



What is Quest?

Quest is Sport England's recommended continuous improvement framework for both leisure facilities and wellbeing services. Established over 25 years ago, it provides evidence-based assessments that benchmark operational effectiveness, customer experience, community impact, and workforce capability.

From January 2026, Quest will operate two complementary programmes: **Quest for Facilities** and **Quest Active Wellbeing Assessment**, both designed to help organisations demonstrate value, improve services, and deliver measurable impact.





Quest for Facilities Assessment

Purpose:

Quest for Facilities is the sector benchmark for leisure facility quality. It supports continuous improvement by providing independent, evidence-based evaluations of operational performance, customer experience, and social impact.



Key Features:

- **Independent and evidence-based:** your facility is assessed objectively by an experienced assessor.
- **Nationally recognition:** demonstrates your quality to stakeholders and funders
- **Improvement-focused:** identifies strengths and areas for development with detailed scoring and reports

Assessment Process:

1. **Mystery visit:**
Includes on-site inspection, website review, phone/email/ social media checks.
2. **Face-to-face assessment:**
One-day evaluation of your facility and service delivery.



Mystery Visit Focus:

- **Programming & Inclusion:** for underrepresented groups.
- **Customer Experience:** accessibility, professionalism, signage, communication.
- **Operational Standards:** cleanliness, presentation, safety, maintenance.

Core Modules:

- **Continuous Improvement:** Strategy, data-driven planning, KPIs, benchmarking.
- **Empowering the Team:** Staff development, engagement, leadership visibility.
- **Driving Participation:** Inclusive programmes, outreach, target group integration.
- **Customer Delivery & Insights:** Customer journey, feedback, NPS, personalisation.
- **Operational & Environmental Management:** Maintenance, H&S, sustainability, risk management.
- **Compliance Declaration:** Statutory requirements, safeguarding, and insurance verification.



Additional Standards

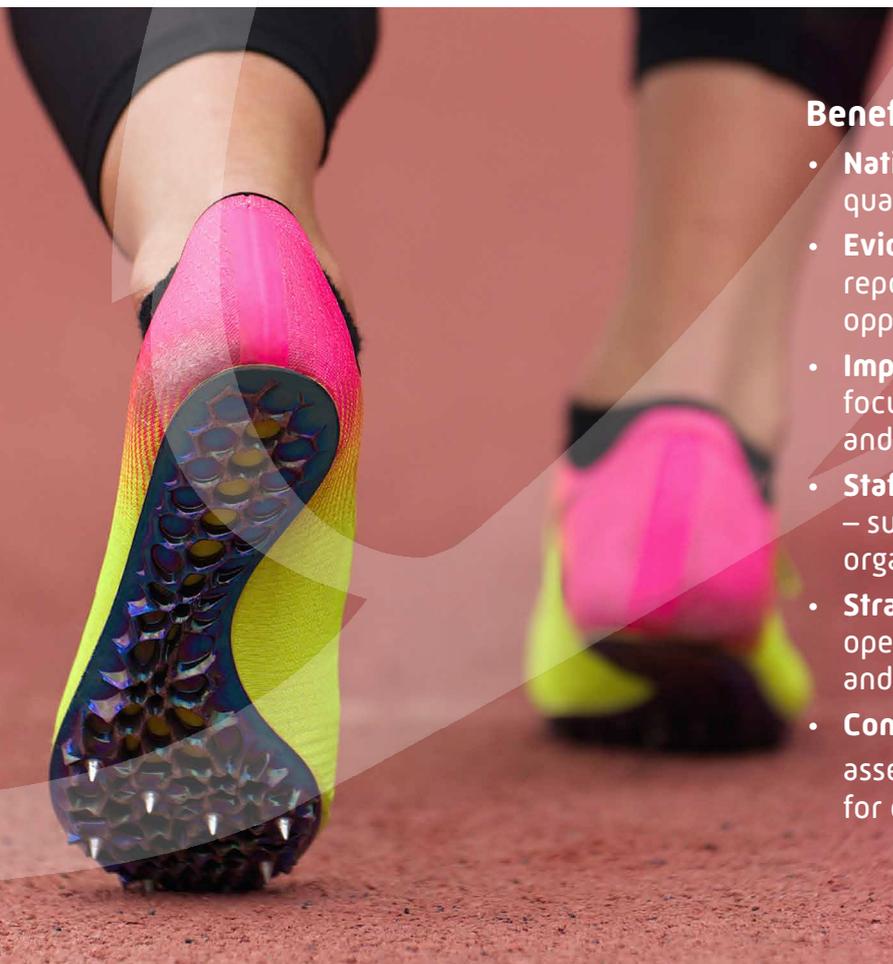
Add extra recognition to your 'Quest for Facilities' assessment at a reduced cost by selecting additional standards when booking.

Each standard is assessed separately with its own certificate and does not impact the overall Quest banding.

- Tackling Inequalities in Leisure Standard - £125 Plus VAT
- Exercise Referral Standard - £200 Plus VAT
- Swim England Learn to Swim Accreditation - £200 Plus VAT

Both the Swim England Learn to Swim Accreditation and Exercise Referral Standard will be partially assessed at the one-day assessment, with the remainder completed online within a two-week window.

Accreditation/ Standard	Requirements
Swim England Learn to Swim Accreditation	<ul style="list-style-type: none">• Achieve 100% in Swim England Learn to Swim module• Pass Compliance Declaration
Exercise Referral Standard	<ul style="list-style-type: none">• Pass all 'Essential' questions in Exercise Referral Standard• Achieve Very Good or above in Exercise Referral Standard
Tackling Inequalities in Leisure	<ul style="list-style-type: none">• Achieve Very Good or above in Driving Participation• Achieve Very Good or above in Accessible Facilities (MV)• Pass Compliance Declaration



Benefits of Quest

- **National Recognition** – your facility's quality is independently verified.
- **Evidence-Based Insight** – detailed reports highlight strengths and opportunities for improvement
- **Improved Customer Experience** – focusing on inclusion, accessibility, and engagement
- **Staff Development & Leadership** – supports workforce growth and organisational capability
- **Strategic Alignment** – connects operational delivery with community and Sport England priorities
- **Continuous Learning** – each assessment provides new insights for ongoing improvement.

Standalone Accreditations (independent of Quest for Facilities)

These accreditations and awards remain available as full, independent assessments. They include a site visit and are completely separate from Quest for Facilities, with their own scores and certificates.

Accreditation	Price	Key Features
Swim England Learn to Swim Accreditation	£595 + VAT	<ul style="list-style-type: none"> Recognises excellence in governance, sustainability, and delivery of the Learn to Swim Programme. Certificate, personalised plaque, and accredited provider logo included. Demonstrates best practice for swim schools and Learn to Swim providers.
Exercise Referral Standard	£650 + VAT	<ul style="list-style-type: none"> Supports consistent, high-quality Exercise Referral scheme delivery. Assesses staff competency, operational procedures, and alignment with NICE guidelines.
Tackling Inequalities in Leisure Standard	£650 + VAT	<ul style="list-style-type: none"> Developed with Activity Alliance. Reviews programme inclusivity and facility accessibility. Helps operators create equitable opportunities for underrepresented groups.





Quest Active Wellbeing Assessment

Purpose:

The Quest Active Wellbeing Assessment focuses on inclusive, community-focused physical activity and wellbeing services. It is ideal for teams in leisure facilities, community hubs, or outreach programmes and helps demonstrate impact, identify opportunities, and align services with strategic priorities



Assessment Process:

- **Duration:** One-day face-to-face assessment.
- **Framework:**
Plan ⇒ **Do** ⇒ **Measure, Monitor & Review** ⇒ **Impact**.
- **Scoring:** Organisations are rated across five levels: Unsatisfactory, Satisfactory, Good, Very Good, Excellent.
- **Scope:** Can be completed across a full local authority, not just individual sites.

On the Day:

- 1. Opening Meeting & Presentation:**
Overview of your team's impact.

2. Assessment Modules:

- Purpose, Strategy & Place
- People & Workforce
- Insight, Data & Evaluation
- Partnerships & System Working
- Delivery, Access & Inclusion
- Wellbeing, Impact & Sustainability

Benefits:

- Showcase alignment with local and national frameworks.
- Highlight inclusive workforce capabilities.
- Use evidence for funding, planning, and continuous improvement.
- Demonstrate measurable community health and wellbeing impact.





Quest Place score [future development]

Purpose:

The Quest Place Score aggregates all facility and wellbeing assessment scores across a local authority area to provide a clear, place-based view of performance and impact.

Features:

- Benchmarks the area against national averages.
- Individual organisational scores remain confidential; only aggregated data contributes.
- Supports strategic planning and highlights community-level performance trends.
- Enhances the Moving Communities dashboard in partnership with 4Global



Quest Place Score

The Quest Place Score is a future development that will bring together all Quest for Facilities and Quest Active Wellbeing Assessment results across a local authority area to provide a clear, place-based view of performance and impact. By aggregating the scores, it enables benchmarking against national averages, supports strategic planning, and highlights community-level performance trends across a place. Individual organisational scores remain confidential, with only aggregated data contributing, and the system will be integrated into the Moving Communities dashboard in partnership with 4Global.

Within this framework, organisations can achieve an Outstanding rating if the average Quest Active Wellbeing Assessment score and the average Quest for Facilities score for a contract are both Excellent, the Compliance Declaration is passed on the day, and all eligible Local Authority leisure centres within the contract are actively participating. This ensures Outstanding status reflects consistent excellence across wellbeing, facilities, and system-wide delivery.





Pricing Information:

Quest for Facilities Assessment: £1,295 + VAT

Quest Active Wellbeing Assessment: £1,295 + VAT

Contact Us:

To book your assessment or discuss the best options for your organisation:

Website: www.questaward.org

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