will be provided.

Impact

7. Have improvements made over the last year made a difference?
No change to the question or guidance.

A2 – Empowering the Team

Plan

1. How is training, development, and talent succession planned?
No change to the question or guidance.
2. How are communication channels between staff and management planned and maintained?
No change to the question or guidance.

Do

3. How do you ensure that staff are qualified/trained in national industry standards and best practice?
The question has changed, and new guidance will be provided.
4. How does management ensure the wellbeing and mental health of all staff?
No change to the question or guidance.
5. Is the workforce inclusive, diverse and representative of the local community?
The question has been reworded, and new guidance will be provided.

Measure and Review

6. Do measurements and reviews take place throughout the year to ensure the team is empowered and set up to succeed?
No change to the question or guidance.

Impact

7. What positive effect has the approach to staff training, development, and communication had on the team?
No change to the question or guidance.

A3 – Driving Participation

Plan

1. What plans are in place to drive participation?
No change to the question or guidance.

Do

2. Is the general programme inclusive and does it meet the needs of the community?
No change to the question or guidance.
3. How do you deliver inclusive and accessible programmes for people with long-term health conditions, disabilities, or other barriers to activity?
No change to the question or guidance.
4. How do you engage and build trust with underrepresented or inactive groups and individuals?
The question has been reworded, and new guidance will be provided.
5. How do you support participants from targeted groups to access and transition into mainstream services?
No change to the question or guidance.

Measure and Review

6. How do you measure and review the success of your programmes and initiatives?
The question has been reworded for clarity; the guidance is unchanged.

Impact

7. How have your programmes and initiatives had a positive impact in the last year?
The question has been reworded for clarity; the guidance is unchanged.

A4 – Customer Delivery and Insights

Plan

1. What plan is in place to deliver a customer journey that ensures all customers consistently receive an exemplary experience?
The question has been reworded for clarity; the guidance is unchanged.

Do

2. How are staff trained, developed, and supported to consistently deliver high standards of customer service?
No change to the question or guidance.
3. How are feedback and insights collected to improve the delivery of customer service?
This question and the following question have changed order.
Apart from its position, there is no change to the question or guidance.
4. How are the customer journey and services communicated and promoted to attract new customers and retain existing ones?
Apart from its position, there is no change to the question or guidance.

Measure and Review

5. How do you measure and review the quality of customer service delivery?
No change to the question or guidance.

Impact

6. What impact have your changes to customer service delivery had over the last year?
The question has been reworded for clarity; the guidance is unchanged.

A5 – Operational and Environmental Management

Plan

1. How does the facility plan to reduce its utility consumption and reduce its carbon footprint?
No change to the question or guidance.
2. How do you plan to maintain and improve the condition of the facility?
No change to the question or guidance.

Do

3. What environmental procedures are in place, and are staff trained in them?
This is a new question, with new guidance.
4. What operational procedures are in place, and are staff trained in them?
This is a new question, with new guidance.

What's changing: *The two separate staff training questions have been removed. Staff training is now covered within the new environmental and operational procedure questions above.*

Measure and Review

What's changing: *The previous combined question has been split into separate environmental and operational questions.*

5. What measures and reviews are in place to ensure the success of the environmental plans and procedures?
This is a new standalone question, with new guidance.
6. What measures and reviews are in place to ensure the success of the operational plans and procedures?
This is a new standalone question, with new guidance.

Impact

What's changing: *The previous combined question has been split into separate environmental and operational questions.*

7. What positive impacts have resulted from the environmental management practices?
This is a new standalone question, with new guidance.
8. What positive impacts have resulted from the operational management practices?
This is a new standalone question, with new guidance.

Need any help?

If you have any questions or need any further support, please do not hesitate to contact the Quest team.

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