

# 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 "Excellent" in every module of a two-day Plus Assessment and Mystery Visit, they will achieve the prestigious 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.



# What is Quest Recovery and Recovery Plus?

**Quest Recovery** is a new assessment type, with the first assessments starting from 1st April 2022. This new assessment replaces the current Quest Prime (Recovery), which was written to support the sector during the pandemic. Quest Recovery is more focused on helping the leisure industry transition out of the pandemic and into a recovery-development phase. It is ideal for those leisure facilities who are still building back both their basic operations and business resilience after the pandemic.

We have combined the latest industry best practice and the previous focus from Quest Prime (Recovery) with some of the key principles previously seen in Quest Entry (pre-pandemic). This includes the re-introduction of a more detailed mystery visit, and other fundamentals such as business development and operational plans.

Facilities can choose to go through Quest Recovery, which is a mystery visit and one-day assessment, or Quest Recovery 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 7 core modules, which look at the following areas:

- **Cleanliness and Hygiene**
- **Operational Management**
- **Managing the Team**
- **Customer Journey**
- **Programming**
- **Community Engagement**
- **Compliance Declaration**

## **Day 2 Modules Quest Recovery Plus (Optional)**

The Day 2 modules include a variety of topics that will help facilities improve in specific areas of their business. If a facility is going through a two-day Quest Recovery Plus assessment, five additional modules must be chosen from the Generic or Specific module list, with at least 3 of these from the generic (GPLUS) list.

The cost for Quest Recovery is £1150 Plus VAT, and the cost for Quest Recovery Plus is £1450 Plus VAT.



# What is Quest Entry and Plus?

**Quest Entry and Plus** has been designed for leisure facilities and looks at how well a facility is operating. The core modules look at the fundamentals of running a successful leisure facility. This includes looking at the operations of the business such as maintenance, cleaning, health, safety, and environment. It also looks at how a facility plans to improve and how it aims to make a positive difference to the health, wellbeing, and fitness of the community.

It is ideal for those leisure facilities who have already re-established a strong core offer and are ready to review their existing business plans and community development plans in full.

Every assessment is conducted against 8 core modules, which look at the following areas:

- **Cleaning and Housekeeping**
- **Maintenance and Equipment**
- **Environment**
- **Compliance Declaration**
- **Customer Experience**
- **Team and Skill Development**
- **Planning to Improve**
- **Community Outcomes**

Facilities can choose to go through Quest Entry, 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.

## **Day 2 Modules Quest Plus (Optional)**

If a facility is going through a two-day Quest Plus assessment, five additional modules must be chosen from the Generic or Specific module list, with at least 3 of these from the generic (GPLUS) list.

The cost for Quest Entry is £1150 Plus VAT, and the cost for Quest Plus is £1450 Plus VAT.

## **For more information about Quest Recovery, Entry or Plus**

please contact us via email:

[Quest@rightdirections.co.uk](mailto:Quest@rightdirections.co.uk) or phone: **01582 840 078**.

Alternatively visit our website at: [www.questaward.org](http://www.questaward.org) for full Quest Assessment details.