



Caroline Constantine

Our 7th Quest

Conference

14 March 2017



Review of Quest in 2016 & what to look forward to in 2017



2016 Review



Total No. of Centres



- 56 new centres have joined this year
- Active Communities numbers have grown by 25%
- Quest centres numbers are still growing, despite:
 - Contractors putting centres on hold whilst they bed in
 - Facilities closing
- There are now over 670 facilities or teams in Quest

Country Breakdown

	Total FM	Total AC	Total Combo		Grand Total	
					Feb-17	Variance from Feb 16
Country Breakdown						
England	559	44	5	608	14	
Scotland	21	0	0	21	-4	
NI	13	0	1	14	5	
Wales	15	0	0	15	0	
Overseas	4	0	0	4	0	
Regional Breakdown						
NE	25	8	2	35	-6	
NWR	52	7	1	60	7	
YHR	22	1		23	2	
EMI	38	4		42	-5	
WMI	38	3		41	5	
EST	59	4		63	3	
GLO	139	7	1	147	7	
SEA	126	9	1	136	1	
SWR	60	1		61	0	
ALL	612	44	6	662	15	



H&S Declaration

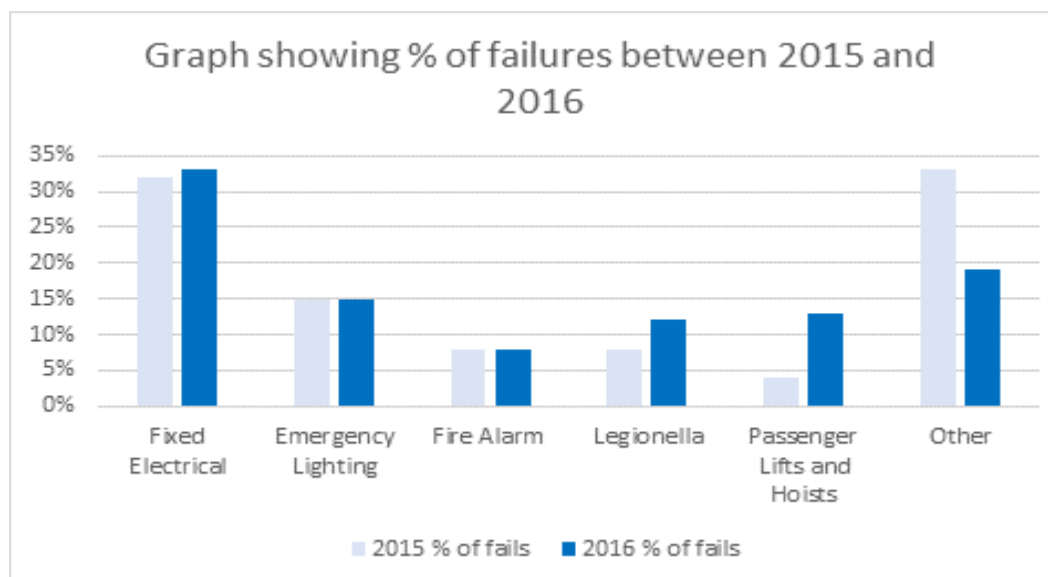


Still the same old issues...

- Fixed electrical especially CAT 1 and CAT 2
- Emergency lighting
- Fire Risk Assessment
- Fire alarms
- Legionella

Graph H&S Fails

	2015 % of fails	2016 % of fails
Fixed Electrical	32%	33%
Emergency Lighting	15%	15%
Fire Alarm	8%	8%
Legionella	8%	12%
Passenger Lifts and Hoists	4%	13%
Other	33%	19%

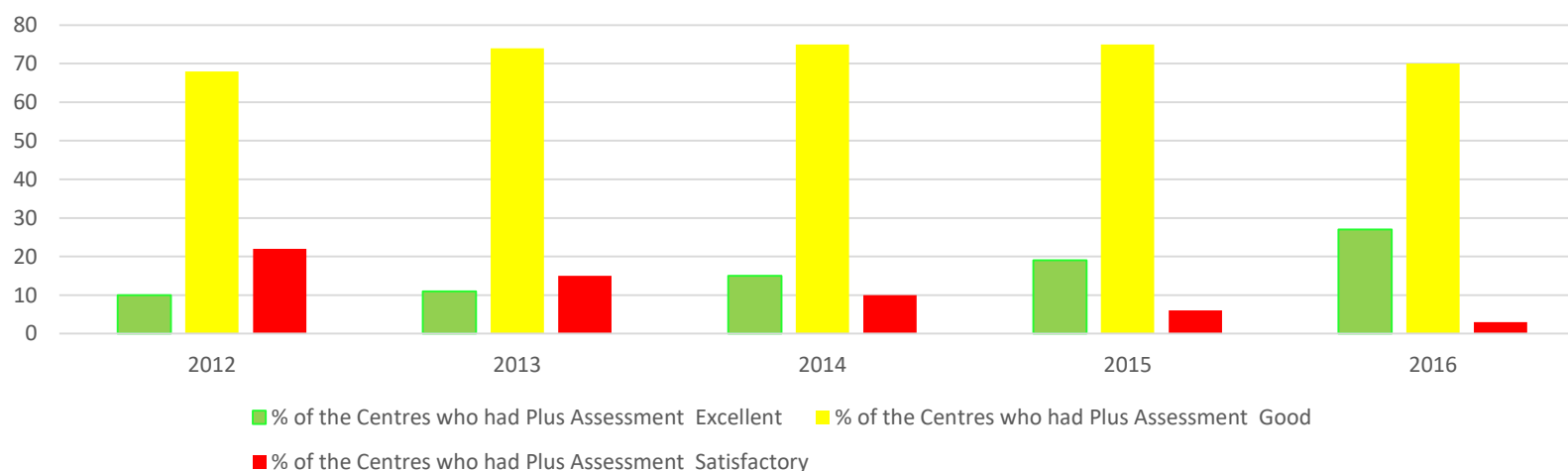


Plus Results

Of all the Centres who have had a Plus Assessment:

% Score Breakdown for Plus Assessments						
	2012	2013	2014	2015	2016	2017
Excellent	10%	11%	15%	19%	27%	VG effect
Good	68%	74%	75%	75%	70%	VG effect
Satisfactory	22%	15%	10%	6%	3%	

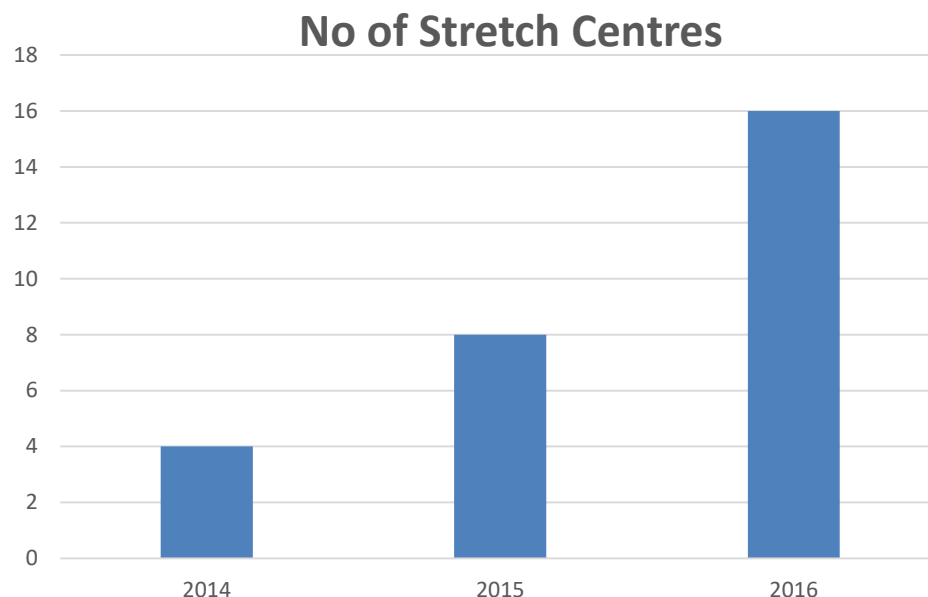
Breakdown of Plus Assessment



Stretch Outstanding Centres

The following teams and centres have achieved Outstanding:

- Alfreton Leisure Centre
- Bisham Abbey National Sports Centre
- Fareham Leisure Centre
- Guildford Spectrum Leisure Complex
- Lammas Leisure Centre
- Larkfield Leisure Centre
- Lilleshall National Sports Centre
- Little Venice Sports Centre
- Tonbridge Swimming Pool
- Rainbow Leisure Centre
- Ripley Leisure Centre
- Rugeley Leisure Centre
- William Gregg VC Leisure Centre
- Woking Leisure Centre
- Herts Sports Partnership (AC)
- Places for People Leisure Sport Development Team (AC)





Top Module Selection



Top 5 Module choices 2015

1. GPLUS8 Sales & Retention
2. GPLUS7 H&S Management
3. GPLUS9 Financial Management & Performance
4. SPLUS20 Swimming Lessons
5. SPLUS7 Fitness Suites

Top 5 Module choices 2016

1. GPLUS8 Sales & Retention
2. GPLUS7 H&S Management
3. GPLUS9 Financial Management & Performance
4. SPLUS20 Swimming Lessons
5. SPLUS25 Lifeguarding

Types of Assessment

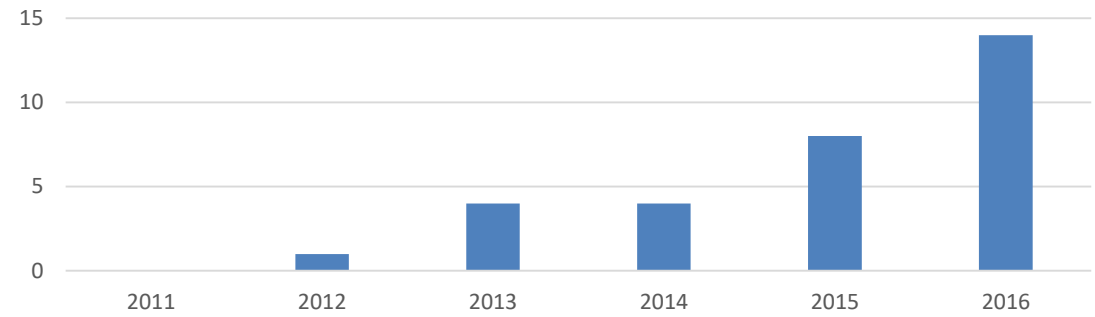
% breakdown of type of Centres registered

	2014	2015	2016
Entry	29%	29%	27%
Plus	70%	69%	69%
Stretch	1%	1%	3%
Combo	0%	1%	1%

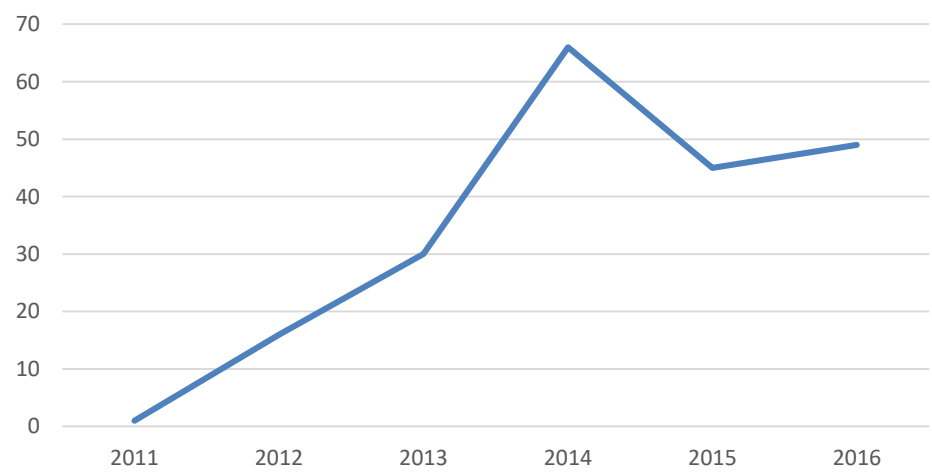


Useful graphs...

No of Outstanding Centres



No of Excellent Centres





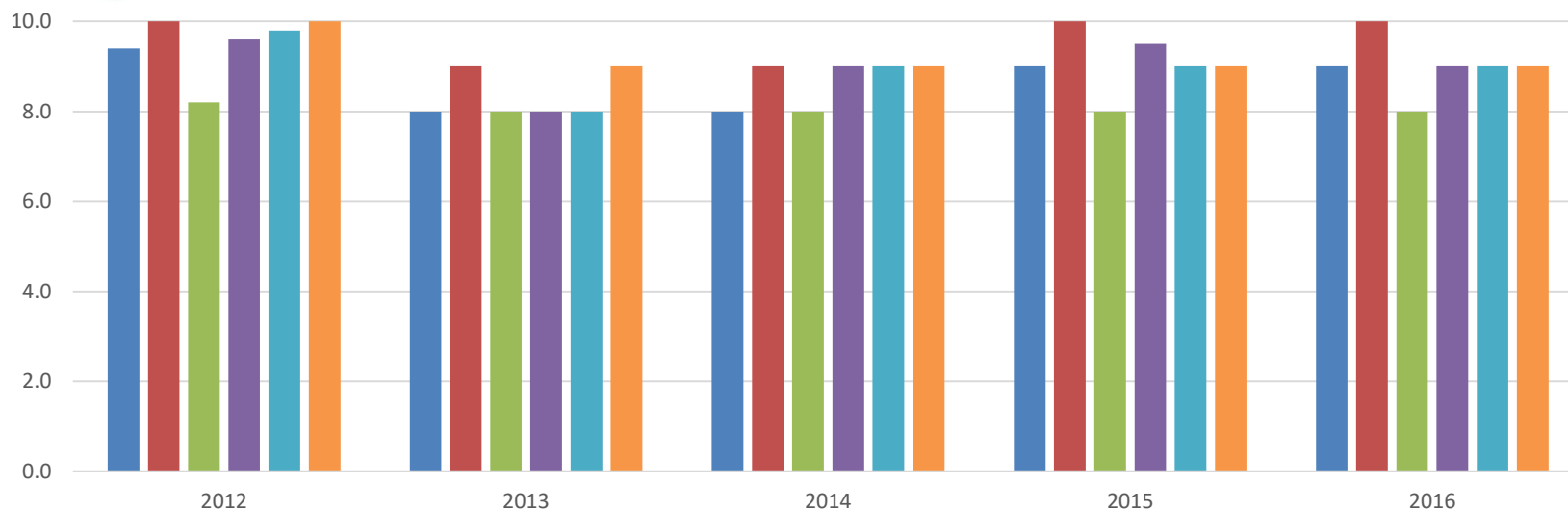
Scored Feedback from over 500+ calls or surveys 2016



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	10	8	9	9	9



Feedback over the years



- Customer Feedback Prior to visit
- Customer Feedback Assessor Conduct
- Customer Feedback Mystery Visit
- Customer Feedback Assessment Report
- Customer Feedback Recommend Quest
- Customer Feedback Recommend Quest Assessor



2016 – another busy year!!!!

- More Stretch registered Centres
- Chasing H&S fails
- New 7 Non-scored Modules – driving participation..
- Introduction of Very Good
- Launched UDR for Facilities and NBS Effectiveness
- Sport4Development launched
- Conference combined with CIMSPA for a second year running in a new venue
- Beavering away on the website and dashboard



2016 Priorities



- Ensure Quest for Active Communities assists in raising the bar in Facility Management ✓
- Working with SE to achieve their strategy ✓
- Providing webinars, benchmarking seminars, training and toolkits to help managers with new modules - *some*
- Online portal and website – *very nearly...*
- Assessor mentoring ✓



Raising the Bar..



Assessors often say to me, that Centre Managers say to them...

'Have I done enough?'

The answer is...



Raising the Bar..

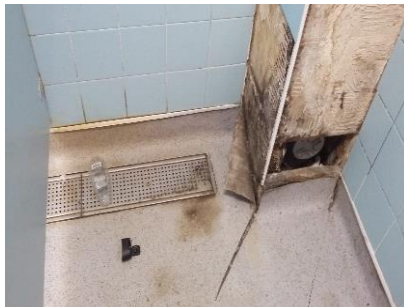
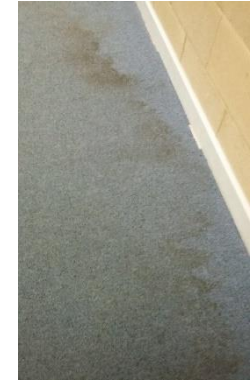


'No'

We might want to get Excellent, but this is about driving improvements...

Here is why...

Quest is raising the bar of standards, although these were seen in 2016





And here...



**Measure
Review
.....Impact**