

# Sports and Fitness Centre Survey

## Feedback from the engagement exercise

### 1. Introduction

In September 2024, Richmond Council carried out a four-week survey to collect feedback on their Sports and Fitness Centres. The purpose was to gather views from customers regarding their experience of sports and fitness services and any suggestions for improvement.

### 2. Executive Summary

There were 504 responses to the questionnaire.

- Most people were responding as members of either Pools on the Park (51%) or Teddington Sports and Fitness Centres (38%).
- Facilities are mostly used by people several times a week, with Swimming (70%) being the most popular activity closely followed by Group exercise classes (45%) and Gym (35%).
- People report being largely satisfied but used the survey as an opportunity to raise some issues and concerns, mostly about facilities management.
- Respondents reported location, cost and convenience were the most important factors when considering their fitness centre.
- 80% said they would recommend their fitness centre to others.

### 3. Methodology

Data was gathered using an online survey hosted on the Richmond Council website. Posters advertising the survey were placed in fitness centres around the borough, and app users were prompted to take part in the survey. Links were also sent to clubs, and people who do block bookings with one of the centres. Paper copies and additional formats were available on request. The materials and questionnaire are included as an appendix to this report.

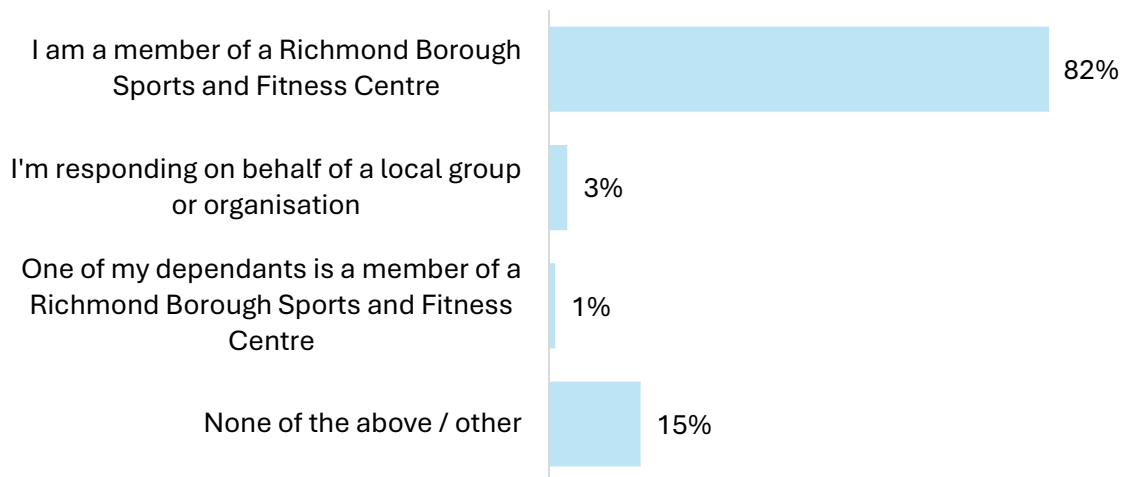
The survey was open to all, and the responses were analysed and reported by the Council's Consultation Team on an anonymous basis under the guidelines of the Data Protection Act. The Consultation Team are qualified researchers and certified members of the Market Research Society, bound by the MRS Code of Conduct when conducting research.

## 4. Response

In total there were 504 responses to this survey. A breakdown of demographics can be found in Section 6 of this report.

## 5. Results

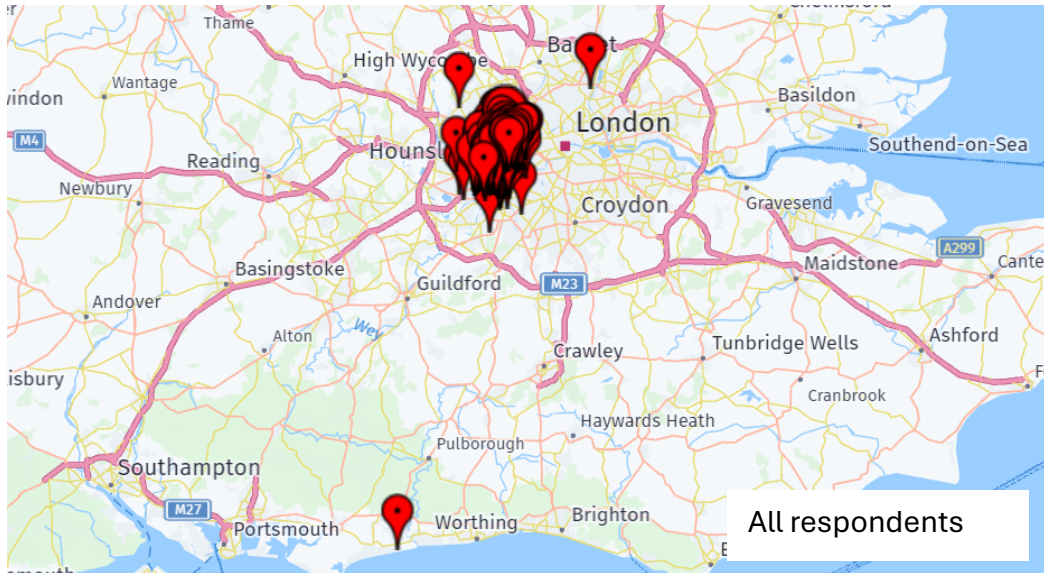
### 1. What is the main capacity in which you are responding to this consultation?



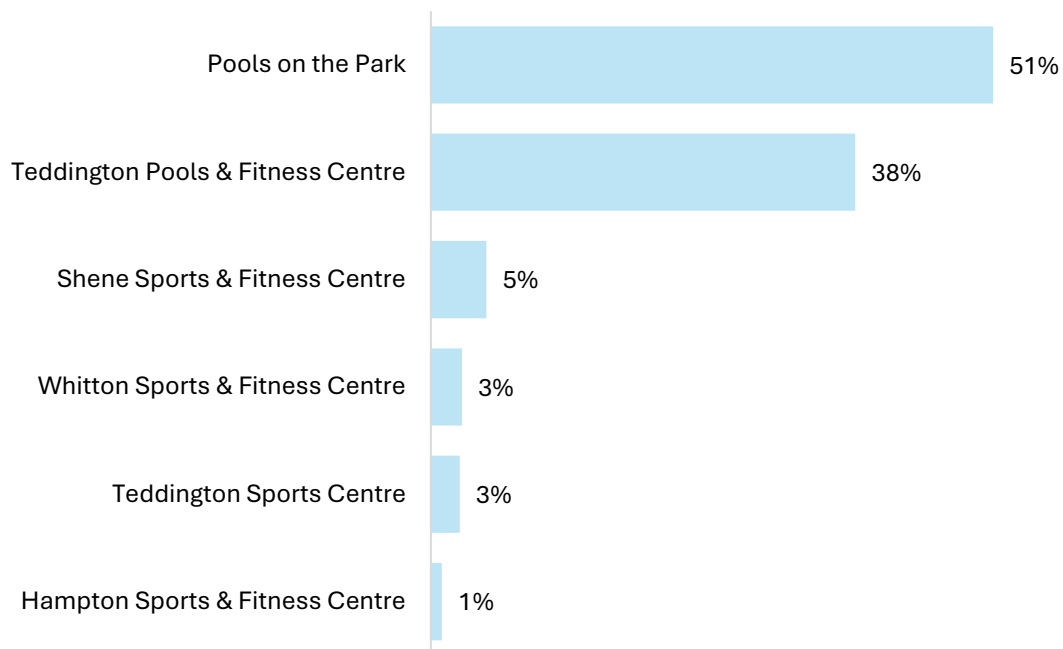
There were 504 responses to this question. 82% of respondents were members of one of the fitness centres. Most 'Other' respondents classified themselves as members, users or customers. There were many people who stated that their main capacity was a user specifically of the swimming pool.

## 2. Please tell us your postcode:

485 people responded to this question, meaning 96% gave their postcode. Most responses were concentrated around Richmond and the London area.

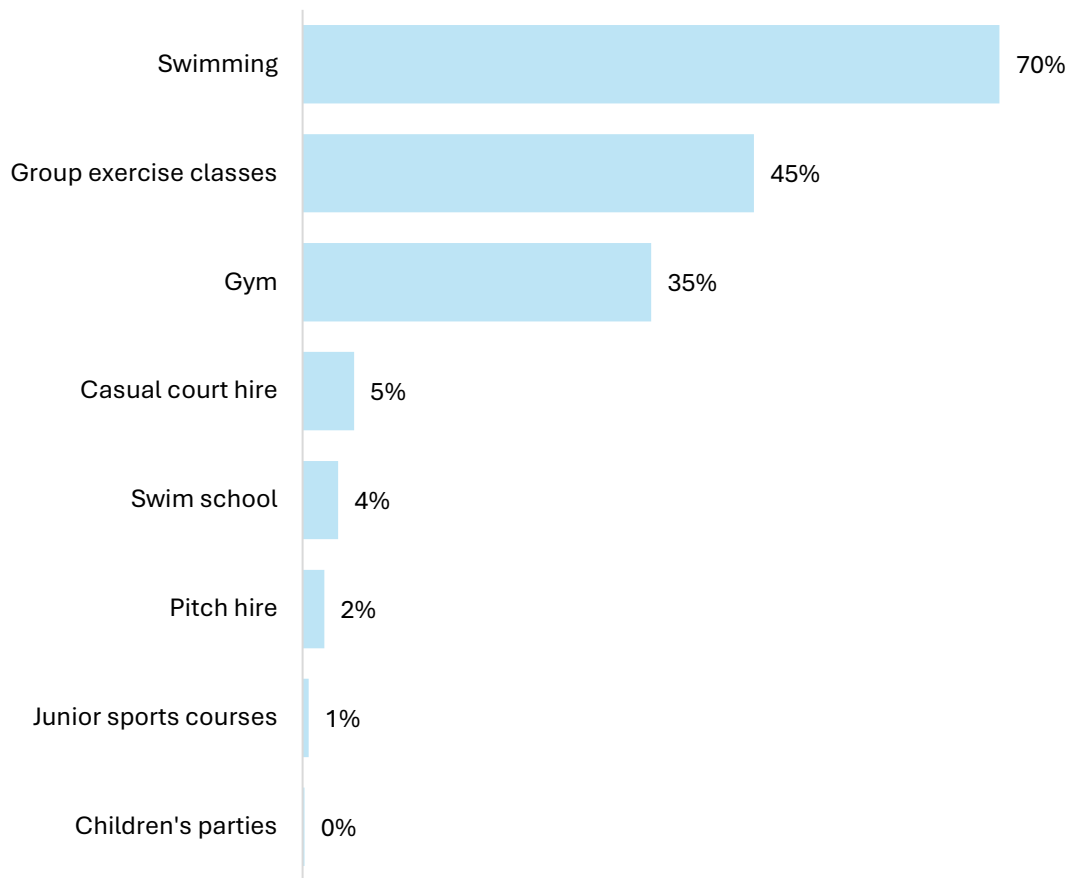


### 3. Which centre do you currently use most frequently?

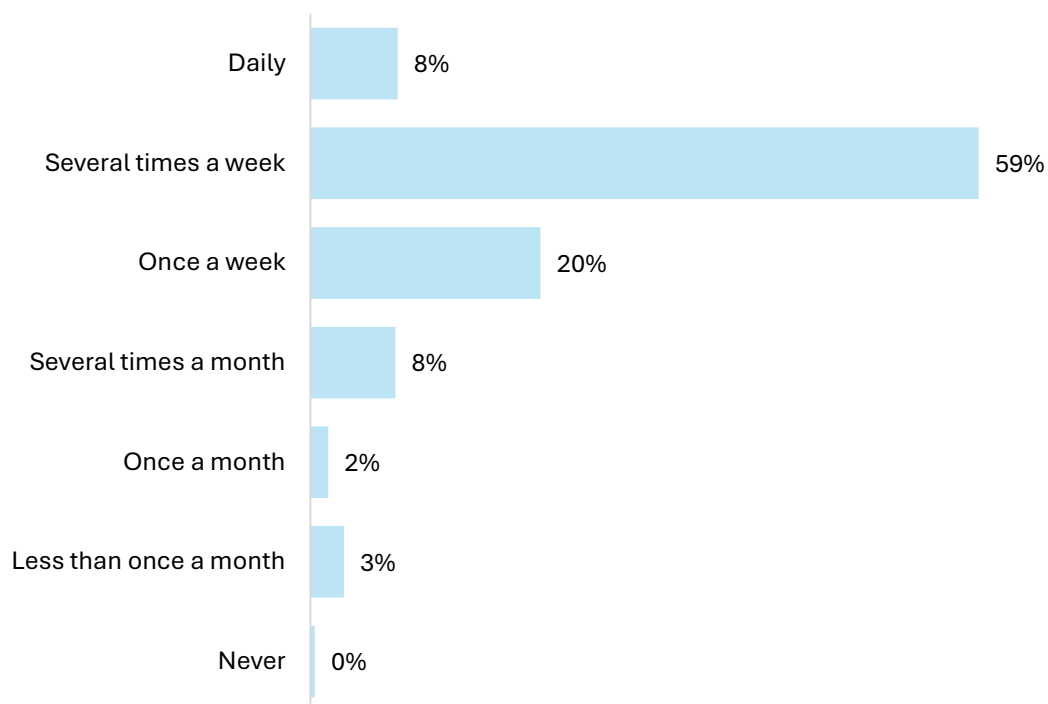


The majority of respondents most frequently used Pools on the Park or Teddington Pools & Fitness centre with a minority making use of the other four centres. Three people chose not to answer this question.

**4. Which of the following activities do you participate in?**

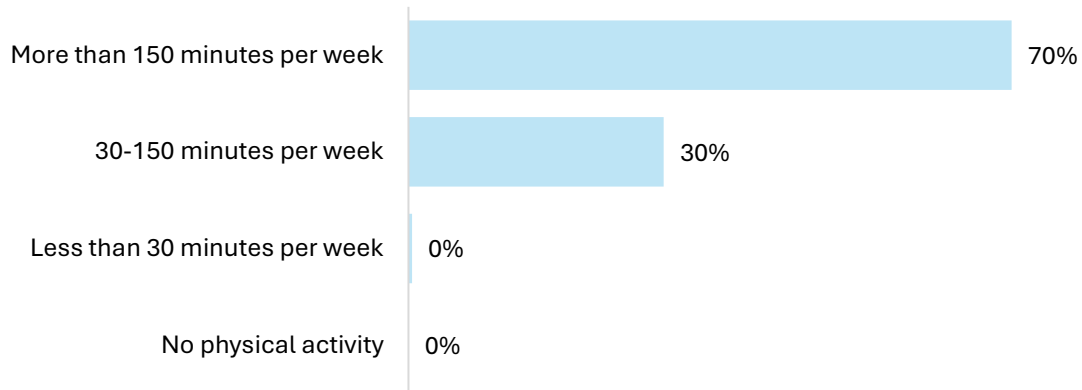


There were 502 responses to this question, and respondents were able to select more than one answer. Swimming was the most popular sport, which aligns with the open text responses on question 1, where many respondents state swimming as their main capacity. Gym and group exercise classes were also popular among respondents.

**5. How often do you use your fitness centre's facilities?**

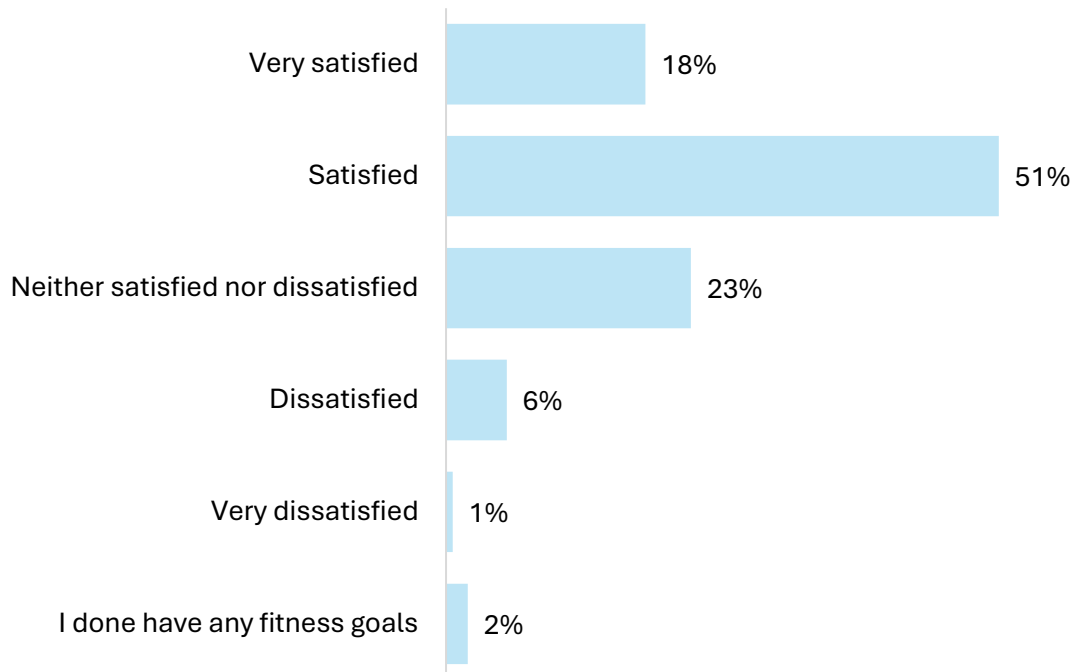
All 504 respondents answered this question, with most attending their fitness centre several times a week.

**6. How much physical activity do you perform per week?**



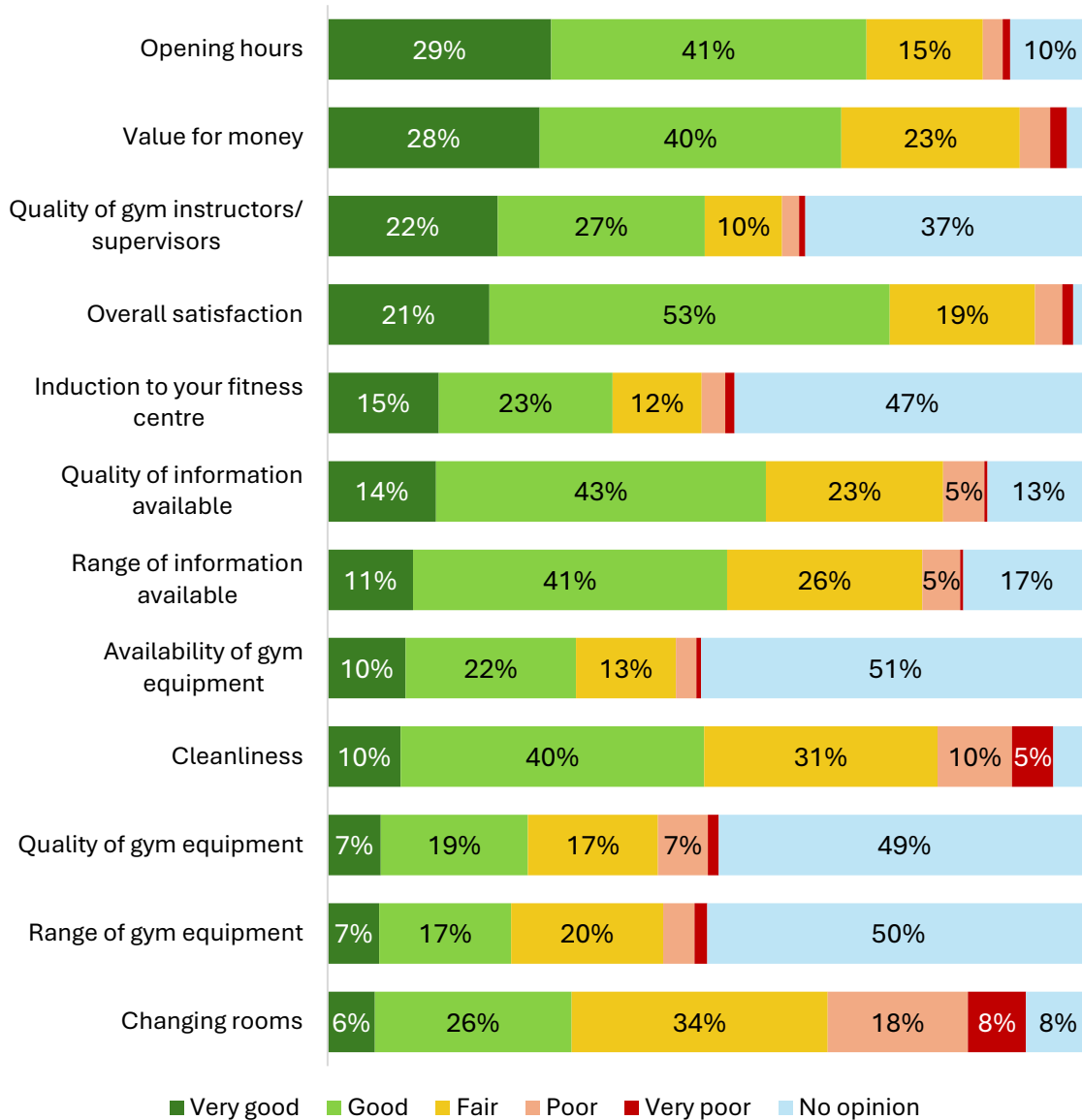
503 respondents answered this question and almost all of them reported taking part in at least 30 minutes of physical activity per week.

**7. To what extent are you satisfied with your progress towards achieving your fitness goals?**



501 responses to this question with almost 70% saying they are satisfied with their progress towards achieving their fitness goals. Only 2% said they didn't have any fitness goals.

**8. How would you rate the following aspects of your fitness centre?**

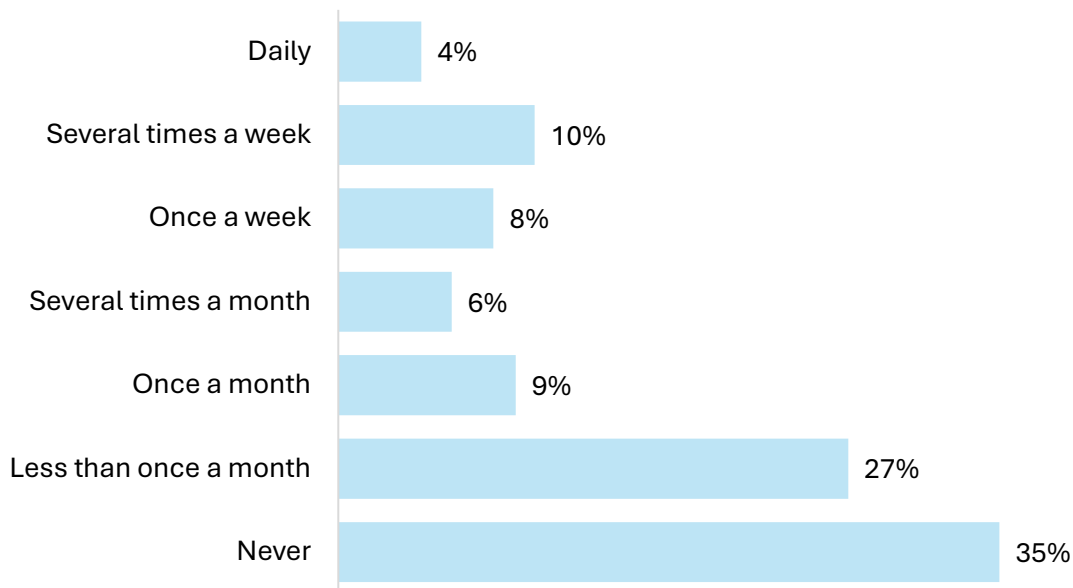


Overall satisfaction with the fitness centre was high among respondents. The most appreciated aspects included the opening hours and value for money. For gym-related options, a significant number of people expressed ‘no opinion’, which corresponds with the high percentage of members who reported using the pool exclusively.

Changing rooms and cleanliness scored the lowest ratings. When looking at Pools on the Park respondents alone, 20% rate cleanliness poor or very poor (compared to 15% overall) and 33% rate changing rooms poor or very poor compared to 26% overall. For context, funds have been allocated for improvements at this centre, including upgrades to changing rooms and toilets.

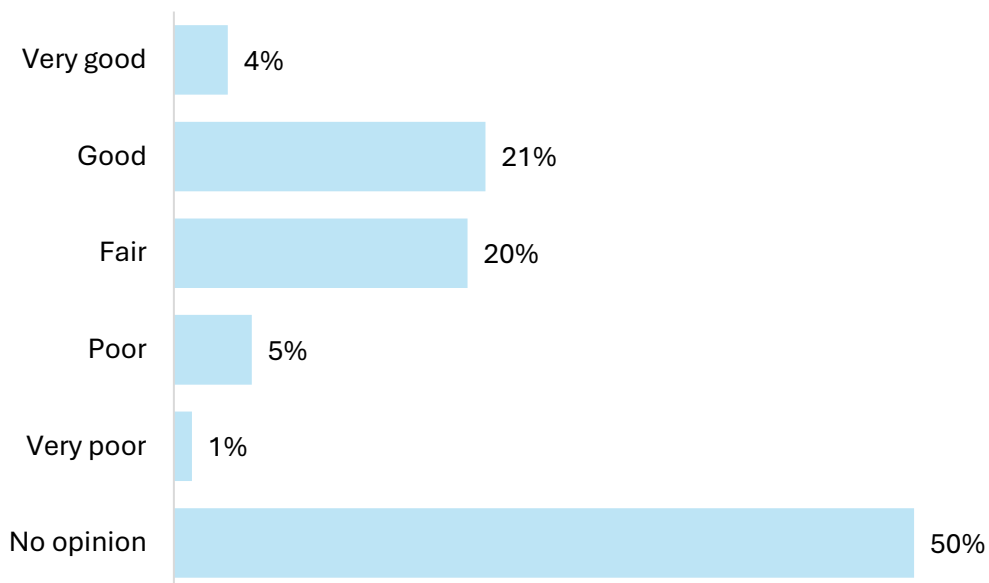


**9. How often do you use the London Borough of Richmond upon Thames sports website?**



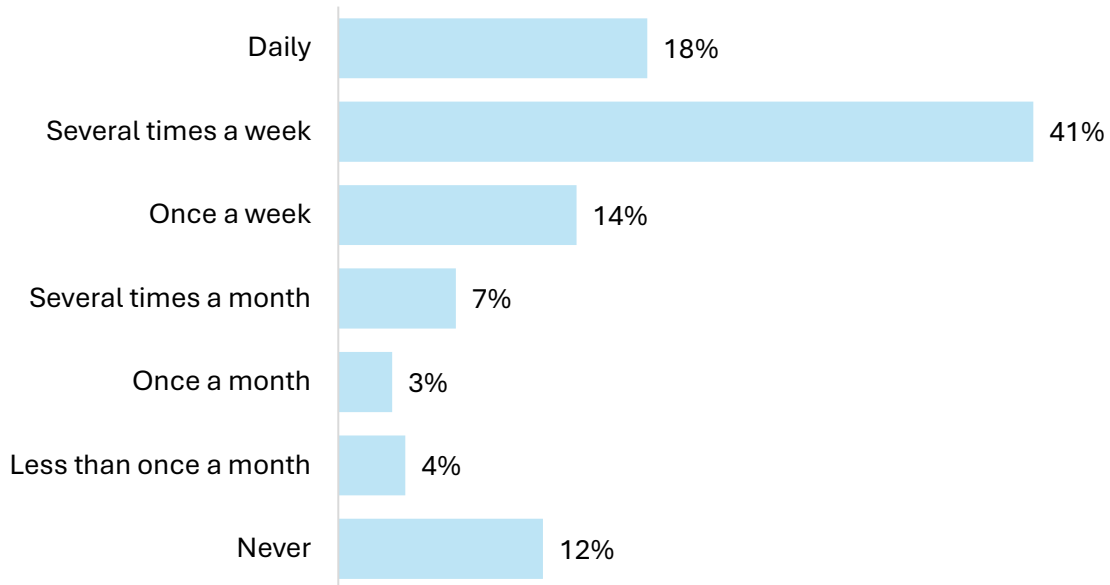
Out of the 502 people who responded to this question most never used the website, followed by those who use it less than once a month. This aligns with most people having no opinion when asked how they would rate the sports website.

**10. How would you rate our sports website?**



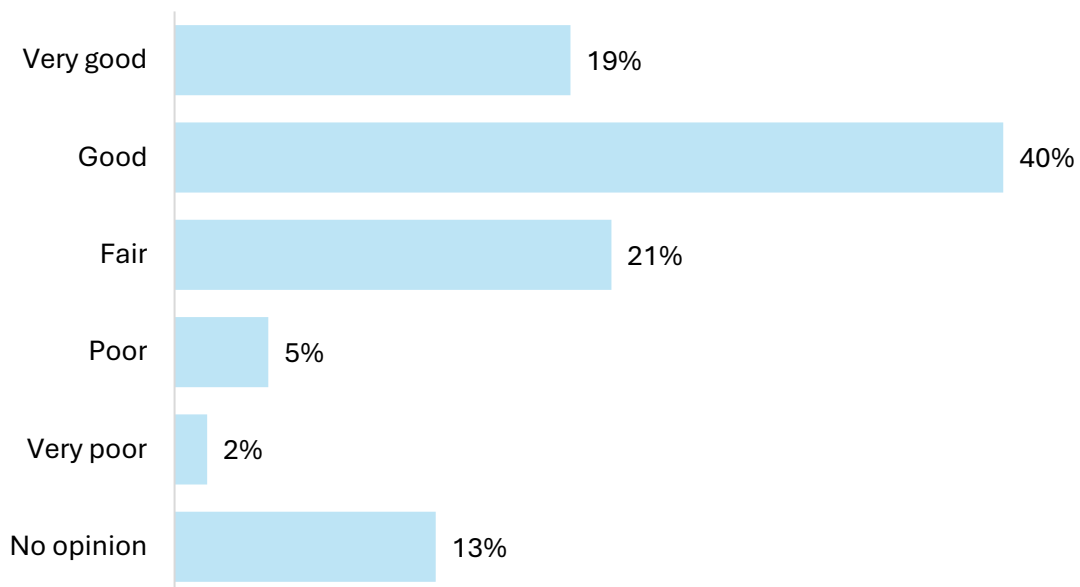
499 people responded to this question, and almost half rated the website Very good, Good or Fair.

**11. How often do you use our London Borough of Richmond upon Thames sports app?**



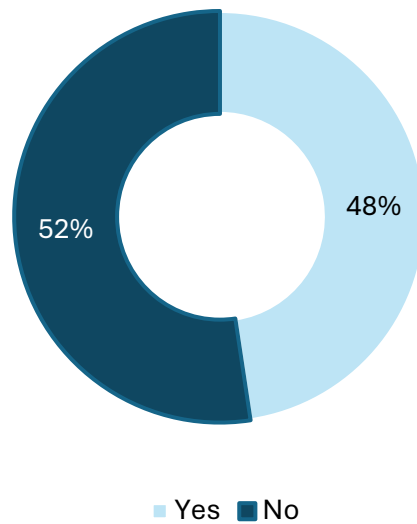
502 people responded about their use of the sports app, which is more used than the website (with 73.71% using at least once a week compared to 22.91% for the website).

**12. How would you rate our sports app?**



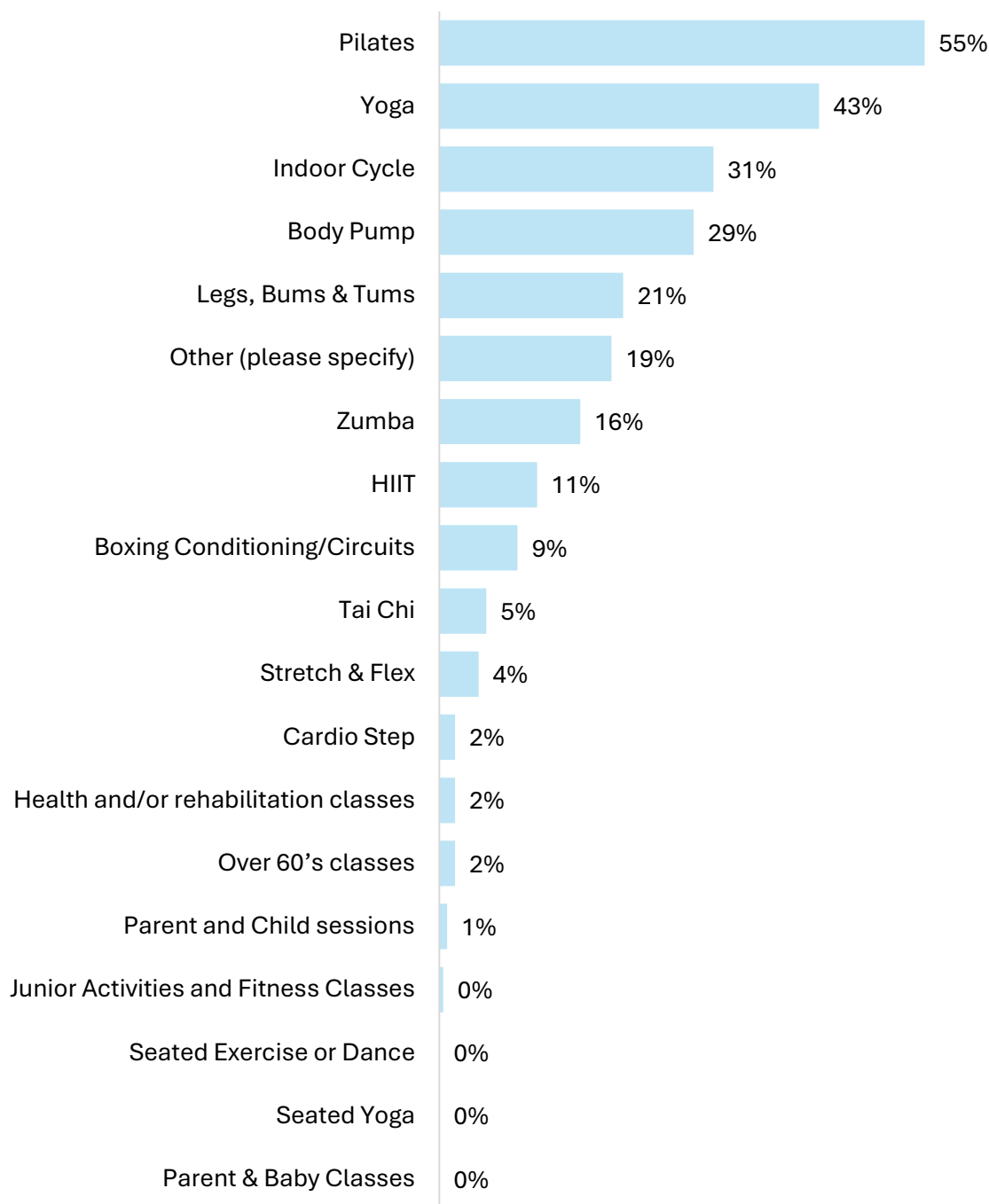
Over half of the 502 respondents to this question rated the sports app either Good or Very good.

**13. Do you attend any fitness classes at our centre?**



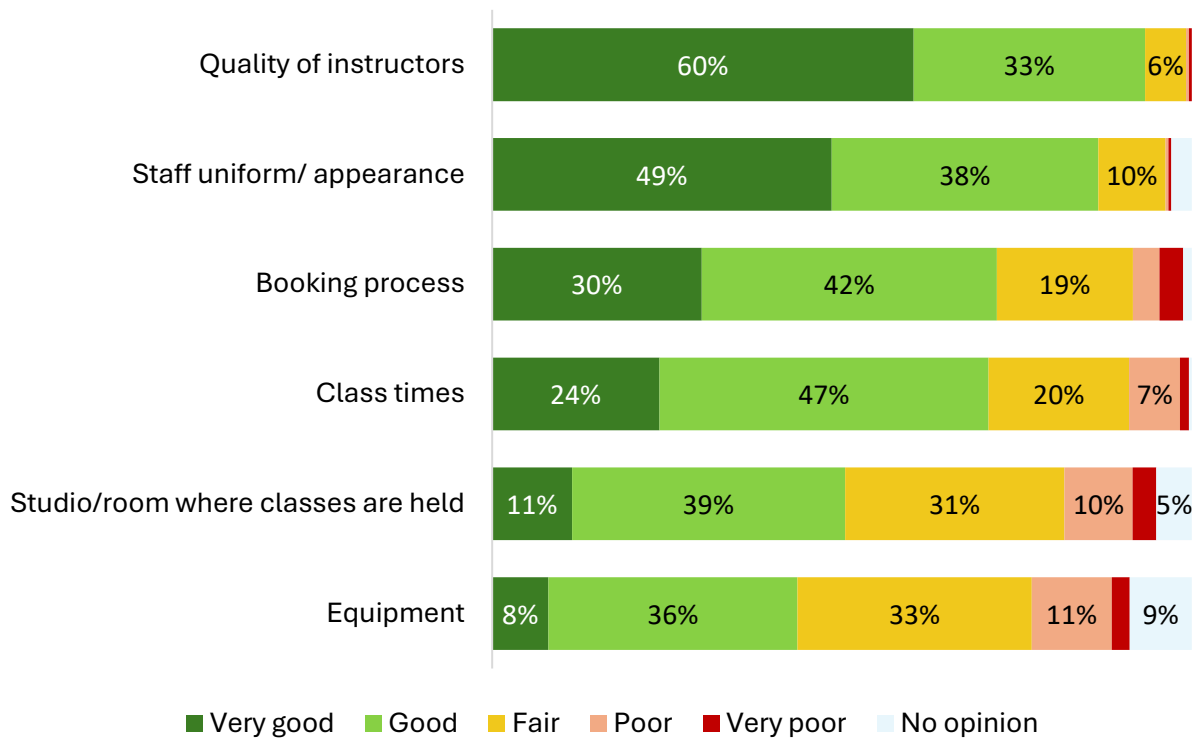
100% of respondents answered this question and the split between those who did and didn't attend the fitness classes was fairly even.

**14. Which of the following fitness classes do you attend at our centres?**



The 227 respondents who answered this question were able to select more than one answer. The most attended fitness classes were Pilates, and Yoga whilst no one claimed to attend Seated Exercise or Dance/ Seated Yoga classes or Parent and Baby classes.

**15. How would you rate the following aspects of the fitness classes you attend?**



239 people answered this question. The quality of instructors was the highest rated component of the fitness classes along with staff uniform/ appearance. Aside from equipment, more than half of the respondents rated all other aspects of the classes as Good or Very good.

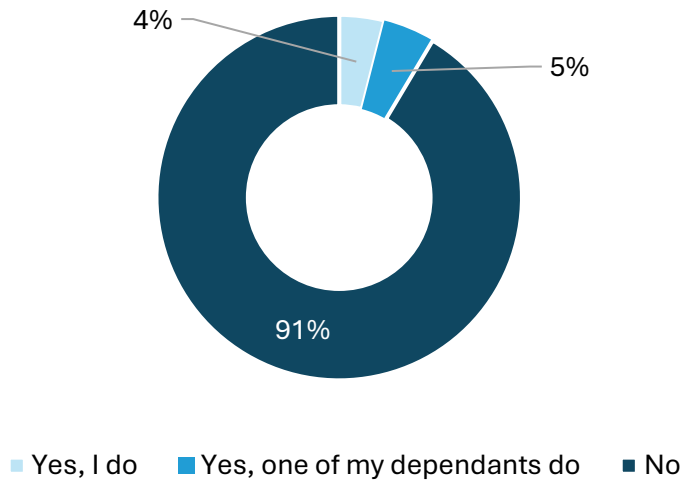
**16. If you have any comments regarding our fitness classes, please provide details in the space below.**

138 people answered this question. Many of the comments focused on class availability, particularly a lack of suitable times or expressing disappointment in not being able to attain booking slots. Some people mentioned specific instructors or staff members.

Along with class variation and availability, there were many comments about the facilities themselves, usually centred around needs for upgrades or improvements.

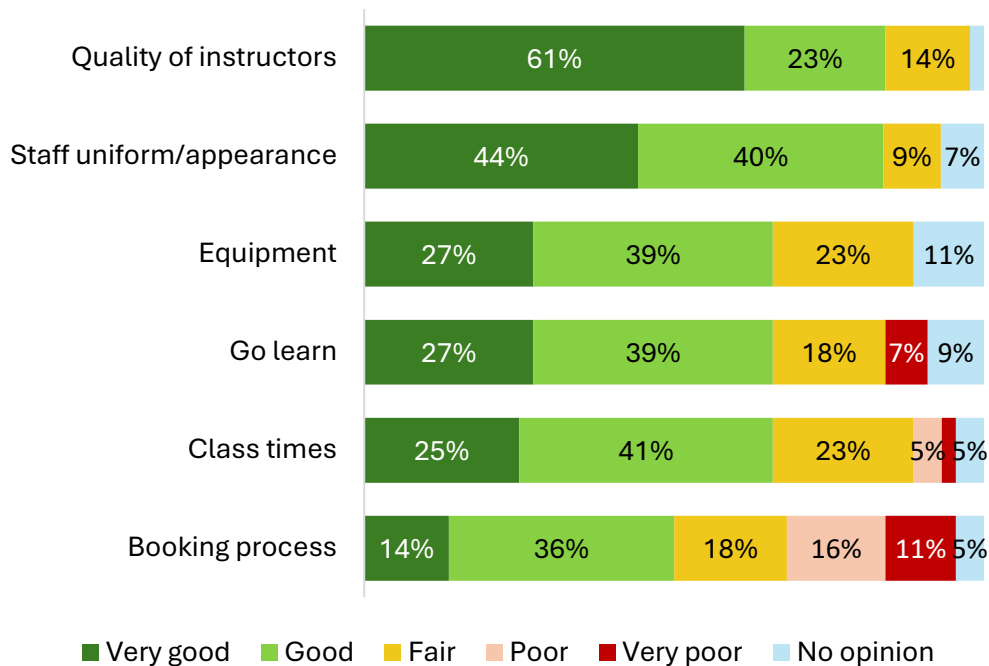
| Comment theme  | Number of comments |                                   |                               |                          |                                 |
|--|--------------------|-----------------------------------|-------------------------------|--------------------------|---------------------------------|
|  | Pools on the Park  | Teddington Pools & Fitness Centre | Shene Sports & Fitness Centre | Teddington Sports Centre | Hampton Sports & Fitness Centre |
| <b>Class variation/ availability</b>                     |                    |                                   |                               |                          |                                 |
| Need more availability of current class/ inconvenient    | 30                 | 15                                | 2                             |                          |                                 |
| Positive teacher/instructor/staff                        | 12                 | 12                                | 2                             |                          | 1                               |
| Negative teacher/instructor/staff                        | 4                  | 3                                 | 1                             |                          |                                 |
| Request for a brand-new class                            | 7                  | 7                                 | 1                             |                          |                                 |
| Booking difficulties                                     | 8                  | 7                                 |                               |                          |                                 |
| Time or length of class inappropriate                    | 6                  | 1                                 |                               |                          |                                 |
| <b>Equipment and facilities</b>                          |                    |                                   |                               |                          |                                 |
| Studio floor unclean or in disrepair                     | 5                  | 16                                |                               |                          |                                 |
| Gym equipment poor standard, needs updating or improving | 6                  | 14                                |                               |                          |                                 |
| Need additional equipment                                | 7                  | 2                                 | 1                             |                          |                                 |
| Room needs updating or improving                         | 4                  | 5                                 | 1                             | 1                        |                                 |
| Negative studio comment general                          | 2                  | 3                                 | 1                             | 1                        |                                 |
| Air conditioning needed                                  |                    | 4                                 |                               |                          |                                 |

**17. Do you/any of your dependants attend our Swim School?**



Out of 503 respondents, 9% had attended a Swim School.

**18. How would you rate the following aspects of our swim school?**

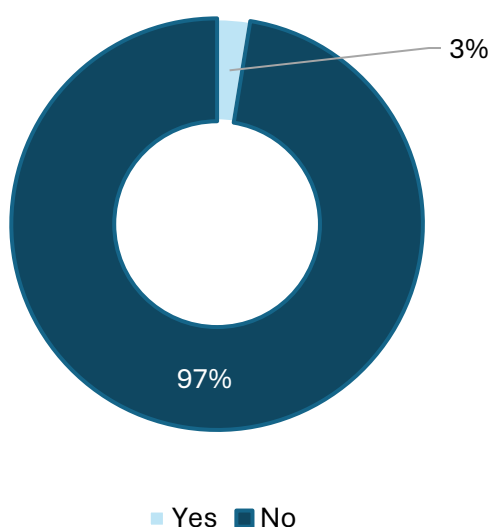


44 people responded to this question. While the booking process for the Swim School received lower ratings compared to other elements, the quality of instructors remained consistently high, similar to other areas of the fitness centre. The open-ended responses provide insights into the reasons behind the poorer ratings for the booking process affecting both the pool and classes.

**19. If you have any comments regarding our Swim School, please provide details in the space below.**

Common responses included long waiting lists to get onto the swim school and difficulty reaching or communicating with staff. Some respondents also mentioned that when instructors cancel, they are not refunded.

**20. Have you ever attended a children's party at one of our centres?**



Most of the 504 respondents to this question had never attended a children’s party at one of the Sports and Fitness Centres.

**21. How would you rate the following aspects of our children's parties?**

|   |       | Very good | Good | Fair | Poor | Very poor | No opinion |
|---|-------|-----------|------|------|------|-----------|------------|
| <b>Staff uniform/appearance</b>         | Total | 1         | 7    | 2    | 0    | 0         | 2          |
| <b>Times available</b>                  | Total | 0         | 8    | 1    | 0    | 0         | 3          |
| <b>Studio/room where party was held</b> | Total | 1         | 7    | 1    | 0    | 0         | 3          |
| <b>Equipment</b>                        | Total | 1         | 6    | 0    | 1    | 0         | 4          |
| <b>Booking process</b>                  | Total | 1         | 5    | 1    | 0    | 0         | 5          |

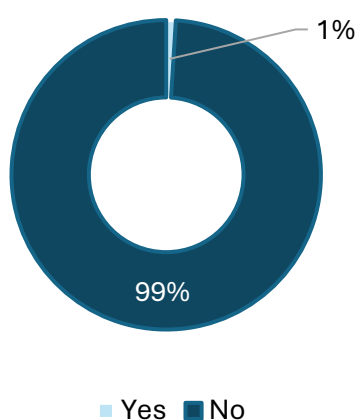
Most people rated the aspects of the children’s parties good or very good.



**22. If you have any comments regarding our children’s parties, please provide details in the space below.**

There were four responses to this free text question. Most people said they attended the children’s parties too long ago to remember.

**23. Do you/any of your dependants attend any junior sports courses at one of our centres?**



Most of the 504 respondents to this question had never attended a Junior Sports Course at one of the Sports and Fitness Centres.

**24. How would you rate the following aspects of our junior sports courses?**

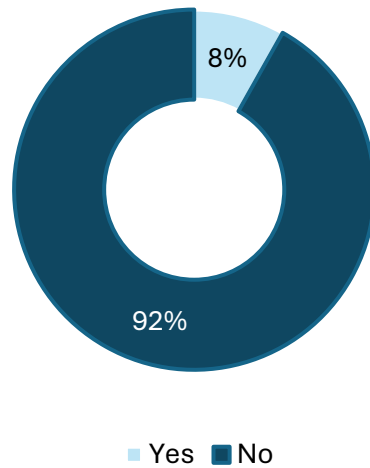
|   |       | Very good | Good | Fair | Poor | Very poor | No opinion |
|---|-------|-----------|------|------|------|-----------|------------|
| <b>Staff uniform/ appearance</b>              | Total | 2         | 2    | 1    | 0    | 0         | 1          |
| <b>Class times</b>                            | Total | 2         | 2    | 1    | 0    | 0         | 1          |
| <b>Quality of instructors</b>                 | Total | 3         | 1    | 1    | 0    | 0         | 1          |
| <b>Studio/room where the courses are held</b> | Total | 2         | 0    | 1    | 0    | 0         | 2          |
| <b>Equipment</b>                              | Total | 2         | 0    | 2    | 0    | 0         | 2          |
| <b>Booking process</b>                        | Total | 1         | 1    | 0    | 2    | 0         | 2          |

Most people rated the aspects of the junior sports courses Good or Very good.

**25. If you have any comments regarding our junior sports courses, please provide details in the space below.**

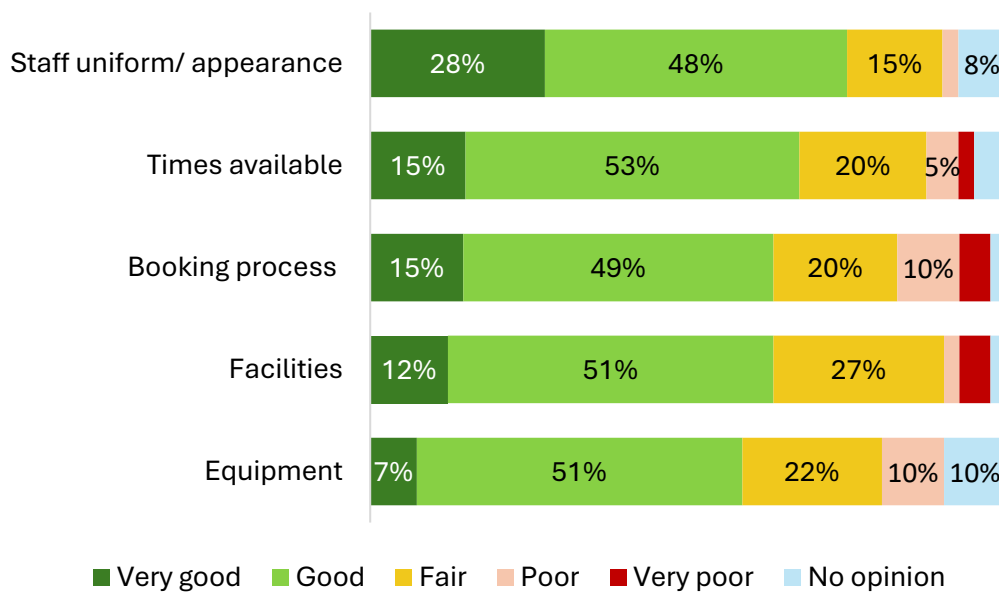
There were no open text responses to this question.

**26. Do you attend any court hire/bookings at one of our centres?**



502 people responded to this question and 41 had made use of the court hire or bookings at their fitness centre.

**27. How would you rate the following aspects of our court hire/bookings?**



40 people responded to this question. Staff uniform and appearance was once again rated positively among those who had used the court hire/ booking systems. People were generally happy with times available for booking. However, those who chose to leave an open text comment tended to be less positive.

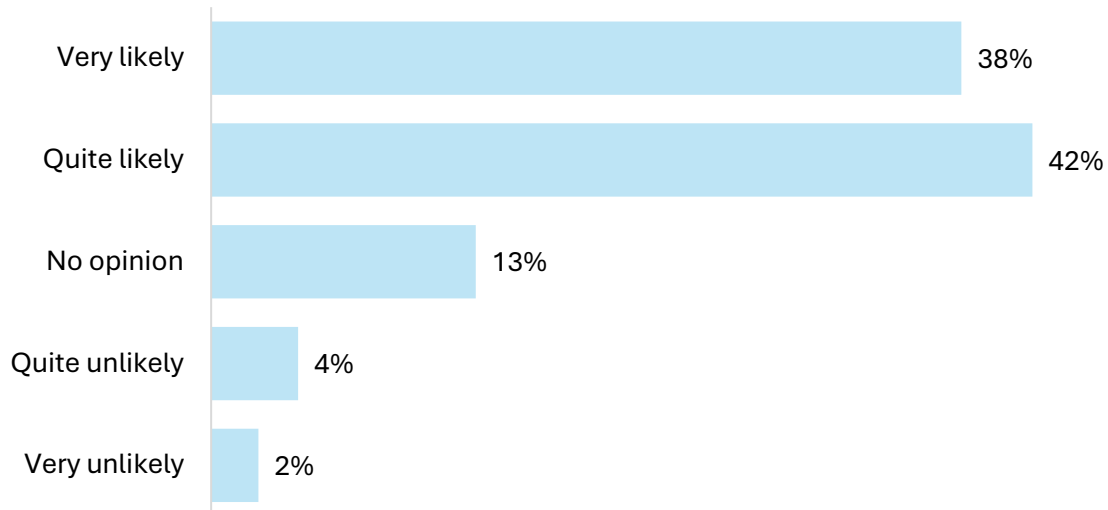
**28. If you have any comments regarding our court hire/bookings, please provide details in the space below.**

Some respondents talked about being unable to reach staff on the phone. There were also comments about a lack of court availability and difficulties accessing courts via the booking system. Some respondents also mentioned difficulties retrieving refunds when a court was cancelled.

**29. When using our fitness centres, which of the following is most important to you?**

Respondents were asked to rank the themes below, with 1 representing the most important and 6 the least important. Location, cost and convenience were among the most important. Some participants felt that all elements were equally important, as expressed in their open comments.

| Option              | Ranking         |
|---------------------|-----------------|
| Location            | Most important  |
| Cost                | 2nd             |
| Convenience         | 3rd             |
| Range of facilities | 4th             |
| Quality of staff    | 5th             |
| Quality of service  | Least important |

**30. How likely are you to recommend our fitness centre to someone you know?**

499 people responded to this question and an overwhelming majority said they were *Very* or *Quite* likely to recommend their fitness centre to someone they know. Only 29% of people answered the free text question as well as the initial question.

**31. How likely are you to recommend our fitness centre to someone you know –  
Please provide details below.**

144 people responded to this question. Many respondents felt the facilities were a positive for themselves and the community, either generally referencing the centre or talking specifically about the swimming facilities.

While some felt the centre was good value for money, others felt facilities needed upgrading. Most comments about staff were positive.

Some said they were sceptical about recommending their centre due to issues with booking availability.

| Comment theme  | Number of comments |                                   |                               |                          |                                 |                                 |
|--|--------------------|-----------------------------------|-------------------------------|--------------------------|---------------------------------|---------------------------------|
|  | Pools on the Park  | Teddington Pools & Fitness Centre | Shene Sports & Fitness Centre | Teddington Sports Centre | Hampton Sports & Fitness Centre | Whitton Sports & Fitness Centre |
| Already recommended  | 4                  | 3                                 | 2                             |                          |                                 | 1                               |
| <b>Swimming/pools</b>  |                    |                                   |                               |                          |                                 |                                 |
| Positive specific to swim/pool                                   | 20                 | 16                                | 1                             |                          |                                 |                                 |
| All year round/ novelty/ luxury                                  | 9                  | 4                                 | 1                             |                          |                                 |                                 |
| Booking system issue   | 6                  | 7                                 |                               |                          |                                 |                                 |
| Only use the swimming pool                                       | 3                  | 6                                 |                               |                          |                                 |                                 |
| Pool unclean   | 2                  | 3                                 |                               |                          |                                 |                                 |
| <b>Equipment/facilities</b>                                      |                    |                                   |                               |                          |                                 |                                 |
| Positive facility (community value/ affordability)               | 12                 | 12                                | 1                             |                          | 1                               | 3                               |
| Facilities need modernising, cleaning or upgrading               | 14                 | 6                                 |                               |                          |                                 |                                 |
| Shower and changing rooms specifically unclean or need upgrading | 4                  | 4                                 |                               |                          |                                 |                                 |
| <b>Staff</b>   |                    |                                   |                               |                          |                                 |                                 |
| Staff positive general   | 11                 | 11                                | 2                             | 1                        |                                 |                                 |
| Friendly   | 4                  | 6                                 |                               | 1                        |                                 |                                 |
| Helpful  | 1                  | 4                                 |                               |                          |                                 |                                 |
| Staff negative   | 1                  | 1                                 | 1                             |                          |                                 | 1                               |
| <b>Classes</b>   |                    |                                   |                               |                          |                                 |                                 |
| Positive classes comment   | 6                  | 6                                 |                               |                          | 1                               |                                 |
| Dislike booking and cancellations procedures                     | 7                  | 2                                 |                               |                          |                                 | 1                               |
| Lack of new/existing classes                                     | 8                  | 8                                 |                               |                          |                                 |                                 |
| Negative classes comment   |                    | 3                                 |                               |                          |                                 |                                 |

|                                   |   |   |  |   |  |   |
|-----------------------------------|---|---|--|---|--|---|
| Positive comment about court hire |   | 1 |  | 2 |  | 2 |
| <b>Other</b>                      |   |   |  |   |  |   |
| Too expensive                     |   | 5 |  | 1 |  | 1 |
| Decline in member benefits        | 4 |   |  |   |  |   |

Several respondents used this opportunity to express their disappointment about the loss of the health suite at Pools on the Park which was closed in 2020.

**32. If you have any suggestions for how we could improve your visit, please provide details below.**

293 people answered this question. There was a significant number of suggestions for improving the shower and changing rooms, focusing on both cleanliness and maintenance. Some users described these areas as cramped, while others noted that the lockers were faulty. Additional suggestions for facility enhancements included upgrades to the studio and equipment, as pool maintenance.

Many respondents expressed interest in new classes or requested increased availability for existing ones.

Comments about staff were generally positive although some respondents said they wished staff were more proactive in their roles. This includes people holding staff accountable for cleaning issues as well as people wanting staff to be more involved with their personal fitness.

| Comment theme   | Number of comments |                                    |                               |                           |                                 |                                 |
|---|--------------------|------------------------------------|-------------------------------|---------------------------|---------------------------------|---------------------------------|
|   | Pools on the Park  | Tedding ton Pools & Fitness Centre | Shene Sports & Fitness Centre | Tedding ton Sports Centre | Hampton Sports & Fitness Centre | Whitton Sports & Fitness Centre |
| <b>Pool and swimming</b>                              |                    |                                    |                               |                           |                                 |                                 |
| Resolve restrictive availability/booking slots (pool) | 22                 | 21                                 |                               |                           |                                 |                                 |
| Cancellation process (pool)                           |                    | 1                                  |                               |                           |                                 |                                 |
| Changes to lane swimming                              | 7                  | 4                                  |                               |                           |                                 |                                 |
| Pool maintenance and organisational issues            | 11                 | 7                                  |                               |                           |                                 |                                 |
| Lifeguards training                                   | 6                  | 2                                  |                               |                           |                                 |                                 |
| <b>Upgrades to equipment/facilities</b>               |                    |                                    |                               |                           |                                 |                                 |
| General maintenance or upgrades                       | 5                  | 9                                  | 1                             | 2                         |                                 | 1                               |
| Locker maintenance needed                             | 12                 |                                    |                               |                           |                                 |                                 |
| Shower and changing rooms improvements                | 58                 | 36                                 | 2                             |                           |                                 |                                 |
| Gym equipment upgrades                                | 7                  | 14                                 | 2                             |                           |                                 | 1                               |
| <b>Areas to improve cleanliness</b>                   |                    |                                    |                               |                           |                                 |                                 |
| General   | 3                  | 2                                  |                               |                           |                                 |                                 |
| Mould   | 5                  |                                    |                               |                           |                                 |                                 |
| Changing rooms/shower/toilet                          | 18                 | 8                                  |                               |                           |                                 |                                 |
| Studio/Equipment                                      | 6                  | 7                                  | 1                             |                           |                                 |                                 |
| Pool  | 7                  | 4                                  | 1                             |                           |                                 |                                 |
| <b>Staff</b>  |                    |                                    |                               |                           |                                 |                                 |

|   |    |    |   |   |   |   |
|---|----|----|---|---|---|---|
| More cleaning staff/ increased efficacy of cleaning staff | 4  | 3  | 1 |   |   |   |
| Positive comments about staff                             | 4  | 7  |   |   | 1 |   |
| Staff could be more proactive                             | 4  | 3  | 1 |   |   | 1 |
| <b>Access</b>   |    |    |   |   |   |   |
| More capacity needed or different times                   | 26 | 28 |   | 1 |   | 2 |
| Booking system difficulties or limitations                | 11 | 14 |   | 1 |   | 1 |
| <b>Classes</b>  |    |    |   |   |   |   |
| Classes booked too quickly/capacity                       | 5  | 1  |   |   |   |   |
| More classes/different classes/variety                    | 19 | 13 | 2 |   |   | 2 |
| Class teachers/ instructors                               | 6  | 6  |   |   |   |   |
| <b>Other</b>  |    |    |   |   |   |   |
| App and communication require improvement                 | 7  | 4  |   |   |   | 1 |

Several respondents used this opportunity to express their disappointment about the loss of the health suite at Pools on the Park which was closed in 2020.



**33. If you have any additional comments about our sports and fitness centres, please provide details below.**

189 people answered this question. Most of the additional comments were positive with many people using it as an opportunity to praise the pool facilities. We know from previous open text questions that the pool is viewed positively by centre customers.

For Pools on the Park specifically there were many comments about the shower and changing rooms.

| Comment theme                                 | Number of comments |                                   |                               |                          |                                 |                                 |
|---|--------------------|-----------------------------------|-------------------------------|--------------------------|---------------------------------|---------------------------------|
|   | Pools on the Park  | Teddington Pools & Fitness Centre | Shene Sports & Fitness Centre | Teddington Sports Centre | Hampton Sports & Fitness Centre | Whitton Sports & Fitness Centre |
| Positive                                      | 24                 | 25                                | 6                             | 1                        | 2                               | 1                               |
| Neutral                                       | 8                  | 4                                 | 2                             |                          |                                 | 1                               |
| Negative                                      | 19                 | 16                                |                               |                          |                                 | 3                               |
| <b>Pool and swimming</b>                      |                    |                                   |                               |                          |                                 |                                 |
| Pool appreciation                             | 12                 | 8                                 | 1                             |                          |                                 |                                 |
| Availability/booking slots (pool)             | 5                  | 12                                |                               |                          |                                 |                                 |
| Lane system needs improving                   | 5                  | 6                                 |                               |                          |                                 |                                 |
| <b>Equipment/ facilities</b>                  |                    |                                   |                               |                          |                                 |                                 |
| General equipment dated/broken/needs updating | 5                  | 5                                 |                               |                          |                                 |                                 |
| Shower and changing rooms need attention      | 16                 | 1                                 | 1                             |                          |                                 |                                 |
| Gym equipment upgrades                        | 2                  | 2                                 |                               |                          |                                 |                                 |
| <b>Cleanliness</b>                            |                    |                                   |                               |                          |                                 |                                 |
| Changing rooms/shower/toilet                  | 8                  | 1                                 |                               |                          |                                 |                                 |
| Other cleaning                                | 2                  | 2                                 |                               |                          |                                 |                                 |
| <b>Classes</b>                                |                    |                                   |                               |                          |                                 |                                 |
| Would like more sessions                      | 7                  | 5                                 | 1                             | 1                        |                                 | 1                               |
| <b>Staff</b>                                  |                    |                                   |                               |                          |                                 |                                 |
| Staff (positive)                              | 15                 | 18                                | 4                             |                          | 1                               | 1                               |
| Staff (negative)                              | 2                  | 3                                 |                               |                          |                                 | 1                               |
| <b>Access</b>                                 |                    |                                   |                               |                          |                                 |                                 |
| Booking system/availability issues            | 5                  | 8                                 |                               |                          |                                 | 2                               |

Several respondents used this opportunity to express their disappointment about the loss of the health suite at Pools on the Park which was closed in 2020.

## 6. Demographic Profile

| Demographic   | Sample base | Proportion |
|---|-------------|------------|
| <b>Gender</b>   |             |            |
| Female  | 337         | 68%        |
| Male  | 142         | 29%        |
| Prefer not to say                                     | 19          | 4%         |
| Prefer to self-describe:                              | 0           | 0%         |
| <i>Base: 498 respondents</i>                          |             |            |
| <b>What was your age last birthday?</b>               |             |            |
| 19 and under  | 1           | 0%         |
| 20-24   | 5           | 1%         |
| 25-34   | 29          | 6%         |
| 35-44   | 56          | 11%        |
| 45-54   | 92          | 18%        |
| 55-64   | 160         | 32%        |
| 65-74   | 106         | 21%        |
| 75+   | 34          | 7%         |
| Prefer not to say                                     | 18          | 4%         |
| <i>Base: 501 respondents</i>                          |             |            |
| <b>Do you consider yourself to have a disability?</b> |             |            |
| Yes   | 28          | 6%         |
| No  | 450         | 91%        |
| Prefer not to say                                     | 19          | 4%         |
| <i>Base: 497 respondents</i>                          |             |            |
| <b>How would you describe your ethnic group?</b>      |             |            |
| White   | 413         | 85%        |
| Asian or Asian British                                | 21          | 4%         |
| Mixed/multiple ethnic groups                          | 13          | 3%         |
| Black/African/Caribbean/Black British                 | 4           | 0%         |
| Other ethnic group, please specify:                   | 7           | 0%         |
| Prefer not to say                                     | 37          | 8%         |
| <i>Base: 495 respondents</i>                          |             |            |

## 7. Appendix 1 – Question tables

**What is the main capacity in which you are responding to this consultation?**

| Option   | Total | Percent |
|--|-------|---------|
| I am a member of a Richmond Borough Sports and Fitness Centre                    | 412   | 81.75%  |
| One of my dependants is a member of a Richmond Borough Sports and Fitness Centre | 7     | 1.39%   |
| I'm responding on behalf of a local group or organisation                        | 14    | 2.78%   |
| None of the above / other  | 71    | 14.09%  |

**Which centre do you currently use most frequently?**

| Option                            | Total | Percent |
|-----------------------------------|-------|---------|
| Pools on the Park                 | 253   | 50.50%  |
| Teddington Pools & Fitness Centre | 191   | 38.12%  |
| Shene Sports & Fitness Centre     | 25    | 4.99%   |
| Whitton Sports & Fitness Centre   | 14    | 2.79%   |
| Hampton Sports & Fitness Centre   | 5     | 1.00%   |
| Teddington Sports Centre          | 13    | 2.59%   |

**Which of the following activities do you participate in?**

| Option                 | Total | Percent |
|------------------------|-------|---------|
| Swimming               | 352   | 70.12%  |
| Group exercise classes | 228   | 45.42%  |
| Gym                    | 176   | 35.06%  |
| Casual court hire      | 26    | 5.18%   |
| Swim school            | 18    | 3.59%   |
| Pitch hire             | 11    | 2.19%   |
| Junior sports courses  | 3     | 0.60%   |
| Children's parties     | 1     | 0.20%   |

**How often do you use your fitness centre's facilities?**

| Option                 | Total | Percent |
|------------------------|-------|---------|
| Daily                  | 39    | 7.74%   |
| Several times a week   | 299   | 59.33%  |
| Once a week            | 103   | 20.44%  |
| Several times a month  | 38    | 7.54%   |
| Once a month           | 8     | 1.59%   |
| Less than once a month | 15    | 2.98%   |
| Never                  | 2     | 0.40%   |

**How much physical activity do you perform per week?**

| Option                         | Total | Percent |
|--------------------------------|-------|---------|
| More than 150 minutes per week | 352   | 69.98%  |
| 30-150 minutes per week        | 149   | 29.62%  |
| Less than 30 minutes per week  | 2     | 0.40%   |
| No physical activity           | 0     | 0.00%   |

**To what extent are you satisfied with your progress towards achieving your fitness goals?**

| Option                             | Total | Percent |
|------------------------------------|-------|---------|
| Very satisfied                     | 92    | 18.36%  |
| Satisfied                          | 255   | 50.90%  |
| Neither satisfied nor dissatisfied | 113   | 22.55%  |
| Dissatisfied                       | 28    | 5.59%   |
| Very dissatisfied                  | 3     | 0.60%   |
| I don't have any fitness goals     | 10    | 2.00%   |

**How would you rate the following aspects of your fitness centre?**

|   |         | Very good | Good   | Fair   | Poor   | Very poor | No opinion |
|---|---------|-----------|--------|--------|--------|-----------|------------|
| <b>Quality of gym instructors/supervisors</b> | Total   | 110       | 134    | 50     | 11     | 4         | 184        |
|   | Percent | 22.31%    | 27.18% | 10.14% | 2.23%  | 0.81%     | 37.32%     |
| <b>Induction to your fitness centre</b>       | Total   | 71        | 111    | 57     | 15     | 6         | 227        |
|   | Percent | 14.58%    | 22.79% | 11.70% | 3.08%  | 1.23%     | 46.61%     |
| <b>Availability of gym equipment</b>          | Total   | 50        | 109    | 64     | 13     | 3         | 249        |
|   | Percent | 10.25%    | 22.34% | 13.11% | 2.66%  | 0.61%     | 51.02%     |
| <b>Quality of gym equipment</b>               | Total   | 34        | 94     | 83     | 32     | 7         | 237        |
|   | Percent | 6.98%     | 19.30% | 17.04% | 6.57%  | 1.44%     | 48.67%     |
| <b>Range of gym equipment</b>                 | Total   | 33        | 84     | 97     | 20     | 8         | 244        |
|   | Percent | 6.79%     | 17.28% | 19.96% | 4.12%  | 1.65%     | 50.21%     |
| <b>Opening hours</b>                          | Total   | 146       | 206    | 76     | 13     | 5         | 52         |
|   | Percent | 29.32%    | 41.37% | 15.26% | 2.61%  | 1.00%     | 10.44%     |
| <b>Quality of information available</b>       | Total   | 71        | 216    | 116    | 27     | 2         | 67         |
|   | Percent | 14.23%    | 43.29% | 23.25% | 5.41%  | 0.40%     | 13.43%     |
| <b>Range of information available</b>         | Total   | 56        | 206    | 128    | 25     | 2         | 83         |
|   | Percent | 11.20%    | 41.20% | 25.60% | 5.00%  | 0.40%     | 16.60%     |
| <b>Cleanliness</b>                            | Total   | 48        | 199    | 153    | 49     | 27        | 24         |
|   | Percent | 9.60%     | 39.80% | 30.60% | 9.80%  | 5.40%     | 4.80%      |
| <b>Changing rooms</b>                         | Total   | 31        | 129    | 168    | 92     | 38        | 42         |
|   | Percent | 6.20%     | 25.80% | 33.60% | 18.40% | 7.60%     | 8.40%      |
| <b>Value for money</b>                        | Total   | 139       | 198    | 117    | 20     | 11        | 15         |
|   | Percent | 27.80%    | 39.60% | 23.40% | 4.00%  | 2.20%     | 3.00%      |
| <b>Overall satisfaction</b>                   | Total   | 106       | 262    | 95     | 18     | 7         | 11         |
|   | Percent | 21.24%    | 52.51% | 19.04% | 3.61%  | 1.40%     | 2.20%      |

### How often do you use the London Borough of Richmond upon Thames sports website?

| Option                 | Total | Percent |
|------------------------|-------|---------|
| Daily                  | 22    | 4.38%   |
| Several times a week   | 52    | 10.36%  |
| Once a week            | 41    | 8.17%   |
| Several times a month  | 30    | 5.98%   |
| Once a month           | 47    | 9.36%   |
| Less than once a month | 135   | 26.89%  |
| Never                  | 175   | 34.86%  |

### How would you rate our sports website?

| Option     | Total | Percent |
|------------|-------|---------|
| Very good  | 18    | 3.61%   |
| Good       | 104   | 20.84%  |
| Fair       | 98    | 19.64%  |
| Poor       | 26    | 5.21%   |
| Very poor  | 6     | 1.20%   |
| No opinion | 247   | 49.50%  |

### How often do you use our London Borough of Richmond upon Thames sports app?

| Option                 | Total | Percent |
|------------------------|-------|---------|
| Daily                  | 92    | 18.33%  |
| Several times a week   | 207   | 41.24%  |
| Once a week            | 71    | 14.14%  |
| Several times a month  | 35    | 6.97%   |
| Once a month           | 16    | 3.19%   |
| Less than once a month | 20    | 3.98%   |
| Never                  | 61    | 12.15%  |

### How would you rate our sports app?

| Option     | Total | Percent |
|------------|-------|---------|
| Very good  | 97    | 19.32%  |
| Good       | 203   | 40.44%  |
| Fair       | 107   | 21.31%  |
| Poor       | 23    | 4.58%   |
| Very poor  | 8     | 1.59%   |
| No opinion | 64    | 12.75%  |

### Do you attend any fitness classes at our centre?

| Option | Total | Percent |
|--------|-------|---------|
| Yes    | 240   | 47.62%  |
| No     | 264   | 52.38%  |

**Which of the following fitness classes do you attend at our centres?**

| Option                                | Total | Percent |
|---------------------------------------|-------|---------|
| Pilates                               | 124   | 54.63%  |
| Yoga                                  | 97    | 42.73%  |
| Indoor Cycle                          | 70    | 30.84%  |
| Body Pump                             | 65    | 28.63%  |
| Legs, Bums & Tums                     | 47    | 20.70%  |
| Other (please specify)                | 44    | 19.38%  |
| Zumba                                 | 36    | 15.86%  |
| HIIT                                  | 25    | 11.01%  |
| Boxing Conditioning/Circuits          | 20    | 8.81%   |
| Tai Chi                               | 12    | 5.29%   |
| Stretch & Flex                        | 10    | 4.41%   |
| Cardio Step                           | 4     | 1.76%   |
| Health and/or rehabilitation classes  | 4     | 1.76%   |
| Over 60's classes                     | 4     | 1.76%   |
| Parent and Child sessions             | 2     | 0.88%   |
| Junior Activities and Fitness Classes | 1     | 0.44%   |
| Seated Exercise or Dance              | 0     | 0.00%   |
| Seated Yoga                           | 0     | 0.00%   |
| Parent & Baby Classes                 | 0     | 0.00%   |

**How would you rate the following aspects of the fitness classes you attend?**

|   |         | Very good | Good   | Fair   | Poor   | Very poor | No opinion |
|---|---------|-----------|--------|--------|--------|-----------|------------|
| <b>Staff uniform/ appearance</b>          | Total   | 116       | 91     | 23     | 1      | 1         | 7          |
|   | Percent | 48.54%    | 38.08% | 9.62%  | 0.42%  | 0.42%     | 2.93%      |
| <b>Class times</b>                        | Total   | 56        | 110    | 47     | 17     | 3         | 1          |
|   | Percent | 23.93%    | 47.01% | 20.09% | 7.26%  | 1.28%     | 0.43%      |
| <b>Quality of instructors</b>             | Total   | 144       | 79     | 14     | 1      | 1         | 0          |
|   | Percent | 60.25%    | 33.05% | 5.86%  | 0.42%  | 0.42%     | 0.00%      |
| <b>Studio/room where classes are held</b> | Total   | 27        | 92     | 74     | 23     | 8         | 12         |
|   | Percent | 11.44%    | 38.98% | 31.36% | 9.75%  | 3.39%     | 5.08%      |
| <b>Equipment</b>                          | Total   | 19        | 84     | 79     | 27     | 6         | 21         |
|   | Percent | 8.05%     | 35.59% | 33.47% | 11.44% | 2.54%     | 8.90%      |
| <b>Booking process</b>                    | Total   | 71        | 100    | 46     | 9      | 8         | 3          |
|   | Percent | 29.96%    | 42.19% | 19.41% | 3.80%  | 3.38%     | 1.27%      |

**Do you/any of your dependants attend our Swim School?**

| Option                       | Total | Percent |
|------------------------------|-------|---------|
| Yes, I do                    | 20    | 3.98%   |
| Yes, one of my dependants do | 23    | 4.57%   |
| No                           | 460   | 91.45%  |



**How would you rate the following aspects of our swim school?**

|                                 |         | Very good | Good   | Fair   | Poor   | Very poor | No opinion |
|---------------------------------|---------|-----------|--------|--------|--------|-----------|------------|
| <b>Go learn</b>                 | Total   | 12        | 17     | 8      | 0      | 3         | 4          |
|                                 | Percent | 27.27%    | 38.64% | 18.18% | 0.00%  | 6.82%     | 9.09%      |
| <b>Staff uniform/appearance</b> | Total   | 19        | 17     | 4      | 0      | 0         | 3          |
|                                 | Percent | 44.19%    | 39.53% | 9.30%  | 0.00%  | 0.00%     | 6.98%      |
| <b>Class times</b>              | Total   | 11        | 18     | 10     | 2      | 1         | 2          |
|                                 | Percent | 25.00%    | 40.91% | 22.73% | 4.55%  | 2.27%     | 4.55%      |
| <b>Quality of instructors</b>   | Total   | 27        | 10     | 6      | 0      | 0         | 1          |
|                                 | Percent | 61.36%    | 22.73% | 13.64% | 0.00%  | 0.00%     | 2.27%      |
| <b>Equipment</b>                | Total   | 12        | 17     | 10     | 0      | 0         | 5          |
|                                 | Percent | 27.27%    | 38.64% | 22.73% | 0.00%  | 0.00%     | 11.36%     |
| <b>Booking process</b>          | Total   | 6         | 16     | 8      | 7      | 5         | 2          |
|                                 | Percent | 13.64%    | 36.36% | 18.18% | 15.91% | 11.36%    | 4.55%      |

**Have you ever attended a children's party at one of our centres?**

| Option | Total | Percent |
|--------|-------|---------|
| Yes    | 13    | 2.58%   |
| No     | 491   | 97.42%  |

**Do you/any of your dependants attend any junior sports courses at one of our centres?**

| Option | Total | Percent |
|--------|-------|---------|
| Yes    | 5     | 0.99%   |
| No     | 498   | 99.01%  |

**Do you attend any court hire/bookings at one of our centres?**

| Option | Total | Percent |
|--------|-------|---------|
| Yes    | 41    | 8.17%   |
| No     | 461   | 91.83%  |

**How would you rate the following aspects of our court hire/bookings?**

|                                  |         | Very good | Good   | Fair   | Poor  | Very poor | No opinion |
|----------------------------------|---------|-----------|--------|--------|-------|-----------|------------|
| <b>Staff uniform/ appearance</b> | Total   | 11        | 19     | 6      | 1     | 0         | 3          |
|                                  | Percent | 27.50%    | 47.50% | 15.00% | 2.50% | 0.00%     | 7.50%      |
| <b>Times available</b>           | Total   | 6         | 21     | 8      | 2     | 1         | 2          |
|                                  | Percent | 15.00%    | 52.50% | 20.00% | 5.00% | 2.50%     | 5.00%      |
| <b>Facilities</b>                | Total   | 5         | 21     | 11     | 1     | 2         | 1          |
|                                  | Percent | 12.20%    | 51.22% | 26.83% | 2.44% | 4.88%     | 2.44%      |
| <b>Equipment</b>                 | Total   | 3         | 21     | 9      | 4     | 0         | 4          |
|                                  | Percent | 7.32%     | 51.22% | 21.95% | 9.76% | 0.00%     | 9.76%      |
| <b>Booking process</b>           | Total   | 6         | 20     | 8      | 4     | 2         | 1          |
|                                  | Percent | 14.63%    | 48.78% | 19.51% | 9.76% | 4.88%     | 2.44%      |

**How likely are you to recommend our fitness centre to someone you know?**

| Option         | Total | Percent |
|----------------|-------|---------|
| Very likely    | 190   | 38.08%  |
| Quite likely   | 208   | 41.68%  |
| No opinion     | 67    | 13.43%  |
| Quite unlikely | 22    | 4.41%   |
| Very unlikely  | 12    | 2.40%   |

## 8. Appendix 2 – Material and questionnaire

### Overview

To assist with the continuing development of our Sports and Fitness Centres, we would welcome feedback from you, our customer, on how we can improve upon the facilities and services offered.

### Have your say

Please give us your feedback using the Online Survey link below. If you need to request a paper questionnaire or any other format, please contact 020 3772 2999.

### What happens next

All feedback we receive in response to the survey will be carefully analysed and considered.

### Your privacy

All the information you provide will be treated in strict confidence and will only be used for the purposes of this consultation. The Council will do all we can to respect your privacy and to protect the personal information we acquire through responses to our consultations. You can read the Council's Privacy Notice here:

[Richmond Council Privacy Notice](#)

By clicking below you agree to participate in this activity and to the use of your response as described above.

[Click here to begin the questionnaire \(Required\)](#)

Alternatively, if you do not wish to participate in the activity, please close your browser.

### Your response

What is the main capacity in which you are responding to this consultation?

*(Required)*

Please select only one item

- I am a member of a Richmond Borough Sports and Fitness Centre
- One of my dependants is a member of a Richmond Borough Sports and Fitness Centre
- I'm responding on behalf of a local group or organisation
- None of the above / other

Please tell us your postcode:

Your response continued

In what other capacity are you responding to this survey?

Local group or organisation

Which group or organisation are you responding on behalf of?

Your fitness centre

Which centre do you currently use most frequently?

Please select only one item

- Pools on the Park
- Teddington Pools & Fitness Centre
- Shene Sports & Fitness Centre
- Whitton Sports & Fitness Centre
- Hampton Sports & Fitness Centre
- Teddington Sports Centre

Your activities

Which of the following activities do you participate in?

Please select all that apply

- Swimming
- Gym
- Group exercise classes
- Casual court hire
- Pitch hire
- Swim school
- Junior sports courses
- Children's parties

**How often do you use your fitness centre's facilities?**

Please select only one item

- Daily
- Several times a week
- Once a week
- Several times a month
- Once a month
- Less than once a month
- Never

**How much physical activity do you perform per week?**

Physical activity refers to all movement including during leisure time, for transport to get to and from places, or as part of a person's work or domestic activities.

Please select only one item

- More than 150 minutes per week
- 30-150 minutes per week
- Less than 30 minutes per week
- No physical activity

**To what extent are you satisfied with your progress towards achieving your fitness goals?**

Please select only one item

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- I don't have any fitness goals

Your experience

| How would you rate the following aspects of your fitness centre?             | Very good             | Good                  | Fair                  | Poor                  | Very poor             | No opinion            |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Quality of gym instructors/supervisors<br><i>Please select only one item</i> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Induction to your fitness centre<br><i>Please select only one item</i>       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Availability of gym equipment<br><i>Please select only one item</i>          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of gym equipment<br><i>Please select only one item</i>               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Range of gym equipment<br><i>Please select only one item</i>                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Opening hours<br><i>Please select only one item</i>                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of information available<br><i>Please select only one item</i>       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Range of information available<br><i>Please select only one item</i>         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cleanliness<br><i>Please select only one item</i>                            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Changing rooms<br><i>Please select only one item</i>                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Value for money<br><i>Please select only one item</i>                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall satisfaction<br><i>Please select only one item</i>                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## Website and app

How often do you use the London Borough of Richmond upon Thames sports website?

[Click here](#) to see our website.

Please select only one item

- Daily
- Several times a week
- Once a week
- Several times a month
- Once a month
- Less than once a month
- Never

How would you rate our sports website?

Please select only one item

- Very good
- Good
- Fair
- Poor
- Very poor
- No opinion

How often do you use our London Borough of Richmond upon Thames sports app?

Please select only one item

- Daily
- Several times a week
- Once a week
- Several times a month
- Once a month
- Less than once a month
- Never

How would you rate our sports app?

Please select only one item

- Very good
- Good
- Fair
- Poor
- Very poor
- No opinion

## Fitness classes

Do you attend any fitness classes at our centre?

Please select only one item

- Yes
- No

Fitness classes (cont.)

Which of the following fitness classes do you attend at our centres?

Please select all that apply

- Body Pump
- Indoor Cycle
- Cardio Step
- Boxing Conditioning/Circuits
- Zumba
- Seated Exercise or Dance
- HIIT
- Legs, Bums & Tums
- Tai Chi
- Yoga
- Seated Yoga
- Pilates
- Stretch & Flex
- Parent and Child sessions
- Junior Activities and Fitness Classes
- Health and/or rehabilitation classes
- Over 60's classes
- Parent & Baby Classes
- Other (please specify)



**How would you rate the following aspects of the fitness classes you attend?**

|  | Very good             | Good                  | Fair                  | Poor                  | Very poor             | No opinion            |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Staff uniform/appearance<br><i>Please select only one item</i>           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Class times<br><i>Please select only one item</i>                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of instructors<br><i>Please select only one item</i>             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Studio/room where classes are held<br><i>Please select only one item</i> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Equipment<br><i>Please select only one item</i>                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Booking process<br><i>Please select only one item</i>                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If you have any comments regarding our fitness classes, please provide details in the space below.

**Swim School**

**Do you/any of your dependants attend our Swim School?**

*Please select only one item*

- Yes, I do
- Yes, one of my dependants do
- No

Swim School (cont.)

How would you rate the following aspects of our Swim School?

|  | Very good             | Good                  | Fair                  | Poor                  | Very poor             | No opinion            |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Go Learn<br><i>Please select only one item</i>                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Staff uniform/appearance<br><i>Please select only one item</i> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Class times<br><i>Please select only one item</i>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of instructors<br><i>Please select only one item</i>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Equipment<br><i>Please select only one item</i>                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Booking process<br><i>Please select only one item</i>          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If you have any comments providing our Swim School, please provide details in the space below.

Children's parties

Have you ever attended a children's party at one of our centres?

*Please select only one item*

- Yes
- No

Children's parties (cont.)

How would you rate the following aspects of our children's parties?

|  | Very good             | Good                  | Fair                  | Poor                  | Very poor             | No opinion            |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Staff uniform/appearance<br><i>Please select only one item</i>         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Times available<br><i>Please select only one item</i>                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Studio/room where party was held<br><i>Please select only one item</i> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Equipment<br><i>Please select only one item</i>                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Booking process<br><i>Please select only one item</i>                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If you have any comments regarding our children's parties, please provide details in the space below.

Junior sports courses

Do you/any of your dependants attend any junior sports courses at one of our centres?  
*Please select only one item*

Yes

No

Junior sports courses (cont.)

How would you rate the following aspects of our junior sports courses?

|  | Very good             | Good                  | Fair                  | Poor                  | Very poor             | No opinion            |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Staff uniform/appearance<br><i>Please select only one item</i>               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Class times<br><i>Please select only one item</i>                            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of instructors<br><i>Please select only one item</i>                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Studio/room where the courses are held<br><i>Please select only one item</i> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Equipment<br><i>Please select only one item</i>                              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Booking process<br><i>Please select only one item</i>                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If you have any comments regarding our junior sports courses, please provide details in the space below.

Court hire/bookings

Do you attend any court hire/bookings at one of our centres?

*Please select only one item*

- Yes  
 No

Court hire/bookings (cont.)

How would you rate the following aspects of our court hire/bookings?

|  | Very good             | Good                  | Fair                  | Poor                  | Very poor             | No opinion            |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Staff uniform/appearance<br><i>Please select only one item</i> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Times available<br><i>Please select only one item</i>          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Facilities<br><i>Please select only one item</i>               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Equipment<br><i>Please select only one item</i>                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Booking process<br><i>Please select only one item</i>          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If you have any comments regarding our court hire/bookings, please provide details in the space below.

Your feedback

When using our fitness centres, which of the following is most important to you?

Please rank from 1 to 6, with 1 being the most important to you and 6 being the least important to you.

|  | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Cost<br>Please select only one item                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Range of facilities<br>Please select only one item | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Location<br>Please select only one item            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Convenience<br>Please select only one item         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of staff<br>Please select only one item    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of service<br>Please select only one item  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

How likely are you to recommend our fitness centres to someone you know?

Please select only one item

- Very likely
- Quite likely
- No opinion
- Quite unlikely
- Very unlikely

Please provide details below.

If you have any suggestions for how we could improve your visit, please provide details below.

Additional comments

If you have any additional comments about our sports and fitness centres, please provide details below.

### About you

The following optional questions will help the Council to improve its services and be fair to everyone who lives in the borough. The information you provide will be used for statistical and research purposes only and will be stored securely. If there are any questions you do not wish to answer, please move on to the next question.

### Why do we ask the 'About you' questions?

The Council asks Equality Monitoring questions at the end of all of our public consultations. It might not seem obvious why they're relevant to each individual consultation, but we need to be sure that we're being fair, and considering the impacts of any possible changes on any groups with protected characteristics. The Council is required to do this under Equalities legislation.

The questions help us to:

- identify residents' needs and whether the services we provide are right for them
- be better positioned to know whether we are providing fair and equal access to all groups of people who need our services
- identify how we can improve services to make them more accessible and inclusive
- understand who is or is not responding to our consultations

The questions are optional – if respondents don't feel comfortable providing this information they are under no obligation to do so. All monitoring data is classed as personal data and is treated as confidential, in line with Data Protection requirements.

There is a helpful guide by Stonewall on this issue called 'What's it got to do with you?' which you can read by clicking [here](#).

#### Are you:

Please select only one item

- Male
- Female
- Prefer not to say
- Prefer to self-describe:

#### What was your age last birthday?

Please select only one item

- 19 and under
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say



**What was your age last birthday?**

*Please select only one item*

- 19 and under
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

**Do you consider yourself to have a disability?**

*Please select only one item*

- Yes
- No
- Prefer not to say

**What is your ethnic group?**

*Please select only one item*

- White
- Mixed/multiple ethnic groups
- Asian or Asian British
- Black/African/Caribbean/Black British
- Prefer not to say
- Other ethnic group, please specify: