



QUEST

up to date

December 2023

WHAT'S
NEW?

CONGRATULATIONS
TO...

Thank you to those who attended our Quest Customer Journey webinar!

We hope our webinar was useful to learn more about achieving a higher banding in the Customer Journey module. Massive thank you as well to our panelists for leading the session, providing examples, and explaining the work that they have done in their leisure facilities to create customer-focused cultures and drive customer satisfaction levels.

Our panelists:

Sarah Lobo Head of External Accreditations, Quest
Nick Fearnett General Manager, Meadowside Leisure Centre, Everyone Active
Chris Coleman Director for Operations, Commercial & Wellness, Your Trust Rochdale

Webinar supported by:

Kelly Joyce Account Manager, Quest

Access the presentation slides [HERE](#)

Sign up now for our Right Directions Environmental Awareness clinic in January!

Join us on 30th January 2024 at 10:30 for our Environmental Awareness Right Up to Date clinic session! We will be guiding you through how to prepare for an environmental management audit, what to expect, and how to get the most out of the process.

Please note: This clinic session is not only aimed at those with upcoming environmental audits. We will also be providing areas of best practice and relevant legislation, beneficial for facilities that want to improve their environmental compliance overall.

Register for our webinar [HERE](#)

The following facilities for scoring Excellent in your Quest assessments within August, September, and October!

Sunbury Leisure Centre

Everyone Active

Wellsprings Leisure Centre

Everyone Active

Westminster Lodge Leisure Centre

Everyone Active

Lee Valley Hockey and Tennis Centre

GLL

St Nicholas Park Leisure Centre

Everyone Active

Newbold Comyn Leisure Centre

Everyone Active

Frogmore Leisure Centre

Everyone Active

Wycombe Leisure Centre

Places Leisure

Ponteland Leisure Centre

Active Northumberland

Morpeth Sports and Leisure Centre

Active Northumberland

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Measuring public leisure's contribution to active communities.

Quest is part of Sport England's Moving Communities consortium, and our assessments provide Operators and Local Authorities with essential Service Delivery Data. The Moving Communities platform measures public leisure's contribution to active communities, using data from Quest, Active Insights, Datahub, and Sheffield Hallam University to create insightful dashboards for facilities. You can learn more on their website [HERE!](#)

Given the growing importance of data, we encourage all Quest customers to log in and use the Moving Communities platform to enhance their development plans and to aid them in their next Quest assessment.

Moving Communities have developed valuable reports to assist the sector in analysing performance, sustainability and social value, based on the data they have captured and collated.

Data taken from Moving Communities' Social Value Report April 2022.

The total health savings generated by physical activity in leisure centres can be broken down into the following sub-categories:



* This accounts for the extra associated with injuries sustained through physical activity undertaken at leisure centres.

Want to know how much social value your facilities are generating for your local community? Here's how:



We believe that by having a good understanding of Participation Data and Social Value Data, facilities will be better placed to provide evidence of the impact they are having. Please note that this is a key advantage when answering questions within the Tackling Inequalities module and the Customer Journey module!

If you do not currently have access to Moving Communities, please contact them via email at movingcommunities@4global.com where logins and training will be provided.

Quality Support in Safe Hands



We are recruiting!

We are looking for more Quest Mystery Visitors to join our experienced team!

What we ask:

- Candidates must be a current Quest customer or a previous Quest customer
- Leisure management experience
- Good IT skills
- Able to discreetly delve and probe into a facility from a customer's perspective
- Able to make a report interesting to read and of benefit to the leisure facility
- Recognise and acknowledge areas of best practice and customer service
- Good telephone skills
- A confident manner to converse with staff and customers
- Eye for detail
- Able to keep CPD records up to date
- Report writing experience with good use of the English language

Overview of the role:

- To mystery visit a leisure facility against set Quest modules
- To complete all the administrative tasks needed as part of this role
- To follow the Quest Code of Conduct at all times
- To attend any compulsory Quest MV training sessions arranged by the Quest team
- To be committed to personal development within sport and leisure and to show evidence of this by completing and submitting a CPD form to the Quest office by 31st December each year
- Maintain a good knowledge of Quest and the assessment process
- Keep up to date on changes in Quest news and products
- To act as a Quest ambassador and advocate the scheme

Are you the perfect candidate? Please send your CV to info@rightdirections.co.uk

**STOP
PRESS!**

Facilities doing Quest are increasing rapidly, so we are also looking for experienced Senior Managers to be Quest Assessors. Interested? Please send your C.V. to info@rightdirections.co.uk



ModuleSpotlight

Environmental Management

How can your facility achieve a higher banding?

This month, we are shining a light on the Quest Environmental Management module in conjunction with our Right Up to Date clinic on Environmental Awareness taking place in January.

Climate change poses a serious threat to sport and physical activity in the UK – one way that Sport England is trying to reduce the impact of climate change on the sport and fitness industry is by improving sustainable practices in facilities. Sport England will be funding facilities who could benefit from receiving a financial contribution. Right Directions is carrying out Environmental audits to identify areas of environmental best practice and improvement within facilities in conjunction with Sport England's funding.

Sport England's funding will go toward facilities that require extra support to improve the standard of environmental management within the sector and ultimately reduce the impact of climate change on levels of physical activity.

Our Quest assessment process is designed to assess where facilities are doing well and demonstrate Excellence and high standards where appropriate. Carrying out an environmental audit will highlight areas of best practice and areas of improvement.

We have provided an Environmental Management module checklist to kickstart the process:

The outcomes of the Environmental Management module are:

- Use of utilities is managed efficiently and reduced where possible.
- Facility is minimising its impact on the environment.
- Facility has a plan to become carbon neutral.
- Use of utilities is managed efficiently and reduced where possible.

How well your facility performs in the Environmental Management module can be put down to whether you and your team display a strong understanding of the importance of environmentally sustainable practices. It isn't just about having procedures in place, it's also whether there is a clear commitment to an environmental management culture. Understanding why procedures are in place, and delivering the outputs shows a wider consideration of the environmental impact.

As well as cutting waste costs, incorporating a waste management policy into an environmental management system will benefit every area of a business. In addition to reduced environmental liability for a business, a focus on sustainable waste practices will boost a business' image and staff morale. If employees understand the reason behind their organisations' decisions and the impact it has, they are more likely to feel a greater sense of commitment.



Environmental Management

Staff and customers should be aware of the financial benefits of improved environmental management.

Checklist - Questions to consider in preparation for your Quest Assessment:

- Does your facility have an environmental action plan with defined targets to reduce consumption and improve its carbon footprint and how is it monitored?

You can instil a greener company culture by updating your mission statement which holds your business responsible for delivering on its promises. Creating a sustainability statement is essential to show you are serious about green issues. Encourage a paperless environment, by moving procedures and documentation online or on system. Highlight the effects on the organisation of conserving energy and water, and recycling.

- Is utility consumption reducing year on year?

These statistics should be being measured on a frequent basis and collected in an accessible database to be easily evaluated.

- Has your facility invested in energy-saving initiatives in the last 12 months and do you monitor the Return on Investment?

Investing energy-saving initiatives might involve introducing energy efficiency equipment and workspaces which can save your business money on energy bills. Encourage creating reminders to switch

off lights. If a piece of equipment isn't being used, it should be switched off; leaving equipment on standby wastes energy. Preventing heat loss through topping up insulation and blocking draughts can significantly reduce heating costs. In a similar way, sources of draughts should be checked and assessed for appropriate draught proofing to avoid heat loss and unnecessary heating expenditure.

- Are all staff trained in environmental management and do they understand the role that they can play in delivering the environmental action plan?

If you have a company newsletter, showing staff what you want to achieve and documenting your efforts in your newsletter helps them to understand your policies more clearly and see that you are serious about your targets. It's also a good way of sharing results and demonstrating that the new green working practices are working.

Run employee awareness campaigns and provide your staff with appropriate environmental training where applicable.

Are you able to benchmark your utility consumption carbon footprint to demonstrate reduction? To score 'Excellent', utility use is measured, recorded, and benchmarked against pre-set KPI's and performance.

Undertaking an environmental audit for your facility may help to point you in the right direction. Sign up to our Right Up to Date clinic on Environmental Awareness [HERE](#) for further support on how to prepare for an environmental audit!



Online Training

Are you struggling to know where to start when it comes to Environmental Management in the workplace?

Right Directions now provides Online On-Demand Environmental Management, Culture and Awareness Course available for both managers and frontline staff!

Your staff can help reduce your utility bills at the same time as helping our planet. This course follows the recent release of the manager's course and is aimed to help raise awareness and ensure your staff understand the impact they can have on your facility's cost and efficiency savings.

We are actively supporting the sector. Our prices are deliberately low so you can afford to train all your staff and reap the benefits. A cost of £3 per delegate on environmental training will save you far more money in the long run for your facility!

Enrol in the course for managers [HERE](#)
Enrol in the course for frontline staff [HERE](#)

Or, make an inquiry by contacting training@rightdirections.co.uk or 01582 840098.

All of our online training courses are accredited by CIMSPA with CPD points available.

Our bespoke online courses include:

- Accident and Incident Reporting Training
- Fire Marshal Training
- Food Safety and Hygiene Level 2
- Allergen Awareness

- Mental Health Awareness Training
- Safeguarding Awareness Training
- Contractor Management
- Chemical Safety

Head to our training shop on our website [HERE](#) to view all of our available courses.

Other benefits of our online training courses:

- Our courses include competency tests to assess learner understanding - You can monitor where staff have struggled to answer questions correctly, how many attempts staff took to pass and who has completed the training
- Bespoke industry insight
- Self-paced
- Delegates will receive a certificate after successful completion
- If you already have StaffMIS, the training course will be allocated to your training matrix by our team. All your training in one place!
- Scalability – we can help you accommodate a large number of learners simultaneously.

Coming soon:

Equality and Inclusion Training
Facility Inspections Training and
Manual Handling Training

Stay tuned for more information on our social media accounts!

Quality Support in Safe Hands



TeamSpotlight

Kelly

Quest Account Manager



Outside of the support office, Kelly is often finessing her incredible baking skills. We are very grateful that we all get to enjoy her amazing cakes in the office on special occasions – below are some of her most recent creations. Since school and university, she has wanted to work within the sports therapy sector and she spends her evenings and weekends on the pitch supporting Hemel Hempstead Football Club's players as their on-site physio.

Kelly is also into her music and loves a live concert when she gets the opportunity. Ne-Yo is a common favourite and she is currently trying to get her hands on tickets for his tour next year!

Kelly works across multiple areas of business at Quest and Right Directions, from managing Quest clients for key contractors, sending monthly summary reports and processing certificates, to dealing with STITCH queries and liaising with our partners. Every day brings a new challenge!



Quality Support in Safe Hands



Quest Test Drive

Do you need help in preparing for a Quest Assessment?

The Quest Test Drive process allows Right Directions to review your organisation's policies, procedures, applicable legislation, and industry guidance about various aspects of the business in preparation for your Quest Assessment.

The Quest Test Drive is a one-day review of performance against Quest Best Practices. It is undertaken by an experienced Quest Assessor and provides an instant indication of progress in a simple user-friendly format. With no band, pass or fail, the emphasis is on reviewing systems and practice, helping the centre go in the right direction and pass Quest.

The assessment process allows Right Directions to answer the measurement criteria by carrying out:

- **A facility tour**
- **Documentation checks**
- **Possible employee/manager interviews (if time allows)**

For more information on our Quest Test Drive review, please head to our website [HERE](#) or get in contact!

Updated Modules

SPLUS 25 Lifeguarding

In line with the release of the new RLSS UK NPLQ Gen 10, we have taken the opportunity to update our SPLUS 25 Lifeguarding Module. The module is available for all Quest Plus customers to select as part of their 4 options on Day 2 of their assessment.

The module is ideal for facilities that want to ensure that they have a safe poolside environment that generates confidence in all of their customers. It helps you check and demonstrate that all lifeguards are trained to a recognised national qualification and that you have a programme of ongoing competency training in place. The module also checks that your swimming pools are appropriately risk-assessed and that you have adequate resources in place to fulfil the requirements outlined in your normal and emergency operating procedures.

The new module will be used in all Quest Plus assessments that take place after the 1st February 2024.

Removal of some modules

As part of our continuous improvement plan, we have reviewed the different modules available as part of your Quest assessment. The following will no longer be available for any assessment that takes place after the 1st of February 2024:

- GPLUS32 – Increasing Participation and Reducing Inactivity
- GPLUS15 – Partnerships and Collaboration
- SPLUS11 – Dual Use
- SPLUS12 – Accommodation
- SPLUS47 – Trampoline Parks

If there are any "gaps" in our Day 2 module choices that you would like Quest to develop, please can you contact us directly on quest@rightdirections.co.uk or 01582 840078 and we will consider these for our 2024 Development Plan.

Quality Support in Safe Hands