

# LGA – Introduction to Quest

[www.questaward.org](http://www.questaward.org)

[Quest@rightdirections.co.uk](mailto:Quest@rightdirections.co.uk)

[01582 840078](tel:01582840078)

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Quality Support in Safe Hands



# Who are Quest & Right Directions?

The Quest Scheme is managed by Right Directions (Management) Ltd in partnership with 4Global under contract with Sport England.

Right Directions provides a dynamic, realistic and sensible approach to providing Quality Management and Health and safety support to organisations in the Sports and Leisure Industry.

Right Directions is all about providing friendly operational 'quality support' to meet business needs and we achieve this by working with people in a relaxed atmosphere. Our growth and reputation throughout the UK continue to exceed our expectations, which has enabled us to continuously develop a range of realistic and affordable management and support services to and for the Sports and Leisure Industry, specifically tailored to meet your needs. Ultimately helping us to reach our aim, and that is to help you!

Right Directions employs a number of highly experienced leisure managers, located across the UK. Our qualified and experienced team take time to understand the current working knowledge and complexities of each client and consequently, we are able to provide specialist support in both Quality Management and Health & Safety.

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# What is Quest?

Quest is Sport England's go-to Continuous Improvement Tool for leisure facilities. It's all about measuring how well a facility is running and how effective organisations are across various areas.

Quest has been running for 20 years, we have worked with over 195 Local Authorities, and it is highly respected in the sports and leisure industry, partnering with organisations such as Everyone Active and Greenwich Leisure Limited (GLL).

Quest's main goal is to help facilities strengthen their core operations and show the positive impact they have on their local communities.

When your centres go through a Quest Assessment, you'll get an honest evaluation of your facility's strengths and weaknesses, highlighting what you're doing well and where there's room for improvement.

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# Why is Quest beneficial for a local authority?

- External assessment and mystery visit completed by experienced leisure professionals
- Benchmarking across the sector to evaluate performance of your centres (league tables / bandings)
- Check and challenge the operations of the centres – are they actually doing what they say they are doing every year
- Suggestions and recommendations to improve efficiency, customer journey and turnover
- Compliance check
- Ensure the centres are improving their performance year on year
- Quest is about ensuring centres are clean, efficient, safe, friendly places for the **whole** community

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# How does Quest work?

## Mystery Visit

- A knowledgeable and trained leisure professional will complete a mystery visit that will cover aspects of the customer journey prior to the assessment day, at which point the report findings will be shared.

## Assessment

- A one or two-day assessment schedule will be organised on an agreed date and set location
  - The assessment will be completed in a “coaching style” by high level industry professionals
  - We have a Plan; Do; Measure, Monitor & Review; Impact approach.
- Staff will have ample opportunity to share their best practice and experiences with the assessor throughout the assessment.
  - The assessor will also observe activity sessions and talk to facility users.
  - Bandings range from **Unsatisfactory** (no evidence or awareness of need) to **Outstanding** (is embedded & influencing partners with strong evidence of wider impact perceived as local leaders & role models).



# Quest Assessments

Facilities can choose to go through **Quest**, which is a mystery visit and one-day assessment, or **Quest Plus**, which includes a mystery visit and a two-day assessment. The Day 1 modules provide the key building blocks for success and the Day 2 modules allow facilities and teams to tailor the assessment to suit their own operation.

The assessment is conducted against 6 core modules, which look at the following areas:

1. **Tackling Inequalities (Activity Alliance)**
2. **Operational Management**
3. **Customer Journey**
4. **Managing the Team**
5. **Environmental Management**
6. **Compliance Declaration**

# Quest Plus & Accreditations

**Day 2 modules** include a variety of topics that will help facilities improve in specific areas of their business.

- Planning to Improve is now a compulsory Day 2 module.
- Accessible Facilities aims to help facilities to meet their design and operational obligations for different user groups.
- Exercise Referral aims to provide a set of quality operating standards to help drive improvements and consistency in scheme delivery.

## **Some of the Quest Day 2 modules can be done outside of a Quest assessment as Standalone Accreditations:**

- Swim England Learn to Swim Accreditation
- Tackling Inequalities in Leisure Standard (Tackling Inequalities & Accessible Facilities).
- Exercise Referral Standard

\* Two out of the three modules listed directly above can be selected within your Quest Plus Day 2 module options to gain the extra accreditation as part of your Quest Plus assessment,

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**SPORT ENGLAND**

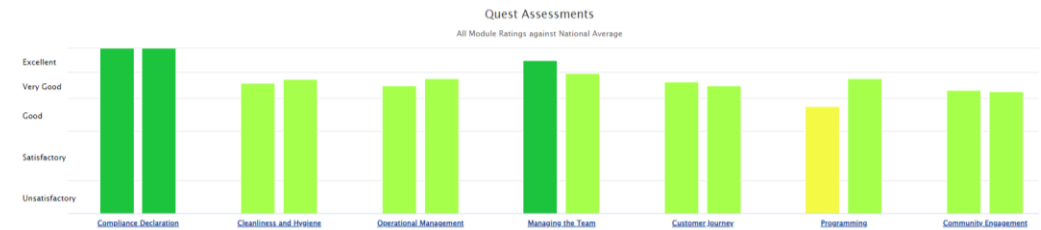
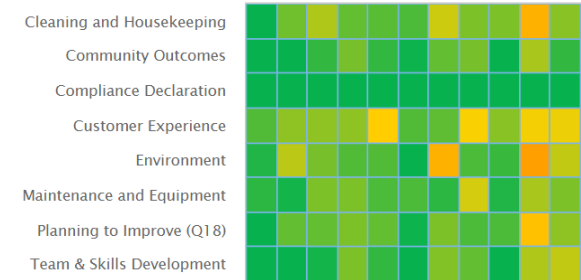
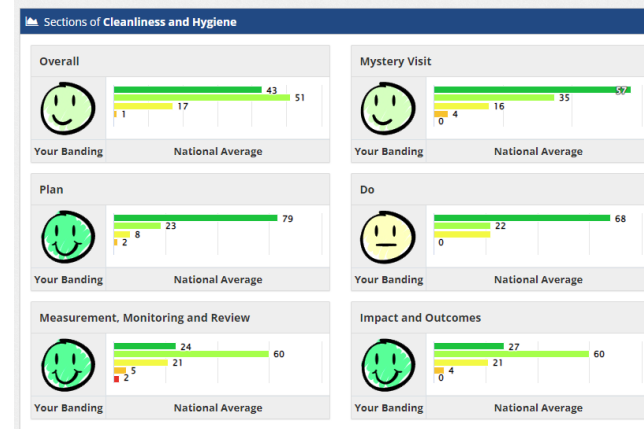


# Reports, Benchmarking & Dashboard

All Quest Assessment reports are available on the RD-Dash Reporting and Benchmarking platform.

The RD-Dash allows organisations and teams to fully analyse and benchmark data, as well as being able to download reports from their own dashboard. This includes:

- The ability for organisations to view and compare assessment and module results across their whole estate, and compare against national averages
- The ability for organisations and facilities to view the breakdown of module data and drill down to the question level.





# Benefits of Quest for a Centre

Here are some of the positive things Quest offers:

- Recognition and national accreditation for their work
- A way to compare how their facility performs against national standards
- Figuring out what "Good/Great" looks like and where they stand
- An independent review of their services
- A mystery visit from a professional in the leisure sector
- Assessors who are experienced leisure professionals
- Keeps standards maintained
- A detailed report, helping the facility and team make a bigger impact and create positive outcomes.

To get a Quest accreditation, your facility needs to have all the necessary compliance paperwork in place, so you know you're meeting the statutory obligations.



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# Quest Prices

Quest	Quest Plus
1 Day Assessment and Mystery Visit	2 Day Assessment and Mystery Visit
£1250*	£1575*

\* Prices do not include VAT.

\*\*Prices will increase by 2% for all assessments that take place after the 1<sup>st</sup> of April 2024.

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# Next Steps

- ✓ Select the Quest Assessment that is right for you and apply online at [www.questaward.org](http://www.questaward.org)
- ✓ Any issues or questions please email or call the Quest Office: [Quest@righdirections.co.uk](mailto:Quest@righdirections.co.uk) or **01582 840078**.
- ✓ Quest will assign a member of the team to support you with the enrolment and liaise with you throughout the Quest process.
- ✓ Agree any additional “on-boarding” and support packages to get you ready for your first Quest Assessment.\*
- ✓ The Quest Assessment Report will be issued within one month of the Quest Assessment, this is essentially a Facility Improvement Plan.