



BEST VALUE REVIEW OF LEISURE AND COMMUNITY SERVICES DIVISION

HOLBROOK COMMUNITY USE SPORTS CENTRE SURVEY

Questionnaires were sent out during the week of 13 January 2003 to all households in Holbrook (585 in total)

Sent:	585
Received:	214
Response Rate:	37%

The results are listed below:-

SECTION A - ABOUT YOU

1. **Are you:**

Base	209 100%
Male	94 45%
Female	115 55%

2. **Aged**

Base	211 100%
Under 18	3 1%
18 - 30	6 3%
31 - 40	28 13%
41 - 50	53 25%
51 - 60	50 24%
60+	71 34%

3. **Have you ever used Holbrook Sports Centre within the last 12 months?**

	Base	204 100%
Yes		30 15%
No		119 58%
Didn't know it existed		55 27%

SECTION B - USER SURVEY

4. **When was the last time you visited Holbrook Sports Centre?**

	Base	33 100%
In the last week		17 52%
In the last 2 weeks		2 6%
In the last month		3 9%
In the last 6 months		3 9%
In the last 6 - 12 months		8 24%

5. **How often do you go to Holbrook Sports Centre?**

	Base	33 100%
Every day		1 3%
Twice a week		7 21%
Once a week		12 36%
Once a fortnight		- -
Once a month		3 9%
Less than once a month		10 30%

6. What activity/ies do you take part in at Holbrook Sports Centre?

	Base	38 100%
Football		4 11%
Tennis		24 63%
Basketball		1 3%
Netball		4 11%
Other		5 13%

Please specify:

- ◆ N/A
- ◆ Didn't know it existed
- ◆ I play netball there but didn't know there was a sports centre there
- ◆ Holbrook Tennis Club
- ◆ I knew you could play tennis at the High School but certainly had never heard it called a Sports Centre or was aware you could do anything else there!
- ◆ Keep fit
- ◆ Used it for my college coursework
- ◆ Yoga
- ◆ Aerobics
- ◆ Keep fit class

7. What do you think about the facilities at Holbrook Sports Centre?

	Base	Excellent	Good	Satisfactory	Poor	Don't Know
Base	137	35 26%	28 20%	34 25%	21 15%	19 14%
Indoor Gymnasium	24	2 8%	3 13%	7 29%	7 29%	5 21%
Changing Rooms	27	- -	3 11%	9 33%	12 44%	3 11%
Floodlit Artificial Turf Pitch	29	14 48%	8 28%	3 10%	-	4 14%
Tennis Courts	32	17 53%	9 28%	4 13%	-	2 6%
Netball Courts	25	2 8%	5 20%	11 44%	2 8%	5 20%

8. What do you think about the following?

	Base	Excellent	Good	Satisfactory	Poor	Don't Know
Base	158	10 6%	37 23%	42 27%	25 16%	44 28%
Opening times	30	-	9	10	7	4
Programme of activities	31	2	6	8	6	9
Prices	32	6%	19%	26%	19%	29%
Booking system	32	-	8	10	4	10
Quality of coaching	33	-	25%	31%	13%	31%
		-	6	8	8	10
		-	19%	25%	25%	31%
		8	8	6	-	11
		24%	24%	18%	-	33%

9. Why do you go to Holbrook Sports Centre instead of other centres?

	Base	50 100%
It is hard for me to get to other sports centres		4
I am a member of a club at the centre		8%
My family/friends go there as well		14
Other places are too expensive		28%
Range of facilities		8
Convenient and easily accessible		16%
I have always gone to Holbrook		3
		6%
		4
		8%
		13
		26%
		4
		8%

SECTION C - NON-USER SURVEY

10. **What are the reasons you DO NOT use Holbrook Sports Centre?**

	Base	162 100%
Use another Leisure facility		32 20%
Difficulty getting to the Sports Centre		2 1%
No time to use sports centre		26 16%
Not interested in sports activities		30 19%
Opening times don't suit		11 7%
No sports hall		6 4%
Too expensive		8 5%
You think it is for school pupils only		14 9%
Poor quality of facilities (changing rooms etc)		5 3%
Programme of activity not suitable *		28 17%

** Please expand on this:*

- ◆ Too badly disabled
- ◆ Too old!
- ◆ However my children have used it for tennis.
- ◆ Not well advertised.
- ◆ I have to say we did not know it was a 'Sports Centre'. Our children only attended the tennis course. We like Felixstowe pool, excellent for young children on Sundays from 5 p.m. The dry ski slope, Alton Water and ???, i.e. do not get much for our Babergh poll tax! How about good off road cycle routes linking schools and recreation facilities with residential areas?
- ◆ You will have noticed that I have not filled in the questions I am 85 years old my days for that caper are over, but it is an excellent thing, as it will no doubt keep younger people in order and away from crime.
- ◆ Needs a swimming pool
- ◆ I have lived in Holbrook for 24 years and have no idea where "Holbrook Sports Centre" is. Is it Reed Field? At the High School. I would very interested to know.
- ◆ I think it would benefit by having more activities.
- ◆ Didn't know there was one.
- ◆ Do not play tennis or football. Would prefer a gym and swimming pool.
- ◆ Is it a sports centre or a private tennis club? When is a gym a sports centre?
- ◆ I use Busy Bodies in Manningtree.
- ◆ We use the facilities of the Holbrook Bowls Club.
- ◆ Don't know what the programme of activity is. Have never seen any publicity for it.
- ◆ My usual leisure pass time is swimming and Holbrook Sports centre does not provide this
- ◆ At 67 I consider myself too old to play team games, but I enjoy swimming and would like it if a swimming pool was available at the school. I used to attend a yoga class at the school as a class run by Suffolk County Council but this stopped
- ◆ Aged 79
- ◆ Tennis for my children is too expensive

- ◆ Old age
- ◆ Didn't know it existed
- ◆ Not having the time I have not enquired as to facilities available, and hence are unaware of those that are available
- ◆ I am 67 and retired. I do a lot of exercise by walking, cycling and swimming but not at the sports centre
- ◆ We do not have a Sports Centre. We have a few outdoor all weather tennis courts which members of the public cannot use unless they join the tennis club
- ◆ Disabled pensioner
- ◆ Basketball is my sport. The tiny gym is no good for this.
- ◆ Too old
- ◆ Not enough information sent to local residents about forthcoming events/competitions
- ◆ Due to problems with joints need to do aqua exercise
- ◆ Too old and arthritic for ports
- ◆ My age and difficulty getting about
- ◆ I use a gym in Ipswich. I did not know the Sports Centre existed! I would be interested in visiting the facility if it is up to gym standard.
- ◆ Not sure what activities are available at Holbrook
- ◆ Didn't know there was one
- ◆ Would probably only be interested in swimming or netball and as far as I know these are not available
- ◆ I have lived in Holbrook for 6 years and never realised that there was a Sports Centre. What else is on offer?
- ◆ Very young child so time problem. Don't know enough about what is offered/where to find out? Community centre is very difficult to contact.
- ◆ My only sports activity these days is bowls.
- ◆ Too old and waiting for a hip replacement
- ◆ Registered disabled
- ◆ I was not aware a sports centre existed in Holbrook
- ◆ Age limitation >80. We sail our own yacht.
- ◆ ill health. But if there was a swimming pool I would use it
- ◆ I teach full-time and spend evenings and weekends being a mother or 'doing' school work. There doesn't seem to be any time for me!
- ◆ Didn't know it existed
- ◆ We knew there used to be a swimming pool - now gone. It's a pity that wasn't used for the public - we would have supported it weekly!
- ◆ Next Generation opening has more facilities.
- ◆ Don't know where it is
- ◆ I have heard of interest in a multi-gym being made available for both school and public
- ◆ Work full-time and full-time carer for disabled husband. Would use centre if I had any free time or a carer to sit. That's if I had any energy left: dog to walk, garden to weed etc..
- ◆ my age. I am unfit and are having trouble getting about
- ◆ I don't know what the programme of activities are - I didn't realise there was a Holbrook Sports Centre
- ◆ I have no interest in using the Holbrook Sports Centre but I am pleased the facilities are available for other/younger residents to use
- ◆ I am 84 years of age and crippled with arthritis and find walking a great difficulty!
- ◆ Aged 58!
- ◆ No transport and unable to walk that fast
- ◆ I don't know what the programme is. I didn't know there was one.
- ◆ I am keen on sports activities but, apart from tennis, which I played at Holbrook regularly until 3 years ago, I am not aware of other activities suitable for 60 year olds.

- ◆ Pregnant and as far as I know Holbrook does not offer any suitable courses
- ◆ Am too old!
- ◆ being retired the only sports I partake in are swimming and carpet bowls which are not available
- ◆ Very sorry I am too old at 82
- ◆ Want to play tennis through the day and used for school then. Very limited time users.
- ◆ I'm not interested in tennis and the cricket got no support and has now closed. I'm not interested in Netball either
- ◆ Also I was unaware of its existence
- ◆ Swimming pool
- ◆ It would be great to have an indoor facility - we have to go to Ipswich or even to Essex for this = expensive
- ◆ As a 78 year old couch potato I am content to watch the 'box' until I enter my own box
- ◆ Activities offered at the Sports Centre only seem to cater for the younger/fitter persons
- ◆ I enjoy walking but I do this alone.
- ◆ I am not aware of what is available apart from tennis
- ◆ As I am now nearly 87 I don't think that any of the above apply to me!
- ◆ Medical problems - I have had to have a new hip - Nov '02

11. **What activities and/or benefits would encourage you to visit the centre?**

Base	126
	100%
More convenient opening times	13 10%
Lower prices	13 10%
Women only activity sessions	7 6%
None of the above	34 27%
Child care facilities	7 6%
Improved public transport	2 2%
Aerobic/fitness classes	17 13%
Other *	33 26%

** Please specify:*

- ◆ Kickboxing type exercise classes.
- ◆ N/A
- ◆ Unaware that the Centre was open to the public. Has it got a swimming pool, sauna, jacuzzi, indoor tennis courts, gym, bar, restaurant, squash courts, locker rooms, showers etc.
- ◆ As I've said above a swimming pool would encourage me to use the centre.
- ◆ If squash courts were there I think they would be supported greatly by young and older people in Holbrook.
- ◆ Parking and lighting. Improved quality of equipment/facilities. Variety of activities. Publicity.
- ◆ Proper gym
- ◆ None.
- ◆ Pilates. Dance-exercise.

- ◆ I would like a yoga or Tai Chi class
- ◆ Swimming
- ◆ A gym would be great (weights equipment and that sort of thing)
- ◆ Knowing of its existence
- ◆ These are the reasons I have heard around the Village
- ◆ lack of knowledge means I cannot answer this section
- ◆ For my age group
- ◆ I swim twice a week, no facilities for swimming at HSC
- ◆ Mrs J S Bass
- ◆ Build a sport hall! (Is there any other area of Suffolk that does not have a local sports hall?)
- ◆ Too Old
- ◆ I think that this would be a good venue for child care because of the facilities, if there was more convenient opening times and lower prices.
- ◆ Arranging for Holbrook residents to have access to Royal Hospital Schools swimming pool would be super
- ◆ Better publicity of activities
- ◆ Too old - on medication
- ◆ Gymnasium Facilities
- ◆ Would use tennis facilities more if crèche or childminding facilities available
- ◆ Yoga in the evenings
- ◆ Swimming and ladies netball
- ◆ Yoga
- ◆ Badminton, better changing facilities and a swimming pool
- ◆ Yoga and Pilates. Put information into parish magazine and contacts
- ◆ I have used evening classes run by Suffolk College at Holbrook High School. I now use East Bergholt School and Royal Hospital School for adult evening classes
- ◆ My wife is disabled and all my time is taken up looking after her
- ◆ Possibly, I don't know what is on offer
- ◆ Don't go to any of these amenities.
- ◆ More publicity about what's on offer
- ◆ Didn't know it existed
- ◆ I use the Suffolk College over 50's gentle exercise, during the day time PM at Holbrook V Hall
- ◆ Badminton club or squash facilities
- ◆ Investment in Sports Hall
- ◆ Information about where it is
- ◆ A published programme of events as at the moment it appears to be for the exclusive use of the school and a members only tennis club
- ◆ Would attend yoga classes if I had a sitter for my husband and times fitted with my shift work pattern
- ◆ A proper sports hall
- ◆ I do not know what goes on there!
- ◆ Gym fitness facilities available for individual/occasional use i.e. not regular classes!
- ◆ martial arts
- ◆ Some years ago I did swim at the RHS. Otherwise facilities and questions now really non-applicable
- ◆ Publicity. My son attends Holbrook High School but no information is handed out from the school. Badminton please.
- ◆ Better circulation and advertising of available facilities
- ◆ Easily accessible information re. classes etc on offer
- ◆ I have no knowledge of the activities at Holbrook or where the Sports Centre is
- ◆ Some advertising around the village?

- ◆ Swimming pool
- ◆ Swimming
- ◆ We would like to play tennis on Sundays and have enquired about this but it was not possible to organise. We live yards away but drive 10 miles to use different facilities which is a pity
- ◆ none
- ◆ Dance class
- ◆ Over 60's activities and info on activities if there are any. E.g. keep fit etc
- ◆ Badminton/Swimming
- ◆ Swimming
- ◆ Swimming/walling
- ◆ Yoga classes
- ◆ Equipped gymnasium

10 February 2003

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