

## South Woodham Ferrers Leisure Centre - Customer Satisfaction Survey 2010

**If you or your family use this centre** (operated by Chelmsford Borough Council), **we want your views!** We are keen to find out how often and why you and your family use the centre, how satisfied you are with the services and facilities provided and how we can improve to make your experience even better. **The results will be treated confidentially** and will be used to help us plan for the future and assist us as we seek to provide excellent quality services which meet your needs and the needs of the local community.

Please complete **one survey per person**. If you are a parent or guardian of a child (or relative of a family member) who uses the centre (and you do not use the facilities yourself), please answer the questions on their behalf. **This survey needs to be completed by Sunday 17 October 2010** and returned to: South Woodham Ferrers Leisure Centre, Trinity Square, South Woodham Ferrers, Chelmsford, CM3 5JU. Alternatively you can complete online at [www.chelmsford.gov.uk/haveyoursayonsport](http://www.chelmsford.gov.uk/haveyoursayonsport)

Take part to win a chance of receiving a **£20 South Woodham Ferrers Leisure Centre voucher!** This will operate as a prize draw. Terms and conditions apply. You must provide your contact details.

**1. I am going to complete this survey on behalf of..** Please tick one box

- Myself                     
  My Child                     
  Family Member                     
  Friend/colleague

**2. Is this the first time you have used South Woodham Ferrers Leisure Centre (SWFLC)?** Please tick one box

- Yes                     
  No

**3. How do you normally travel to SWFLC?** Please tick any boxes that apply

- Walk                     
  Cycle                     
  Car                     
  Bus                     
  Train                     
  Motorbike

**4. Which facilities do you normally use?** Please tick any boxes that apply

- Excel Gym                     
  Gym 1 or 2                     
  AstroTurf                     
  Activity Room  
 Swimming Pool                     
  Sports Hall                     
  Hard Courts (MUGA)                     
  Climbing Wall

**5. Why do you choose to use SWFLC?** Please tick any boxes that apply

- |   |   |   |   |
|---|---|---|---|
| <input type="checkbox"/> Near to my home        | <input type="checkbox"/> Good opening times       | <input type="checkbox"/> Good range of courses    | <input type="checkbox"/> Meet my friends there      |
| <input type="checkbox"/> Near to my work        | <input type="checkbox"/> Good session times       | <input type="checkbox"/> Good quality coaching    | <input type="checkbox"/> Use club based at centre   |
| <input type="checkbox"/> Good location          | <input type="checkbox"/> Good value for money     | <input type="checkbox"/> Friendly & helpful staff | <input type="checkbox"/> To keep fit & healthy      |
| <input type="checkbox"/> Public transport links | <input type="checkbox"/> Good range of facilities | <input type="checkbox"/> Can just pay & play      | <input type="checkbox"/> Enjoy the sport / activity |
| <input type="checkbox"/> Car park facilities    | <input type="checkbox"/> Good range of activities | <input type="checkbox"/> Monthly membership       | <input type="checkbox"/> Come with children         |

**6. In the last 12 months, how have you visited SWFLC in comparison to the last / previous years?** Please tick one box

- More often                     
  The same                     
  Less often

**7. Overall how clean is SWFLC?** Please tick one box

- Very Clean                     
  Clean                     
  Unclean                     
  Very Unclean

**8. How satisfied or dissatisfied are you with finding out about what's on at SWFLC?** Tick one box per row

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Not used
(a) Centre leaflets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Centre posters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Web - <a href="http://www.chelmsford.gov.uk/swflc">www.chelmsford.gov.uk/swflc</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your details will remain confidential to Chelmsford Borough Council.  
 Please return to SWFLC. at Trinity Square, South Woodham Ferrers, CM3 5JU.  
 You can complete online at: [www.chelmsford.gov.uk/haveyoursayonsport](http://www.chelmsford.gov.uk/haveyoursayonsport)



**9. How satisfied or dissatisfied are you with finding your way / getting to SWFLC?** Tick one box per row

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Not used
(a) Road signage to the centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Public transport links to centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Car parking facilities at centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10. How satisfied or dissatisfied are you in and around SWFLC?** Tick one box per row

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Not used
(a) Quality of building incl. facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Maintenance and repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Changing and/or toilet facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**11. How satisfied are you when using SWFLC?** Tick one box per row

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Not used
(a) Centre opening & closing hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Range of activities on offer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Session times (e.g. timetables)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Centre prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Helpfulness & attitude of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Booking & payment process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Quality of equipment provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Food and/or drink facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**12. Any comments?** Help us to continuously improve our services.

**13. To what extent do you agree or disagree with the following statements?** Please tick one box per row

	Strongly Agree	Agree	Disagree	Strongly Disagree
(a) I was very satisfied with my most recent visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) The centre offers excellent value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) I would recommend centre to my friends & family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) The staff at the centre are excellent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**14. Is there anything that prevents you from using the centre more?** Please tick any boxes that apply

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Lack of interest and/or motivation | <input type="checkbox"/> Difficulty using car park                 | <input type="checkbox"/> Lack of child care                   |
| <input type="checkbox"/> Lack of time (too busy)            | <input type="checkbox"/> Cost of travel                            | <input type="checkbox"/> Lack of accessible facilities        |
| <input type="checkbox"/> Cost of entry/activities           | <input type="checkbox"/> Poor public transport links               | <input type="checkbox"/> Lack of disabled friendly activities |
| <input type="checkbox"/> Session/opening times              | <input type="checkbox"/> Lack of suitable <u>facilities</u> for me | <input type="checkbox"/> Lack of adapted equipment            |
| <input type="checkbox"/> Lack of personal transport         | <input type="checkbox"/> Lack of suitable <u>activities</u> for me | <input type="checkbox"/> Ill health/disability prevents me    |

Other (please tell us):

**15. How do you normally find out about activities and courses being run at SWFLC?** Please tick any boxes that apply

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Word of mouth                 | <input type="checkbox"/> Chelmsford Weekly News | <input type="checkbox"/> Booklet from child's school       |
| <input type="checkbox"/> Centre poster / leaflet       | <input type="checkbox"/> Essex Enquirer         | <input type="checkbox"/> Local library                     |
| <input type="checkbox"/> Council's LIFE publication    | <input type="checkbox"/> Primary Times Magazine | <input type="checkbox"/> SWF Information Centre            |
| <input type="checkbox"/> Council e-mail / e-newsletter | <input type="checkbox"/> SW Focus               | <input type="checkbox"/> Parish noticeboard / newsletter   |
| <input type="checkbox"/> Website                       | <input type="checkbox"/> Heart Essex Radio      | <input type="checkbox"/> GP surgery / practice             |
| <input type="checkbox"/> Essex Chronicle               | <input type="checkbox"/> Chelmsford Radio       | <input type="checkbox"/> By contacting the centre directly |

Other (please tell us):

**16. Have you visited any of the below web sites?** Please tick any boxes that apply. The websites are: www.chelmsford.gov.uk/xxx

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> /swflc          | <input type="checkbox"/> /termtimescourses | <input type="checkbox"/> /haveyoursayonsport | <input type="checkbox"/> /foreveractive |
| <input type="checkbox"/> /holidaycourses | <input type="checkbox"/> /excellfitness    | <input type="checkbox"/> /disabilityday      | <input type="checkbox"/> /cycling       |

**17. Would you book and pay for SWFLC activities & courses online (web based)?** Please tick one box

- Yes (Go to Q19)     
  No (Go to Q18)     
  Not sure (Go to Q18)

**18. Are there any reasons for you not wanting use online booking & payment facilities?** Please tick any boxes that apply

- Don't have computer     
  Don't like using the Internet     
  Worried about data security

**19. Are there any new activities, sessions and/or courses that you would like to see offered?** Please tell us ....

**20. Do you have any ideas on how we could improve the centre's facilities?** Please tell us ....

**21. Would you like to make any other comments or suggestions?** Please use this opportunity to tell us ....

**22. Would you like to take part in any of the following?** Tick one box per row, and complete the contact details section.

	Yes	No
(a) <b>SWFLC</b> Focus Group	<input type="checkbox"/>	<input type="checkbox"/>
(b) <b>Children's Courses</b> Focus Group (parents / guardians to attend the session)	<input type="checkbox"/>	<input type="checkbox"/>
(c) <b>Older Person's (55+)</b> Activities Focus Group	<input type="checkbox"/>	<input type="checkbox"/>
(d) <b>Disability Sport</b> Focus Group	<input type="checkbox"/>	<input type="checkbox"/>
(e) Join the <b>Older Person's e-mail</b> mailing list (to find out about new activities)	<input type="checkbox"/>	<input type="checkbox"/>
(f) Join the <b>Sports e-newsletter</b> database (to find out about new activities)	<input type="checkbox"/>	<input type="checkbox"/>
(g) Council's Corporate <b>Citizens Panel</b>	<input type="checkbox"/>	<input type="checkbox"/>

**Focus groups (a-d)** are an informal discussions between 8 - 10 people on a range of topics such as pricing, activities, courses, staffing etc. The **Corporate Citizens Panel (g)** is open to anyone (excluding Council staff) who lives in the Borough of Chelmsford and is aged 18 years or over. Members complete surveys and attend meetings on services such as play, leisure, parks, planning, council tax and recycling.

**23. If you ticked 'yes' to focus groups, receiving information and/or want to be the in prize draw, please give us your contact details:**

Title:       Dr       Mr       Mrs       Ms       Miss

**Full Name:**

**Full Address:**

**Postcode:**

**Email address:**

This section is all about you (or the person you are completing the survey on behalf of). It helps us to ensure that the Council's facilities and services are meeting the needs of all sections of the local community. **Your individual responses to this survey will remain confidential** to Chelmsford Borough Council, and will be used in accordance to the provisions of the Data Protection Act. Responses will be anonymised and aggregated so that **no individuals can be identified**.

**24. What is your gender?** Please tick one box  Male  Female

**25. Which age group do you belong to?** Please tick one box

- |                                   |                                    |                                    |                                    |                                    |                                  |
|-----------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|----------------------------------|
| <input type="checkbox"/> Under 5  | <input type="checkbox"/> 11-15 yrs | <input type="checkbox"/> 18-24 yrs | <input type="checkbox"/> 35-44 yrs | <input type="checkbox"/> 55-64 yrs | <input type="checkbox"/> 75 yrs+ |
| <input type="checkbox"/> 6-10 yrs | <input type="checkbox"/> 16-17 yrs | <input type="checkbox"/> 25-34 yrs | <input type="checkbox"/> 45-54 yrs | <input type="checkbox"/> 65-74 yrs |                                  |

**26. Do you consider yourself to be a disabled person?** Under the Disability Discrimination Act 1995 a person is considered to have a disability if he / she has a physical or mental impairment which has a sustained and long-term adverse effect on his / her ability to carry out day-to-day activities. People with HIV, cancer and multiple sclerosis (MS) are covered by the DDA. Tick one

- Yes (Go to Q27)  No (Go to Q28)

**27. Please indicate the impairment type that applies to you.** Please tick any boxes that apply (if you have more than one type).

- Physical Impairment** (e.g. have difficulty using your arms or mobility issues which means using a wheelchair or crutches)
- Sensory Impairment** (e.g. being blind / having a serious visual impairment or deaf / having a serious hearing impairment)
- Learning disability/difficulty** (e.g. Down's syndrome/dyslexia) **or cognitive impairment** (e.g. autism)
- Mental health condition** (e.g. depression or schizophrenia)
- Long-standing illness or health condition** (e.g. cancer, HIV, diabetes, chronic heart disease or epilepsy)

Other (please tell us):

**28. Which of the following groups do you consider you belong to?** Please tick one box

- |   |   |  |  |
|---|---|--|--|
| <input type="checkbox"/> White English  | <input type="checkbox"/> Czech                | <input type="checkbox"/> Pakistani               | <input type="checkbox"/> Asian & Black   |
| <input type="checkbox"/> White Irish    | <input type="checkbox"/> Roma/Gypsy/Traveller | <input type="checkbox"/> Vietnamese              | <input type="checkbox"/> Other Mixed     |
| <input type="checkbox"/> White Scottish | <input type="checkbox"/> Other White          | <input type="checkbox"/> Other Asian             | <input type="checkbox"/> Black Caribbean |
| <input type="checkbox"/> White Welsh    | <input type="checkbox"/> Bangladeshi          | <input type="checkbox"/> White & Asian           | <input type="checkbox"/> Black African   |
| <input type="checkbox"/> Polish         | <input type="checkbox"/> Chinese              | <input type="checkbox"/> White & Black African   | <input type="checkbox"/> Other Black     |
| <input type="checkbox"/> Slovakian      | <input type="checkbox"/> Indian               | <input type="checkbox"/> White & Black Caribbean |  |

Other (please tell us):

**29. What is your religious belief?** Please tick one box

- Christian  Buddhist  Hindu  Jewish  Muslim  Sikh  No religion

Other (please tell us):

**Thank you for completing this survey.** Your responses will remain **confidential**. **Please return to the centre.**