

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?

☐ I visit more often

☐ I visit about the same
as I did a year ago

☐ I visit less than I did a
year ago

☐ 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 work well at the leisure facilities you use? Please tick all that apply.

☐ Range of activities and classes

☐ Quality of activities and classes

☐ Availability of activities and classes

☐ Opening hours of the facilities

☐ Website and booking systems (online and in
person)

☐ Cleanliness, condition and maintenance of the
facilities and equipment

☐ Range of equipment (groups exercise and fitness
gym etc.)

☐ Changing facilities

☐ Food and beverage facilities (café and/or vending)

☐ Quality and knowledge of staff and instructors

☐ Car parking

☐ Promotions offered

☐ Information leaflets / online information etc.

☐ Other (please write in)

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

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











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: 1px solid black; height: 100px; margin-top: 10px;"></div>									
About you It would be very helpful if you could complete this part of the survey. The information you give us will help us find out if all sections of the community are taking the opportunity to share their views on our services. All the questions are voluntary and your answers will be completely anonymous and not used for any other purposes.									
21. Are you male or female? <input type="checkbox"/> Male <input type="checkbox"/> Female					23. How old are you? <div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> 15 - 19 years <input type="checkbox"/> 20 – 24 years <input type="checkbox"/> 25 – 34 years <input type="checkbox"/> 35 – 44 years <input type="checkbox"/> 45 - 54 years </div> <div> <input type="checkbox"/> 55 – 64 years <input type="checkbox"/> 65 – 74 years <input type="checkbox"/> 75 years plus </div> </div>				
22. 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 <input type="checkbox"/> No <input type="checkbox"/> Yes limited a little <input type="checkbox"/> Yes limited a lot									
24. To which of these groups do you consider you belong?									

<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.