



BEST VALUE REVIEW OF LEISURE AND COMMUNITY SERVICES DIVISION

NON USER QUESTIONNAIRE

Questionnaires were sent via post on 9 January 2003.

Sent:	575
Received:	166
Response Rate:	29%

The results are listed below:-

1. **Have you used any of the following facilities in the last 12 months? If you have used all of them, please tick each box. If you have not used one or more, please tick the relevant boxes and continue to answer the appropriate questions.**

	Base	YES	NO
Base	768	190 25%	578 75%
Kingfisher Leisure Centre, Sudbury	160	70 44%	90 56%
Great Cornard Sports Centre (Great Cornard Upper School)	154	23 15%	131 85%
Sudbury Sports Centre (Sudbury Upper School)	151	27 18%	124 82%
Sudbury Tourist Information Centre	151	56 37%	95 63%
Lavenham Tourist Information Centre	152	14 9%	138 91%

2. What are the reasons you do not use the Kingfisher Leisure Centre (tick all that apply)?

	Base	87
		100%
I use another Leisure Centre/Swimming pool		8 9%
It is difficult to get to		3 3%
I don't have enough free time		19 22%
I am not interested in swimming/fitness		30 34%
There is not enough parking		1 1%
There is no sports hall		- -
It is too expensive		16 18%
I think it is for members only		1 1%
I find the changing rooms are not clean enough		5 6%
The programme of activities and classes does not suit me (any suggestions for improvements?)		4 5%

Please add:

- ◆ I should use the pool (and did 3 days a week up to a year ago). Great facility.
- ◆ Too old.
- ◆ Not young enough
- ◆ Prefer Hadleigh pool. Gym too pricey.
- ◆ Poor perception of public leisure centres.
- ◆ Earlier opening - weekdays 06:00 & weekends 07:00
- ◆ I was a member of Kingfisher Leisure Centre for approx 6 years, until I had knee replacement and more recently hip replacement and not able to use equipment comfortably any more!
- ◆ I am disabled and don't have the confidence to try

Other reason, please specify:

- ◆ I am 72 year's old and am not now in need of these facilities.
- ◆ ILL HEALTH
- ◆ I am disabled with severe back pain problems.
- ◆ Go running and play golf, so no interest in Leisure Centre.
- ◆ Disabled
- ◆ I am too elderly to participate. I have been in as a spectator.
- ◆ We are Lavenham residents OAP and do not need to use.
- ◆ I do not like the swimming pool. It is not big enough and it is a bit run down.
- ◆ Have 3 children, but can only take 1 child at a time. I was told 1 adult to 1 child, plus 2 of them have seizures so I need help.
- ◆ I am 79 years old and housebound.
- ◆ We have only recently moved to the area and have not had time to explore the facilities, but we will use it.
- ◆ Elderly with disabilities and non-swimmer
- ◆ I am disabled and have no transport and I think I might be too old at 85
- ◆ Being a pensioner, can't afford it.
- ◆ Too old
- ◆ Its always too crowded in the pool when I have been. No room to swim
- ◆ I prefer the Sudbury centre because it is better for casual booking
- ◆ Too noisy, crowded
- ◆ Too far out of the way. You take your life in your hands crossing the roads.
- ◆ I go to the osteopath, the gym is expensive and I don't like the atmosphere. The sun bed didn't work. I resent the fact that it was paid for by tax payers and now a private company gets the profit.
- ◆ I am too old now.
- ◆ Born 22.12.1932. Work and lifestyle have kept me fit.
- ◆ I am disabled so I have no use for sports facilities
- ◆ As I am 83 years of age and a semi invalid, I have no call to use any of the above facilities. These comments apply equally to all five centres.
- ◆ My grandchildren use but say showers and changing room dirty

3. What are the reasons you do not use Great Cornard Sports Centre (please tick all that apply)?

	Base	125
		100%
I use another Sports Centre		32
		26%
It is difficult to get to		5
		4%
I don't have enough free time		27
		22%
I am not interested in sports/fitness		46
		37%
The opening times do not suit me		3
		2%
It is too expensive		5
		4%
I think it is for school use only		4
		3%
There is not enough/not the right sort of equipment		-
		-
The quality of the facilities and changing rooms is not good enough		-
		-
The programme of activities and classes does not suit me (any suggestions for improvements?)		3
		2%

Please add:

- ◆ I live in Sudbury
- ◆ Have other sports interests
- ◆ Now 78 and not interested in this.

Other reason, please specify:

- ◆ As Question 2.
- ◆ Not young enough
- ◆ ill health
- ◆ Same Reason
- ◆ Disabled
- ◆ I am too elderly to participate. I have been in as a spectator.
- ◆ Medical condition determines what exercise can be undertaken (restricted)
- ◆ I am 79 years old and housebound.
- ◆ We have only recently moved to the area and have not had time to explore the facilities, but we will use it.
- ◆ Elderly with disabilities and non-swimmer
- ◆ I am disabled and have no transport and I think I might be too old at 85
- ◆ Being a pensioner, can't afford it.
- ◆ Too old
- ◆ Presumed similar to Kingfisher
- ◆ I live in Sudbury
- ◆ I am elderly
- ◆ I know little about the facilities that are available.

- ◆ On JSA cannot afford other centres
- ◆ As I live in Sudbury and it is easier to use a facility close by and don't use it. My son has in the past and it was fine.
- ◆ Not in good health and at 80 years it does not interest me
- ◆ My daughter did go swimming a couple of times in summer. Never see it advertised as to whats on & when.
- ◆ To keep fit, I walk, cycle and work.
- ◆ I am disabled so I have no use for sports facilities

4. **What are the reasons you do not use Sudbury Sports Centre (please tick all that apply)?**

	Base	112
		100%
I use another Sports Centre		24
		21%
It is difficult to get to		3
		3%
I don't have enough free time		30
		27%
I am not interested in sports/fitness		46
		41%
The opening times do not suit me		1
		1%
It is too expensive		2
		2%
I think it is for school use only		3
		3%
There is not enough/not the right sort of equipment		-
		-
The quality of the facilities and changing rooms is not good enough		-
		-
The programme of activities and classes does not suit me (any suggestions for improvements?)		3
		3%

Please add:

- ◆ Now 78 and not interested in this.

Other reason, please specify:

- ◆ As above.
- ◆ Didn't know there was a Sudbury Sports Centre.
- ◆ Not young enough
- ◆ ILL HEALTH
- ◆ Same Reason
- ◆ Disabled
- ◆ Medical condition determines what exercise can be undertaken (restricted)
- ◆ I am 79 years old and housebound.
- ◆ We have only recently moved to the area and have not had time to explore the facilities, but we will use it.
- ◆ Elderly with disabilities and non-swimmer
- ◆ I am disabled and have no transport and I think I might be too old at 85
- ◆ Too old
- ◆ Presumed similar to Kingfisher
- ◆ I am elderly
- ◆ I know little about the facilities that are available.
- ◆ On JSA cannot afford other centres
- ◆ There is nothing wrong with the centre but I prefer to go to a different gym on my route home from work.
- ◆ Used to take the children to the jungle trail & rollerskating but they're too old now.
- ◆ I am disabled so I have no use for sports facilities
- ◆ Too old and infirm
- ◆ Do not think there is anything for me (disabled)

5. **What are the reasons you do not use Sudbury Tourist Information Centre?**

	Base	88
		100%
It's not relevant to me because I am not a tourist		50
		57%
I have no need to use the information centre		37
		42%
It is difficult to get to		1
		1%
The opening times do not suit me		-
		-

Other, please specify:

- ◆ No particular reason
- ◆ Don't know where it is.
- ◆ Would use it if needed, but haven't in the last 12 months
- ◆ I use the Internet
- ◆ I have never thought to use it.
- ◆ I am 79 years old and housebound.
- ◆ I have used TIC in other areas when on holiday etc
- ◆ I'm not sure where it is. Is it in the Town Hall?

- ◆ Can obtain information from books
- ◆ I do go in summer to get brochures
- ◆ Have not found the necessity

6. **What are the reasons you do not use Lavenham Tourist Information Centre?**

Base	130
	100%
It's not relevant to me because I am not a tourist	53
	41%
I have no need to use the information centre	65
	50%
It is difficult to get to	11
	8%
The opening times do not suit me	1
	1%

Other reason, please specify:

- ◆ No particular reason
- ◆ I use Sudbury Tourist Information Centre
- ◆ Use Sudbury Office
- ◆ Would use it if needed but haven't in the last 12 months.
- ◆ I use the Sudbury Tourist Information Centre
- ◆ Always use the one at Sudbury
- ◆ I would always use Sudbury as it is nearer and more convenient for me.
- ◆ I use Sudbury for my information resource (owner of holiday cottage so need annual supply of attraction leaflets).
- ◆ Do not go to Lavenham all that much even that part of my family live there, lovely town.
- ◆ Sudbury suits me better
- ◆ Use other TIC
- ◆ I am 79 years old and housebound.
- ◆ We have only recently moved to the area and have not had time to explore the facilities, but we will use it.
- ◆ No car
- ◆ I sometimes use Sudbury for information on local concerts so don't need to use this one
- ◆ I use Sudbury Centre
- ◆ I use Sudbury
- ◆ Don't go there very often and didn't even know they had a TIC
- ◆ I am too old now
- ◆ Can obtain info from books
- ◆ We use Sudbury as its our nearest
- ◆ I haven't been to Lavenham lately
- ◆ I use my local TIC in Sudbury
- ◆ Have not found the necessity

Personal Details

Are you:

	Base	160 100%
Male	73	46%
Female	87	54%

Which age category do you fall within?

	Base	162 100%
Under 18	-	-
18 - 30	10	6%
31 - 40	31	19%
41 - 50	30	19%
51 - 60	31	19%
Over 60	60	37%

May we contact you to discuss this survey in more detail?

	Base	145 100%
Yes	88	61%
No	57	39%

If you do not wish to give us your full address, which village/town do you reside in?

	Base	20 100%
Acton	1	5%
Glemsford	1	5%
Great Cornard	3	15%
Lavenham	3	15%
Long Melford	5	25%
Sudbury	7	35%

7 February 2003