

**Waverley Borough Council**

**Godalming Leisure Centre  
Survey  
Report**

**Surrey Social and Market Research  
(SSMR) Ltd.  
University of Surrey**



**September 2009**

## Table of Contents

---

1.	INTRODUCTION .....	3
2.	RESEARCH METHOD AND SAMPLE .....	3
3.	EXECUTIVE SUMMARY .....	4
4.	DETAILED FINDINGS .....	6
	4.1 Current usage of a leisure or sports facility .....	6
	4.2. Leisure centre or sports facilities currently used by respondents .....	6
	4.3. Use of facilities at Godalming Leisure Centre .....	7
	4.4. Likelihood that respondents will use the planned new leisure facility .....	9
	4.5. Importance of having the following sports and leisure facilities available at the new Godalming leisure centre .....	11
	4.6. Background information .....	15
5.	APPENDIX 1 .....	18
	APPENDIX 2 .....	25

## 1. Introduction

---

Waverley Borough Council (WBC) wished to commission a public consultation to assess the views of Godalming residents on a proposed new leisure facility. Surrey Social and Market Research (SSMR), based at the University of Surrey, was commissioned to carry out the research by means of a postal survey. Questionnaires were sent to 10% of the population living in Godalming. These residents were asked a range of questions including their current usage of the leisure facilities at Godalming Leisure Centre, the frequency of visits, the type of facilities they use, and what they would like to see included in a new development.

Details of the research method and sample are given in Section 2. Section 3 provides an Executive Summary and Section 4 presents more detailed findings and summary tables. Appendix 1 includes the covering letter and questionnaire; Appendix 2 provides verbatim comments from the questionnaire.

## 2. Research Method

---

In order to obtain the views of Godalming residents on possible future developments at Godalming Leisure Centre a postal survey was conducted in the local area during August 2009. A sample of 2,100 people were randomly drawn from the Electoral Roll and sent a questionnaire and covering letter (see Appendix 1). Of the 2,100 distributed, a total of 538 forms were returned which represents a response rate of over 25%. The closing date for the survey was 29 August 2009.

Topics covered in the questionnaire included the following:

- General use of leisure or fitness facilities
- Centres used by respondents
- Frequency of visits to leisure and sports centres
- Current usage of leisure facilities at Godalming Leisure Centre
- Frequency of visits and facilities used
- Reasons for not using the Centre
- Likelihood of using a re-developed Godalming Leisure Centre
- Importance of specific types of facilities respondents would like included

Details of the sample are included in Section 4.6.

### 3. Executive Summary

---

- By the closure date, 538 completed forms had been returned. A higher percentage of women responded, i.e. 58% of females, compared with 36% of males. Over a third of the sample were aged under 45, more than a third were aged up to 64, and a quarter were over 65. Sixty percent of respondents were in employment: 36% were in full-time employment, working 30 hours or more, followed by 12% of respondents in part-time employment and 12% who were self-employed. Twenty-six per cent were wholly retired.
- Three-quarters of the respondents used leisure and sports facilities. The most popular facility used by respondents was a swimming pool, currently used up to several times a month by 35% of the respondents, followed by a gym used by 26% who used this facility up to several times a month.
- Half of the respondents who use leisure or sports facilities used Godalming Leisure Centre. Over one in five used Guildford Spectrum, and almost one in five use Charterhouse for leisure and sports activities. Thirteen percent of the respondents used facilities at Broadwater and 12% at Fitness First.
- In the survey, respondents were asked to indicate whether they used the facilities at Godalming Leisure Centre. A total of 50% of respondents who used leisure or sports facilities (i.e. 404 respondents) said that they used the Godalming Leisure Centre. Fifty-five per cent of those in the 35-44 age range used the Centre more than the 16-34 age group and over 65 group, i.e. 45% and 46% respectively. Women in the survey were marginally more likely than men to have used the current facilities at the Godalming Leisure Centre.
- The most widely used facility at the Godalming Centre was the swimming pool with 50% using the pool up to several times a month; 16% used the swimming pool several times a week and 21% used it once a week. The gym was used by 18% of respondents up to several times a month, with 10% of these using the facility several times a week. The dance studio and squash courts were used infrequently.
- Forty-six percent of respondents who indicated that they did not use the facilities at the Godalming Centre, gave a number of reasons, including: poor facilities, in particular, the changing rooms and showers; the outdated appearance of the centre; and poor hygiene. Fourteen percent suggested that the Centre was not child friendly.

- A total of 64% of **all** respondents indicated that they would be very likely or quite likely to use a new leisure facility; almost half of this group did not use the Godalming Centre. A higher percentage of women stated that they would be very or quite likely to use the Centre, i.e. 72% compared to 57% of men. Respondents in the 16-34 (88%) and 35-44 (82%) age groups were most likely to use the new facility, followed by 72% of those aged between 45-64, and 55% of those aged 55-64. Fewer of those aged over 65 would be very likely or quite likely to use the Centre, i.e. 36%.
- Twenty-two percent of respondents (119) said that were unlikely to use the planned new leisure centre; the largest number of these respondents did not currently use any sports or leisure facility (56%, 74 respondents). The older generation, and those with disabilities, were highly represented in those that felt that they were unlikely to use the new facilities. Other reasons given included unknown variables such as the location and cost of the new facilities.
- Respondents were asked how important a number of sport and leisure facilities were to them with regard to inclusion in the proposed leisure centre; 78% of respondents stated that it was very/quite important to have a swimming pool; 55% wanted fitness classes, followed by similar numbers for the gym and a café at the new leisure centre (both at 54%).
- Forty-eight percent felt that activities for the under 16 age group were important, followed by a teaching pool (47%), activities for those over 50 (44%), activities for those with disabilities (41%) and pool spectator seating (40%). In the region of a third of respondent felt that tennis, badminton and a tiny tots gym were important, with around a quarter choosing trampolining, squash and table tennis.
- For those in the 35-44 age group, a higher percentage than other age groups felt that a teaching pool and spectator seating was important. Those between the ages of 16-54 saw the gym as being more important than the older 55 age groups. The café was also seen as more important by the younger age groups.
- Women would be more likely to go to fitness classes and make use of the café. Apart from badminton, squash and table tennis, women rated the importance of including many of the facilities in the new leisure centre more highly than men.
- Other facilities and activities suggested included: a crèche, a sauna/steam room, classes for pilates, and classes for martial arts.

## 4. Detailed Findings

### 4.1. Current usage of a leisure or sports facility

Respondents were asked to indicate whether, and how often, they used leisure or sports facilities or took part in specific activities. The most popular facility used by respondents was a swimming pool currently used up to several times a month by 35% of the respondents, followed by a gym used by 26% up to several times a month. The least popular activities were badminton and football.

Respondents were asked to indicate if they used leisure or sports facilities for other activities that were not listed on the questionnaire. Many varied activities were given which included: golf, ice skating, yoga and bowls. However, the number of responses for each activity was small and therefore these have not been tabulated.

Base 404	Frequency of Use							
	Daily %	Several times a week %	Once a week %	Several times a month %	Once a month %	Less Often %	Never %	Not stated %
Swimming pool	2	12	14	7	7	22	23	13
Gym	2	16	5	3	1	6	43	24
Dance studio	0	3	3	1	1	5	55	31
Tennis	0	2	3	3	1	9	49	32
Squash court	0	1	2	1	1	7	55	33
Badminton	0	1	1	1	1	7	55	34
Football	0	1	2	1	1	4	57	35

Table 4.1.1: Respondents' current usage of a leisure or sports facility

### 4.2. Leisure centre or sports facilities currently used by respondents

Respondents were asked which leisure facilities they currently used. This was an open question and while some respondents specifically mentioned Godalming Leisure Centre, others simply stated 'Godalming'. Section 4.3 indicates the specific response to the question as to Godalming Leisure Centre usage, therefore the following table highlights other centres used. The most popular of these was Guildford Spectrum, used by 22% of respondents, followed by 18% who used Charterhouse. Thirteen percent of the respondents used facilities at Broadwater and 12% at Fitness First. Households with children were more likely to make use of the facilities at Guildford Spectrum, i.e. 34%, followed by 23% of those households with children using

Charterhouse. A wide variety of other leisure and sports facilities were named by the remaining respondents. Those that were used by less than 4% of respondents have not been tabulated.

	%	Children in household %
Guildford Spectrum	22	34
Charterhouse	18	23
Broadwater	13	13
Fitness First	12	10
The Herons	7	17
Farncombe	4	2
Busbridge	4	6
Schools/Colleges/University facilities	4	4

Table 4.2.1: Leisure centre or sports facility currently used and number of children in household

### 4.3. Use of facilities at Godalming Leisure Centre

In the survey, respondents were asked to indicate whether they used the facilities at Godalming Leisure Centre. A total of 50% of respondents who use leisure or sports facilities (404 respondents) said that they use the Godalming Leisure Centre. Fifty-five per cent of those in the 35-44 age range used the Centre more than the 16-34 age group and over 65 groups, i.e. 45% and 46% respectively.

Base 404	Usage	%	Age range				
			16-34	35-44	45-54	55-64	65+
	Yes	50	45	55	52	49	46
	No	46	52	41	44	48	44
	Not stated	4	3	4	3	3	10

Table 4.3.1: Use of Godalming Leisure Centre by age

Women in the survey were marginally more likely than men to have used the current facilities.

Usage	Total %	Male %	Female %
Yes	50	45	53
No	46	50	43
Not stated	4	5	4

Table 4.3.2: Use of Godalming Leisure Centre by gender

Those respondents who said that they use Godalming Leisure Centre were asked how often they used a number of key facilities. The most widely used facility mentioned by respondents was the swimming pool with 50% using the pool up to several times a month; 16% used the swimming pool several time a week and 21% used it once a week. The gym was used by 18% of respondents up to several times a month, with 10% of these using the facility several times a week. Use of the dance studio and squash courts was infrequent.

Base 203	<i>Frequency of Use</i>						
	Daily %	Several times a week %	Once a week %	Several times a month %	Once a month %	Less often %	Not stated %
Swimming pool	1	16	21	12	9	28	13
Gym	1	10	5	2	1	8	72
Dance Studio	0	2	5	1	1	5	84
Squash courts	0	1	3	1	2	6	86

Table 4.3.3: *Frequency of use of facilities at Godalming Leisure Centre*

The 46% of respondents who indicated that they did not use the facilities at Godalming Leisure Centre were asked to give their reasons in a free text space. A key reason provided for the current facilities not being used was said to be the poor facilities, mentioned by 36% of the respondents choosing not to use the Centre. The pool changing rooms and showers at the Centre were particularly criticised. Also cited was the outdated appearance of the centre with 27% of respondents mentioning this as a key reason by non-usage. The lack of cleanliness of the leisure centre was also given as a key reason that 19% of respondents do not use the leisure centre. An equal number of respondents stated that they were unaware of the facilities that are available at the leisure centre. Fourteen percent felt that the Centre was not child friendly, while another 14% mentioned restricted swimming times. The comments are reflected in the number of respondents who said that they preferred to use another leisure centre. (Other reasons for non-usage are shown in table 4.3.4.)



Base 184	<i>Number of responses</i>
Poor facilities/not well equipped	36
Tired/out dated/run down	27
Prefer other centre	25
Generally dirty/not clean/hygienic	19
Not aware of facilities/what it offers	19
Not child friendly/does not appeal to children	14
Restricted swimming times/availability	14
Belong to Fitness First/Charterhouse/other club	14
Doesn't do the activities interested in	14
Not convenient/others are nearer	13
Too expensive/not good value for money	12
Poor changing facilities	12
Too busy	10
Don't have the time/opportunity to use	8
Pool too small	7
Small gym	6
Not well managed/unhelpful staff	5
No particular reason	5
Too cold/too warm	4
Too old/infirm	4
No public transport nearby	3
Other	9
None stated	8

Table 4.3.4: *Reasons given for not using Godalming Leisure Centre*

#### 4.4. Likelihood that respondents will use the planned new leisure facility

All respondents (538) were asked how likely it was that they would use the planned new Godalming leisure facility. A total of 64% indicated that they would be very likely or quite likely to use a new leisure facility. Of those, 46% do not currently use Godalming leisure centre. A total of 72% female respondents indicated that they were either very/quite likely to use the new facility in comparison to 57% of men who were very/quite likely to use the facility. Those respondents in the 16-34 (88%) and 35-44 (82%) age groups were most likely to use the new facility, followed by 72% of those aged between 45-64, and 55% of those aged 55-64. Thirty-six percent of those over 65 said that they would be very likely or quite likely to use the Godalming Leisure Centre.

Base 538	Total %	Male %	Female %
Very likely	38	39	40
Quite likely	26	18	32
Not very likely	10	12	9
Not at all likely	12	16	7
Don't know	11	11	10
Not stated	3	3	3

*Table 4.4.1: Likelihood of respondents using facility by gender*

Twenty-two percent of respondents (119) said that were unlikely to use the planned new leisure centre (11% did not know). In a free text space these respondents were asked to give their reasons for being unlikely to use the new centre. The largest number of respondents who are not likely to use the facility are those who do not currently use any sports or leisure facility (56%, 74 respondents). The older generation, and those with disabilities, were highly represented in those that felt that they were unlikely to use the new facilities. Other reasons given included unknown variables such as the location and cost of the new facilities. Those that are members of leisure facilities elsewhere may make use of new facilities in Godalming when they become available.

Base 119	Percentage and number of responses
Of no interest/have other interests/activities/no time	36% 43
Too old/ill health/infirm	28% 33
Already a member elsewhere	13% 15
Depends on location	7% 8
Depends on facilities/availability	4% 5
Depends on cost	3% 4
Depends on standards/cleanliness	3% 3
Do not know enough about it	2% 2
Other	5% 6
None stated	8% 10

*Table 4.4.2: Reasons respondents are unlikely to use new leisure facility*

A total of 57 respondents stated that they do not know whether they will use the planned new leisure centre; these responses are listed in the following table.

Base 57	Number of responses
Depends on facilities/availability	11
Too old/ill health/infirm	7
Depends on cost	5
Of no interest/have other interests/activities/no time	4
Don't know enough about it	4
Already a member elsewhere	1
Depends on standards/cleanliness	1
None stated	28

Table 4.4.3: Reasons respondents do not know if they will use new leisure facility

#### 4.5. Importance of types of sports and leisure facilities at the new Godalming Leisure Centre

Respondents were asked how important a number of sport and leisure facilities were to them with regard to inclusion in the proposed leisure centre. Using a scale with ranging from very important to not at all important, respondents were asked to rate these.

	(5) Very important %	(4) Quite important %	(3) Don't know/not sure %	(2) Not very important %	(1) Not at all important %	Not stated %	Mean score
Swimming pool	63	15	2	3	9	8	4.32
Fitness classes	30	25	7	6	13	18	3.65
Gym	33	21	7	9	15	16	3.59
Café	27	27	7	9	12	18	3.57
Activities for the under 16 age group	34	14	4	4	22	23	3.45
Teaching pool	31	16	6	7	20	21	3.42
Dance/Yoga	21	23	11	7	17	20	3.30
Activities for the 50+ age group	26	19	8	9	20	17	3.26
Activities for those with disabilities	24	17	9	6	22	22	3.21
Pool spectator seating	23	17	7	10	19	24	3.20
Tennis	18	20	10	9	19	24	3.11
Badminton	14	20	14	10	19	23	3.00
Tiny Tots Gym	19	14	10	7	25	25	2.93
Trampolining	10	17	12	11	24	25	2.73
Squash	12	15	11	12	24	27	2.70
Table tennis	9	13	14	16	24	25	2.55

Table 4.5.1: Importance of sports and leisure facilities available at new Godalming Leisure Centre

In a breakdown of the above data, 78% of respondents stated that it was very/quite important to have a swimming pool at the new Godalming leisure centre. Fifty-five percent felt that fitness classes were important, followed by similar numbers for the gym and a café at the new leisure centre (both at 54%). Forty-eight percent regarded activities for the under 16 age group as important, followed by the desire for a teaching pool (47%), activities for those over 50 (44%), activities for those with disabilities (41%) and pool spectator seating (40%). In the region of a third of respondent felt that tennis, badminton and a tiny tots gym were important, with around a quarter choosing trampolining, squash and table tennis.

Broken down by age, by far the key facility for those between the ages of 16 and 44 is the swimming pool; it is most likely that many of those in this age range use the pool with children. For those in the 35-44 age group, a higher percentage than other age groups felt that a teaching pool and spectator seating was important (69% and 66% respectively). The 35-44 age group also felt that activities for those in the under 16 age group were important (75%).

Those between the ages of 16-54 saw the gym as being more important than the older 55 age groups (in the three younger age groups 61%, 64% and 67% respectively). The café was also seen as more important by the younger age groups (i.e. 62%, 68% and 65% respectively).

	Very/Quite important %	Age range				
		16-34 %	35-44 %	45-54 %	55-64 %	65+ %
Swimming pool	78	94	95	86	75	53
Fitness classes	55	68	68	64	50	36
Gym	54	61	64	67	49	38
Café	54	62	68	65	49	33
Activities for under 16 age group	48	52	75	56	30	30
Teaching pool	47	54	69	47	38	32
Activities for the 50+ age group	45	24	29	59	61	51
Dance/Yoga	44	61	59	52	36	22
Activities for those with disabilities	41	32	41	51	43	40
Pool spectator seating	40	42	66	41	27	26
Tennis	38	48	54	38	30	25
Badminton	34	41	44	38	30	23
Tiny tots gym	33	43	48	31	27	22
Trampolining	28	37	48	26	18	13
Squash	26	32	37	31	21	16
Table tennis	21	18	23	24	23	19

Table 4.5.2: Facilities that rated as very important/quite important by age

Looking at the popularity of facilities by gender in the new facility, women would be more likely to go to fitness classes and make use of the café. Apart from badminton, squash and table tennis, women rated the importance of including many of facilities in the new leisure centre more highly than men (see the following table).

	Very/Quite important %	Male %	Female %
Swimming pool	78	75	84
Fitness classes	55	44	65
Gym	54	54	57
Café	54	48	60
Activities for under 16 age group	48	43	54
Teaching pool	47	42	54
Activities for the 50+ age group	45	37	51
Dance/Yoga	44	30	54
Activities for those with disabilities	41	38	44
Pool spectator seating	40	34	46
Tennis	38	37	40
Badminton	34	37	33
Tiny tots gym	33	28	38
Trampolining	28	20	34
Squash	26	32	24
Table tennis	21	23	21
None of above mentioned	14	17	9

Table 4.5.3: Facilities that rated as very important/quite important by gender

Respondents were asked to provide details of any other facilities they would like to see included in the new leisure and sports facility. A wide variety of facilities were suggested by respondents. The greatest number of respondents indicated that they would like to see the inclusion of a crèche and sauna/steam room. Classes for pilates, general fitness and martial arts were also activities that a larger number of respondents would like to be included in the new Godalming Leisure Centre.

	<i>No of responses</i>
Crèche	23
Sauna/steam room	23
Pilates/fitness/martial arts classes	22
Outdoor running track/outdoor sports activities	17
Room for community activities/clubs/music/functions	14
Good quality/clean changing facilities	12
Indoor football	11
Activities for children/youths	11
Junior/play/fun pool	11
Soft play area/fun area	11
Climbing wall	9
Jacuzzi/hot tub	9
Ample/secure car/bicycle parking	7
Treatment room/physio/massage area	7
Family changing facilities/baby changing facilities	7
Diving pool	6
Basketball	4
Access to pool at more reasonable times/evenings	4
Indoor bowls	4
Indoor tennis	2
Sun bed/solarium	2
Other	37
None stated	359

Table 4.5.4: *Other suggested facilities*

## 4.6 Sample details

The achieved sample consisted of the following:

### Gender:

A higher percentage of women took part in the survey, i.e. 58% of females, compared with 36% of males.

	%
Male	36
Female	58
Not stated	6

Table 4.6.1: Gender

### Age:

Over a third of the sample were aged under 45, more than a third were aged up to 64, and a quarter were over 65.

Age range				
16-34 %	35-44 %	45-54 %	55-64 %	65+ %
14	22	18	18	24

Table 4.6.2: Age range

### Employment status:

Survey respondents were asked to describe what they were doing at present from a range of options. Sixty percent of respondents were in employment: 36% were in full-time employment, working 30 hours or more, followed by 12% of respondents in part-time employment and 12% who were self-employed. Twenty-six per cent were wholly retired.

	%
Employee in full-time job (30 hrs plus)	36
Employee in part-time job (16-30 hrs)	12
Self-employed full or part time	12
On a government supported training programme	0
Full-time education at school, college or university	0
Unemployed and available for work	3
Permanently sick/disabled	1
Wholly retired from work	26
Looking after the home	6
Other (carer/maternity leave/voluntary work)	1
Not stated	4

Table 4.6.3: Current activities

**Composition of household:**

Sixty-two percent had two adults living in the household, and 23% had one adult. Eleven percent had three or more adults living in the household. Almost half the households had two children and just over a third had one child living in the home. Eighteen percent had three or more children living in the home.

**Adults in household**

<i>Number of adults</i>			
1 %	2 %	3 %	4+ %
23	61	7	5

*Table 4.6.4: Adults in household*

**Children in household**

<i>Number of children</i>			
1 %	2 %	3 %	4+ %
34	49	15	3

*Table 4.6.5: Adults in household*

**Length of time in area:**

Nineteen percent of residents had lived in Godalming for up to five years, 23% between 6-15 years, 19% between 16-25 years, 21% between 26-40, and 16% over 40 years.

< 1 year %	1-5 yrs %	6-15 yrs %	16-25 yrs %	26-40 yrs %	40+ yrs %	Not stated %
2	17	23	19	21	16	3

*4.6.6: Length of time spent living in Godalming*

**Ethnic group:**

The majority of residents were White English.

	%	No.
- English (White)	87	467
- Other British (White)	24	4
- Irish	0	2
- Other white background	5	28
Mixed	0	2
Asian or Asian British	0	3
Black or Black British	0	1
Not stated	5	25

*4.6.7: Ethnic group of respondents*



**Religion:**

Over half of the respondents stated that they were Christian, with almost a quarter stating that they had no religion.

	%	No.
None	22	116
Christian	56	301
Buddhist	1	3
Hindu	0	2
Jewish	0	2
Other	1	14
Not stated	20	107

4.6.8: Religion of respondents

**Place of work/college:**

Respondents were asked whether their place of work/college was in Godalming. The larger proportion, 44%, did not work or go to college in Godalming.

	%
Yes	26
No	44
Not stated	30

Table 4.6.9: Respondents whose place of work/college is in Godalming

**Health/disability status:**

A total of 15% of respondents described themselves as having a long standing illness, disability or infirmity; 31% percent were over the age of 65+. Of those who had a long-term illness or disability, three-quarters stated that it limited their activities.

	Total	Age range				
		16-34	35-44	45-54	55-64	65+
	%	%	%	%	%	%
Yes	15	5	6	12	12	31
No	76	91	86	81	80	55
Not stated	10	4	8	7	14	8

Table 4.6.10: Respondents who have a long-standing illness, disability or infirmity by age

# Appendix 1



**Kelvin Mills**

Head of Leisure

When calling please ask for: Tamsin McLeod

Direct line: 01483 523423

Calls may be recorded for training or monitoring

E-mail: [tamsin.mcleod@waverley.gov.uk](mailto:tamsin.mcleod@waverley.gov.uk)

August 2009

Dear Resident

**Godalming Leisure Centre Survey**

Waverley Borough Council is researching future possible developments at Godalming Leisure Centre. We would like to offer you the opportunity to give your views on existing facilities and what you might like to see in the future that would best serve the community and provide value for money.

We have asked Surrey Social and Market Research (SSMR), at the University of Surrey, to assist us with this consultation. All of your answers will be treated in the strictest confidence.

Please return the completed questionnaire by 21<sup>st</sup> August, 2009 in the pre-paid envelope provided. No stamp is required.

I hope that you will be able to take part in this important study and feel sure that you will find it interesting. The results will help influence planning for leisure facilities.

Thank you very much for your help in advance.

If you have any queries please contact Tamsin McLeod on 01483 523423 or email [tamsin.mcleod@waverley.gov.uk](mailto:tamsin.mcleod@waverley.gov.uk).

Yours sincerely

**Cllr Roger Steel**

Portfolio Holder for Leisure and Culture



INVESTOR IN PEOPLE



## Godalming Leisure Centre Survey

Thank you for taking part in this survey. Your assistance is very much appreciated. Please complete the questionnaire by ticking the relevant boxes.

When you have completed the form, please return it in the pre-paid envelope provided by 21<sup>st</sup> August, 2009.

**Q1 How often do you use a leisure or sports facility?**

*Please indicate the approximate number of times you make a visit, or indicate if you do not use any leisure or sports facilities.*

	Daily	Several times a week	Once a week	Several times a month	Once a month	Less often	Never
Gym	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swimming pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dance studio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squash court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Badminton	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tennis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Football	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other, please specify .....

**If you currently do not use any leisure or sports facilities, please go to Question 5.**

**Q2 Which leisure centre or sports facility do you use? (Please give names of the facility.)**

**Q3a. Do you currently use any of the leisure facilities at Godalming Leisure Centre?**

Yes  (go to question 4)      No  (go to question 3b below)

**Q3b. If you do not use any of the leisure facilities at Godalming Leisure Centre, why is that?**

**Q4 If you do use Godalming Leisure Centre, on average, how often do you use the following facilities?**

	Daily	Several times a week	Once a week	Several times a month	Once a month	Less often
Gym	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swimming pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dance studio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squash court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q5 How likely is it that you will use the planned new modern leisure facility?**

Very likely      Quite Likely      Not very likely      Not at all likely      Don't know

                      

**If you are unlikely to use the leisure facility, please give your reasons.**

**Q6 How important is it to YOU that the following sports and leisure facilities are available in the new leisure centre?**

	Very Important	Quite important	Don't know/ unsure	Not very important	Not at all important
Gym	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swimming pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fitness classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for the 50+ age group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for under 16 age group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for those with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teaching pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pool spectator seating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Café	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dance/Yoga	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Table tennis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Badminton	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tennis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trampolining	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tiny Tots Gym	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q7 What other facilities, if any, would you like to see included in the new leisure facility?**

**If you have any other comments, please include them here.**

**Background Information**

To help with our analysis we would appreciate it if you would provide the following information. No names or addresses are required.

**Are you:** Male  Female

**Which age group are you in?** 16-24  25-34  35-44  45-54  55-64  65+

**No. of adults in household:** 1  2  3  4+

**No. of children in household :** 1  2  3  4+  None

**How long have you lived in the Godalming area?**

Less than a year  16-25 years   
 1-5 years  26-40 years   
 6-15 years  40+ years

We would be very grateful if you could also take the time to answer the following optional questions. The answering to these questions helps us to ensure that we tailor our leisure centre services to meet the wide range of needs our customers' experience. These questions are entirely voluntary, and your participation is very much appreciated.

**Which is your ethnic group? (Please tick one box.)**.....

- a. White**
  - English
  - Other British
  - Irish
  - Any other White background (please write in).....
- b. Mixed**
  - White and Black Caribbean
  - White and Black African
  - White and Asian
  - Any other mixed background (please write in).....
- c. Asian or Asian British**
  - Indian
  - Pakistani
  - Bangladeshi
  - Chinese
  - Any other Asian background (please write in).....

**d. Black or Black British**

- Caribbean   
 African   
 Any other Black background (*please write in*).....

**e. Other ethnic group**

- Arab   
 Gypsy/Romany/Irish traveller   
 Any other ethnic background (*please write in*).....

**What is your religion?** *This question is voluntary. Please tick one box only.*

- |           |                          |                         |                          |
|-----------|--------------------------|-------------------------|--------------------------|
| None      | <input type="checkbox"/> | Jewish                  | <input type="checkbox"/> |
| Christian | <input type="checkbox"/> | Muslim                  | <input type="checkbox"/> |
| Buddhist  | <input type="checkbox"/> | Sikh                    | <input type="checkbox"/> |
| Hindu     | <input type="checkbox"/> | Any other religion..... |                          |

**Which of these activities best describes what you are doing at present?** (*Please tick one box only.*)

- Employee in full-time job (30 hours plus)   
 Employee in part-time job (16-30 hours)   
 Self-employed full or part-time   
 On a government supported training programme   
 Full-time education at school, college or university   
 Unemployed and available for work   
 Permanently sick/disabled   
 Wholly retired from work   
 Looking after the home   
 Doing something else (*Please write in*).....

**Is your place of work/college in Godalming?** Yes  No

**Do you have a long-standing illness, disability or infirmity?** Yes  No

**Does this illness or disability limit your activities in any way?** Yes  No

**Thank you for taking part in this survey.  
 Please ensure that you have ticked all the relevant boxes and return the questionnaire  
 in the reply paid envelope by 21<sup>st</sup> August 2009.**



# Appendix 2

<b>Other comments</b>	<b>Ref</b>
A good idea to have a modern leisure/sports facility in the area.	429
A new site for this is a must, so we can all use the existing facilities while the new centre is being built. Encouraging everyone to carrying on with their sport and keeping fit. Godalming really needs the new leisure centre!	482
Although as an octogenarian I have little use for the above facilities, I have made use of some of them previously and fully support the provision of them.	480
Although I do not use Godalming Leisure facilities as often as I would like, we really need it in the community. A pool that non-confident adult swimmers can use that is not deep would be wonderful for me!	253
Although we are unlikely to use the above facilities, I think a new leisure centre is very important for people who wish to exercise etc. or do not have access to an "outdoor life".	150
Although we don't use these facilities much now, they were very important to us when the children were younger	156
Although written after my use has ended, I feel strongly that the facilities should be available to "younger" residents. Very important that facilities accommodate a wide variety of age/capabilities; lap swimmers are antisocial to recreational swimmers; those seeking ultimate fitness in the gym are not appreciated by older, less fit participants, so segregate by specific time slots and monitor to ensure "fair play".	13
Any increase in facilities MUST be matched by adequate off road parking such that Summers Road is not used as a car park. As much as possible of existing open space should be preserved for unorganised recreation.	48
Any new facility needs marketing with regular updates of events going on.	292
Anything that keeps the rates down must be good for everyone.	228
As a swimming club member an 8 lane pool for Gala's etc. Is very important.	277
As co-ordinator of the Over 50s Active Live, we meet at the GLC mornings from 10-12 with an average of 40 people each morning. We certainly could do with a much larger Dance Studio as at present we are utilizing a squash court.	338
Better changing area would be very nice!	120
Better changing facilities/showers. More space.	261
Better promotion/advertising would mean I was better informed and more likely to use the facilities.	68
Changing rooms need to be modernised	215
Chronic illness currently restricts use - but if better I would be using pool regularly.	438
Community Meetings	47
Crèche	218
Crèche would be good for parents.	362
Decent, clean changing facilities.	44
Don't forget a good quality covered cycle shelter for minimum of 20 bikes.	181
Ensure the changing/shower facilities are good quality - invest for long term sustainability.	308
Even if I don't use facilities myself, I think it is important they are available for others who do. Also think it is good for the community	469

<b>Other comments</b>	<b>Ref</b>
morale to have good leisure facilities.	
Facilities need to be open early and late. We are very much looking forward to improved facilities in Godalming. The current facilities (especially the pool) are NOT good.	8
Fitness First is overcrowded and classes are of a poor standard. Its important the gym has space and is not too busy.	67
Godalming has no cinema (apart from Town Hall) - maybe linking this with leisure may encourage those that would not normally use leisure facilities to do so	107
Good cleanliness. Godalming Leisure Centres changing rooms for swimming often not good. Floor needs a good regular hose down/toilets checked cleaned and shower curtains going mouldy again!	71
Good healthy exercise for the young is a top priority - ideally. Some sport activity could become a regular event for every young person every weekend - fun, but also a serious commitment towards healthy living.	124
Good instructors for the fitness classes.	420
Good quality swimming facilities are most important.	249
Hérons Centre in Haslemere is a good example of a successful facility.	495
Hope it goes a head	141
I am in favour for better facilities for my middle aged children and grand children.	435
I am sorry if this response seems negative, but I do support the development. Godalming needs good leisure facilities.	474
I am very concerned that facilities are available for young people - supervision of course would be needed - but to give them a place in our society here. Farncombe gets a bad press otherwise.	342
I am very disabled, so nothing here applies to me.	29
I am very excited about this proposal. Whilst Godalming Leisure Centre does its best - the facilities are tired/old. A new facility would be much appreciated by the local community. I would be happy to be consulted further if any additional views were needed.	328
I appreciate that many of the above are doubtless of importance to a number of residents, but not me!	263
I have only recently moved to Godalming (from Guildford). I have only visited the existing pool with my daughter and grandson. I found the reception area very cramped and unfriendly. The queue was out the door.	414
I like the current swimming pool - staff are friendly - location is good.	18
I never knew anything about the leisure centre, having lived in Godalming for one year. It needs better publicity.	19
I started to use Charterhouse, but the pool was freezing! They had a crèche though, so I was able to visit during the day.	42
I think all the facilities are very important and hope eventually to attend.	23
I think it is very important to keep and improve facilities at the Godalming L.C. I spent many happy hours learning to swim at 60+ and	162

Other comments	Ref
enjoying early Sunday morning sessions. When Guildford's Spectrum opened I also used to go there, when we lived in Guildford. The question of transport arises where people do not still drive, whether aged or not.	
I tried to get details on swimming lessons for my 5 year old, season ticket for my husband to swim and also gym membership and found the staff most unhelpful. Didn't help the cause obviously. Change in economic circumstances, however, now means we try to keep fit by walking and cycling more.	502
I used to be a member of the gym and used the pool (as do my children now). I stopped because the shower facilities were dirty. Know the cleaning companies were changed to save money, but you cut back on adequate basic cleaning too because the new company couldn't clean properly. Sometimes it is best to stick with the best even if it costs more money. Because what happened was that a number of us joined Fitness First as their shower facilities excelled yours.	235
I very much support the building of a new leisure centre!	491
I would like the leisure centre to remain in its current location.	238
I would like the pool to have regular public swimming sessions from 5pm.	34
I would like to see a pool that can be used at good times, i.e. not after 9pm at night or 7:30am split between children and adults. The pool is always let out at optimum times to other organisations. If you are going to have children/adults general swim could you not split. There is no control over the children and no adults like swimming with children jumping on them every five minutes. Most will try and stay away throughout school holidays - seems a bit unfair!	126
I would prefer to swim in water less chlorinated than usual - Charterhouse pool is great for that!	134
If facilities were 'free; to teens, may encourage them 'out of trouble' and involve in more team sport. Many of them will not be involved in school sport because they have been encouraged to think they are 'no good'.	272
If prices go up a lot in general I feel that Spectrum would get more custom as it offers more.	535
Imperative pool not closed. This would cause Active Life closure helping many to keep fit. Also a break in swimming training would cause the Swimming Club to loose a good status in competitions.	481
Incorporate the nine hole golf course into municipal/Waverley leisure facilities; driving range	463
It is difficult for me to comment since I shall not be using the facilities	198
It is the lack of cleanliness that puts me off the current facilities. It is essential to me that any new facility is cleaner.	240
It would be good if the centre could organise classes (e.g. Tiny Tots Gym, Dancing, Fitness Classes, etc.) on weekends and not just Monday to Friday.	243
It would be helpful to be able to ask advice about specific exercises and to be shown ho to do them properly with a view to being able to continue them at home with a minimum of equipment, e.g. 'Tums, bums and thighs'!	377

<b>Other comments</b>	<b>Ref</b>
Lane swimming early mornings. Cleanliness and hygiene of paramount importance. Making fitness fun and enjoyable experience for all age groups is very important for all communities and is a good solution to stopping youths hanging around with 'nothing to do'.	303
Local sports clubs (football, etc.) that are affiliated to relevant bodies should be afforded a discount on pitch booking. Floodlit training is too expensive.	407
Money could be better spent elsewhere!	167
More awareness of all users to keep the area clean and tidy.	384
More family orientated activities.	274
More resources for children in the pool would be good. Better changing rooms and showers - more cubicles for family changing.	255
More swimming teachers and qualified smaller swimming lesson classes.	499
Much of this survey, and more detailed work has been undertaken recently by the Godalming Healthcheck. Please make sure you cross reference!	74
Municipal projects are costly and poorly managed. City/Parish/Rural/District Councils should be closed down.	294
No need for a new centre, try a bus to Spectrum.	288
Not for me, but very important for younger people who need somewhere to go.	345
Opportunities for clubs/organisations to use the facilities, e.g. Swimming Club, Trampolining Club, etc.	413
Outside space - municipal planting to make it attractive, not just bright coloured paint	81
Parking around Leisure Centre is problematic. No such problems at Charterhouse.	265
Please keep the pool and changing rooms as they are!	257
Please make sure that when building a new Dance Studio, lights are not put directly overhead as in a lot of classes half the time is spent on the floor being blinded by the lights!	422
Pool should be as large as possible.	489
Provision for children and youths in school holidays - holiday club, etc. - within everybody's budget.	515
Provision for the majority to ensure that an income stream is established is vital to success. A good management team to take the centre to success and glory!	207
Public tennis court could do with being kept better.	80
Public tennis in Godalming would be good to have.	62
Publicity to inform local people what facilities are planned.	216
Rather than build separate facilities for dance, badminton, trampolining, Tiny Tots, etc. more shared use of common facilities where possible.	219
Reasonable prices will be a big consideration in going to the new facility. Simple, but flexible could be good.	494

<b>Other comments</b>	<b>Ref</b>
Reasonably priced facilities, unlike most gyms.	424
Regarding swimming - I think that there should be a RULE to shower before entering the pool!	172
Retain the facility in Farncombe location.	311
Secure, well-lit and spacious parking would be needed.	331
Should remain low prices for families. Godalming should maintain its inclusion approach in this way, unlike Spectrum.	323
Somewhere cheap so people on low income can afford, please.	227
Sports at Godalming College are not open at weekends, when people would use them!?	404
Suggest reduced tariffs for public transport users.	508
Surely there are plenty of facilities in Guildford if people need them! Not that I am particularly opposed to redeveloping an existing site; I simply don't see a great need.	368
Swimming is an essential skill, especially in a town with a river running through the middle. It is all-round exercise suitable for all ages. Guildford Spectrum and Lido are excellent facilities, but too far away to use regularly.	220
That the Planners integrate any new facilities sympathetically into our rural environment. That the people using Godalming Leisure Centre pay the FULL cost of using the facilities. That Green Belt land is not used.	406
The access need to be changed off the A3100. Traffic calming measures would be essential due to the number of drivers blatantly ignoring the current 40mph limit. Slower traffic and a safe place to cross the A3100 near the Leisure Centre would mean that an improved facility would be much more safely accessible from many local residents. I suggest that a Councillor tries to cross the A3100 at around 5:30pm, perhaps with a push chair, to see how frightening it can be crossing Meadow near Broadwater Lake.	382
The centre needs to be clean and staff need to be polite.	478
The current facilities are functional and reasonably priced, car park space is good. Will improvements mean that prices increase? An increase will make access to a lot less available to local families, therefore taking away the "Sport for All" idea.	49
The description given in the recent Surrey Advertiser of the wish list for the new centre sounds excellent.	445
The Godalming Borough Hall shows films regularly, but the seating and sound are poor and it costs no less than going to the Odeon. It would be great to have more than just sport in the new leisure centre.	45
The idea of a 50+ group/activities is misconceived. Those aged 50-65 are likely to be in work. What about a 65+ grouping?	441
The local leisure centre (and swimming pool in particular) must NOT become the only venue for schools for sports education. It is very important that the focus is on ALL members of the community and particularly those who have no other option (private clubs is NOT another "fair" option). Too often the swimming pool is shut off to adults for swimming lessons, children swim club training, etc. Swimming should be encouraged for adults as much as possible - not an after thought!	14

Other comments	Ref
The main pool needs to be more interesting than just a big rectangular tank. Perhaps a different overall shape. The centre needs to cater for as many age groups and interests as possible. It should be a place where people could meet even if they are not taking part in a sporting activity, have a coffee, read the paper or a book, look out over the lake or watch the swimmers in the pool, i.e. a community centre as well as a sports/leisure centre. I will be 60 in 2010 and from then on will make great use of the Godalming Leisure Centre.	98
The more family friendly the café area the better. Godalming and surrounding area is full of young families who would utilise such facilities and would much rather do so locally than having to travel to Guildford or Haslemere.	526
The over 50s provision 10-12 x 2 per week is excellent apart from inadequate facilities (dance/fitness studio too small and limits the kind of exercise possible). Inclusion of badminton and tennis courts would be a substantial improvement. Opportunity to open pool side in summer with seating outside would be a positive feature. Adequate free parking vital or park and ride facilities provided.	61
The road leading to Pool car park at Broadwater is absolutely dreadful - needs attention fast! If it's a new centre - another site nearer to where the population of Godalming lives?	93
There is a real community around a number of activities at GLS - e.g. the Master Swimming Club. Any plans need to have well thought through transition arrangements for such communities.	309
Think the current facilities are OK and concerned about how much we may spend on new facilities. Just needs a good make over, some roomier changing rooms with decent extraction fans to get rid of humidity. Allow booking by phone/internet	399
This has gone on far too long - as ever Waverley has not moved things forward quickly enough. I hope this survey doesn't mean we're just back at the start of the process - or is this another "Waverley allows it's residents to let off a bit of steam to stop the pressure building"!	268
This summer the outdoor pool has not been open enough - even in the good weather!	30
To be open Sunday afternoon/evenings - especially in the winter months	72
To compete with Gym Group, Guildford, cost would need to be low and equipment standards high. Facilities should be open 6am to 10pm at very least.	336
Very much in favour of demolishing sports centre and building substantial new complex (soon).	307
Warm water in pool and decent changing facilities essential.	537
We are too old, but I think its very good for the young and a lovely "Leisure Centre" to have in our village.	32
We really do need the centre in Godalming. There is so little for young people (except the numerous pubs!) and the buses to other places are non-existent after 6:30pm.	516
What a waste of tax payer's money this is - already 1-2 million wasted by SCC on re-billing Council Tax	497
When I have used the pool in afternoons because I am free from work schools have taken up large part, but I do understand the importance for children to learn.	6

<b>Other comments</b>	<b>Ref</b>
Where is the proposed centre going to be built?	496
Whilst I would never use a new Godalming Leisure Centre, I can see that this would be a great advantage to a large number of local people and I would support it.	248
Whilst not important to me these facilities (mentioned in Q6) are needed for young people to encourage sporting activity.	212
Windows!	527
Would enjoy using a better gym. Very concerned that new pool has an excellent filtration system - ill health makes me susceptible to infections, not helped by system at present.	163
Would need to ensure sufficient activities for those with disabilities or enough staff otherwise the waiting lists will be too long	130





