Active Lifestyle Centres | INSPIRING ACTIVE LIFESTYLES

Circadian Trust

Active Lifestyle Centres are managed and operated by Circadian Trust

Press release Wednesday 4th September 2024

Longwell Green Active Lifestyle Centre rated 'outstanding' by Sport England's quality scheme

Longwell Green Active Lifestyle Centre has been recognised as one of only four 'outstanding' centres in England in a tough new assessment by Sport England's continuous improvement tool for leisure facilities, Quest.

Longwell Green, which is run by charity Circadian Trust, underwent the Quest Plus assessment, a two-day evaluation including a number of compulsory modules. The leisure centre also went through a mystery visit.



Some of our colleagues at Longwell Green

By achieving an overall rating of excellent in both Quest Plus and its Mystery Visit, Longwell Green has been awarded the accolade of Quest Outstanding.

Particular attention was paid to the development of an "extremely comprehensive" Links and Guide platform, staff surveys – where 93% of the 70+ staff say they enjoy working at the centre 'a lot' – and swimming lessons were performing "exceptionally well".

Feedback from customers was recorded at well above the national average, and the Trust's environmental programme was called 'well thought out and structured' and supported by the Green Team initiative.

Martyn Hinam, Longwell Green Centre Manager, said: “Being named ‘outstanding’ means a huge amount to the team. There is so much work that goes on both on the centre floor and behind the scenes so to have achieved the highest possible measure is a fantastic validation.

“We are committed to creating best practice at all our sites and aim to reach the highest objectives. Being a charity means that every penny of profit is reinvested into the services to support people into healthier lifestyles and better wellbeing outcomes.”

Quest was first established more than 20 years ago to measure how well a facility is operating and how effective organisations are across a range of topics.

The award has evolved over the years to keep pace with the ever-changing sport and leisure industry, and is still the sector’s best-known improvement programme, with its rigorous assessments challenging even the very best leisure centres in the UK.

Quest’s managing director, Caroline Constantine, said: “Quest Plus is such a demanding process. By meeting Quest’s high standards for ‘excellent’ centres and achieving and overall accolade of ‘outstanding’, Longwell Green and Circadian Trust have shown its commitment to providing quality facilities and service to its customers.

“In these tough economic times it is more important than ever that local leisure facilities can demonstrate their value, and the Quest process helps them do just that; enabling facilities and their teams to have the quality of their work both recognised and nationally accredited, as well as showing how they measure up against national standards.”

Mark Crutchley, Circadian Trust CEO, said: “Delivering excellence is our main ambition that runs through all we try to achieve, but we also want our people to be happy and fulfilled at the same time.

“Martyn and the team have created the best of both these worlds at Longwell Green, which is seen through the satisfaction of our members and visitors.

“A huge congratulations to everyone at Longwell Green on this very well-deserved recognition.”

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Editor’s notes:

About Circadian Trust

The Trust is an innovative social enterprise operating as an independent charity. It manages five active lifestyle centres across South Gloucestershire in Yate, Bradley Stoke, Thornbury, Longwell Green and Kingswood. Its mission is to make a positive difference to communities across South Gloucestershire by inspiring active lifestyles for all.

About Quest

Quest Sport England's UK quality scheme for sport and leisure. It is a tool for continuous improvement, designed primarily for the management of leisure facilities and leisure development. Quest defines industry standards and good practice and encourages their ongoing development and delivery within a customer-focused management framework. For more information, visit https://questaward.org/.