



What is Quest?

Quest is the Sport England recommended Continuous Improvement Tool for leisure facilities and has been designed to measure how well a facility is operating and how effective organisations are at providing customer service. It has been running for over 20 years and continues to evolve with the ever-changing pace of the sport and leisure industry.

Each centre has an assessment and a mystery visit conducted by senior leisure professionals and is made up of a number of modules. There are compulsory modules (known as core) and optional modules (known as choice). The core modules provide the fundamental building blocks for successful leisure management and the choice modules allow centres or teams to tailor the assessment to suit their own operation. For example, the choice modules include Swimming Lessons, Ice Rinks, Event Management and Fitness Suites, as well as a range of community engagement modules.

Each module has a structured framework and up-to-date guidance to help centres and teams get started and make sure all the essential bases are covered.

The benefits of Quest for leisure facilities include:

- The opportunity to have the quality of their work recognised and nationally accredited
- A process by which leaders can assess what “Good/Excellent” looks like and how they measure up
- An independent review of the service that they offer
- High quality assessors who have a vast range of knowledge they can share
- Helping facilities and teams to deliver greater impact and social outcomes

What is a Quest Prime Assessment?

Due to the unprecedented circumstances the UK has found itself in with the coronavirus pandemic, Sport England have launched a new assessment called ‘Quest Prime’.

The main focus of Quest Prime is on business recovery and customer confidence. The new assessment enables the operators of the leisure facility and local authorities the opportunity to demonstrate that their centres have robust control measures in place and that they are “actively ready” to welcome their customers back in a controlled environment. The assessment itself focuses on the centres ability to operate successfully during a pandemic and their approach to engaging with customers who are not using the facilities.

The assessment is conducted against 7 core modules, which look at the following areas:

- Cleanliness and Hygiene
- Operational Management
- Managing Staff
- Customer Journey
- Programming
- Community Engagement
- Compliance Declaration