



## BEST VALUE REVIEW OF LEISURE AND COMMUNITY SERVICES DIVISION

### STAKEHOLDERS QUESTIONNAIRE

Questionnaires were sent via post on 9 January 2003 to all Leisure and Community Services Stakeholders/Partners.

|                |     |
|----------------|-----|
| Sent:          | 145 |
| Received:      | 61  |
| Response Rate: | 42% |

The results are listed below:-

#### Name of Organisation (optional)

|  |                                    |
|--|------------------------------------|
| ◆ Leisure Connections                    | ◆ St Edmundsbury Borough Council   |
| ◆ Suffolk Sports Partnership             | ◆ Wingfield Arts                   |
| ◆ Suffolk Sports Partnership             | ◆ Ryegate House                    |
| ◆ SSP - Active Sports                    | ◆ Suffolk Cricket Board            |
| ◆ Hockey England                         | ◆ The Old Convent B&B              |
| ◆ RFU                                    | ◆ Dance East                       |
| ◆ Mid Suffolk District Council           | ◆ Active Sports                    |
| ◆ Leisure Connection Limited             | ◆ East England Arts                |
| ◆ East Bergholt Badminton Club           | ◆ Sproughton Sports Club           |
| ◆ East Of England Tourist Board          | ◆ Babergh Disability Sports Forum  |
| ◆ Sudbury Resource Centre                | ◆ Hartest Carpet Bowls Club        |
| ◆ English Federation of Disability Sport | ◆ Suffolk Lea                      |
| ◆ Waveney District Council               | ◆ Mid Suffolk District Council     |
| ◆ St Edmundsbury Borough Council         | ◆ Queens House Guest House         |
| ◆ Waveney District Council               | ◆ Holbrook High School             |
| ◆ Quay Theatre                           | ◆ Suffolk Wildlife Trust           |
| ◆ Blaize Barn, Lavenham                  | ◆ Suffolk Coastal District Council |
| ◆ The National Trust, Lavenham Guildhall | ◆ Capel St Mary Cricket Club       |
| ◆ Sudbury Rugby Union Football Club      | ◆ Greenways Countryside Project    |
| ◆ Lavenham Lawn Tennis Club              | ◆ Milden Hall B&B                  |
| ◆ Eastern Orchestral Board               | ◆ Sport England                    |
| ◆ Gladwins Farm, Nayland                 | ◆ Haley Sharpe Consultants         |
| ◆ Amicus                                 | ◆ Gainsborough's House Society     |
| ◆ Ipswich Borough Council                | ◆ Hadleigh United FC               |
| ◆ Forest Heath District Council          | ◆ Suffolk CC Tourism               |
| ◆ Suffolk Tree Services Ltd              | ◆ Harkstead Michido Association    |

1. Which of the following services have you had dealings with in the Leisure and Community Services Division in the past 2 years. Please tick as many boxes as relevant.

|  | <b>Base</b> | <b>87<br/>100%</b> |
|--|-------------|--------------------|
| <b>Arts</b>                            |             | 11<br>13%          |
| <b>Community Grants</b>                |             | 10<br>11%          |
| <b>Horticulture</b>                    |             | 6<br>7%            |
| <b>Sports Development</b>              |             | 30<br>34%          |
| <b>Tourism/TICs</b>                    |             | 19<br>22%          |
| <b>Leisure Centres/ Swimming Pools</b> |             | 11<br>13%          |

2. **ARTS**

|  | <b>Base</b> | <b>Very Good</b> | <b>Good</b>       | <b>Satisfactory</b> | <b>Poor</b>     | <b>Very Poor</b> | <b>Don't Know</b> |
|--|-------------|------------------|-------------------|---------------------|-----------------|------------------|-------------------|
| <b>Base</b>  | <b>43</b>   | <b>9<br/>21%</b> | <b>14<br/>33%</b> | <b>8<br/>19%</b>    | <b>3<br/>7%</b> | <b>1<br/>2%</b>  | <b>8<br/>19%</b>  |
| <b>Accessibility of Staff</b>                                      | 11          | 6<br>55%         | 2<br>18%          | 2<br>18%            | -               | -                | 1<br>9%           |
| <b>Amount of investment in arts activities/development</b>         | 11          | 1                | 5                 | 1                   | 2               | 1                | 1                 |
| <b>Level of activity/involvement in arts development</b>           | 10          | 9%<br>-          | 45%<br>3          | 9%<br>4             | 18%<br>1        | 9%<br>-          | 9%<br>2           |
| <b>Quality of activity eg. education projects, dance programme</b> | 11          | -<br>2           | 30%<br>4          | 40%<br>1            | 10%<br>-        | -<br>-           | 20%<br>4          |
|  |             | 18%              | 36%               | 9%                  | -               | -                | 36%               |

**COMMUNITY GRANTS**

**(A) SPORTS FACILITIES/VILLAGE HALLS**

|   | <b>Base</b> | <b>Very Good</b>  | <b>Good</b>       | <b>Satisfactory</b> | <b>Poor</b>     | <b>Very Poor</b> | <b>Don't Know</b> |
|---|-------------|-------------------|-------------------|---------------------|-----------------|------------------|-------------------|
| <b>Base</b>   | <b>47</b>   | <b>19<br/>40%</b> | <b>13<br/>28%</b> | <b>10<br/>21%</b>   | <b>4<br/>9%</b> | <b>1<br/>2%</b>  | <b>-<br/>-</b>    |
| <b>Responsiveness and accessibility of staff</b>      | 6           | 4                 | 1                 | -                   | 1               | -                | -                 |
|   |             | 67%               | 17%               | -                   | 17%             | -                | -                 |
| <b>Quality of advice given</b>                        | 6           | 3                 | 2                 | 1                   | -               | -                | -                 |
|   |             | 50%               | 33%               | 17%                 | -               | -                | -                 |
| <b>Amount of advice given</b>                         | 6           | 3                 | 2                 | 1                   | -               | -                | -                 |
|   |             | 50%               | 33%               | 17%                 | -               | -                | -                 |
| <b>Skills, competence and knowledge of staff</b>      | 6           | 3                 | 1                 | 1                   | 1               | -                | -                 |
|   |             | 50%               | 17%               | 17%                 | 17%             | -                | -                 |
| <b>Quality and clarity of publicity material</b>      | 6           | 2                 | 1                 | 2                   | 1               | -                | -                 |
|   |             | 33%               | 17%               | 33%                 | 17%             | -                | -                 |
| <b>Length of time between application and award</b>   | 6           | 1                 | 2                 | 2                   | -               | 1                | -                 |
|   |             | 17%               | 33%               | 33%                 | -               | 17%              | -                 |
| <b>Length of time between grant claim and payment</b> | 5           | 1                 | 2                 | 2                   | -               | -                | -                 |
|   |             | 20%               | 40%               | 40%                 | -               | -                | -                 |
| <b>Overall satisfaction with service provided</b>     | 6           | 2                 | 2                 | 1                   | 1               | -                | -                 |
|   |             | 33%               | 33%               | 17%                 | 17%             | -                | -                 |

**(B) VOLUNTARY BODIES**

|   | <b>Base</b> | <b>Very Good</b>       | <b>Good</b>            | <b>Satisfactory</b>    | <b>Poor</b>            | <b>Very Poor</b>      | <b>Don't Know</b>    |
|---|-------------|------------------------|------------------------|------------------------|------------------------|-----------------------|----------------------|
| <b>Base</b>   | <b>19</b>   | <b>7</b><br><b>37%</b> | <b>7</b><br><b>37%</b> | <b>2</b><br><b>11%</b> | <b>2</b><br><b>11%</b> | <b>1</b><br><b>5%</b> | <b>-</b><br><b>-</b> |
| <b>Responsiveness and accessibility of staff</b>    | 6           | 4                      | 1                      | -                      | 1                      | -                     | -                    |
|   |             | 67%                    | 17%                    | -                      | 17%                    | -                     | -                    |
| <b>Length of time between application and award</b> | 6           | 2                      | 2                      | 1                      | 1                      | -                     | -                    |
|   |             | 33%                    | 33%                    | 17%                    | 17%                    | -                     | -                    |
| <b>Amount of grant received</b>                     | 1           | -                      | -                      | 1                      | -                      | -                     | -                    |
|   |             | -                      | -                      | 100%                   | -                      | -                     | -                    |
| <b>Benefit of grant to organisation</b>             | 6           | 1                      | 4                      | -                      | -                      | 1                     | -                    |
|   |             | 17%                    | 67%                    | -                      | -                      | 17%                   | -                    |

**3. HORTICULTURE (INCLUDES GROUNDS MAINTENANCE, TREES, PARKS, COUNTRYSIDE AREAS AND PLAY EQUIPMENT)**

|  | <b>Base</b> | <b>Very Good</b>        | <b>Good</b>            | <b>Satisfactory</b>   | <b>Poor</b>           | <b>Very Poor</b>     | <b>Don't Know</b>     |
|--|-------------|-------------------------|------------------------|-----------------------|-----------------------|----------------------|-----------------------|
| <b>Base</b>                                      | <b>24</b>   | <b>16</b><br><b>67%</b> | <b>4</b><br><b>17%</b> | <b>1</b><br><b>4%</b> | <b>1</b><br><b>4%</b> | <b>-</b><br><b>-</b> | <b>2</b><br><b>8%</b> |
| <b>Responsiveness and accessibility of staff</b> | 6           | 4                       | 1                      | -                     | 1                     | -                    | -                     |
|  |             | 67%                     | 17%                    | -                     | 17%                   | -                    | -                     |
| <b>Quality of advice given</b>                   | 6           | 4                       | 1                      | -                     | -                     | -                    | 1                     |
|  |             | 67%                     | 17%                    | -                     | -                     | -                    | 17%                   |
| <b>Amount of advice given</b>                    | 6           | 3                       | 2                      | -                     | -                     | -                    | 1                     |
|  |             | 50%                     | 33%                    | -                     | -                     | -                    | 17%                   |
| <b>Skills, competence and knowledge of staff</b> | 6           | 5                       | -                      | 1                     | -                     | -                    | -                     |
|  |             | 83%                     | -                      | 17%                   | -                     | -                    | -                     |

**4. SPORTS DEVELOPMENT (INCLUDES HOLIDAY PLAY SCHEMES, COACHING, YOUTH GAMES, PARTNERSHIP WORKING WITH DUAL USE SPORTS CENTRES, ACTIVE SPORTS)**

|  | <b>Base</b> | <b>Very Good</b>        | <b>Good</b>             | <b>Satisfactory</b>     | <b>Poor</b>           | <b>Very Poor</b>      | <b>Don't Know</b>     |
|--|-------------|-------------------------|-------------------------|-------------------------|-----------------------|-----------------------|-----------------------|
| <b>Base</b>                                      | <b>141</b>  | <b>70</b><br><b>50%</b> | <b>41</b><br><b>29%</b> | <b>17</b><br><b>12%</b> | <b>5</b><br><b>4%</b> | <b>5</b><br><b>4%</b> | <b>3</b><br><b>2%</b> |
| <b>Responsiveness and accessibility of staff</b> | 29          | 17                      | 5                       | 4                       | 1                     | 2                     | -                     |
| <b>Quality of advice given</b>                   | 28          | 59%<br>11               | 17%<br>12               | 14%<br>4                | 3%<br>1               | 7%<br>-               | -<br>-                |
| <b>Amount of advice given</b>                    | 28          | 39%<br>11               | 43%<br>10               | 14%<br>5                | 4%<br>1               | -<br>-                | -<br>1                |
| <b>Skills, competence and knowledge of staff</b> | 28          | 39%<br>14               | 36%<br>10               | 18%<br>3                | 4%<br>-               | -<br>1                | 4%<br>-               |
| <b>Contribution to Partnership Working</b>       | 28          | 50%<br>17               | 36%<br>4                | 11%<br>1                | -<br>2                | 4%<br>2               | -<br>2                |
|  |             | 61%                     | 14%                     | 4%                      | 7%                    | 7%                    | 7%                    |

**5. TOURISM/TOURIST INFORMATION CENTRES (TICs)**

|  | <b>Base</b> | <b>Very Good</b>        | <b>Good</b>             | <b>Satisfactory</b>     | <b>Poor</b> | <b>Very Poor</b> | <b>Don't Know</b>     |
|--|-------------|-------------------------|-------------------------|-------------------------|-------------|------------------|-----------------------|
| <b>Base</b>  | <b>75</b>   | <b>39</b><br><b>52%</b> | <b>24</b><br><b>32%</b> | <b>11</b><br><b>15%</b> | -           | -                | <b>1</b><br><b>1%</b> |
| <b>Responsiveness and accessibility of staff</b>                           | 19          | 12                      | 6                       | 1                       | -           | -                | -                     |
| <b>Quality of advice/information given</b>                                 | 19          | 63%<br>10               | 32%<br>7                | 5%<br>1                 | -           | -                | -<br>1                |
| <b>Quality of marketing material eg. South Suffolk Accommodation Guide</b> | 18          | 53%<br>8                | 37%<br>5                | 5%<br>5                 | -           | -                | 5%<br>-               |
| <b>Overall satisfaction with service provided</b>                          | 19          | 44%<br>9                | 28%<br>6                | 28%<br>4                | -           | -                | -<br>-                |
|  |             | 47%                     | 32%                     | 21%                     | -           | -                | -                     |

6. **KINGFISHER LEISURE CENTRE/HADLEIGH SWIMMING POOL (N.B. This relates to Babergh staff and not those employed at the sites by Leisure Connection).**

|  | <b>Base</b> | <b>Very Good</b>        | <b>Good</b>             | <b>Satisfactory</b>    | <b>Poor</b>           | <b>Very Poor</b>      | <b>Don't Know</b>     |
|--|-------------|-------------------------|-------------------------|------------------------|-----------------------|-----------------------|-----------------------|
| <b>Base</b>                                      | <b>49</b>   | <b>15</b><br><b>31%</b> | <b>20</b><br><b>41%</b> | <b>7</b><br><b>14%</b> | <b>3</b><br><b>6%</b> | <b>1</b><br><b>2%</b> | <b>3</b><br><b>6%</b> |
| <b>Responsiveness and accessibility of staff</b> | 10          | 4                       | 5                       | -                      | 1                     | -                     | -                     |
| <b>Quality of advice and support given</b>       | 10          | 40%<br>3                | 50%<br>5                | -<br>1                 | 10%<br>1              | -                     | -                     |
| <b>Amount of advice and support given</b>        | 10          | 30%<br>2                | 50%<br>6                | 10%<br>1               | 10%<br>-              | -<br>1                | -                     |
| <b>Skills, competence and knowledge of staff</b> | 10          | 20%<br>4                | 60%<br>2                | 10%<br>3               | -<br>1                | 10%<br>-              | -                     |
| <b>Frequency of visits by staff</b>              | 9           | 40%<br>2                | 20%<br>2                | 30%<br>2               | 10%<br>-              | -<br>-                | -<br>3                |
|  |             | 22%                     | 22%                     | 22%                    | -                     | -                     | 33%                   |

7. **Finally, please indicate your overall opinion of your dealings with the Leisure and Community Services Division.**

|                     |                          |
|---------------------|--------------------------|
| <b>Base</b>         | <b>51</b><br><b>100%</b> |
| <b>Very good</b>    | 27<br>53%                |
| <b>Good</b>         | 14<br>27%                |
| <b>Satisfactory</b> | 10<br>20%                |
| <b>Poor</b>         | -                        |
| <b>Very Poor</b>    | -                        |
| <b>Don't Know</b>   | -                        |

6 February 2003