

Sports Development Unit - Customer Satisfaction Survey 2010

If you or your family use any of the **activities, courses and/or events provided by the Sports Development Unit, we want your views!** We are keen to find out how often and why you and your family take part, how satisfied you are with the activities and facilities provided and how we can improve to make your experience even better. **The results will be treated confidentially.** They 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 has taken part (but you have not done so), please answer the questions on their behalf. **This survey needs to be completed by 19 September 2010** and returned to: Sports Development Unit, Chelmsford Borough Council, Civic Centre, Duke Street, Chelmsford, CM1 1JE or complete online at www.chelmsford.gov.uk/haveyoursayonsdu

Take part to win a chance of receiving a **£20 sports development 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.

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Myself | <input type="checkbox"/> Family Member |
| <input type="checkbox"/> My Child | <input type="checkbox"/> Friend / Colleague |

2. Which of the following Sports Development activities, courses and/or events have you taken part in during the last 12 months? Please tick any boxes that apply

- | | |
|--|--|
| <input type="checkbox"/> Bodycare (through local primary schools) | <input type="checkbox"/> Comic / Sport Relief Mile |
| <input type="checkbox"/> Parish Sports Programme | <input type="checkbox"/> SX Urban Games |
| <input type="checkbox"/> Term Time course | <input type="checkbox"/> Play Tennis Day |
| <input type="checkbox"/> School Holiday course | <input type="checkbox"/> Race for Life |
| <input type="checkbox"/> Bikeability / Cycling course | <input type="checkbox"/> Mud, Sweat & Gears Race |
| <input type="checkbox"/> Forever Active (older persons) activity / course* | <input type="checkbox"/> Day of Dance |
| <input type="checkbox"/> Disability Sports Day | |

Other / *Please specify:

3. Is this the first time you have taken part in a Sports Development activity, course or event? Tick one box

- Yes No

4. Why did you choose to take part in these activities, courses and/or events? Tick any boxes that apply

- | | | |
|--|---|---|
| <input type="checkbox"/> Near to my home | <input type="checkbox"/> Good range of activities | <input type="checkbox"/> Took part with others |
| <input type="checkbox"/> Near to my work | <input type="checkbox"/> Good range of courses | <input type="checkbox"/> To increase confidence |
| <input type="checkbox"/> Suitable / convenient times | <input type="checkbox"/> Good quality coaching | <input type="checkbox"/> To keep fit & healthy |
| <input type="checkbox"/> Good value for money | <input type="checkbox"/> Friendly & helpful staff | <input type="checkbox"/> Enjoy the sport / activity |

5. How satisfied or dissatisfied are you with the finding out what's available through the Sports Development Unit? Tick one box per row

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Not used
(a) Event & activity leaflets / course brochures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Event / activity posters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please complete all sections of this survey as fully as possible.

Your details will remain confidential to Chelmsford Borough Council.

Alternatively complete online at: www.chelmsford.gov.uk/haveyoursayonsdu



6. How satisfied or dissatisfied are you with finding your way / getting to venues where Sports Development activities, courses or events are being run? 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 venue / event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Car parking facilities at venue / event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How satisfied or dissatisfied are you with the following in relation to Sports Development activities, courses or events? Tick one box per row

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Not used
(a) Range of older person (55+) activities / courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Range of adult (20-54yrs) activities / courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Range of teen (13-19yrs) activities / courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Range of children (under 12) activities / courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Range of disability activities / courses	<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 venues used	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Quality of equipment provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Conduct of coaches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Knowledge of coaches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Attitude / helpfulness of staff in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments? Please use this opportunity to give us some feedback (particularly in relation to questions 5 - 7) including how we could have provided you with a better service / experience.

8. 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 activity, course and/or event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Sports Development activities offer excellent value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) I would recommend the activity, course or event to my friends & family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) The staff used by Sports Development are excellent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Is there anything that prevents you from taking part more often? 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"/> Unsuitable / inconvenient times | <input type="checkbox"/> Lack of suitable <u>activities</u> for me | <input type="checkbox"/> Lack of adapted equipment |
| <input type="checkbox"/> Lack of personal transport | <input type="checkbox"/> Lack of suitable <u>courses</u> for me | <input type="checkbox"/> Ill health/disability prevents me |
| | <input type="checkbox"/> Lack of suitable <u>events</u> for me | |

Other (please specify):

10. How do you usually find out about activities, courses and events being run by the Sports Development Unit? Tick any boxes that apply

- | | | |
|---|---|---|
| <input type="checkbox"/> Word of mouth | <input type="checkbox"/> Website | <input type="checkbox"/> Chelmsford Radio |
| <input type="checkbox"/> Poster / leaflet at sports centre | <input type="checkbox"/> Facebook | <input type="checkbox"/> Booklet from child's school |
| <input type="checkbox"/> Poster / leaflet in local park | <input type="checkbox"/> Essex Chronicle | <input type="checkbox"/> Local library |
| <input type="checkbox"/> Council's LIFE publication | <input type="checkbox"/> Chelmsford Weekly News | <input type="checkbox"/> SWF Information Centre |
| <input type="checkbox"/> Sports Development e-mail / e-newsletter | <input type="checkbox"/> Essex Enquirer | <input type="checkbox"/> Parish noticeboard / newsletter |
| <input type="checkbox"/> Forever Active e-mail | <input type="checkbox"/> Primary Times Magazine | <input type="checkbox"/> GP surgery / practice |
| <input type="checkbox"/> Leaflet sent to you by post | <input type="checkbox"/> South Woodham Focus | <input type="checkbox"/> By contacting sports development |
| | <input type="checkbox"/> Heart Essex Radio | |

If none of the above, what is the best way to inform you?

11. 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"/> No - visited none | <input type="checkbox"/> /excellfitness | <input type="checkbox"/> /cycling | <input type="checkbox"/> /activitybuddies |
| <input type="checkbox"/> /holidaycourses | <input type="checkbox"/> /disabilityday | <input type="checkbox"/> /sportsclubs | <input type="checkbox"/> /parishsports |
| <input type="checkbox"/> /termtimecourses | <input type="checkbox"/> /disabilitysport | <input type="checkbox"/> /sportsevents | <input type="checkbox"/> /bodycare |
| <input type="checkbox"/> /sportsdevelopment | <input type="checkbox"/> /foreveractive | <input type="checkbox"/> /welcomeproject | <input type="checkbox"/> /haveyoursayonsport |

12. Would you book and pay for Sports Development activities, courses and events online (web based)? Please tick one box

- Yes (Go to Q14)
 No (Go to Q13)
 Not sure (Go to Q13)

13. Are there any reasons for you not wanting use online booking & payment facilities? Tick any that apply

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

14. Are there any new activities, courses and/or events that you would like to see offered? Let us know!

15. Would you like to make any other comments or suggestions? Please use this opportunity to let us know!

16. Would you like to take part in any of the following? Tick one box per row, and provide your contact details

- | | Yes | No |
|---|--------------------------|--------------------------|
| (a) Cycling Focus Group | <input type="checkbox"/> | <input type="checkbox"/> |
| (b) Children's Courses Focus Group (parents / guardians to attend the session) | <input type="checkbox"/> | <input type="checkbox"/> |
| (c) Older Person's (55+) Activities Focus Group | <input type="checkbox"/> | <input type="checkbox"/> |
| (d) Disability Sport Focus Group | <input type="checkbox"/> | <input type="checkbox"/> |
| (e) Join the Older Person's e-mail mailing list (to find out about new activities) | <input type="checkbox"/> | <input type="checkbox"/> |
| (f) Join the Sports e-newsletter database (to find out about new activities) | <input type="checkbox"/> | <input type="checkbox"/> |
| (g) Council's Corporate Citizens Panel | <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. Panel members complete surveys and attend meetings on services such as play, leisure, parks, planning, council tax and recycling.

17. If you ticked 'yes' to focus groups, receiving information and/or want to be the in **prize draw**, please provide us with 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**.

What is your gender? Please tick one box Male Female

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

Under 5 11-15 yrs 18-24 yrs 35-44 yrs 55-64 yrs 75 yrs+

6-10 yrs 16-17 yrs 25-34 yrs 45-54 yrs 65-74 yrs

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. Please tick one box

Yes No

Please indicate the impairment type that applies to you. Tick any 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 specify):

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

White English Slovakian Chinese White & Asian Other Mixed

White Irish Czech Indian White & Black African Black Caribbean

White Scottish Roma Pakistani White & Black Caribbean Black African

White Welsh Other White Vietnamese Other Black

Polish Bangladeshi Other Asian Asian & Black

Other (please specify):

What is your religious belief? Please tick one box

Christian Buddhist Hindu Jewish Muslim Sikh No religion

Other (please specify):