

# Gold star at the end of the Rainbow

6 June 2024



Better's Rainbow Leisure Centre in Epsom has maintained its 'Excellent' status from QUEST - the Quality Scheme for Sport and Leisure. This follows a mystery visit from the organisation in April plus a planned audit in May.

Rainbow's facilities include two pools - full-size and teaching - a sports hall, 100+ station gym, soft play area, spa and a senior activity room.

The centre has approximately 70 members of staff (full and part-time) and around 3,000 members who are mainly families or adults over the age of 66.

QUEST's report commented on the centre's excellent, well-maintained facilities and its extremely warm, friendly and welcoming staff. Emily Simmons, General Manager, comments, "I am immensely proud of the centre and our team. Achieving QUEST Excellent status is no easy task and staff consistently work hard to maintain the high standards they set themselves.

"QUEST is a fantastic tool for evaluating best practice and customer service levels. It sets the standard for leisure centre management and sports development, taking into account programming, facilities, management policies and procedures, staff training and development, and environmental impact. This award means both customers and staff are getting the highest level of service, care and support."

Better's Head of Service in the area Steve Hannen adds, "A huge well done! It's a great achievement for Rainbow to maintain Excellent status. This is not an easy thing to do and the entire centre team should be proud."

Rainbow Leisure Centre is managed by charitable social enterprise GLL under the 'Better' brand. Supporting the wellbeing of local communities is an important part of the organisation's ethos.

GLL press