

Knarborough Swimming Pool and Harrogate Hydro Consultation

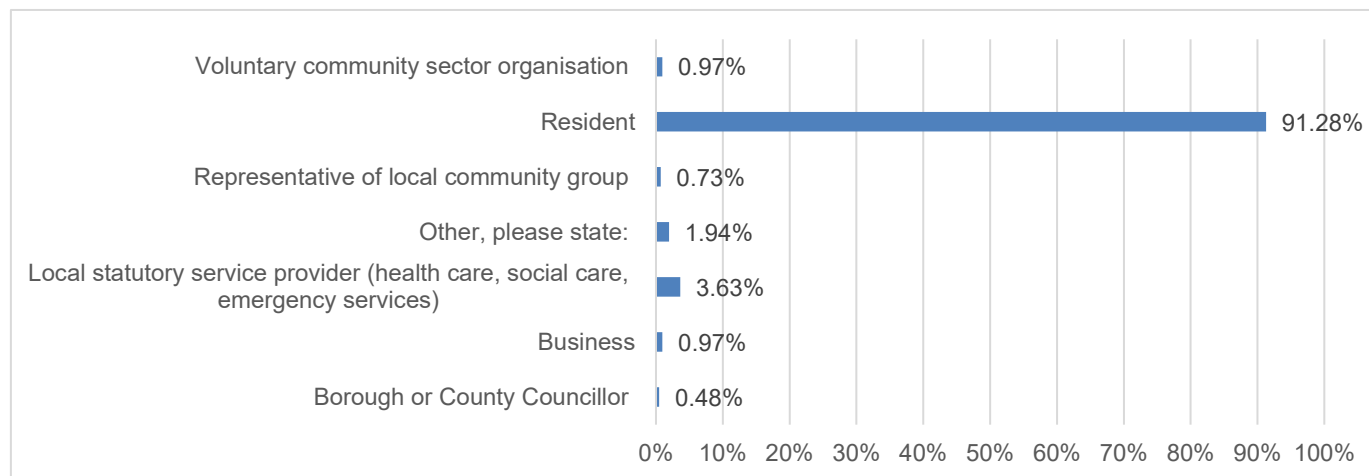
Partnership and Engagement Team
13th August – 11th September 2020

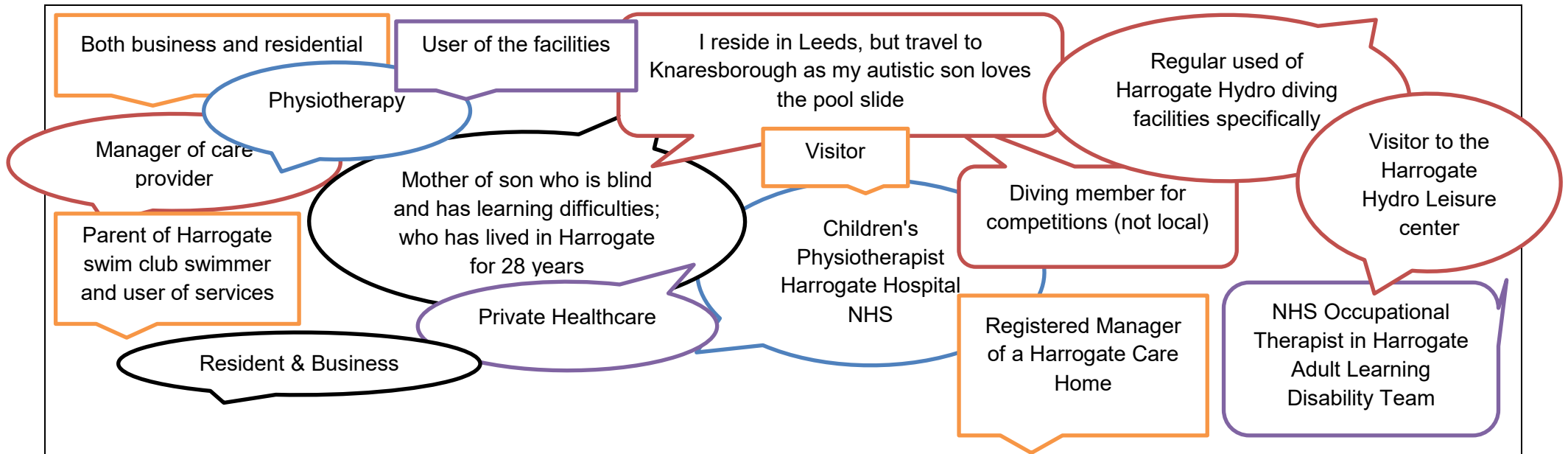
Total responses:
417

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?

- **91% (377)** of respondents were **residents**
- **4% (15)** of respondents were **local statutory service provider** (health care, social care, emergency services)
- **2% (8)** of respondents said **'other'**, 15 comments noted below:





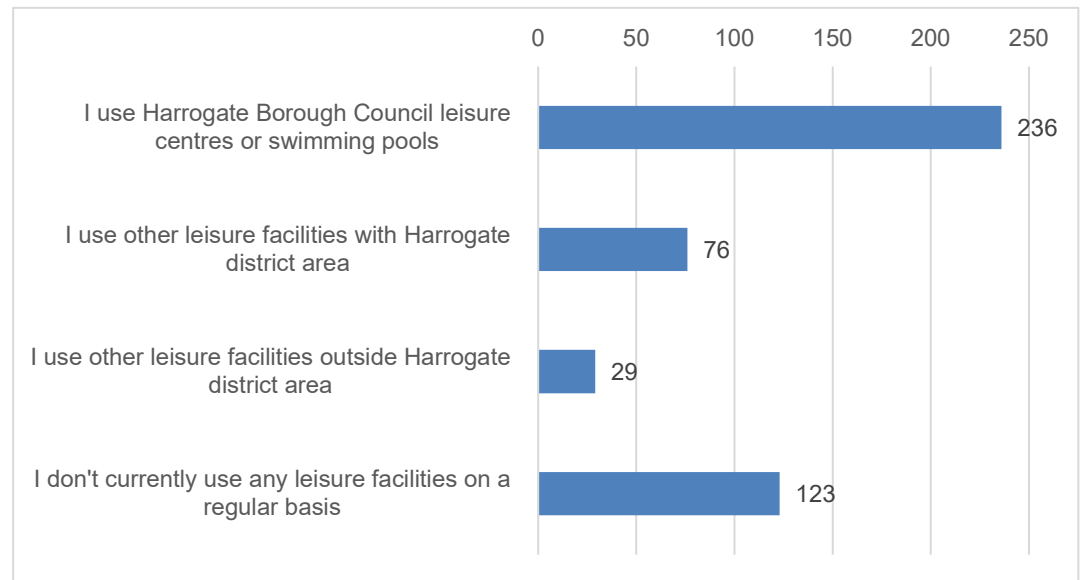
Q2. Do you currently use any of the following leisure facilities on a regular basis?

- **236** respondents said they **use Harrogate Borough Council leisure centres or swimming pools**
- **123** respondents said they **don't currently use any leisure facilities** on a regular basis
- **76** respondents said they **use other leisure facilities** within the Harrogate district area

2a. Other leisure facilities within the Harrogate district area:

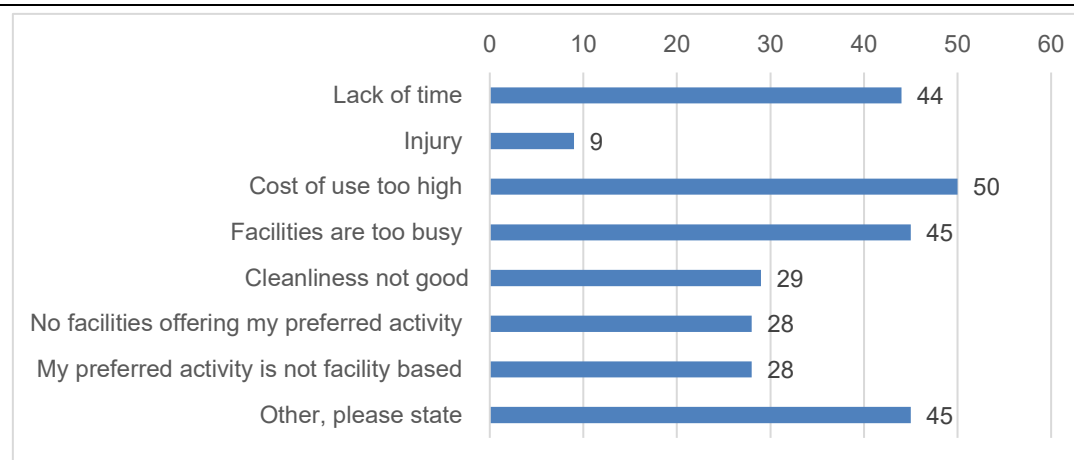
All comments can be found in the attached appendix.

Themed comments	Number of comments
The Hydro	7
Private facilities	3
Outside of the district	3
Other comments	2
Knaresborough Pool	1
Conyngam Hall	1



Q3. Prior to the recent Covid 19 lockdown, if you didn't use any leisure facilities on a regular basis, why not?

- 50 of respondents said the **cost of use was too high**
- 45 of respondents said that the facilities were **too busy**
- 45 of respondents said **'other'**



Q3a. Other reasons why respondents didn't use any of the leisure facilities:

All comments can be found in the attached appendix.

Themed comment	Number of comments	Themed comment	Number of comments
Disability comments	14	Covid-19	3
Prefer other locations	7	Age comments	2
Other comments	7	Hydro Pool	2
Timings	6	Never been to HBC facilities	2
Location of facilities	6	Closed for events	1
Knarborough Pools	5	Opposite sex in sessions	1
Costs too high	3	Starbeck Pool	1

Q4. What changes could we introduce so you felt able to use Harrogate Borough Council's facilities?

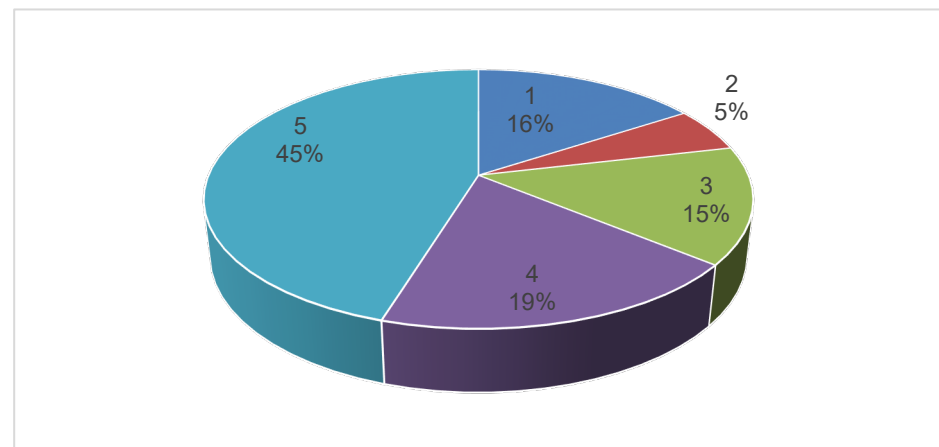
All comments can be found in the attached appendix.

Themed comment	Number of comments	Themed comment	Number of comments	Themed comment	Number of comments
Dry facilities	43	Cleanliness	14	Fun pool	3
Disability access	36	No comment	10	Café	3
Cost	36	Children's activities	10	Communications	3
Swimming facilities	32	Staff training	6	Location (Harrogate)	3
Access	30	Diving facilities	5	Cycling facilities	2
Location (Knarborough)	26	Adult swimming	4	50m pool	2
Other comments	17	Single sex sessions	4	Security	1

Knaresborough Pool

Q5. Given the information provided above, what is the likelihood that you would use a new leisure centre (1 being very unlikely and 5 being very likely)

- **45%** (180) of respondents **stated 5** (being very likely) that they would use the new leisure centre
- **19%** (75) of respondents **stated 4** (being likely) that they would use the new leisure centre
- **16%** (63) of respondents **stated 1** (being very unlikely) that they wouldn't use the new leisure centre



Q6. What is the likelihood of you using the following swimming pool facilities, if they were provided at Knaresborough Swimming Pool (1 being very unlikely and 5 being very likely)

The top responses for all swimming pool facilities was 1 (being very unlikely), however the second top response for all suggested facilities is below:

32% (120) of respondents would **very likely** use **general swimming sessions**

23% (84) of respondents would **very likely** use **relaxed swimming sessions**

15% (54) of respondents would **very likely** use **swimming lessons**

26% (81) of respondent would **very likely** use **children's fun sessions**

15% (48) of respondents would **very likely** use **swimming parties**

14% (42) of respondents would **very likely** use **competitive swimming**

10% (32) of respondents would **neither likely or unlikely** to use a **lifesaving course**

20% (72) of respondents would **very likely** use the **sauna/steam room**

16% (58) of respondents would **very likely** attend **aquatic exercise classes**

12% (39) of respondents would **neither likely or unlikely** to use **sub aqua and snorkelling sessions**

12% (40) of respondents would **very unlikely** attend **water polo**

17% (57) of respondents would **very likely** attend **health and wellbeing sessions** in the swimming pool including sessions for people with disabilities

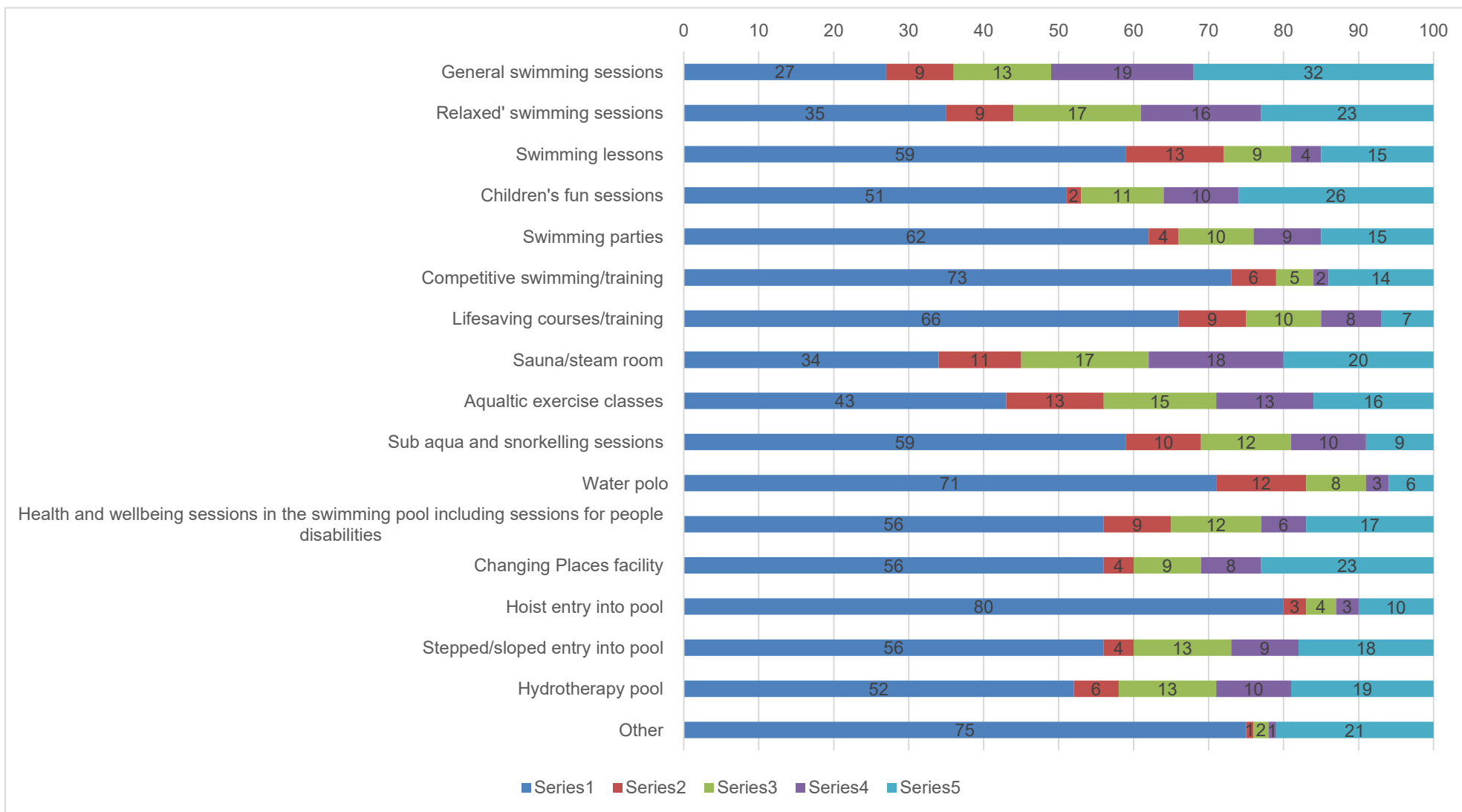
23% (78) of respondents would **very likely** use a **changes places facilities**

10% (35) of respondents would **very likely** use a **hoist entry into the pool**

18% (71) of respondents would **very likely** use a **stepped/sloped entry into the pool**

19% (64) of respondents would **very likely** use a **hydrotherapy pool**

21% (32) of respondents would **very likely use an 'other' provided swimming pool facility (all comments can be found in the attached appendix).**



Themed comment	Number of comments	Themed comment	Number of comments	Themed comment	Number of comments
Fun pool	13	Dry facilities	4	Sports hall	1
Adult lane swimming	9	Other comments	3	Children's swimming lesson	1
Diving	8	50m pool	2	Outdoor pool	1
Accessible facilities	6	Café	2	Cost	1
Location	4	Changing facilities	1		

Q7. What is the likelihood of you using the following fitness facilities at Knaresborough? (1 being very unlikely and 5 being very likely)

The top responses for all fitness facilities at Knaresborough was 1 (being very unlikely), however the second top response for all suggested facilities is as below:

19% (58) of respondents would **very likely** use **mind and body classes** (Pilates, yoga, etc)

6% (21) of respondents would be either **very likely or neither likely or unlikely** to use **antenatal/mum groups/other activities**

15% (53) of respondents would **very likely** use **calorie burn classes**

15% (53) of respondents would **likely** use **conditioning classes**

15% (57) of respondent would neither **likely or unlikely** attend **water aerobics**

13% (45) of respondents would **neither likely or unlikely** attend **clubbercise**

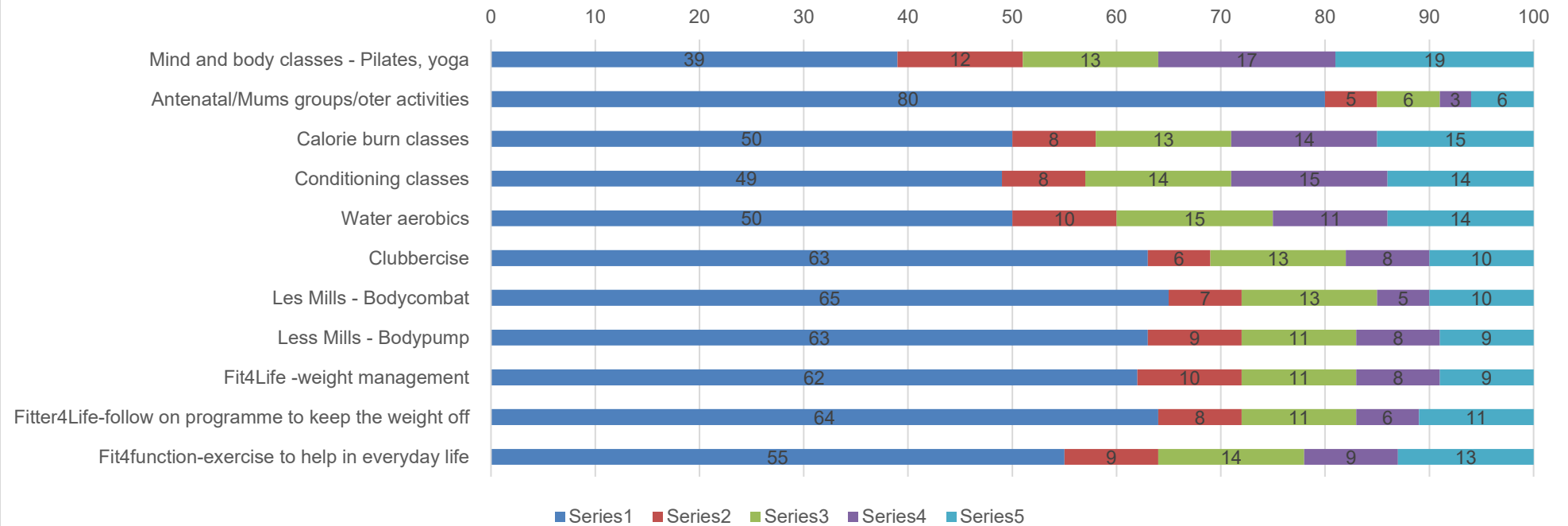
13% (46) of respondents would **neither likely or unlikely** attend **Les Mills – Bodycombat**

11% (41) of respondents would **neither likely or unlikely** attend **Les Mills – Bodypump**

11% (37) of respondents would **neither likely or unlikely** to attend **Fit4Life** – weight management course

11% (39) of respondent would either **likely or neither likely or unlikely** to attend **Fitter4Life** – follow on programme to keep the weight off

14% (50) of respondents would neither **likely or unlikely** to attend **Fit4Function** – exercise to help in everyday life day



Q8. What is the likelihood of you using the following gym facilities at Knaresborough? (1 being very unlikely and 5 being very likely)

The top responses for all gym facilities at Knaresborough was 1 (being very unlikely), however the second top response for all suggested facilities is as below:

19% (73) of respondents would **very likely** use the **cardio equipment** (-treadmills, cross trainers, etc)

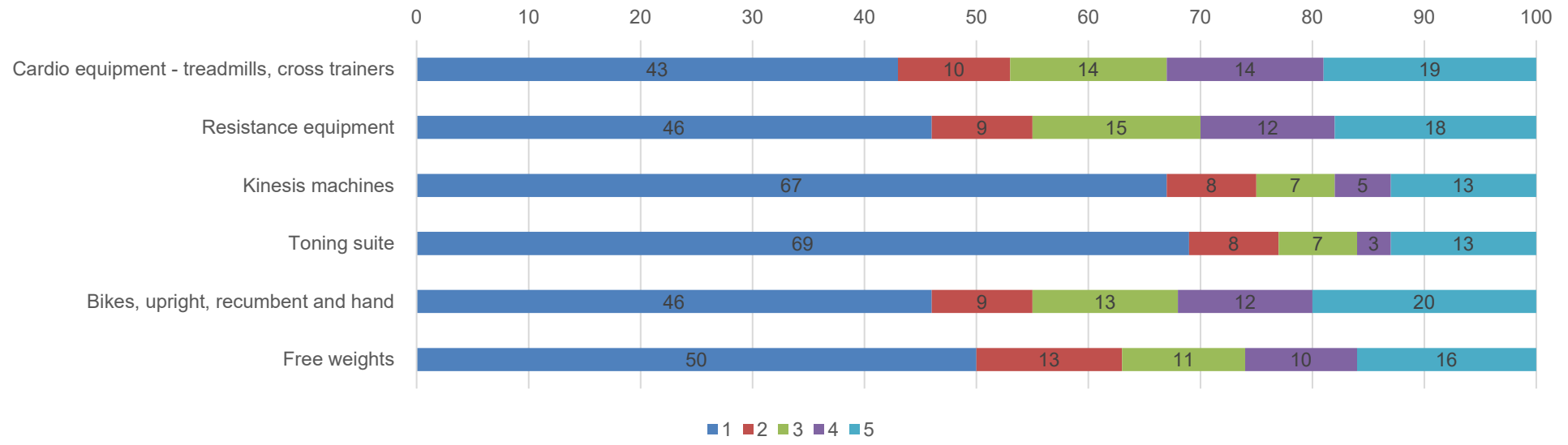
18% (70) of respondents would **very likely** use the **resistance equipment**

13% (48) of respondent would **very likely** use the **kenesis machines**

13% (46) of respondent would **very likely** use the **toning suite**

20% (77) of respondents would **very likely** use the **bikes** (upright, recumbent and hand bikes)

16% (58) of respondents would **very likely** use the **free weights**



Q9. What is the likelihood of you or members of your household using the following activities at Knaresborough? (1 being very unlikely and 5 being very likely)

The top responses for all of the following activities at Knaresborough was 1 (being very unlikely), however the second top response for all suggested facilities is as below:

26% (96) of respondents would very likely use a climbing wall

10% (37) of respondents would neither be very likely or very unlikely to use ninja tag

10% (37) of respondents would unlikely to use 5 a side football

19% (69) of respondent would neither be very likely or very unlikely to play badminton

14% (51) of respondents would neither be very likely or very unlikely to play table tennis

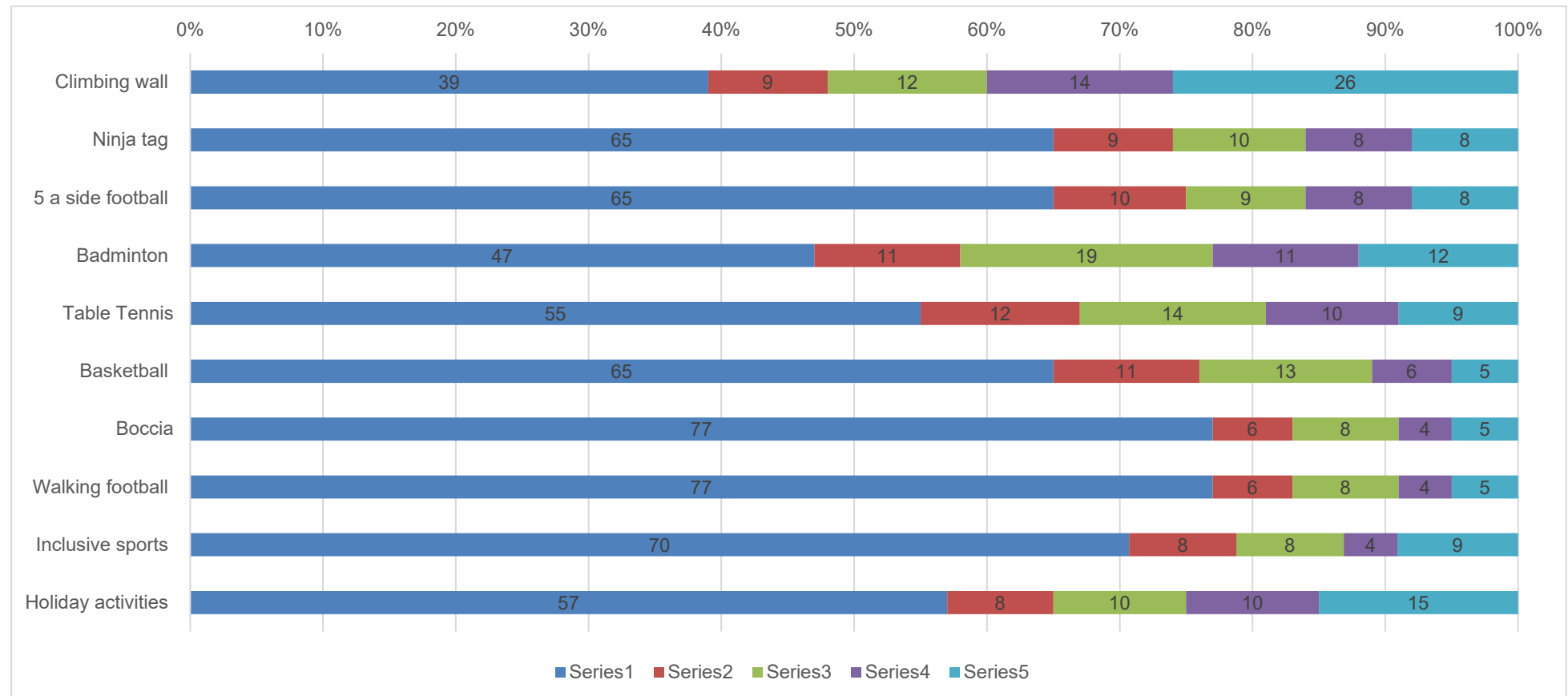
13% (45) of respondents would neither be very likely or very unlikely to play basketball

8% (27) of respondents would neither be very likely or very unlikely to play boccia

8% (27) of respondents would neither be very likely or very unlikely to play walking football

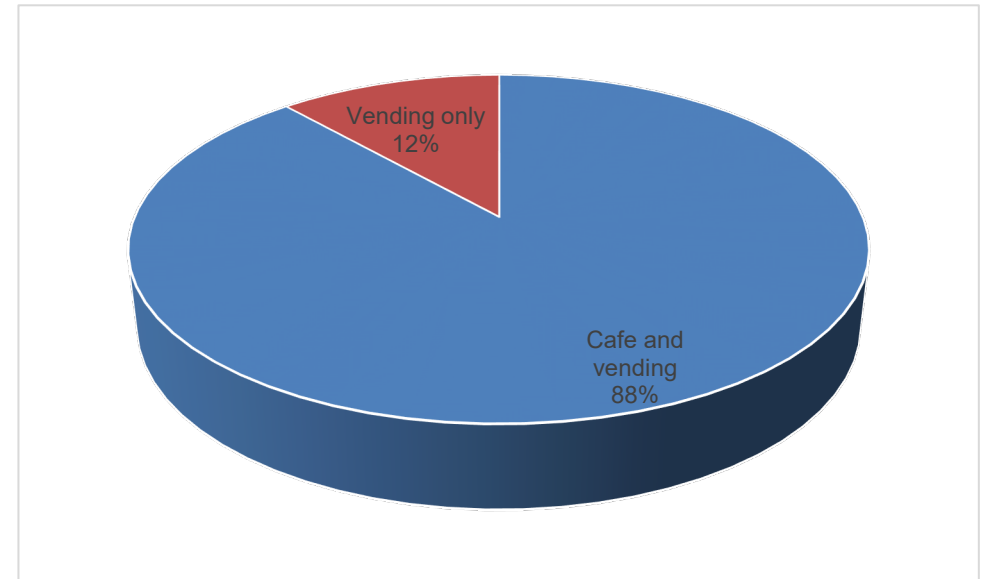
7% (33) of respondents would neither be very likely or very unlikely to play inclusive sport

15% (51) of respondent would be very likely to use holiday activities



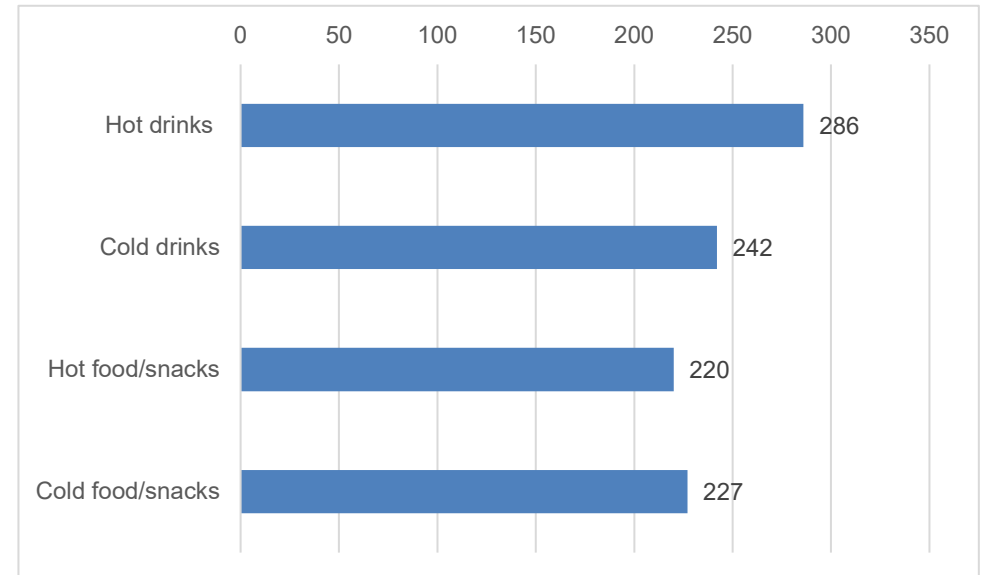
Q10. Currently at Knaresborough swimming pool there are vending machines providing cold drinks and snack. In a future new facility would you prefer a staffed café with vending or vending only?

88% (336) of respondents would **prefer a staff café and vending**
12% (44) of respondents would **prefer vending only**



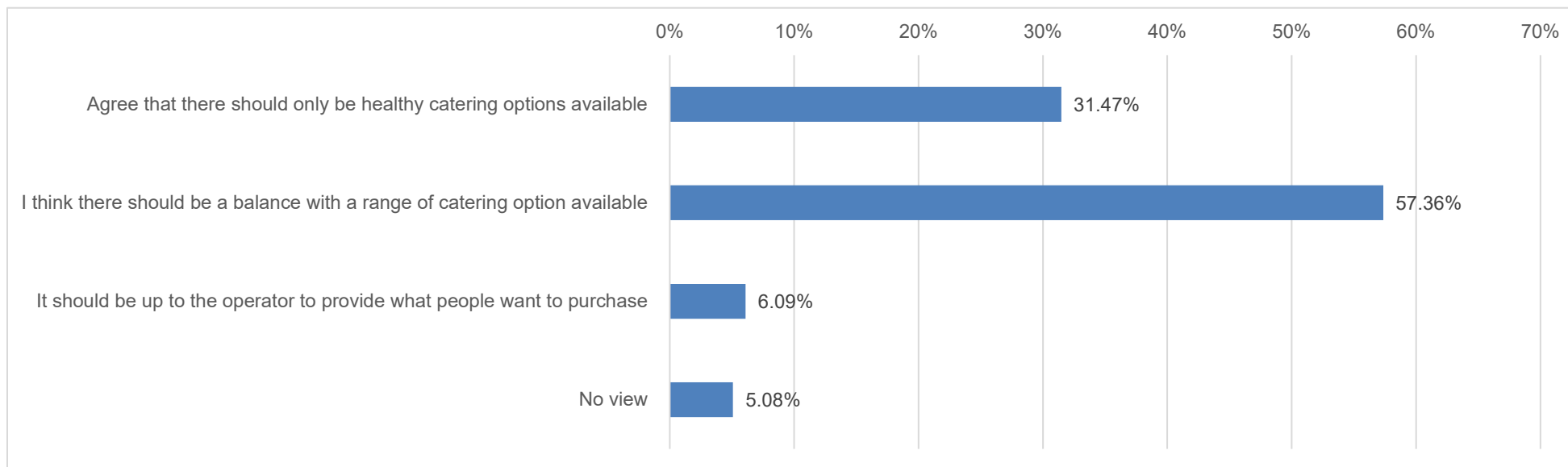
Q11. What is the likelihood of purchasing the following items?

286 respondents would purchase a **hot drink**
242 respondents would purchase a **cold drink**
220 respondents would purchase **hot food/snacks**



Q12. We're interested to understand what people's thoughts are around 'healthy-only' options for catering in our venues. Which of the following best describes your view:

57% (266) of respondents said that there should be a **balance with a range of catering options available**
31% (124) of respondents agreed that there should only be **healthy catering option available**
6% (24) of respondents thought it should be up to the **operator to provide what people want to purchase**.



Q13. Any further comments:

All comments can be found in the attached appendix.

Themed comment	Number of comments	Themed comment	Number of comments	Themed comment	Number of comments
Location (Knaresborough)	18	Sports Hall	4	Cycling	2
Cafe	15	Cost	4	Children	1
Other comments	6	Activities (dry)	3	Other HBC facilities	1
Disability access	5	Community venue	2		

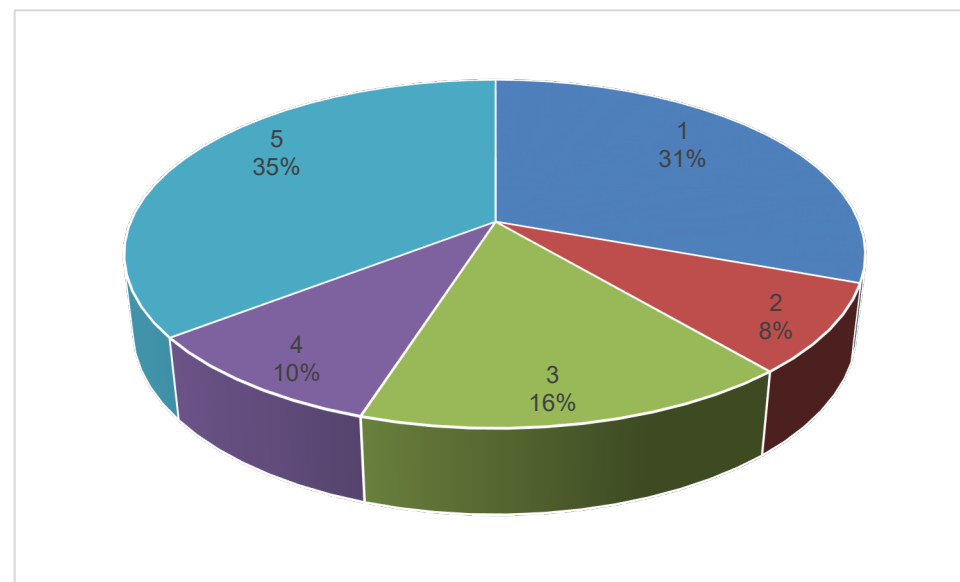
Harrogate Hydro

Q14. Given the information provided above how likely (1 being very unlikely and 5 being very likely) that you would use the refurbished Harrogate Hydro site?

35% (137) of respondents **stated 5** (being very likely) that they **would use the new leisure centre**

31% (118) of respondents **stated 1** (being very unlikely) that they **wouldn't use the new leisure centre**

16% (62) of respondent **stated 3** (being in the centre of being very likely and very unlikely) that **they would use the new leisure centre**



Q15. What is the likelihood of you using the following swimming pool facilities, if they were provided at Harrogate Hydro (1 being very unlikely and 5 being very likely)

The top responses for all of the following activities at Harrogate Hydro was 1 (being very unlikely), however the second top response for all suggested facilities is as below:

27% (102) of respondents would **very likely** use **general swimming sessions**

22% (76) of respondents would **very likely** use **'relaxed' swimming sessions**

10% (34) of respondents would **very likely** attend **swimming lessons**

15% (49) of respondents would **very likely** attend **children's fun sessions**

11% (35) of respondents would **very likely** attend **swimming parties**

11% (35) of respondents would **very likely** attend **competitive swimming/training**

9% (30) of respondents would **very likely** attend **diving lessons/competitions**

8% (28) of respondents would **neither likely or unlikely** attend **lifesaving courses/training**

17% (57) of respondents would **very likely** use the **sauna/steam room**

10% (36) of respondents would **very likely** attend **swimming galas/events**

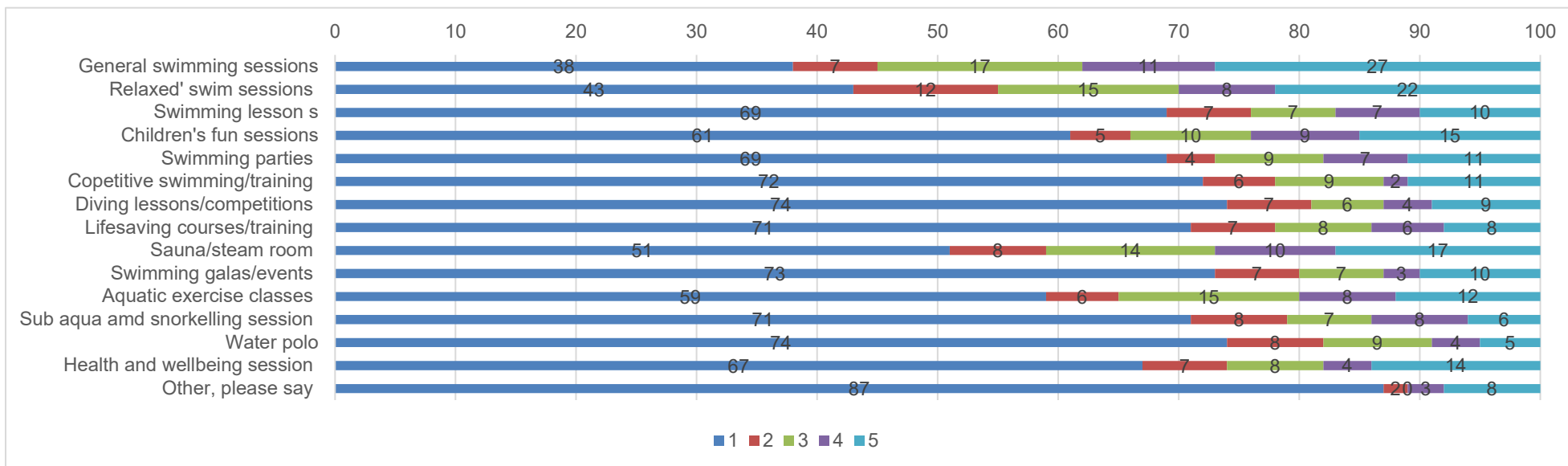
15% (50) of respondents would **neither very likely or unlikely** attend **aquatic exercise classes**

8% (26) of respondents would either **likely or unlikely** attend **sub aqua and snorkelling sessions**

9% (28) of respondents would **neither likely or unlikely** attend **waterpolo sessions**

14% (45) of respondents would **very likely** attend health and **wellbeing sessions**

8% (13) of respondent chose 'other' and would **very likely** attend/use what they suggested.



15a. Other responses:

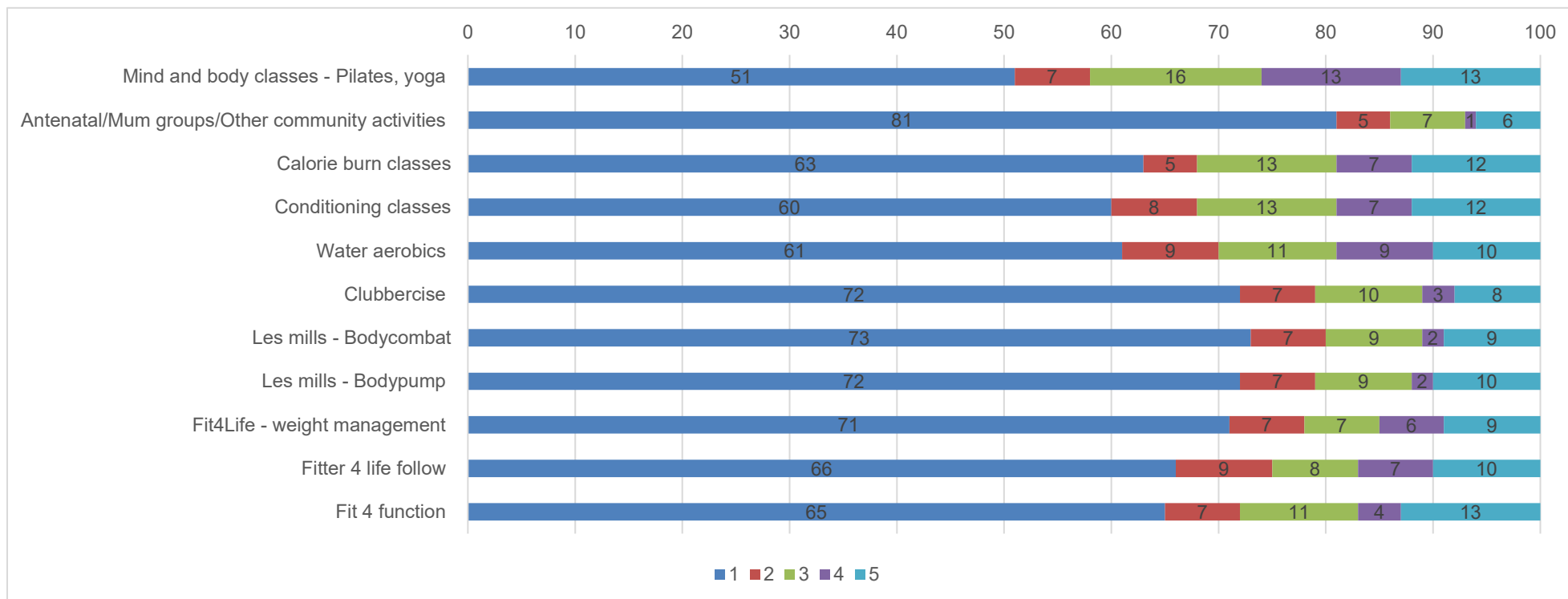
All comments can be found in the attached appendix.

Themed comment	Number of comments	Themed comment	Number of comments	Themed comment	Number of comments
Disabled facilities	6	Swimming sessions	4	Other comments	1
Fun pool	5	Too many people	1	Cost	1
Location (Hydro)	5	Changing facilities	1	Single sex sessions	1
Diving	5	Location (Knaresborough)	1	Don't use facilities	1

Q16. What is the likelihood of you using the following fitness facilities at Harrogate Hydro? (1 being very unlikely and 5 being very likely)

The top responses for all of the following activities at Harrogate Hydro was 1 (being very unlikely), however the second top response for all suggested facilities is as below:

- 16%** (58) of respondents would **neither likely or unlikely** attend **mind and body classes**
- 7%** (22) of respondents would **neither likely or unlikely** attend **antenatal/mum groups/other community activities**
- 13%** (44) of respondents would **neither likely or unlikely** attend **calorie burn classes**
- 13%** (41) of respondents would **neither likely or unlikely** attend **conditioning classes**
- 11%** (35) of respondents would **neither likely or unlikely** attend **water aerobics**
- 10%** (34) of respondents would **neither likely or unlikely** attend **clubbercise classes**
- 9%** (30) of respondents would either **very likely or neither likely or unlikely** attend **Les Mills –BodyCombat classes**
- 10%** (30) of respondents would **very likely** attend **Les Mills – Bodypump classes**
- 9%** (29) of respondent would **very likely** attend **Fit4Life classes**
- 10%** (29) of respondents would **very likely** attend **Fitter4Life classes**
- 13%** (43) of respondents would **very likely** attend **Fit4Function**



Q17. What is the likelihood of you using the following gym facilities at Harrogate Hydro? (1 being very unlikely and 5 being very likely)

The top responses for all of the following activities at Harrogate Hydro was 1 (being very unlikely), however the second top response for all suggested facilities is as below:

16% (52) of respondents would **very likely** use the **cardio equipment**

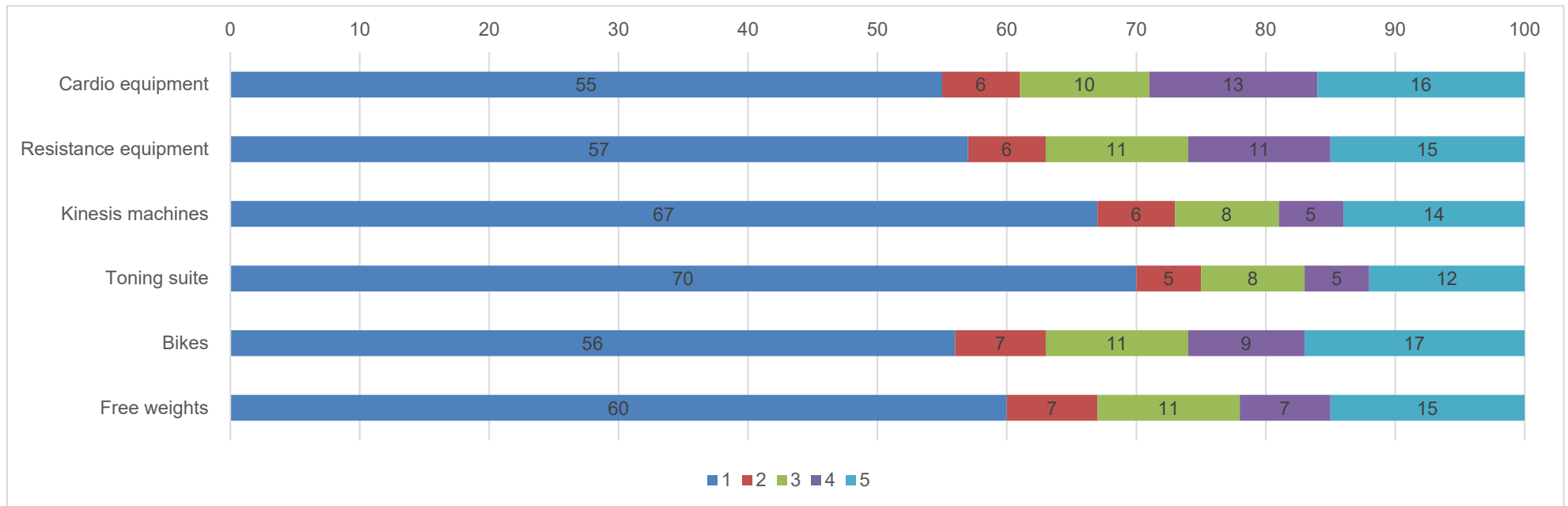
15% (52) of respondents would **very likely** use the **resistance equipment**

14% (48) of respondents would **very likely** use the **kinesis machines**

12% (39) of respondents would **very likely** use the **toning suite**

12% (58) of respondents would **very likely** use the **bikes**

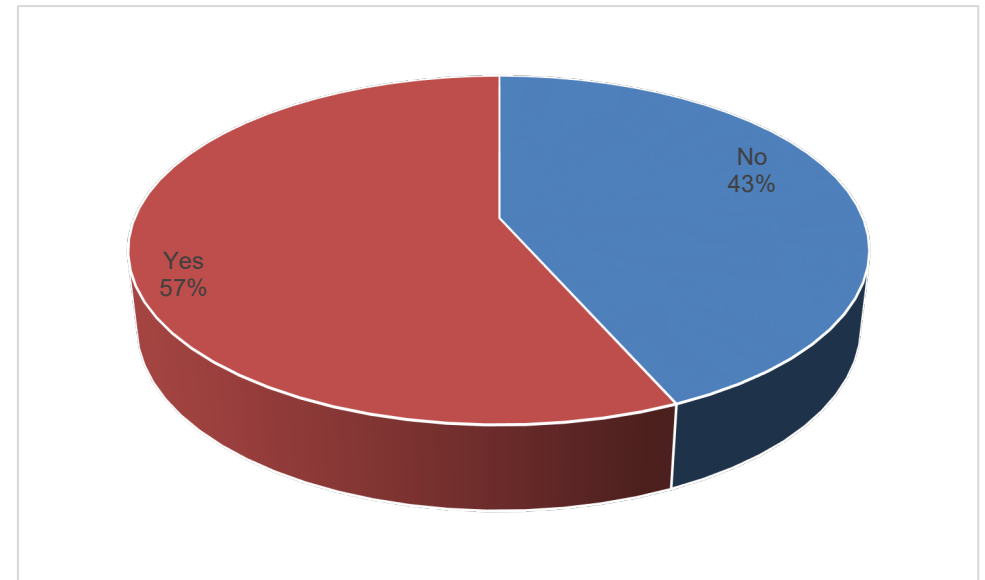
15% (50) of respondents would **very likely** use the **free weights**.



Q18. Have you previously used the café at Harrogate Hydro?

57% (219) of respondents had **previously used** the café at Harrogate Hydro

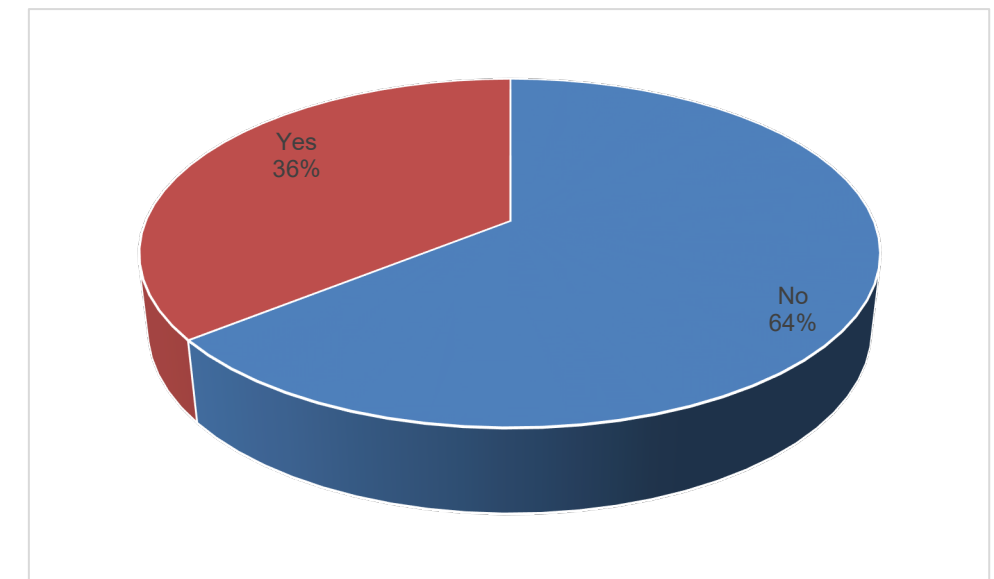
43% (168) of respondents had **not previously** used the café Harrogate Hydro



Q19. Have you use the vending machine, providing cold drinks and snacks, at Harrogate Hydro?

64% (246) of respondents **have not used** the vending machine at Harrogate Hydro

36% (137) of respondents **have used** the vending machine at Harrogate Hydro



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

All comments can be found in the attached appendix.

Themed comment	Number of comments	Themed comment	Number of comments
Healthy choices	36	Cleanliness	3
Café provider	17	Viewing platform	2
Variety	8	Eco-friendly	2
Cost	7	Disabled access	2
Food allergies	7	Treats	2
Quality	6	Vending	2
Opening times	4	Other comments	1
Friendly area	4	Don't use	1

Q21. If you've not used the café or vending machines, why not?

All comments can be found in the attached appendix.

Themed comment	Number of comments	Themed comment	Number of comments
Do not visit	43	Variety	3
No need to eat/drink	10	Vending	2
No healthy options	7	Bring my own	2
Cost	7	Dietary requirements	1
Other comments	7	Uninviting space	1
Opening times	4		

Q22. If the improved sites included facilities designed to support these classes, what is the likelihood that you, or your family would use the following? (1 being very unlikely and 5 being very likely)

The top responses for all of the following classes at Harrogate Hydro was 1 (being very unlikely), however the second top response for all suggested facilities is as below:

18% (50) of respondents neither would very likely or very unlikely attend a healthy lifestyle and weight management services for adult

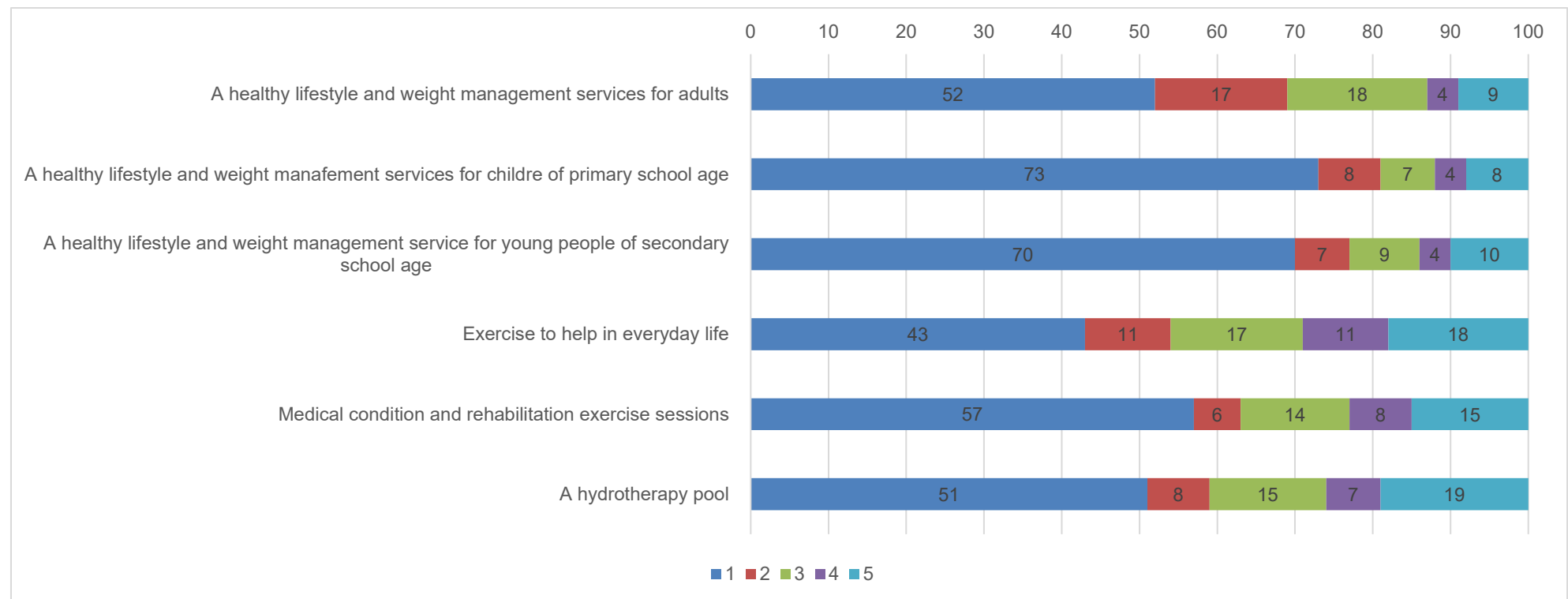
8% (29) of respondents would either very likely or unlikely to attend a healthy lifestyle and weight management services for children of primary school age

10% (35) of respondent would be very likely to attend a healthy lifestyle and weight management service for young people of secondary school age

18% (72) of respondents would very likely to attend exercise to help in everyday life classes

15% (55) of respondent would be very likely to attend medical condition and rehabilitation exercise sessions

19% (70) of respondents would be very likely to use a hydrotherapy pool.



Q23. Other than the medical conditions mentioned above, what other specialised classes could we offer?

All comments can be found in the attached appendix.

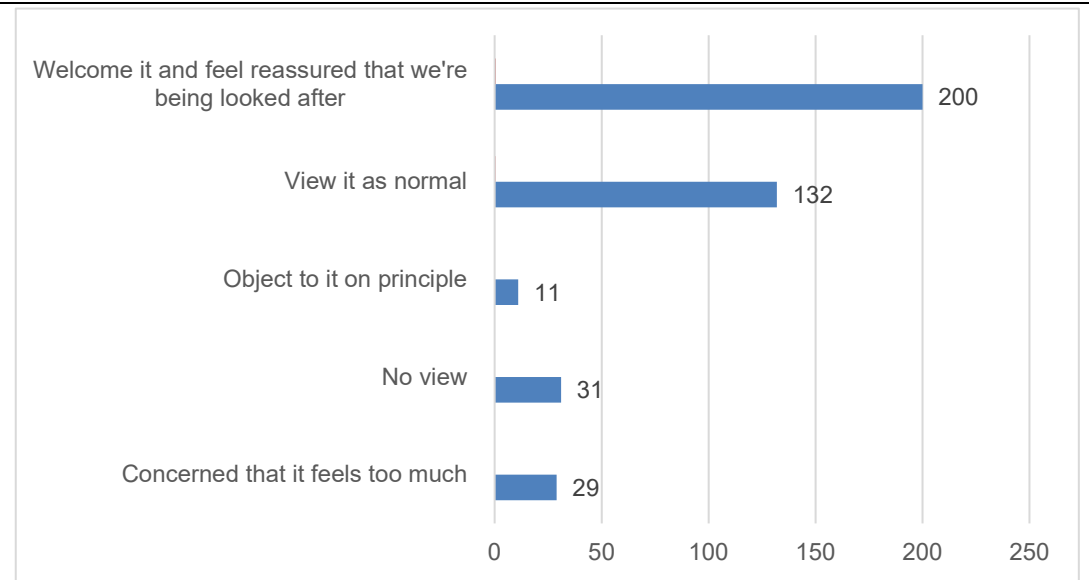
Themed comment	Number of comments	Themed comment	Number of comments	Themed comment	Number of comments
Autism	7	Multi Sclerosis	2	Diving	1
Learning disability	6	Seated exercises	1	Cost	1
Physical disability	5	Sight impairments	1	Antenatal	1
Single sex sessions	5	Spinning	1	Voluntary groups	1
Sensory sessions	4	Tai chi	1	Boccia	1
Mental Health	4	Outdoor space	1	Covid-19 related	1
Facilities for all residents	3	Connection with hospital	1	Parkinson's	1
Older age	3	Dementia	1	High Blood Pressure	1
Hydrotherapy	2	Fibromyalgia	1	Lung disease	1
Other comments	2	Cerebral Palsy	1		
Children sessions	2	Back	1		

Q24. What are your thoughts about our proposed use of CCTV?

200 respondents **welcome it and feel reassured that they are being looked after**

132 respondents **view it as normal**

31 respondents had **no view on the proposed use of CCTV**



Q25. Please let us know any thoughts you have:

All comments can be found in the attached appendix.

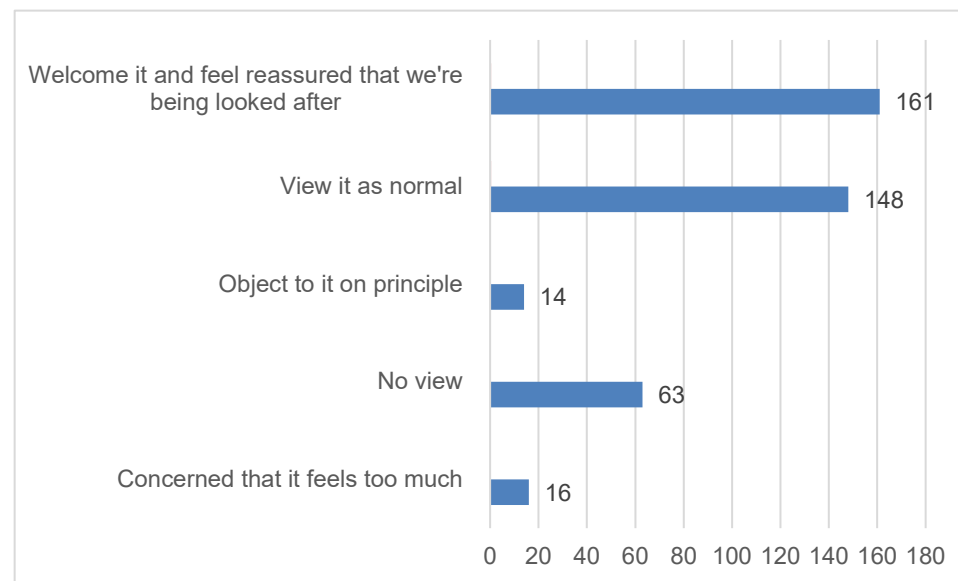
Themed comment	Number of comments	Themed comment	Number of comments
Support of proposals	14	Other security	5
Further suggestions	8	Technology	2
Against the proposals	7	Other comments	2
Privacy	7		

Q26. What are your thoughts about our proposed use of access control systems;

161 respondents **welcome it and feel reassured that they are being looked after**

148 respondents **viewed it as normal**

63 respondents had **no view on the proposed use of access control systems**



Q27. Please let us know any thoughts you have:

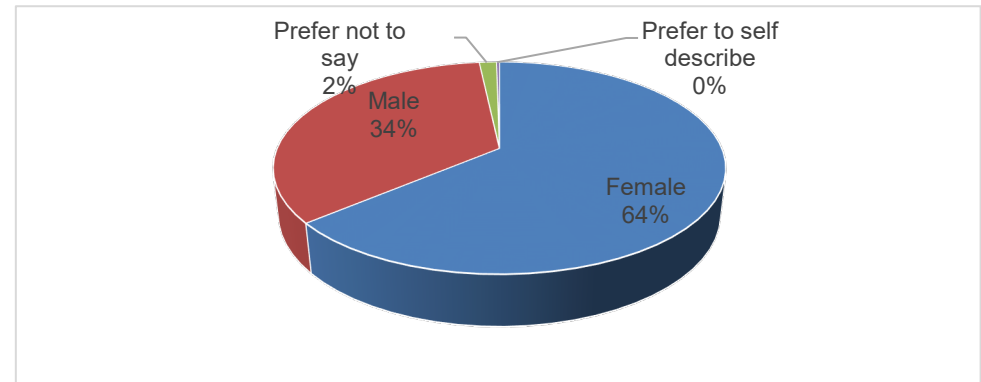
All comments can be found in the attached appendix.

Themed comment	Number of comments	Themed comment	Number of comments
Prefer face to face contact	6	Spectator access	2
Against the proposals	4	Would stop attending	1
Cost	4	Location (Hydro)	1
Online booking	4	Location (Knaresborough)	1
Access	3	Smart system	1
Other comments	3	Covid-19	1

Q28. What is your gender?

64% (260) of respondents were **female**

34% (140) of respondents were **male**

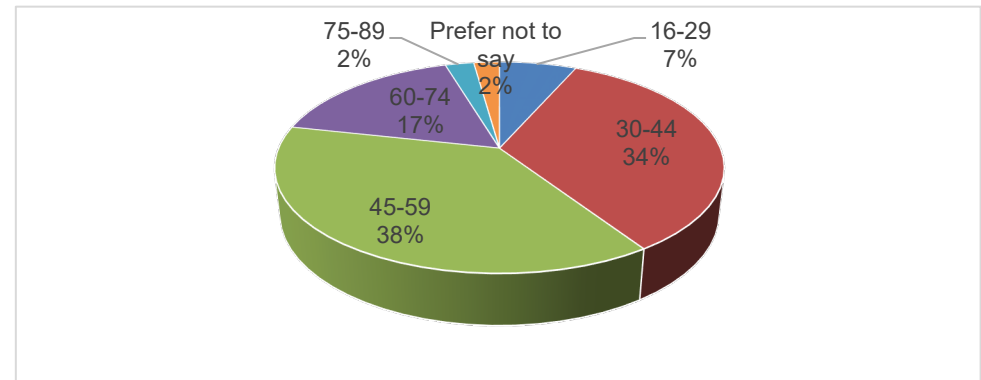


Q29. Which age category do you fit in?

38% (154) of respondents were **45-59 years old**

34% (139) of respondents were **30-44 years old**

17% (69) of respondents were **60-74 years old**

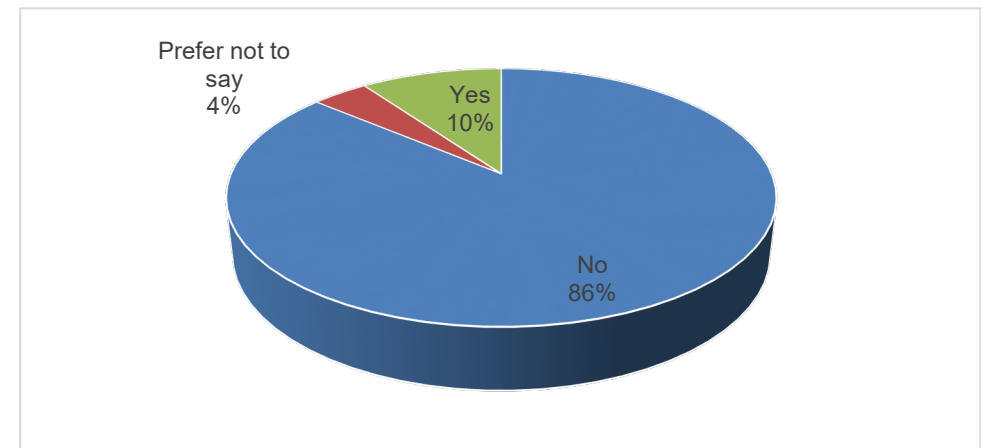


Q30. Do you have a disability as defined under the Equality Act 2010?

86% (348) of respondents **did not** have a disability

10% (40) of respondents **did** have a disability

4% (16) of respondents **preferred not to say**

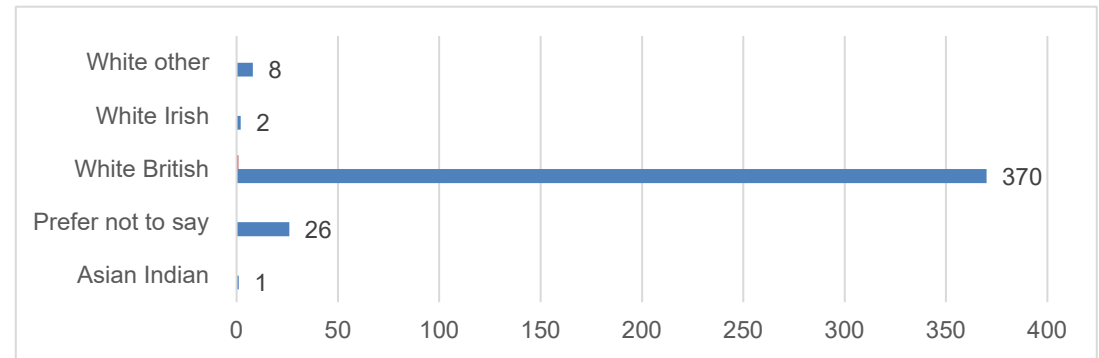


Q31. How would you identify your ethnicity?

91% (370) of respondents were **white British**

6% (26) of respondents **preferred not to say**

2% (8) of respondents were **white other**

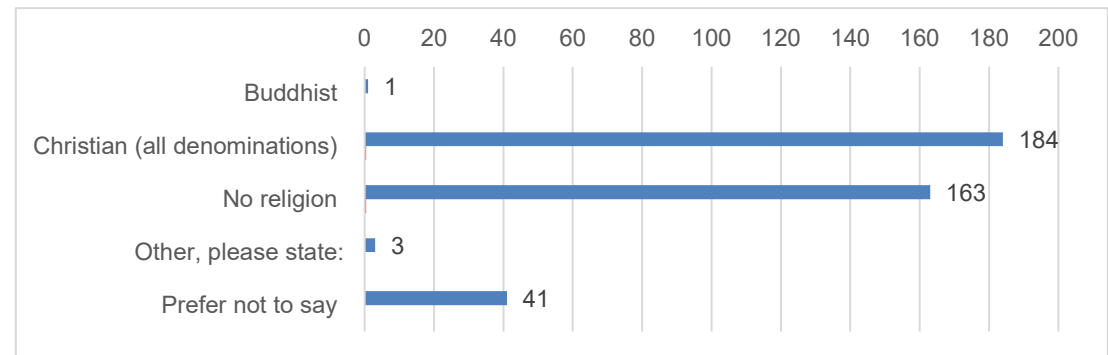


Q32. What is your religion/belief?

47% (184) of respondents said they were **Christian (all denominations)**

42% (163) of respondents had **no religion**

10% (41) if respondents **preferred not to say**

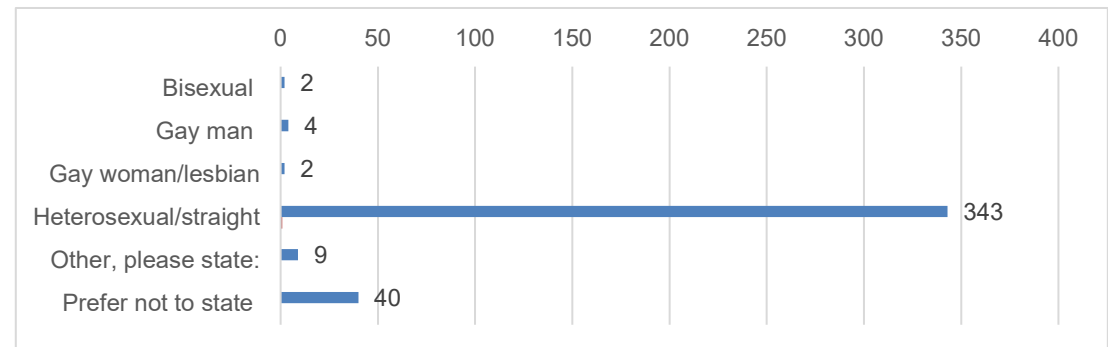


Q33. Which if the following best describes how you think of yourself?

86% (343) of respondents were **heterosexual/straight**

10% (40) of respondents **preferred not to so state**

2% (9) of respondents **stated other**



Q34. Is your gender identity the same as the gender you were originally assigned?

92% (368) of respondents said **yes**

7% (30) of respondents **preferred not to say**

1% (3) of respondents said **no**

