



VISITORS TO LEISURE FACILITIES QUESTIONNAIRE ANALYSIS

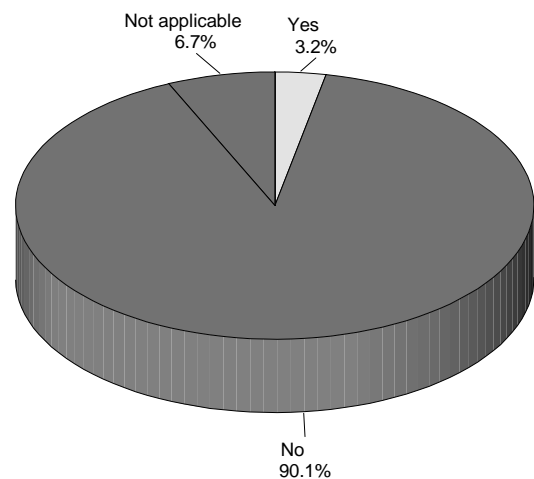
As at 11 January 2002 the results are as follows:-

A TOTAL OF 2000 QUESTIONNAIRES WERE PRINTED AND DISTRIBUTED THROUGHOUT THE AUTHORITY

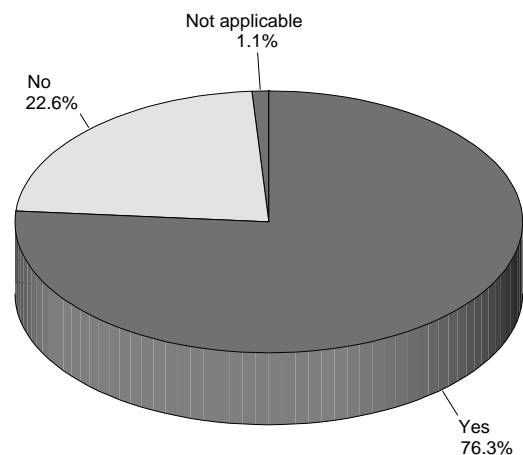
Number of Questionnaires sent out	2000
Number of Questionnaires received	283
Percentage of Returns	14%

YOUR VISIT

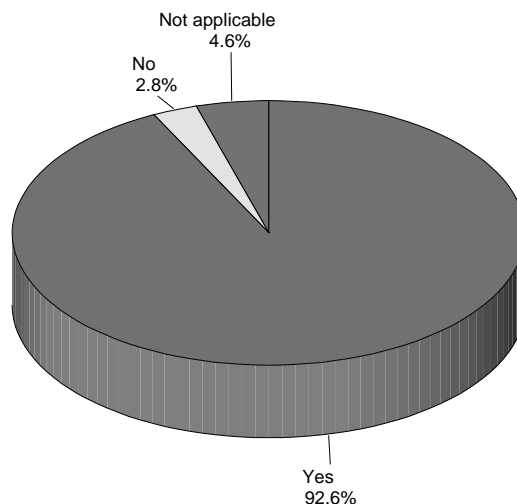
1. Did you have any trouble locating the leisure facilities?



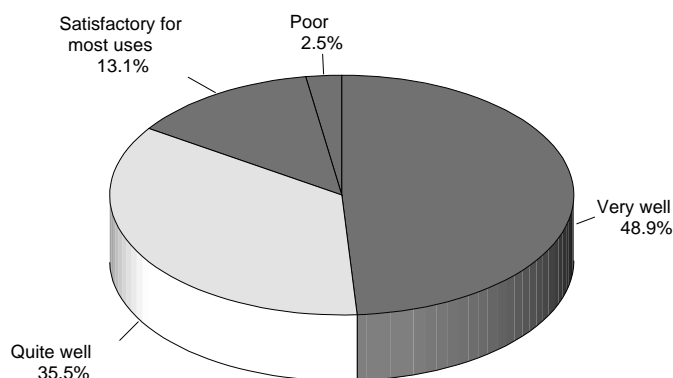
2. Did you find the leisure facilities clean and tidy?



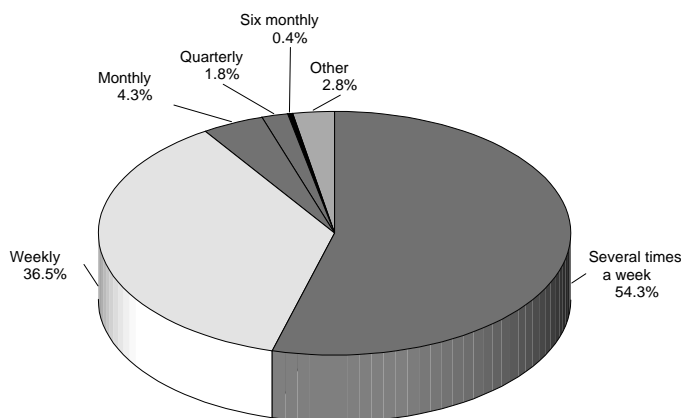
3. Was there adequate signage within the leisure facility to enable you to find your way around the building?



4. How well do the sports facilities met your needs?



5. How often do you use the leisure facilities?

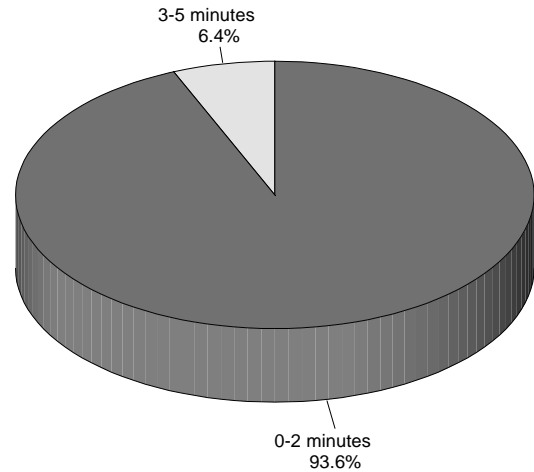


Please specify:

- First time in 6 years, however, plan to use more often. Swimming pool hours poor, only 1 day during week can pool be used at 5pm
- Twice weekly
- Sporadically
- Daily
- Daily except weekend
- First time
- 1st visit
- 1st time

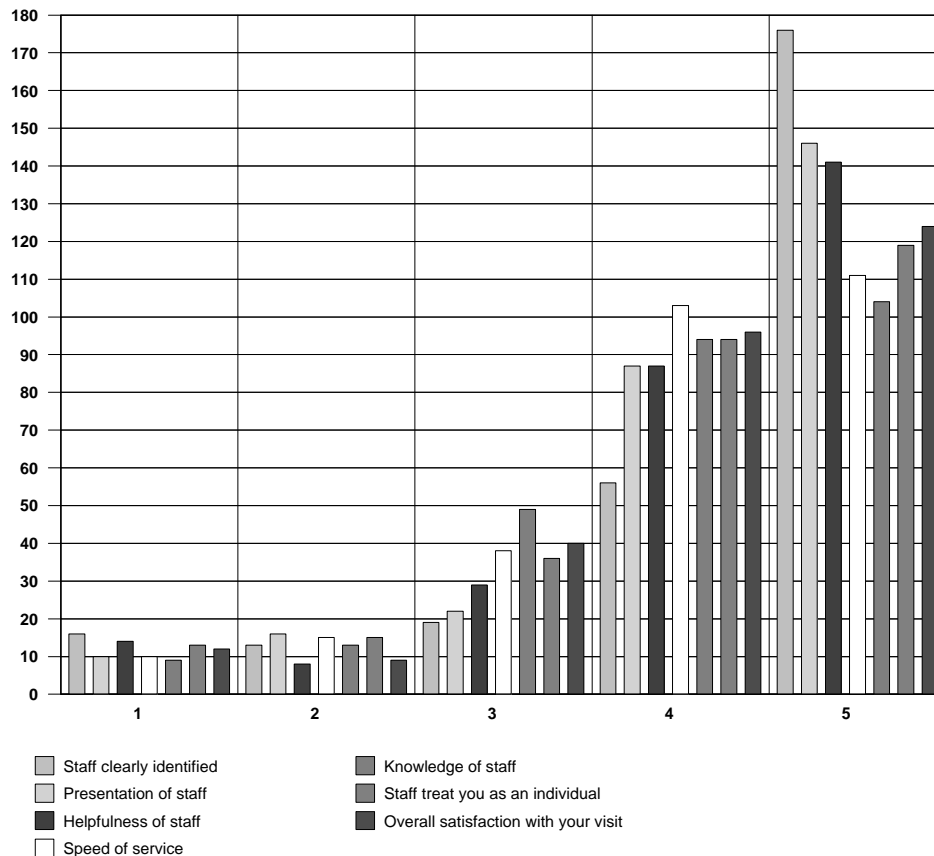
CUSTOMER CARE

6. How long did you wait to be seen at Reception?



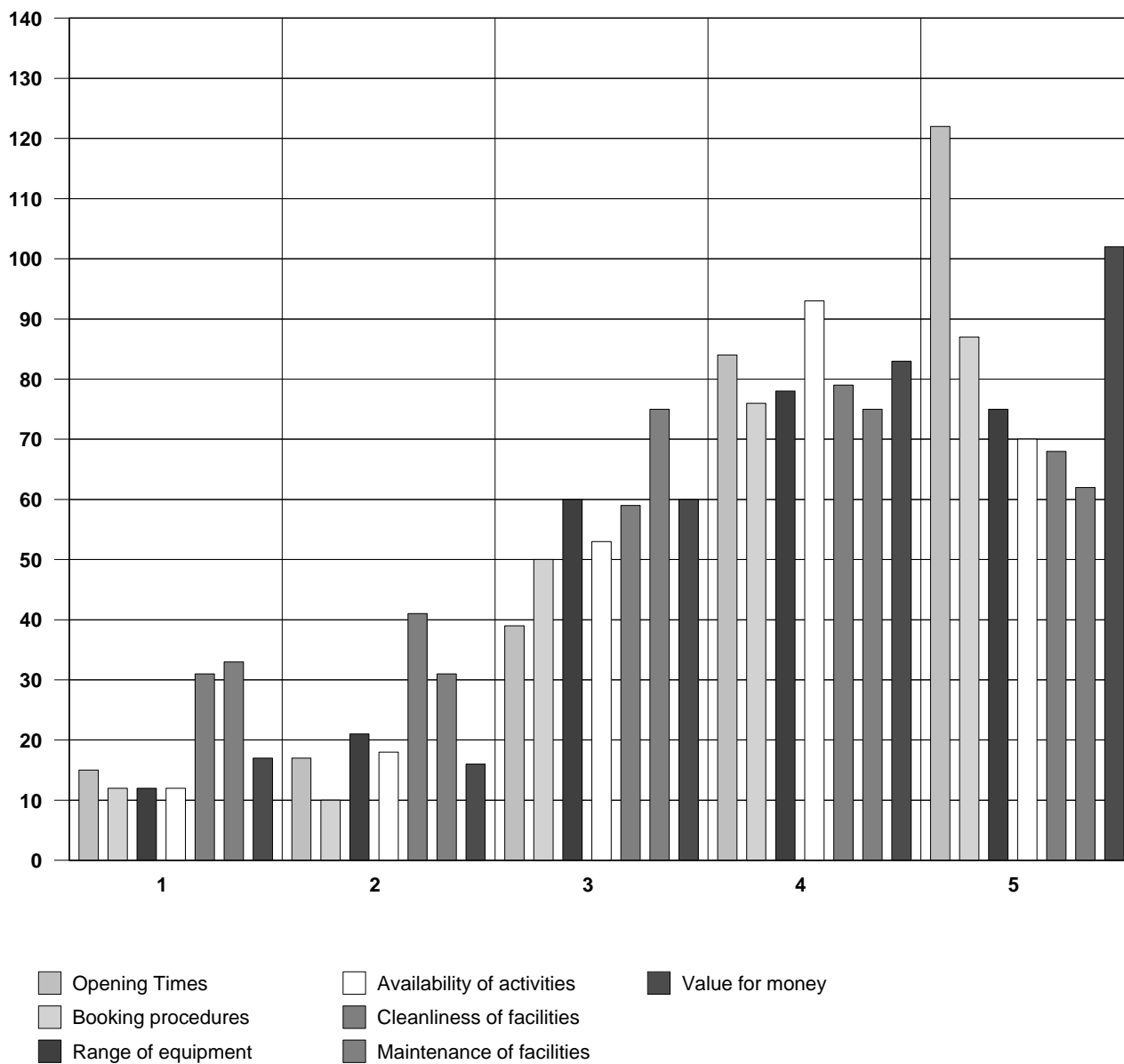
7. On a scale of 1 - 5 (where 1 is poor and 5 is very good), please rate your general satisfaction for the following points.

Absolute Analysis % Respondents	Base	Grid Table				
		1	2	3	4	5
Base	1944	84 4.3%	89 4.6%	233 12.0%	617 31.7%	921 47.4%
Staff clearly identified	280	16 5.7%	13 4.6%	19 6.8%	56 20.0%	176 62.9%
Presentation of staff	281	10 3.6%	16 5.7%	22 7.8%	87 31.0%	146 52.0%
Helpfulness of staff	279	14 5.0%	8 2.9%	29 10.4%	87 31.2%	141 50.5%
Speed of service	277	10 3.6%	15 5.4%	38 13.7%	103 37.2%	111 40.1%
Knowledge of staff	269	9 3.3%	13 4.8%	49 18.2%	94 34.9%	104 38.7%
Staff treat you as an individual	277	13 4.7%	15 5.4%	36 13.0%	94 33.9%	119 43.0%
Overall satisfaction with your visit	281	12 4.3%	9 3.2%	40 14.2%	96 34.2%	124 44.1%

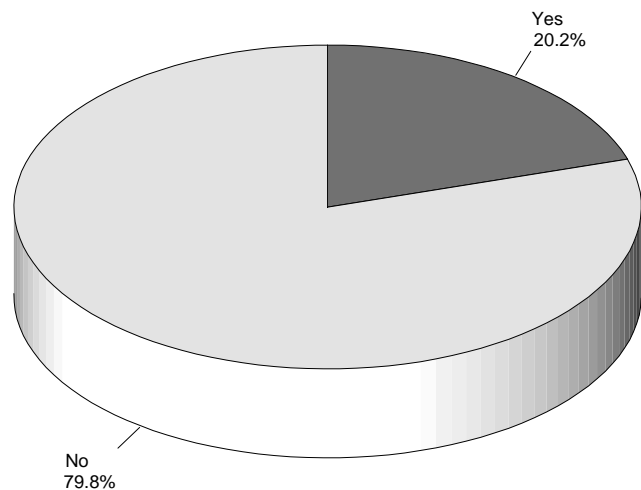


8. In general how satisfied are you with the following aspects of the facilities (on a scale of 1-5 where 1 is poor and 5 is very good)

Absolute Analysis % Respondents	Base	Grid Table				
		1	2	3	4	5
	1836	132 7.2%	154 8.4%	396 21.6%	568 30.9%	586 31.9%
Opening Times	277	15 5.4%	17 6.1%	39 14.1%	84 30.3%	122 44.0%
Booking procedures	235	12 5.1%	10 4.3%	50 21.3%	76 32.3%	87 37.0%
Range of equipment	246	12 4.9%	21 8.5%	60 24.4%	78 31.7%	75 30.5%
Availability of activities	246	12 4.9%	18 7.3%	53 21.5%	93 37.8%	70 28.5%
Cleanliness of facilities	278	31 11.2%	41 14.7%	59 21.2%	79 28.4%	68 24.5%
Maintenance of facilities	276	33 12.0%	31 11.2%	75 27.2%	75 27.2%	62 22.5%
Value for money	278	17 6.1%	16 5.8%	60 21.6%	83 29.9%	102 36.7%



9. Did you experience any access difficulties ie. parking, disabled access, height of reception desk, making yourself heard?



10. If YES, please could you explain why?

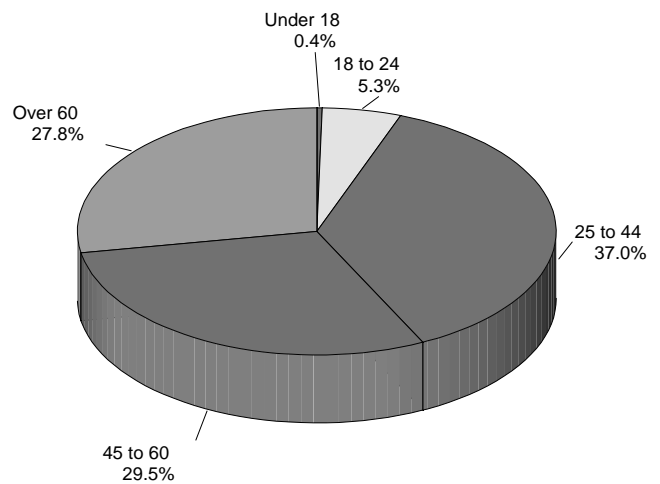
- Volume of music in studio is usually excessive
- No car parking spaces next to Kingfisher
- Daytime parking can be difficult due to shoppers using the leisure centre for car parking facilities.
- No parking spaces free - can barely park at leisure centre
- The leisure facility is located in an 'all day' public car park, and spaces are not always available - especially Mondays
- Parking is nearly always difficult because of free parking to non-members
- Parking - should introduce a stay limit in some park of parking area for leisure centre only
- Parking spaces for people with children are very limited. Often have to use rail station car park.
- Parent and child parking is inadequate especially during parent/toddler sessions. The disabled parking places are never used during these sessions could the disabled parking places be made dual use?
- Always a problem with parking

- Parking - in long and short stay car parks full kingfisher Sudbury
- Limited parking too many non leisure facility users in car park
- Limited parking spaces available during busy times
- Parking - the fact I can park free within walking distance is a big plus. However, there is never space in kingfisher car park always have to use the station, Roys or Waitrose
- Nearly always have to use adjoining car park for shoppers at Roys. The car park for the leisure centre is usually full (presumably people who work or shop in Sudbury use this car park too)
- I am not disabled but parking for lunch time sessions is not available.
- Parking is disgusting
- Parking is difficult but Waitrose is handy!
- People who work in Sudbury, park in the car park all day
- No parking
- Parking sometimes not available
- You can never park very easily
- Mother and baby parking very limited. Only a few a.m. Classes therefore demand concentrated and supply not enough
- Generally no parking available I have to use a near by parking area.
- Can never find a parking space on site.
- Parking is not just for kingfisher users.
- Sometimes difficult to park at certain times of the day.
- Car park used by others not using swimming pool. Ticket machine - ticket stamped on way out as some supermarkets do.
- Parking
- No parking
- Family parking - there wasn't enough
- Car parking is awful, you need to stop people who are not using the centre from parking there
- Never parking spaces during day time and very few mother and toddler spaces. Always busy and used by shoppers.
- More parking spaces needed.
- Parking
- Not enough parking spaces
- Often sail round waiting for parking space. Have had ticket from Waitrose car park and that is too far for me to walk. Have paid fine for using empty disabled once - I'm sorry I used it!

- Car park chocablock had to wait to get a space.
- Car park full on many occasions!
- Parking
- Often have to wait 10 mins for parking space.
- Parking is always difficult around leisure building.
- Most times have to park in Roys or Waitrose by the station is always full now.
- Access doors heavy to operate difficulty hearing noise level.
- No parking places left by 9.30 normally.
- Parking is always difficult
- Difficulty finding parking place due to shoppers using car park.
- Car park always full with people not using the centre!! Top section needs to be time limited suggest 3 - 4 hours.
- Peoples cars never feel safe in this car park at night. Kids on motorbikes, playing football hitting cars, sitting on cars - sometimes you wonder what you are going to return to.

ABOUT YOU

11. What is your age band?



12. Are you...?

