



2017



Quest Support 2017 Changes

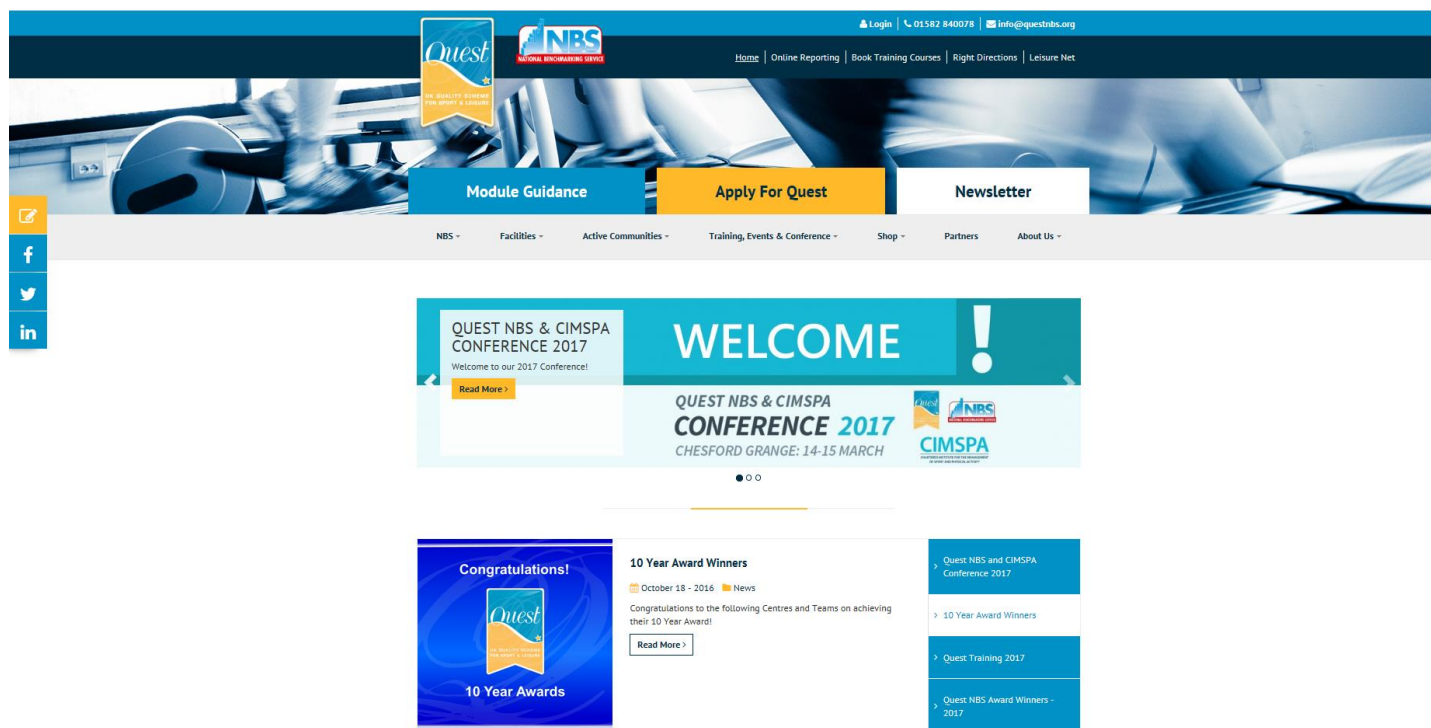


- Revamped and redesigned Quest Website to be launched on the 1st April <http://quest.bigwave.media/>
- Client Dashboard with Online reporting – Tabsys 4.30
- Webinars



Quest Website

Website link





Website...



Improvements include:

- Easy to navigate
- Apply on line
- Dashboard access
- Shop
- Training on line
- Easy to find modules



10 YEAR AWARD WINNERS

News 18 October 2016 Super User 16 0

Congratulations to the following Centres and Teams on achieving their 10 Year Award!

Balham Leisure Centre - Places for People Leisure
Bicester Leisure Centre - Legacy Leisure, Parkwood Leisure
Coldharbour Leisure Centre - GLL
Crook Log Leisure Centre - Legacy Leisure, Parkwood Leisure
Crystal Palace National Sports Centre - GLL
Dartmouth Leisure Centre - Fusion Lifestyle
Erith Leisure Centre - Legacy Leisure, Parkwood Leisure
Fareham Leisure Centre - SLM
Hartsdown Leisure Centre - Your Leisure Kent Ltd
Kidlington and Gosford Leisure Centre - Legacy Leisure, Parkwood Leisure
Kingsmeadow Fitness & Athletics Centre - Places for People Leisure
Langley Swimming Centre - Sandwell Leisure Trust
Lee Valley Riding Centre - Vibrant Partnerships
Meadowfield Leisure Centre - Durham County Council
Peckham Pulse Healthy Living Centre - SLM
Penzance Leisure Centre - Legacy Leisure, Parkwood Leisure
Places for People Leisure Sports Development Team - Places for People Leisure
Putney Leisure Centre - Places for People Leisure
Riverside Leisure Centre (Norwich) - Places for People Leisure
South Ribble Tennis & Fitness Centre - Serco Leisure Limited
The Pavilions in the Park - Places for People Leisure
Thornton Heath Leisure Centre - Fusion Lifestyle
Tolworth Recreation Centre - Places for People Leisure





MODULE GUIDANCE

👤 Super User 📁 Training, Events & Conference 📅 17 October 2016 📄 Hits: 113



GUIDANCE NOTES AND PREPARATION FORMS

Below is a table of our [Quest 2016 modules](#).

To access the [Guidance Notes](#) and [Assessment Preparation Forms](#) simply click on the issue number for the corresponding module.

Please click here to view the modules for [Quest for Facilities 2016](#).

Please click here to view the modules for [Quest for Active Communities 2016](#).

Please note that if you wish to select 'SPLUS18 ukactive Code of Practice' or 'SPLUS28 ASA Learn to Swim' we need to know within 7 days of receiving your purchase order number. This is due to the need for specialist assessors for these modules.

Also please note:

- SPLUS18 ukactive Code of Practice cannot be selected alongside SPLUS48 Health and Safety Management
- Centres wishing to select SPLUS28 ASA Learn to Swim must also select SPLUS20 Swimming Lessons

Finally please note, if we do not receive your modules choices for Quest Plus or your Directional Review two weeks before your assessment date, they will be chosen for you using our generic list.

QUEST FOR FACILITIES

Below is a table of our [Quest for Facility 2016 modules](#).

To access the [Guidance Notes](#) and [Assessment Preparation Forms](#) simply click on the issue number for the corresponding module.

Module Code	Module Name	Guidance Notes	Assessment Preparation Forms	Quest for Facilities	Non Scored Module
Day One Core Modules (Entry and Plus) Quest for Facilities					
Operations 1	Cleaning and Housekeeping	Five	Five	✓	✗
Operations 2	Maintenance and Equipment	Five	Five	✓	✗
Operations 3	Environment	Five	Five	✓	✗
Operations 4	Health and Safety Declaration	Nine	Nine	✓	✗



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PARTNERS

Right Directions

Right Directions

www.rightdirections.co.uk

Right Directions provides a dynamic, realistic and sensible approach of providing Quality Management, Health and Safety, Environmental support and training to organisations in the Sports and Leisure Industry. We work closely with private organisations, local authorities, contract management organisations, universities and a network of sports and leisure trusts around the UK.



Leisure Net

www.leisure-net.org

Leisure-net Solutions have worked as part of the consortium to manage and deliver the NBS Service since the companies formation in 1999. Leisure-net has nearly 20 years of leading customer insight and market intelligence knowledge that has made them into the first choice to deliver the Sport England NBS Service.



Sport England

www.sportengland.org

Sport England are firmly committed to promoting Quest and the National Benchmarking Service as key tools going forward to help drive the improvement agenda in public sector leisure.



Sport Wales

sport.wales

Quest is a valuable tool to promote quality service to customers and is delivered in an efficient and effective way. It enables operators to gain feedback on the way their service is provided and offers suggestions on service improvement.



Sport Scotland

www.sportscotland.org.uk

At sportscotland we recognise Quest as a key part of the continuous improvement toolkit that can be used by those involved in the management of all sports facilities.



Sport Northern Ireland

www.sportni.net

SNI recognise the many benefits of the Quest scheme and believe it has an important role in the delivery and development of sport and physical activity throughout Northern Ireland over the next decade.

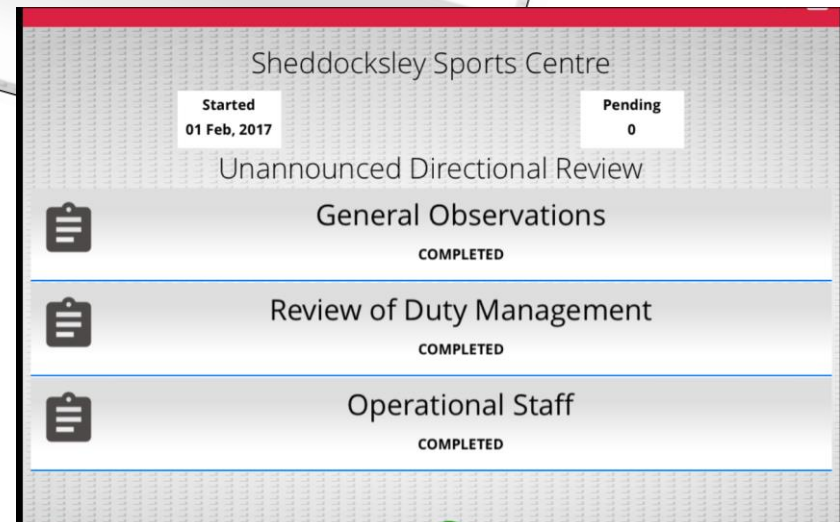
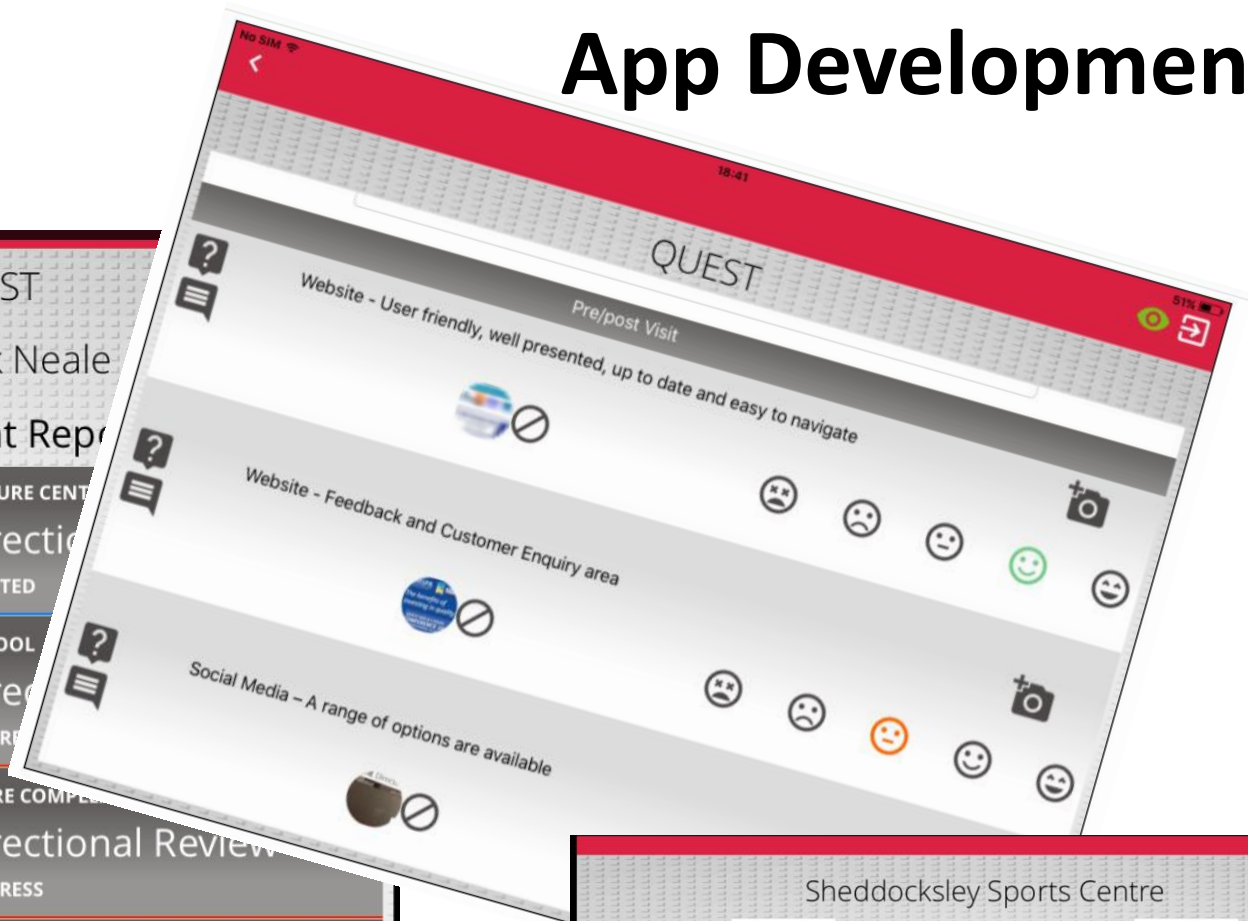
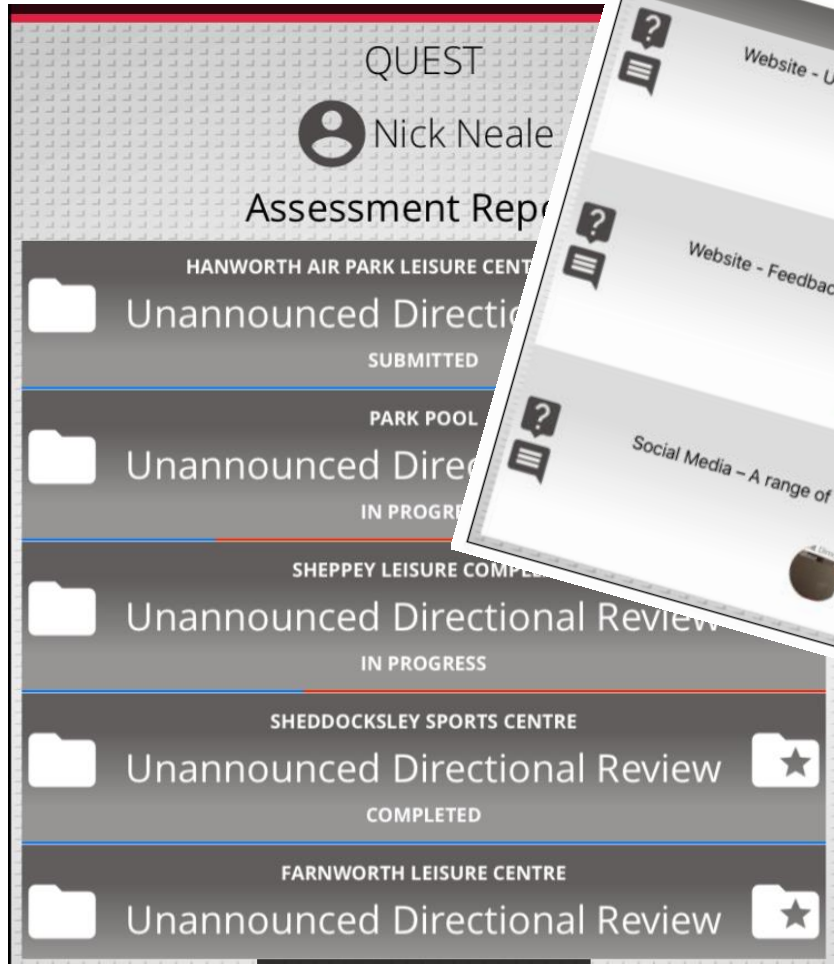


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App Development



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App Development



Unannounced Directional Review

Ferndown Leisure Centre
Unannounced Directional Review
on the
8th October 2016

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Module Comments 2016

3. Car Park – Well presented & managed



Areas for Improvement

- The surface is not great, with lots of repairs and potholes, indeed the taxi driver was told to beware of surface over the radio by another driver
- The entrance is not well signposted, and even the local Aberdeen taxi driver nearly missed it.
- Litter was in abundance in the car park.

Overall Banding / **Good**

Assessor Name
Centre Contact Name
Centre Contact Email address
Date and Time of Assessment
Next Assessment Cycle?

Danny Paterson
Jonathan Jones (An Example)
SheddocksleySportsCentre@sportaberdeen.co.uk
05 October, 2016 - 09:34
September 2017 - Renewal Assessment

Executive Summary

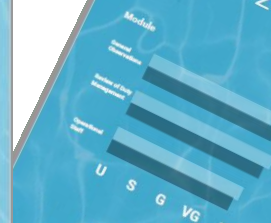
Strengths

- John (Ringwall), the Centre Supervisor was unaware the Unannounced Directional Review was to happen, however he managed the process well, despite the limited information and the unexpected visit by the Assessor.
- Good customer care was demonstrated during the Unannounced Directional Review, especially as he was "time working" Customers commented that the Centre Staff are professional, and are trying to provide good services, despite being short staffed.
- The Centre was very clean during the visit, especially as the Centre had a steady constant stream of users, and as previously stated John was working alone.
- There is a strong community atmosphere in the Centre, this was especially noticeable on a Saturday, as there were a number of activities taking place in which participants, although not in the same activity, were very friendly and conversing with each other.
- When speaking to John and customers, the Centre appears to have a strong community engagement, and that the customers feel that the Centre Staff try their hardest to provide a quality service in this engagement in the face of staff shortages, and the changes of corporate planning and timeline with the development in the Centre.

Areas for Improvement

- The car park is not in good condition, indeed the taxi driver bringing me to the Centre was advised of this over the radio, on the way from my hotel by another taxi driver as we made our way to it.
- The Centre was operating a "time working" operation due to staff shortages, however John was unaware of the associated risk assessment, and did not have access to a set contact number. It may be considered to set a procedure in place, for example, the number of the nearest Sport Aberdeen facility in case of any emergency.
- The fitness upgrade that was to take place shortly after the two day assessment has been delayed on a number of occasions. This appears to be having an adverse effect on some customers, and possibly on staff morale. It may add value to the Centre and corporate targets, if customers, and staff, if the date was forthcoming for the proposed re-fit of the Fitness Room and associated areas.
- There is environmental information in the Centre, however it is limited and does not indicate any utility consumption or recycling. There is information from solar panels, however customers are unaware the source of the information, or how to interpret the information. It may add value to provide this information, and in an easy to understand format, for example the Assessor has seen the solar panel information transferred to the number of hot showers it provides, or has provided.
- The reply time for Customer Responses on the Customer Promise shows the response time as "responding within a reasonable time" During the assessment it was identified with staff that each member had a different idea of what they thought was reasonable. It may add value to identify to staff what a "reasonable time" means.
- Customers using the Sports Hall were observed using the water fountain in the Fitness Room to top up their water bottles. Although this may be good customer service, it poses a health and safety issue as they are given the code for the door, which is locked for health and safety reasons, and detracting from secondary

Unannounced Directional Review October 2016



Modules:
Module scores and banding compared against the previous Unannounced Directional Review

Industry Average:
Module Results against industry average figures and the facility last assessment result.

Industry benchmark figures

23rd

23rd / 223 Assessed facilities



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Paul Brivio

My Favourite Quest Things!

- Cleaning
- Customer Experience
- Community Outcomes



Why?



- “Cleanliness is next to Godliness”- we need quality delivery/an attractive offer!
- Customers pay the rent and there are lots of business development/market development opportunities out there! What is our offer and how do we reach/engage/motivate and delight?
- Community Outcomes are what makes the Sector different - so tell the story!

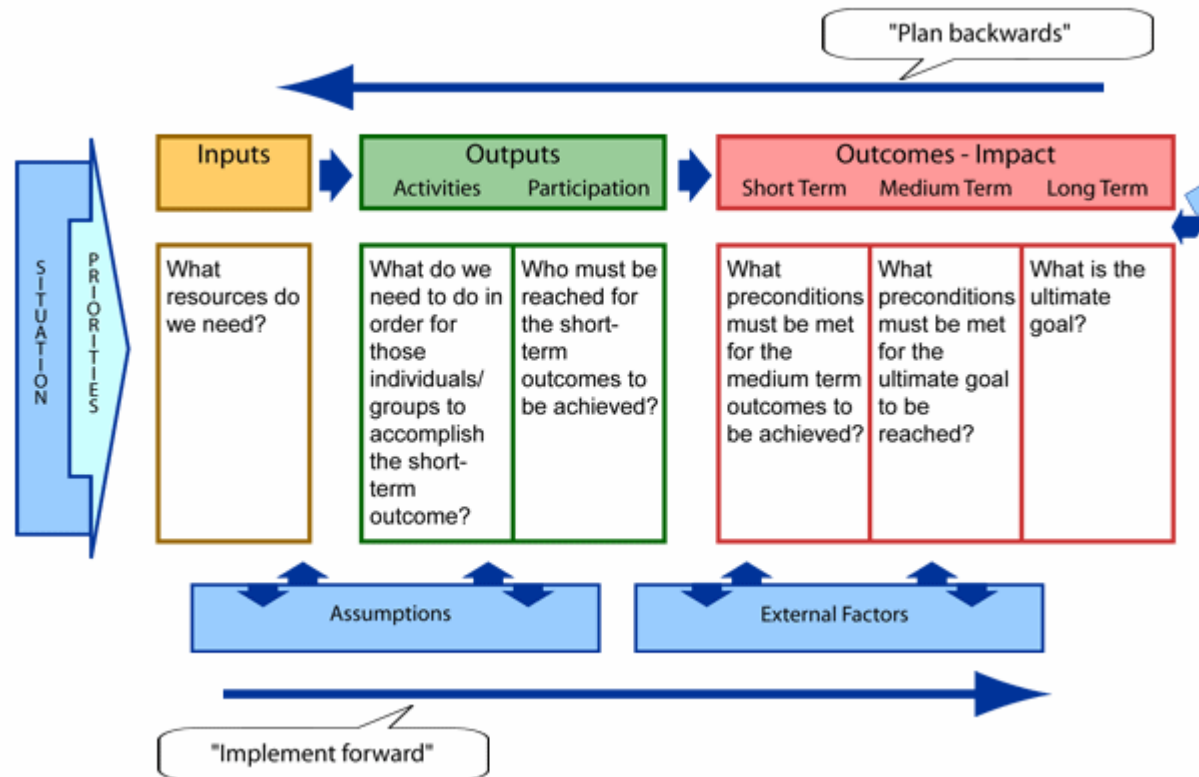


Progress in 2016



- New Active Communities Model launched - well aligned to National Strategy/Local Agendas
- Better Guidance and Range of New Modules across AC and FM - promoting best practice!
- 2 main FM players leading the way
- Perfect for LAs/Intelligent Clients
- Improvement and development vehicle for smaller/local trust operators

Active Community Outcomes





Plans for 2017



- Training for Assessors
- Generic and Bespoke Training for Clients
- New Audit and Self Assessment processes for New Clients
- Roll out of linked Accreditation Schemes to help join up work
- AC Conference on 3rd October in Stoke

Summary of Key Changes to FM Assessments in 2017

- Safeguarding Questions in the H&S Dec
- New module – Streetgames – Doorstep Sports
- New module – EFDS – IFI
- Ongoing review of modules

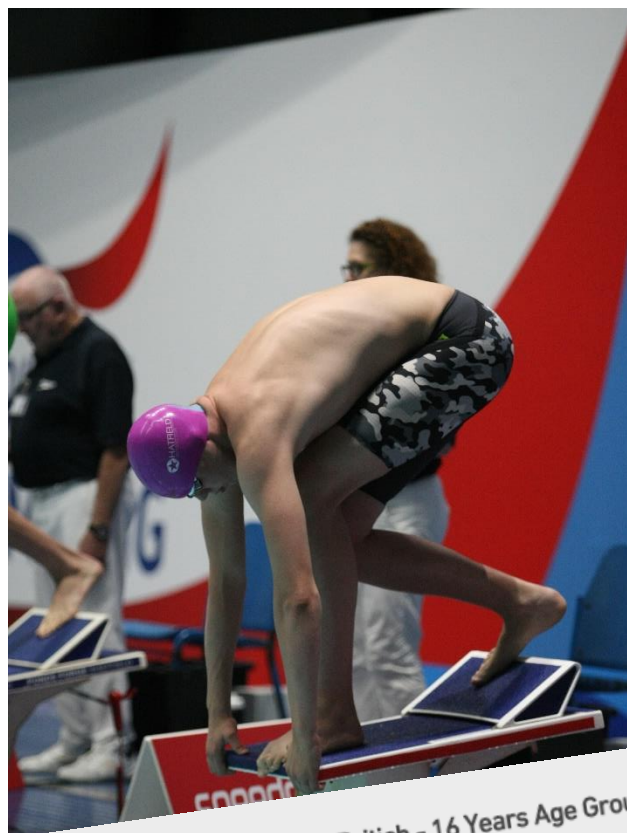
Follow up on Case Study from 2014

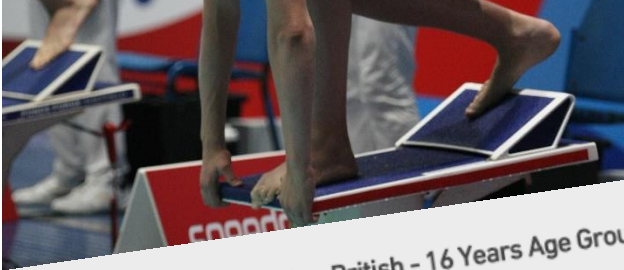
There was a 6ft 8in boy.....

GCSE's – OMG... starting April

British Trials in April

College to do BTEC in Sport & Leisure





Male - Long Course - 100m Freestyle - British - 16 Years Age Group - At 26th December 2017

Rank	Name	Ranked Club	YoB	Meet Name	Venue	Level	Date	Time
1	Harry Constantine	Hatfield	00	Bedfordshire ASA 2017 Age Group & County Champs	Luton	1	05/02/17	52.01
2	Sam Dailley	Plymouth Lea	01	Standard Energy Cup 2016	Lignanao	1	30/04/16	53.16
3	Adam Metcalf	Ellesmere Co	01	British Summer Championships	Sheffield	1	28/07/16	53.69

Search Again

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2017 Priorities

- Work with SE to create the single Customer Experience Award
- Launch the new modules and offer training
- Review the new and improved dashboard stats
- Client webinars on new and unscored modules
- Cope without Jen for a year.....
- Get my son through GCSE's without failing all of them





Support Network through 2016 & into 2017



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

- Sport England
- The Quest Board
- The sector (working group)
- Partners – CIMSPA, ukactive, EDFs, CIMSPA, NSPCC, IQL, ASA
- Assessors and Mystery Visitors
- Management and Organisations
- Quest Team



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