

Harrogate Borough Council has recently committed to a £26.5 million investment strategy for Leisure. This will consist of a new combined leisure centre for the east of the District in Knarborough and remodelling and complete refurbishment of the Harrogate Hydro. We're asking residents, current guests and those who do not currently use our facilities for their views to assist us to resolve what is both desired and practical in these exciting developments.

Q1. In what capacity are you responding to this questionnaire?

Other (15 comments)

Children's Physiotherapist Harrogate Hospital NHS
Diving member for competitions (not local)
I reside in Leeds, but travel to Knarborough as my autistic son loves the pool slide
Manager of care provider
Mother of son who is blind and has learning difficulties; who has lived in Harrogate for 28 years
NHS Occupational Therapist in Harrogate Adult Learning Disability Team
Parent of Harrogate swim club swimmer and user of services
Physiotherapy
Private Healthcare
Registered Manager of a Harrogate Care Home
Regular used of Harrogate Hydro diving facilities specifically
Resident & Business
User of the facilities
Visitor
Visitor to the Harrogate Hydro Leisure center

Q2a. Other leisure facilities within Harrogate district area:

The Hydro (7 comments)

Swimming competitively at hydro mainly
The Hydro
The Hydro. For swimming and my daughter's diving lessons.
The Hydro and Pure Gym
The Hydro, Ashville College.
Use Hydro for swimming and Rossett for football
Visitor to Harrogate Hydro Leisure Centre for diving competitions

Private facilities (3 comments)

The Hydro and Pure Gym
The Hydro, Ashville College.
Use Hydro for swimming and Rossett for football

Outside of the district (3 comments)

York (Better Energise and Yearsley)
Wetherby Leisure Centre
Swimming pools and sports centres in York

Other comments (2 comments)

various

The facilities available do not meet accessibility needs for many of my patients.

Knaresborough Pool (1 comment)

Swimming pool in Knaresborough

Conyngnam Hall (1 comment)

Tennis courts at Conyngnam Hall park, also use open space for walks and jogging

3a. Other reasons why respondents didn't use any of the leisure facilities:**Disability comments (14 comments)**

Activities not meeting needs matched to my disability

Because I'm 69, live in Boroughbridge and can't drive due to being severely sight impaired/blind.

Appropriate facilities/ activities for a family with a disabled child were too limited and expensive
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Cost, Time allowed to swim, disability as on PIP & UC....

facilities are not accessible for people with physical disabilities/ essential wheelchair users.
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Facilities are not fully inclusive of all disabilities
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Facilities aren't accessible for my disability. I need hydrotherapy but there are no pools locally.

I have a learning disability and mental health issues but I love swimming and it is very good for my
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Inconvenient times offered for people with disabilities - lack of suitable equipment, pool not warm

None suitable for my disabled son

Not fit enough have a blood condition that restricts my activity.

None suitable/available for blind/disabled, with learning difficulties who need adaptations/access
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Some residents were unable to access facilities (wheelchairs, lack of hoisting equipment, water temp
--

Ill health

Prefer other locations (7 comments)

I use another's leisure facility

I prefer arts leisure activities

Member of the Nuffield

I'm a dog walker and use public parks and areas for dog walking

Used private Gym

Lack of equipment and uninspiring environment

Swimming pools are too cold and noisy

Other comments (7 comments)

forget to go

I am responding on behalf of my organisation so this is not relevant
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Used in professional capacity to observe/advise patients living locally

I use the facilities frequently

not applicable - I did!

Not my scene

used them

Timings (6 comments)

Cost, Time allowed to swim, disability as on PIP & UC....

complicated timetables at pools

Don't open early enough

Inconvenient times offered for people with disabilities - lack of suitable equipment, pool not warm

Lesiure facilities were closed!

Opening times

Location of facilities (6 comments)

Because I'm 69, live in Boroughbridge and can't drive due to being severely sight impaired/blind.

Location

Location of facilities (gym particularly)

None of my preferences local

Not many facilities locally, do not wish to drive. I am not a fish, so pool is useless to me.

Poor pedestrian access to the Hydro. Subway not safe. No pavement.

Knaresborough Pool (5 comments)

Knaresborough Baths: water too cold, not enjoyable for a family swim. Cold after ~30 mins.

Knaresborough pool has been too cold since it opened.

Hydro pool too boring for children and the gym too small. Knaresborough pool the water is too cold.

Out of water exercise classes not available in Knaresborough

Water at Knaresborough pool often too cold for me

Costs too high (3 comments)

Appropriate facilities/ activities for a family with a disabled child were too limited and expensive

Cost, Time allowed to swim, disability as on PIP & UC....

I had to stop as my cost of living has risen

Covid-19 (3 comments)

I missed the gym and pool in full lock down

Many of the facilities were not open in lockdown? Also, please see above.

No dive competitions took place recently

Age comments (2 comments)

Age. You cut all services for elderly yet can afford to pay massive sum for youth.

Because I'm 69, live in Boroughbridge and can't drive due to being severely sight impaired/blind.

Hydro Pool (2 comments)

Hydro pool too boring for children and the gym too small. Knaresborough pool the water is too cold.

Swam lots at the Hydro

Never been to the Harrogate Borough Council facilities (2 comments)

New to area

Never had a chance to look at the facility, thought it was for kids...

Closed for events (1 comment)

All too often the hydro was closed to the general public due to galas or squad practice

Opposite sex in sessions (1 comment)

I am not comfortable with mixed gender sessions

Starbeck pool (1 comment)

I used Starbeck on a regular basis.

Q4. What changes could we introduce so you felt able to use Harrogate Borough Councils facilities?**Dry Facilities (43 comments)**

50m pool, leisure pool with flumes, fitness facilities for knaresborough , Road circuit cycle route like the brown lee circuit in Leeds
A gym would be good in Knaresborough
A large sports hall or a flexible space that could accommodate the sport of Fencing.
A more spacious pool in Knaresborough and also gym facilities.
Adult dance classes
Better gym facilities and exercise classes
Better gym facilities at the hydro and earlier/later opening hours
better, bigger and state of the art gym
Bring back the gym classes. However the studio where they were held is too small as often classes are fully booked.
Build squash & badminton courts
cost reduction and availalbilty, squash courts
Extra studio space for more regular, popular classes
Good quality lane swimming. High quality yoga.
Gym only or no frills membership, as not everyone needs access to pools, and make it cheaper. Extended evening opening times.
Hydro - a slide, jacuzzi, splash pool (more entertainment for children). Make the gym bigger as is very small when busy and separate cubicles in the changing rooms. Knaresborough - the water needs to be warmer.
i tried joining a table tennis group in Knaresborough at the Stokewell Community Centre, but it was over subscribed
I used to attend exercise classes (no gym or pool) at the Hydro 5 times a week. I feel that it's unlikely I'll be able to return to these prior to the deployment of an effective Covid 19 lockdown. I imagine it might be possible for some spin classes to take place before then with limited class sizes. I would consider joining these but only at a fraction of the monthly fee I was previously paying.
I would like a gym at the swimming pool and some exercise classes
I would like better access to sports hall facilities to be able to play badminton
I would love a proper leisure club with a gym and classes in Knaresborough
I would suggest that there is an opportunity to increase the health and well being offering in the facilities to support and attract new membership. This would include greater opportunities for disability access, sports and exercise offerings. A hydrotherapy pool similar to those created by Leeds Active for private hire would be a great facility.
Indoor bowling,not crown bowling
Indoor rooms for fitness classes: zumba, pilates, yoga etc are very important, esp for 50yrs+ who don't use gyms or play sport; such rooms can be used by any age and every month of the year. Also clean, modern changing rooms (Wetherby's are awful, and have no separate gym changing). Plenty of parking.
Introduce exercise classes in Knaresborough (not gym) but spin, step, body balance, dance and gentle exercises for over 60s.
Knaresborough where I live only has swimming pool - prefer gym and exercise classes
Modern swimming pool in Knaresborough. Evening Pilates and Yoga classes on offer.
More adult only swim sessions, with limited numbers, less loud music, more yoga and boxercise
More dance exercise

More equipment, more space in the gym
More netball provision. Indoor and outdoor courts
More netball size leisure facilities netball has a large following but always struggle with courts
More variety of exercise classes run by council. There is nothing in Knaresborough other than the pool which doesn't have many lane swimming sessions for people who work all day.
Multi sport offer - usually have to look at schools or private hire if you want to play any of the sports I play (netball, cricket, badminton). Limited good quality offer for these
Need more classes and steamroom sauna jacuzzi etc
New sizeable gym at Knaresborough
Offer indoor tennis
Only 2 Pump classes on the same day at Brimham's, always full. Need more, spaced out in the week. Need weight/resistance classes for mature people. Also, classes don't need to be an hour long. 30/40/45 mins is ample (like Puregym).
Open a sports centre with a sports hall
Outside exercise equipment in local parks. This is provided in Wales.
Quieter environment. More supportive focus to help me regain fitness and confidence attending
Space, facilities and gym equipment (cross fit), 24hr access and reasonable membership prices for families
There are a number of local running/athletics clubs that are crying out for a local running track. I have no doubt that it would become an extremely well used hub for the running and general community
Would be nice to have a gym facility in Knaresborough

Disability access (36 comments)

- All facilities need to be fully accessible for people with disabilities, and have adequate 'changing places' for those who need larger toilet space. - Facilities also need to be accessible by public transport (e.g. central). - I am not in favour of gr
- Training in basic British Sign Language for staff - Training in awareness of learning disabilities and mental health first aid for all staff - Accessible information on the available facilities, e.g. leaflets in large print/braille/pictures only/easy-re
A full size swimming pool, both length and depth. The existing pool in Knaresborough is too small and far too shallow to allow for a decent swimming session. The Hydro is larger but is restricted to half the pool for general swimming, which makes it crowded with only a small number of people. It is also a long journey to the Hydro with all the congestion in Harrogate.
A hydrotherapy pool which is fully accessible and supported by Physiotherapist with hoisting and accessible change facilities.
accessibility - LD or Disability sessions
Better access for disabled people - changing places with changing bed, hoist, shower chair and hoist in/out of pool. Warmer pool for disabled people with easy access
Better access for wheelchairs. I'm a permanent and full time wheelchair user. Need hydrotherapy pool. Changing rooms facilities. Need access to gym machines - currently a lot are on a plinth. I would also like the restoration of women only sessions. I have deformities, amputations etc and find it very embarrassing accessing mixed gender space.
Can't use swimming pools without carers, also water in larger pools too cold. I have a disability
Changing places included within any design (dry side and wet side)
Classes more attuned to a variety of disabilities or staff by people able to adjust activities appropriately
COST is the main reason, having a disability and needing a way of exercise that doesn't cause too much impact on legs but helps with pain the Knaresborough pool helps relax and build up muscles by just doing exercise and not swimming in the not too deep area but it was too costly to go every day even 2x a week..... be great if you look into not just a pool for swimming but also a pool that's not too deep (4ft) which could hold swim exercise or just be free for learners and all disabilities with water hoist for they who are less able to get into pool

or provide pool area with walk in ramp and and customer can use their own wheel chair but be transferred into a accessible Water residence wheel chair to get in and out of water. A gym would be great too but at what cost especially for me and others on pip/uc and other benefits. But not to penalise they who work either as many on low incomes with children it just needs to be fair and not be over priced so it's just the chosen few who can afford to use the facilities. I'm afraid If I have to choose to have food than exercise to live then it's food as you can live without a pool but not to eat.

Disabled changing rooms should have an area where the carer can change in private

For an affordable hydro pool with disabled access

Full disability access with attention to providing disability access to all equipment and swimming pools. I am not disabled but accept that the fitness and quality of life experiences are equally valued for people of all ages. There will need to be internal infrastructure changes to buildings.

Give disabled people as much respect as you would anyone else and stop treating them like 2nd class citizens of this town - the facilities in our area are not fit for purpose

I am a disabled person so if facilities were to be undated then please consider these needs, could there be facilities for voluntary support meetings, encouraging disabled people to join the new services offered.

I feel that all pool could be more accessible for all. As well as using pools of my own personal fitness I use these pool with my students who have additional needs. I cannot use all pool facilities with these students as some sights do not have appropriate changing facilities. As well as this I feel that some of the bigger sights could provide more training for staff on additional needs as I feel some members of staff do not have a good level of how to approach individuals with differing needs. I prefer Starbeck pool as it has a community feel, they know the individual that regularly come swimming and staff have a good understanding of individuals with additional needs that provide a sense of ease. Having said that I feel that they need better changing facilities.

I would suggest that there is an opportunity to increase the health and well being offering in the facilities to support and attract new membership. This would include greater opportunities for disability access, sports and exercise offerings. A hydrotherapy pool similar to those created by Leeds Active for private hire would be a great facility.

If there was more facilities for people with learning disabilities, this would help greatly with my job. I think if they advertised locally activities that they do more people would know and go there. I personally have not been because I don't know what activities they do.

Improved accessibility and facilities for people with a variety of disabilities.

Improved disabled access and facilities. A warmer pool with good disabled access to allow people to use pools therapeutically.

In order that disabled people could use the facilities we need a changing place at every venue, a fully accessible changing room with hoist, good pool hoist facilities with staff trained to use them

increase accessibility increased pool temperature - beneficial for those clients with complex needs

Keep parks and open space for recreational purposes. Also there are a lot of people with learning disabilities in Knaresborough. Some have autism and appreciate open quiet spaces.

Make available leisure facilities with /access and availability to those who have mobility and other disabilities

more autism friendly sessions

More disability accessible

More SEND specific lessons as currently having to pay for 1-2-1 lessons which are costly.

More wheel chair accessible and disabled friendly

Over pool track hoist and changing places facility

Regarding children with physical disabilities- I am very keen to see new facilities for these children AND their carers/families. Planning of the whole pathway from parking, through the entrance, the changing facilities, path to the poolside (or gym) and getting in/out of the pools is vitally important. There are many different levels of physical need from the occasional handrail or a seat, to spacious changing rooms with variable height beds, hoist facilities. The needs of

a wide range of physical need is required and hopefully this group of users can inform the design.

Subsidised membership for parent/ carers of children with disabilities who would benefit from the leisure facilities and swimming pools

The Hydro needs proper disabled changing rooms which have a toilet & shower in! Unless there already is one and I've missed it! It would also be really nice to either have a change machine which issues £1 coins or to use a town system as not everyone always has £1 coins. Finally, please, please put heating in the changing rooms! Or at least a blast of warm air as you enter the changing rooms from the pool! My daughter & I went swimming today and it felt as if there was someone spraying cold air as we shivered back to our locker! I Cannot think of anything else at all that could be improved upon - everything is near enough as close to perfect as you can get. Well done HBC

to make it fully accessible in including designated times for those with disabilities

We would like to see the introduction of a Changing Places/hoist facilities and a hydrotherapy pool.

Wheelchair accessible. Equipment suitable for wheelchair users. Ring-fenced time slots, only for people with disabilities . Staff trained and familiar with disabilities, able to assist and enthusiastic to do so.

Cost (36 comments)

A family pass that would cover multiple people at once for multiple things such as gym and swimming. The option just to pay for classes or a certain type of class. Gymwise it would be great to have a gym session for younger children to keep fit while you can go into the gym. Example. Mini football or dance etc. Some sort of child's classes while you gym.

Affordable

Affordable gym in Knaresborough

Affordable monthly cost on a month by month contract

Better and more affordable offers for monthly passes for couples who want to swim together

better cleaning and better rates for usage

Cheaper swimming charges

Considerable price changes. Healthier more affordable served that is not outsourced. Cleaner facilities. Better security and security cameras at all facilities. More access to female/male only sessions.

Cost is a factor

COST is the main reason, having a disability and needing a way of exercise that doesn't cause too much impact on legs but helps with pain the Knaresborough pool helps relax and build up muscles by just doing exercise and not swimming in the not too deep area but it was too costly to go every day even 2x a week..... be great if you look into not just a pool for swimming but also a pool that's not too deep (4ft) which could hold swim exercise or just be free for learners and all disabilities with water hoist for they who are less able to get into pool or provide pool area with walk in ramp and customer can use their own wheel chair but be transferred into a accessible Water residence wheel chair to get in and out of water. A gym would be great too but at what cost especially for me and others on pip/uc and other benefits. But not to penalise they who work either as many on low incomes with children it just needs to be fair and not be over priced so it's just the chosen few who can afford to use the facilities. I'm afraid If I have to choose to have food than exercise to live then it's food as you can live without a pool but not to eat.

cost reduction and availability, squash courts

Cost, i use it only for children's swimming lessons, and I feel that cost is a major barrier to people's health. Especially after the impact of covid and understanding how healthier people have been impacted less

drop the costs

For an affordable hydro pool with disabled access

Gym in Knaresborough at affordable cost

Gym in Knaresborough that's priced well not Harrogate prices

I used to attend exercise classes (no gym or pool) at the Hydro 5 times a week. I feel that it's unlikely I'll be able to return to these prior to the deployment of an effective Covid 19 lockdown. I imagine it might be possible for some spin classes to take place before then with limited class sizes. I would consider joining these but only at a fraction of the monthly fee I was previously paying.
I work for nycc and I think a better corporate membership would help. As GTA I. Have a low wage. Also a gym at knaresborough would be good
Local resident discount/membership and priority access. Extra staff and budgets for cleaning, maintenance and upkeep.
Lower gym membership
Lowering entry cost
Make it cheaper
make it more affordable
monthly, quarterly, half year and yearly membership offers that is affordable. Discount available to public service (NHS, etc). More access to swimming classes(aquafit). Access to jacuzzi or hot tub.
More affordable
More parking facilities, better discounts for pre-booking
More SEND specific lessons as currently having to pay for 1-2-1 lessons which are costly.
Reasonable cost for swimming pools and fitness classes.
Reduce cost. Improve facilities for the elderly.
Reduce costs
Reduce the cost and extend opening hours to make facilities more accessible
Space, facilities and gym equipment (cross fit), 24hr access and reasonable membership prices for families
Subsidised membership for parent/ carers of children with disabilities who would benefit from the leisure facilities and swimming pools
Use of all facilities without additional costs, continued provision of remote classes e.g yoga
Voluntary organisations being able to use facilities at a reduced charge
Would use pool more often if not so expensive

Swimming facilities (32 comments)

Better changing facilities, more dedicated sessions or facilities for swimming rather than children playing in pool
Better changing room and shower facilities Warmer pool
Better pedestrian access. More lane swimming.
Better pool for knaresborough that is not cold
Clean modern warm changing rooms with private shower facilities
Cleanliness is paramount and the ability for the swimming facility to be utilised for competitions So 6-8 lanes and seating area which is needed for parents of children on SDS scheme
decent baby pool that is warm. Some slides in the main pool would be great
Good quality lane swimming. High quality yoga.
Hydro - a slide, jacuzzi, splash pool (more entertainment for children). Make the gym bigger as is very small when busy and separate cubicles in the changing rooms. Knaresborough - the water needs to be warmer.
I would love it if all pools were quiet, ie no radio on the poolside, in the toilets and changing rooms, thank you - at least for the early morning before 9am swims, thank you very much.
I would suggest that there is an opportunity to increase the health and well being offering in the facilities to support and attract new membership. This would include greater opportunities for disability access, sports and exercise offerings. A hydrotherapy pool similar to those created by Leeds Active for private hire would be a great facility.
improved changing room cleanliness (Starbeck). More lane swimming with good lane management by staff
Larger facilities, ability to check how busy the pool is.

Larger pool so it didn't get so crowded, separate children's pool so that I could swim without having to wait for children to move!
Modern swimming pool in Knaresborough. Evening Pilates and Yoga classes on offer.
monthly, quarterly, half year and yearly membership offers that is affordable. Discount available to public service (NHS, etc). More access to swimming classes(aquafit). Access to jacuzzi or hot tub.
More "adult only" swim sessions at Knaresborough Pool. (You removed the only two I could previously attend)
More adult only swim sessions, with limited numbers, less loud music, more yoga and boxercise
More availability for over 50s at the pools
More flexibility on days and times for masters swimming sessions
More late night adult only
More swimming lessons for children and better kids pool with shallow end
Need more classes and steamroom sauna jacuzzi etc
New pool in Knaresborough
opening hours for 'swim' rather than over fifties, lane swimming, ladies only etc
Please please build an open air swimming pool.... it doesn't have to be central Harrogate but I like a lot of others would pay 365days per year.... There would be so many positives to this & it would show some out of the box thinking!
re start the scuba club
Spa, sauna and steam room facilities
The Hydro needs proper disabled changing rooms which have a toilet & shower in! Unless there already is one and I've missed it! It would also be really nice to either have a change machine which issues £1 coins or to use a town system as not everyone always has £1 coins. Finally, please, please put heating in the changing rooms! Or at least a blast of warm air as you enter the changing rooms from the pool! My daughter & I went swimming today and it felt as if there was someone spraying cold air as we shivered back to our locker! I Cannot think of anything else at all that could be improved upon - everything is near enough as close to perfect as you can get. Well done HBC
The introduction of sauna,steam room, jacuzzi facilities to compete with other local fitness centres.
The swimming pools are very busy (which is good - people are exercising). But they're too busy for me to swim comfortably at my level. Also, until COVID is solved, swimming with others doesn't appeal.
Warmer water.

Access (30 comments)

- All facilities need to be fully accessible for people with disabilities, and have adequate 'changing places' for those who need larger toilet space. - Facilities also need to be accessible by public transport (e.g. central). - I am not in favour of gr
Better gym facilities at the hydro and earlier/later opening hours
Better pedestrian access. More lane swimming.
Earlier opening times
enjoyed online booking a swimming session
Extended hours especially on a weekend
Gym only or no frills membership, as not everyone needs access to pools, and make it cheaper. Extended evening opening times.
I would like to see earlier opening hours at the pool so could go before work.
In more convenient location.
individual changing rooms, variety of classes in the evening and weekends, swimming lanes at peak times
Indoor rooms for fitness classes: zumba, pilates, yoga etc are very important, esp for 50yrs+ who don't use gyms or play sport; such rooms can be used by any age and every month of

the year. Also clean, modern changing rooms (Wetherby's are awful, and have no separate gym changing). Plenty of parking.
Keep changing rooms clean and renovated regularly. Open earlier,
Longer opening hours
More modern changing facilities and better class timetable
More parking facilities, better discounts for pre-booking
Only 2 Pump classes on the same day at Brimham's, always full. Need more, spaced out in the week. Need weight/resistance classes for mature people. Also, classes don't need to be an hour long. 30/40/45 mins is ample (like Puregym).
Open Starbeck pool
Open Starbeck.
open them, and have better opening hours
open times
opening hours for 'swim' rather than over fifties, lane swimming, ladies only etc
Pool opening times to be earlier - 6/6.30am for pre-work swims.
Pools open more often for regular swims - there are classes so often that regular swim sessions are uncomfortably crowded.
re open Knaresborough pool
Reduce the cost and extend opening hours to make facilities more accessible
Sessions at more convenient times. For instance, earlier lane swimming in Knaresborough, and early evening lane swimming in Harrogate.
Sessions at more convenient times. For instance, earlier lane swimming in Knaresborough, and early evening lane swimming in Harrogate.
Specific times for people who need more space and a slightly quieter session. Changing facilities need to be improved at Knaresborough
to make it fully accessible in including designated times for those with disabilities
Very early bird swimming session that's not for the swimming squads

Location (Knaresborough) (26 comments)

A great at Knaresborough would stop my need to travel into Harrogate
A nice new complex on Henshaw's site in Knaresborough
Better facilities in Knaresborough.
Better pool for knaresborough that is not cold
Build a sports facility in Knaresborough with a good sized swimming pool.
Cleanliness was a big issue, particularly at Knaresborough. Facilities weren't open enough. In addition to swimming lessons, it would be good to access facilities at other times. Both venues needed to have a more commercial attitude to leveraging their facilities. Food and beverages for example were invariably dire. There was an apparent apathy as decisions were always taken by 'higher ups.'
COST is the main reason, having a disability and needing a way of exercise that doesn't cause too much impact on legs but helps with pain the Knaresborough pool helps relax and build up muscles by just doing exercise and not swimming in the not too deep area but it was too costly to go every day even 2x a week..... be great if you look into not just a pool for swimming but also a pool that's not too deep (4ft) which could hold swim exercise or just be free for learners and all disabilities with water hoist for they who are less able to get into pool or provide pool area with walk in ramp and and customer can use their own wheel chair but be transferred into a accessible Water residence wheel chair to get in and out of water. A gym would be great too but at what cost especially for me and others on pip/uc and other benefits. But not to penalise they who work either as many on low incomes with children it just needs to be fair and not be over priced so it's just the chosen few who can afford to use the facilities. I'm afraid If I have to choose to have food than exercise to live then it's food as you can live without a pool but not to eat.
Do not demolish Knaresborough pool. Do not build on Coneyingham hall land. Expand the sports facility next to Knaresborough pool but do not demolish it
Don't need another one in Knaresborough

Don't introduce. Maintain and improve the fantastic facilities we already have. I learned to swim in Starbeck pool, and in the last 43 years, that experience has only been beaten once. At Universal's Volcano Bay last year. The last thing I want to see is another freezing cold pool like Knaresborough.

Gym at Knaresborough

I do not think that the area around Conningham Hall is suitable for the new Leisure facility, it is used for outdoor activities and should be kept for that use. The existing leisure facilities in Harrogate, Knaresborough and Strabeck should be developed instead, build on what is already there

I would love a proper leisure club with a gym and classes in Knaresborough

Improve the facilities at the current Knaresborough pool

Improvement on Knaresborough facilities

Introduce exercise classes in Knaresborough (not gym) but spin, step, body balance, dance and gentle exercises for over 60s.

Knaresborough where I live only has swimming pool - prefer gym and exercise classes

More facilities in Knaresborough. There is very little.

More variety of exercise classes run by council. There is nothing in Knaresborough other than the pool which doesn't have many lane swimming sessions for people who work all day.

Move some to Knaresborough!

New pool in Knaresborough

New sizeable gym at Knaresborough

Open Knaresborough pool again with proper social distancing measures in place.

re open Knaresborough pool

Specific times for people who need more space and a slightly quieter session. Changing facilities need to be improved at Knaresborough

Would be nice to have a gym facility in Knaresborough

Other comments (17 comments)

A half decent bus service would be good

Air conditioning at the hydro pool needs significant overhaul.

already use them

Don't introduce. Maintain and improve the fantastic facilities we already have. I learned to swim in Starbeck pool, and in the last 43 years, that experience has only been beaten once. At Universal's Volcano Bay last year. The last thing I want to see is another freezing cold pool like Knaresborough.

don't know as I don't use them

Get rid of the community feel and council look.

I don't know

Ice ring

Keep parks and open space for recreational purposes. Also there are a lot of people with learning disabilities in Knaresborough. Some have autism and appreciate open quiet spaces.

Municipal golf and snow/climbing centre.

NA for a Roecliffe resident . We use The Crown Hotel, Boroughbridge leisure facility. Expensive but minimal travel time .

New facilities are a great idea, they need an update. But they need siting properly.

No need for these facilities money better supporting community should as doctors, local shops amenities to support new housing estates.

Powerful showers

Refurbished starbeck baths, it's a vital facility for families with babies/toddlers due to the warmer temperatures

Smaller admissions to services to attempt to maintain social distances

They need tge updates

Cleanliness (14 comments)

None - I prefer walking & running outside, and personal exercise classes at home

Not a lot as what free time I have is precious

Not applicable to me

Staff training (6 comments)

Classes more attuned to a variety of disabilities or staff by people able to adjust activities appropriately

Friendly staff, easy to find info about whats available, yoga and pilates early and after work sessions

I feel that all pool could be more accessible for all. As well as using pools of my own personal fitness I use these pool with my students who have additional needs. I cannot use all pool facilities with these students as some sights do not have appropriate changing facilities. As well as this I feel that some of the bigger sights could provide more training for staff on additional needs as I feel some members of staff do not have a good level of how to approach individuals with differing needs. I prefer Starbeck pool as it has a community feel, they know the individual that regularly come swimming and staff have a good understanding of individuals with additional needs that provide a sense of ease. Having said that I feel that they need better changing facilities.

In order that disabled people could use the facilities we need a changing place at every venue, a fully accessible changing room with hoist, good pool hoist facilities with staff trained to use them

make services customer focused. I've used your facilities in the past and the whole aura is that I'm doing you're doing me a favour ...rather than a warm welcoming customer focused approach designed and built around customers.

Wheelchair accessible. Equipment suitable for wheelchair users. Ring-fenced time slots, only for people with disabilities . Staff trained and familiar with disabilities, able to assist and enthusiastic to do so.

Diving facilities (5 comments)

Diving boards should be available for more than 1.25 hours per week for public

Keep diving at the hydro, it is really important to the next generation of this sport.

Open up the diving pool for public diving

Please open the diving pool

Support Harrogate Dive team enabling them to host more competitions within the Hydro facility - great facility and we'd love to visit more

Adult swimming (4 comments)

More adult/senior sessions as the ones which I go to are always crowded

More times for adult only swim sessions.

more times free swim

Specific times for seniors

Fun pool (3 comments)

50m pool, leisure pool with flumes, fitness facilities for knaresborough , Road circuit cycle route like the brown lee circuit in Leeds

Hydro - a slide, jacuzzi, splash pool (more entertainment for children). Make the gym bigger as is very small when busy and separate cubicles in the changing rooms. Knaresborough - the water needs to be warmer.

Slides in pools, wave pool, toddler water play area. More fun things to do in pools.

Café (3 comments)

Cafe facilities

Cleanliness was a big issue, particularly at Knaresborough. Facilities weren't open enough. In addition to swimming lessons, it would be good to access facilities at other times. Both venues needed to have a more commercial attitude to leveraging their facilities. Food and beverages

for example were invariably dire. There was an apparent apathy as decisions were always taken by 'higher ups.'

Considerable price changes. Healthier more affordable served that is not outsourced. Cleaner facilities. Better security and security cameras at all facilities. More access to female/male only sessions.

Communications (3 comments)

better advertising of facilities and opening times

Better communication of what's on when. Honestly, trying to find leisure centre facility timetables is a very thankless task. Eg is it possible to provide the Swim England poolfinder with live opening times?

<https://swimming.org/poolfinder/pools/1008066/Harrogate/The+Hydro/?location=Hg1%202II>

If there was more facilities for people with learning disabilities, this would help greatly with my job. I think if they advertised locally activities that they do more people would know and go there. I personally have not been because I don't know what activities they do.

Location (Harrogate) (3 comments)

A full size swimming pool, both length and depth. The existing pool in Knaresborough is too small and far to shallow to allow for a decent swimming session. The Hydro is larger but is restricted to half the pool for general swimming, which makes it crowded with only a small number of people. It is also a long journey to the Hydro with all the congestion in Harrogate.

Brimhams at the Hydro could really do with being twice the size!

Harrogate needs larger gym facilities, more equipment, dedicated spinning room, bigger kinesis gym, and most importantly a bigger room for instructor lead classes such as pilates, circuits, weight classes.

Cycling facilities (2 comments)

50m pool, leisure pool with flumes, fitness facilities for knaresborough , Road circuit cycle route like the brown lee circuit in Leeds

safer cycling routes so i dont have to use a vehicle

50m pool (2 comments)

50m pool, leisure pool with flumes, fitness facilities for knaresborough , Road circuit cycle route like the brown lee circuit in Leeds

A more spacious pool in Knaresborough and also gym facilities.

Security (1 comment)

Considerable price changes. Healthier more affordable served that is not outsourced. Cleaner facilities. Better security and security cameras at all facilities. More access to female/male only sessions.

Q6. What is the likelihood of you use the following swimming pool facilities at Knaresborough – other comments

Fun pool (13 comments)

competition standard pool and splash park would be excellent eg like Calypso Cove in Barnsley

Children's pool with sloped entry with WARMER WATER TEMP NOT JOINED TO ADULTS POOL

Please build a Lazy River! It would be an absolute HIT! So would Aqua Jets!

Quiet sessions for Autism. Sessions for disabled children & their families. Swimming lessons for disabled children.

Slides and cafe

Slides and fun equipment in pool

Slides like the one currently at Knaresborough (not covered flumes)

Slides, diving boards

Water slide

Wave machine.

Sub aqua facilities. Nothing around here. A great distinct proposition. See Nemo in Brussels
<https://www.nemo33.com/en/>

Slides would be good fun. Jacuzzi for adults only

hot tub

Adult lane swimming (9 comments)

Adult lane swimming

Adult only lane swimming. Childrens' swim lessons.

Adult only sessions

Adult swim sessions

Adults only

Lane swimming

lane swimming over whole pool

Lane swimming. Adult only sessions.

Freedom to swim as like, so not going round in circles following others in lanes, obviously when covid 19 over, thank you.

Diving (8 comments)

Diving

Diving

Diving area or place to jump in

Diving board training

Diving boards for diving

Diving facilities

Diving facilities?? - I notice you took competitive swimming into account but not divers - such a shame considering you have home-grown talent who has represented his country at the Olympic Games!

Slides, diving boards

Accessible facilities (6 comments)

Bear in mind that while I would not need to use the various disabled facilities listed here, I definitely think they are valuable and there should be an emphasis on accessibility in general.

Definitely more inclusive activities for those with disabilities, and at better times

Hoists/sloped access should be provided as a matter of course as they are in many facilities. It should not be an option. I can't believe you are asking questions like this given the Disability/Equality legislation.

I think a hydrotherapy pool with good access and disabled changing would be extremely valuable to the population of North Yorkshire and we would signpost patients to this.

I think all of these new things are brilliant for the community but that it is important that time is put in to ensure that the pool has access for all.

Nb - while I don't need the disability access to the pool, my sister was disabled and I would have accessed the pool much more regularly with her if these facilities had been in place.

Location (4 comments)

Keep Knaresborough pool where it is

I don't live in Knaresborough.

Creating traffic problems in Knaresborough when HBC can't deal with the current issues or complaints. Huge ecological impact. Ruining heritage and visitor spot in Knaresborough. Detrimental to wildlife. The list is endless.

too far to travel - then if you have to travel by car no doubt there would be parking charges

Dry facilities (4 comments)

Yoga

Dont do fish activities, a land lubber...

I prefer walking

there are already two perfectly good gyms in Knaresborough both of which i've been a member of. i would like to see more badminton and table tennis groups established

Other comments (3 comments)

GP funded for exercise

I object to any thought of spending millions. No upgrade is needed. How can you justify the Knaresborough pool is life expired?

Not sure.

50m pool (2 comments)

50m competition pool

competition standard pool and splash park would be excellent eg like Calypso Cove in Barnsley

Café (2 comments)

Cafe

Slides and cafe

Changing facilities (1 comment)

Family changing rooms

Hot showers that work

Sports hall (1 comment)

A sports hall or gym

Children's swimming lesson (1 comment)

Adult only lane swimming. Childrens' swim lessons.

Outdoor pool (1 comment)

As previously mentioned if it was an outdoor pool I would be there 365 days...

Cost (1 comment)

Comes down to COST of entry not everyone is able to work either ill, disabled etc, low income with children, low income zero contract, even they who work after paying there monthly outcomes/bills have very little for leisure activities.

Q13. Any further comments:

Location (Knaresborough) (18 comments)

A new, expanded leisure centre is welcome in Knaresborough. Please do not, however, build it in Conyngham Hall grounds. It will rid Knaresborough of its valued green space and create even more traffic problems there. Please also ensure there are sufficient bike and pedestrian access routes to the centre, to encourage an active, healthy and sustainable lifestyle.

Any new facility should not encroach on heritage sites such as Conyngham Hall or Knaresborough House. Consideration needs to be given to car parking and additional pollution at Bond End. The new build needs to be where the people are ie remain in current site with more parking or down York Road where new builds are in construction.

Build on the existing sit or the old unitex definitely not on Conyngham Hall

Do NOT want a leisure centre at Conyngham Hall because it will encroach on the open space that is used by many people to help their mental health. We should not get a leisure centre to the detriment of our local environment.

I am unlikely to travel to Knaresborough for any indoor leisure activities
I don't live in Knaresborough and wouldn't travel to use these facilities. My opinions shouldn't be given any weight, given that this is will impact Knaresborough residents most.
I think it would be a travesty if the new leisure centre were built at Coningham Hall and deprive residents of the lovely park there. any new leisure centre would need to have sufficient parking and space.
I won't use Knaresborough as I live near the hydro and not interested in travelling there
If it is to be built on Cunningham Hall land I'd rather it isn't built at all.
Ignore the naysayers and get on and build the blessed thing. Knaresborough is a growing town and the facilities available for leisure are appalling, probably because the council is full of old farts who like to ramble and then ramble on at meetings.
Location is also important. I.e can you access easily without traffic. Good access for bikes not losing key beauty spot in Knaresborough like conningham hall.
No justification for using any other site in Knaresborough. Keep off Conningham Hall it is a vital existing amenity for the town. I exercise here in the open. No new building required.
Please keep Knaresborough Pool on the current site.
The new pool complex should NOT be built at Conyngam Hall. The best location would be its current site.
Unlikely that I would travel to Knaresborough - unless what was on offer was exceptional and not available elsewhere in the district
very strongly against conyngam hall as an idea for this new center ! Do not build there !
would not use any facilities in Knaresborough
Would prefer the location of the leisure centre not to be situated at Conyngam Hall

Café (15 comments)

A cafe is a good idea (again, none at Wetherby) as it is nice to have a coffee after a class or workout, esp in winter; or to be able to get food before going on to some other activity. I live 20 mins from Knaresborough, and may well fit my class etc in with shopping or something else. Also, vending machines tend to have fizzy drinks and 'cheap' chocolate and the tea/coffee is often not pleasant. A decent cup of tea and a scone or sandwich is much preferable.
Allow the caterer to sell chips. You can't beat a plate of chips after a swim!
An facility aimed at promoting healthy life styles should ensure the food it offers reflects this as well.
good food after swim is good,
Healthy balance foods and drinks as you and the Government are promoting healthy eating in a fitness health facility.
High quality and local only produce
I often like a bit of sugar after exercise!
I think the 'healthy only' drinks and snacks should also avoid having items that rely on non-recyclable single-use plastics.
I think there should be a range of items offered and people should be given the freedom to chose what they eat
I'd be pleased to see mostly healthy options on the menu, but with some treats - nothing wrong with a bit of cake if you've just burned off some calories swimming!
It is lovely to find healthy food in convenience cafès. Yet some children will not eat things like this and there will ultimately be children waiting for siblings etc in the café. If there's nothing they will eat then the mother will be left in a tough situation!
Make the proposition pertinent to the target audience. Both the old cafe and the existing Harrogate café were/are very poor and as such have not used. I often have wanted a drink but (for example) found it was cash only. Amateurish at best.
no drinks and snacks should bring own
please have options for dietary requirements at the cafe, especially gluten free
Why sell items that have no nourishment in them but sugar? A leisure centre to promote health and fitness should back that up with decent foodstuffs.

Other comments (6 comments)

Don't put all your eggs in one basket.

Q10 - 12 are irrelevant.

The

the likelihood of using this facility is low due to travel so Q10,11 &12 are a bit redundant

What's the point in asking these questions when you directly ignore the public's views - i.e if you gave a hoot as to what the public thought, it wouldn't be getting built. HBC can't look after what they've already got, so these plans and views asked are really embarrassing. Other councils laughing at HBC.

i now live in Harrogate

Disability access (5 comments)

I am answering this survey on behalf of the residents who live within our care home. Our residents all have a learning disability and a visual impairment. When we have tried to access the Hydro before the times available where a short time over lunchtime. This time is then withdrawn in school holidays. The water is not warm enough and some of our people struggle with this. I did enrol some of our residents in the Fit For Life groups approx a year ago and I heard nothing back. Fitness and healthy lifestyles advice should be available to all, I feel that Harrogate Council do not make this so - they make it so hard that people just give up. This is your chance as a council to put this right.

Not all people can access that kind of facility; need to acknowledge that disabled are more vulnerable.

Please think about adjustments to the building to accommodate learning disabilities as well as those with physical disabilities. Helpful would be a larger 'quiet' changing room for those that need carer support but not changing places facilities and hoists. Family changing rooms for parents with disabled children including nappy changing facilities suitable for older and larger children. Suggest a 'quick' and 'quiet' entry and exit for those with learning disabilities who have behaviour that can challenge/ autism.

We need accessible facilities for people with physical disabilities.

While I would not personally use facilities which promote access from people with disabilities I know these facilities are desperately required in the Harrogate and Knaresborough area

Sports Hall (4 comments)

A flexible space or large gym area that could be used for the sport of fencing would be great!

I would be interested to learn about the plans for Knaresborough Leisure Centre. I am Welfare Officer at Harrogate Fencing Club and we struggle to find a home venue and competition venues for both local and national competitions in the area. At the moment we use the sports hall at Rossett School but there are no cafe facilities and no disabled access to the upstairs gym, which means we cannot encourage less able fencers to the club even though we have wheelchair fencing apparatus. I would like to discuss this more. (contact details provided, removed for privacy)

Indoor netball courts please!

You are more likely to get netball playing in your sports hall should you build one than basketball as there are currently 30 netball teams playing in the harrogate district all struggling to find space for training and matches. Compared to 1 or 2 basketball teams.

Cost (4 comments)

As a non user WHY should we have to pay for this on rates in future years

I can't understand why you are wasting public money on this. Why don't you just keep the existing Knaresborough pool going - what is wrong with it? Why on earth would you want to provide gym facilities when there is an abundance of existing facilities in the Harrogate District, most of which are struggling.

It all sounds very good, but could be pricey, especially for people on benefits because of the general economy of the nation, so please bare this mind.

On absolutely no account should this money be spent building on conyngham Hall

Activities (dry) (3 comments)

I think a small bouldering wall like the one in stowmarket mid Suffolk leasure centre run by Suffolk county council would be excellent. Having just a boulder wall would reduce the cost, and having one very locally would encourage people to walk or cycle to get there. Also to go more frequently eg. on the way home from work. Especially if the cost to climb is reasonable.

I think it should have multitude of different types of activities so it becomes destination so it's well used. The Harrogate area has long needed such a place because nothing like this has existed for a long time.

Why no squash courts?

Community venue (2 comments)

Bar and social club for events, product launches and screenings.

I work at a gp surgery in Knaresborough so feel for the community any fit for life type classes would be good

Cycling (2 comments)

Good cycling facilities to safely ride park and store a bike would be ideal especially if you could accommodate a bike track (indoor or outside) and cafe

Location is also important. I.e can you access easily without traffic. Good access for bikes not losing key beauty spot in Knaresborough like conningham hall.

Children (1 comment)

Glven that quite of large proportion of the people using it will be children and variety would be best

Other HBC facilities (1 comment)

I hope Starbeck pool facilities will still be available

Q15. What is the likelihood of you using the following swimming pool facilities (Harrogate Hydro), other comments**Disabled facilities (6 comments)**

Dedicated hydro pool for disabled people with limited movement or ability

Diving for disabilities; disability family fun session for those with older disabled children

chronic conditions need help and funding

Hydrotherapy pool, pool-side hoist, dedicated swimming sessions for those with disabilities or sensory needs

It would be great to have more access to gym equipment for disabled people with dedicated teengae sessions and wheelchair accessible gym equipment. As a children;s physio team we would be keen to access this facility with patients to help encourage them to exercise and work with them in this environment

Nothing else to add, apart from highlighting the need to accommodate classes for disabled people, of all ages.

Fun pool (5 comments)

Lazy River would be amazing! So would Aqua Jets!

hot tub

More slides

Slides! Water fun area (Bridlington Pool have a good one)

Would like to see a Hydro pool for disabled people to exercise/relax.

Location (hydro) (5 comments)

Harrogate Council building facilities for Harrogate people. Too far away.

Harrogate pool is too far away I don't drive and buses take too long to arrive it can take 1.5 PLUS hours to bus to hydro and same again to return back to Knaresborough so would Not use Harrogate hydro as too far out.

I would only occasionally use Harrogate Pool - assuming it is still on the Jennyfields site. I would use it more often if I could use the 'buy 15 access' in all of the pools / facilities in the area.

location of Hydro is a nightmare to get to from where I live - traffic on Skipton Rd is bad enough and to get a bus there/back would involve 4 bus journies

The Hydro is 40 mins from me so I am unlikely to use this regularly.

Diving (5 comments)

Diving for disabilities; disability family fun session for those with older disabled children

Diving squads

General diving sessions for the public like there used to be

This isn't about others - about everything you've stated above where is Diving? Like WHERE IS DIVING ON YOUR PRIORITIES???!

Would attend Dive competitions

Swimming sessions (4 comments)

Early morning swim training sessions and eve swim training sessions for competitive swimmers

It would be lovely if all area's of the swimming pool were quiet before 9am for general swim/early bird/lane swimming sessions, no radio, thank you.

lane swimming

The pool is far too cold for me to use at the moment

Too many people (1 comment)

Already stated - too busy for me. COVID will be here for a long time yet.

Changing facilities (1 comment)

Experience showers

Location (Knaresborough) (1 comment)

I would use Knaresborough facilities or if not included I would remain a Nuffield member.

Other comments (1 comments)

Keep fit for well been

Cost (1 comment)

I would only occasionally use Harrogate Pool - assuming it is still on the Jennyfields site. I would use it more often if I could use the 'buy 15 access' in all of the pools / facilities in the area.

Single sex session (1 comment)

Male only sessions

Don't use facilities (1 comment)

I'm of an age where I prefer to do my leisure in a way that I want rather than at the HYdro which has always been non customer friendly

Q20. If you used the café or vending is there anything you would like to see?

Healthy choices (36 comments)

A balanced range of snacks and drinks

a focus on healthy eating options. Don't think you should smell chips on entry to a gym

A range of properly priced food and drink with healthy options Pro proper coffee machine with a range of drinks on offer

Affordable healthy foods, the cafe in david lloyd clubs should be used as a basis (but make it cheaper lol)
A sandwich & yogurt vending machine like they have at the hospital! It has a rotating plate with little plastic doors that open once you've paid. It's brilliant.
Better range of healthy snack options as well as hot options that kids love and need when just out of swimming classes.
Emphasis on healthy food and snacks
Fewer cakes / sweets and fairer prices
Healthier options - Buddha bowls, high protein/low carb, ethically sourced produce ie freedom farming, commitment to animal welfare.
Healthier options instead of chocolate and sugar-based foods.
Healthier options.
Healthy and tasty food
Healthy food
Healthy food, salads and carbs
Healthy options
healthy options
Healthy options and catering for special dietary needs
Healthy options cafe, not chips and butties. Little Breads back would be perfect.
Healthy options only
healthy options, cater for people with special diets
Healthy options.
Healthy snacks and hot meals for children.
Jacket potatoes with toppings / Healthy homemade soup
I would always appreciate more than one healthy alternative at a affordable price.
Less outsourcing of rubbish frozen food sold at overpriced cost. Healthier options. Polite trained staff. Cleaner. Much much cleaner.
More healthy food
More healthy food
More healthy options
More healthy things please and thank you
Nice coffee, fresh smoothies, healthy homemade snacks
Pasta and jacket potatoes on the menu instead of just chips and toasted sandwiches
Protein snacks/ drinks
Pleasant staff and healthy food
Slush Puppies, Smoothies
Some fruit options
Simple healthy food. Oh and crisps the nostalgia of having crisps after swimming is too strong for me to be denied them. I'd just like to see the cafe modernised with a bit more thought into what they serve.

Café provider (17 comments)

A better café. It needs someone who understands f&b.'awful amateur operation.
I like the Little Bread cafe. It offers good food and service.
I'd like to see the return of the ace operator post covid 19
If it is KNARESBOROUGH POOL THEN BE GREAT TO HAVE A CAFE AREA SERVING HEALTHY FOOD at the moment the food area in Knaresborough is very small and cluttered no room for wheelchair access as not enough room in between tables maybe a larger area with non moveable tables and chairs so wheel chair can sit at either end of table or pushchair.
Little breads back
Little Breads is fantastic
New cafe before lockdown was very good
new cafe owners very good big improvement on previous

No it was good before the Covid close down.

Pleasant staff and healthy food

Quicker service in the cafe, staff slow which causes long queues. More tables as never any available

The cafe is amazing! I used it at diving competitions....

The cafe that was in before covid 19 was great

The current cafe suppliers are excellent

The current Little Breads concession is great!

The most recent cafe was fine

Yes little breads should of stayed, you don't know a good thing when its staring u in the face, what a shame

Variety (8 comments)

Better variety

Chips for kids and jacket potatoes.

good choice

More selection on meals

More space in the cafe. More choice on the menu.

More variety other than sandwiches

Slush Puppies, Smoothies

variety of drinks

Cost (7 comments)

A range of properly priced food and drink with healthy options Pro proper coffee machine with a range of drinks on offer

Affordable healthy foods, the cafe in david lloyd clubs should be used as a basis (but make it cheaper lol)

Competitvly priced light meals

Fewer cakes / sweets and fairer prices

I would always appreciate more than one healthy alternative at a affordable price.

It's a bit expensive

Less outsourcing of rubbish frozen food sold at overpriced cost. Healthier options. Polite trained staff. Cleaner. Much much cleaner.

Food allergies (7 comments)

Decaff a dairy free options including oat milk.

Gluten free choices

Gluten free options!

Healthy options and catering for special dietary needs

healthy options, cater for people with special diets

It was years ago, so may be irrelevant now, however then, there was nothing for vegans, so it would be good to be able to buy a soya coffee.

More gluten free options

Quality (6 comments)

A range of properly priced food and drink with healthy options Pro proper coffee machine with a range of drinks on offer

A vast improvement in quality and service

Independent coffee! I hate it when you can only get starbucks or nero coffee - it doesn't taste good, and it takes profits and puts it into the pockets of big business.

Less outsourcing of rubbish frozen food sold at overpriced cost. Healthier options. Polite trained staff. Cleaner. Much much cleaner.

Nice coffee, fresh smoothies, healthy homemade snacks

Real cooked food not all food fone in a microwave. Ready made sandwiches. Hot sandwiches.

Opening times (4 comments)

Earlier opening hours

It wasn't open when we use it

Longer opening hours

more friendly staff. the facility being open during adapted sessions, which are normally limited to Sunday evenings. More reliable machines with contactless payment

Friendly area (4 comments)

A more welcoming and comfortable area

Better cafe feel feels like a reception annex. Better viewing experience

More welcoming and more professional appearance.

Outdoor seating

Cleanliness (3 comments)

better cleaning

cleaner tables

Less outsourcing of rubbish frozen food sold at overpriced cost. Healthier options. Polite trained staff. Cleaner. Much much cleaner.

Viewing platform (2 comments)

Better viewing platform

More space for poolside viewing.

Eco-friendly (2 comments)

A complete eradication of single-use plastics, including items sold from vending machines.

Healthier options - Buddha bowls, high protein/low carb, ethically sourced produce ie freedom farming, commitment to animal welfare.

Disabled access (2 comments)

If it is KNARESBOROUGH POOL THEN BE GREAT TO HAVE A CAFE AREA SERVING HEALTHY FOOD at the moment the food area in Knaresborough is very small and cluttered no room for wheelchair access as not enough room in between tables maybe a larger area with non moveable tables and chairs so wheel chair can sit at either end of table or pushchair.

More space in the cafe. More choice on the menu.

Treats (2 comments)

Chunky kit kats pls

Simple healthy food. Oh and crisps the nostalgia of having crisps after swimming is too strong for me to be denied them. I'd just like to see the cafe modernised with a bit more thought into what they serve.

Vending (2 comments)

A sandwich & yogurt vending machine like they have at the hospital! It has a rotating plate with little plastic doors that open once you've paid. It's brilliant.

more friendly staff. the facility being open during adapted sessions, which are normally limited to Sunday evenings. More reliable machines with contactless payment

Other comments (2 comments)

Only used during my granddaughter Birthdsy party.

Similar offerings

Don't use (1 comment)

close it no needed.....bring own

Q21. If you've not used the café or vending machines, why not?**Do not visit (43 comments)**

Do not attend the Hydro.
Do not visit Harrogate Hydro
Don't go there
Don't go there as live in Knaresborough
Don't use the facility
Don't use the hydro
Don't go to Harrogate Hydro.
don't go to the Hydro
don't go to the Hydro due to location
Don't go to the hydro it's, too far
Don't go to the hydro, ever
Don't live in Harrogate find harrogate town centre unattractive.
Don't use the hydro as live in Knaresborough
has not been the access to other facilities to use the cafe or vending machines afterwards
hydro is too far away
I do not go there
I don't go the Hydro, I've never found it to be a welcoming environment
I don't use the hydro
I don't use the Hydro.
I don't go there
I go to Knaresborough
I have never been there
I have never visited the Harrogate Hydro
I have not been there for years and I found going to the gym increased my BP so I continued walking
I live in Knaresborough
I live in Knaresborough and I do not drive.
I never visit Hydro. It's in Harrogate and I live in Knaresborough.
I've only been to the hydro once. Live in Knaresborough so no real need to go to hydro
I've never been
I've never been to Harrogate Hydro, only Knaresborough Pool.
I've never been to the Hydro!
Just never been. Steep hills. I very seldom go into Harrogate. I prefer to go to Ripon. Shorter bus journey.
Never been
Never been to Harrogate Hydro
Never been to the facility
never been to the Hydro
Never been to the Hydro as I live in Knaresborough
No where near where i live
Not Been
Not currently a member.
Not far to/from home, easier/cheaper to go there.
Traffic to Harrogate is horrendous, use other venues
Where is the Hydro?

No need to drink/eat (10 comments)

No need

no need
No need and don't want to undo the good of doing exercise
no need to
not needed them at the time
Not of interest to me
Only using Hydro while Starbeck pool closed re Covid but not convenient for me to get to but not bothered about refreshments after swimming.
Retired not in market for facility
Time pressure. I live only a few minutes away from gym so have drink at home.
Usually because I'm trying to get in and out with a toddler in the most efficient fashion possible.

No healthy options (7 comments)

dont like products provided by vending machines no health options
I have not used the vending machine as there are not healthy alternatives.
Overpriced junk food that's stale end nearly out of date - really!? Noone wants to eat that.
Unhealthy
Unhealthy food.
Unhealthy, calorie ridden garbage.
Vending machines full of junk

Cost (7 comments)

Expensive
expensive
Hot drinks at sensible prices
I find them too expensive
Overpriced junk food that's stale end nearly out of date - really!? Noone wants to eat that.
Previous to Little Bread little to no thought was put into vetting who ran the cafe. So the outcome was poor expensive food with bad service. Better monitoring should be put in place to maintain a great user experience.
too expensive

Other comments (7 comments)

Haven't needed to.
I have no need to obtain a drink or food at an exercise facility
I live close to the hydro so have no need of these facilities.
I've only been to the Hydro when Knaresborough Pool has been shut. It takes a long time to get there on the bus/train/walking door to door from Knaresborough so by the time I've swum I just want to get home.
Just attending for a meeting
Poor provision
Use Knaresborough pool

Opening times (4 comments)

Cafe always closed
Previousy have been late on a Sunday for Diving lesson and it's closed.
Time
Time

Variety (3 comments)

Options never to my taste. If I was dying of thirst or starving I might consider
Previous to Little Bread little to no thought was put into vetting who ran the cafe. So the outcome was poor expensive food with bad service. Better monitoring should be put in place to maintain a great user experience.
Too basic and unappealing

Vending (2 comments)

Either don't work or full of rubbish.

Empty

Bring my own (2 comments)

Bring drink and snacks

Take my own fruit.

Dietary requirements (1 comment)

I don't tend to use them, generally for the same reason, nothing on offer for vegans, usually.

Uninviting space (1 comment)

Because when I've been in the past its been uninviting

Q23.Other than the medical conditions what other specialised classes could we offer?**Autism (7 comments)**

Autism and Learning Delay which makes following instructions a barrier to exercise -- especially movement/ dance

Autism friendly sessions

AUTISM, LEARNING DISABILITY

Classes for children with Autism/ADHD - our daughter has sensory and social struggles, so quieter Times/facilities/classes etc.... would be a great idea

Classes for people with learning disabilities, sensory needs, and/or autism, or those who require an adapted style of communication to be able to participate

Lots of classes for children with Autism spectrum disorders

Something aimed at Autistic children. Even if it was just an Autism only swim session with no music and less people?

Learning disability (6 comments)

AUTISM, LEARNING DISABILITY

Classes for people with learning disabilities, sensory needs, and/or autism, or those who require an adapted style of communication to be able to participate

I have a learning disability and anxiety if it is all too busy around me. I am not keen on very large spaces but can and have coped with Knaresborough regularly over the past 25 years or so.

It would be great to have classes for disabled children and children with learning disabilities readily available along with access to a hydrotherapy pool.

Learning disability sessions for adults and children. Swimming lessons for children with disabilities. Family sessions for families with SEND

Some time set aside for those with blindness, mobility and learning difficulties

Physical disability (5 comments)

Exercise classes for those who need to use a wheelchair

It would be great to have classes for disabled children and children with learning disabilities readily available along with access to a hydrotherapy pool.

Some time set aside for those with blindness, mobility and learning difficulties

Stable long term disability eg for wheelchair users

wheelchair accessible classes

Single sex sessions (5 comments)

Mindfulness for mental Helston and free self defense classes for women

Not everyone can swim or wants to go to lessons just to go into a pool and relax holding onto the idea bar and doing there own gentle exercise afterwards sauna or gym and swim etc.

Male and female sessions / mixed sessions... you need to realise many people male and

female have body issues and this can prevent them ever entering a pool area, so please consider this.

Sessions to support women manage the menopause through exercises and diet.

Walking netball - currently a Womens Institute initiative via England Netball

Women only

Sensory sessions (4 comments)

Quiet sessions for people with sensory impairment

Sensory sessions for those who have a visual impairment or are blind with a learning difficulty. Harrogate has two residential homes for disabled young adults with visual impairment/blind and additional needs.

Some time set aside for those with blindness, mobility and learning difficulties

Quiet sessions Darker lighting on some sessions Classes and gym for. Primary aged children Facilities to assist the deaf or hard of hearing in classes

Mental Health (4 comments)

Mental health classes - mindfulness etc.

Mental health relaxation classes including talking therapy

Mindfulness for mental Helston and free self defense classes for women

Using the above with Mental Health conditions to help in some form

Facilities for all residents (3 comments)

General fitness classes - why do health and lifestyle sessions all have to be geared towards residents with medical conditions? Why not provide classes and services to residents who don't have a medical condition but who want to maintain or improve their fitness and health?

I like to keep fit

It's a bit silly asking if we would use specialist services like stroke rehab - you only say you will use it if you need that now. Who knows what the future brings?

Older age (3 comments)

(nb I would previously have used these facilities with my disabled sister. Now, however, my parents are also becoming more infirm with age, so I may use the facilities with them. There are no children in my family.

For older relatives, I would like to see a very accessible, non-gym-like programme of events for general health maintenance and weight loss as they get older. It is hard to access this, especially in Harrogate without paying a small fortune.

Pilates, Fitness for over 60s

Hydrotherapy (2 comments)

Hydrotherapy sessions

It would be great to have classes for disabled children and children with learning disabilities readily available along with access to a hydrotherapy pool.

Other comments (2 comments)

I think there should be sports hall provision for sports such as netball. Netball currently has to use private facilities and the council should have venues which can be hired for this and other sports.

Just a quiet, [no radio,] free-swimming style pool for me, thank you. Whilst lanes are necessary due to covid 19, could the other sort of lane divisions be used? Someone in the queue told me there are types which stop swell and splashing from the fast to the medium & slow lanes available, but not in place currently? I don't know what they are like or anything, just passing on the comment, thank you.

Children's sessions (2 comments)

childs pilates classes

Specialised Fencing classes for disabled or neuro diverse children and adults

Multi Sclerosis (2 comments)

Classes for Parkinson's disease i.e. PD Warrior. Classes for Multiple Sclerosis, brain injury i.e. Head Way. All of these organisations need support whether it is a location to meet on a regular basis, access to exercise individually or as a group

For people with Multiple Sclerosis

Seated exercises (1 comment)

Seated exercise classes. Falls prevention classes.

Sight impairments (1 comment)

Something for the sight impaired. And for those with arthritis

Spinning (1 comment)

Spinning,

Tai Chi (1 comment)

Tai Chi

Outdoor space (1 comment)

Keep out park areas for outdoor enjoyment.

Connection with hospital (1 comment)

Provide access to people in physio therapy at the hospital, as their equipment is inadequate and the times it is useable by patients are inaccessible. Better connection between the two would help patients immensely and prevent discharge based on inability to attend the gym there due to the times it is available i.e. during the work day.

Dementia (1 comment)

Sessions for people with dementia so I could bring my mum

Fibromyalgia (1 comment)

Please please please offer support for Fibromyalgia!

Cerbral Palsy (1 comment)

Classes for children with cerebral palsy

Back (1 comment)

People shouldn't be paying for this. Support isn't a privelage, it's a human right service denied to many. I wouldn't be trying to show off about this when other councils are decades ahead of you - at nil or much lower cost.

Diving (1 comment)

definitely keep the diving

Cost (1 comment)

People shouldn't be paying for this. Support isn't a privelage, it's a human right service denied to many. I wouldn't be trying to show off about this when other councils are decades ahead of you - at nil or much lower cost.

Antenatal (1 comment)

post natal classes including specific for c section recovery

Voluntary groups (1 comment)

Access to voluntary groups specialising in well being activities (eg Dancing for Well Being)

Boccia (1 comment)

Boccia - fully inclusive

Covid19 related (1 comment)

Covid recovery support

Parkinson's (1 comment)

Classes for Parkinson's disease i.e. PD Warrior. Classes for Multiple Sclerosis, brain injury i.e. Head Way. All of these organisations need support whether it is a location to meet on a regular basis, access to exercise individually or as a group

High Blood Pressure (1 comment)

Exercise to help high blood pressure.

Lung disease (1 comment)

Exercises for people with lung disease

Q25. Please let us know any thought you have:

Support the proposals (14 comments)

Brilliant idea to keep staff and customers safe.
Having spent a lot of time at the hydro pool. I feel cctv and barrier systems are necessary. There's been a lot of incidents before regarding anti social behaviour which needs to be addressed to keep young people using the facilities safe. I've personally seen non hydro users enter the changing rooms looking through lockers and acting suspicious.
As long as they're monitored
DEFINITELY NEEDED!!!!!!
Deterrent is the key. If people know what is happening they should behave in a better manner
CCTV should act as a deterrent and also support police in detecting crimes.
I support the idea of this being a disabled person and volunteering with a local charity, am sure friends and members of my group would support this too.
I think it is a good idea. If you are doing nothing wrong you have nothing to fear.
it needs an enforcement response not the police to make customers secure
Its useful
Outside the venue and covering lockers would hopefully be sufficient.
Provided that the changing cubicles and showers are not being watched then I would have no issues
public need safety reassurance
Why isn't this in place already? The Hydro in particular has a horrific crime reputation.

Further suggestions (8 comments)

Entry, exit and corridors all that's required.
Glad it will not be used in the changing areas
It seems a little unsettling, but if it helps to prevent sexual harassment, or other bad things, then it's probably worth having. Communal areas within changing spaces is probably too far though.
No! Thank you but definitely no! Outside the building only - if it is really felt necessary, but absolutely not inside, anywhere. Barriers and admission controls are more understandable. A lot of problems can probably be resolved by barriers and admission controls. Also by making separate male/female changing, or more private cubicles with taller walls & lower floors to stop people observing others which I have seen happening to others often. Thank you.
Only in areas that need to have cctv i.e outside, car park, entrance, corridors, fire exits etc but NOT communal areas other than. Locker areas as long as no changing of clothing is done in this area.

some limited CCTV would be acceptable, but not so many cameras that people feel spied on. no need for camera in cafe or gym (why in the world would you need CCTV in gym or pool? or hall?), so maybe one or two outside the venue, and one inside in corridors. people are self conscious enough about exercising without being on camera. Let's keep it friendly and welcoming, not big brother.

While CCTV provides reassurance it should not be used as an excuse to reduce staffing...it is staffing that truly makes an environment feel safe, secure and friendly

You shouldn't need the gym areas or the pool areas covered as these should be manned by staff.

Against the proposal (7 comments)

I am not sure I am comfy with them covering the swimming pools and also although you specify communal areas in the changing rooms only I am not sure that feels appropriate either

I have never felt unsafe and do not like these proposals which feel oppressive. Where is your evidence that this sort of big brother surveillance is required?

I would be worried about the use of CCTV inside the venue

it feels like Big Brother

It's over the top and a waste of money. Makes me feel nervous if CCTV is deemed necessary. Don't like the thought of being watched when I'm swimming. There are lifeguards for that.

No! Thank you but definitely no! Outside the building only - if it is really felt necessary, but absolutely not inside, anywhere. Barriers and admission controls are more understandable. A lot of problems can probably be resolved by barriers and admission controls. Also by making separate male/female changing, or more private cubicles with taller walls & lower floors to stop people observing others which I have seen happening to others often. Thank you.

Too much in studios and pool

Privacy (7 comments)

It would need to very carefully protect peoples privacy in changing rooms

It seems a little unsettling, but if it helps to prevent sexual harassment, or other bad things, then it's probably worth having. Communal areas within changing spaces is probably too far though.

Its creepy and unnecessary, what will ppl do that require it being there? at the entrance and exit would be slightly better but i dont want to be on film my whole life, stop spying on us

No! Thank you but definitely no! Outside the building only - if it is really felt necessary, but absolutely not inside, anywhere. Barriers and admission controls are more understandable. A lot of problems can probably be resolved by barriers and admission controls. Also by making separate male/female changing, or more private cubicles with taller walls & lower floors to stop people observing others which I have seen happening to others often. Thank you.

Security measures must be put in place to ensure this footage is not misused.

some limited CCTV would be acceptable, but not so many cameras that people feel spied on. no need for camera in cafe or gym (why in the world would you need CCTV in gym or pool? or hall?), so maybe one or two outside the venue, and one inside in corridors. people are self conscious enough about exercising without being on camera. Let's keep it friendly and welcoming, not big brother.

Would want to see the policy about who will view the footage and for what reasons. How frequently it would be deleted etc.

Other security (5 comments)

I feel additional robust storage needs to be considered for cyclists too

Security measures must be put in place to ensure this footage is not misused.

There are a whole host of issues around CCTV and a venue such as this. Fine to have it in the cafe or entrance but elsewhere no. There are ways of designing secure e.g. lockers without the need for security cameras

Would feel significantly safer if single sex changing rooms were provided

You should be monitoring the car park and providing more ccrv our there. In the winter when it is dark early the hydro area can feel intimidating when entering as there are youths hanging around. Our car has had its tyres slashed when parked there. I don't feel safe around the hydro but don't feel that more cctv when in the building - more staff around trained to tackle people when they Come into the building to make trouble should be more important than cctv - where are the people when you need them - in a back office - they need to be where the trouble is - usually starts at the reception door.

Technology (2 comments)

No facial recognition or AI

No statement here about AI and facial recognition. I have a strong dislike for such technologies

Other comments (2 comments)

Dont get me started... :)

why haven't you reopened Starbeck Pool?

Q27. Please let us know any thoughts you have regarding access control:

Prefer face to face contact (6 comments)

Can't book online, have dyslexia. prefer telephone or face to face contact

Again, nothing heavy handed. this need for control is frightening. we don't live in a dictatorship yet. of course people should pay their way but if too many controls are put in place, it will turn people away. the human touch is more important than the digital computer touch. we don't want Big Brother watching us and controlling us.

depends on how the sessions are to be booked - if computer only that may deter the elderly(not all have a computer/I phone) - beginning to feel that we are a forgotten element in Leisure/health in HBC thoughts in this

I'm not sure about access control systems - if this is instead of manned entry points, I am totally against it.

It would be useful to have someone who assists people with booking in if they struggled with complex tasks with many steps, or with the use of technology (such as touch screens or automated ticket machines). People with learning disabilities may need additional help to book activities or pay for a membership - it would be useful to have more than one way to do this (in person, as well as online, for example)

what is the world coming to when there is no one to speak to and you rely on access control systems...for LEISURE PURPOSES???

Against the proposal (4 comments)

more tracking of individuals, creepy and unnecessary, will you sell our info?

Too much. Unnecessary.

Where is your evidence that this level of control is needed.

Worried it won't be accessible to all

Cost (4 comments)

If you are concerned people are trying to get in without paying you should address why they cannot afford to pay save the money from buying these systems and soend it on free admissions for those who need it.

Loyalty and vouchers. Free events, discounts etc.

Not everyone can afford a membership you must realise many are living hand to mouth and may only attend the Pools as and when they area able could mean once a month, a couple of times a year also I now many who haven't had a holiday in years let alone vist there local pool..... bills food and a roof over there heads come first....

Ok so long as it remains pay as you go not a monthly membership fee

Online booking (4 comments)

Introduction of an online booking system is critical. The current manual process is archaic, time consuming and a waste of manpower. Classes could then be monitored for attendances, no- shows etc.

Having used the booking system for swimming since Covid, I think it's brilliant! We know we are definitely going and I don't have to worry about my child being disappointed if too many people show up etc. I vote to keep the booking system!

It would be useful to have someone who assists people with booking in if they struggled with complex tasks with many steps, or with the use of technology (such as touch screens or automated ticket machines). People with learning disabilities may need additional help to book activities or pay for a membership - it would be useful to have more than one way to do this (in person, as well as online, for example)

Would people have to have the internet or smart phone to be able to buy membership, book a slot or buy tickets or could they do so at the venue?

Access (3 comments)

24hr access would be great to open up addition utilisation of the facilities even if aspects can't be accessed due to staffing challenges

Access needs to be fair

As long as you cans till get access even if you are an infrequent guest, that is OK.

Other comments (3 comments)

I know we cannot use the showers at the moment, however when we could, I often found them too hot. Could they have a dial/switch to alter the temperature please? I appreciate this would have to be limited so it couldn't go too hot or too cold, but a variable would be great, thank you. I am now taking this opportunity to say that I am looking forward to starbeck baths reopening and allowing everyone to enjoy their own favourite facilities again, thank you.

I'm not sure many people will fall for HBC pretending to care after this last 12 embarrassing months.

This often translates into pushy sales techniques.

Spectator access (2 comments)

How does it work for spectators and parents who want to come in and watch their children swim.

How would this work for admitting parents of children attending dive competitions? Would parents be expected to pay an entrance fee to sit poolside and spectate their child when there is a strong likelihood they will be using on site cafe for refreshments

Would stop attending (1 comment)

Doesn't feel like "public access" if you have to register and have some sort of record with HBC just to go for a swim. Based on that, I wouldn't use the facility, ever.

Location (Hydro) (1 comment)

should do more....its Jennyfields !!!!

Location (Knaresborough) (1 comment)

Concerned this questionnaire doesn't not cover the sighting of facilities in Knaresborough and the inappropriate use / development of Coyningham Hall

Smart system (1 comment)

Again not a system based upon AI and facial recognition. Smart systems are great as long as data processing etc is proportionate

Covid-19 (1 comment)

Need to have our temperatures taken and sent home if got a temperature to self isolate

