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CONFERENCE**



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# Caroline Constantine

## Our 10<sup>th</sup> Quest NBS Conference

February 2020



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**Right** Directions

quality and safety



# Review of Quest in 2019 and what's planned in 2020



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# 2019 Review



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## Total Number of Centres/Teams

- 740 facilities or teams in Quest
- 52 centres/AC teams joined in 2019
- 29 new centres and 23 re-joins



# Regional Breakdown

Regional Breakdown	Total FM	Total AC	AC CSP	FM Stretch	AC Stretch	Grand Total
						Dec-19
<b>ENGLAND</b>	601	18	43	10	3	675
<i>NE</i>	30	6	4	0	0	40
<i>NWR</i>	59	4	5	0	0	68
<i>YHR</i>	20	0	3	1	0	24
<i>EMI</i>	44	0	4	1	0	49
<i>WMI</i>	56	1	6	1	0	64
<i>EST</i>	51	2	0	1	0	54
<i>GLO</i>	134	4	1	0	1	140
<i>SEA</i>	132	1	13	5	2	153
<i>SWR</i>	75	0	7	1	0	83
<b>WALES</b>	30	1	0	0	0	31
<b>SCOTLAND</b>	4	0	0	1	0	5
<b>NI</b>	25	1	0	0	0	26
<b>OVERSEAS</b>	3	0	0	0	0	3
<b>ALL</b>	<b>663</b>	<b>20</b>	<b>43</b>	<b>11</b>	<b>3</b>	<b>740</b>



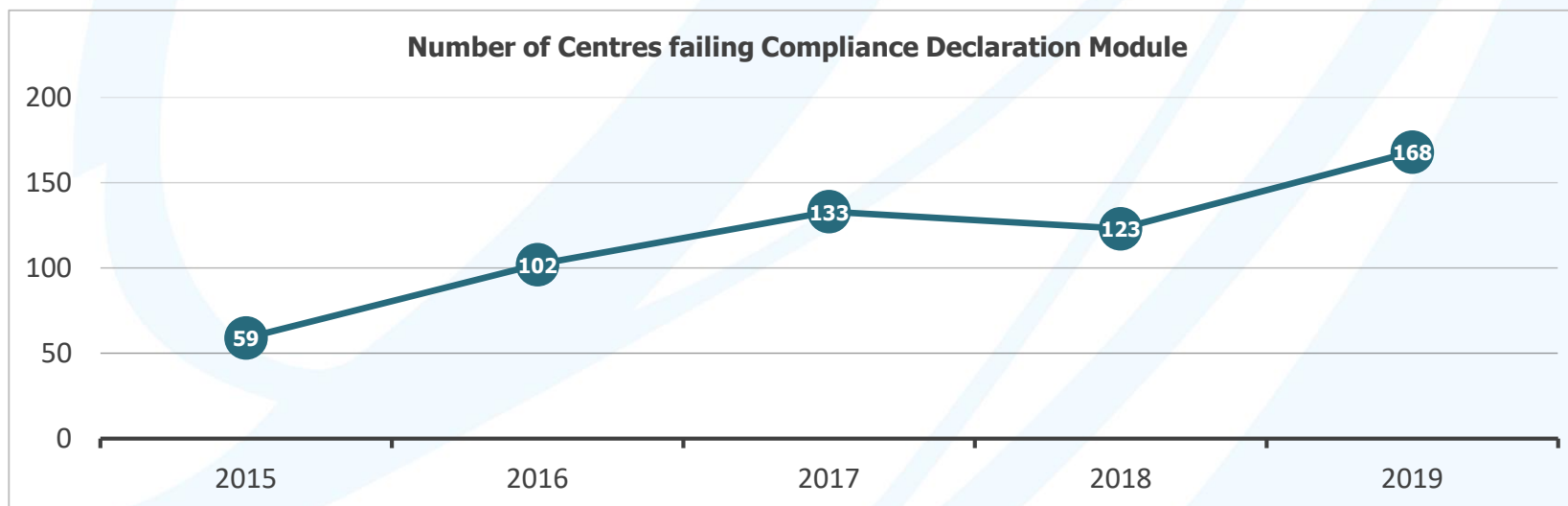
# Compliance Declaration

Compliance Declaration fails continue to be a concern

The most regular issues were:

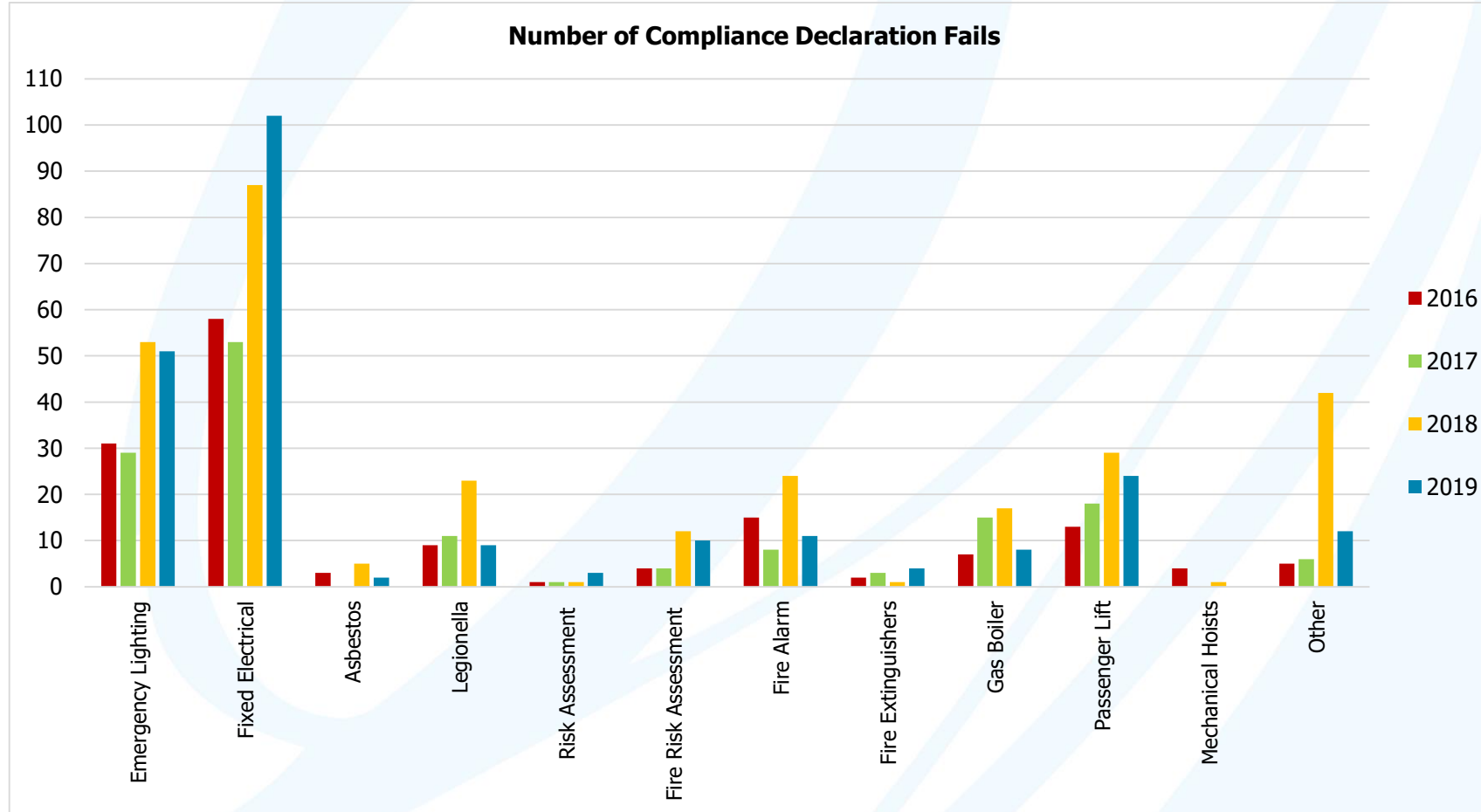
- 102 Fixed Electrical (2018 87)
- 51 Emergency Lighting (2018 53)
- 24 Passenger Lifts and Hoists (2018 29)

27% of facilities failed the Compliance Declaration module and had to provide documentation at a later date. (2018 18%)





# Compliance Declaration Fails



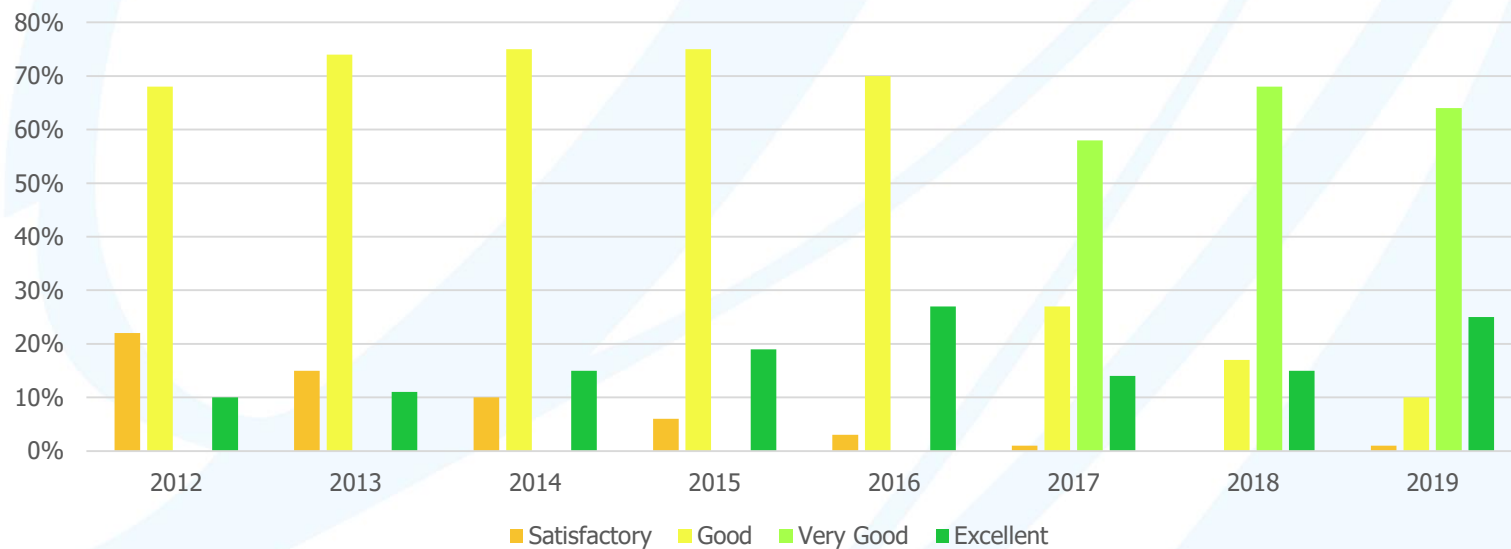




# Plus Results

% Score Breakdown for Plus Assessments								
	2012	2013	2014	2015	2016	2017	2018	2019
<b>Excellent</b>	10%	11%	15%	19%	27%	14%	15%	25%
<b>Very Good</b>	N/A	N/A	N/A	N/A	N/A	58%	68%	64%
<b>Good</b>	68%	74%	75%	75%	70%	27%	17%	10%
<b>Satisfactory</b>	22%	15%	10%	6%	3%	1%	0%	1%

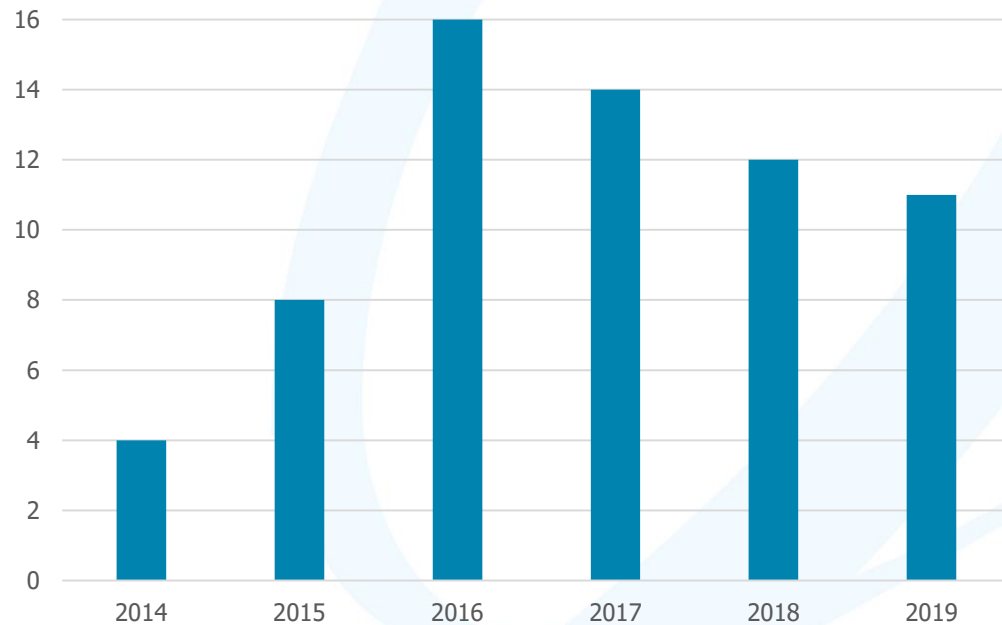
Plus Assessment bandings (%)





# Stretch Outstanding Facilities

Number of Outstanding Stretch Facilities

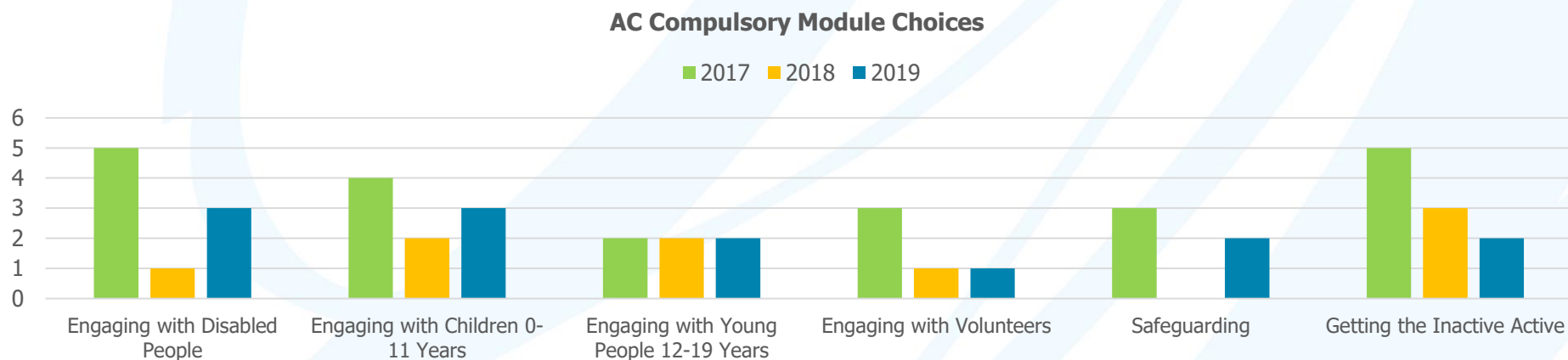
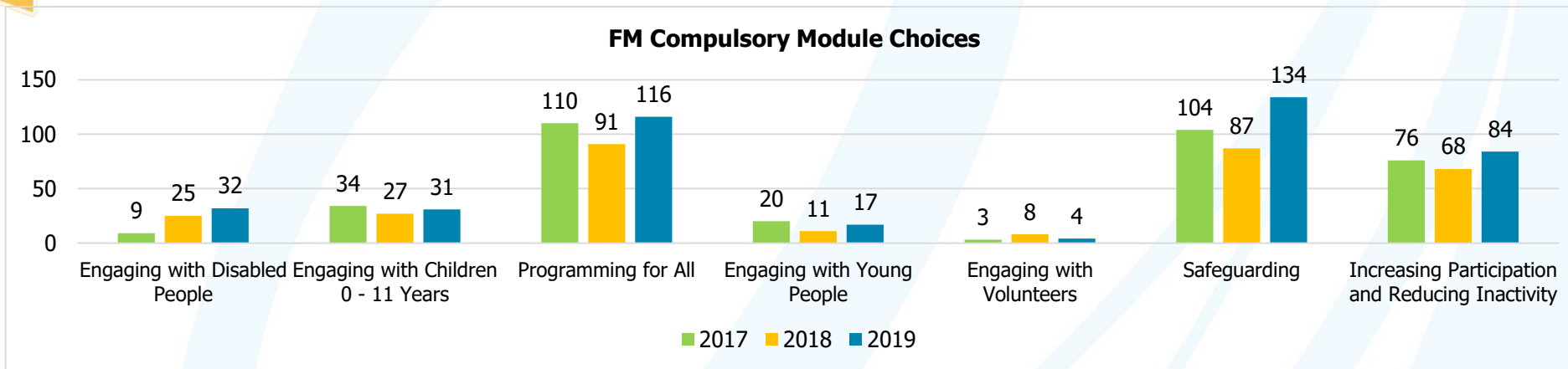


The following 11 facilities are currently Outstanding:

- Bisham Abbey National Sports Centre
- Fareham Leisure Centre
- Larkfield Leisure Centre
- Lilleshall National Sports Centre
- Plymouth Life Centre
- Tonbridge Swimming Pool
- Maltby Leisure Centre
- Spelthorne Leisure Centre
- Watford Leisure Centre – Central
- Watford Leisure Centre – Woodside
- Westgate Leisure Centre



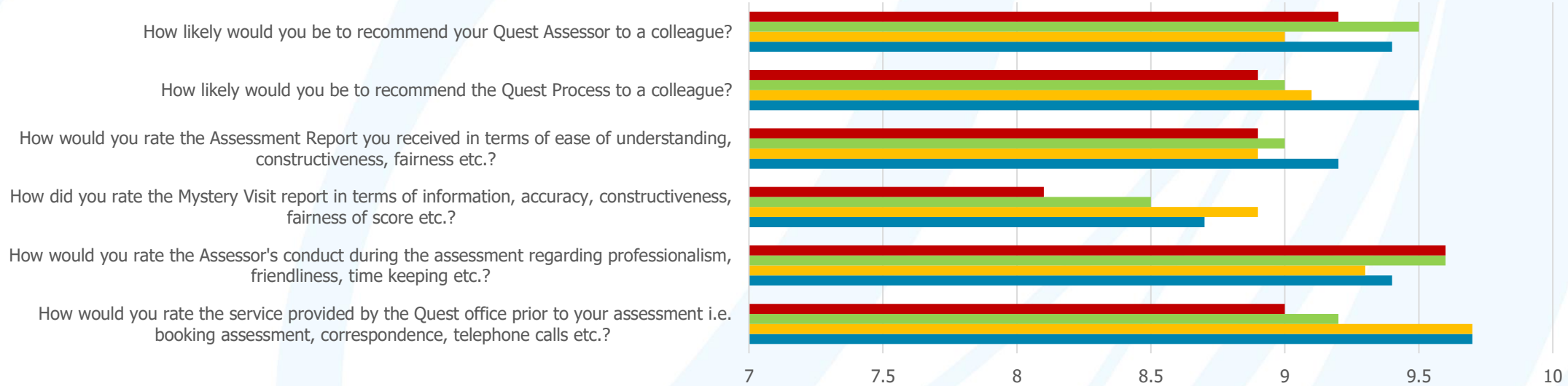
# Compulsory Day 2 Modules Assessed





# Feedback / Surveys

## Scored Customer Feedback from Surveys



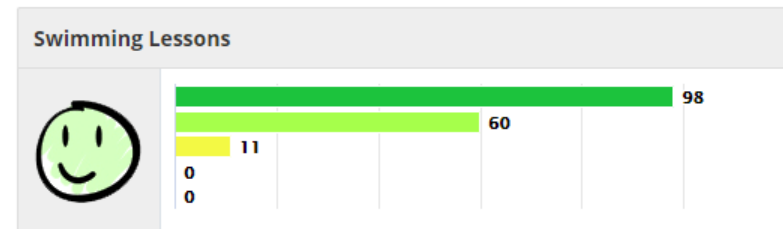
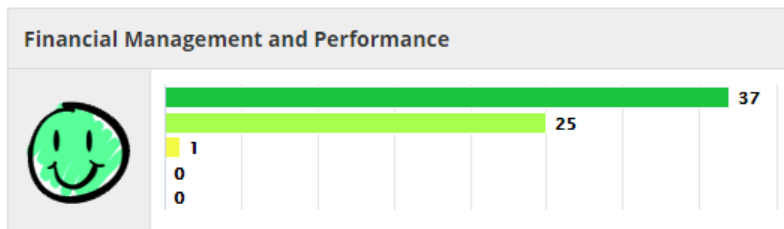
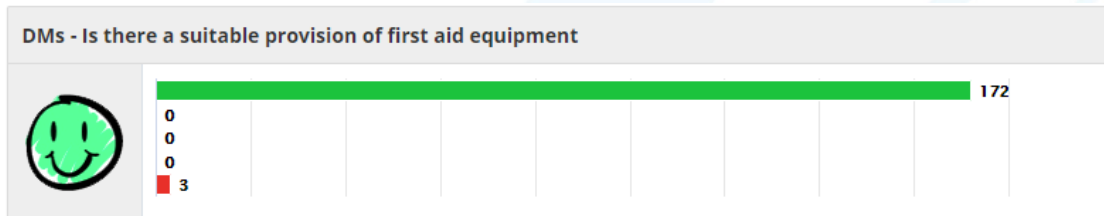
	How would you rate the service provided by the Quest office prior to your assessment i.e. booking assessment, correspondence, telephone calls etc.?	How would you rate the Assessor's conduct during the assessment regarding professionalism, friendliness, time keeping etc.?	How did you rate the Mystery Visit report in terms of information, accuracy, constructiveness, fairness of score etc.?	How would you rate the Assessment Report you received in terms of ease of understanding, constructiveness, fairness etc.?	How likely would you be to recommend the Quest Process to a colleague?	How likely would you be to recommend your Quest Assessor to a colleague?
■ 2016	9	9.6	8.1	8.9	8.9	9.2
■ 2017	9.2	9.6	8.5	9	9	9.5
■ 2018	9.7	9.3	8.9	8.9	9.1	9
■ 2019	9.7	9.4	8.7	9.2	9.5	9.4

■ 2016 ■ 2017 ■ 2018 ■ 2019



# Dash Results

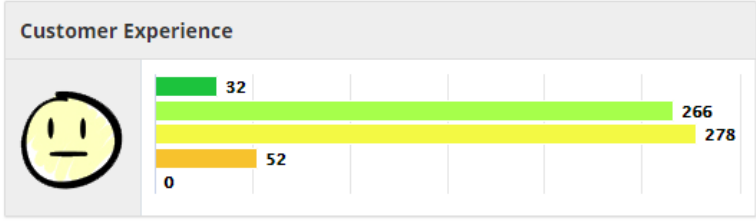
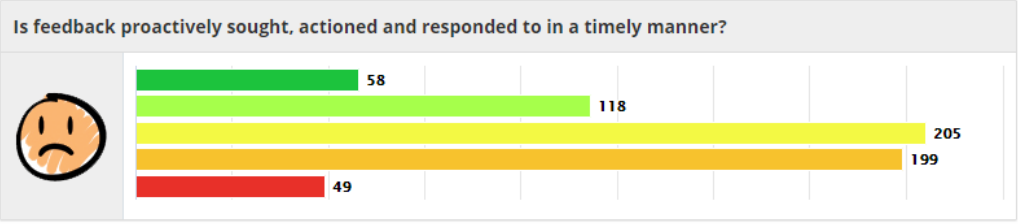
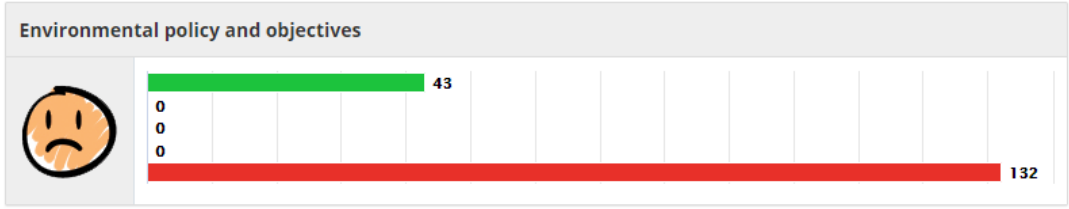
Top 5 Scoring Questions - National		
Question	Module Name	Section Name
DMs - Is there a suitable provision of first aid equipment	Duty Management	Health and Safety
DMs - IT System - Customer data on the booking / front of house system is secured and systems are reliable	Duty Management	Customers
Pool Safety signage & rescue equipment	General Observations	Swimming Pool
Is food stored safely in fridges and freezers with stock rotation evident	Operational Staff	Catering Staff
DMs - Are accidents and incidents suitably recorded	Duty Management	Health and Safety





# Dash Results

Lowest 5 Scoring Questions - National		
Question	Module Name	Section Name
Environmental policy and objectives	Operational Staff	Staff
DMs - Environmental knowledge (including who is the Environmental Champion, targets, recycling percentages)	Duty Management	Environment
DMs - An improvement plan to ensure day to day improvements tasks are identified and actioned	Duty Management	Policies and Planning
DMs - A programme of customer research is in place to measure satisfaction levels	Duty Management	Customers
Is feedback proactively sought, actioned and responded to in a timely manner?	Customer Experience	MV



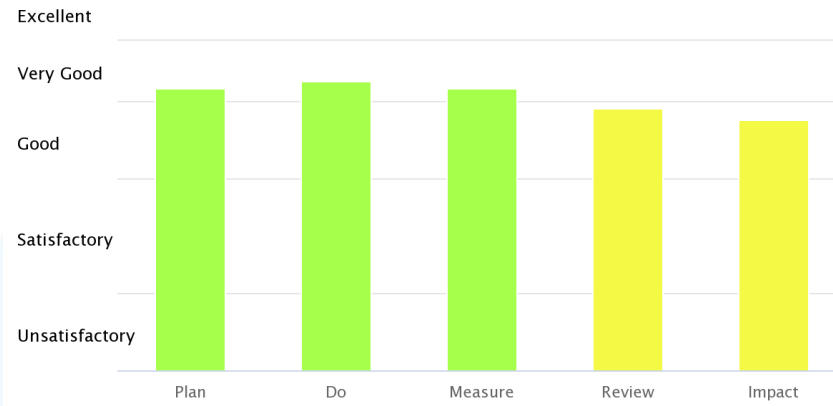


# Dash Results

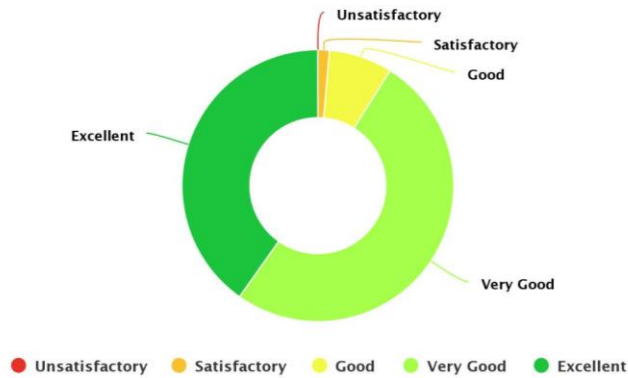
All Sites  
MV



Day 1 - Section Ratings



All Sites  
Plus Day 2



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## 2019 Another Busy Year

- Quest State of the Nation report
- New modules - STA Pool Water Award
- New modules - Public Health Suffolk – GP Referral
- Governing bodies piloted at Manchester County FA
- Quest for Universities piloted
- Active Partnership continued
- App launched to all the team





# 2020 Review



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# 2020 Big Plans

- Quest in Universities to be launched
- Work with NGB's to introduce Quest, starting with County FAs
- Comprehensive State of the Nation report
- App launched to organisations
- Public Health Suffolk Exercise Referral across the country
- CIMSPA guidance notes
- Potential Significant changes
- Watch this space - Contract up for tender



# 2020 suggested changes to FM

- Environmental Plan, Do Module to be added to Entry and core
- MV questions for some Day 2 modules
- Combining of some modules together
- Assessors not revealing MV or Assessment scores
- Potentially boxes to choose from
- Some changes to the Compliance Dec



# Support Network Through 2019 and Continues

As always...

- Sport England
- The Quest Board
- Partners – CIMSPA, ukactive, Streetgames, Activity Alliance, NSPCC, IQL, Swim England, STA, Public Health Suffolk
- Assessors and Mystery Visitors
- Management and Organisations
- Quest Team



**Being Kind to yourself and your colleagues.  
Sensible Hour's, Sensible Breaks,  
Take Time Out.....  
As an industry we're not good at this.**



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

**We hope to see you next year!**



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# Over to Mike Hill for an NBS update



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The National Benchmarking Service

*2019 Annual Report Highlights*

*Mike Hill – NBS Director – Leisure-net  
Professor Simon Shibli - SIRC*





## Focus for last 12 months

- Strengthening the links with Quest
- Explaining the value of NBS and how best to use it
- Working with selected operators from all three different management types on benchmarking exercises
  - Nottingham CC
  - Serco
  - GMactive
- Developing case studies to demonstrate the value of NBS
- Development of the NBS Summary report leaflet



## Context

- Continued focus on Efficiency – doing more with less
- NBS is used by Operators to prove how “good” an operator they are
- And by clients to test how “good” their operator is
- And by Sport England/the sector to get the “overall picture”
- After years of focus on improving Efficiency, the spotlight is now turning towards Who is using our facilities/services

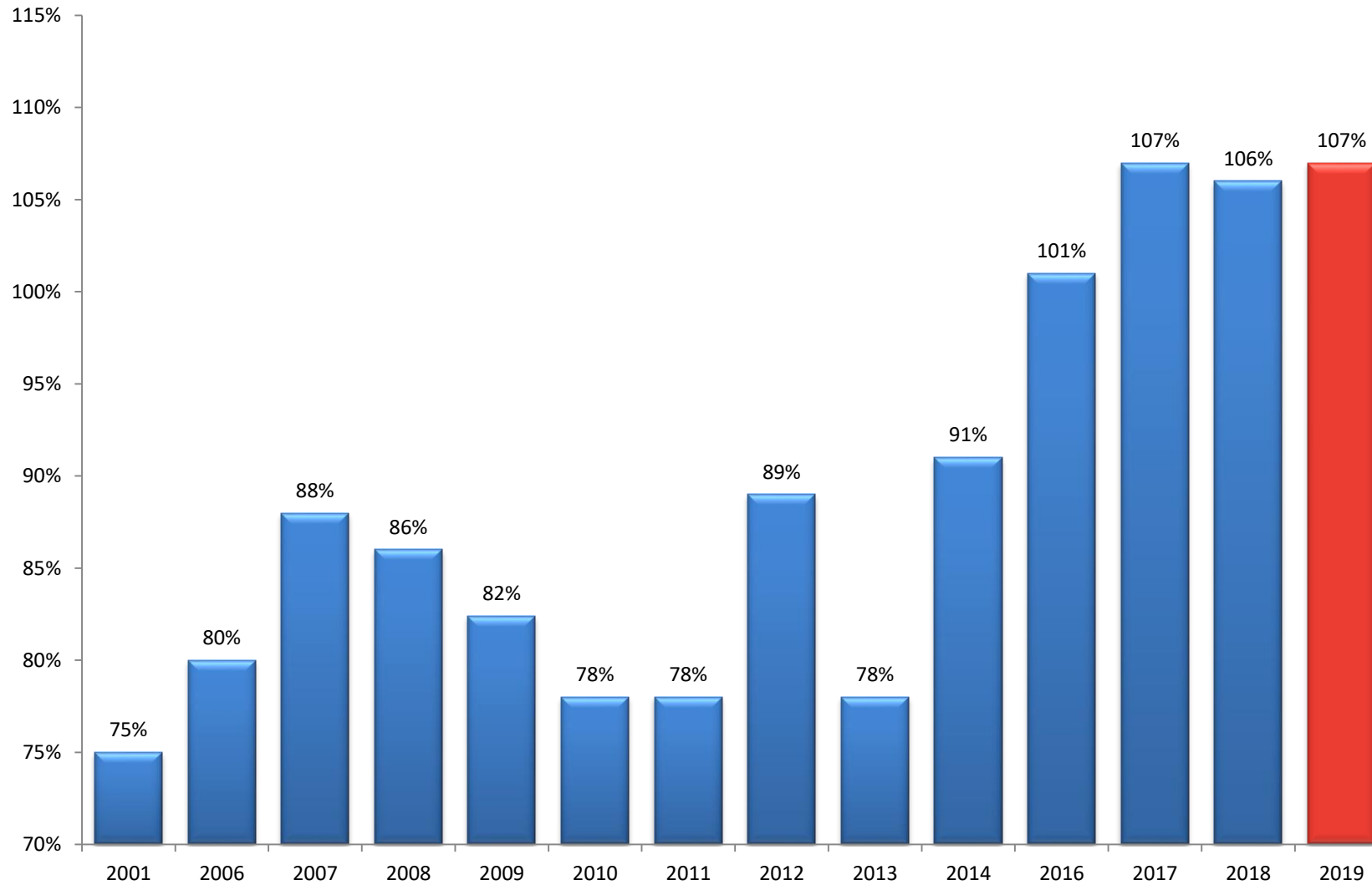


Industry Relevance

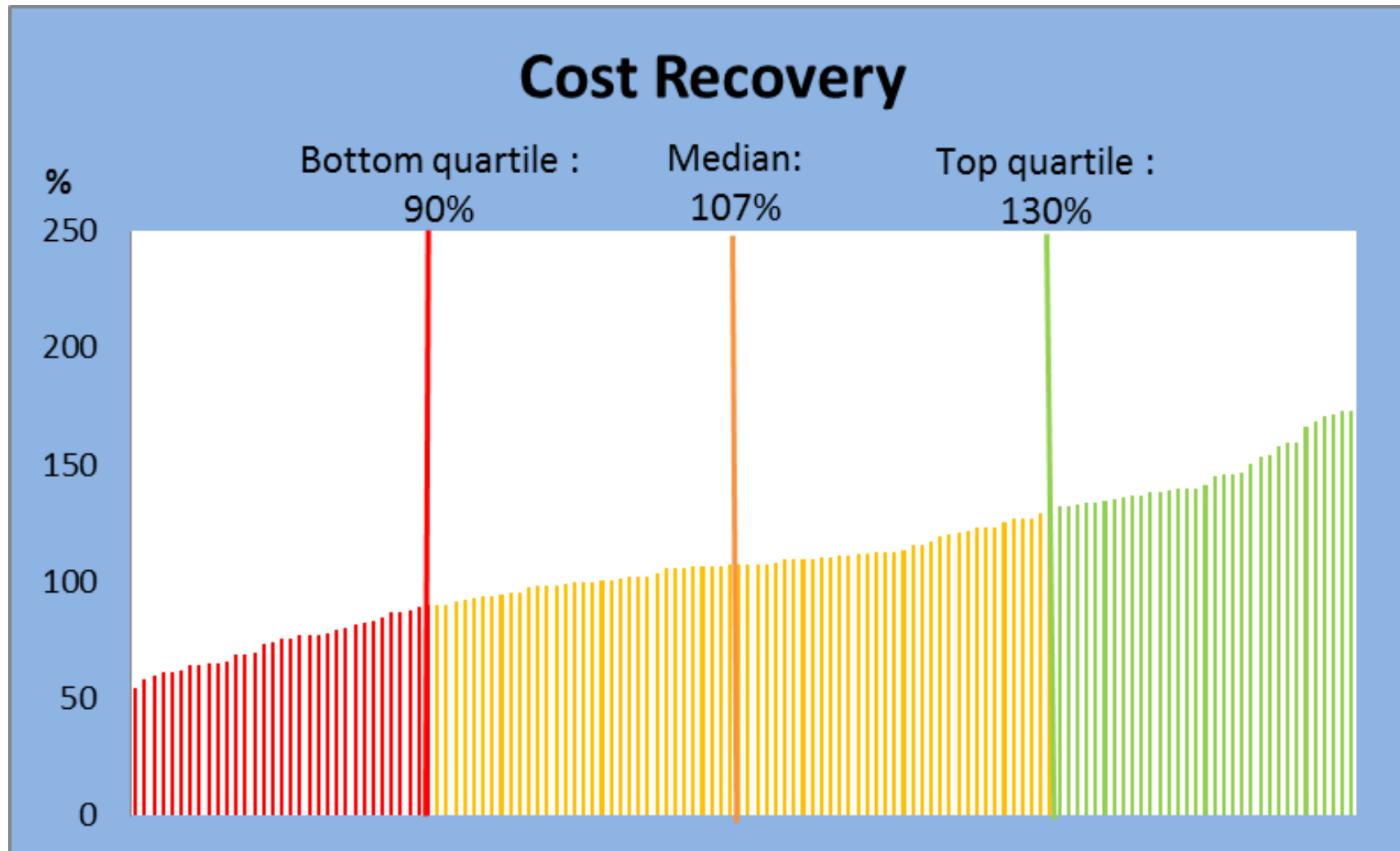
*The NBS 2019 Sample*

	2019	2018	Change	% Change
Total number of centres	145	257	-112	-44%
Full NBS reports	43	70	-27	-39%
Efficiency	102	187	-85	-45%
Surveys	13,915	23,583	-9,668	-41%

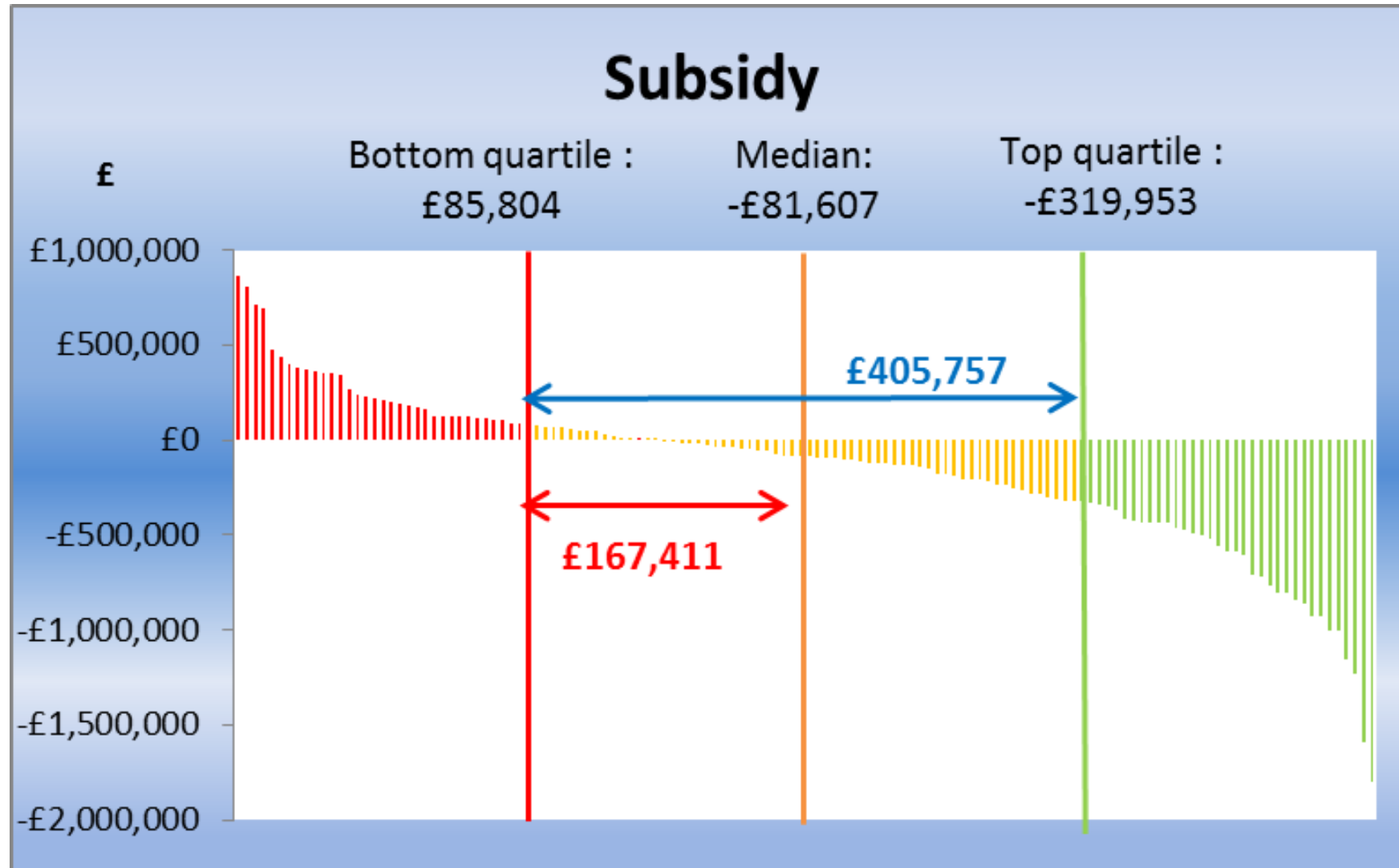
| Highlight 1: Cost Recovery % (a)



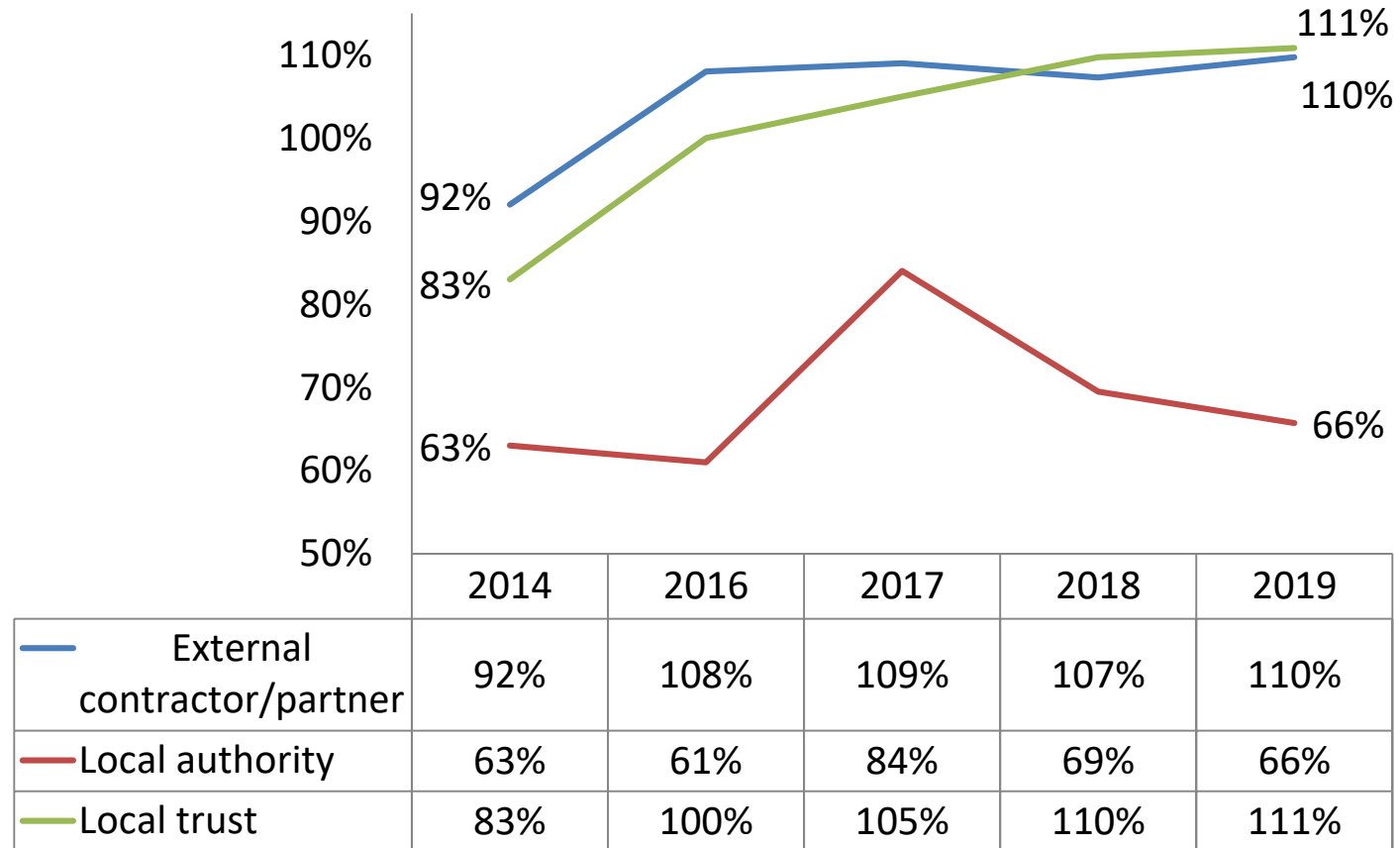
| Highlight 1: Cost Recovery % (b)



## Variations in Subsidy by Facility



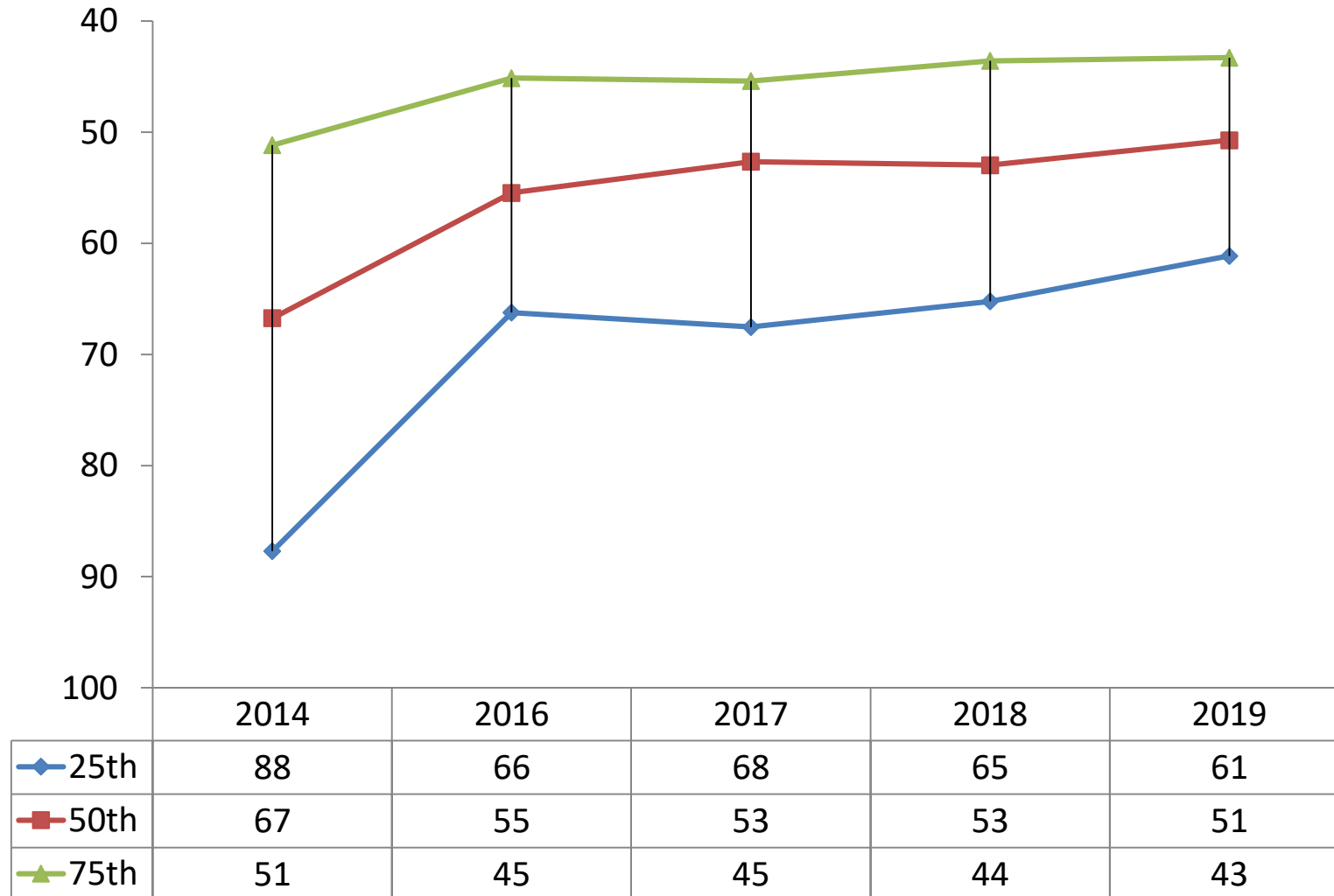
## | Cost Recovery by Management Type



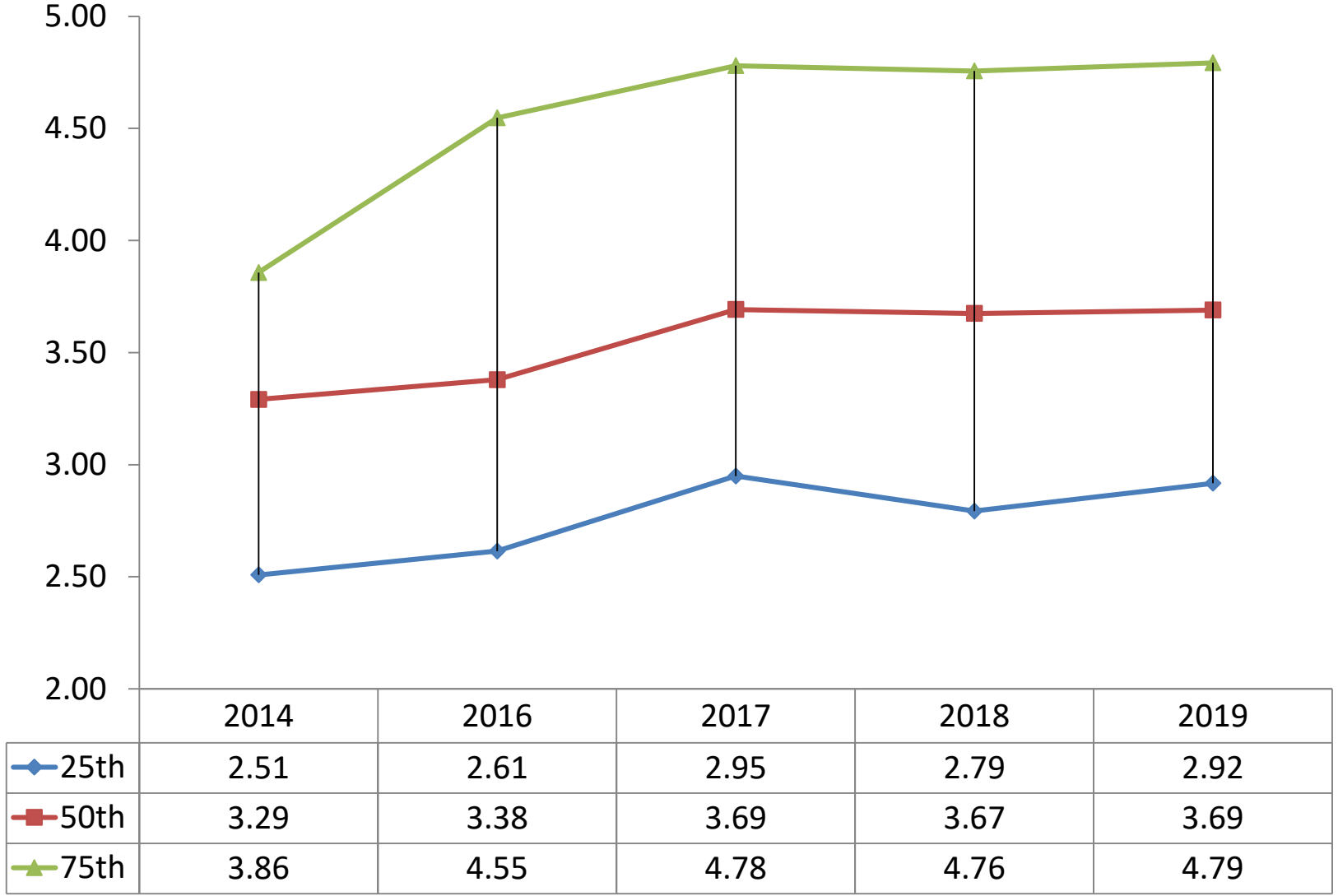
— External contractor/partner    — Local authority    — Local trust



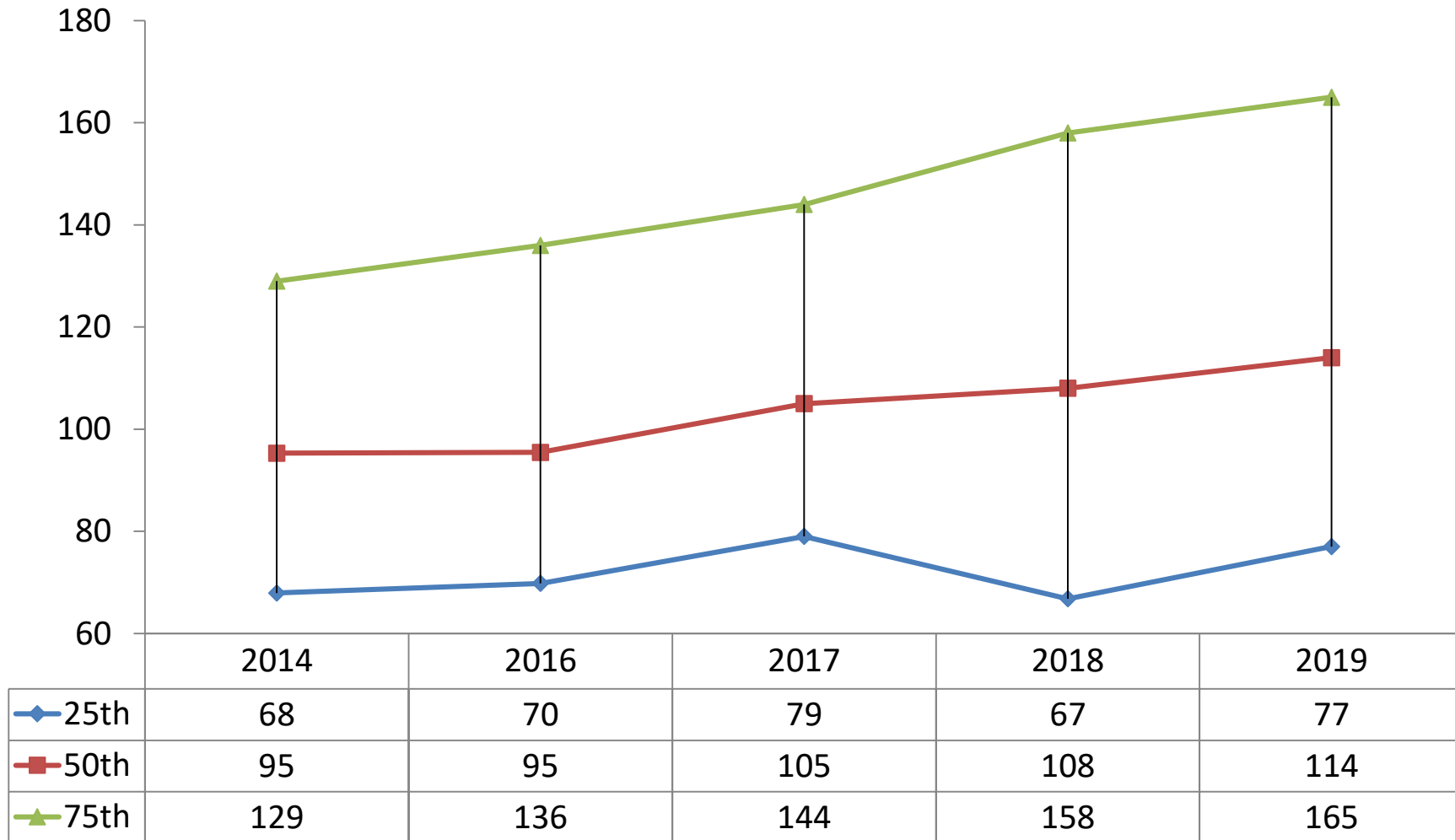
Highlight 2: Staff costs as % of total income



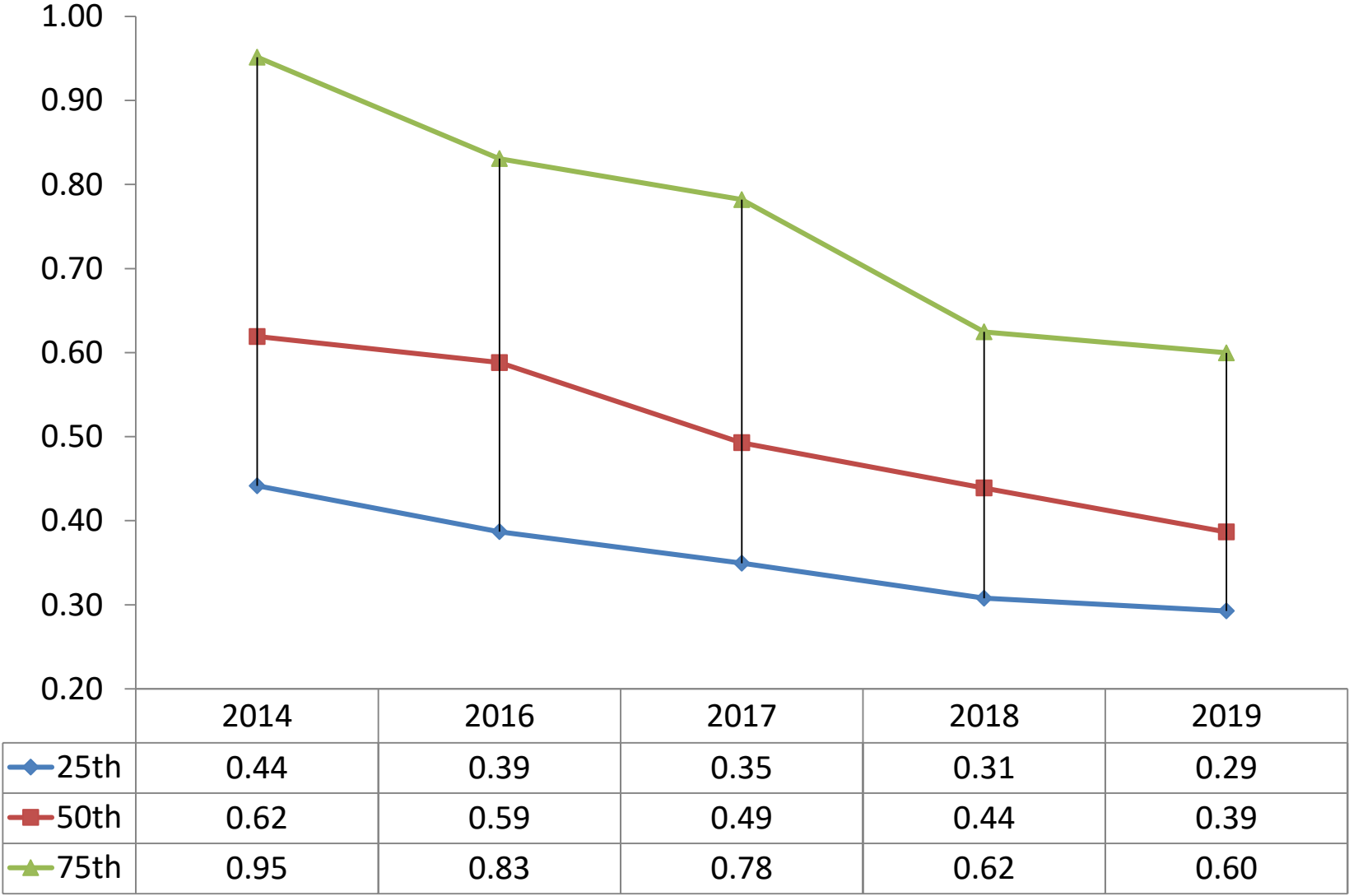
**| Highlight 3: Direct income per visit (£)**



| Highlight 4: Visits per m<sup>2</sup>



### | Lowlight 1: Lower Socio Economic Groups





## Satisfaction and Net Promoter Score

### *By Management Type*

	External	Trust	In-House
Overall Satisfaction /5	4.29	4.59	<b>4.61</b>
Net Promoter Score	23%	<b>62%</b>	53%



## Marking Your Cards For Later

*Want to know more?*

11:30 - 12:15 - The Boardroom  
NBS Efficiency Workshop

13:15 - 14:00 - The Boardroom  
NBS Top 5 Lessons

14:15 - 15:00 - The Boardroom  
NBS Impacting Target Groups



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