Quest Foundation Review

Right Directions
Quality Support in Safe Hands

Moving Communities

SPORT ENGLAND

Quest
UK QUALITY SCHEME FOR SPORT & LEISURE

Quest Foundation Review

Introduction

For the first time since Quest's inception, Quest will offer a free service to every Local Authority (LA) in England embedded in the Continuous Improvement pillar of the Moving Communities platform. Quest Foundation Review (QFR) will be on the Moving Communities platform and provide key KPI's and benchmarking capability linked to Customer Experience and Service Delivery.

The QFR will include scored and benchmarked services linked to inequalities and will be provided annually to one facility within each Local Authority. The completed QFRs will support the commitment made by Sport England in tackling inequalities by providing key insights and a snapshot into the actual local leisure service provision for key target audiences.

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For the QFR process, the inequalities that will be reviewed shall include communities and individuals from the table below: *

Inequality Groups	Inequality Sub-groups (not exhaustive)
Lower Socio-Economic Groups	Unemployed, Retired, Low Skilled, Low Income, Disability, Self-Employed, Ethnicity, Age.
Culturally Diverse Communities	Language, Heritage, Values, Gender, Race, Religion, Ethnicity, Sexual Orientation.
Disabled People	Physical, Congenital, Long-term Injuries, Progressive Neuromuscular Disorder, Respiratory Conditions, Immunological Conditions, Neurological Conditions and Brain Injuries, Visual Impairment, Hearing Impairment, Learning difficulties, Mental Health, Depression.
People with Long-term Health Conditions	Diabetes, Asthma, High Blood Pressure, Arthritis, Heart Disease, Osteoporosis, COPD, Cancer, Stroke, Allergies, Chronic Pain, MSK, Depression, Anxiety, Long Covid, Obesity.
Socially Excluded Groups	People experiencing Homelessness, Transgender, Travelling Community, Gypsies, Unknown Immigration Status, Women, Single People, Lone Parent, Early School Leavers, LTHC's, the Over 65's.

** Those with specific characteristics, including those protected in law, may run across all five areas listed above (e.g., sex, ethnicity, age, race, religion, gender reassignment).*

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Benefits of Quest Foundation Review

Each month, one sub-group from one of the inequality groups will be targeted. This will ensure that a wide range of target inequality groups will be considered throughout a twelve-month period, providing both general and specific examples of best practice and areas for improvement for the individual sites, wider organisations, and the leisure industry as a whole.

To support this, we will review the findings of the QFR and take the following actions:

- **Turn data into insights**
- **Identify continuous improvement opportunities**
- **Drive service standards**
- **Share knowledge**
- **Create awareness of inequalities**
- **Provide training opportunities**
- **Drive data to support improvements in the industry**

By completing these independent assessments of inequality groups and customer needs, we can help assist you in improving the service within your local leisure centres. The QFR mystery visits have been designed by and for the industry to help managers enhance, improve, and continue to improve the quality of service provided to customers. As a result, QFR will have some significant benefits and better prepare the local leisure services to engage, support and help those from inequality groups to become more physically active within their own communities.

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QFR Process

The QFR will include three different, equally weighted and scored reviews. The three QFRs will include:

1. **A Telephone Review. (Please note that after 3 unsuccessful attempts a score of 0 will be assigned for the section).**
2. **A Website Review (including a review of the accessibility of information and the programme).**
3. **A Social Media Review (including a review of one or more of the available associated social media platforms).**

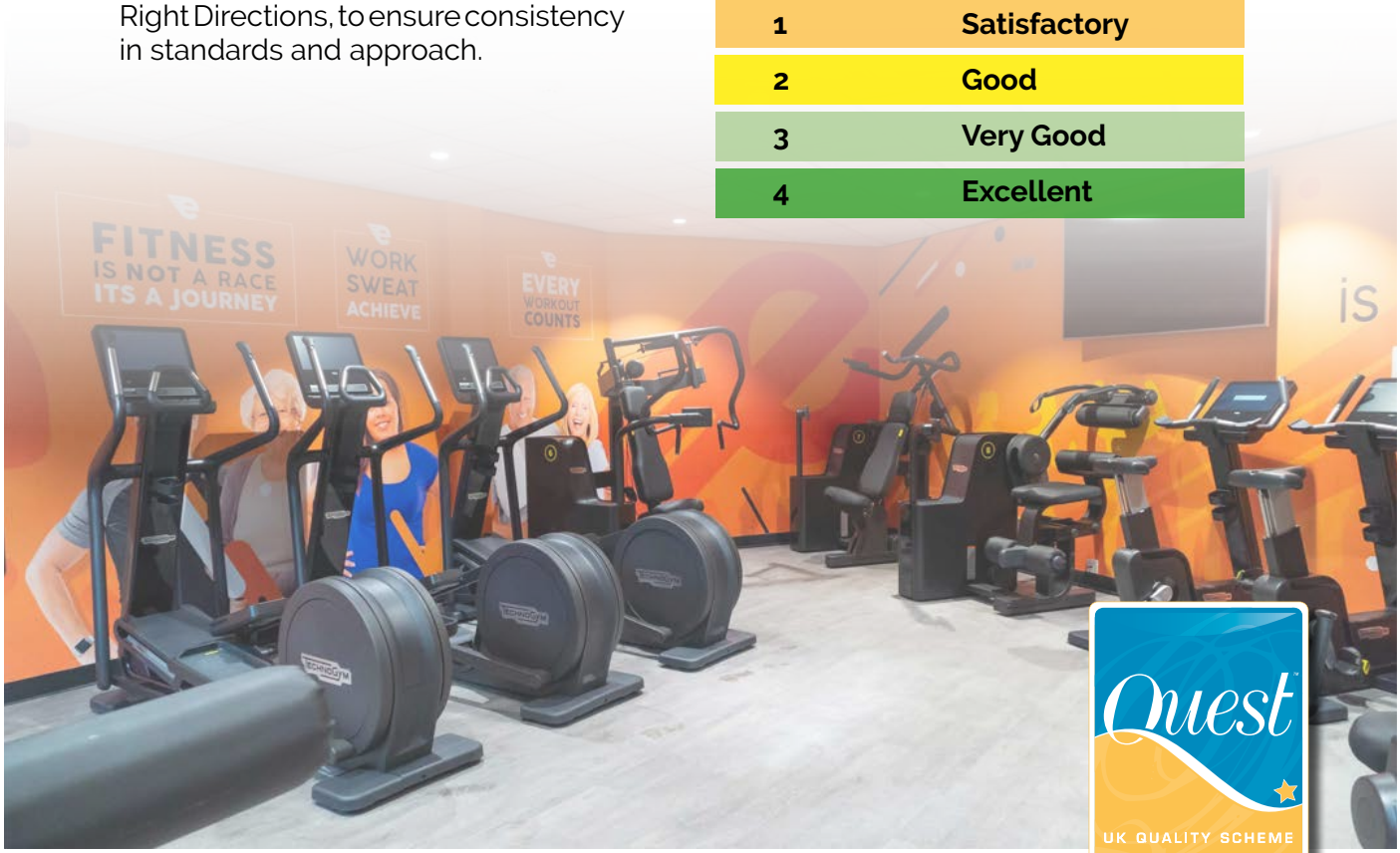
A QFR guide and induction will be provided to all individuals tasked with completing the review on behalf of Right Directions, to ensure consistency in standards and approach.

Report Format

The QFR process allows Quest to view the facility and their linked services from a customer's perspective. The scoring and comments given are based on how the facility and their online services were perceived during one specific call, one online/digital visit to their website and linked social media platforms.

Most questions will require a Yes or No answer, with some using a scaled response. The criteria and scoring are based on the following guidelines:

Score	Guidance
0	Unsatisfactory
1	Satisfactory
2	Good
3	Very Good
4	Excellent



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Within each of the three areas considered, there will be a "comments" section where the individual who is completing the QFR can provide comments for further information or feedback linked to their experience.

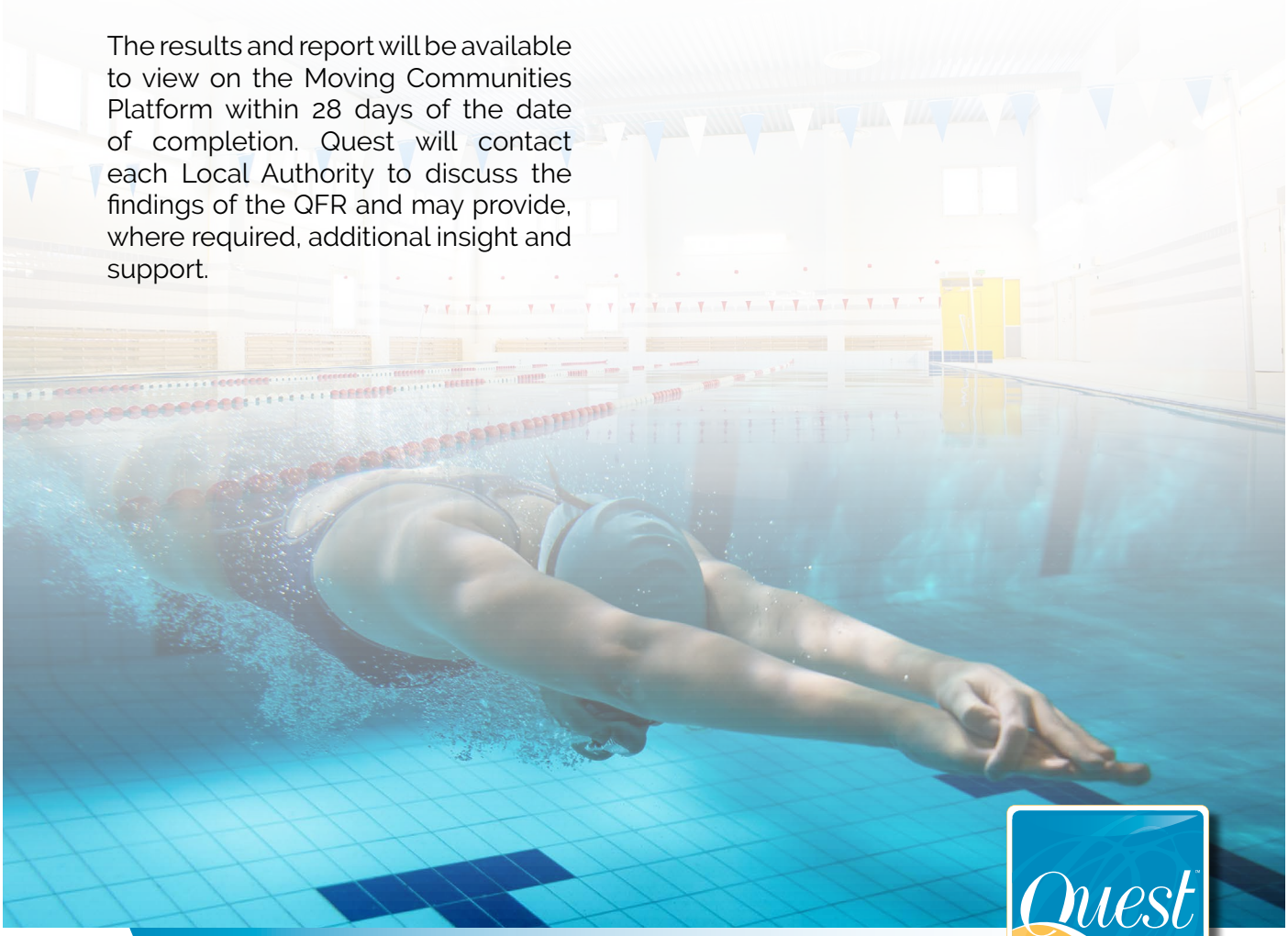
Percentage scores will be provided for each of the three sections and overall. Some questions may be scored as N/A for some facilities.

The results and report will be available to view on the Moving Communities Platform within 28 days of the date of completion. Quest will contact each Local Authority to discuss the findings of the QFR and may provide, where required, additional insight and support.

For more information or support please contact Quest:

Call: **01582 840078**
Visit: www.questaward.org
Email: Quest@rightdirections.co.uk

Please note that this service can be provided for LA's outside of England, please contact us directly for more information



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