

Quest Presentation

www.questaward.org

Quest@righdirections.co.uk

[01582 840078](tel:01582840078)

Right Directions
Quality Support in Safe Hands

**Moving
Communities**

**SPORT
ENGLAND**



Who are Quest & Right Directions?

The Quest Scheme is managed by Right Directions (Management) Ltd in partnership with 4Global under contract with Sport England.

Right Directions provides a dynamic, realistic and sensible approach of providing Quality Management and Health & Safety support to organisations in the Sport and Leisure Industry.

Right Directions is all about providing friendly operational 'quality support' to meet business needs and we achieve this by working with people in a relaxed atmosphere. Our growth and reputation throughout the UK continues to exceed our expectations, which has enabled us to continuously develop a range of realistic and affordable management and support services to and for the Sports and Leisure Industry, specifically tailored to meet your needs. Ultimately helping us to reach our aim, and that is to help you!

Right Directions employ a number of highly experienced leisure managers, located across the UK. Our qualified and experienced team take time to understand the current working knowledge and complexities of each client and consequently, we are able to provide specialist support in both Quality Management and Health & Safety.

Right Directions
Quality Support in Safe Hands



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 modules.
- The scheme is currently managed by Right Directions, on behalf of Sport England as part of Moving Communities. It is designed by leisure professionals, specifically for the leisure industry.
- Quest has become a highly effective improvement tool for many years and as a result, leisure sector management have become much more proficient at delivering a varied activity programme in a clean and well-maintained environment.
- Established over 20 years ago, it is an extremely well-respected award that continues to evolve year on year with the ever-changing pace of the sport and leisure industry.

Right Directions
Quality Support in Safe Hands

**Moving
Communities**

**SPORT
ENGLAND**



Quest Assessments

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.

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

1. **Tackling Inequalities (Activity Alliance)**
2. **Operational Management**
3. **Customer Journey**
4. **Managing the Team (CIMSPA)**
5. **Environmental Management**
6. **Compliance Declaration**

Quest Assessments

Day 2 modules include a variety of topics that will help facilities improve in specific areas of their business.

- Planning to Improve is now a compulsory Day 2 module.
- Accessible Facilities aims to help facilities to meet their design and operational obligations for different user groups.
- Exercise Referral aims to provide a set of quality operating standards to help drive improvements and consistency in scheme delivery

Standalone Accreditations and new Quest Standards available from September 2022 include:

- Swim England Learn to Swim Accreditation
- Tackling Inequalities in Leisure Standard
- Exercise Referral Standard

Right Directions
Quality Support in Safe Hands

**Moving
Communities**

**SPORT
ENGLAND**



How does Quest work?

Mystery Visit

- A knowledgeable and trained leisure professional will complete a mystery visit that will cover aspects of the customer journey prior to the assessment day, at which point the report findings will be shared.

Assessment

- A one or two-day assessment schedule will be organised on an agreed date and set location
- The assessment will be completed in a “coaching style” by high level industry professionals
- We have a Plan; Do; Measure, Monitor & Review; Impact approach.
- Staff will have ample opportunity to share their best practice and experiences with the assessor throughout the assessment.
- The assessor will also observe activity sessions and talk to facility users.
- Bandings range from **Unsatisfactory** (no evidence or awareness of need) to **Outstanding** (is embedded & influencing partners with strong evidence of wider impact perceived as local leaders & role models).

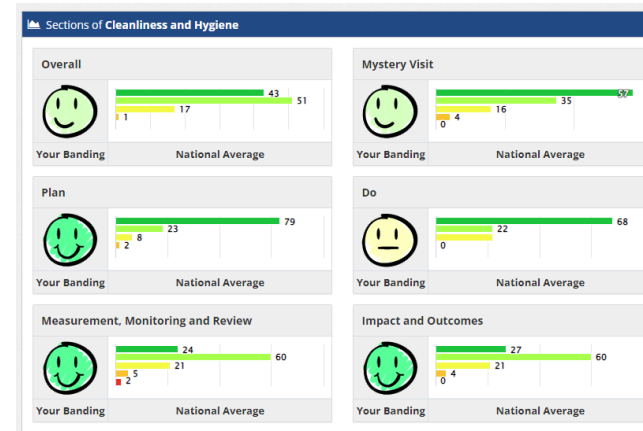


Reports, Benchmarking & Dashboard

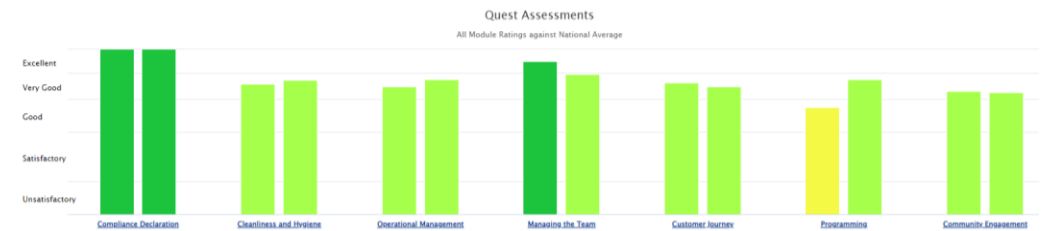
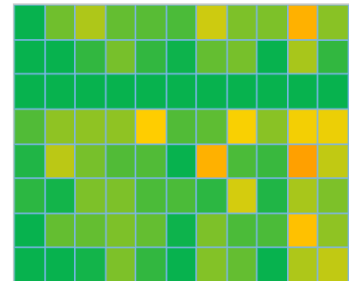
All Quest Assessment reports are available on the RD-Dash Reporting and Benchmarking platform.

The RD-Dash allows organisations and teams to fully analyse and benchmark data, as well as being able to download reports from their own dashboard. This includes:

- The ability for organisations to view and compare assessment and module results across their whole estate, and compare against national averages
- The ability for organisations and facilities to view the breakdown of module data and drill down to the question level.



Cleaning and Housekeeping
Community Outcomes
Compliance Declaration
Customer Experience
Environment
Maintenance and Equipment
Planning to Improve (Q18)
Team & Skills Development



Right Directions
Quality Support in Safe Hands

Moving Communities

SPORT ENGLAND



What are the benefits of Quest?

- 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.



Right Directions
Quality Support in Safe Hands

Moving Communities

SPORT ENGLAND



What do other facilities think about Quest?

"NPS-10. We really enjoyed the visit from Jimmy and the way he conducted the assessment. The day seemed to just fly-by and Jimmy was exceptionally good at how he asked questions and related them to evidence and real on-site examples from the team. I felt that the assessment was very important from returning out of Covid-19 measures and they visit brought to life how we have progressed given the pressures encountered over the past 12 months. Thanks Quest Team!"

Gary Schubert, General Manager, Workington Leisure Centre.

"NPS-7. Initially I was apprehensive of completing the Quest Prime Assessment after all our single site had been through with COVID and Industry closures. However, the support from the beginning has been fantastic. We were sent the assessment criteria and were offered the chance to attend virtual meetings to explain things further. Our assessor Caroline contacted me the week before to confirm the arrangements for the two-day assessment and ask if I had any initial questions. My team and I found Caroline's approach fantastic. Caroline was challenging in the rights areas and really helpful in our areas of weakness".

Chris Porter, Facility Manager, Tadcaster Swimming Pool Trust.



Quest Prices

Quest	Quest Plus
1 Day Assessment and Mystery Visit	2 Day Assessment and Mystery Visit
£1250	£1575

** Prices do not include VAT*

Right Directions
Quality Support in Safe Hands

**Moving
Communities**

**SPORT
ENGLAND**



Application & Administration

- Apply online by completing the application form: <https://questaward.org/apply-for-quest>
- Any issues please email or call the Quest Office: Quest@righdirections.co.uk or **01582 840078**
- If applying for Quest Plus, you must select your Day 2 modules at the point of application, as this will impact on the Quest Assessor who is assigned to complete your assessment.
- The Purchase Order number is required at the point of application.
- Payments for Quest Assessments are to be made directly to 4Global Consulting Ltd, if you need to add them to your Approved Supplier List and require further information, please email us in the office or contact 4Global directly via finance@4global.com

Booking & Preparation

Booking

- Once you have completed the application process, the Quest Admin Team will assign an assessor and mystery visitor to your facility. Please note this can take up to 4-6 weeks.
- The Assessor or Admin Team will contact you to agree a date and a schedule for your assessment.
- If you have selected Exercise Referral or the Learn to Swim Accreditation, the assessor is required to observe a delivery session, so please consider this when you select your date.

Preparation

- Full guidance and preparation forms are available online here: <https://questaward.org/module-guidance>
- Please, make best use of these forms, and plan ahead for your assessment so that you can evidence and showcase your facility.

Please note

- At least two staff (outside of the management team) will be spoken to by the Quest Assessor on a one to one basis.
- Induction and qualification records of those staff may be asked for.

Next Steps

- ✓ Select the Quest Assessment that is right for you and apply online www.questaward.org
- ✓ Quest will assign a member of the team to support you with the enrolment and liaise with you throughout the Quest process.
- ✓ Agree any additional "on-boarding" and support packages to get you ready for your first Quest Assessment.*
- ✓ The Quest Assessment Report will be issued within one month of the Quest Assessment, this is essentially a Facility Improvement Plan.

** There will be an additional cost for some of the support days.*