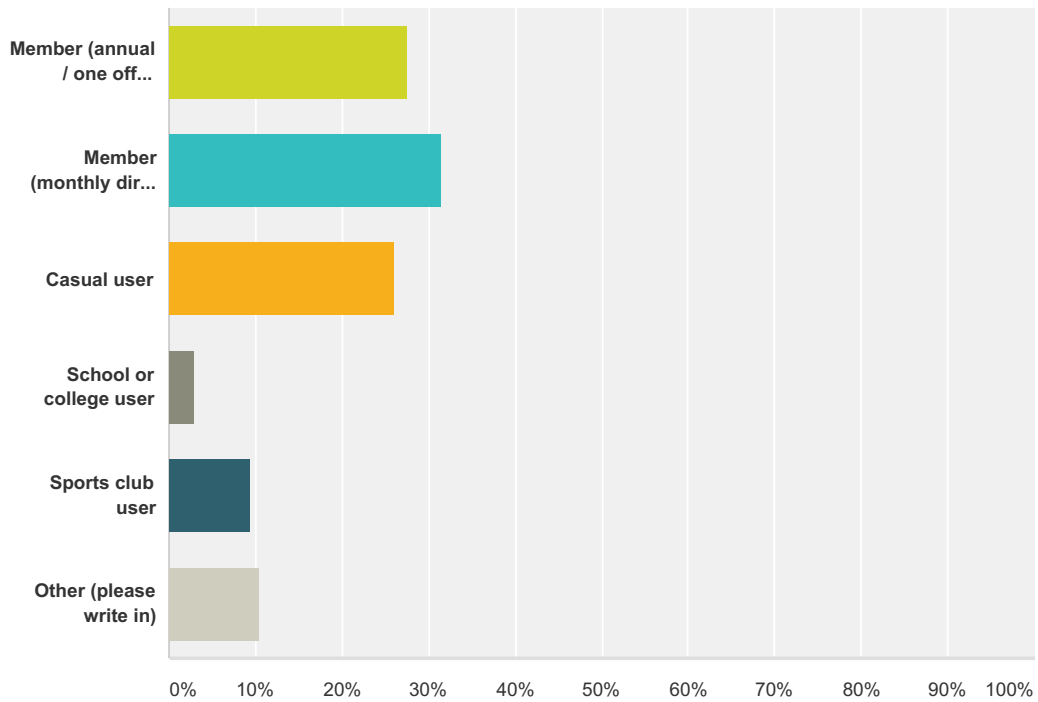


Q1 What category of leisure centre user are you?

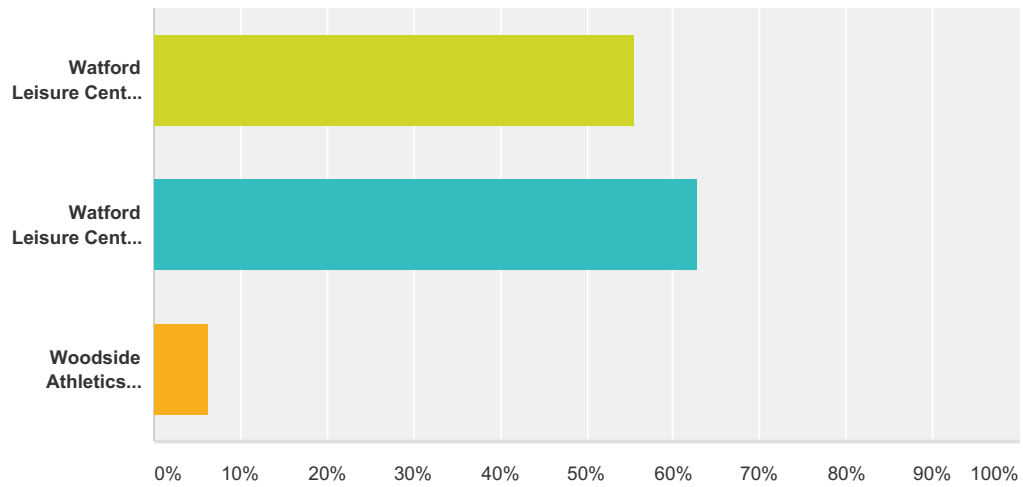
Answered: 517 Skipped: 1



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?

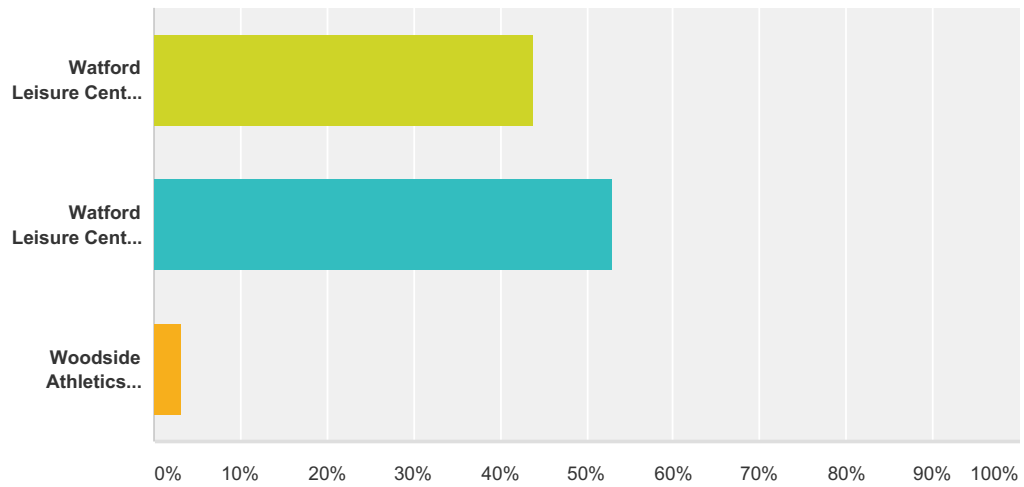
Answered: 515 Skipped: 3



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?

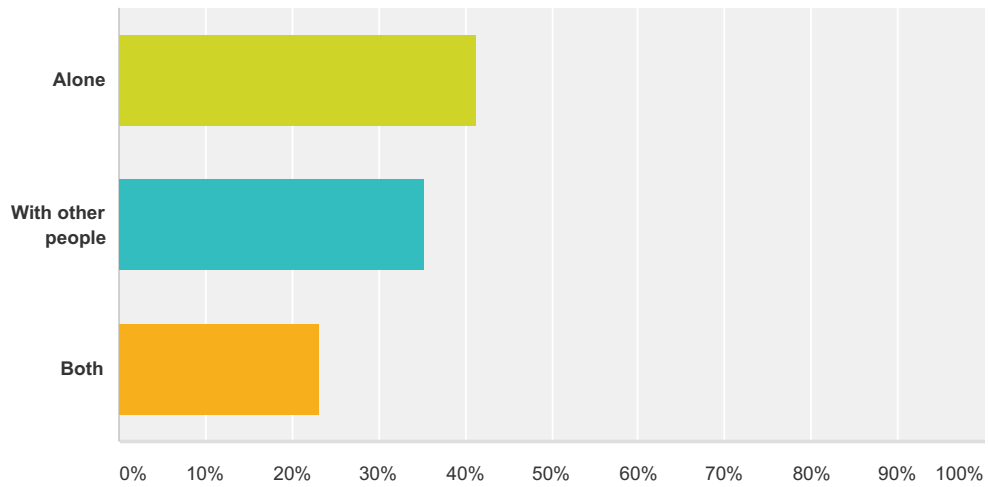
Answered: 514 Skipped: 4



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?

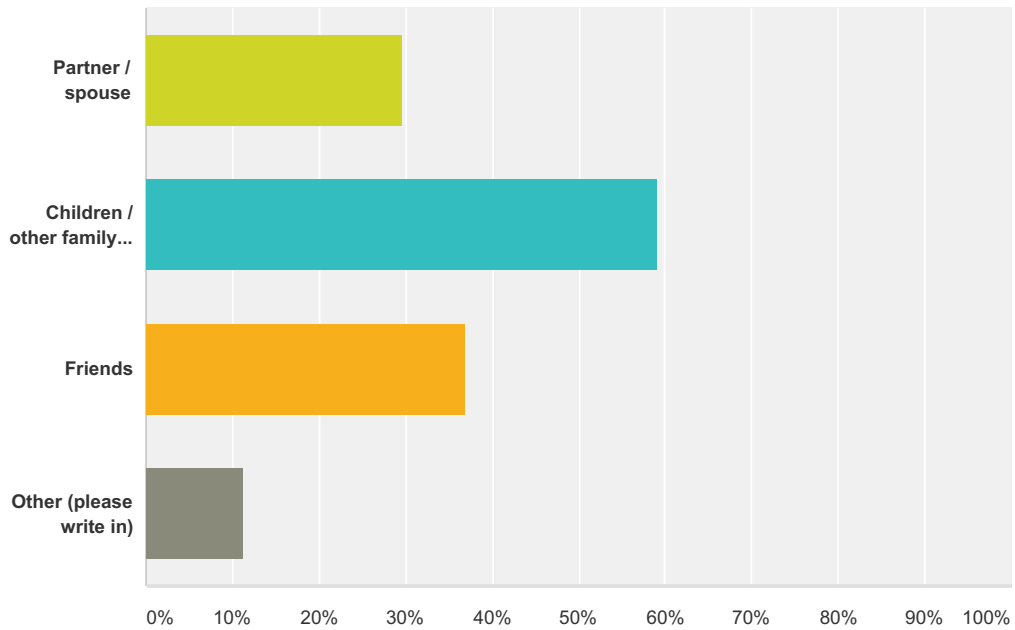
Answered: 512 Skipped: 6



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?

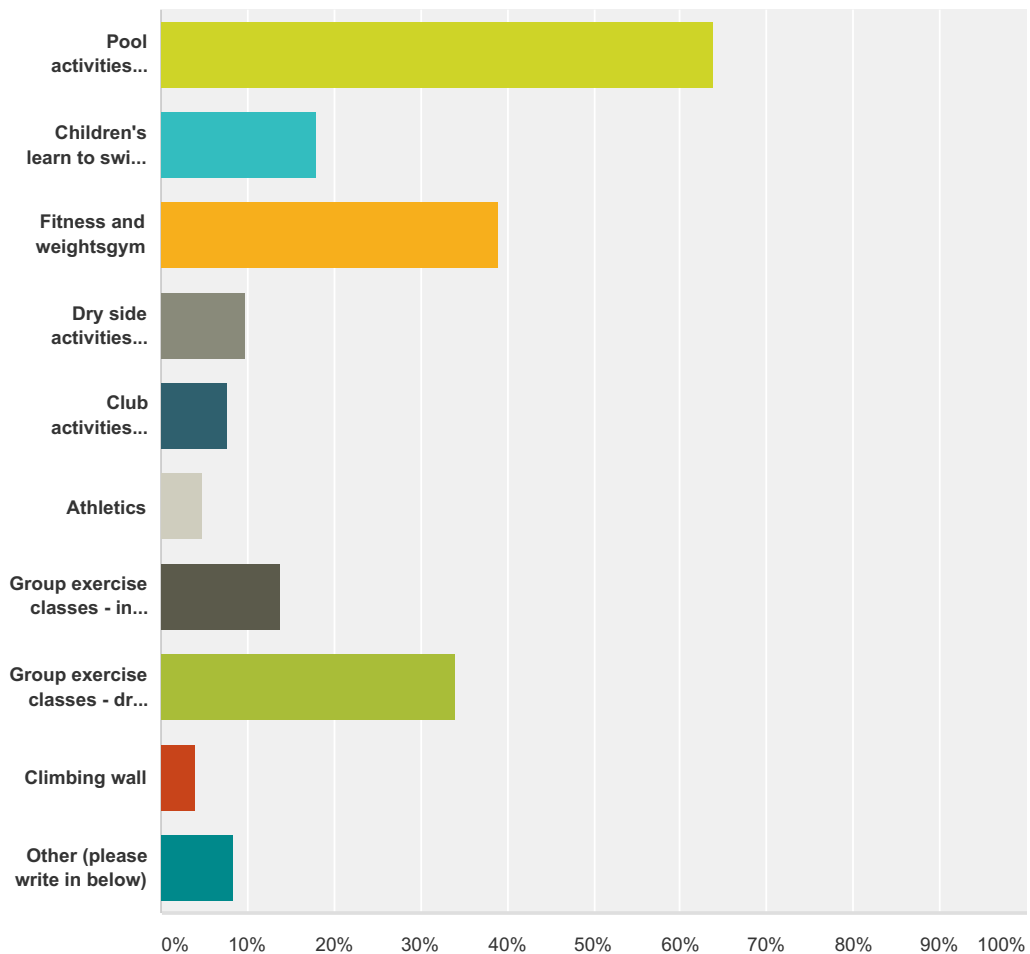
Answered: 301 Skipped: 217



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

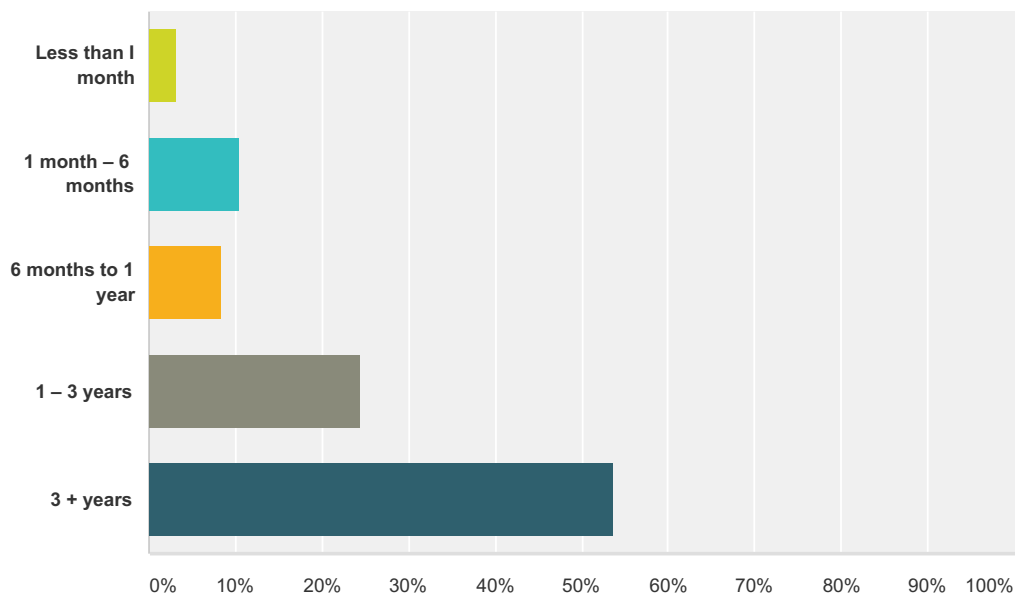
Answered: 507 Skipped: 11



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?

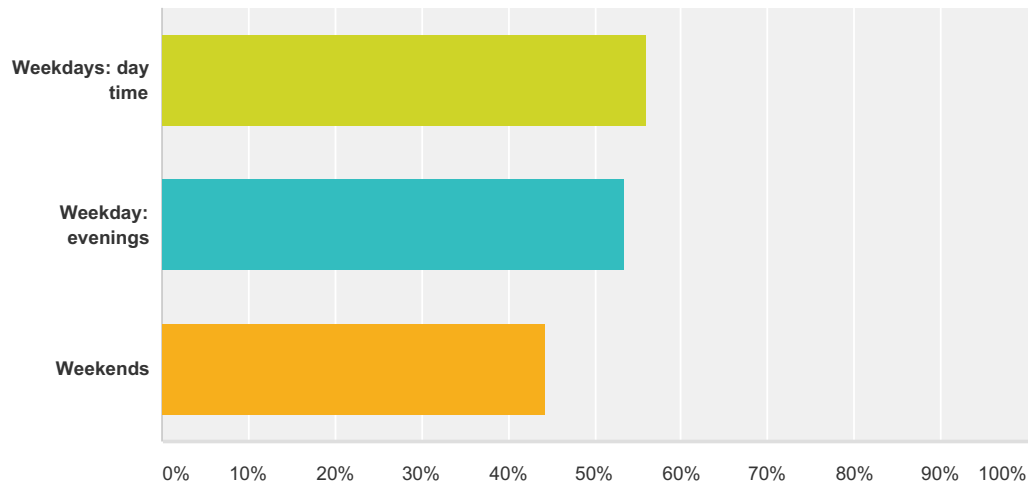
Answered: 501 Skipped: 17



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?

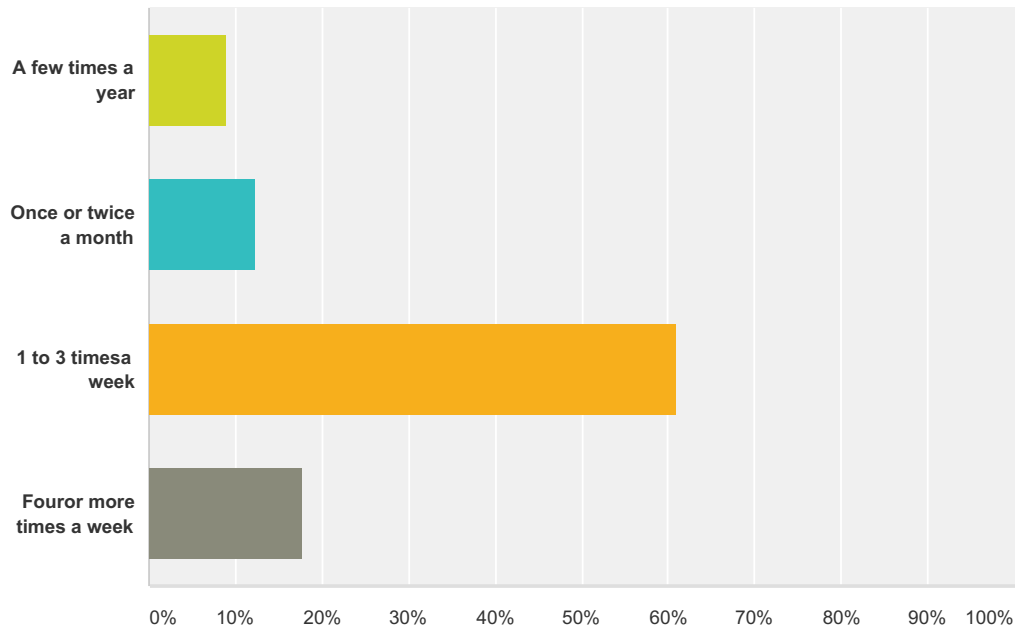
Answered: 500 Skipped: 18



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?

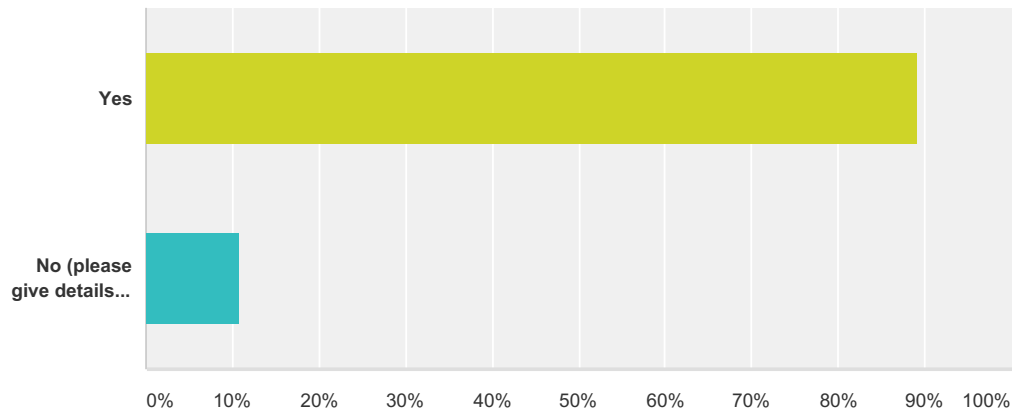
Answered: 497 Skipped: 21



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?

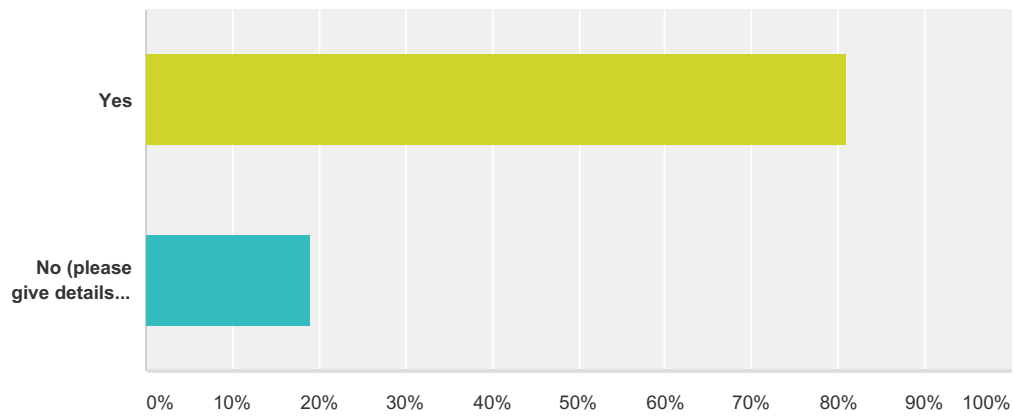
Answered: 496 Skipped: 22



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?

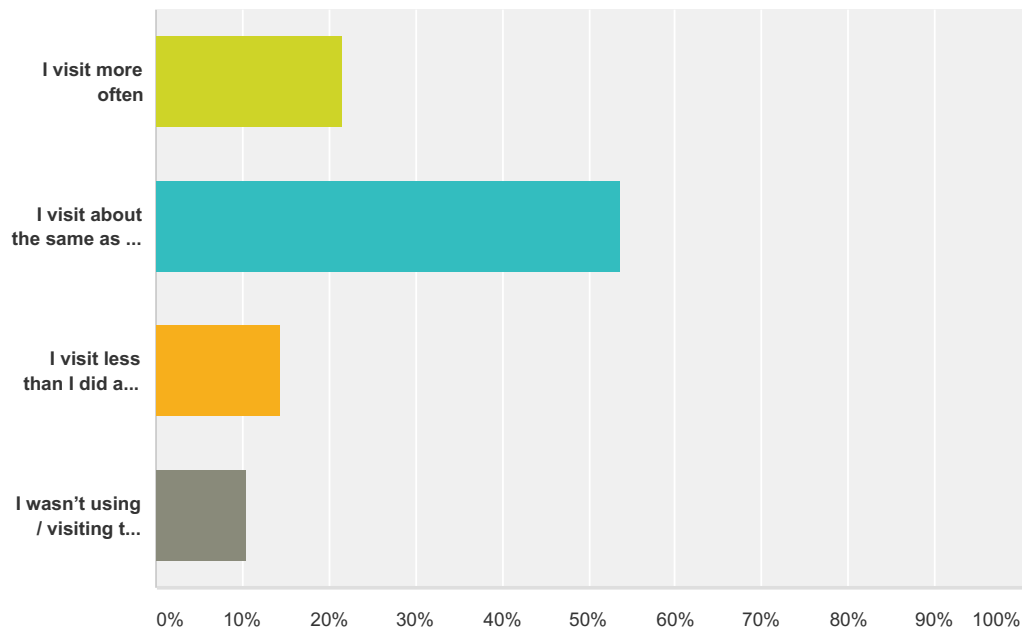
Answered: 494 Skipped: 24



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



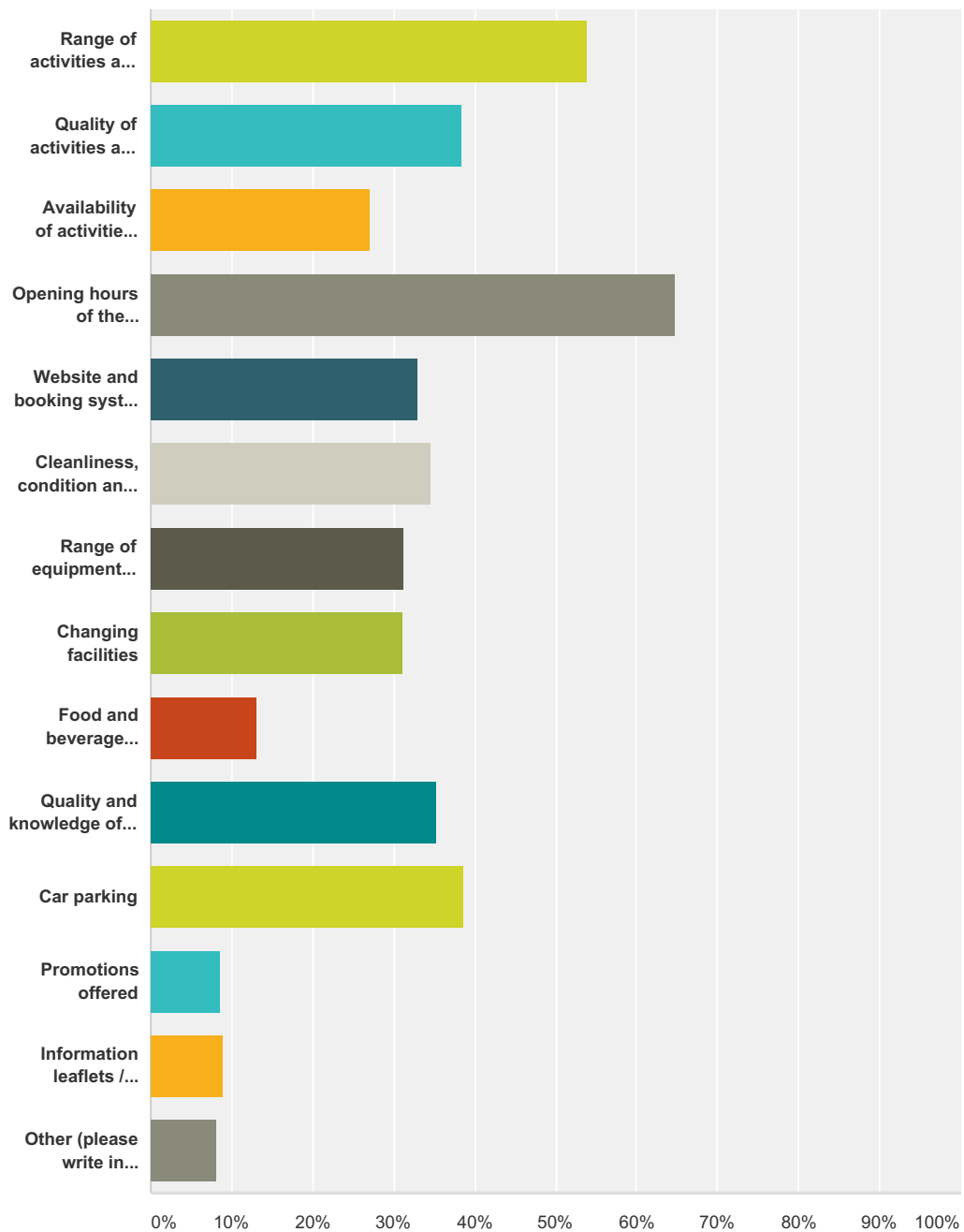
Answer Choices	Responses	
I visit more often	21.55%	103
I visit about the same as I did a year ago	53.56%	256
I visit less than I did a year ago	14.44%	69
I wasn't using / visiting the facilities a year ago	10.46%	50
Total		478

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

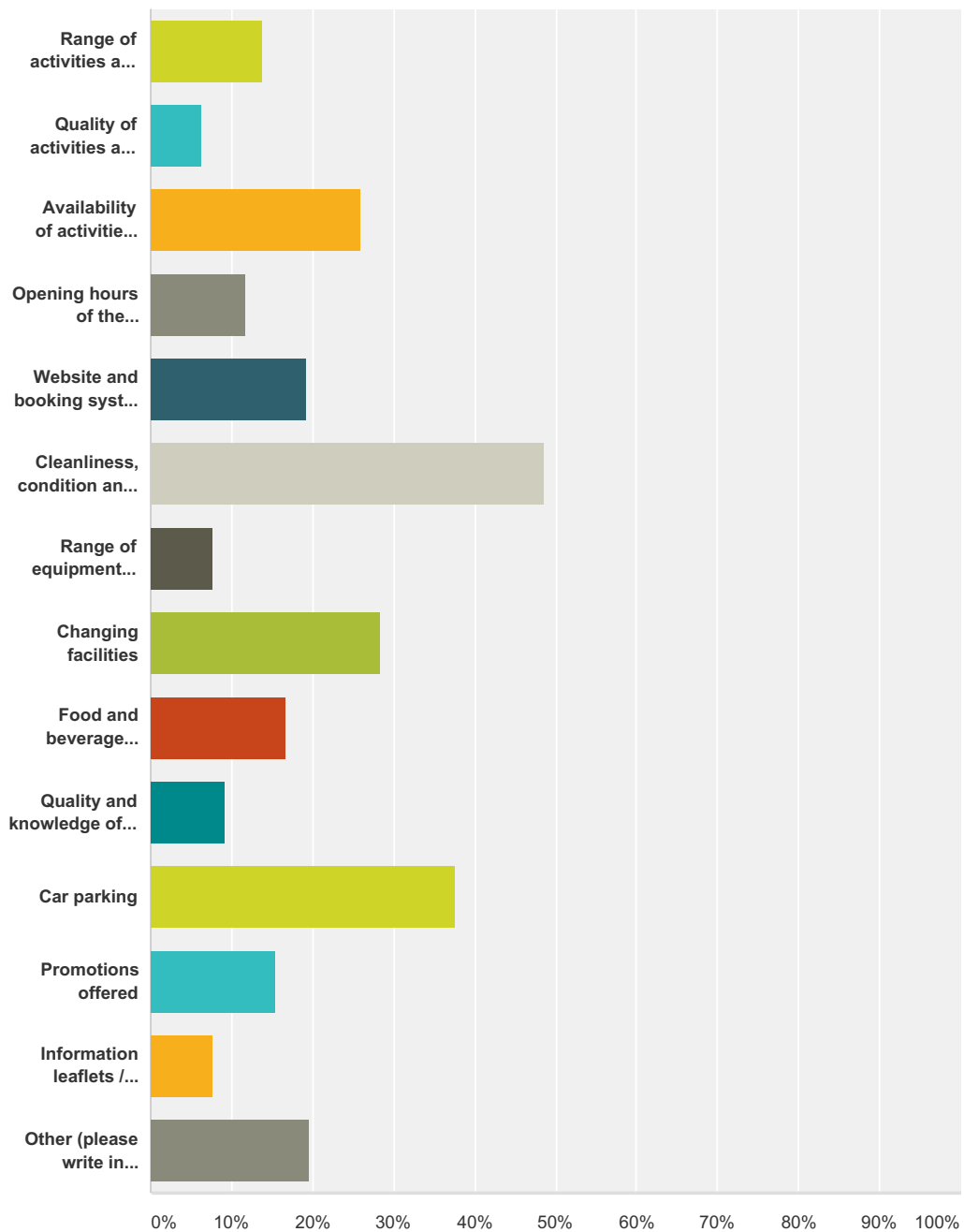
Cleanliness, condition and maintenance of the facilities and equipment	34.64%	159
Range of equipment (groups exercise and fitness gym etc.)	31.37%	144
Changing facilities	31.15%	143
Food and beverage facilities (café and/or vending)	13.07%	60
Quality and knowledge of staff and instructors	35.29%	162
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

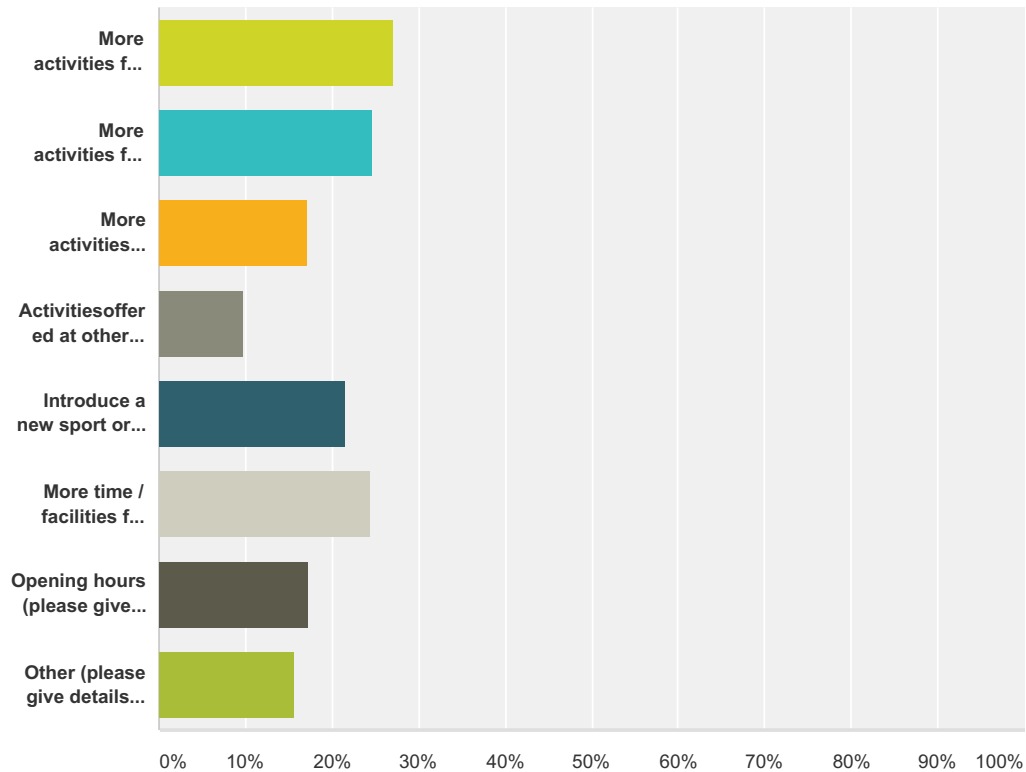
Cleanliness, condition and maintenance of the facilities and equipment	48.63%	213
Range of equipment (groups exercise and fitness gym etc.)	7.76%	34
Changing facilities	28.31%	124
Food and beverage facilities (café and/or vending)	16.67%	73
Quality and knowledge of staff and instructors	9.13%	40
Car 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.

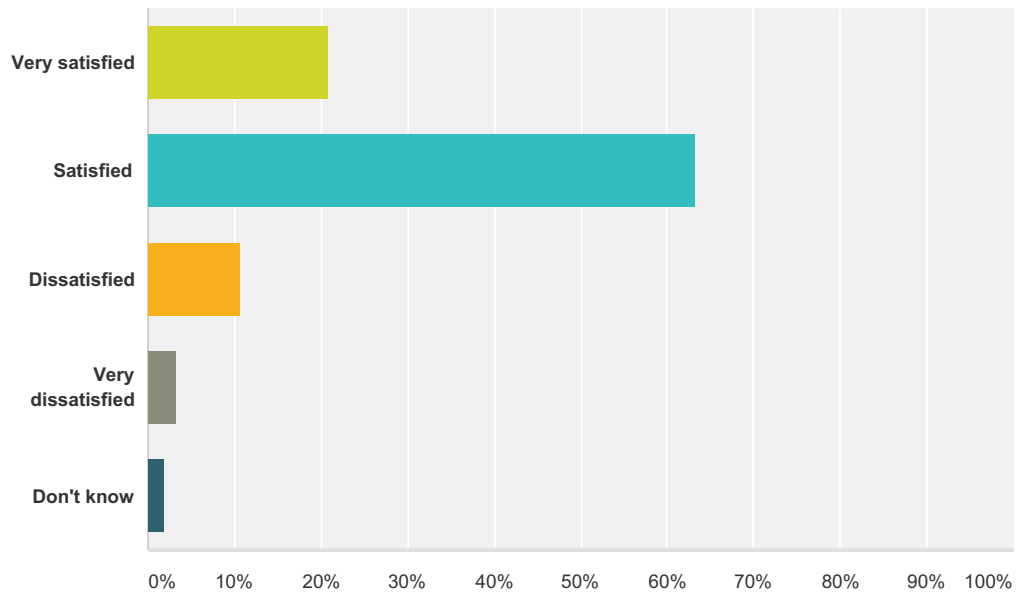
Answered: 287 Skipped: 231



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)?**

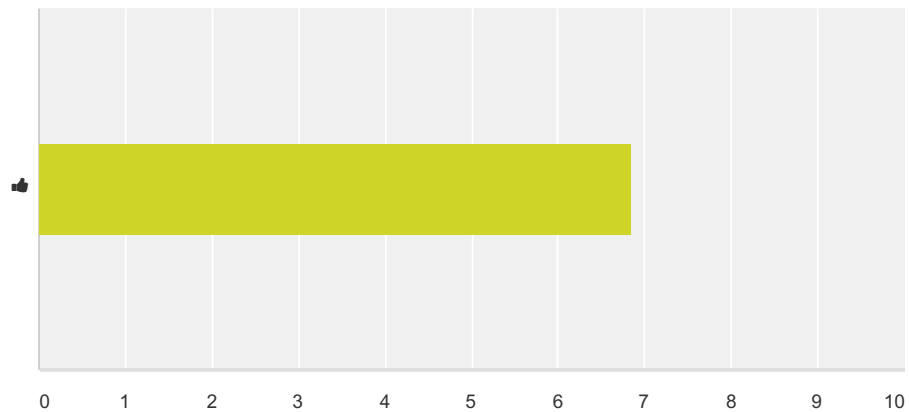
Answered: 455 Skipped: 63



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



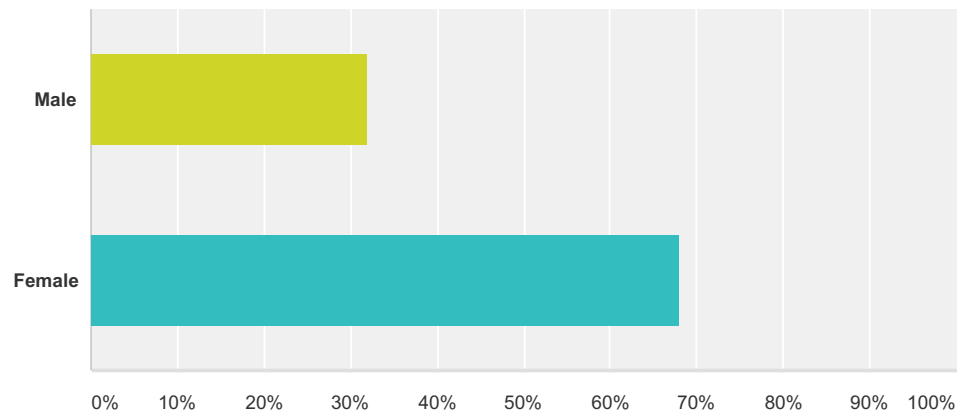
	1 I wouldn't recommend the facilities	2	3	4	5	6	7	8	9	10 I would recommend the facilities	Total	Weighted Average
👍	3.13% 14	1.34% 6	2.46% 11	4.24% 19	8.26% 37	9.15% 41	15.18% 68	26.79% 120	12.28% 55	17.19% 77	448	6.84

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?

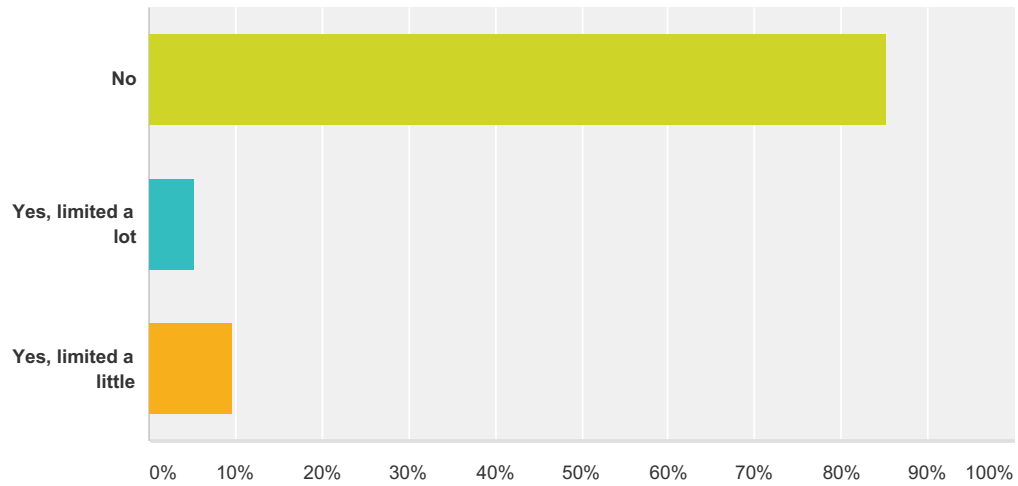
Answered: 453 Skipped: 65



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?

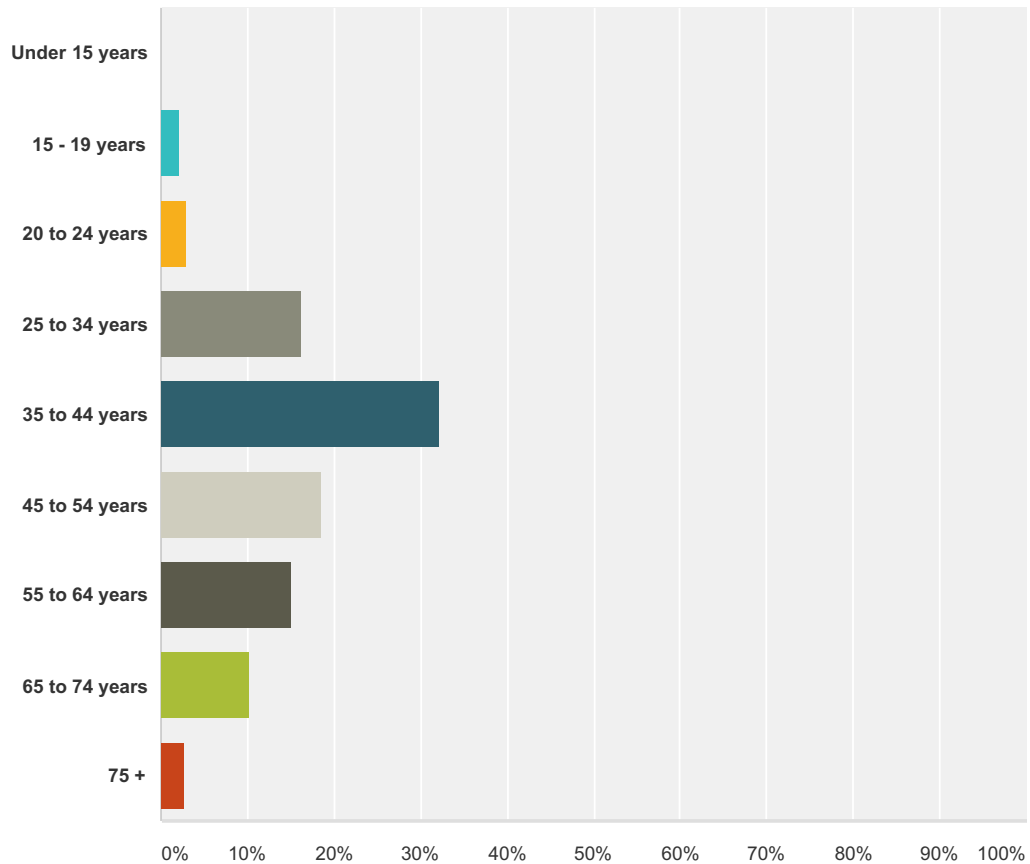
Answered: 446 Skipped: 72



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

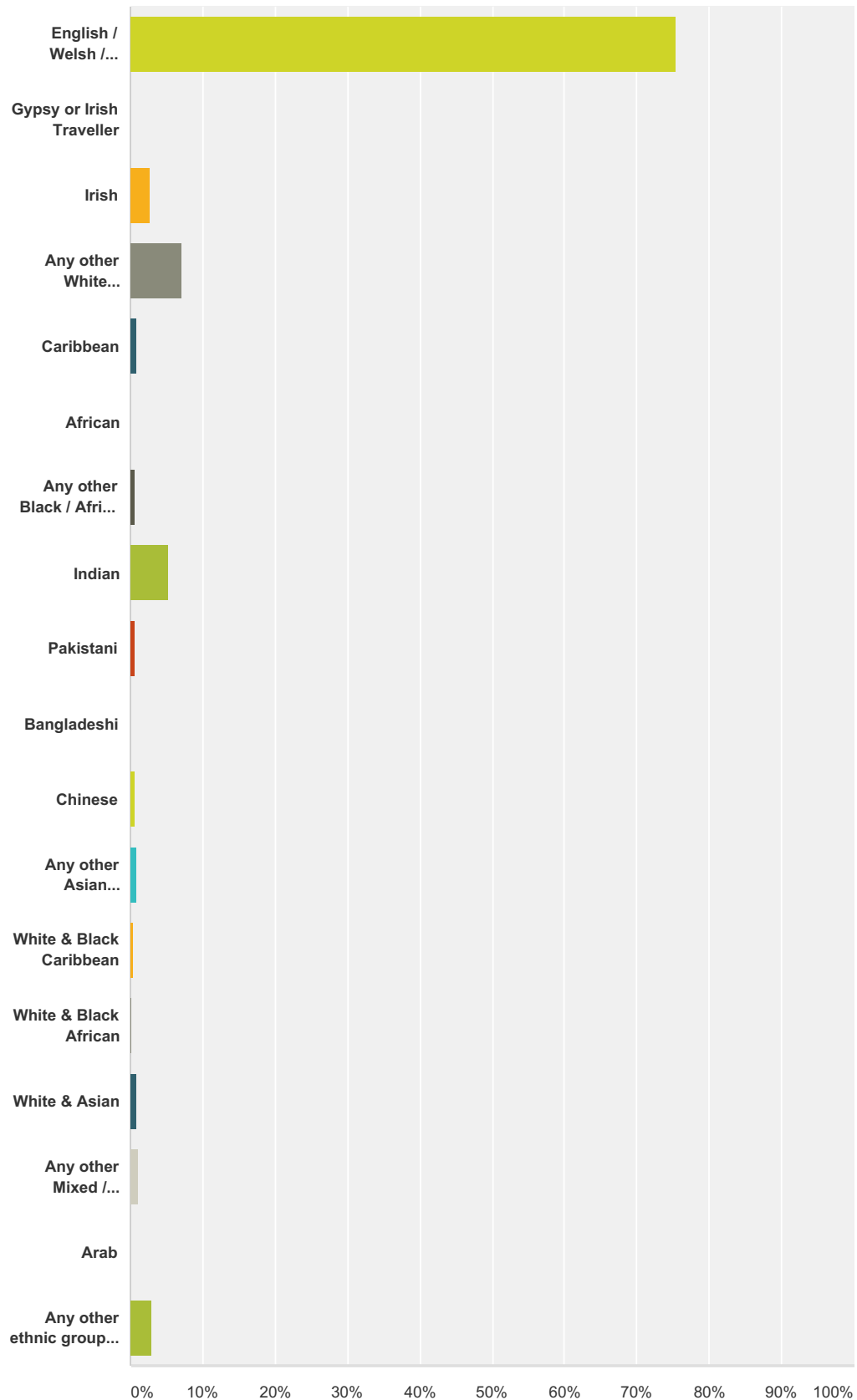
Answered: 447 Skipped: 71



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

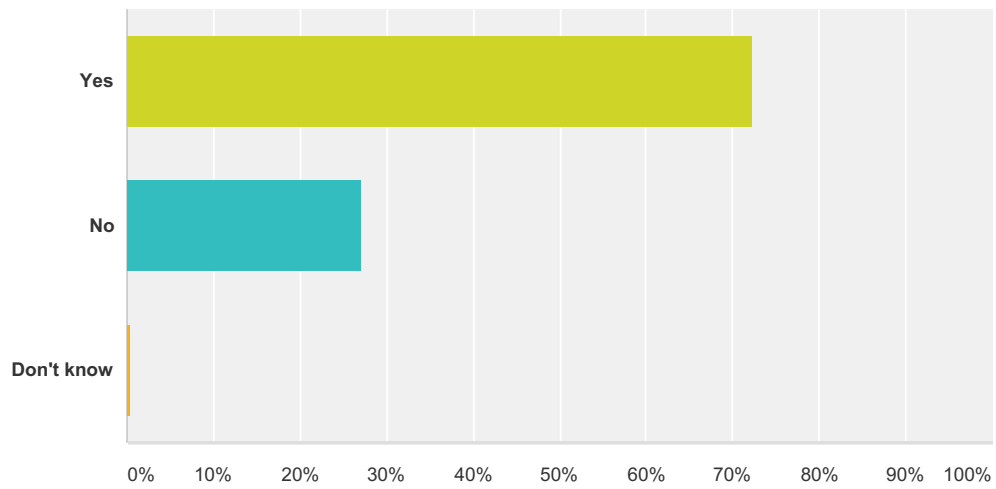


Watford Leisure Facilities Survey - 2016

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?

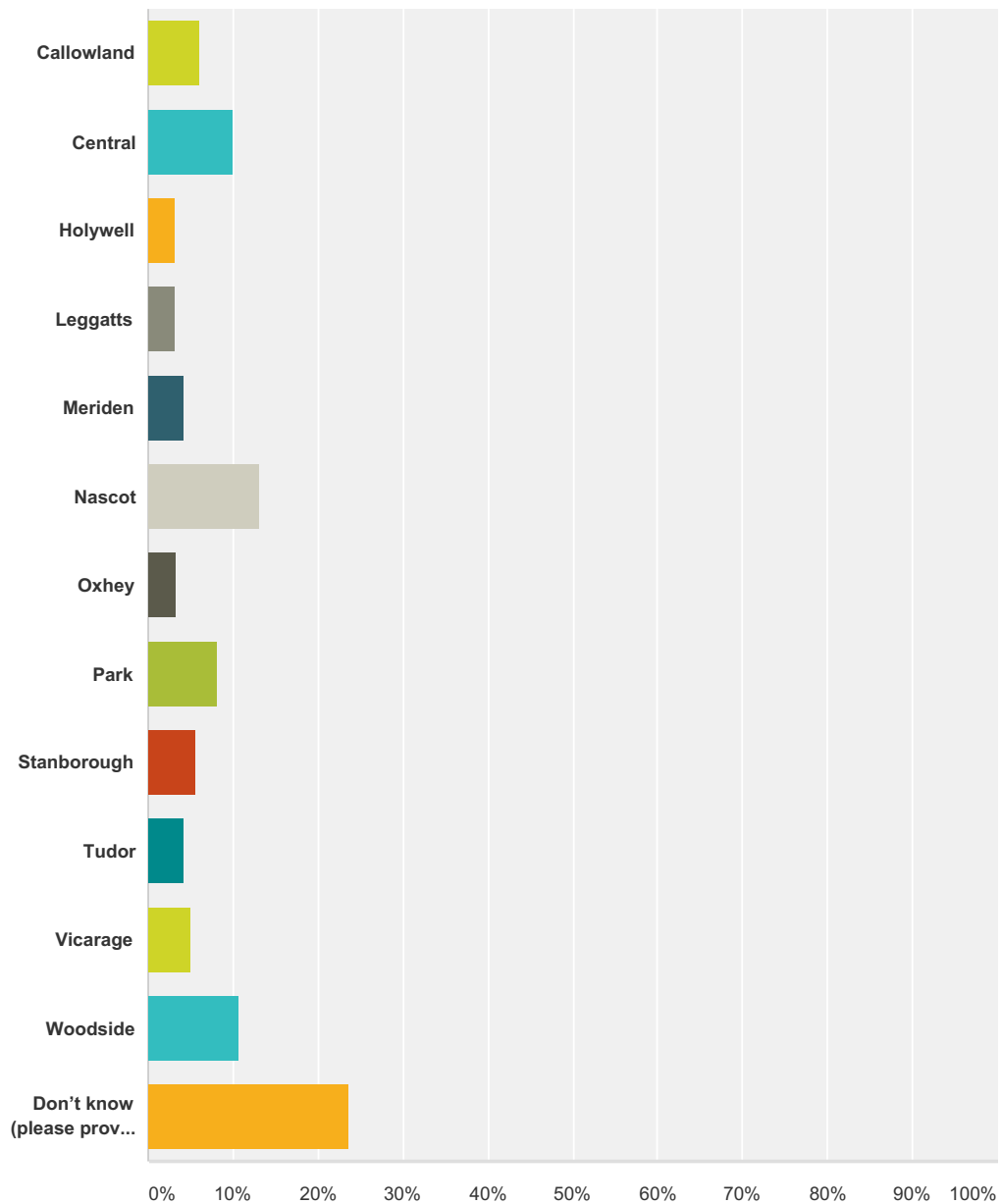
Answered: 448 Skipped: 70



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