



# Quest for Active Communities 2017

## Getting the Best out of your Assessment



# 7 Core Modules

- Continuous Improvement
- Active Communities Outcomes
- Insight and Marketing
- Partnerships and Collaborations
- Team and Skills Development
- Quality Assurance
- Increasing Participation and Reducing Inactivity

***The fundamental things any organisation need to address***

# Self Assessment/Self Awareness

- PESTLE/SWOT exercises are really useful
- Take a look at your service through the eyes of customer, stakeholders, your partners and team members.
- Undertake a facilitated Self Assessment exercise.
- Find critical friends, peers or Board Members to look at your service and operation for improvement
- Do not make excuses – look for improvement/innovation like British Cycling/Apple did.

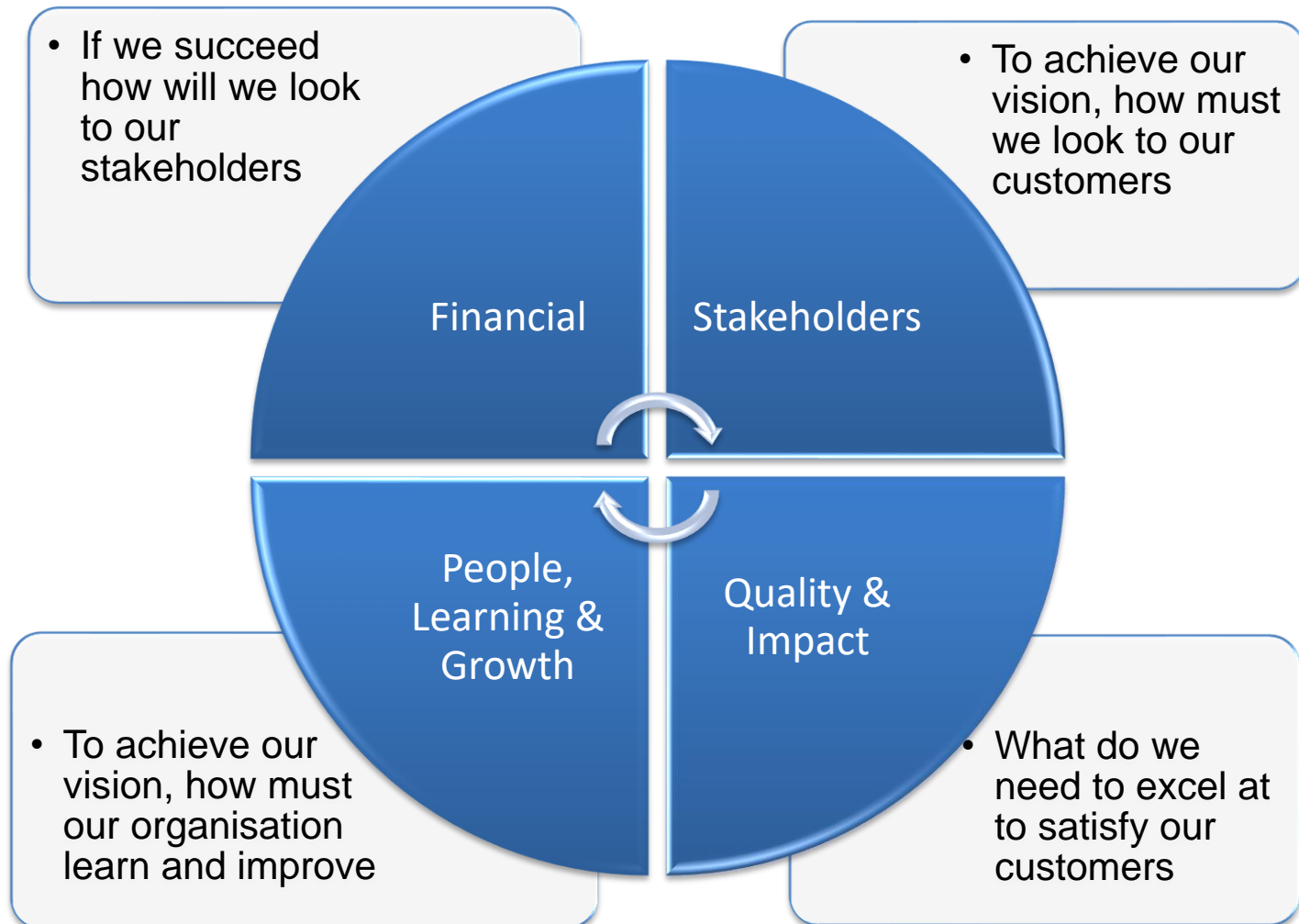
# Continuous Improvement



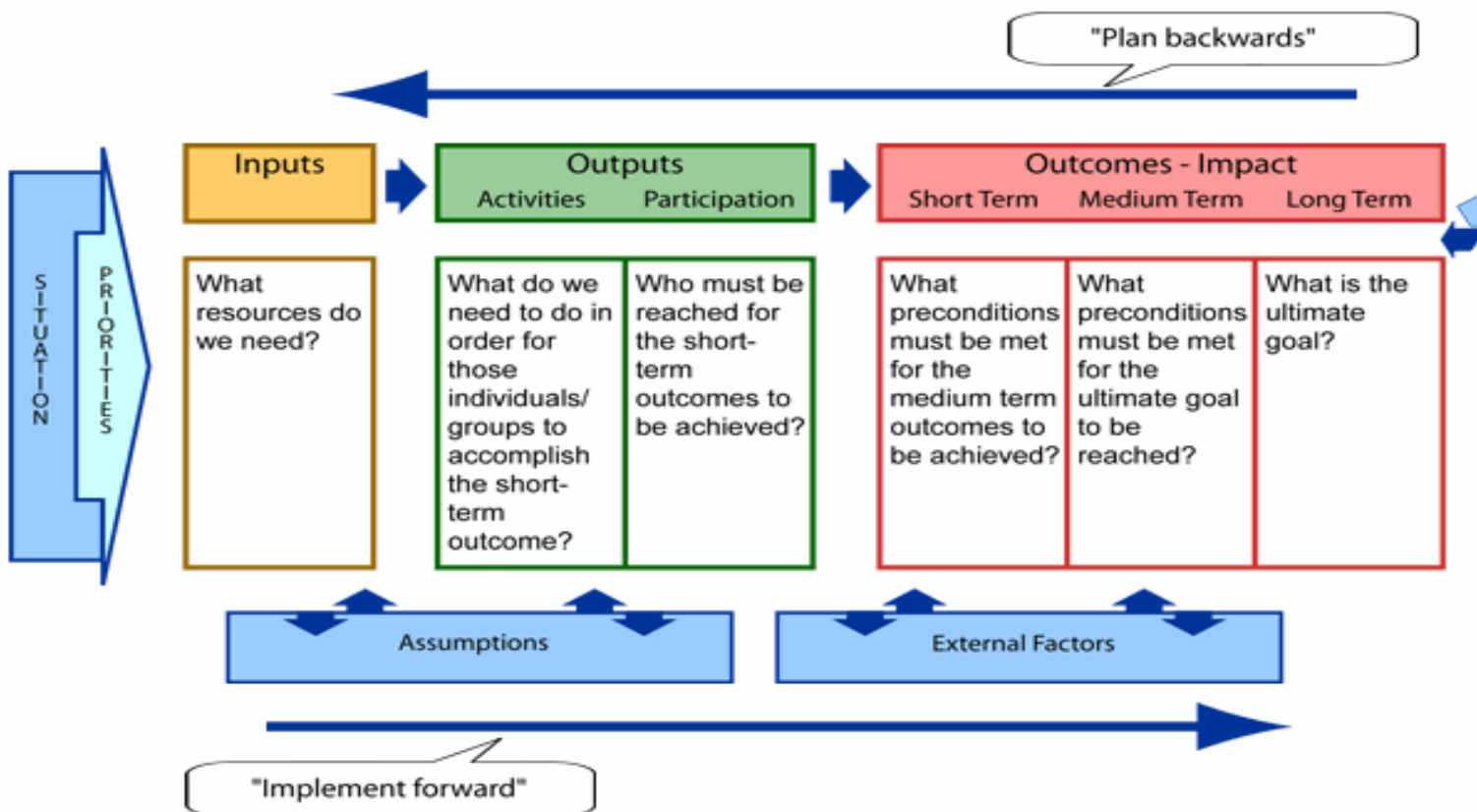
## A Framework for Success!



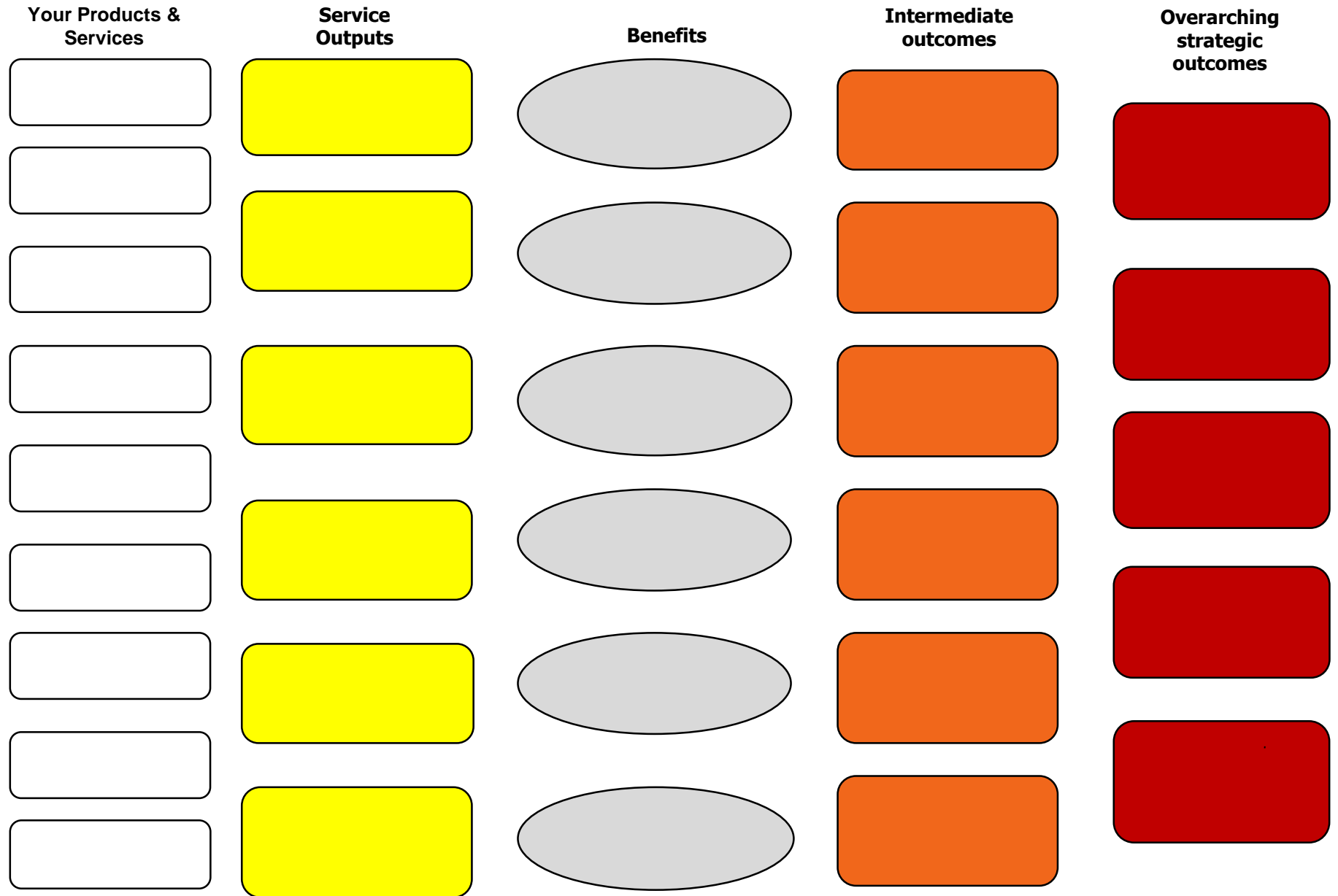
# 4. Balanced Scorecard Perspectives



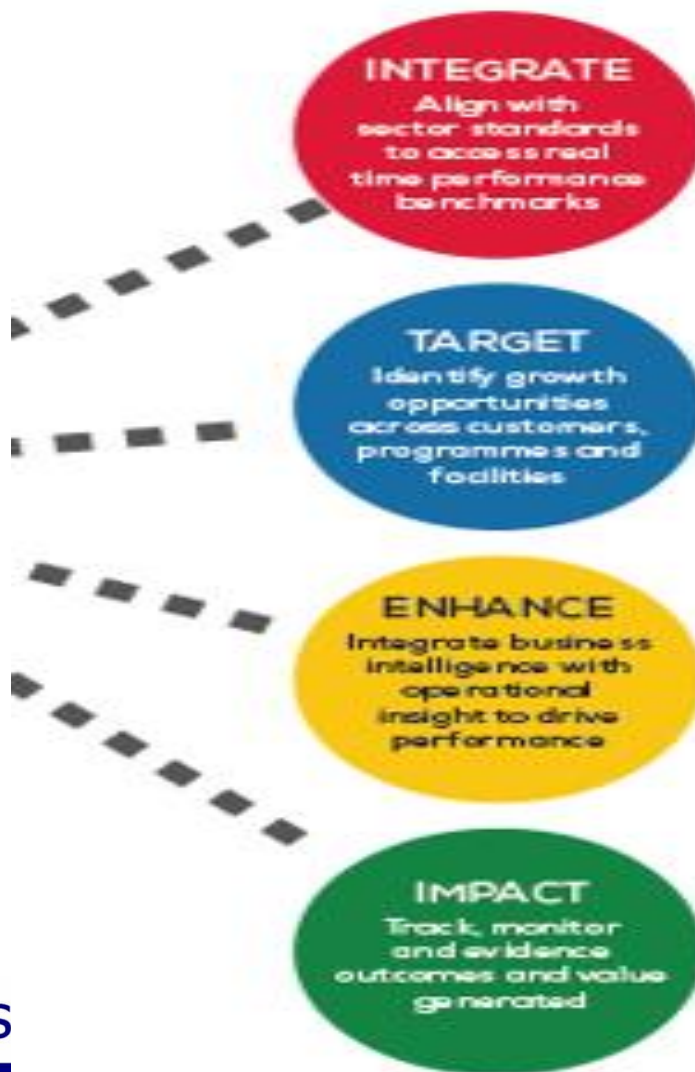
# Active Community Outcomes



## Logic Model Template – Demonstrating Outcomes



# Insight and Marketing





# Insight and Marketing

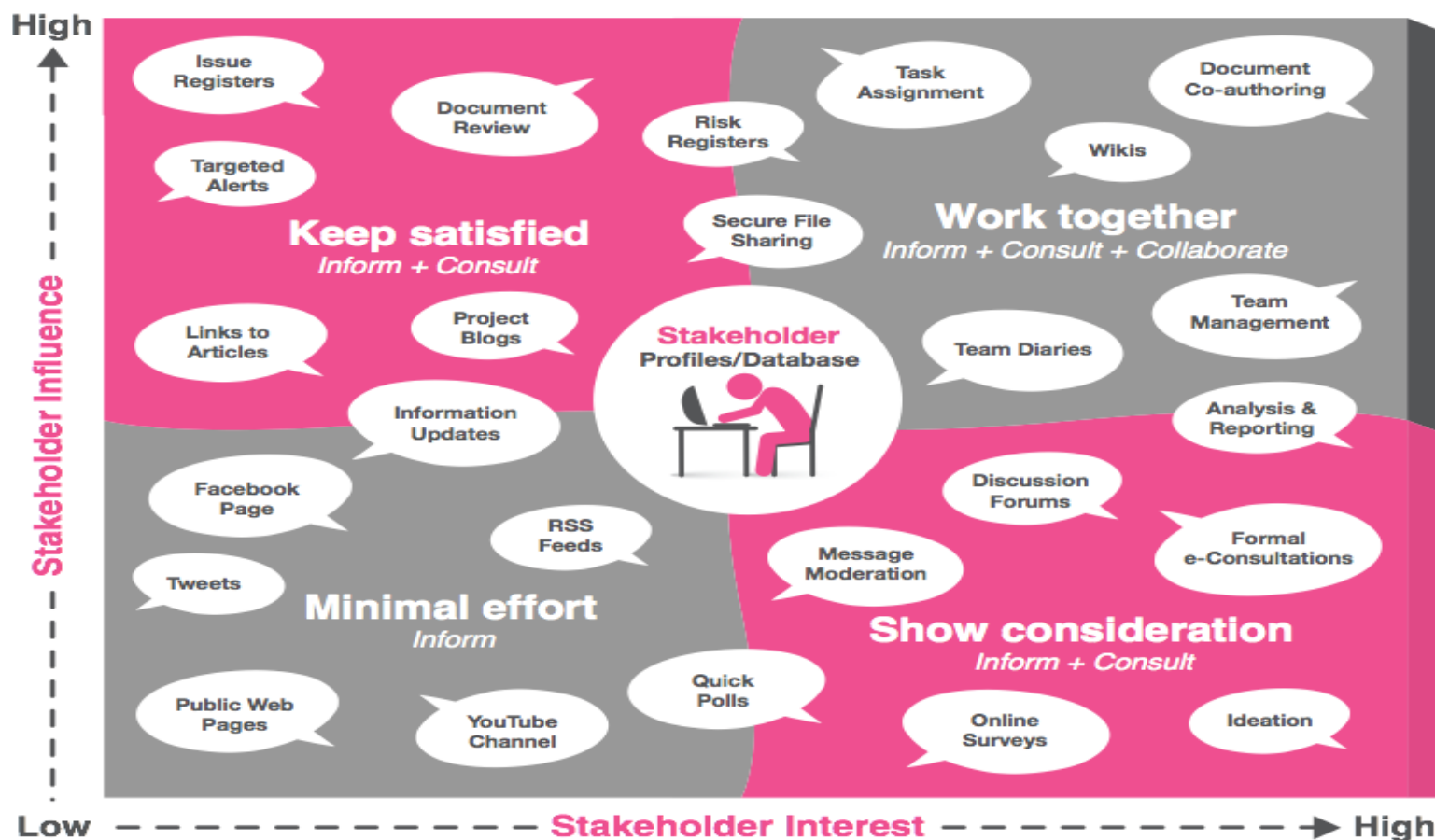
- Utilisation of national/local data and information
- Expertise and focus
- Data collection and use of data to drive change
- Marcomms planning and delivery
- Marketing objectives, measures and rates of return
- Product development and co-production
- Change and results particularly around Market Development

# Partnerships and Collaborations

## Collaboration Life-cycle



# Partnerships and Collaborations



**Right DIRECTIONS**

quality and safety



**Leisure-net**  
Solutions Ltd

# People and Skills Development

## Team Worlds

Low Team Productivity

High Team Productivity

High Team Positivity

- Collegiate
  - Low Focus
  - Low sense of urgency
  - Resistant to Change
  - Incompetence OK
  - Limited Results
  - Connected and fun
- LETS PARTY

- Successful
  - Flowing
  - Challenging
  - Inspiring
  - Open
  - Proactive
  - Communicative
- LETS GET BETTER

Low Team Positivity

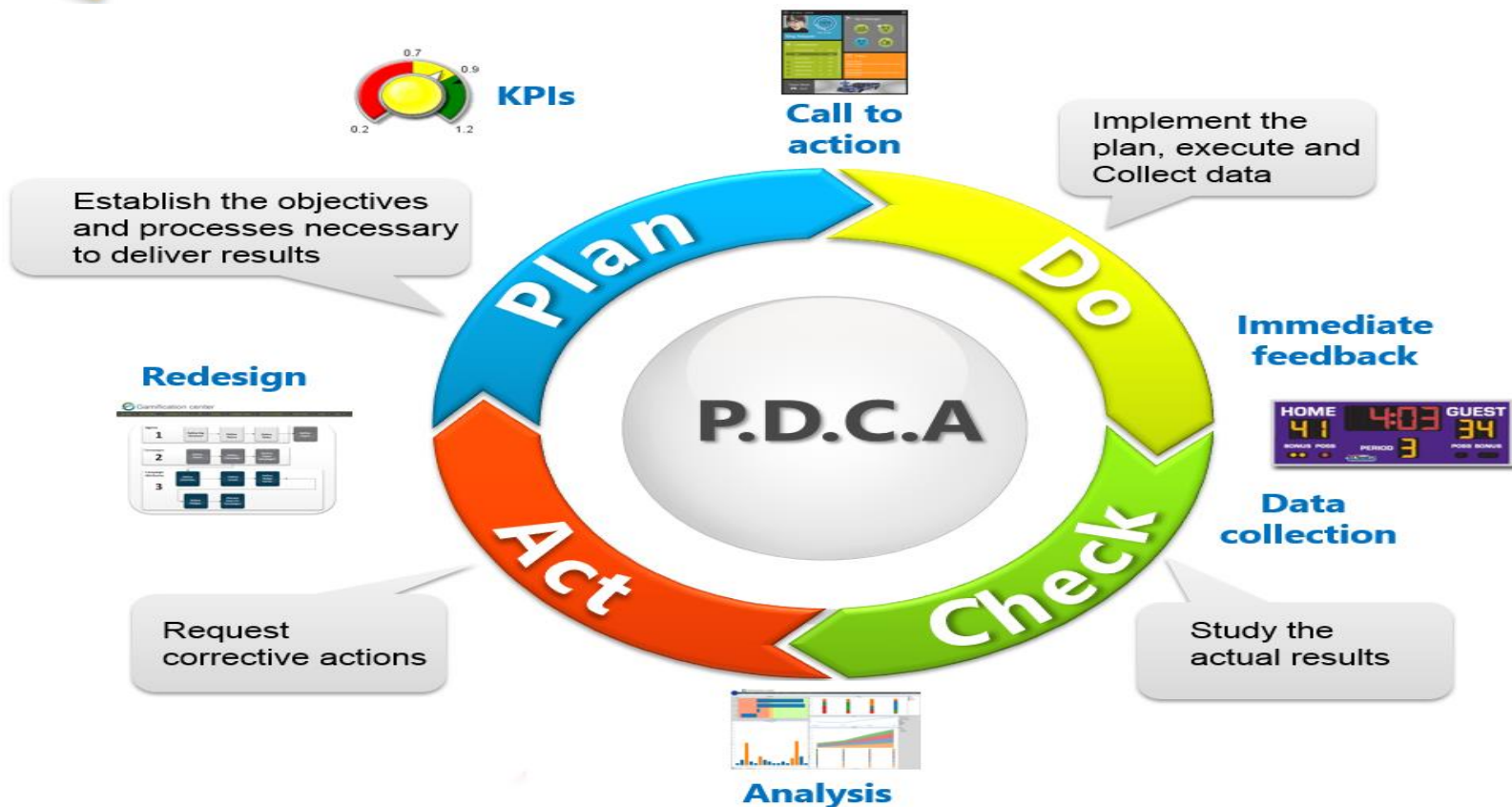
- Criticism
  - Blame
  - Resistance
  - Overwhelm
  - Fear of failure
  - Turf protection
  - Firefighting
- LETS GET OUT OF HERE

- Efficient
  - Bottom-line
  - Burn out/ High turnover
  - Guarded
  - Driven
  - Clear objectives
  - Competitive
- LETS SURVIVE

# Effective People/Teams

- ✓ **Be pro-active:** shape events, create the future and work towards your goal.
- ✓ **Start with the end in mind:** goal focused
- ✓ **Put things first:** prioritise, prioritise, prioritise
- ✓ **Sharpen the saw:** rest, renew and upskill
- ✓ **Think win-win:** find common ground and solutions
- ✓ **Seek to understand and then be understood:** diagnose and then cure..... you have 2 ears and 1 mouth!!!!
- ✓ **Synergise:** team working can deliver more than the sum of its parts:  $2+2=5$

# Quality Assurance



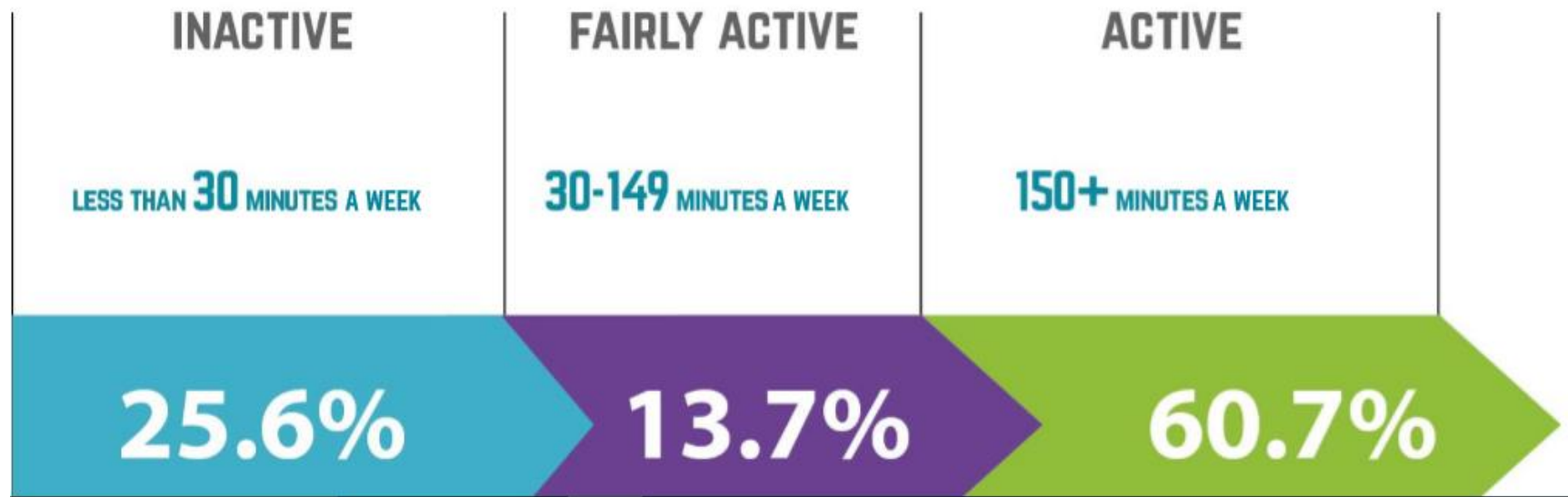


# Quality Assurance

- A quality management system is a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction.
- It is aligned with an organization's purpose and strategic direction. It is expressed as the organizational goals and aspirations, policies, processes, documented information and resources needed to implement and maintain it.
- By the 20th century, labour inputs were typically the most costly inputs in most industrialized societies, so focus shifted to team cooperation and dynamics, especially the early signalling of problems via a continuous improvement cycle.
- In the 21st century, QMS has tended to converge with sustainability and transparency initiatives, as both investor and customer satisfaction and perceived quality is increasingly tied to these factors

# Increasing Participation and Reducing Inactivity

## LEVELS OF ACTIVITY





# Increasing Participation and Reducing Inactivity

## Physical activity overview

## NICE Pathways



# GOOD IS THE ENEMY OF GREAT

- **Purpose and Leadership** - In high performing organisations... People share a common vision and purpose which is understood and accepted as important by each member, partner and stakeholder.
- **Outcomes and Customer Focus** - In high performing organisations... the team always focus on results and satisfying the needs and expectations of customers/stakeholders first and foremost
- **Culture and Communications** - In high performing organisations... the team promote “can do” values and provide effective communications at all levels
- **Performance Management**- In high performing organisations.. the team put in place necessary management practices and resources, and manage changes needed to achieve goals
- **Learning and Innovation**- In high performing organisations...the team continuously share, seek improvements in activities and ways of working, learn from each other and elsewhere and by benchmarking