



**WATFORD
BOROUGH
COUNCIL**

LEISURE MANAGEMENT CONTRACT TASK GROUP

Tuesday, 18th October, 2016

6.30 pm

Town Hall, Watford

Publication date: 13 October 2016

Agenda

Councillors D Barks, K Crout, J Dhindsa, K Hastrick and T Williams

1. **Committee membership and election of Chair**
2. **Disclosures of interest (if any)**
3. **Scrutiny proposal - Leisure Centre Management Contract Retender (Pages 3 - 8)**

The scrutiny proposal provides details of the remit of the task group.

4. **Leisure Centre survey results September 2016 (Pages 9 - 56)**

The appendices set out the responses from the stakeholder engagement carried out during September 2016.

5. **Exclusion of Press and Public**

The Chair to move: that, under Section 100A (4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during consideration of the item there would be disclosure to them of exempt information as defined in Section 100(1) of the Act for the reasons stated below in terms of Schedule 12A.

Note: if approved, the Chair will ask members of the press and public to leave the meeting at this point.

6. **Conclusions and recommendations**

The task group to discuss the responses from the survey and consider any recommendations it wishes to be forwarded to the Executive.

It is considered that this discussion is exempt information in accordance with Paragraph 3, Part 1 Schedule 12A, due to commercial sensitivity and that the information could give an unfair advantage over other bidders in the retender process as to possible priorities for the council.

Suggestions for topics to be scrutinised – evaluation table

A Member, Officer or member of the public suggesting a topic for scrutiny must complete Section 1 as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

Section 1 – Scrutiny Suggestion – To review and evaluate the findings of the stakeholder engagement (undertaken during September 2016) as part of the leisure centre management contract (LCMC) retender	
Proposer: Lesley Palumbo Head of Corporate Strategy and Client Services	
Topic recommended for scrutiny: <i>Please include as much detail as is available about the specific such as;</i> <ul style="list-style-type: none"> <i>areas which should be <u>included</u> in the review.</i> <i>areas which should be <u>excluded</u> from the review.</i> <i>Whether the focus should be on past performance, future policy or both.</i> 	<p>The council awarded a 10 year (2008-18) leisure centre management contract to Sports and Leisure Management (SLM – Everyone Active) to operate the leisure centres. Current LCMC expires 6 June 2018. The council is undertaking a procurement exercise to select a new leisure operator to deliver the leisure centre service</p> <p>As part of the retender process the council is conducting a stakeholder engagement with the following groups:</p> <ul style="list-style-type: none"> local residents (who could be users or non-users of the council owned leisure facilities e.g. Watford Centre and Woodside Leisure Centres and Woodside Athletics Stadium) leisure centre users and members user groups e.g. schools, colleges and sports clubs <p>to ascertain the level of satisfaction with the facility and the different areas and activities programmes. (copy of the questionnaire attached)</p> <p>The new contract will be designed with specific partnership principles and outcomes that will be reviewed on a regular basis to ensure that they remain in line with the council Vision</p>

<p>Why have you recommended this topic for scrutiny?</p>	<p>As part of the retender process feedback from users and non-users of the leisure centre service will provide valuable insight on the potential barriers to participation, current level of satisfaction and any operation issues with the facility</p>
<p>What are the specific outcomes you wish to see from the review?</p> <p><i>Examples might include:</i></p> <ul style="list-style-type: none"> • <i>To identify what is being done and what the potential barriers are;</i> • <i>To review relevant performance indicators;</i> • <i>To compare our policies with those of a similar authority;</i> • <i>To assess the environmental/social impacts;</i> • <i>To Benchmark current service provision;</i> • <i>To find out community perceptions and experience;</i> • <i>To identify the gap between provision and need</i> 	<p>For scrutiny to evaluate feedback from user and no-user questionnaire conducted during September 2016, topics included:</p> <ul style="list-style-type: none"> • How often they use the facilities • What activities they take part in e.g. swimming, gym and rackets sports • Identity areas that work well in the facilities • Identified areas which do not work well in the facilities • Future needs and demands e.g. different sports, activities spaces and programmes • Satisfaction levels • Would they recommend the facility to a friend or family member? <p>The feedback from users and non-users will also help shape and inform the new leisure contract and service specification for the new LCMC.</p>

<p>How do you think evidence might be obtained?</p> <p><i>Examples might include</i></p> <ul style="list-style-type: none"> • Questionnaires/Surveys • Site visits • Interviewing witnesses • Research • Performance data • Public hearings • Comparisons with other local authorities 	<p>The questionnaire will be distributed in the following ways:</p> <ul style="list-style-type: none"> • WBC council website and social media channels - user and non-user • WBC customer service centre – paper copies • Everyone Active – website, social media channels and user/sport clubs data base • Face to face meetings with WBC officers and general managers at the leisure centres
<p>Does the proposed item meet the following criteria?</p>	
<p>It must affect a group or community of people</p>	<ul style="list-style-type: none"> • All sections of the local community accesses the leisure facilities and the operator compiles with the 2010 Equalities Act
<p>It must relate to a service, event or issue in which the council has a significant stake</p>	<ul style="list-style-type: none"> • In 2007 the council invested £24m to build a new leisure centre (Central) and refurbish and extend the provision at the existing facility (Woodside). Over one million visits were recorded in 2013-14 and 1.2 million visits in 2014-15 • The leisure centres are a high profile front facing public service which helps to deliver the council corporate objectives

<p>It must not have been a topic of scrutiny within the last 12 months</p> <p><i>There will be exceptions to this arising from notified changing circumstances. Scrutiny will also maintain an interest in the progress of recommendations and issues arising from past reports.</i></p>	N/A
<p>It must not be an issue, such as planning or licensing, which is dealt with by another council committee</p>	N/A
<p>Does the topic meet the council's priorities?</p>	<p>WBC Corporate Objectives</p> <ul style="list-style-type: none"> • Champion smart growth and economic prosperity <ul style="list-style-type: none"> • The current LCMC operator employees over 400 people the majority are Watford residents • Provide for our vulnerable and disadvantaged communities <ul style="list-style-type: none"> • The LCMC service specification has a progressive concessionary pricing policy, which allows all sections of the community to access the leisure facilities • Deliver a digital Watford to empower our community <ul style="list-style-type: none"> • The current operator employs a wide range of digital and ITC packages e.g. online bookings and exercise programmes to users of the service • Secure our own financial future <ul style="list-style-type: none"> • The current LCMC operator pays WBC a positive management fee to deliver the leisure centre service

<p>Are you aware of any limitations of time, other constraints or risks which need to be taken into account?</p> <p><i>Factors to consider are:</i></p> <ul style="list-style-type: none"> • <i>forthcoming milestones, demands on the relevant service area and member availability:</i> • <i>imminent policy changes either locally, regionally or nationally within the area under review.</i> 	<p>The engagement will conclude 30 September 2016 and the observations and recommendations by the OSC group will help inform the new LCMC and service specification</p>
<p>Does the topic involve a Council partner or other outside body?</p>	<p>The current LCMC operator is Everyone Active (SLM)</p>

<p>Are there likely to be any Equality implications which will need to be considered?</p> <p><i>Protected characteristics under the Equality Act 2010 are:</i></p> <ul style="list-style-type: none"> • Age • Disability • Gender reassignment • Pregnancy or maternity • Race • Religion or belief • Sex • Sexual orientation • Marriage or civil partnership (only in respect of the requirement to have due regard to the need to eliminate discrimination) 	<ul style="list-style-type: none"> • All sections of the local community accesses the leisure facilities and the operator complies with the 2010 Equalities Act • A full EIA will be conducted as part of the LCMC retender process
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<p>Sign off <i>(It is expected that any Councillor proposing a topic agreed by Overview and Scrutiny Committee will participate in the Task Group)</i></p>	
<p>Councillor/Officer</p> <p><i>Chris Fennell, Corporate Leisure and Community Client Section Head</i></p>	<p>Date</p> <p>30 August 2016</p>

PART A

Report to: Leisure Management Contract Task Group
Date of meeting: 18 October 2016
Report of: Corporate, Leisure & Community Client Section Head
Title: Scrutiny of the Leisure Centre survey results September 2016

1.0 SUMMARY

- 1.1 The current leisure centre management contract expires in June 2018; the council are in the pre procurement phase of the retender process.

An important part of the retender process is to understand what current users/customers think of the service provided and do the leisure facilities meet their current and consider their future sports and physical activity needs.

In order to gauge users/customers opinions a satisfaction survey was conducted during September 2016. 516 users responded to the survey which is an increase of 103 questionnaires compared to the 2013 survey.

2.0 RECOMMENDATIONS

- 2.1 To review the findings of the recent customer/user survey (Appendix 1) and provide recommendations to the Portfolio Holders meeting to be held on 14 November 2016 on the development of the future service specification for the new leisure contract.

Contact Officer:

For further information on this report please contact: Christopher Fennell -
Corporate, Leisure and Community Client Section Head: 01923-278317
chris.fennell@watford.gov.uk

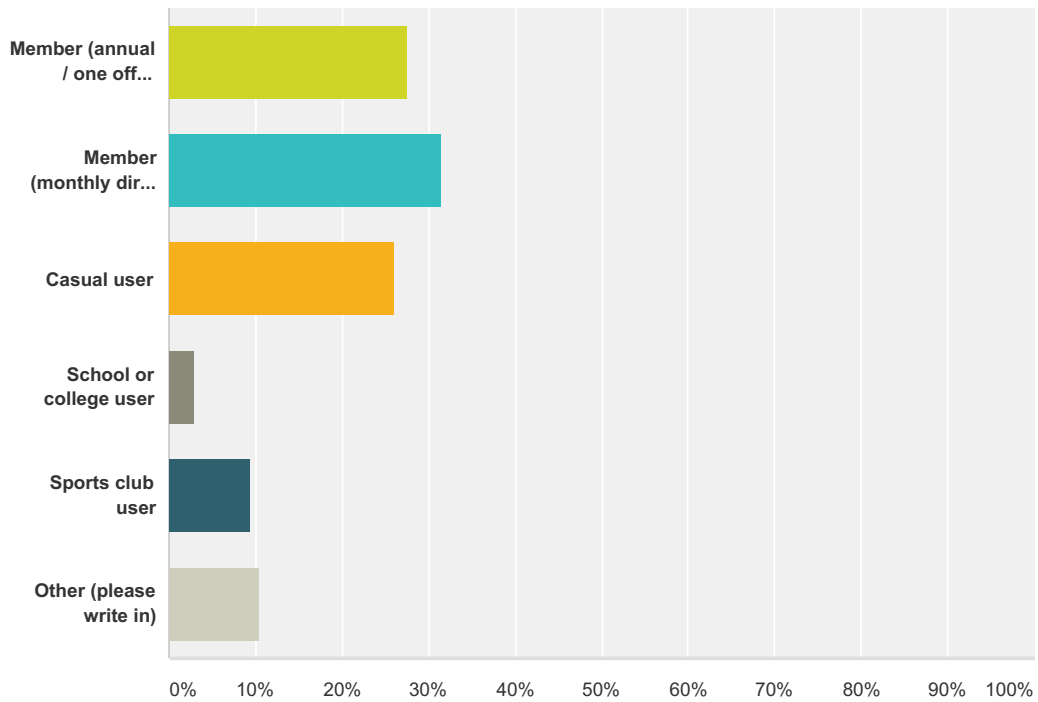
Report approved by: Lesley Palumbo Head of Corporate Strategy and Client Services

Appendices

- Appendix 1 – Leisure centre survey results – September 2016
- Appendix 2 – copy of questionnaire

Q1 What category of leisure centre user are you?

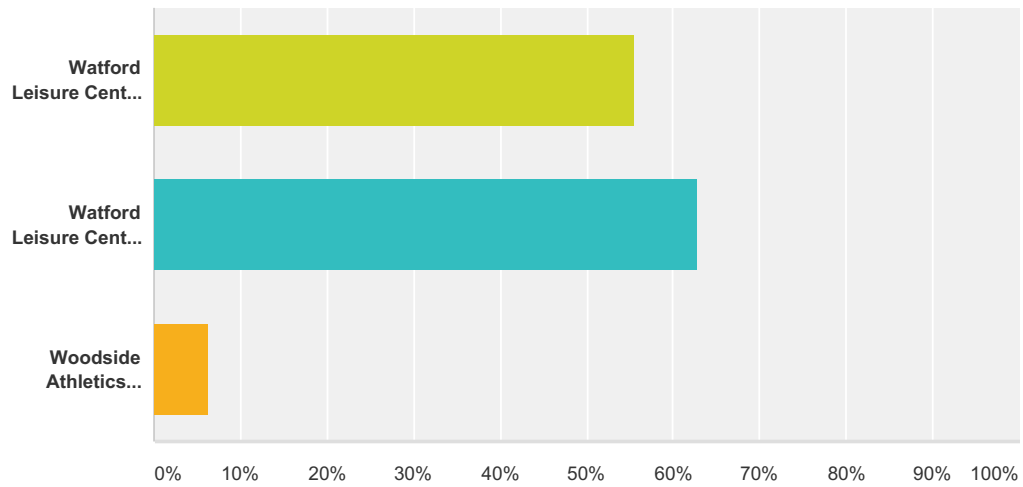
Answered: 517 Skipped: 1



Answer Choices	Responses	
Member (annual / one off payment)	27.66%	143
Member (monthly direct debit)	31.53%	163
Casual user	26.11%	135
School or college user	2.90%	15
Sports club user	9.48%	49
Other (please write in)	10.44%	54
Total Respondents: 517		

Q2 Which of the following Watford leisure facility do you use?

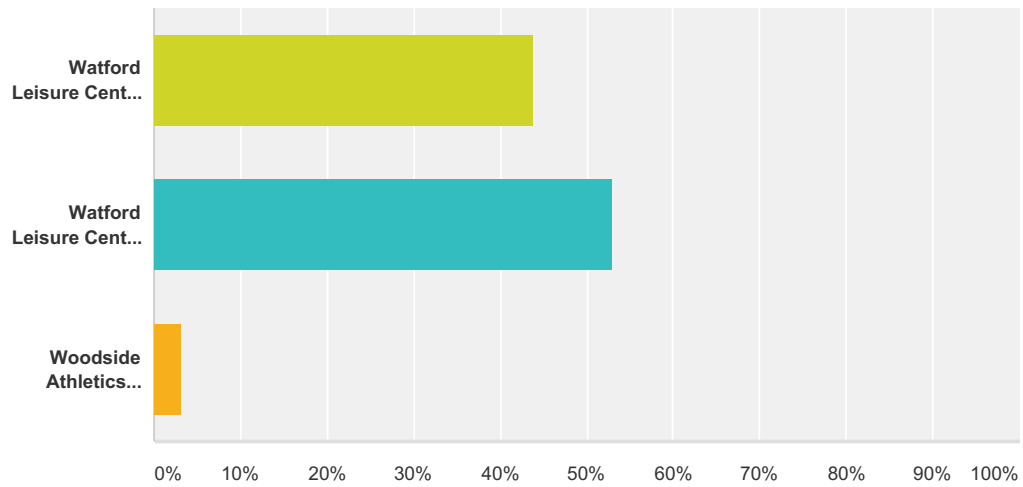
Answered: 515 Skipped: 3



Answer Choices	Responses	
Watford Leisure Centre - Central	55.53%	286
Watford Leisure Centre - Woodside	62.91%	324
Woodside Athletics Stadium	6.21%	32
Total Respondents: 515		

Q3 Which Watford leisure facility do you use most often?

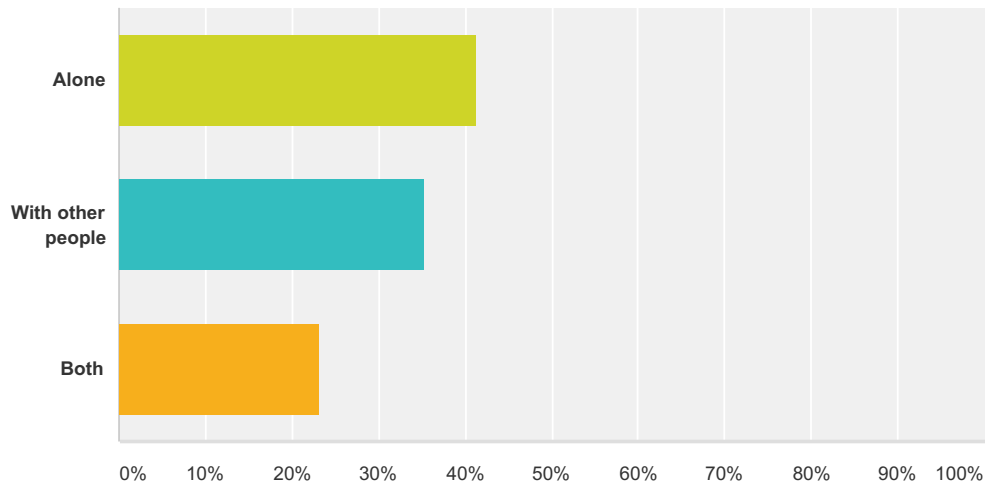
Answered: 514 Skipped: 4



Answer Choices	Responses
Watford Leisure Centre - Central	43.77% 225
Watford Leisure Centre - Woodside	53.11% 273
Woodside Athletics Stadium	3.11% 16
Total	514

Q4 Do you usually go to the facility alone or with other people?

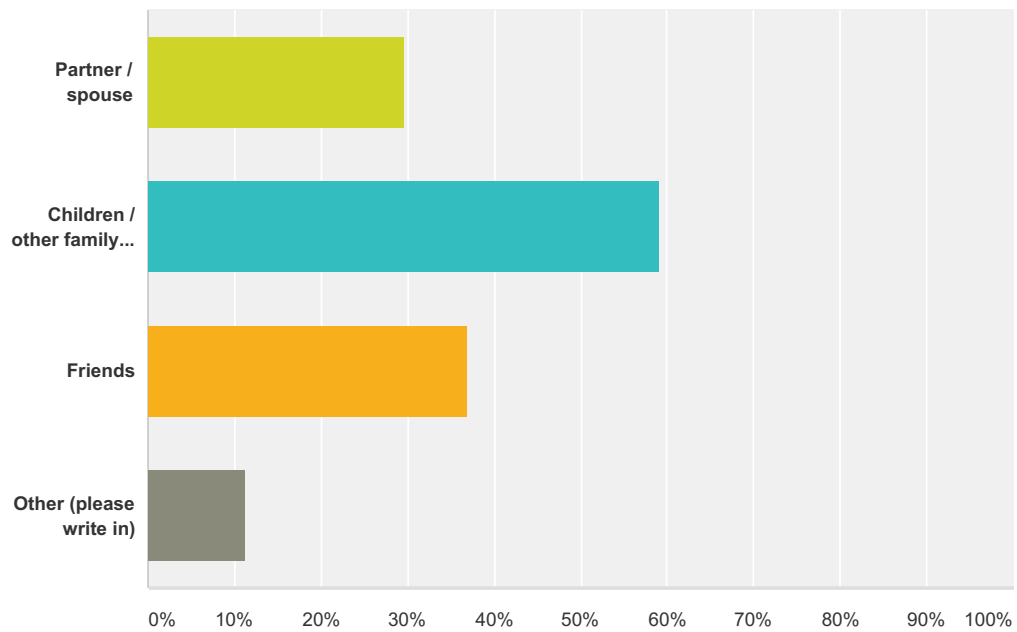
Answered: 512 Skipped: 6



Answer Choices	Responses
Alone	41.41% 212
With other people	35.35% 181
Both	23.24% 119
Total	512

Q5 If you go with other people, who are they?

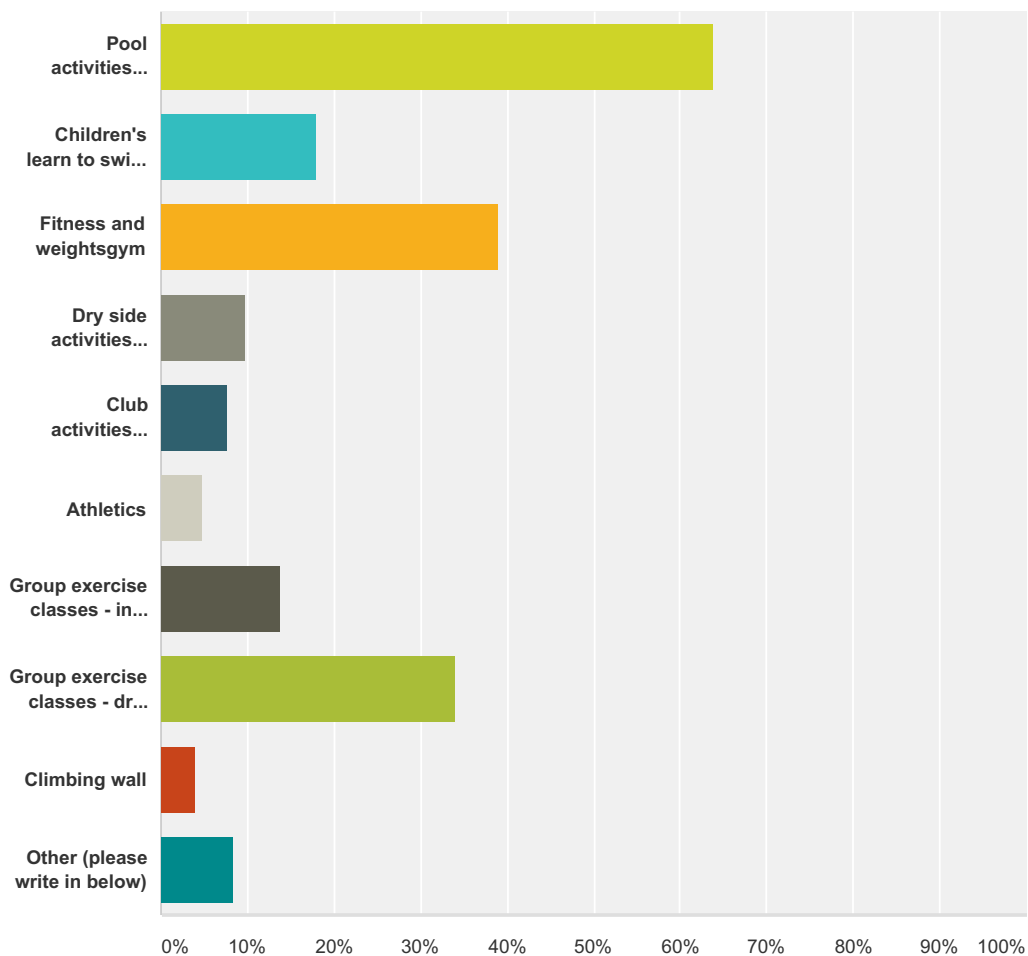
Answered: 301 Skipped: 217



Answer Choices	Responses	
Partner / spouse	29.57%	89
Children / other family members	59.14%	178
Friends	36.88%	111
Other (please write in)	11.30%	34
Total Respondents: 301		

Q6 Whatsport / leisure activities do you and / or your family usually take part in ? Please tick all that apply

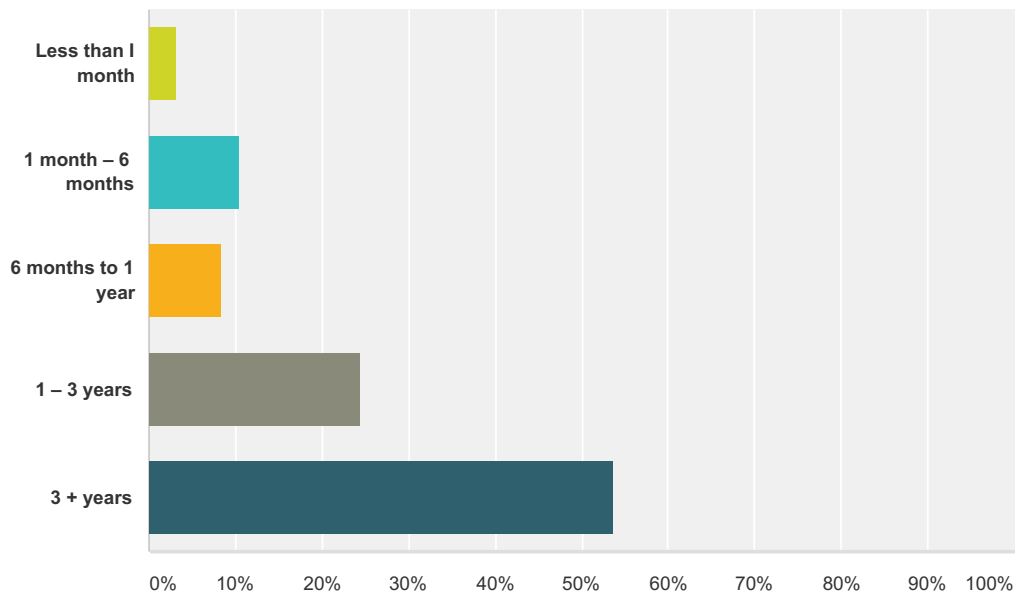
Answered: 507 Skipped: 11



Answer Choices	Responses	
Pool activities (including general swimming)	63.91%	324
Children's learn to swim scheme	17.95%	91
Fitness and weightsgym	39.05%	198
Dry side activities (squash, badminton, holiday camps, 5 a-side etc)	9.86%	50
Club activities (including Watford Swimming Club, martial arts, Watford Harriers, gymnastics etc)	7.69%	39
Athletics	4.73%	24
Group exercise classes - in the pool	13.81%	70
Group exercise classes - dry side	34.12%	173
Climbing wall	3.94%	20
Other (please write in below)	8.28%	42
Total Respondents: 507		

Q7 How long have you been using the leisure facility you and / or your family use most often?

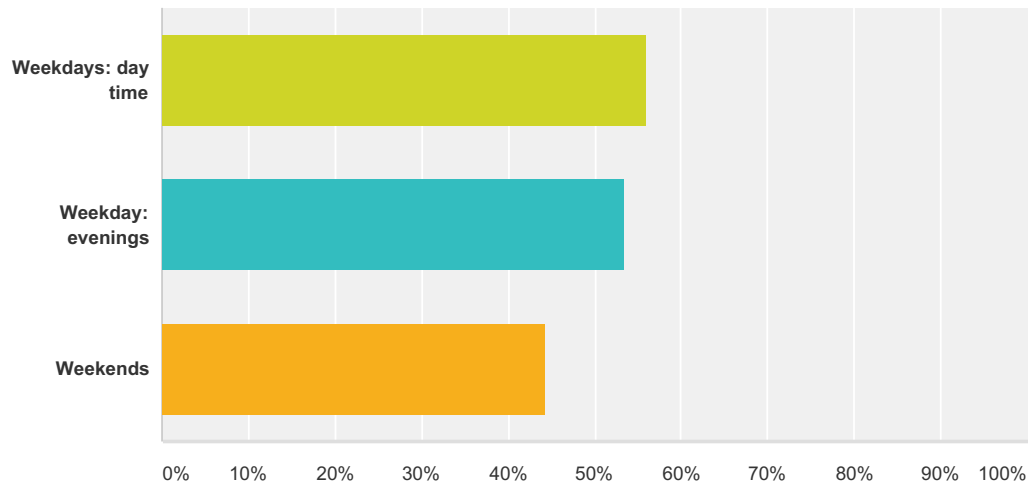
Answered: 501 Skipped: 17



Answer Choices	Responses	
Less than 1 month	3.19%	16
1 month – 6 months	10.38%	52
6 months to 1 year	8.38%	42
1 – 3 years	24.35%	122
3 + years	53.69%	269
Total		501

Q8 When do you visit the leisure facility - either individually or with a family member?

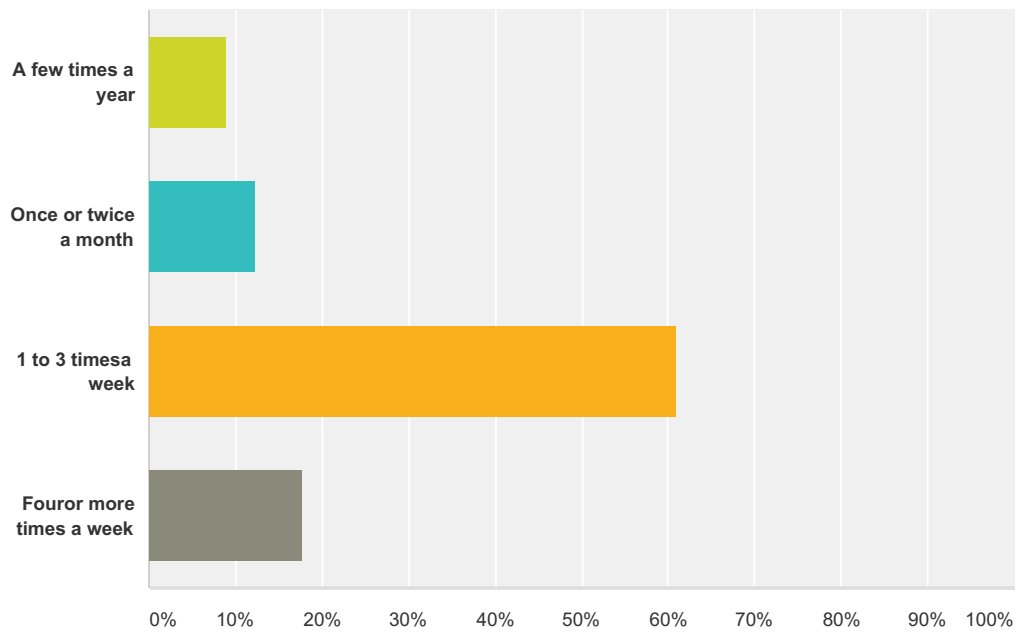
Answered: 500 Skipped: 18



Answer Choices	Responses
Weekdays: day time	56.00% 280
Weekday: evenings	53.40% 267
Weekends	44.20% 221
Total Respondents: 500	

Q9 How often do you visit the leisure facility?

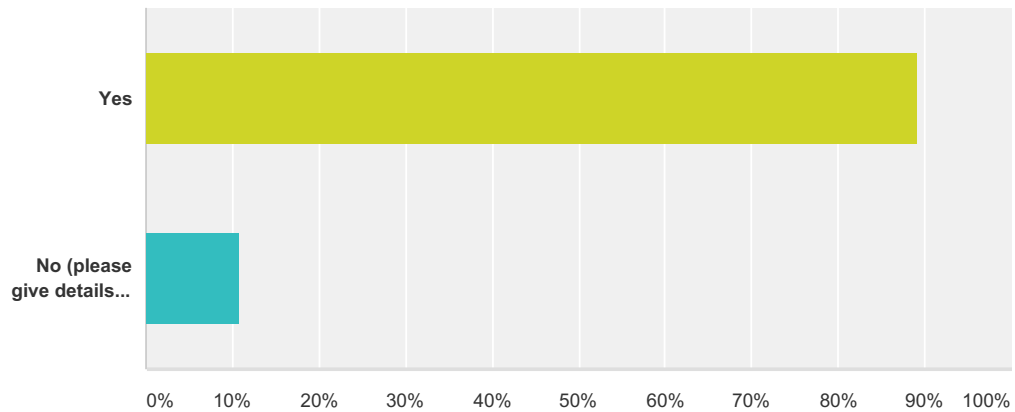
Answered: 497 Skipped: 21



Answer Choices	Responses
A few times a year	9.05% 45
Once or twice a month	12.27% 61
1 to 3 times a week	60.97% 303
Four or more times a week	17.71% 88
Total	497

Q10 Do the opening hours of the leisure facilities meet your needs?

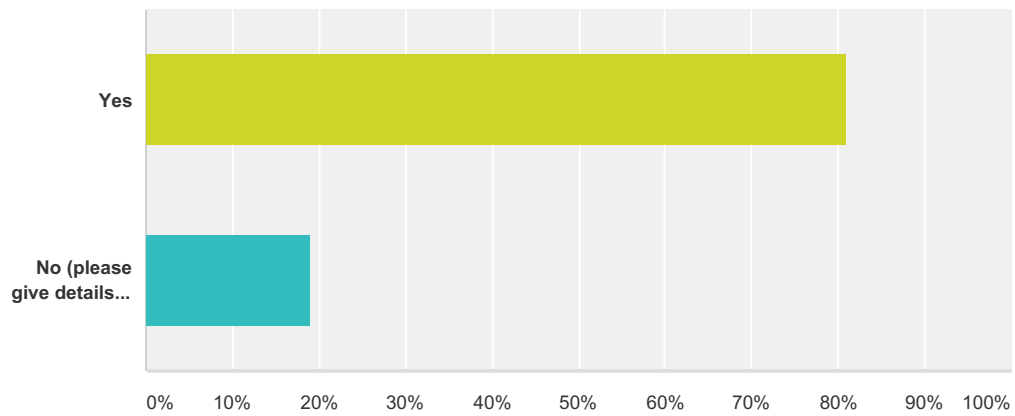
Answered: 496 Skipped: 22



Answer Choices	Responses	
Yes	89.11%	442
No (please give details below)	10.89%	54
Total		496

Q11 Does the current mixture of activities and facilities at the leisure venues meet your needs?

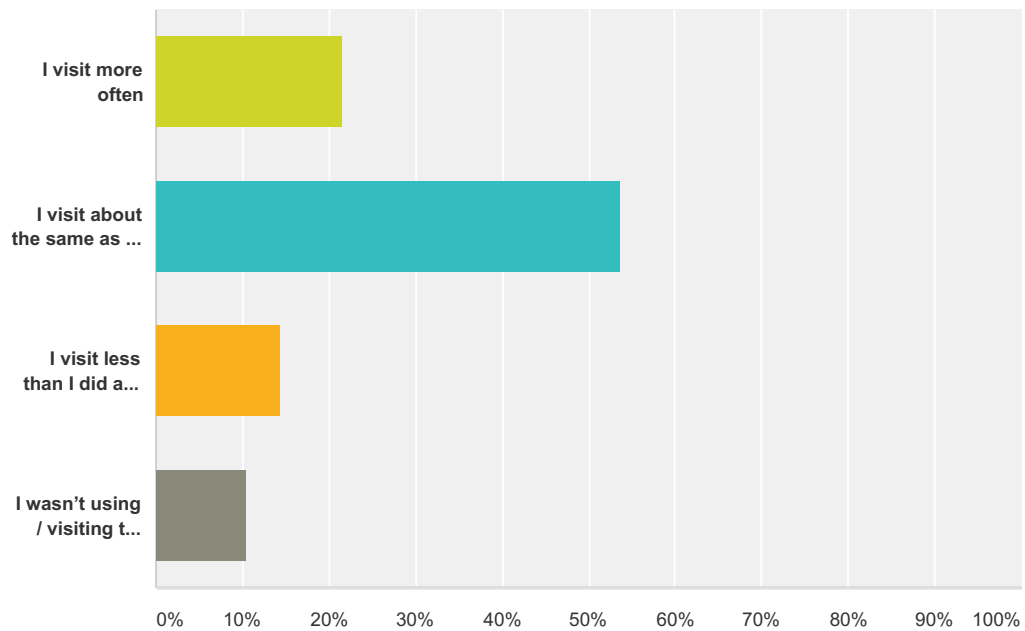
Answered: 494 Skipped: 24



Answer Choices	Responses	
Yes	80.97%	400
No (please give details below)	19.03%	94
Total		494

Q12 Thinking about how often you currently visit the leisure facilities, how does this compare with a year ago?

Answered: 478 Skipped: 40



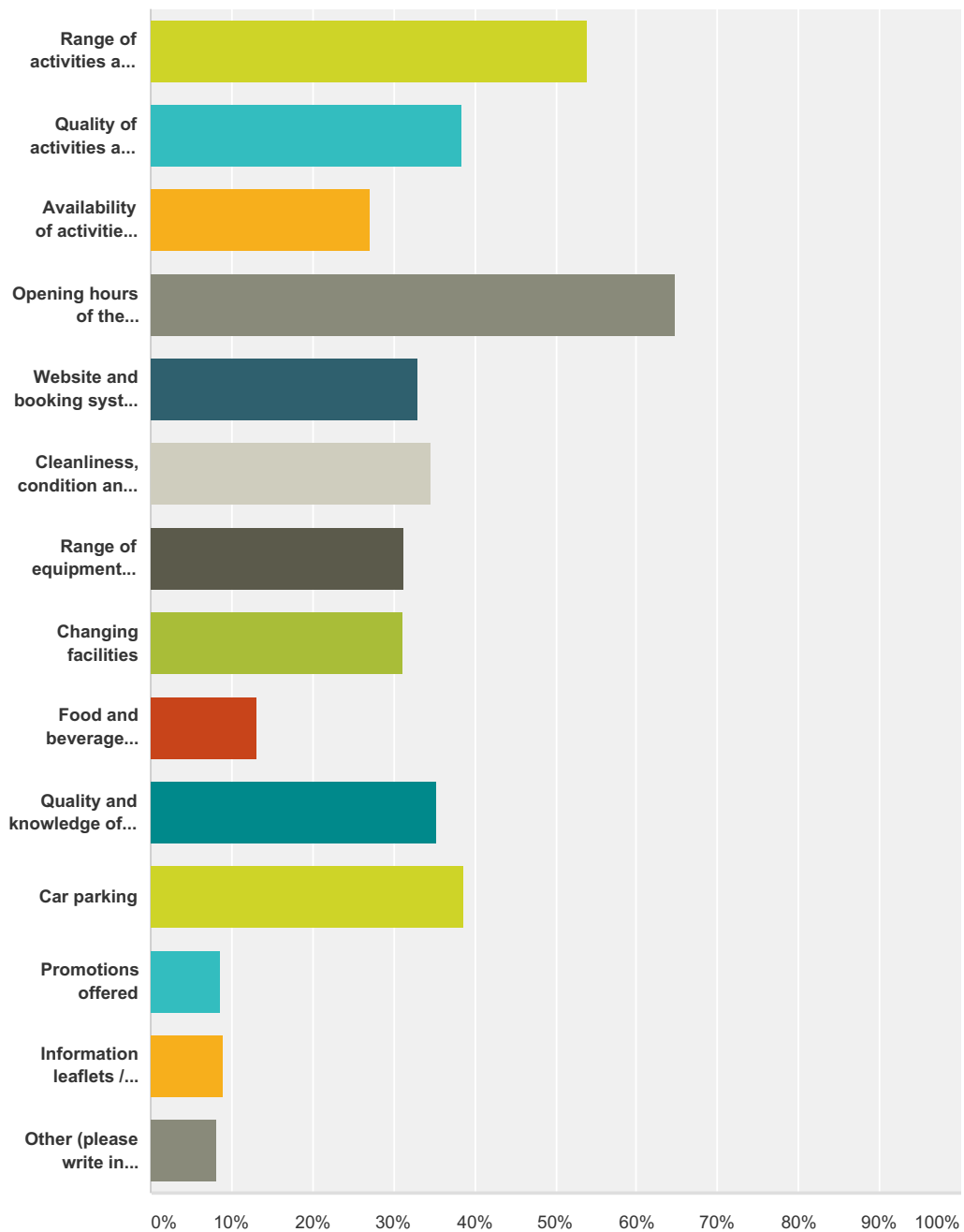
Answer Choices	Responses	
I visit more often	21.55%	103
I visit about the same as I did a year ago	53.56%	256
I visit less than I did a year ago	14.44%	69
I wasn't using / visiting the facilities a year ago	10.46%	50
Total		478

Q13 What things affect how often you visit the leisure facilities? Please write in below.

Answered: 358 Skipped: 160

**Q14 In your opinion, which of the following work well at the leisure facilities you use?
Please tick all that apply**

Answered: 459 Skipped: 59



Answer Choices	Responses	
Range of activities and classes	53.81%	247
Quality of activities and classes	38.34%	176
Availability of activities and classes	27.23%	125
Opening hours of the facilities	64.71%	297
Website and booking systems (online and in person)	32.90%	151

Watford Leisure Facilities Survey - 2016

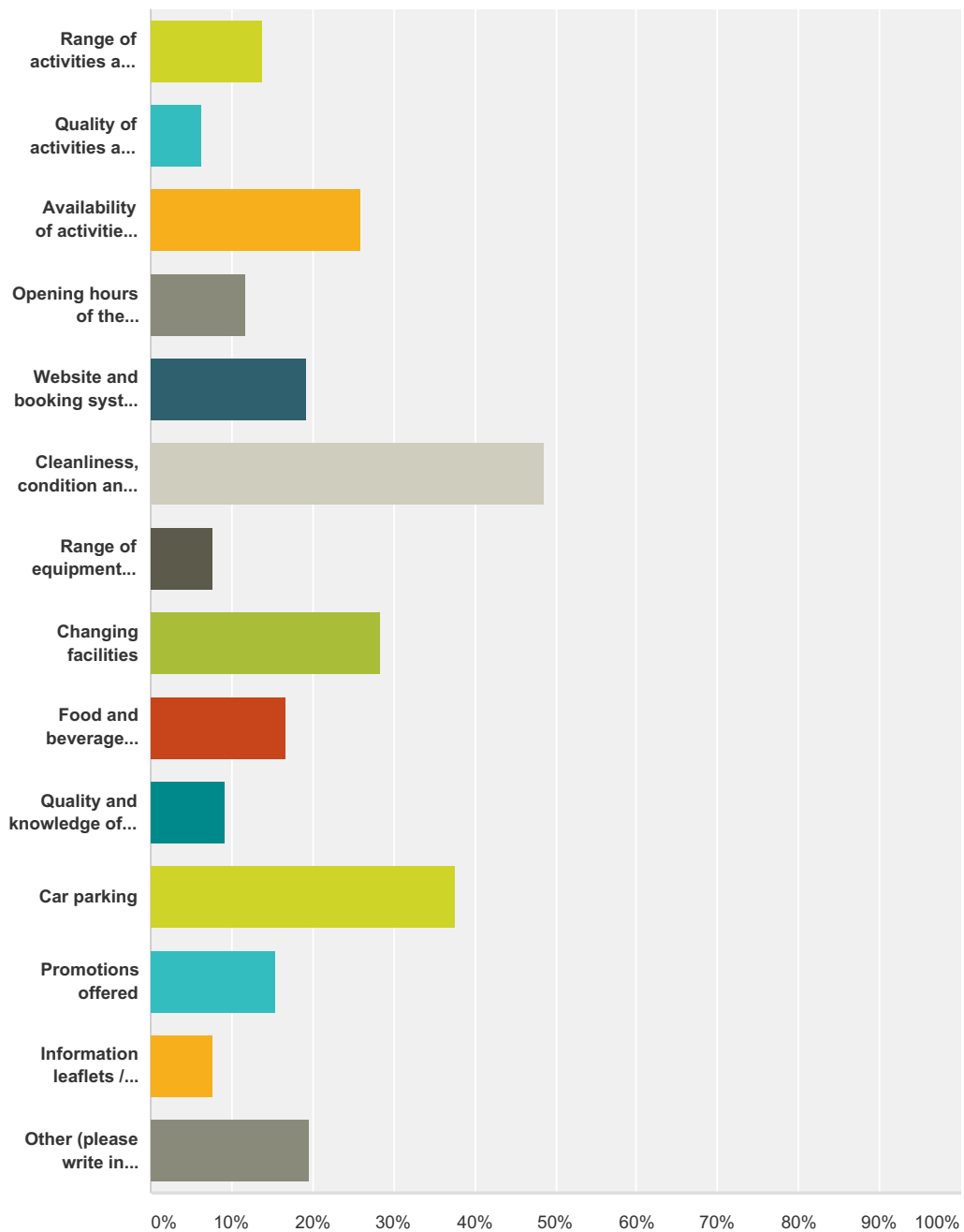
Cleanliness, condition and maintenance of the facilities and equipment	34.64%	159
Range of equipment (groups exercise and fitness gym etc.)	31.37%	144
Changing facilities	31.15%	143
Food and beverage facilities (café and/or vending)	13.07%	60
Quality and knowledge of staff and instructors	35.29%	162
Car parking	38.56%	177
Promotions offered	8.50%	39
Information leaflets / online information etc	8.93%	41
Other (please write in below)	8.06%	37
Total Respondents: 459		

Q15 Please give more details about the areas you think work well at the leisure facilities you use. Please write in below.

Answered: 223 Skipped: 295

Q16 In your opinion, which of the following need improving at the leisure facilities you use? Please tick all that apply.

Answered: 438 Skipped: 80



Answer Choices	Responses	
Range of activities and classes	13.70%	60
Quality of activities and classes	6.16%	27
Availability of activities and classes	25.80%	113
Opening hours of the facilities	11.64%	51
Website and booking systems (online and in person)	19.18%	84

Watford Leisure Facilities Survey - 2016

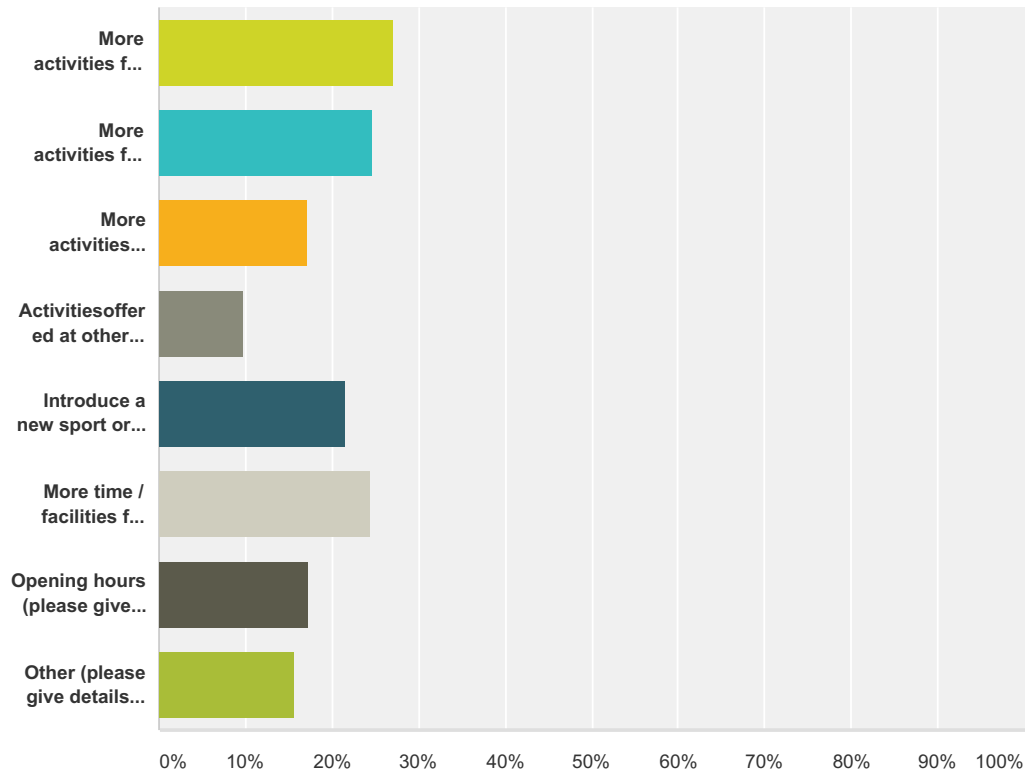
Cleanliness, condition and maintenance of the facilities and equipment	48.63%	213
Range of equipment (groups exercise and fitness gym etc.)	7.76%	34
Changing facilities	28.31%	124
Food and beverage facilities (café and/or vending)	16.67%	73
Quality and knowledge of staff and instructors	9.13%	40
Car parking	37.67%	165
Promotions offered	15.53%	68
Information leaflets / online information etc	7.76%	34
Other (please write in below)	19.63%	86
Total Respondents: 438		

Q17 Please give more details about the areas you think need improving at the leisure facilities you use. Please write in below.

Answered: 332 Skipped: 186

Q18 Thinking about the future, is there anything else you would like the leisure facilities to provide or change? Please tick all that apply.

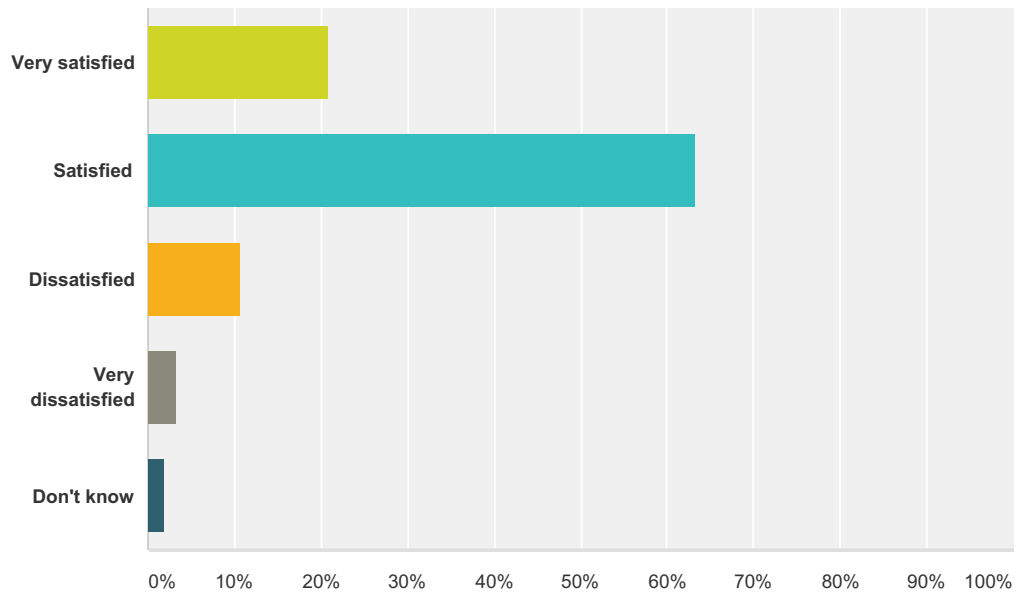
Answered: 287 Skipped: 231



Answer Choices	Responses	
More activities for young people and teenagers (please give details below)	27.18%	78
More activities for adults (please give details below)	24.74%	71
More activities tailored to the 55+ age group (please give details below)	17.07%	49
Activities offered at other locations / venues across the town	9.76%	28
Introduce a new sport or activity (please give details below)	21.60%	62
More time / facilities for a particular sport / activity (please give details below)	24.39%	70
Opening hours (please give details below)	17.42%	50
Other (please give details below)	15.68%	45
Total Respondents: 287		

**Q19 Overall, how satisfied are you with
Watford leisure facilities (Watford Leisure
Centre: Central, Watford Leisure Centre:
Woodside and Woodside Athletics
Stadium)?**

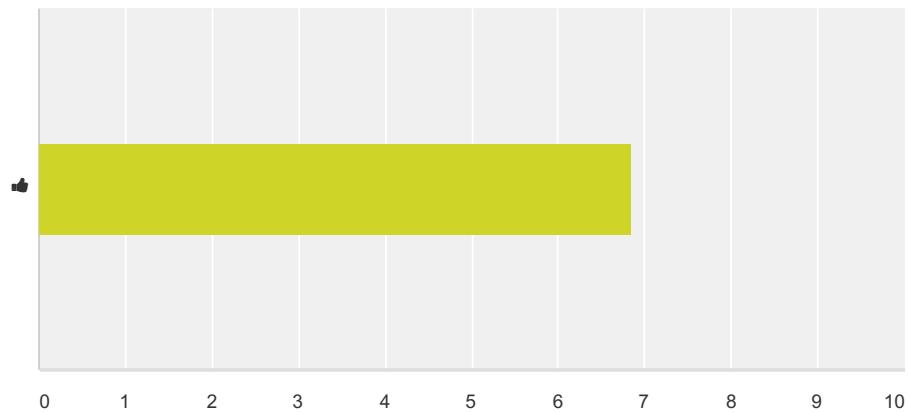
Answered: 455 Skipped: 63



Answer Choices	Responses	
Very satisfied	20.88%	95
Satisfied	63.30%	288
Dissatisfied	10.55%	48
Very dissatisfied	3.30%	15
Don't know	1.98%	9
Total		455

Q20 On a scale of 1 to 10 how likely are you to recommend one or more of Watford's leisure facilities to a friend or family member with 1 being you wouldn't recommend the facilities to 10 being you would recommend the facilities? Please tick the appropriate thumb!

Answered: 448 Skipped: 70



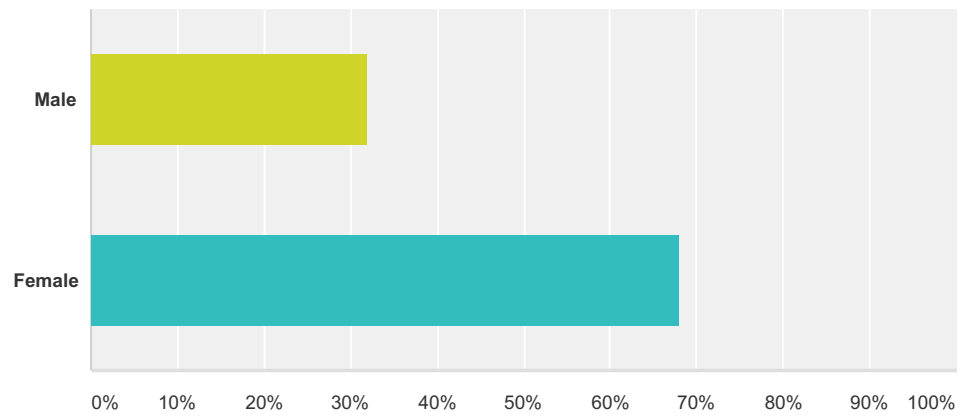
	1 I wouldn't recommend the facilities	2	3	4	5	6	7	8	9	10 I would recommend the facilities	Total	Weighted Average
👍	3.13% 14	1.34% 6	2.46% 11	4.24% 19	8.26% 37	9.15% 41	15.18% 68	26.79% 120	12.28% 55	17.19% 77	448	6.84

Q21 Are there any other comments you would like to make about Watford leisure facilities? Please write in below

Answered: 152 Skipped: 366

Q22 Are you?

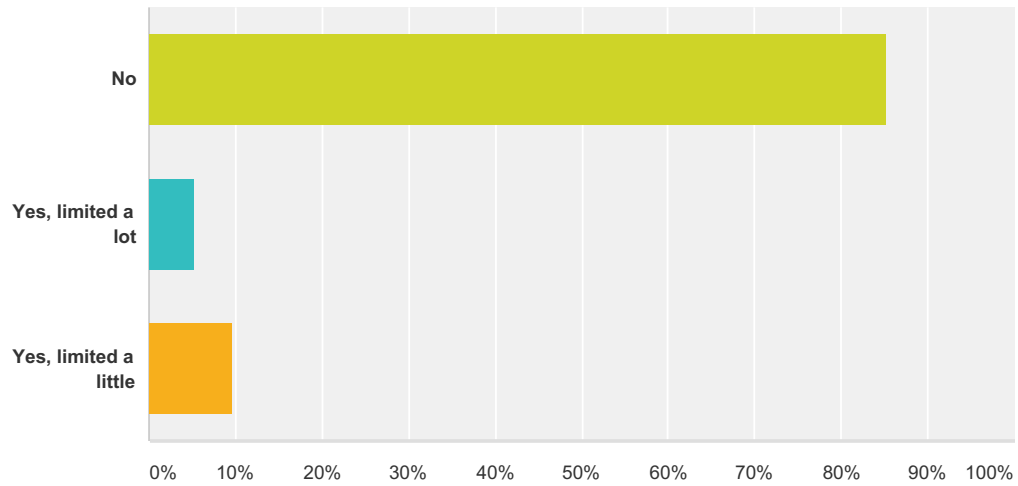
Answered: 453 Skipped: 65



Answer Choices	Responses	
Male	32.01%	145
Female	67.99%	308
Total		453

Q23 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

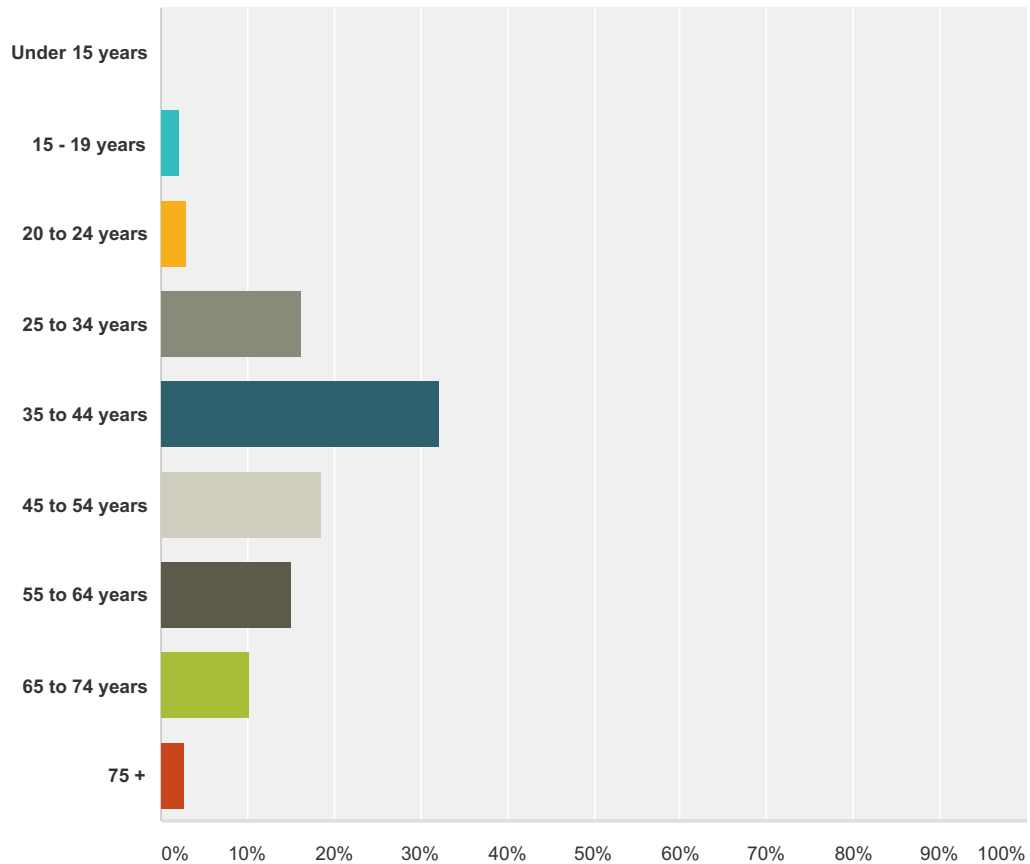
Answered: 446 Skipped: 72



Answer Choices	Responses	
No	85.20%	380
Yes, limited a lot	5.16%	23
Yes, limited a little	9.64%	43
Total		446

Q24 Your age – please indicate your current age group

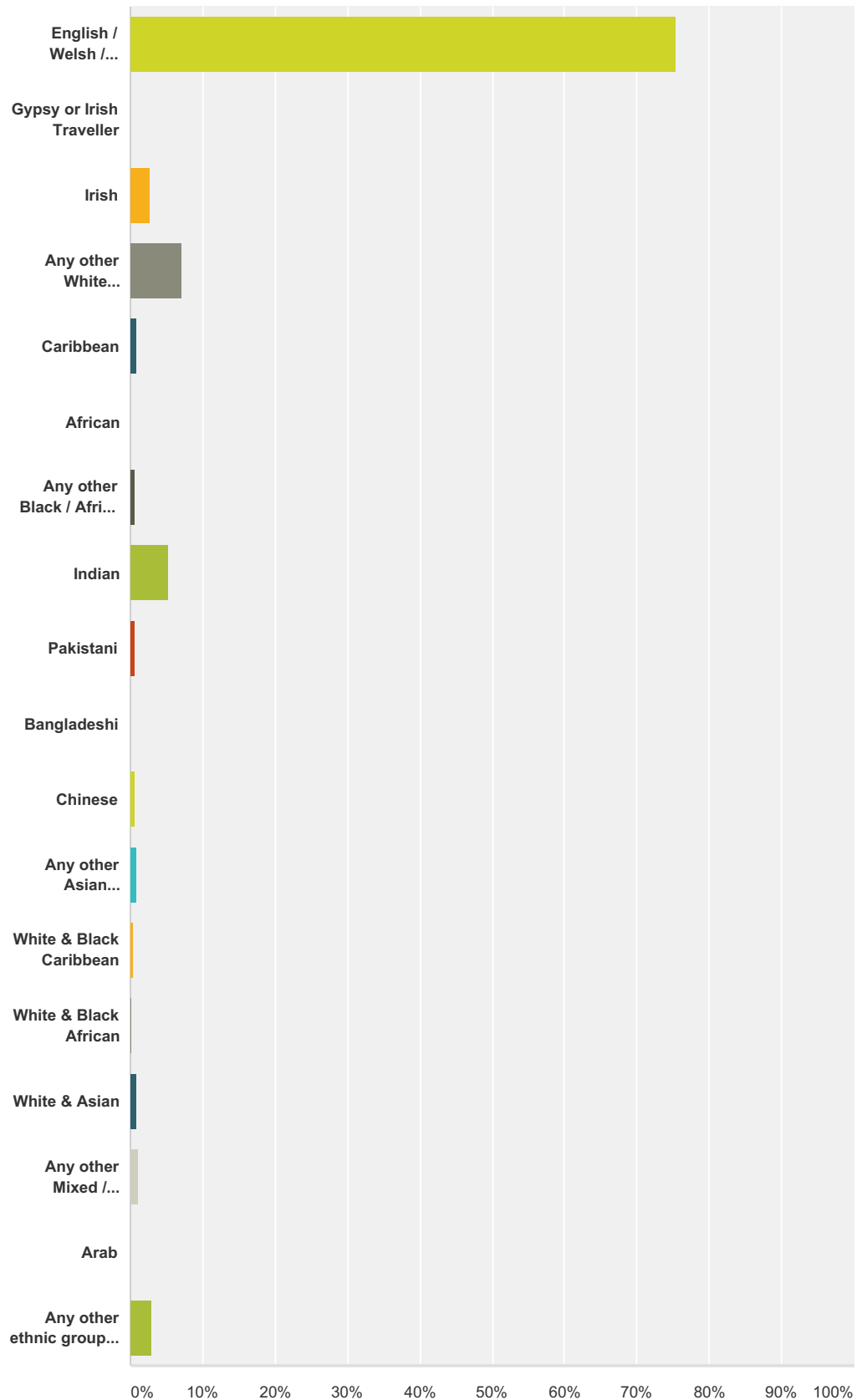
Answered: 447 Skipped: 71



Answer Choices	Responses
Under 15 years	0.00% 0
15 - 19 years	2.01% 9
20 to 24 years	2.91% 13
25 to 34 years	16.33% 73
35 to 44 years	32.21% 144
45 to 54 years	18.57% 83
55 to 64 years	14.99% 67
65 to 74 years	10.29% 46
75 +	2.68% 12
Total	447

Q25 To which of these groups do you consider you belong?

Answered: 439 Skipped: 79

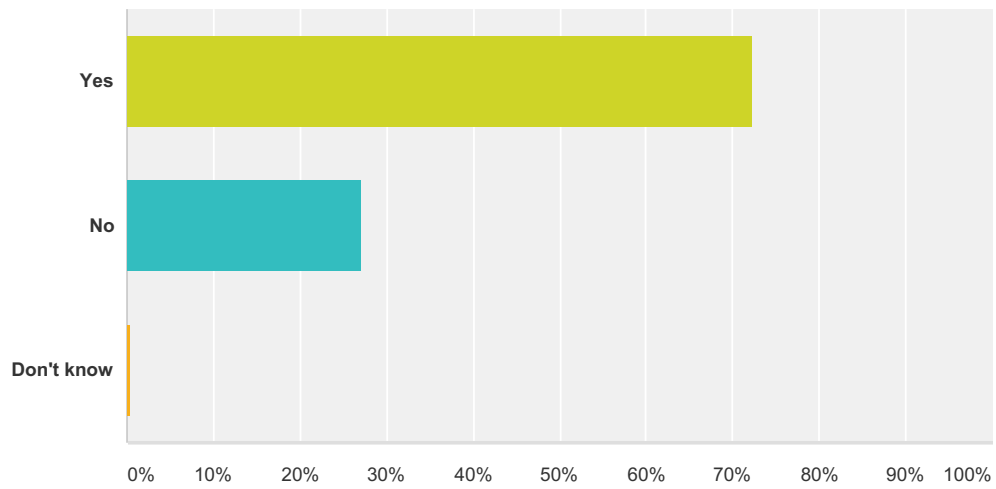


Watford Leisure Facilities Survey - 2016

English / Welsh / Scottish / Northern Irish / British	75.40%	331
Gypsy or Irish Traveller	0.00%	0
Irish	2.73%	12
Any other White background (write in below)	7.06%	31
Caribbean	0.91%	4
African	0.00%	0
Any other Black / African / Caribbean background (write in below)	0.68%	3
Indian	5.24%	23
Pakistani	0.68%	3
Bangladeshi	0.00%	0
Chinese	0.68%	3
Any other Asian background (write in below)	0.91%	4
White & Black Caribbean	0.46%	2
White & Black African	0.23%	1
White & Asian	0.91%	4
Any other Mixed / multiple ethnic background (write in below)	1.14%	5
Arab	0.00%	0
Any other ethnic group (write in below)	2.96%	13
Total		439

Q26 Are you a Watford borough resident?

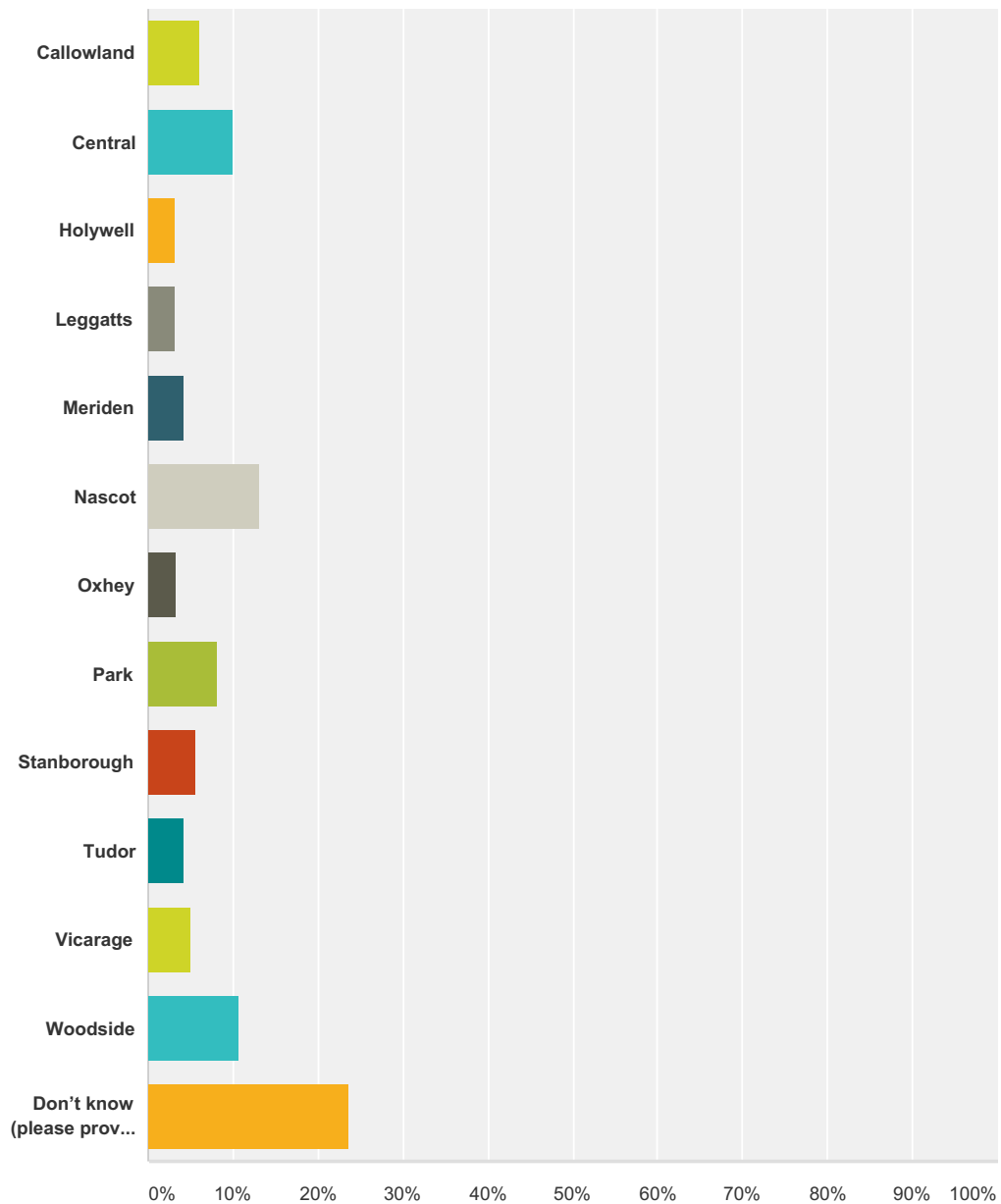
Answered: 448 Skipped: 70



Answer Choices	Responses
Yes	72.32% 324
No	27.23% 122
Don't know	0.45% 2
Total	448

Q27 What ward do you live in?

Answered: 359 Skipped: 159



Answer Choices	Responses
Callowland	6.13% 22
Central	10.03% 36
Holywell	3.06% 11
Leggatts	3.06% 11
Meriden	4.18% 15
Nascot	13.09% 47
Oxhey	3.34% 12
Park	8.08% 29
Stanborough	5.57% 20

Watford Leisure Facilities Survey - 2016

Tudor	4.18%	15
Vicarage	5.01%	18
Woodside	10.58%	38
Don't know (please provide your postcode below)	23.68%	85
Total		359

Q28 Please provide your details if you wish to be entered into the Prize Draw for £25 worth of Intu vouchers. Your information will not be used for any other purposes. All surveys completed with name and contact details and received by 30 September 2016 will be entered into the prize draw. Four entries will be selected on 3 October 2016. The winners will be notified by email / post (depending on how they have completed the survey). The winners will each receive £25 worth of Intu vouchers. They cannot be exchanged for cash. The council's decision will be final.

Answered: 340 Skipped: 178

Answer Choices	Responses	
Name	100.00%	340
Contact details (e.g. email address; phone number)	98.82%	336

Q13 What things affect how often you visit the leisure facilities? Please write in below.

Answered: 358 Skipped: 160

Child Care Badminton Courts Attend Look School Injury
Gym Cleanliness Holidays Woodside
Parking Working Hours Pool Health
Swimming Cost Commitments
Price Facilities Weather
Classes Available Friends Book Waiting List
Evening Sports Day Busy Leisure Centre

Q15 Please give more details about the areas you think work well at the leisure facilities you use. Please write in below.

Answered: 223 Skipped: 295

Leisure Centre Gives Variety of Classes Families
Good Quality Meet Climbing Lockers
Changing Rooms Track Gym Trainers
Swimming changing Area Staff
Morning Instructors Group Exercise
Booking Sports Range of Activities
Decent Opening Hours Food Lots Yoga Children

Q17 Please give more details about the areas you think need improving at the leisure facilities you use. Please write in below.

Answered: 332 Skipped: 186

Body Half an Hour Early Morning Wet Side
Booking System Membership Card Machines
Climbing Wall Gym Stadium
Changing Area Training Swimming
Quality Parking Athletics Track
Changing Rooms Ask Book
Badminton Nets Equipment School Holidays
Pool Side Group Exercise Management Mopping the Floor
Allowed Warm

Q21 Are there any other comments you would like to make about Watford leisure facilities? Please write in below

Answered: 152 Skipped: 366

Climbing Wall Job Leisure Equipment

Management Stop Parking Receptionists

Woodside Quality of Life Swimming

Service Pool Value for Money Staff Health

Needs Increase Centre Signs Facilities

Teenagers Activities Issues Booking Mention

Particularly

Watford Leisure Facilities Survey: 2016



Watford leisure facilities : tell us what you think

Watford leisure facilities - Watford Leisure Centre - Central, Watford Leisure Centre – Woodside and Woodside Athletics Stadium are all very popular local facilities, which welcome thousands of customers every week. We know that they all have a strong commitment to their customers and to providing good quality facilities where people can exercise, keep fit, relax and socialise.

This survey has been designed to tell us how you feel the facilities perform.

We hope that you will be able to spend a few minutes completing the survey.

The survey is open until 30 September 2016.

If you have any questions about the survey please contact client_services@watford.gov.uk or call (01923) 278318. Thank you so much for taking the time to complete the survey. We are offering **£25 worth of Intu vouchers** to 4 people who complete the survey - just fill in your details at the end of the survey to be included in the Prize Draw. Your information will not be used for any other purposes.

Regards

Chris Fennell

Corporate, Leisure and Community Client Section Head

Watford Borough Council

1. What category of leisure centre user are you?		
<input type="checkbox"/> Member	<input type="checkbox"/> Sports club user	
<input type="checkbox"/> Casual user	<input type="checkbox"/> Other (please write in)	
<input type="checkbox"/> School or college user	<div>.....</div> <div>.....</div>	
2. Which of the following Watford leisure facility do you use?		
<input type="checkbox"/> Watford Leisure Centre: Central	<input type="checkbox"/> Watford Leisure Centre: Woodside	<input type="checkbox"/> Woodside Athletics Stadium
3. Which Watford leisure facility do you use most often?		
<input type="checkbox"/> Watford Leisure Centre: Central	<input type="checkbox"/> Watford Leisure Centre: Woodside	<input type="checkbox"/> Woodside Athletics Stadium
4. Do you usually go to the facility alone or with other people?		
		<input type="checkbox"/> Alone
		<input type="checkbox"/> With other people – please go to Q6

5. If you go with other people, who are they?				
<input type="checkbox"/> Partner / spouse <input type="checkbox"/> Children / other family members <input type="checkbox"/> Friends		<input type="checkbox"/> Other (please write in)		
6. What sport / leisure activities do you and / or your family usually take part in? Please tick all that apply.				
<input type="checkbox"/> Pool activities (including general swimming) <input type="checkbox"/> Children's learn to swim scheme <input type="checkbox"/> Fitness and weights gym <input type="checkbox"/> Dry side activities (squash, badminton, holiday camps, 5 a-side etc) <input type="checkbox"/> Club activities (including Watford Swimming Club, martial arts, Watford Harriers, gymnastics etc) <input type="checkbox"/> Athletics		<input type="checkbox"/> Group exercise classes – in the pool <input type="checkbox"/> Group exercise classes – dry side <input type="checkbox"/> Climbing wall <input type="checkbox"/> Other (please write in)		
7. How long have you been using the leisure facility you and / or your family use most often?				
<input type="checkbox"/> Less than 1 month	<input type="checkbox"/> 1 month – 6 months	<input type="checkbox"/> 6 months to 1 year	<input type="checkbox"/> 1 – 3 years	<input type="checkbox"/> 3 + years
8. When do you visit the leisure facility - either individually or with a family member? Please tick all that apply.				
<input type="checkbox"/> Weekday: day time		<input type="checkbox"/> Weekday: evenings		<input type="checkbox"/> Weekends
9. How often do you visit the leisure facility (either individually or with a family member)?				
<input type="checkbox"/> A few times a year	<input type="checkbox"/> Once or twice a month	<input type="checkbox"/> 1 to 3 times a week	<input type="checkbox"/> Five or more times a week	
10. Do the opening hours of the leisure facilities meet your needs?		<input type="checkbox"/> Yes	<input type="checkbox"/> No (please give details of what opening hours would better meet your needs)	
11. Does the current mixture of activities and facilities at the leisure venues meet your needs?		<input type="checkbox"/> Yes	<input type="checkbox"/> No (please give details of what activities / facilities would better meet your needs)	

12. Thinking about how often you currently visit the facilities, how does this compare with a year ago?			
<input type="checkbox"/> I visit more often	<input type="checkbox"/> I visit about the same as I did a year ago	<input type="checkbox"/> I visit less than I did a year ago	<input type="checkbox"/> I wasn't using / visiting the facilities a year ago
13. What things affect how often you visit the leisure facilities? Please write in below.			
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14. In your opinion, which of the following <u>work well</u> at the leisure facilities you use? Please tick all that apply.			
<input type="checkbox"/> Range of activities and classes <input type="checkbox"/> Quality of activities and classes <input type="checkbox"/> Availability of activities and classes <input type="checkbox"/> Opening hours of the facilities <input type="checkbox"/> Website and booking systems (online and in person) <input type="checkbox"/> Cleanliness, condition and maintenance of the facilities and equipment <input type="checkbox"/> Range of equipment (groups exercise and fitness gym etc.) <input type="checkbox"/> Changing facilities	<input type="checkbox"/> Food and beverage facilities (café and/or vending) <input type="checkbox"/> Quality and knowledge of staff and instructors <input type="checkbox"/> Car parking <input type="checkbox"/> Promotions offered <input type="checkbox"/> Information leaflets / online information etc. <input type="checkbox"/> Other (please write in)		
15. Please give more details about the areas you think <u>work well</u> at the leisure facilities you use. Please write in below.			
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16. In your opinion, which of the following need improving at the leisure facilities you use? Please tick all that apply.

<input type="checkbox"/> Range of activities and classes <input type="checkbox"/> Quality of activities and classes <input type="checkbox"/> Availability of activities and classes <input type="checkbox"/> Opening hours of the facilities <input type="checkbox"/> Website and booking systems (online and in person) <input type="checkbox"/> Cleanliness, condition and maintenance of the facilities and equipment <input type="checkbox"/> Range of equipment (groups exercise and fitness gym etc.) <input type="checkbox"/> Changing facilities	<input type="checkbox"/> Food and beverage facilities (café and/or vending) <input type="checkbox"/> Quality and knowledge of staff and instructors <input type="checkbox"/> Car parking <input type="checkbox"/> Promotions offered <input type="checkbox"/> Information leaflets / online information etc. <input type="checkbox"/> Other (please write in)
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17. Please give more details about the areas you think need improving at the leisure facilities you use. Please write in below.

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18. Thinking about the future, is there anything else you would like the leisure facilities to provide or change? Please tick all that apply.

<input type="checkbox"/> More activities for young people and teenagers (please give details below) <input type="checkbox"/> More activities for adults (please give details below) <input type="checkbox"/> More activities tailored to the 55+ age group (please give details below) <input type="checkbox"/> Activities offered at other locations / venues across the town	<input type="checkbox"/> Introduce a new sport or activity (please give details below) <input type="checkbox"/> More time / facilities for a particular sport / activity (please give details below) <input type="checkbox"/> Opening hours (please give details below) <input type="checkbox"/> Other (please give details below)
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Please write in details

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19. Overall, how satisfied are you with Watford leisure facilities (Watford Leisure Centre: Central, Watford Leisure Centre: Woodside and Woodside Athletics Stadium)									
<input type="checkbox"/> Very satisfied		<input type="checkbox"/> Satisfied		<input type="checkbox"/> Dissatisfied		<input type="checkbox"/> Very dissatisfied		<input type="checkbox"/> Don't know	
20. On a scale of 1 to 10 how likely are you to recommend one or more of Watford's leisure facilities to a friend or family member with 1 being you wouldn't recommend the facilities to 10 being you would recommend the facilities? Please circle the thumb that corresponds to your choice.									
 1 I wouldn't recommend the facilities	 2	 3	 4	 5	 6	 7	 8	 9	 10 I would recommend the facilities
21. Are there any other comments you would like to make about Watford leisure facilities? Please write in below									
<div style="border-bottom: 1px dotted black; margin-bottom: 5px;"></div> <div style="border-bottom: 1px dotted black; margin-bottom: 5px;"></div> <div style="border-bottom: 1px dotted black; margin-bottom: 5px;"></div> <div style="border-bottom: 1px dotted black; margin-bottom: 5px;"></div> <div style="border-bottom: 1px dotted black; margin-bottom: 5px;"></div> <div style="border-bottom: 1px dotted black; margin-bottom: 5px;"></div>									

<input type="checkbox"/> English / Welsh / Scottish / Northern Irish / British <input type="checkbox"/> Gypsy or Irish Traveller <input type="checkbox"/> Irish <input type="checkbox"/> Any other White background	<input type="checkbox"/> White & Black African <input type="checkbox"/> White & Black Caribbean <input type="checkbox"/> White & Asian <input type="checkbox"/> Any other mixed / multiple ethnic background <input type="checkbox"/> Arab <input type="checkbox"/> Any other ethnic group	<input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Any other Black / African / Caribbean background <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian background
Please give details if you have ticked 'any other' background choice above:		
25. Are you a Watford resident? <input type="checkbox"/> Yes		<input type="checkbox"/> No
26. If you are a Watford resident, which ward do you live in?		
<input type="checkbox"/> Callowland <input type="checkbox"/> Central <input type="checkbox"/> Holywell <input type="checkbox"/> Leggatts	<input type="checkbox"/> Meriden <input type="checkbox"/> Nascot <input type="checkbox"/> Oxhey <input type="checkbox"/> Park	<input type="checkbox"/> Stanborough <input type="checkbox"/> Tudor <input type="checkbox"/> Vicarage <input type="checkbox"/> Woodside <input type="checkbox"/> Don't know My postcode is
<p>Prize Draw</p> <p>Please provide your details if you wish to be entered into the Prize Draw for £25 worth of Intu vouchers. <i>Your information will not be used for any other purposes.</i></p> <p>Name:</p> <p>Contact details (e.g. email address; phone number):</p> <p>All surveys completed with name and contact details and received by 30 September 2016 will be entered into the prize draw. Four entries will be selected on 3 October 2016. The winners will be notified by email / post (depending on how they have completed the survey). The winners will each receive £25 worth of intu vouchers. They cannot be exchanged for cash. The council's decision will be final.</p>		

Thank you for taking part in this survey.