



# BEST VALUE REVIEW OF LEISURE AND COMMUNITY SERVICES DIVISION

## EAST BERGHOLT COMMUNITY USE SPORTS CENTRE SURVEY

Questionnaires were sent out during the week of 13 January 2003 to all households in East Bergholt (1134 in total)

Sent:	1134
Received:	352
Response Rate:	31%

The results are listed below:-

### SECTION A - ABOUT YOU

1. **Are you:**

<b>Base</b>	<b>345</b> <b>100%</b>
<b>Male</b>	151 44%
<b>Female</b>	194 56%

2. **Aged**

<b>Base</b>	<b>348</b> <b>100%</b>
<b>Under 18</b>	9 3%
<b>18 - 30</b>	17 5%
<b>31 - 40</b>	62 18%
<b>41 - 50</b>	59 17%
<b>51 - 60</b>	74 21%
<b>60+</b>	127 36%

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

<b>Base</b>	<b>347</b> <b>100%</b>
<b>Yes</b>	120 35%
<b>No</b>	212 61%
<b>Didn't know it existed</b>	15 4%

**SECTION B - USER SURVEY**

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

<b>Base</b>	<b>122</b> <b>100%</b>
<b>In the last week</b>	45 37%
<b>In the last 2 weeks</b>	9 7%
<b>In the last month</b>	5 4%
<b>In the last 6 months</b>	35 29%
<b>In the last 6 - 12 months</b>	28 23%

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

<b>Base</b>	<b>117</b> <b>100%</b>
<b>Every day</b>	5 4%
<b>Twice a week</b>	25 21%
<b>Once a week</b>	39 33%
<b>Once a fortnight</b>	5 4%
<b>Once a month</b>	6 5%
<b>Less than once a month</b>	37 32%

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

<b>Base</b>	<b>206</b> <b>100%</b>
<b>Football</b>	24 12%
<b>Tennis</b>	16 8%
<b>Basketball</b>	1 0%
<b>Fitness</b>	42 20%
<b>50+ Sessions</b>	6 3%
<b>Holiday Group</b>	6 3%
<b>Children's Party</b>	35 17%
<b>Karate</b>	2 1%
<b>Aerobics</b>	9 4%
<b>Ladies Morning Circuits</b>	8 4%
<b>Other</b>	57 28%

*Please specify:*

- ◆ Trimmers
- ◆ Badminton
- ◆ Badminton club
- ◆ Carpet bowling
- ◆ Swimming
- ◆ Badminton
- ◆ Badminton
- ◆ Swimming
- ◆ Swimming
- ◆ Badminton
- ◆ Short tennis
- ◆ Swimming
- ◆ Grandsons birthday party
- ◆ Badminton & swimming in Summer
- ◆ Gym
- ◆ Hockey
- ◆ Used facility 12 months ago
- ◆ Badminton
- ◆ Badminton
- ◆ Swimming
- ◆ Swimming
- ◆ Swimming
- ◆ Odd hire of badminton court and help organise junior tennis.
- ◆ Swimming
- ◆ Swimming in the summer
- ◆ Swimming (early riser) during the Summer opening
- ◆ Badminton
- ◆ Swimming pool
- ◆ Kick aerobics
- ◆ Badminton
- ◆ Badminton & Gym
- ◆ Childrens' strikers
- ◆ Swimming
- ◆ Badminton
- ◆ Swimming with grandchildren
- ◆ Swimming
- ◆ Table tennis
- ◆ Swimming
- ◆ Swimming but surgery prevents current use
- ◆ Legs, bums & tums & kick aerobics
- ◆ Hockey Practice
- ◆ Swimming
- ◆ Badminton
- ◆ Hockey training for ladies team

- ◆ Swimming and badminton
- ◆ Trampolining and swimming in summer
- ◆ Swimming
- ◆ Swimming pool
- ◆ Badminton and swimming
- ◆ Swimming
- ◆ Circuit training
- ◆ Badminton
- ◆ Kick aerobics
- ◆ Trampolining and tennis
- ◆ Badminton
- ◆ Swimming in Summer months
- ◆ Swimming
- ◆ Swimming
- ◆ Badminton
- ◆ Swimming
- ◆ Swimming (summer only)
- ◆ Swimming
- ◆ Swimming
- ◆ Swimming
- ◆ Swimming
- ◆ Swimming
- ◆ Childrens gymnastics for my daughter
- ◆ Swimming regularly-all the family

7. **What do you think about the facilities at East Bergholt Sports Centre?**

	<b>Base</b>	<b>Excellent</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>	<b>Don't Know</b>
<b>Base</b>	<b>422</b>	<b>37</b> <b>9%</b>	<b>154</b> <b>36%</b>	<b>107</b> <b>25%</b>	<b>27</b> <b>6%</b>	<b>97</b> <b>23%</b>
<b>Indoor Sports Hall</b>	108	12 11%	67 62%	20 19%	1 1%	8 7%
<b>Fitness Studio</b>	109	12 11%	34 31%	35 32%	6 6%	22 20%
<b>Changing Rooms</b>	109	8 7%	28 26%	39 36%	17 16%	17 16%
<b>Floodlit All Weather Area</b>	96	5 5%	25 26%	13 14%	3 3%	50 52%

8. **What do you think about the following?**

	<b>Base</b>	<b>Excellent</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>	<b>Don't know</b>
<b>Base</b>	<b>558</b>	<b>24</b> <b>4%</b>	<b>222</b> <b>40%</b>	<b>172</b> <b>31%</b>	<b>50</b> <b>9%</b>	<b>90</b> <b>16%</b>
<b>Opening times</b>	115	6 5%	39 34%	36 31%	22 19%	12 10%
<b>Programme of activities</b>	110	4 4%	51 46%	42 38%	7 6%	6 5%
<b>Prices</b>	116	5 4%	51 44%	43 37%	11 9%	6 5%
<b>Booking system</b>	112	3 3%	48 43%	37 33%	4 4%	20 18%
<b>Quality of coaching</b>	105	6 6%	33 31%	14 13%	6 6%	46 44%

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

	<b>Base</b>	<b>192</b> <b>100%</b>
<b>It is hard for me to get to other sports centres</b>	18	9%
<b>My family/friends go there as well</b>	19	10%
<b>Other places are too expensive</b>	11	6%
<b>Range of facilities</b>	12	6%
<b>I have always gone to East Bergholt</b>	25	13%
<b>Convenient and easily accessible</b>	107	56%

SECTION C - NON-USER SURVEY

10. What are the reasons you DO NOT use East Bergholt Sports Centre?

	<b>Base</b>	<b>258</b> <b>100%</b>
<b>Use another Leisure facility</b>	50	19%
<b>Difficulty getting to the Sports Centre</b>	3	1%
<b>No time to use sports centre</b>	52	20%
<b>Not interested in sports activities</b>	60	23%
<b>Opening times don't suit</b>	22	9%
<b>Too expensive</b>	11	4%
<b>You think it is for school pupils only</b>	20	8%
<b>Poor quality of facilities (changing rooms etc)</b>	13	5%
<b>Programme of activity not suitable *</b>	27	10%

\* Please expand on this:

- ◆ Did not know what was available at EBSC
- ◆ Too old at 70 years of age.
- ◆ Poor sight
- ◆ Members of my family looking for a gym found the facilities poor and the attitude patronising and went elsewhere.
- ◆ New to area. Am considering joining. Facility is not clean!
- ◆ A gentle over 50 exercise/movement class in afternoon would be helpful.
- ◆ Here you have a swimming pool which must be the biggest drain on rate payers money. Absolutely useless! This is definitely a time for re-appraisal and also a time for future thinking.

- ◆ Although I do not wish to use the facilities, I think the village is most fortunate to have them available.
- ◆ Main leisure activity is all year round swimming - not outdoors!
- ◆ I already attend a keep fit & dance group for 50+ at Constable Hall on Thursday afternoon run by Suffolk CC
- ◆ I don't know enough about the times, activities and facilities available.
- ◆ My sporting interests are golf and sailing
- ◆ Arthritic hip! Would use if I could
- ◆ Busy with UBA activities
- ◆ Not aware of what it offers, my daughter who is at school uses it
- ◆ In the gym the music was too loud, and my requests for it to be turned off or changed were ignored.
- ◆ Have never seen an advert for it. Lived here 22 years. Can't recall advert in Parish magazine that goes to all households. The yellow flyer is a big eye-opener.(Apart from swimming)
- ◆ At 78 I only wish it had been available in my younger days.
- ◆ I am 78 years of age and have a crippled left knee. Ran middle distance for 25 years.
- ◆ Use of swimming pool is required
- ◆ At the moment East Bergholt High School evening classes YOGA. Could you start Yoga?
- ◆ Hintlesham Hall Golf Club
- ◆ Would like the Sports Centre to have a crèche facility if possible
- ◆ The opening times for the gym and pool do not suit us.
- ◆ I would like to attend now that I have retired.
- ◆ Age prohibitive
- ◆ I don't do any sport now
- ◆ Golf is my main sport I shall certainly consider using the hall.
- ◆ We are 70 & 76 years respectively & get our exercise walking the dog and line-dancing.
- ◆ Swimming pool is poorly advertised and would be used in winter if enclosed. Swimming pool is also run down and needs to be refurbished.
- ◆ Joined a health club before living in East Berholt so carried on using it after move.
- ◆ If you subsidise some peoples' leisure activities then you should do this for everybody otherwise we have a case for unfair discrimination.
- ◆ Too old at 70 and with current state of health.
- ◆ I am 75 years old with a replacement hip.
- ◆ I injured playing badminton. I have played Badminton and used the swimming pool in the past 18 months.
- ◆ Too old to need it! Is this not a waste of money sending out surveys to OAP's like me?
- ◆ At the age of 80 I have given up!
- ◆ Yoga
- ◆ Not interested
- ◆ Only been in Village since March 2002.So haven't explored whats on offer.
- ◆ Attend 2 keep-fit classes and 4 sessions of dancing classes
- ◆ Would like to do ladies a.m. But can't attend Thursday and would need childcare.
- ◆ I have no transport and my health precludes sporting activities.
- ◆ Never seen any adverts for specific activities I may be interested in or any adverts at all.
- ◆ I am 79 years old-but quite fit. I might use the centre if there was a suitable activity.
- ◆ Not advertised very much
- ◆ Place always dusty - needs a good clean and decorate.
- ◆ Please note my son uses the sports centre and he is 14 years of age.
- ◆ Have only just moved to village in December 2002.We intend to use the facilities ASAP
- ◆ Too old at 90
- ◆ If I were 10-15 years younger, I would probably use the centre.
- ◆ The only facility i've used in the past was the fitness gym - this room suffers from a lack of natural ventilation. The outdoor swimming pool is too cold so we go to Stoke-by-Nayland Golf Club

- ◆ My lifestyle doesn't include time for sport centres but I still think its a positive community resource and would love to find the time to play tennis.
- ◆ Only do swimming
- ◆ Would be interested in a really warm swimming pool for hydro-therapy
- ◆ Due to injury - a badly turned ankle - I gave up sport about 20 years ago. Until that time I played Hockey and Cricket regularly for the village and I also did tennis and occasional running. Since then no sport.
- ◆ I prefer to play tennis, ski, walking and swimming on a regular basis-also in winter
- ◆ No crèche and I do not have any childcare help. However, when the children get older only 2 & 4 now I would consider childrens facilities.
- ◆ I keep fit by walking, gardening and a personal exercise routine at home. I don't think that you could provide anything better for free.
- ◆ Possibly tennis this year
- ◆ Not keen on gymnastics at my age!
- ◆ Working too many hours and not enough time
- ◆ Our children have used many of the activities in the past and my daughter regularly uses the gym. We have generally been impressed with the facilities.
- ◆ My wife fully intends using the Sports Centre in the future. She did not know when & which day various activities happened.
- ◆ Longer weekend opening hours would encourage me to use the facilities
- ◆ The facility stopped opening mornings. Then opened at inconvenient times. As a mother 3pm is no good. I would use the facilities regularly as I have previously if it opened at 9.30am say during the week.
- ◆ Had a few medical problems. Intend to start again if the gym studio is available when I can get there sometimes in the AM or PM
- ◆ Too old
- ◆ Have used in the past but haven't found time to use pool a lot in the Summer.
- ◆ As a retired person I used to go to the gym 3 times a week. The opening hours became increasingly more inconvenient and the facilities and changing rooms deteriorated and were slow being repaired. I now got to Colchester Leisure Centre which is cheaper and has a wider rang of activities.
- ◆ Apart from playing badminton in Lawford, my problem is a lack of time. When the children are older I hope to be more active and will use the Sports Centre.
- ◆ Disabled and have had 2 hip operations - will need gym in a few months time.
- ◆ Disabilities preclude
- ◆ My main interest is swimming. The pool is the best feature of the Sports Centre
- ◆ We are in our mid 70's and still active but get our exercise in other ways - walking, gardening etc...
- ◆ Too old! Cycle, walk, DIY and garden instead
- ◆ I attend a KFA (p.m.).I work from 12.00 noon and would possibly attend a morning class that offers a more than 50+ gentle but less then full aerobic exercise
- ◆ 78 years old with prostate cancer
- ◆ Age 66 play golf and walk
- ◆ Was working in London very long hours. Retired last year and building retirement cottage - no time to even think!
- ◆ Tennis court hire too expensive, induction charge too expensive.
- ◆ Prefer the fresh air and flexibility of my daily 3 mile walk
- ◆ Since we are both in our mid 80's our health problems will not let us indulge in sports
- ◆ I lead a reasonably active life
- ◆ Want to use swimming pool
- ◆ Recently moved into village and have not yet visited. I certainly intend to and participate in the fitness training. I would also like to use the badminton facilities
- ◆ I am all in favour of the village having a good quality sports center's regard it as absolutely essential.

- ◆ I am not very interested but I should be. I think the centre and the pool are wonderful facilities for the local community and my children.
- ◆ I use the grounds to walk my dogs but am disabled and unable to take part but do watch the bowls
- ◆ Only just moved to village have visited but nobody was on the reception desk. Waited for 10-15 mins still nobody about.
- ◆ Long term physical disability prevents use, otherwise it would be used and appreciated
- ◆ Swimming at Hadleigh every Thursday evening
- ◆ For facilities available, price is too high
- ◆ I'm a member of a very nice sports gym which my partner pays for, but would consider changing if these circumstances changed.
- ◆ Indoor heated pool for winter swimming!
- ◆ Horse rider/owner with neither time nor energy left to make use of sports centres. I think we are extremely fortunate to have such a centre however, but wish we had Bridleways - horse riders needs are just not met in our village.
- ◆ And Hadleigh swimming pool very occasionally
- ◆ Too old!
- ◆ Have only recently moved to the village but I am thinking of joining although I do think the prices are expensive.
- ◆ I did not feel that the gym was at all well equipped but I have booked a child's party there for next month.
- ◆ I do not use the actual sports centre because I am rather old and have artificial knees. Swimming is however very good for me and I beg you to keep the pool open and help us to improve it.
- ◆ I do not even know what is there!
- ◆ As our children go to school in Ipswich its difficult to get back for 4pm when most activities suitable for them start
- ◆ Circuit training equipment needs modernising and needs music or TV to keep people from getting bored
- ◆ My husband and I now aged 77 & 76 get our exercise by walking and gardening
- ◆ At the age of 77 years and having Angina I am not interested in sports
- ◆ We are both in our late 70's/health reasons
- ◆ I'm afraid at 75 and an arthritis sufferer the centre isn't for me. But I like to think of the younger/little ones using it.
- ◆ 87 and handicapped by arthritis
- ◆ I am only interested in an indoor heated swimming pool
- ◆ When first opened there was no information and when I enquired I was told it was for school purposes only
- ◆ I am in my late 80's
- ◆ I am over 60 years old and activities are not suited to my age group
- ◆ Use gym and tennis courts at Claris house in Ipswich
- ◆ I have a membership at a private health club
- ◆ The spirit is willing but the body is weak!!!

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

<b>Base</b>	<b>259 100%</b>
<b>More convenient opening times</b>	39 15%
<b>Lower prices</b>	28 11%
<b>Women only activity sessions</b>	27 10%
<b>None of the above</b>	77 30%
<b>Child care facilities</b>	17 7%
<b>Improved public transport</b>	1 0%
<b>Aerobic/fitness classes</b>	29 11%
<b>Other *</b>	41 16%

\* Please specify:

- ◆ Music is a deterrent. I would prefer to concentrate on the exercises. I would prefer a class for adults only.
- ◆ Poor sight
- ◆ Cannot get through to centre on telephone and there is not an answer machine.
- ◆ This is one of the most unattractive sights I have come across certainly not a feel good factor where I would wish to spend my leisure time.
- ◆ More publicity would help. There is virtually no information generally available about adult classes & facilities
- ◆ When retired would use 50+ fitness classes. If the swimming pool were covered and heated & had adult serious lessons I would use it in preference to traveling further a field.
- ◆ It is excellent to have a heated pool in the village. Its a pity that its only open to the swimming club for such a short period. If it was covered it would be a better asset for the whole village. You would have more customers.
- ◆ Golfing facility
- ◆ With 2 small children any activities during school hours, for toddlers, would be of interest. I aim to use the gym when both children are at nursery.
- ◆ Swimming/Yoga
- ◆ Have used gym in past. Now use facilities closer to workplace.
- ◆ I would use a swimming pool every week if it were open in East Bergholt. At present, I travel to Hadleigh each week & take a friend.
- ◆ That it is looking for adults to use; more info on swimming pool; and, looking at leaflet focus on women.
- ◆ Loud music
- ◆ What I want is swimming - regular access, not just summer outside school hours. Also facilities at existing pool are not good.
- ◆ May well go for a look see
- ◆ Indoor swimming facility and sauna, jacuzzi and aqua-therapy treatments.
- ◆ It has been a wonderful facility for both the Village and the catchment area of the school. I hope the sports hall and the swimming pool will be available for many years to come.
- ◆ Need to know the times of the classes for 'fit'n fifty' as does not say.

- ◆ Away a lot
- ◆ Closed-in, year round swimming pool
- ◆ More times for badminton
- ◆ I have only used swimming pool in last 9 months. Would very much like to see sessions extended.
- ◆ Longer hours at the weekend
- ◆ I am over 80 years of age
- ◆ Intend to use during this year; lack of time and inclination last year. Facilities frankly look fine.
- ◆ When I have been in sports centre mostly to do with team sports it seems very disorganised.
- ◆ I think if the activities were advertised more there would be more interest. Perhaps have an open day?
- ◆ Think of other people and not the few
- ◆ Could do with more equipment in the gym, more than one of everything so you don't have to wait to use a particular piece of equipment.
- ◆ There has been a lack of publicity concerning the Sports Centre facilities. Particularly the swimming pool in past few years.
- ◆ I would like to say that the equipment in the fitness studio desperately needs up-dating. In summer it also needs air conditioning because the windows don't open and standing fans are not adequate when the weather is hot.
- ◆ Reincarnation
- ◆ More women's sessions during the day.
- ◆ Advertise the activities more
- ◆ Indoor swimming pool.
- ◆ Fitness suite should be available more during the day to the public. Would be used a lot more although I know this would be difficult with school.
- ◆ More friendly and amenable as management can be rude and unhelpful.
- ◆ Many things I like are in the day - I WORK!
- ◆ Event suitable for OAP
- ◆ Swimming
- ◆ Can only book up to 2 weeks ahead but can book a birthday party 2-3 months ahead.
- ◆ A clean and warm pool
- ◆ A wider choice of exercise classes e.g. Yoga and pilates. Also some new badminton nets and a better selection of shuttles.
- ◆ An indoor swimming pool with sauna and steam rooms and a pleasant snack bar or licensed bar. More activities for men, snooker, table tennis - more of a sports club atmosphere.
- ◆ Swimming - centre not properly advertised.
- ◆ I am considering taking the fitness test. So advertising has encouraged me.
- ◆ Walking and swimming are the best forms of exercise. Sports centre sports generate sports injuries.
- ◆ That the swimming pool remains open - very important
- ◆ For the elderly?
- ◆ I think the facilities are very good for a village of this size, I have used them in the past and hope to use them more in the future.
- ◆ I have been put off using the gym in the past as I would have preferred to go early in the morning before work.
- ◆ Knowing more about it.
- ◆ Sauna
- ◆ Women only fitness gym please
- ◆ I have used the centre in the past but stopped because of lack of supervision in gym and music is too loud.
- ◆ Our activity is confined to walking
- ◆ Although I do use the Sports Centre I would go much more regularly if there was an all-year swimming pool available and so would my family
- ◆ Dance classes, modern disco & Jazz. Gym time women only 30+ years

- ◆ Prices are quite expensive for student aerobic session. The cleanliness of the halls - lots of dust, fluff and sometimes dirt.
- ◆ Indoor swimming for children
- ◆ All year round pool
- ◆ Would love the swimming pool to be covered, lots more people in the village would use it even more than the fitness suite.
- ◆ Programme of activities, times, prices, are there showers, who takes the class, what age group, do I need to book, which ones are family activities, how long is a booking, do you have equipment e.g. Rackets, balls?
- ◆ A 9-11 a.m. Work out more gentle then aerobics but more intense than 50+.
- ◆ The facility is there - but a swimming pool to use all year round would be an advantage.
- ◆ None
- ◆ Not interested in playing or watching any sport. Include ballroom dancing and I could be very interested in attending.
- ◆ Indoor tennis
- ◆ Salsa dancing
- ◆ I just haven't really got the time at the moment, but would consider using it when I do have the time as it is near and also for my child when he is older.
- ◆ I have no objection to my local tax contributing to such facilities for others
- ◆ All year round pool with better opening hours
- ◆ I might try the pool, a cover would extend its use.
- ◆ Indoor heated pool
- ◆ I think it is lovely
- ◆ Somebody on reception desk when visited
- ◆ Its important that this facility is manned.
- ◆ Dance class
- ◆ As over 70's we have little interest in sports. Main hobbies are gardening and carpentry
- ◆ To open within school hours on more than one day
- ◆ Childrens activities, more fitness classes and improved gym facilities
- ◆ I have visited the centre, do know roughly what goes on. I feel many folk are uneasy about visiting school premises, may be uncertain in this case of whether EBHS welcomes them. This would apply to the swimming pool as well.
- ◆ Wider range of activities for 5-10 year olds at around 4.15pm
- ◆ Rugby teams for boys and Judo also a netball team for ladies. Also a cover over the pool so we can use it in the Winter
- ◆ I would like to go and have a coffee and watch all the goings on!
- ◆ Better gym facilities
- ◆ Pilates, yoga and dance/salsa
- ◆ I attend regularly but only due to the instructor not the facility. The gym is poorly equipped and is a joke compared to the facilities at Hadleigh. With new centres and gyms opening everywhere it needs updating.
- ◆ Swimming
- ◆ Personally I have back problems, so I would not use the Sports Centres' facilities but my son has taken part in activities until they were discontinued.
- ◆ Thanks for sending the info I do want to use it!
- ◆ Indoor pool, indoor tennis courts or other floodlit courts
- ◆ I was one of the first members of the Centre but after the spaciousness of my gym at that time the one there felt too small. So did not renew membership.

27 June 2003