

#QuestConf

OUR 9TH QUEST CONFERENCE

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quality and safety

Review of Quest in 2018 and what's planned in 2019



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2018 Review



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Total Number Of Centres / Teams

754

facilities or teams in
Quest

115

centres/AC teams have
joined this year

56

New Centres and
20 re-join

37

new AC teams (32 of
these are CSP's)
2 re-join AC teams.

Quest centres numbers are still growing



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Regional Breakdown

Regional Breakdown	Total FM	Total AC	AC CSP	FM Stretch	AC Stretch	Grand Total	
						Dec-18	Variance from Dec 17
ENGLAND	601	20	43	12	4	680	19
NE	31	6	4			41	10
NWR	60	3	5		1	69	-2
YHR	19		3	1		23	-4
EMI	48	1	4	4		57	6
WMI	54	1	6	1		62	12
EST	51	2				53	-16
GLO	131	6	1		1	139	-3
SEA	131	1	13	5	2	152	-4
SWR	76	0	7	1		84	20
WALES	32	1				33	12
SCOTLAND	9	0		1		10	-9
NI	27	1				28	8
OVERSEAS	3	0				3	-1
ALL	672	22	43	13	4	754	29

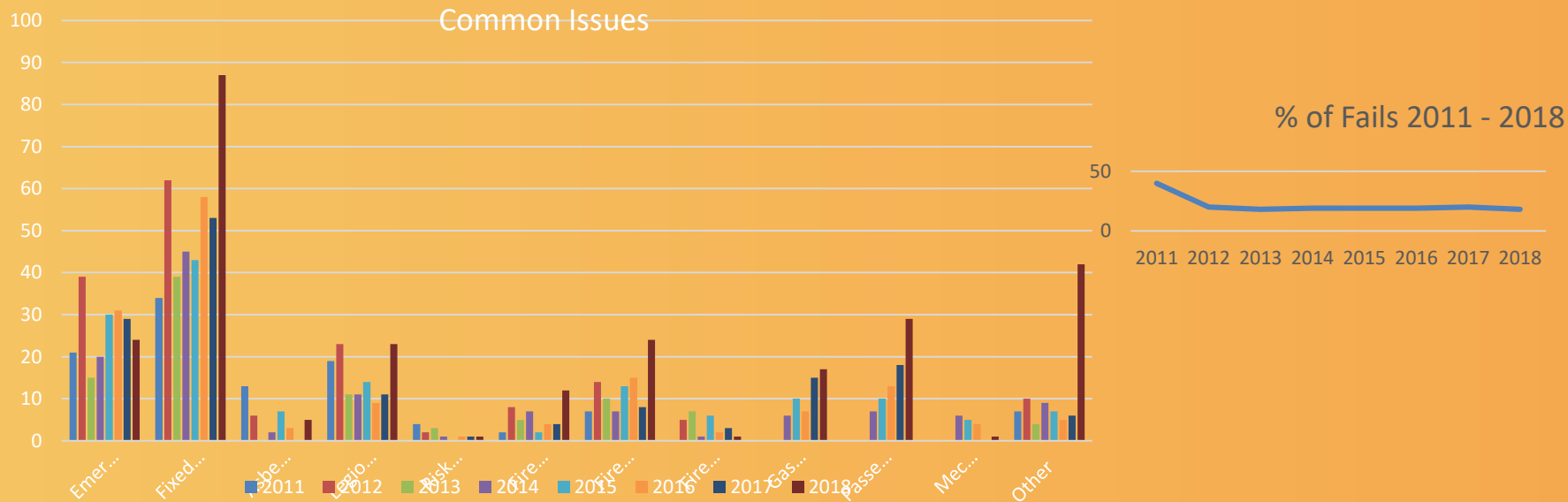
Compliance Declaration

Compliance Declaration fails continue to be a concern.

- 123 fails in 2018 – up from 76 in 2017
- The most regular issues were:
 - Fixed Electrical (87),
 - Emergency Lighting (53)
 - Passenger Lifts and Hoists (29)
- 18% of facilities failed the H&S module and had to provide documentation at a later date.

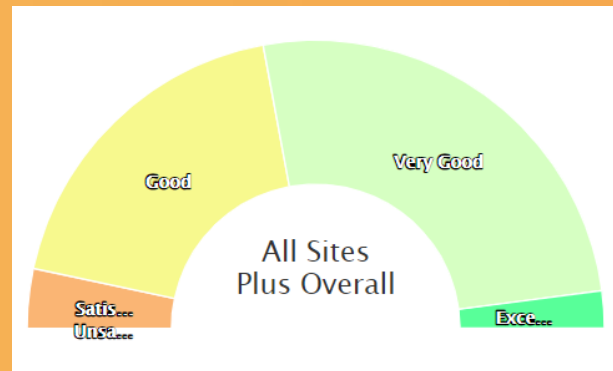


Compliance Declaration Fails



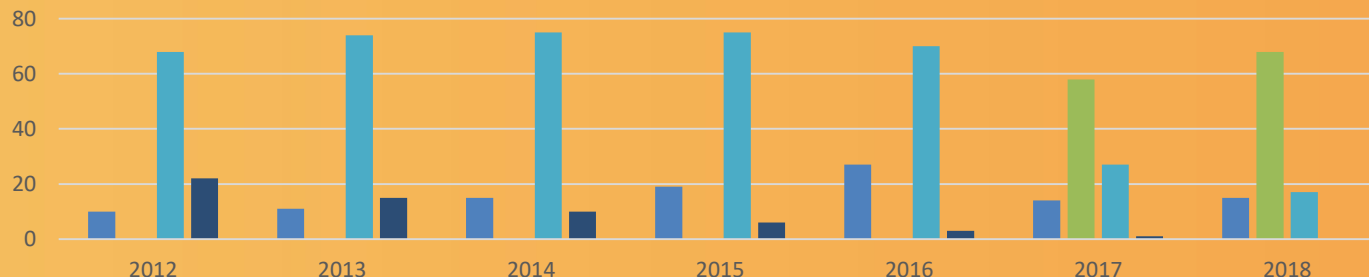
Plus Results

% Score Breakdown for Plus Assessments							
	2012	2013	2014	2015	2016	2017	2018
Excellent	10%	11%	15%	19%	27%	14%	15%
Very Good						58%	68%
Good	68%	74%	75%	75%	70%	27%	17%
Satisfactory	22%	15%	10%	6%	3%	1%	0%



Of all the Centres Teams who have had a Plus Assessment:

Breakdown of Plus Assessment



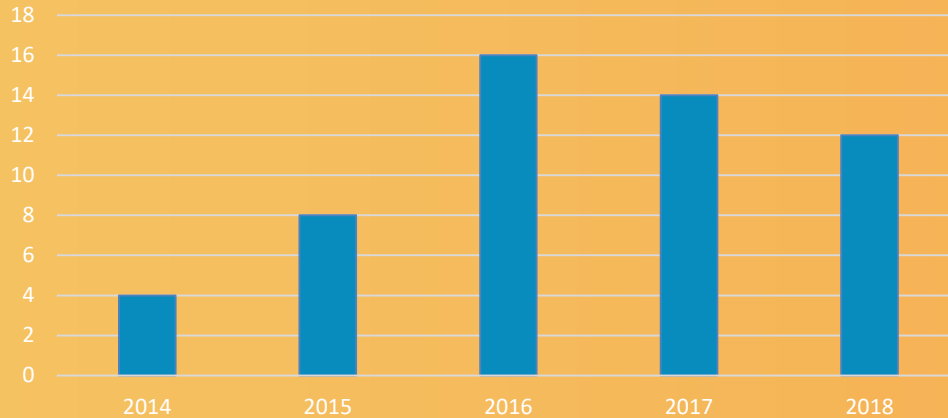
■ % Off the Centres who had Plus Assessment Excellent
 ■ % Off the Centres who had Plus Assessment Very Good
 ■ % Off the Centres who had Plus Assessment Good
 ■ % Off the Centres who had Plus Assessment Satisfactory

Stretch Outstanding Facilities

The following 12 facilities are currently Outstanding:

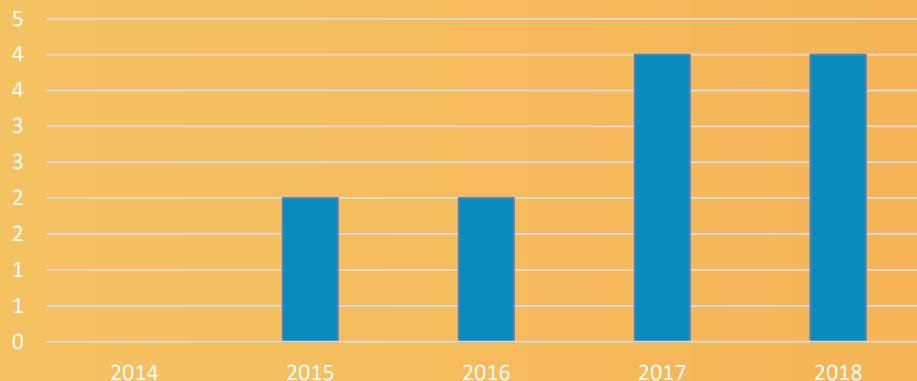
Aberdeen Sports Village
Alfreton Leisure Centre
Aston-cum-Aughton Leisure Centre
Bisham Abbey National Sports Centre
Fareham Leisure Centre
Horley Leisure Centre
Larkfield Leisure Centre
Lilleshall National Sports Centre
Plymouth Life Centre
Tonbridge Swimming Pool
Ripley Leisure Centre
William Gregg VC Leisure Centre

Number of Outstanding Stretch Facilities



Stretch Outstanding AC / CSP Teams

Number of Outstanding AC Teams Achieving Stretch



The following Active Communities Teams have achieved Outstanding:

GreaterSport (Manchester CSP)
Herts Sports Partnership (Herts CSP)
Lee Valley Regional Park Authority
Places for People Leisure Sport Development Team

AC Assessments

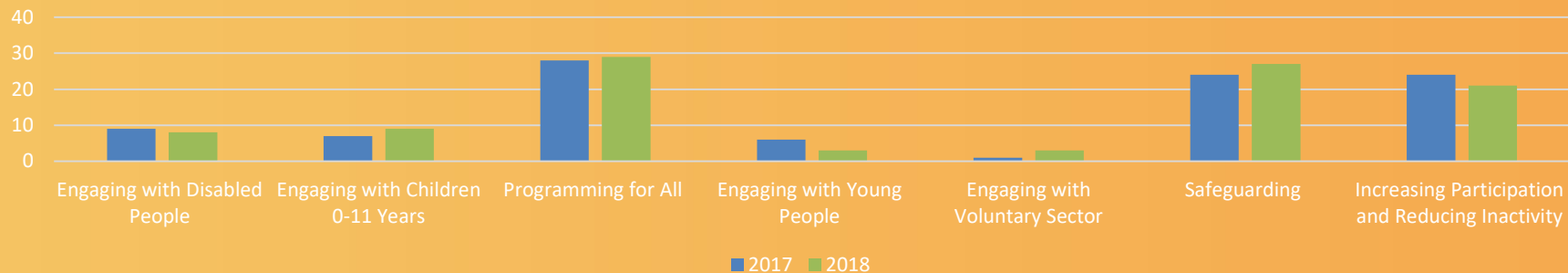
% Type of Teams Registered					
	2014	2015	2016	2017	2018
Entry	15%	5%	16%	14%	12%
Plus	75%	76%	62%	65%	82%
Stretch	0%	4%	4%	10%	6%
Combo	10%	15%	10%	10%	N/A
S4D	N/A	N/A	8%	1%	N/A

CSP – County Sports Partnership

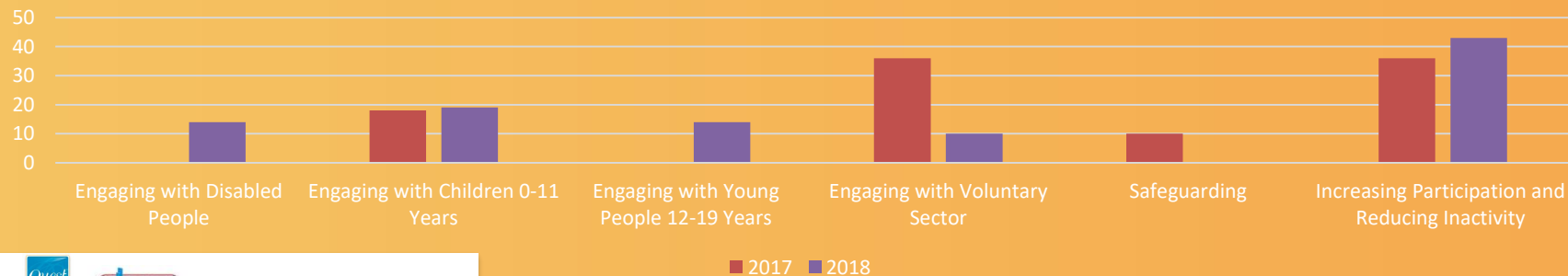
2018 – 23 teams completed, 11 completing Entry, 12 completing Plus
2019 – 20 teams to complete this year.

Number of Compulsory Day 2 Modules assessed

FM Scored Module Choice



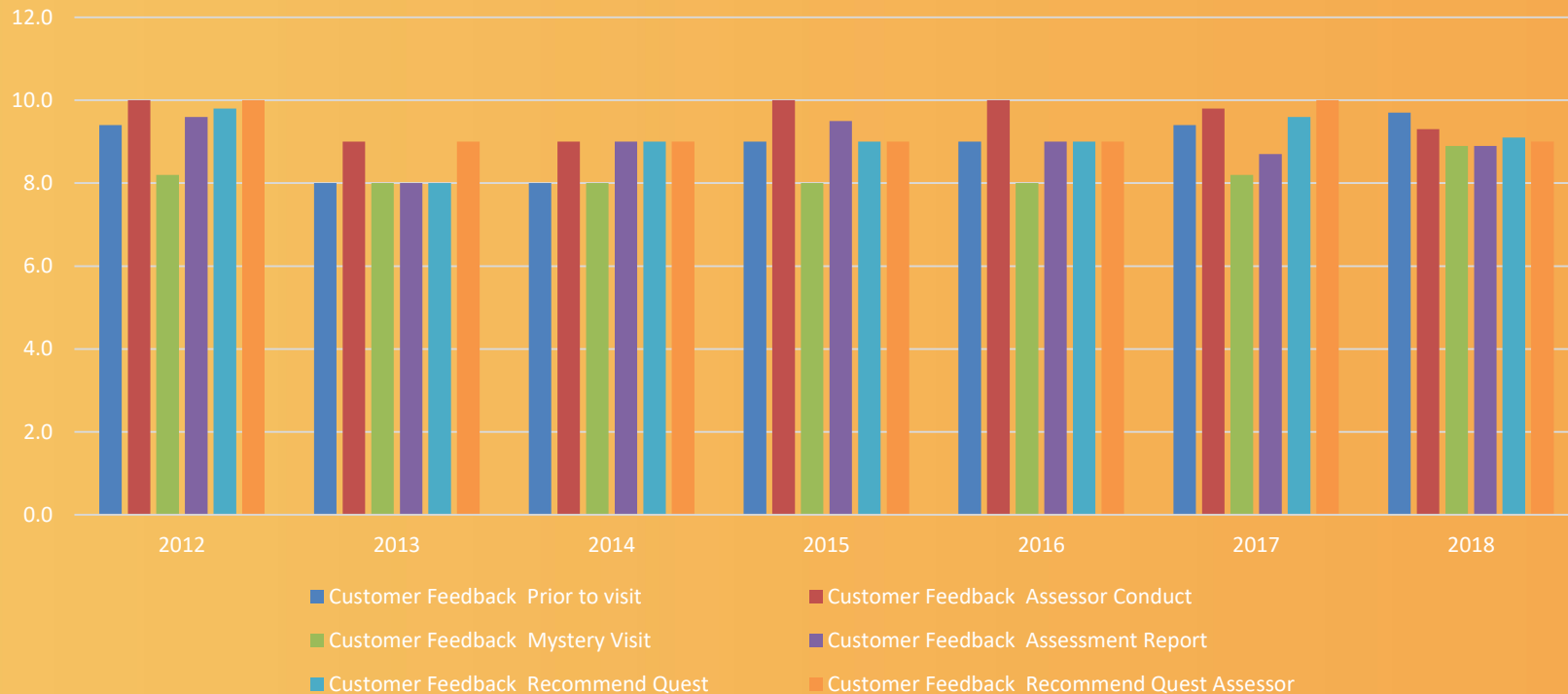
AC Scored Module Choice



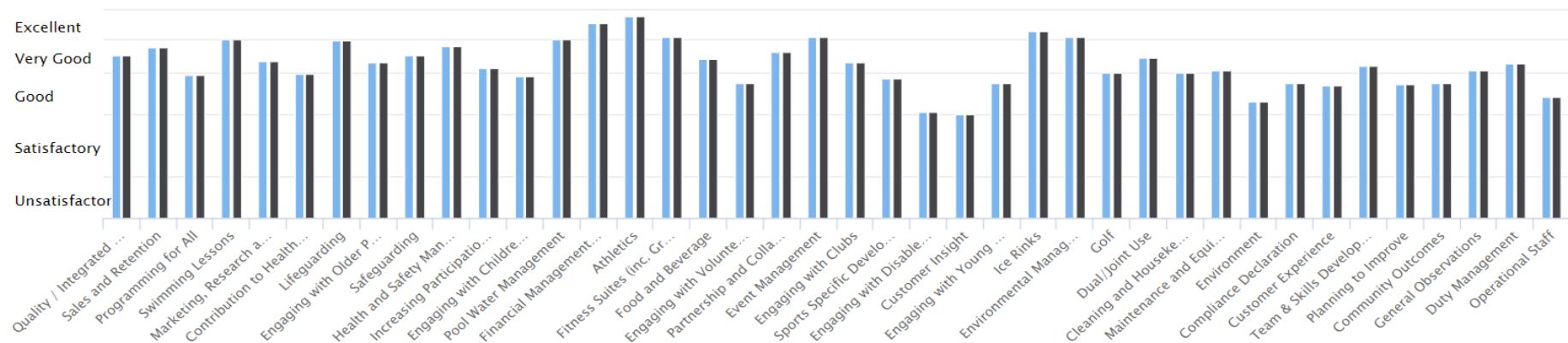
Scored Feedback From Over 500+ Calls / Surveys 2018

1. How would you rate the service provided by the Quest office prior to your assessment i.e. booking assessment, correspondence, telephone calls etc.?	2. How would you rate the Assessor's conduct during the assessment regarding professionalism, friendliness, time keeping etc.?	3. How did you rate the Mystery Visit report in terms of information, accuracy, constructiveness, fairness of score etc.?	4. How would you rate the Assessment Report you received in terms of ease of understanding, constructiveness, fairness etc.?	5. How likely would you be to recommend the Quest Process to a colleague?	6. How likely would you be to recommend your Quest Assessor to a colleague?
9.7	9.3	8.9	8.9	9.1	9

Feedback Over The Years

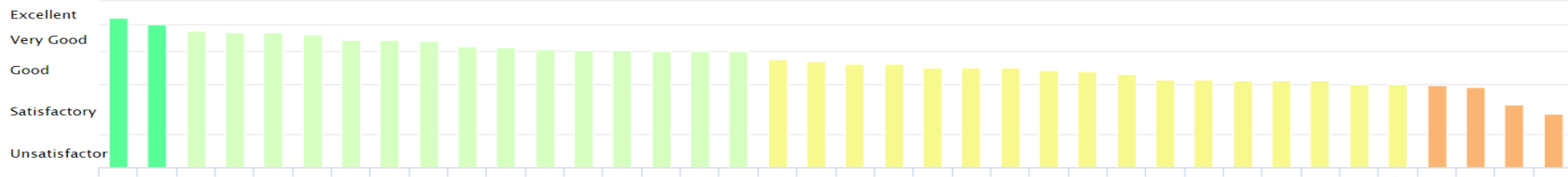


All Module Ratings against National Average

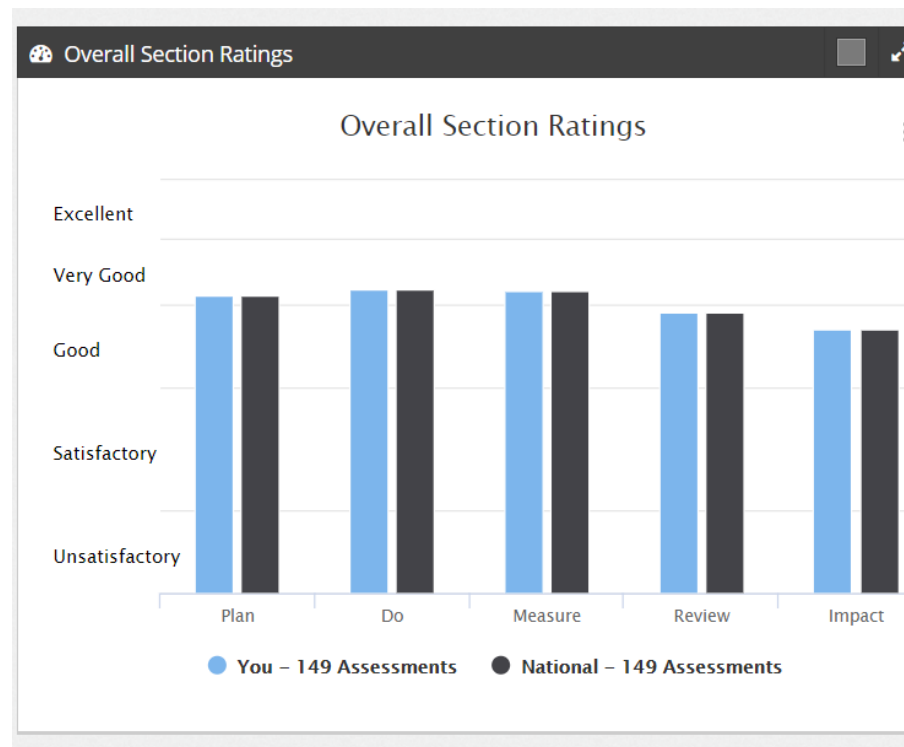


New RD-Dash

CSP Overall Assessment Ratings



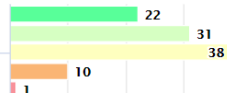
New RD-Dash



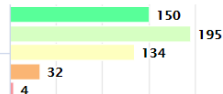
New RD-Dash

Sections of Community Outcomes

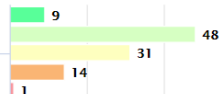
Overall



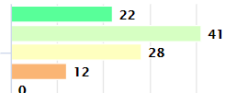
Do



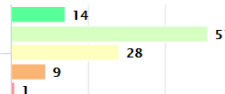
Review



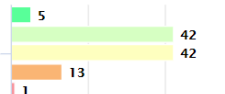
Plan



Measure

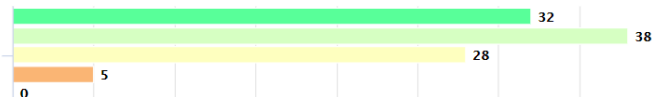


Impact

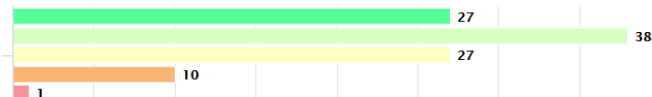


Questions of Do

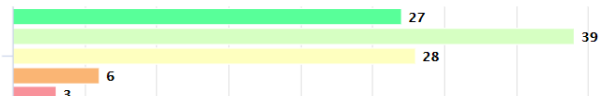
Are you aware who the facility users are and the activities they do?



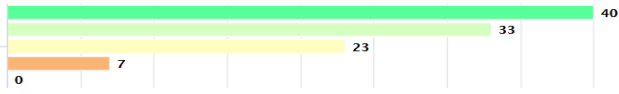
How do you ensure that the agreed outcomes are a priority locally?



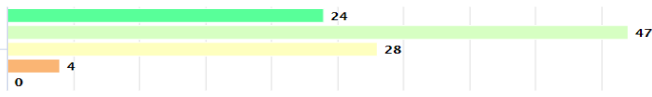
How do you define what is to be done (for example, an action plan) and the expected outcomes the actions will achieve?



What evidence and / or best practice has been considered to inform what is done and how it is carried out?

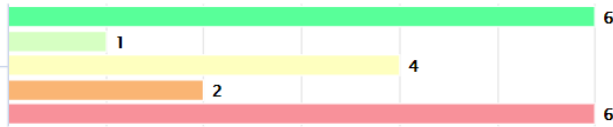


How do you ensure that staff have the right competencies and skills in place to deliver the agreed outputs and outcomes?

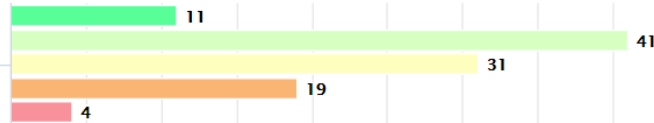


New RD-Dash

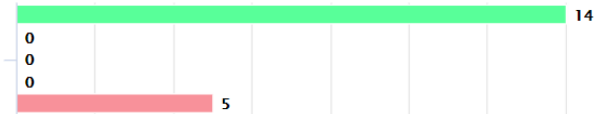
Attend departmental meetings / made aware of changes



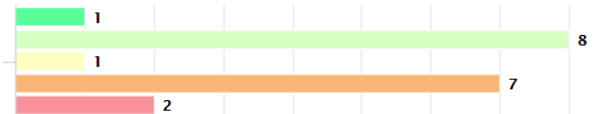
Are the standards of cleanliness high throughout the building?



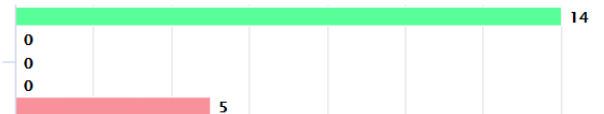
Staff - Customer care (including feedback) procedure or policy knowledge



Aware of targets / goals and performance for the Centre



Know who the Health and Safety Competent Person and the Designated Safeguarding Officer is



Environmental policy and objectives



2018 – Another Busy Year!!!!

Right Directions contract extended for 2 years

IFI fully embedded (52 Assessments so far)

Quest for CSP's introduced

Unscored module now scored

Modules reviewed

New handbook

All Assessment bookings online

Right Directions achieved Customer Service

Excellence Award one of 5% of private companies to achieve this

More detailed analysis of stats

Dashboard finally developed



activity alliance | disability inclusion sport



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2019



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Plans For 2019

- Quest State of the Nation report (we planned to do this in 2018, but App development took priority)
- New modules – STA Pool Water Award
- Directional Review – updated
- Public Health Suffolk – GP Referral Module launched
- App launch to all team and facilities



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Follow Up On Case Study From 2014

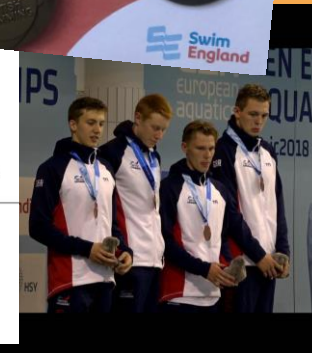
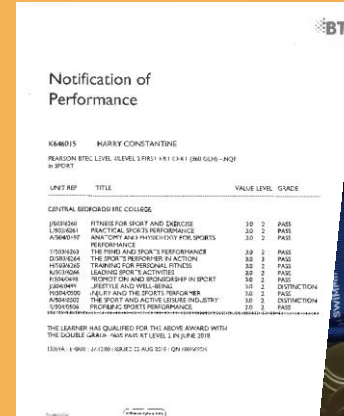
There was a 6ft 8in boy.....

Passed Level 2 in Sport

Now doing Level 3 PT

Fantastic British Summer Champs

Surprisingly no Criminal record yet



Support Network Through 2018 & Into 2019

As last year & the year before & the year before that.....

Sport England

The Quest Board

The sector (working group)

Partners – CIMSPA, ukactive, Streetgames, Activity Alliance, NSPCC, IQL, Swim England, STA

Assessors and Mystery Visitors

Management and Organisations

Quest Team



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Over to Mike Hill for an NBS Update



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And again a big, big thank you for
all your support again this year...

See you next year!



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