



Leisure services review Consultation analysis

**Report by Consultation & Engagement Team
Bolton Council**

April 2024

Introduction & methodology

Objectives

- To determine satisfaction with leisure services offered by Bolton Council, gather suggestions for improvements, and investigate what other local leisure providers people used and why.
- The consultation ran during February / March 2024.

Methodology

- An electronic questionnaire [appendix one] was available on the 'Active consultations' page of Bolton Council's website, with a paper version available on request. The survey was promoted via social media, sent to eView [the council's consultation panel for residents], and shared with stakeholders. The service was also asked to promote the consultation with their customer base.

Consultation responses

Analysis notes

- Results are presented in the questionnaire format, with 'don't know' type responses removed unless otherwise stated. Response options may be abbreviated and / or ranked in order of popularity.
- Data has been validated where appropriate eg comments moved into existing response options.
- Total percentages may exceed 100% where multi-responses were allowed and / or when rounded. Percentages have been rounded to the nearest whole number. Base: unless otherwise stated, percentages are based on respondents to a particular question.
- Comments have been categorised where feasible. Unless otherwise stated, categories with 10 or more responses are shown. A sample of comments [verbatim] are included in the report in italics. Comments may be abbreviated and only the portion relevant to category shown. One comment may be coded into multiple categories, and each category may only cover a certain aspect of the comment eg a respondent may have made both positive and negative comments about the same aspect.

Responses

- 303 questionnaires were returned.

Demographic summary

Detailed demographics are given in appendix two, but in summary:

- Respondents predominantly lived within the west side of Bolton borough [Q26] and were responding as borough residents [Q25]. There was a 61:39 split between female and male respondents [Q27], and half were in full-time employment [Q28]. 68% were aged 45 or over [Q29], and 94% were White British [Q32]. Three-quarters had no caring responsibilities [Q30] and 84% no life-limiting illness or condition [Q31].

The questions

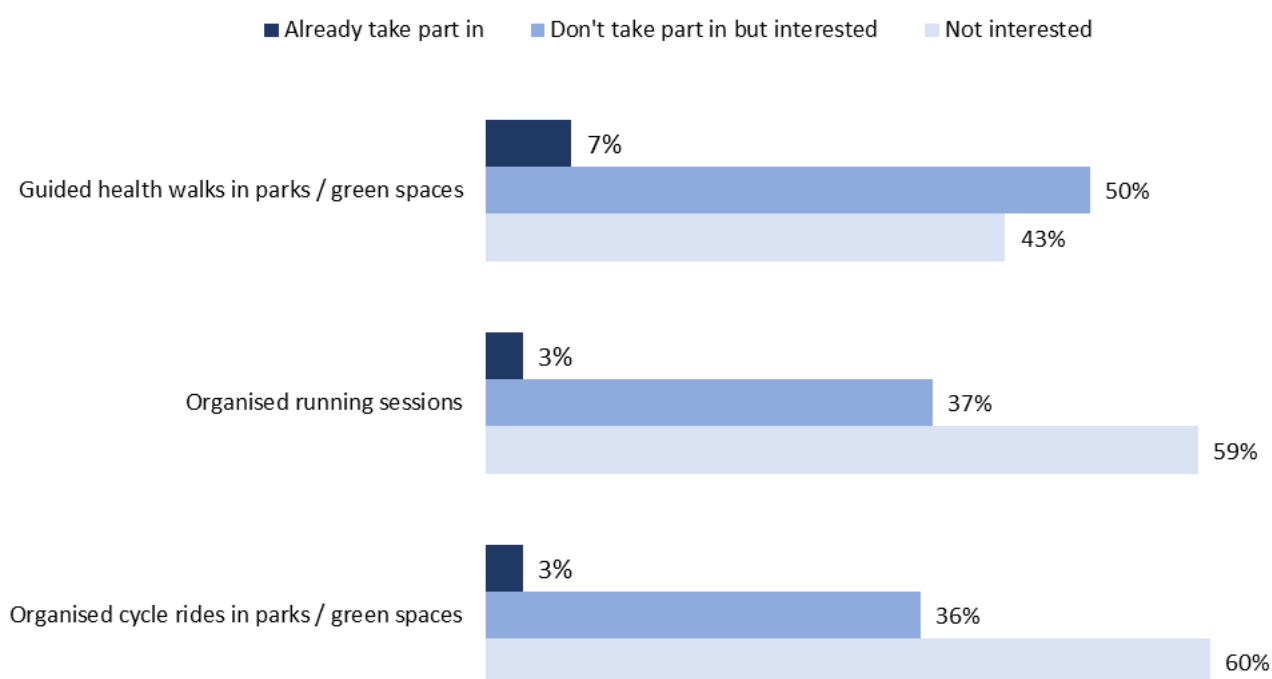
Our leisure services

Q1: Which of these leisure activities offered by Bolton Council are you interested in / already take part in?

- Half the respondents were interested in guided health walks, 37% in organised running sessions and 36% in organised cycle rides; 3% already took part in our cycle rides, 3% in our running sessions and 7% in our health walks. .

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Q1 Which of these leisure activities offered by Bolton Council are you interested in / already take part in?



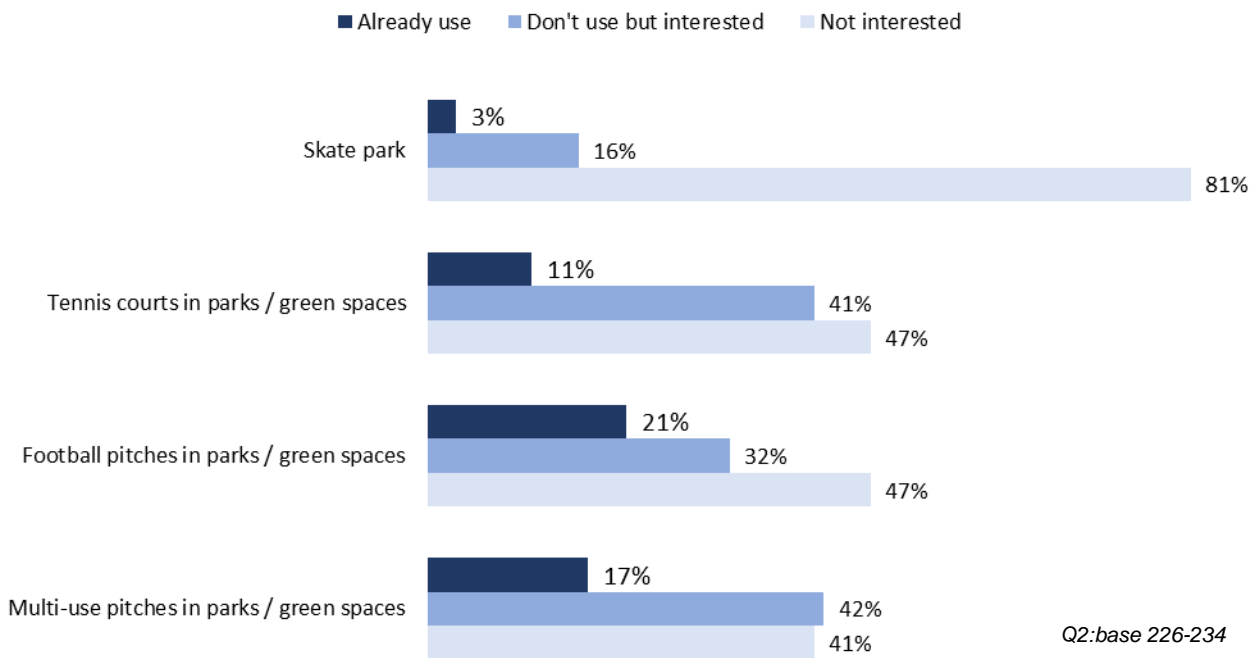
Q1:base 235-240

Q2: Which of these leisure facilities offered by Bolton Council are you interested in / already use?

With the exception of skate parks, this question relates to facilities and activities in parks / green spaces.

- Multi-use pitches [42%] and park tennis courts [41%] had the highest percentage of interest from non-users. Although football pitches had lower interest from non-users [32%], 21% were already using these.
- There was little interest in or use of skate parks; with 81% not interested and only 3% already using, although they may attract a younger demographic than the survey respondents.

Q2 Which of these leisure facilities offered by Bolton Council are you interested in / already use?

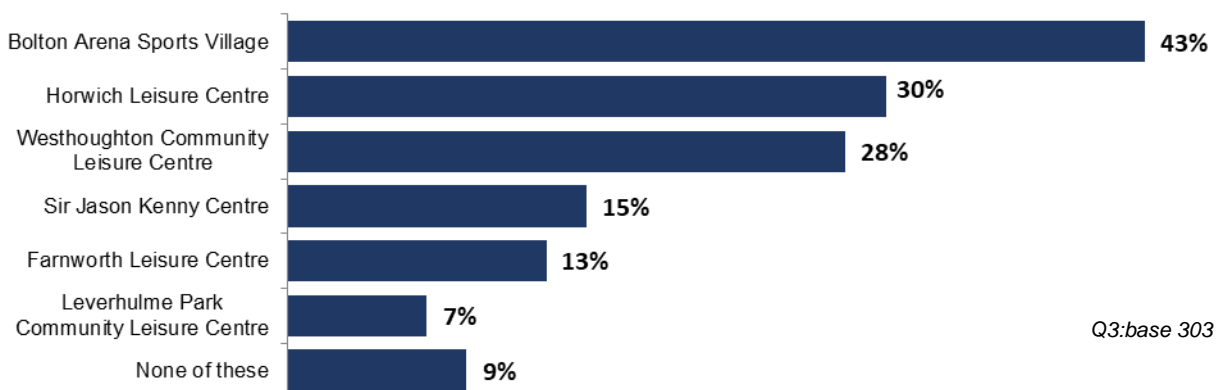


Our leisure centres

Q3: Which leisure centres do you use?

- Bolton Arena Sports Village was used by the highest percentage [43%] of respondents, followed by Horwich Leisure Centre [30%] and Westhoughton Community Leisure Centre [28%]. Only 7% of respondents used Leverhulme Park Community Leisure Centre.
- 9% of respondents didn't use any of Bolton Council's leisure centres.

Q3 Which leisure centres do you use?



Q3a: Does Bolton Arena Sports Village provide something different from our other leisure centres?

Respondents were routed to this question if they indicated in Q3 that they used Bolton Arena Sports Village.

- 93 comments were received. Some were just along the lines of yes or no, others have been categorised as below, with sample verbatim extracts.

Exercise provision offered

71 positive comments were received from respondents who liked the varied classes, sessions and facilities that were available for sports and exercise. Some of these are not always provided at other council-run centres such as sauna and steam rooms, good tennis courts and running tracks.

- *Extended studio classes including rig area in main gym offering group workout of the day.*
- *A great variety of classes and sports available.*
- *A lot of facilities to offer for not just me but also my family.*
- *Offer a wide range of classes and gym.*
- *Has more facilities such as track and saunas facilities. Ample sports to choose from.*
- *Athletics track, steam room and sauna*
- *Good sports court facilities.*
- *High quality tennis courts inside, the running track and the and the football pitches.*
- *It's tennis provision is not replicated elsewhere.*
- *Bolton Arena offers facilities sauna and steam room which is different from other leisure centres*
- *Been a member at Bolton Arena for approx 20 years. I like the gym, track, and other sports on offer.*
- *Indoor bowls Indoor cricket Tia Chi.*
- *Provides more variety of sport's sessions such as walking sports, tennis, Badminton and Pickleball.*
- *A wide variety of activities available such as Tennis, Football, Gymnastics, Gym, Sauna and classes. I'm sure I've seen some health groups going on in the centre too.*
- *Better equipment and more fitness classes.*
- *Five aside pitches and running facilities, along with facilities for racquet sports.*
- *The gym is better than the rest,*

Staff / management / atmosphere

18 respondents praised the staff who were friendly, welcoming and professional, and ran a well-organised centre

- *The staff are great ... They are good at communicating with us*
- *Helpful staff.*
- *Very friendly staff I feel very comfortable there. ...knowledgeable staff and I really rely on them for my health and wellbeing.*
- *Staff are extremely welcoming, pleasant and helpful to everyone.*
- *Generally ran well, staff are friendly and helpful.*
- *Very well ran by professionals.*
- *Staff are knowledgeable*
- *Feels more like a modern leisure facility rather than a council facility.*
- *Has a different vibe than other council run leisure centres, the staff appear to be more engaged*

Opening times / availability

Another positive aspect of Bolton Arena was the opening times and availability of sessions times, which suited 17 respondents.

- *Offers flexible time slots as they are open for a long period of time each day and at the weekends.*
- *Opening times are great and I've even heard they are turning 24/7 for the gym.*
- *Opening hours are much better than the leisure centre.*
- *It's also more inclusive time wise. It's opened for longer hours.*
- *Great opening times to suit all.*
- *Better timed gym classes.*
- *The flood lit astro pitches.*

- *Opening times are good.*

Well maintained

11 respondents commented favourably on the maintenance of the centre, which was clean and had modern equipment that was looked after.

- *Very clean*
- *The facilities are excellent, clean and modern.*
- *Equipment is maintained well*
- *It's more modern than the traditional council leisure's centres*

Location

10 positive comments were received regarding the convenient location; for some, this was the main reason they chose the Arena.

- *It's my nearest leisure centre.*
- *Very local to where I live.*
- *Easily accessible location.*
- *Location is handy*

Other aspects

Positive comments were received from 8 respondents regarding parking which was felt to be *"free and plentiful"* offering *"better parking"* than other centres. 6 respondents mentioned that Bolton Arena catered for a range of ages / fitness levels, such as *"walking sports for older or less able bodied persons"* and offered activities which *"encourage engagement from the very young to the 50+ in keeping active and fit alongside others in a fun way"*.

Respondents also felt that the Arena offered value for money, providing activities and sessions at *"appropriate prices"* as a *"not for profit organization that invests in the local community as opposed to returning a profit to external shareholders. ...The Council should invest more in organizations like this that add to the borough's social value and not into large corporates that take profits out of Bolton"*.

They liked that the Arena *"outdoor facilities where events like music festivals and drive in cinema take place"* and had a *"great café that I regularly use to get lunch and coffee and a great place to socialise after playing sports."*

Negative comments and suggestions were around sports / fitness facilities and sessions, with 9 respondents saying Bolton Arena didn't provide the offer they were looking for, particularly a swimming pool, also *"the gym facilities need to be re-evaluated, most people use a very small section of the gym and the few have a large portion of the gym to themselves. Needs an 11 aside astro pitch, lacking a swimming pool also."* and another suggesting it *"would be great if it could also offer full size all weather football and maybe a futsal court"*.

6 respondents were unhappy with opening times and availability of sessions: *"use of the track is limited"*, *"opening times are good apart from public holidays and during holiday periods when it closes really early"*, another said they *"there are no bloody courts available. It's absolutely genius, you pay*

them £50 every month and they sell all the courts for lessons and to clubs so there are none available for paying members”.

Respondents felt that the centre didn't offer value for money or was too expensive for local people, for example *“the sauna closed early and the deadlift area was removed (with the price of the gym staying at £60/month for my wife and I)”*, *“the cost to access I think excludes a lot of people, the hire for courts is more expensive than others”* and *“changes recently brought in such as not replacing employed trainers who provided one free hour per week and previous 'New You' fitness sessions for over 60, with personal trainers charging up wards of £40 per session is alienating people who cannot afford these fees.”.*

Some respondents were unhappy with the staff and organisation: *“run not very well... no one ever answers the phone when you call. Bad communication to members. Generally you could do a much better job!!!!”*, while others felt that *“parking can be a big problem”*, or that the Arena was poorly maintained and not up to the standard offered by private leisure centres.

Q3b was a 'don't know' response for question Q3a.

Q3c: Is there any particular reason you don't use our leisure centres??

Respondents who indicated at Q3 that they didn't use our leisure centres were routed to this question. After answering Q3c they were routed to Q6.

- 28 responses received which have been themed below with sample verbatim extracts.

11 respondents mentioned that the leisure centres were not in a convenient location. This could be due to distance involved or modes of transport. They were *“not accessible on public transport”*, and it could be *“unpleasant & difficult to get to leisure centres by non-car modes”*. A car user raised *“parking costs for our nearest at Bolton One”*. Respondents might not live near a leisure centre, for example some in Westhoughton found it easier to go to Howe Bridge Leisure Centre. Another respondent felt that leisure centres were not *“accessible for Deaf BSL users or for those with hearing loss”*.

8 respondents felt that our leisure centres were *“too expensive”* or didn't offer value for money, one felt they were *“too pricey compared to cheaper gyms”* while another *“used to attend but cost went up”*. Other leisure centres could offer *“better facilities for the price”*.

For 6 respondents, the opening times might be inconvenient: *“not suitable to our needs”*, with centres *“not open at the times I go to a gym ie early morning”*. Some respondents lived near a shared use centre that was only open in the evenings or weekend, such as Westhoughton Community Leisure Centre which *“doesn't have access to anything during the daytime”* and was *“rarely available due to school use”*.

A further 6 respondents preferred other forms of exercise, such as parks, open spaces, bowling, walking or running, and 6 felt there was a better offer elsewhere due to location, availability or facilities: *“better options in nearby towns such as Blackburn with their pool with slides”*.

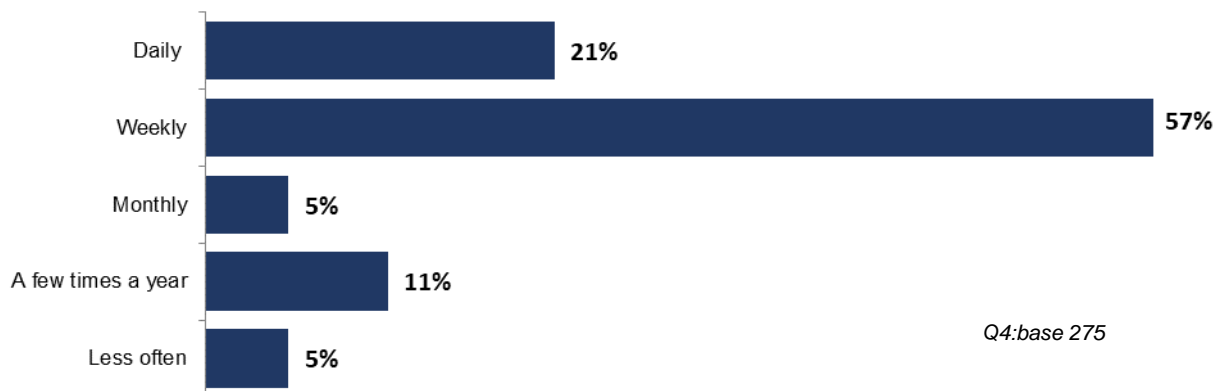
Other comments were around the lack of maintenance, limited choice of sports / classes, or centres being too busy: *“it gets too busy, especially with younger people just hanging about”*. Another respondent said *“local leisure centre revamped but now more off putting to attend. Gym in window. No thanks.”*

Frequency of use

Q4: How often do you use our leisure centres?

- 78% of respondents used our leisure centres at least once a week [weekly 57%, daily 21%].
- 16% used them less than monthly.

*2024: Bolton Council Leisure services review
Q4 How often do you use our leisure centres?*

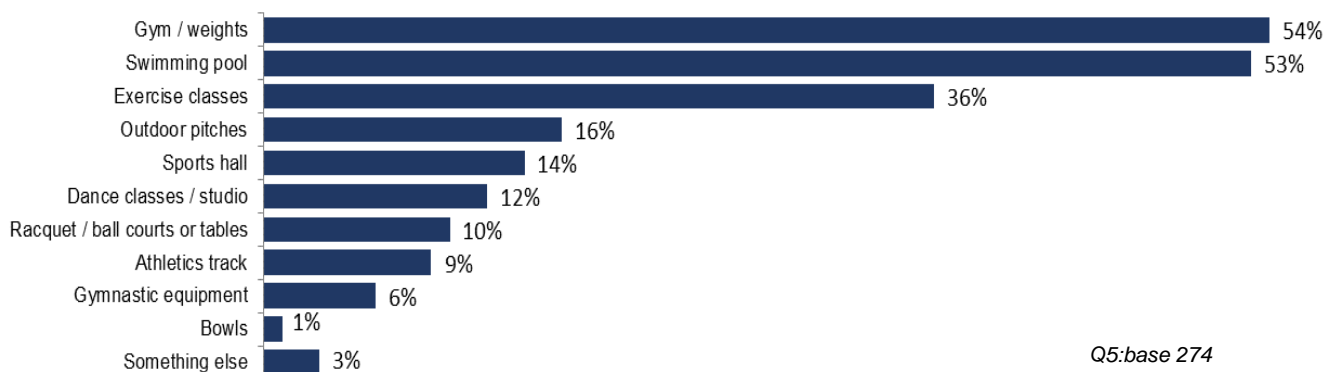


Facilities used

Q5: Which facilities do you use at our leisure centres?

- The most commonly used facilities were gym or weights [54%] and swimming pools [53%].
- Bowls were only used by 1% of respondents, and gymnastic equipment by 6%.
- The majority of ‘something else’ responses could be recoded into existing categories, however those that couldn’t included sauna / steam room, walking sports, bike track and cardiac exercise.
- One leisure centre user said that they used none of the listed facilities.

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 Q5: What facilities do you use at our leisure centres?

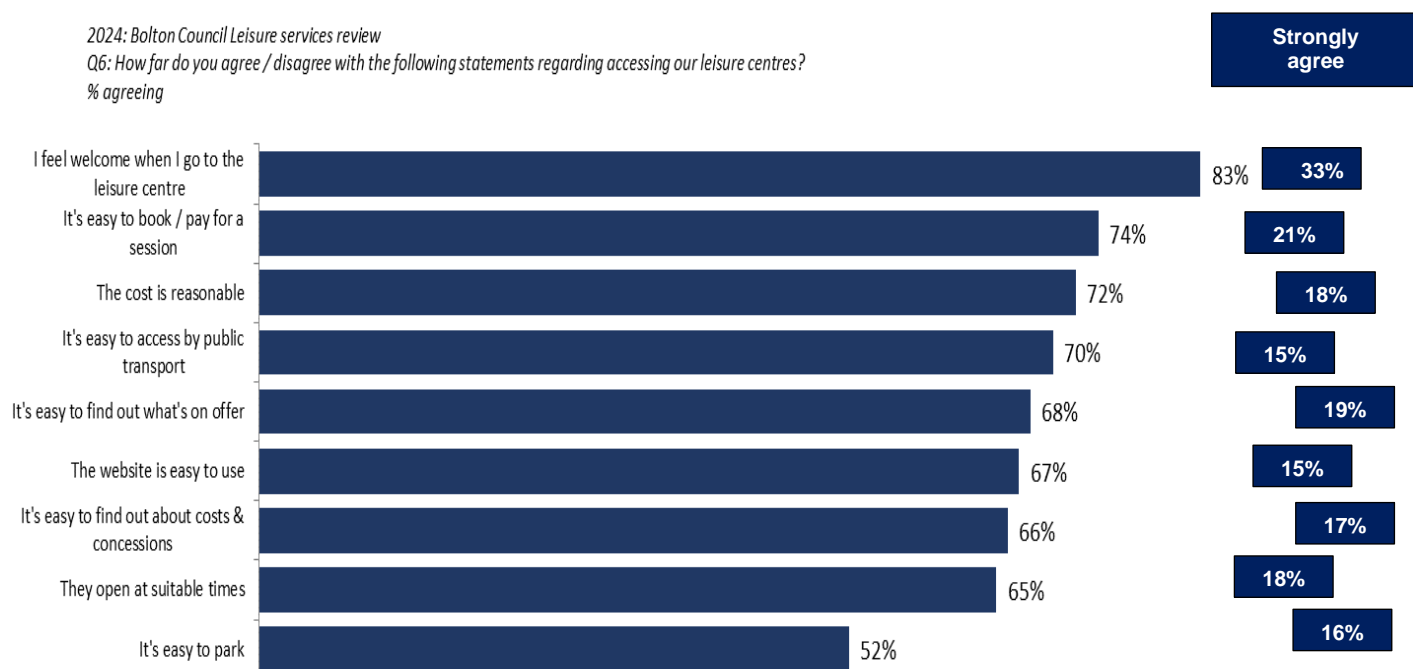


Access

Q6: How far do you agree / disagree with the following statements regarding accessing our leisure centres?

- 83% of respondents felt welcome at our leisure centre – this was the highest scoring factor and at 33% had the highest percentage of respondents who strongly agreed .
- The lowest scoring factor was around car parking; 52% of respondents agreed that it was easy to park [16% strongly agreeing].

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 Q6: How far do you agree / disagree with the following statements regarding accessing our leisure centres?
 % agreeing



Facilities

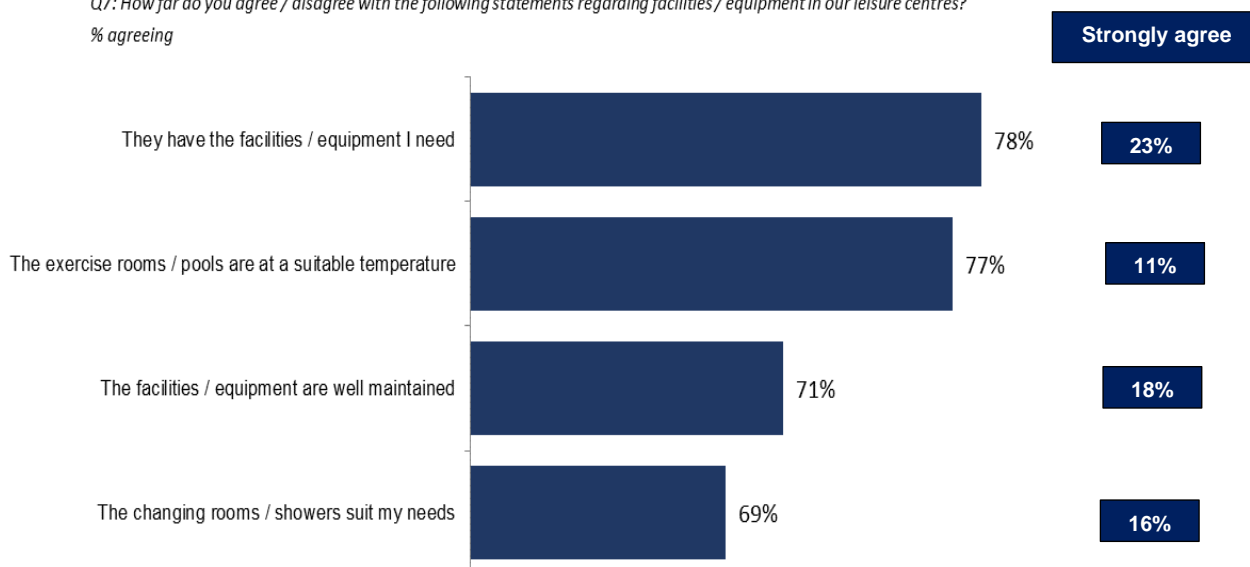
Q7: How far do you agree / disagree with the following statements regarding facilities / equipment in our leisure centres?

- The top scoring factors were around our leisure centres having the right facilities and equipment [78%, 23% strongly agreeing] and exercise pools being at a suitable temperature [77%, 11% strongly agreeing].
- The lowest percentage agreement was regarding changing rooms and showers, with 69% agreeing these suited their needs.

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Q7: How far do you agree / disagree with the following statements regarding facilities / equipment in our leisure centres?

% agreeing



Q7:bases 232-275

Classes and sessions

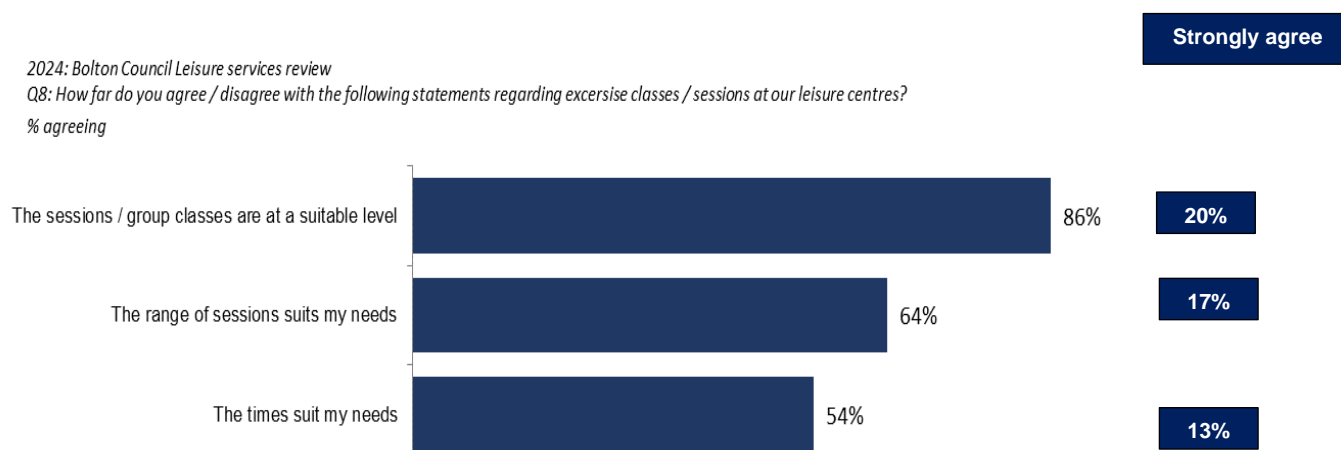
Q8: How far do you agree / disagree with the following statements regarding exercise classes / sessions at our leisure centres?

- Respondents were most likely to agree that sessions / group classes were at a suitable level [86%, 20% strongly agreeing].
- Only 54% agreed that the times suited their needs, with only 13% strongly agreeing.

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Q8: How far do you agree / disagree with the following statements regarding exercise classes / sessions at our leisure centres?

% agreeing



Q8:bases 166-206

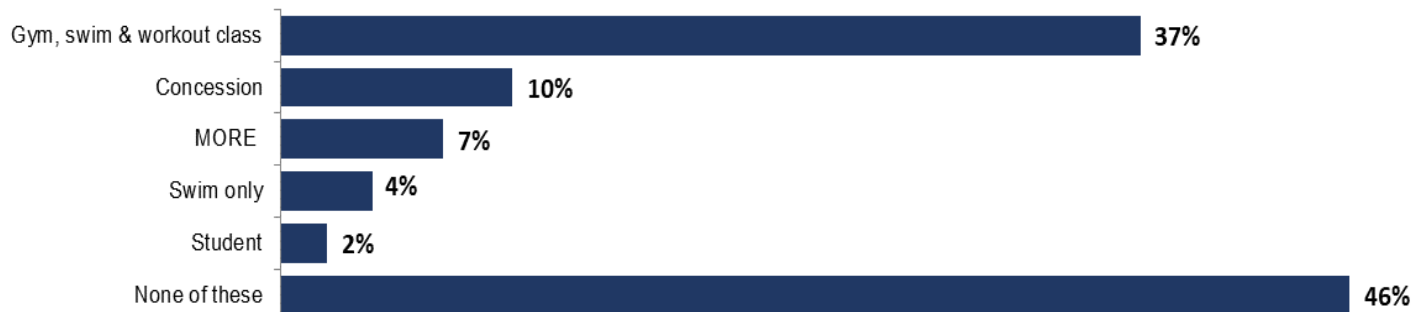
Membership

Q9: Do you have a membership pass for our leisure centres?

- Almost half [46%] of respondents didn't have a membership pass.
- The most common membership was gym, swim and workout, held by 37% of respondents.

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Q9: Do you have a membership pass for our leisure centres?



Q9:base 301

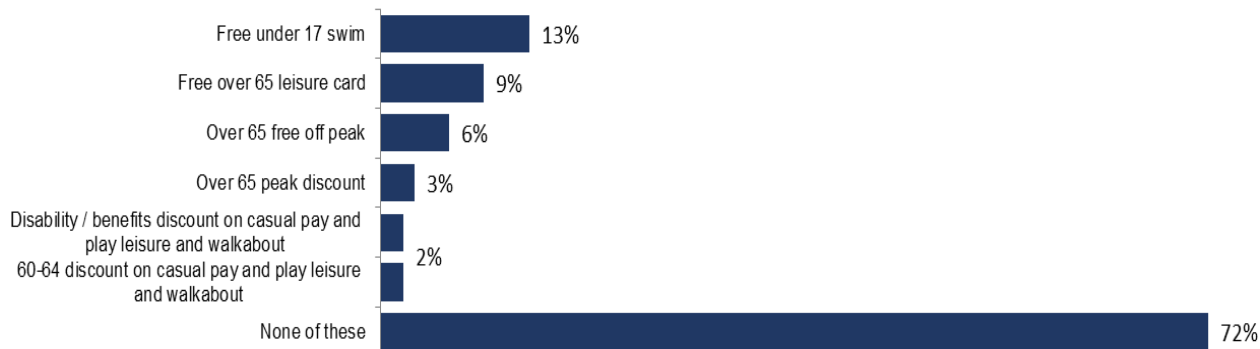
Concessions

Q10: Do you use any of these concessions at our leisure centres?

- 72% of respondents didn't use any of our concessions.
- The most used concessions were the free under 17 swim [13%], free over 65 leisure card [9%] and the over 65 free off-peak offer.
- Only 1 respondent used the free leisure for Looked After Children and none use the Bolton Future concession.

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Q10: Do you use any of these concessions at our leisure centres?



Q10:base 282

Q11: Should we offer free swimming / leisure sessions for any other groups?

- 56 comments were received regarding free / concessions that weren't already offered, with 5 people just saying yes and 5 saying no, although one of the latter felt that *"the bill will fall back, as usual, on the tax/ council tax payer"*.

The remaining responses are described below with sample verbatim extracts.

12 respondents felt that people who are disabled, obese or ill should be offered free sessions, including *"people suffering mental health issues"*. Comments around those who were overweight

included *“obese people on a social prescription”*; and *“morbidly obese people... should be weighed on way in and offered free swimming for a minimum 1 hour. Get the lazy ****ers moving”*

Other illnesses / disabilities were also suggested for free sessions, including *“blind & visually impaired”* and *“deaf people or those with hearing loss”*. One respondent had been *“dismissed”* when they approached Farnworth Leisure Centre with a GP letter regarding the Prehab4Cancer scheme: *“this is supposed to be subsidised and properly funded for my wife because she has cancer and needs maintain some form of fitness to help with chemo/rehab. The management have put her at risk because of their prejudice and ignorance”*.

8 wanted free sessions for people who were on a low income or might struggle to pay charges: *“after paying everything, i dont have much money”*; another respondent suggested a *“low income criteria persons as maintaining well being is important”*.

8 respondents suggested additional age groups to those already getting free sessions age ranges including the *“25/35 age group”*, or *“18-25 drift away from sport and healthy exercise this demographic is under considered in fitness and causes huge implications to the heath/wellbeing of the uk public”*. There could be *“free swimming sessions for over 40s”*, *“over 55's to improve overall health as this is when the body starts to slow down”* and we could *“move the age qualification down to 60”*. One respondent felt that *“over 65's should be free all the time NOT just off peak ...very frustrating and demeaning having to wait in line until the clock strikes 9:30am”*.

8 wanted *“discounted family membership”* or free sessions for families who *“often can't access the pool because the parents can't afford so I think if the children are swimming for free parents should also get opportunity too”*

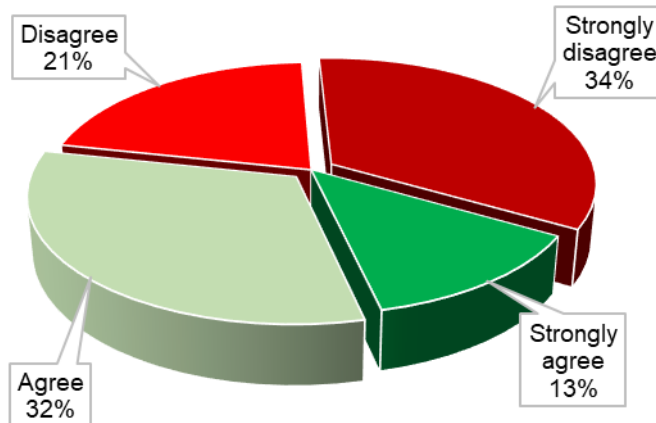
6 suggested public sector workers, particularly *“blue light discount”* and armed forces & veterans with one saying *“emergency services / armed forces who have to keep fit for duty”*.

Other suggestions included council tax payers / workers, students, young carers, free lessons, women, Bolton Arena members who *“have to pay separately for pay as you go at Horwich as well as monthly contract gym membership at the Arena which is costly when paying for separate activities”* and a *“discount loyalty card”*.

Q12: How strongly do you agree / disagree that instead of it being free, under 17 year old should pay a reduced rate to swim?

- Fewer than half the respondents [45%] felt that under 17 year olds should pay a reduced rate instead of getting free swims, with only 13% strongly agreeing to this and 34% strongly disagreed with this suggestion.

2024: Bolton Council Leisure services review
 Q12: How far do you agree / disagree that instead of it being free, under 17 year old should pay a reduced rate to swim?

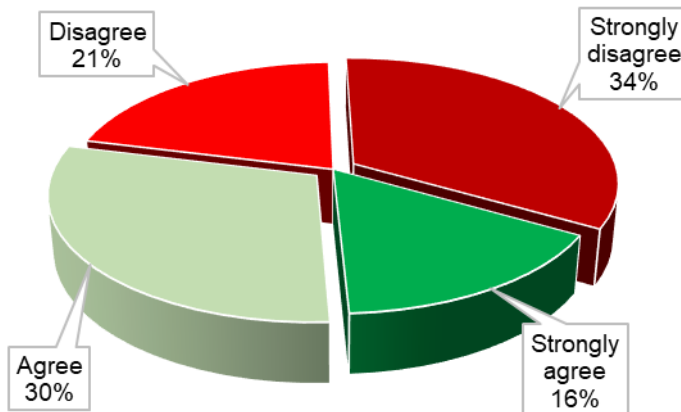


Q12 :base 254

Q13: How strongly do you agree / disagree that instead of it being free, over 65s should pay a reduced rate to swim / use the gym?

- Again less than half the respondents [46%] felt that over 65's should pay a reduced rate instead of getting free swim / gym use. Only 16% strongly agreed and 34% strongly disagreed with this suggestion.

2024: Bolton Council Leisure services review
 Q13: How far do you agree / disagree that instead of it being free, over 65s should pay a reduced rate to swim / use the gym?



Q13: base 271

Improving our leisure centres

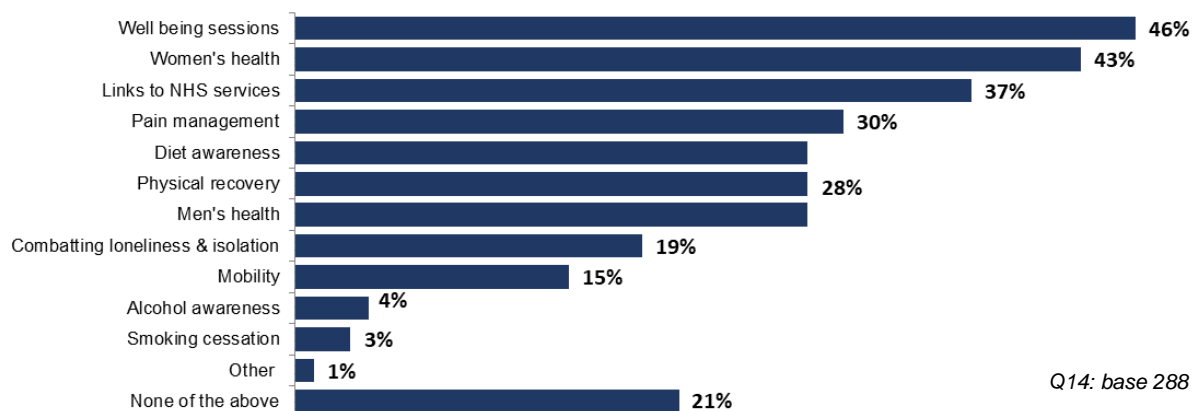
Q14: Which of the following well being / health-related sessions would you be interested in attending if they were offered at our leisure centres?

- Well being sessions were the most popular, with 46% of respondents interested in these, closely followed by women's health issues [43%].
- Respondents were also interested in Links to NHS services [37%], pain management [30%] physical recovery, diet awareness and men's health [all 28%].

- ‘Other’ sessions were “*more childrens activities /clubs/health/fitness sessions run from the clubs*” and “*free weight loss*”.
- 21% of respondents were not interested in any of the suggestions.

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Q14: Which of the following well being / health-related sessions would you be interested in attending if they were offered at our leisure centres?



Q15: Are there any other changes that we could make to encourage you to use our leisure centres or use them more often? Please think about the facilities, classes and sports we offer, opening times and anything else about the way we run our leisure centres.

- The 55% of respondents who answered yes were routed to Q15a.
- 40% of respondents used our leisure centres as much as they wanted to, and 5 % didn't want to use our leisure centres. These respondents were routed to Q17.

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Q15: Are there any other changes that we could make to encourage you to use our leisure centres or use them more often?



Q15a: What changes would you like to see?

- 163 comments were received. These have been categorised as below, with sample verbatim extracts.

Better sports / exercise

The majority [101] of comments naturally included this aspect, but most are also covered other categories particularly opening hours and times of sessions, which are covered later.

- *Wider range of exercise classes, body attack seems to have dropped off in favour of group cycle.*
- *More organised sports/leagues (create a Bolton wide 5 a side for the euros) Put on an introduction to athletes for the Olympics !! Tennis for Wimbledon etc Have golf simulators in the leisure centres*

this will open the door to a huge demographic and allow people to be introduced into one of the least inclusive sports (work with Bolton golf clubs for this).

- *More Modern machine equipment ie peloton Better gym layout think about private gyms like fitness first or JD gyms more vibrant less council feel.*
- *Weightlifting platforms, more barbells and weights.*
- *Lat machine in Bolton arena gym*
- *Outdoor workout sessions during summer.*
- *More outdoor activities like cycling and skateboarding.*
- *Welcome under 17s who take part in elite sport to access espically swimming pools at acceptable times after school instead of adults only. They swim better than adults and need these facilities to do extra training but cannot access them anywhere it's a disgrace.*
- *More coaching sessions for different sports and activities.*
- *We have a great team with Bolton futsal who are all at a competitive level. This should be recognised and leisure centres available rather than having to go out of town for training and matches. The matches would generate revenue for the leisure centre as people travel from far and wide and would put Bolton on the map.*
- *More variety of sports like Futsal which is an indoor sport perfect for a leisure center as the space required is less than outside football. Also it's an all year round activity therefore the weather will not affect the consistency of the sport. Futsal is also suitable for all ages, plenty of skills to learn, team sport and great fun!*
- *More pilates and tai chi classes.*
- *More medative classes in the evenings- yoga, pilates etc*
- *Much better classes as the ones you have are poor.*
- *More classes.....better accessibility.....I have to go to hindley to access classes...even though I have free membership for Bolton.*
- *Specific swimming sessions for over 65s.*
- *Very difficult to swim properly with lanes being used for swimming lessons and others for families, lanes dedicated just for swimming seem to be forgotten about.*
- *Cycle rides from your leisure centres I do loads with be well Wigan a fantastic program.*
- *Think about those who would like to play a sport but don't have a partner. For example, Horwich used to offer no strings badminton. It was offered at Westhoughton once but the staff didn't seem interested.*

Opening / session times

66 respondents commented on the opening or session times. Early mornings, late evenings daytime openings and longer hours at weekends were all suggested.

There were request for longer and more frequent sessions, particularly lane swimming.

Respondents who were frustrated with opening / session times may travel elsewhere including out of borough rather than being able to use their local leisure centre.

- *14 hour opening Monday to Sunday.*
- *Better opening / closing hours to suit shift workers.*
- *Open earlier most don't open until 7/8 late for people wanting to go before work*
- *Would like to use the swimming pools at Westhoughton and Horwich but their opening and adult swim times don't suit working people. No access early morning.*
- *Adult only swimming sessions at the weekend.*
- *Open the sauna past 9pm weekdays and 4pm weekends at the Bolton Arena!*
- *I need to be at a gym that opens earlier so i can train, shower and get to work in manchestet..they obly open at 7 so because of rhis i intend to move gyms.*

- *Swimming pool times not suitable when swimming lessons are on unable to swim, children cannot play because they feel in the way of swimmers. Cannot carry on as one size fits all. Everyone gets frustrated.*
- *Evening classes start too early - sometimes 5.30 which is impossible to get to after work. More after 7pm classes would be better.*
- *Horwich leisure centre would be much better if it opened earlier at weekends. In particular the gym. There is clearly enough people who would go given the massive queue at opening time.*
- *Would love to see a dinner time swim session so I could attend on my lunch break.*
- *Westhoughton is closed in day would love a morning swim I go to Howe bridge.*

Cost / value for money

29 respondents felt that prices could be reduced to offer better value, or to allow more people to use leisure centres. Various discounts were suggested for different categories of people. The lack of a pool at Bolton Arena could partly be mitigated by allowing members to use pools at other leisure centres.

- *Free hair dryers.*
- *Cheaper gym membership.*
- *Cheaper for new mums.*
- *Cheaper access for those who need help.*
- *Free for over 60's.*
- *Free membership or heavily reduced membership for armed forces veterans and blue light workers.*
- *Currently out of work, so a reduced price would be helpful.*
- *Free swim for over 50s free weight management for people disabilities.*
- *To be able to use the Arena membership at Horwich to include swim.*
- *More affordable fitness classes.*
- *Offering the facilities at a reduced rate for those who personal train people who are referred through illness. A reduced rate for the people of the voluntary sector to run events or gatherings to improve health and wellbeing within the community.*
- *Reduced costs! Adult swim is ridiculously expensive.*
- *Like Salford council a family membership should be offered.*
- *Introduce a couples membership.*

Other facilities

26 respondents mentioned dissatisfaction with facilities such as lockers, toilets and changing rooms, which were felt to be unsatisfactory when available.

Respondents also suggested other facilities that could be provided, such as saunas, steam rooms, cafes and viewing areas

- *More viewing facilities at pools especially Farnworth...An extension to the RHS of the pool area would have allowed for spectator facilities, galas and more money coming into the pool that could be utilised by both of the swim clubs.*
- *Steam room Water park like the old.*
- *Westhoughton could really do with a steam room / sauna to make the experience more enjoyable and modern, this is pretty standard in council run pools in other parts of the country / greater Manchester.*
- *Increases to the amount of equipment/ number of weight machines in the gym. Steam room/ sauna in the pool area.*

- Gyms could use extended space, additional rooms with equipment, or access to alternative rooms to stretch, yoga, body conditioning work. Rather than having 2 mats in the corner of the gym, this is not enough space. I also believe punchbags would be a nice addition to.
- More Modern machine equipment ie peloton Better gym layout think about private gyms like fitness first or JD gyms more vibrant less council feel.
- Having a nice cafe would be good.
- Pool at the Arena.
- Ladies changing rooms in needs a dry changing cubical. As currently if you want a private sapce you have to use toilet cubicals it get changed a section of lockers could be easily removed and one sloted in.
- Having a Daughter that has a disability, the changing rooms at Westhoughton are not adequate enough to help her.
- Changing rooms are horrible. Separate facilities for male & female.

Parking / transport

The lack of, poor condition or cost of parking facilities was raised by 23 respondents, which along with a lack of public transport which made it very difficult to access leisure centres.

- Travelling by 2 buses to get there.
- Easier public transport.
- Public transport near centre as disabled can't get public transport to the centre
- Parking is horrendous! An actual tarmaced piece of land to park on would be very helpful!
- Arena ... overflow car park to always be open with additional exit near the police station to ease congestion.
- Improved parking at Horwich. I dread what it will be like once building work finished.
- Free parking for Bolton One.
- Westhoughton centre parking is a disgrace. Serco and council don't care. How they built the 4G pitch without additional parking a joke. Now destroying grass next to park on Bolton road and causing a nuisance to neighbours.
- Better parking need more spaces especially Westhoughton.

Maintenance / cleanliness

18 respondents raised issues with the way our leisure centres were maintained and cleaned.

Equipment could be in a poor state of repair, and facilities left dirty, particularly toilets and shower areas.

- The gym equipment at the arena is in major need of upgrading- the tread mills are held together by duck tape...The cleanliness in Horwich pools is very poor - red scum on cubical doors in shower areas.
- Cleaner poolside toilets.
- The changing rooms are utterly revolting. The swimming area is dire- so dirty and not looked after.
- Cleaner changing facilities and cleaner showers.
- Clean showers -horwich is disgusting... Better equipment- not held together with duck tape.
- The changing rooms are very cramped, people walk in with shoes and theres mud on the floor. Showers are not personal or hot. You need to take a look at everlast gym and copy them. People then may come for the facilities.
- Changing rooms ...have an awful smell all the time the toilets are always disgusting, the showers are very poor.

Staff / management

17 respondents felt that staff and management of leisure centres should improve. There were times when there were not enough staff to allow sessions / activities to take place. It was also suggested that staff could be more proactive, helpful and welcoming.

- *More friendly and welcoming.*
- *Staff are unhelpful and unfriendly.*
- *When i was trying to swim around work i was regularly frustrated by arriving to be told its 45 minute sessions. Due to lack of lifeguards.*
- *Sack the management and get some fresh, educated and keen staff that actually want to help people and not just toe the line for a paycheque.*
- *Farnworth staff are unwelcoming and do not acknowledge you when entering and leaving building. stopped swimming because of this as it brings my mood down...The staff at Leverhulme Park Centre always have a smile and chat with you. Always say a bye when you are leaving. Wish they could work at Farnworth so I could use the pool again.*
- *Staff at Leverhulme are excellent, friendly and helpful, but it cannot be said of the same at Farnworth. I travel to Leverhulme because of this when i could walk to Farnworth.*
- *Staff need to tell people about free or reduced costs.*
- *Bolton Arena have recently installed a QR code entry system that has many member angry as the system does not yet work but is being pushed as the sole entry system.*

Communication / marketing / booking

13 respondents felt that there was an issue in this area. Better booking systems were suggested, communication could be improved, and better marketing could make more people aware of the offer around leisure services.

- *Need to be able to book your slot online without having to pay.*
- *Answer the phone.*
- *Answer emails I emailed 12 months ago about swimming lessons and yet still no reply .*
- *Too many to mention here, but feel there should be more consultation with facility members, on any changes to operation. Seems decisions made without any regard to what members think.*
- *Horwich leisure centre needs to publish the bookings sheet for the 3G pitch, it's supposed to be for the community but nobody knows when it is free to use.*
- *Easier to book and pay for group sessions. Online booking system.*
- *I dont see much media promoting the leisure centres.*
- *I didnt realise you do what you do, maybe get this info out more by facebook etc.?*
- *Better advertising as to what is available and when.*

Other comments

- Respondents could be put off using leisure centres that were too busy and noisy, making it difficult to access facilities and enjoy their time. As has already been raised, longer opening times or more frequent sessions could help, as could *“more equipment it can be hard to use what want at peak times”*, and *“have some more badminton courts. Always booked”*. One suggested *“people on concessions should only be able to use facilities during off peak times to allow those who work to use gym/swim more easily.”*

Security and could be improved, both around car parking *“Horwich carpark is shocking poor lighting poor conditions and feels unsafe in darker months”*, within the centres: *“whenever I can go*

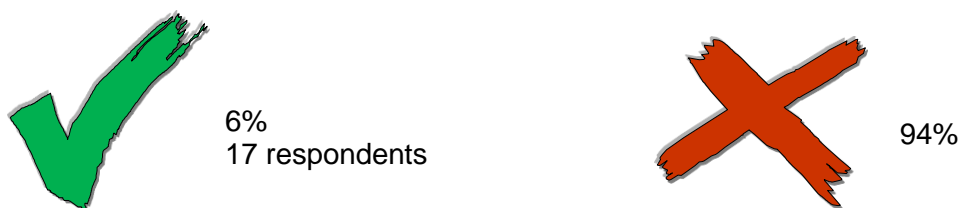
swimming around work its full of teenagers causing antisocial behaviour in the evenings” and around personal security “secure lockers in changing rooms Most of the key pad ones at Bolton arena mens don’t work so without a padlock you can’t secure your stuff”

There could be special openings / better facilities for those with disabilities or mobility problems, single sex sessions and by providing “*single sex changing facilities*”.

Club / business use of leisure centres

Q16: Do you hire facilities at our leisure centre as a club or business?

- 17 respondents hired facilities as a club or business. The 94% who didn’t were routed to Q19.



Q16: base 299

Due to low bases, data for the rest of this section is given numerically.

Q17: How far do you agree / disagree with the following statements regarding hiring facilities / your contract?

Q17a: We know who to contact if we want to make any changes to our bookings

- 13 out of 16 respondents knew who to contact.

Q17b: We have access to suitable facilities

- 10 out of 16 respondents agreed they had access, 3 of those strongly agreed.

Q17c: Staff are keen to help if there’s an issue

- 10 out of 15 respondents agreed that staff were keen to help if there was an issue, with 4 strongly agreeing.

Q17d: The length of our contract means we can plan for the future

- 10 out of 13 respondents agreed that the contract length allowed them to plan for the future, with 3 strongly agreeing.

Q18: Can you suggest how we could improve anything about the hire process or way your contract is managed?

- 3 respondents selected ‘no improvements necessary’.

Only four respondents commented, and these responses are given below.

- *Desk staff at horwich leisure centre are rude, lazy and unhelpful.*
- *Help promote. Offer reduces rates to those establishing.*
- *Hire process is fine. The costs are high and would be more inclusive to kids if cheaper. There are not enough football or Futsal facilities in Borough.*

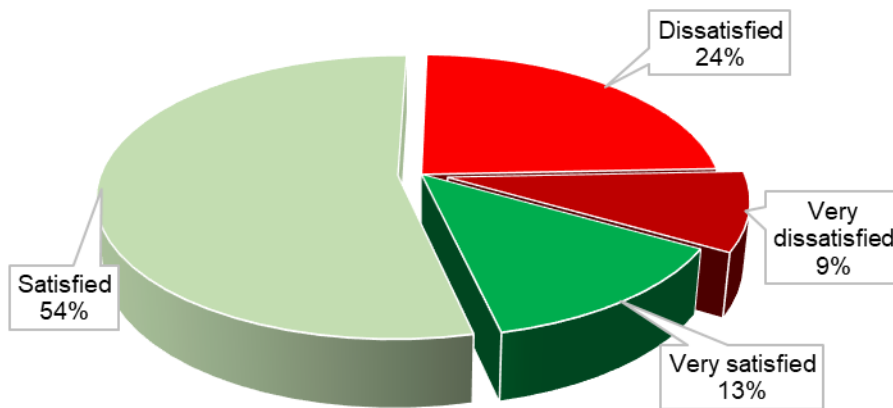
- Maybe more rates available depending on what your session is for, for example is it children vs adults, and some clarity on what those options are.

Overall

Q19: Thinking overall, how satisfied / dissatisfied are you with Bolton Council's leisure centres?

- 67% of respondents were satisfied with our leisure centres, with 13% very satisfied

2024: Bolton Council Leisure services review
Q19: Thinking overall, how satisfied / dissatisfied are you with Bolton Council's leisure centres?



Q19: base 282

Q20: Please use this space if you'd like to make any further comments or to suggest how our leisure centres could be improved

- 132 comments were received, 7 stated they had already commented or stated which centre they used, and 1 did not concern leisure centres. The remaining comments have been coded where possible, and are described below, along with sample verbatim extracts. Most of comments do cover areas which had already been raised.

Sports / exercise offer

40 respondents made suggestions or felt that improvements were needed, such as better equipment and a greater variety in terms of the classes and sports offered.

- *Review the gym equipment at Bolton arena, not enough cables, squat racks and benches. Upgrade Bolton arena 3g pitch to 11's.*
- *Offer a suitable space for Bolton Archery club as the current club is likely to fold due to BMBC refusing to cut the grass.*
- *The number of classes has reduced.*
- *To promote and introduce more varieties of sports, not just the usual sports but also up coming new sports like Futsal which is popular in Europe but has great potential to be even more popular with all age groups in UK!*
- *Offer a few more different exercises classes at the weekend, instead of just during the week.*
- *Classes for line dancing, zumba, tai chi...anything to keep women retirees active.*
- *There are not enough adult only Lane swims. It's so frustrating.*

10 respondents expressed satisfaction with the sports / exercise offer.

- *A great place to exercise...Classes suitable for every level...I love being a member.*

- *Westhoughton leisure centre is brilliant it suit my needs.*
- *I only attend Bolton arena and enjoy the sessions I attend very much.*
- *They are good and offer a good range of facilities.*

Opening / session times

23 respondents made suggestions or felt that improvements were needed. Earlier opening times were requested, and better use could be made of dual use facilities such as Westhoughton Community Leisure Centre which currently had a limited opening offer.

- *It would be nice if Farnworth opened earlier on a weekend.*
- *Earlier opening times at weekends at Horwich.*
- *Be better if they opened from 6am. 7am is late compared to other gyms.*
- *Better use of swimming pool at Westhoughton during the day.*
- *Open Times to suit all workers, retired, school ages.*
- *Opening times are not early enough and pool is never open early morning, before the school starts, or at lunchtimes when the school dont use it.*
- *It would be nice if Farnworth opened earlier on a weekend to align it better with Bolton Arena.*
- *It is great in school holidays when Westhoughton open pool over extended lunch. Would like that all the time so I could go mid-week when working from home. Also, an earlier open time than 9 am at weekends or for pre-work swim.*

The 2 respondents who expressed satisfaction with some opening hours are quoted above.

Staff / management

Suggestions and improvements were made by 21 respondents. They felt that staff could be more friendly and pro-active, and that management could be poor.

- *Staff are not very friendly most of the time don't even speak when you go in.*
- *Clearly badly managed.*
- *There is no pool management whatsoever with different speeds of swimmers in different lanes. People swim 2 abreast so others can't use the lane and it is never challenged meaning other lanes have too many people in.*
- *To many sessions are cancelled to accommodate non tennis events eg. Exhibitions and indoor cricket using the tennis courts. As the social tennis I attend is mainly older players there does appear to be elements of ageism because our sessions tend to get cancelled as opposed to being re-scheduled.*
- *Bolton Arena should be far better than it is. The main hall of tennis courts seems seldom used and should be used more to bring in decent events and small concerts, a bit like Manchester Central and move away from its leisure centre mentality as this is holding it back. It's got everything it needs but just seems massively underused and mismanaged.*
- *More staff to answer questions and answer emails. More understanding of hidden disabilities.*
- *No one send to be bothered about anything as it's not their business.*
- *The manager at Farnsworth [name] is not very nice and does talk down to the staff in front of customers.*

9 respondents praised the staff and management: *"staff are kind and friendly", "the relationship is in a great place now", "great staff".*

Other facilities

14 respondents made suggestions or felt that improvements were needed, such as more seating areas, better changing rooms and lockers, and café facilities.

- *More seats for swimming lesson parents.*
- *Cafe at Horwich.*
- *Changing rooms need to be better for families and babies.*
- *There needs to be decent digital clocks in swimming areas to help plan times. The clock is so small i cannit see it.*

2 were happy with this aspect, one felt that Farnworth Leisure Centre *“offers excellent facilities and serves the needs of the community well”*.

Parking / transport

14 suggested improvements or were dissatisfied with parking [particularly at Horwich and Westhoughton]; transport links could be improved.

- *Parking at Horwich Leisure Centre is poor.*
- *The carpark At Horwich is dangerous for pedestrians, a disgrace to be honest. And has been like this for years.*
- *Parking at Horwich is very unsafe.*
- *Parking at Jason Kenny centre is awful and puts us off attending, especially with a group of disabled young adults.*
- *Westhoughton - a very popular site but parking is atrocious at times.*
- *Increase parking spaces*

3 respondents were happy with parking and transport: *“great facility and free parking”*.

Cost / value for money

13 respondents felt that leisure centres could reduce entrance fees, offer better membership packages or suggested that they didn't offer good value for money. The latter was mainly for the user, but also for residents in general.

- *Leisure centres should be run by the private sector. Why should tax payers subsidise facilities for the minority?*
- *Feel they are a luxury given the pressures on public funding and there are cheaper ways to stay healthy and keep fit*
- *Too expensive.*
- *Make them much more affordable.*
- *Lack of swimming pool facilities as locally only Horwich Leisure Centre provide this or to incorporate into Bolton Arena gym membership. Also having to pay full rate for hire of tennis / badminton court with additional costly racquet hire.*
- *Family membership.*
- *Why do bowlers have to pay £80 for a pass but can swim for free.*
- *Maybe special offer bundles of classes.*
- *To expensive compared to private gyms. Have to pay 27 pounds for a poor Gym and classes or 20 for JD Gyms which have great facilities and classes. For 2 people its a lot of money for worse facilities- we drive to wigan its thst much better.*

3 respondents felt that the centres offered good value for money: *“the price is fair”*.

Maintenance / cleanliness

12 respondents wanted improvements to the cleanliness of facilities, or felt that equipment could be better maintained.

- *The sports hall at Westhoughton needs a thorough clean.*
- *Westhoughton leisure centre feels very neglected. Tiles around the pool are chipped, changing rooms are left dirty at times.*
- *Westhoughton seems to be the poor relation, the gym rarely gets new equipment, damaged/broken equipment takes weeks to be repaired, gym changing/shower rooms need upgrading, toilets are always in need of repair.*
- *The cleanliness at Jason Kenny is poor.*
- *Cleanliness of gym and changing rooms in Horwich is awful.*

5 respondents were satisfied with maintenance / cleansing: *“Bolton Arena ...has a more premium feel”, “I only use the Bolton Arena as the facility is so well looked after”.*

Other comments / suggestions

Respondents also commented about other areas; again they have largely been raised already but included suggestions around the design and layout of leisure centres which were *“too cramped”*, although one respondent was happy.

Improvements could be made to communication and marketing. There was *“not enough advertisement”*, and offers could be better-promoted: *“awareness that over 65s swim for free. I have been paying for this every week”*. Some however were happy with this area.

The offer for older residents and those with special needs or mobility issues could be improved, and some respondents felt that leisure centres were too busy / noisy. There were calls for online booking, warmer areas and better security / policing of anti-social behaviour.

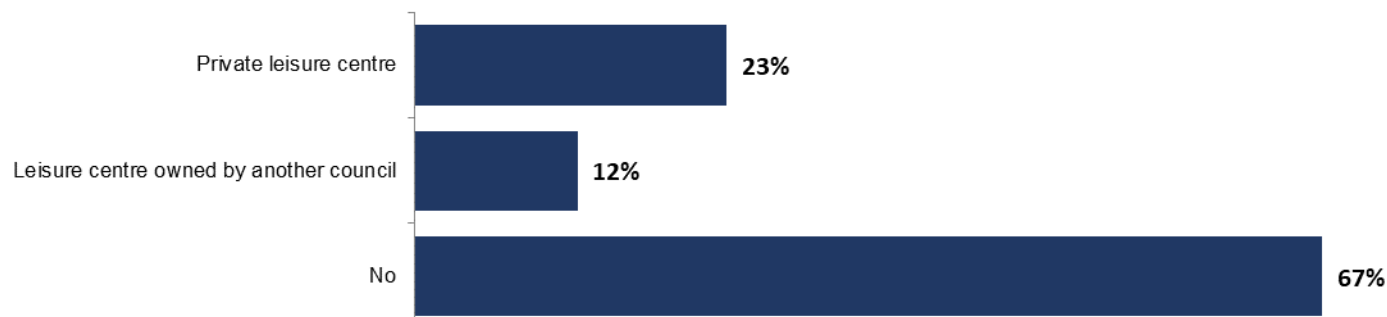
Other leisure centres

Q21: Do you use any local leisure centres that aren't owned by Bolton Council?

- 23% of respondents used a private leisure centre and 12% a leisure centre owned by another council, with 8 respondents using both types of facility.
- Respondents who answered no were routed to Q23.

2024: Bolton Council Leisure services review

Q21: Do you use any local leisure centres that aren't owned by Bolton Council?

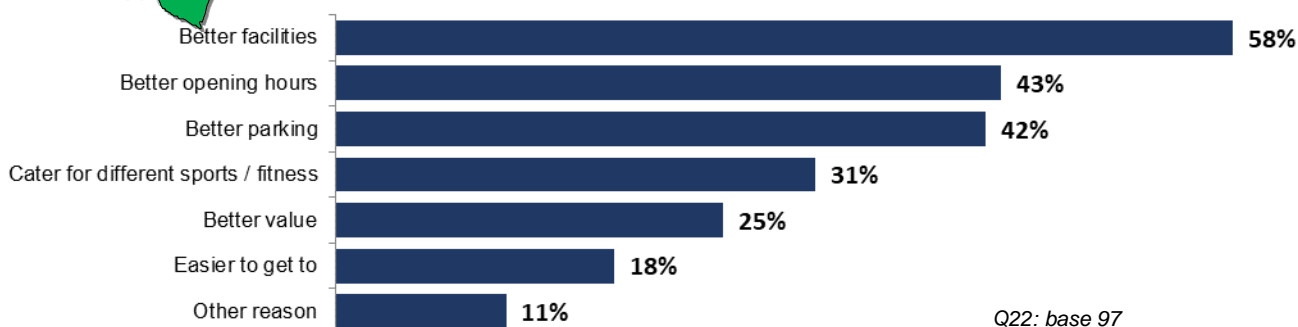


Q21: base 298

Q22: Please tell us why you choose to use these leisure centres

- Respondents were most likely to choose another leisure centre because it had better facilities [58%;56], better opening hours [43%;42] and better parking [42%;41].
- Being easier to get to was only a factor for 18% [17] respondents.
- ‘Other reasons’ included 3 respondents who felt their choice was better maintained, 3 who used the facilities where their personal trainer was, or where the sessions were led by one person, 2 respondents who preferred not to support Bolton Council, 1 respondent with a long-term booking elsewhere and 1 who said it was just down to availability of the sports hall they needed.

2024: Bolton Council Leisure Centres review
 Q22: Please tell us why you choose to use these leisure centres?

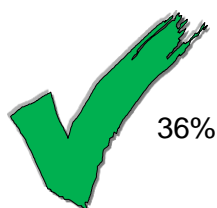


Sports / exercise clubs & groups

Q23: Do you belong to any sports clubs or take part in any organised exercise sessions that are NOT run by Bolton Council?

These may include community / privately run sports clubs, or exercise classes such as yoga

- 36% of respondents took part in organised sports / exercise that was not run by Bolton Council. Those that didn't were routed to Q25.



Q23: base 297

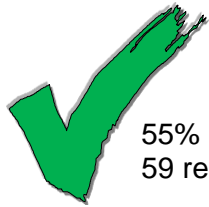
Q23: Please tell us which sports clubs / exercise classes you attend and in which town / area

- 99 respondents took part in a very wide-ranging set of sports and exercise, locally and around the north west and as far away as Cheshire and North Wales - plus online sessions. Many were run by clubs and community groups, and others by other authorities or national bodies.
- Activities included aerotone, basketball, bowling / crown green bowling, boxing, bums & tums, cardio, chair based exercise, cycling / adapted cycling, dance, fitness, football [including 5 a side, walking], futsal, golf, gym [numerous kinds], gymnastics, hockey, martial arts [various kinds], netball [including walking netball], Pilates, rounders, rugby, running, special Olympics, squash, surfing, swimming, table

tennis, tennis, triathlon, walking, yoga and Zumba,

Q24: If Bolton Council were to offer similar sessions, would you be interested in attending?

- 55% [59] of respondents would be interested in attending similar sessions should Bolton Council decided to run them, and 28% might be interested.



55%
59 respondents



28%
30 respondents



18%
19 respondents

Q24: base 108

Bolton Council

Leisure services review 2024

Consultation closes on Thursday 14th March 2024

Please complete this form online if possible by going to the 'Active consultations' section of Bolton Council's website at www.bolton.gov.uk, where all background documents can also be found.

If you would like paper copies of any of the documents however, please contact the Consultation & Engagement Team on 01204 334875.

Bolton Council are reviewing the leisure services we offer across our borough. To help us do this, we would like your views about what's being done well and what could be improved.

We offer a wide variety of leisure services which are provided directly by our staff or run for us by other organisations. They range from facilities and sessions at our leisure centres to sessions and equipment in our parks and other green spaces.

Bolton Council own six leisure centres across the borough. They're run for us under contracts which expire in 2026.

Bolton Arena Sports Village is managed by Middlebrook Leisure Trust, whilst our other leisure centres - Farnworth Leisure Centre, Horwich Leisure Centre, Leverhulme Park Community Leisure Centre, Sir Jason Kenny Centre [Bolton One] and Westhoughton Community Leisure Centre - are managed by SERCO on behalf of Bolton Community Leisure Trust.

By taking part in this consultation, you can help us make sure that any new leisure offer provides best value for the council, but also sets out how our leisure centres are run so that they offer the right services in the right way for everyone who want to use them.

Your response - keeping your data safe

Most questions are optional; just miss out any that you don't want to answer.

The results of this consultation may be made public. If you're responding as an individual you won't be identified in any report as your responses will be anonymised and grouped with those from other people.

If you're responding in an official capacity your response may be published but no personal details will be included.

Any personal data you provide will be held securely, in line with our retention schedule and privacy policy which can be found on our website: www.bolton.gov.uk/data-protection-freedom-information/privacy-notices.

We use Snap Surveys professional software to collect and process your data. Snap Surveys Ltd. follow the UK General Data Protection Regulation. Their privacy policy can be found on their website: www.snapsurveys.com/survey-software/privacy-policy-uk

Our leisure services

1. Which of these leisure activities offered by Bolton Council are you interested in / already take part in?

	Already take part in	Don't take part in but interested	Not interested
Guided health walks in parks / green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organised running sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organised cycle rides in parks / green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Which of these leisure facilities offered by Bolton Council are you interested in / already use?

	Already use	Don't use but interested	Not interested
Skate park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tennis courts in parks / green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Football pitches in parks / green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Multi-use pitches in parks / green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Our leisure centres

3. Which leisure centres do you use?

- | | |
|---|--|
| <input type="checkbox"/> Bolton Arena Sports Village - please answer Q3a
<input type="checkbox"/> Farnworth Leisure Centre
<input type="checkbox"/> Horwich Leisure Centre
<input type="checkbox"/> Leverhulme Park Community Leisure Centre | <input type="checkbox"/> Sir Jason Kenny Centre [Bolton One]
<input type="checkbox"/> Westhoughton Community Leisure Centre
<input type="checkbox"/> None of these - please answer Q3b, then go to Q6. |
|---|--|

Please answer Q3a if you have ticked Bolton Arena Sports Village at Q3

Q3a. Does Bolton Arena Sports Village provide something different from our other leisure centres? Please think about the way it's run, the facilities it has, opening times and the sessions offered.

Don't know

Please answer Q3b if you have ticked 'None of these' at Q3, then go to Q6

Q3b. Is there any particular reason you don't use our leisure centres?

Frequency of use

4. How often do you use our leisure centres?

- | | |
|----------------------------------|---|
| <input type="checkbox"/> Daily | <input type="checkbox"/> A few times a year |
| <input type="checkbox"/> Weekly | <input type="checkbox"/> Less often |
| <input type="checkbox"/> Monthly | |

Facilities used

5. Which facilities do you use at our leisure centres?

- | | |
|---|---|
| <input type="checkbox"/> Athletics track | <input type="checkbox"/> Outdoor pitches [Football / rugby] |
| <input type="checkbox"/> Bowls | <input type="checkbox"/> Racquet / ball courts or tables [eg badminton, squash, table tennis, tennis] |
| <input type="checkbox"/> Dance classes / studio | <input type="checkbox"/> Sports hall |
| <input type="checkbox"/> Exercise classes [eg fitness, yoga, tai chi] | <input type="checkbox"/> Swimming pool |
| <input type="checkbox"/> Gym / weights | <input type="checkbox"/> Something else - please go to Q5a. |
| <input type="checkbox"/> Gymnastic equipment | <input type="checkbox"/> None of these |

Q5a. If 'Something else' - Please say what else

Access

6. How far do you agree / disagree with the following statements regarding accessing our leisure centres?

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion / Not applicable
Its easy to find out what's on offer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Its easy to find out about costs and concessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The website is easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They open at suitable times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's easy to book / pay for a session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cost is reasonable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's easy to park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's easy to access by public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel welcome when I go to the leisure centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Facilities

7. How far do you agree / disagree with the following statements regarding facilities / equipment in our leisure centres?

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion / Not applicable
They have the facilities / equipment I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The facilities / equipment are well maintained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The changing rooms / showers suit my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The exercise rooms / pools are at a suitable temperature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Classes and sessions

8. How far do you agree / disagree with the following statements regarding exercise classes / sessions at our leisure centres?

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion / Not applicable
The sessions / group classes are at a suitable level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The range of sessions suits my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The times suit my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Membership

9. Do you have a membership pass for our leisure centres?

- | | |
|---|--|
| <input type="checkbox"/> Gym, swim & workout class membership | <input type="checkbox"/> Student membership |
| <input type="checkbox"/> Swim only membership | <input type="checkbox"/> Concession membership |
| <input type="checkbox"/> MORE membership [free] | <input type="checkbox"/> None of these |

Concessions

10. Do you use any of these concessions at our leisure centres?

- | | |
|---|---|
| <input type="checkbox"/> Free under 17 swim | <input type="checkbox"/> Over 65 - peak discount |
| <input type="checkbox"/> Free over 65's Leisure card [free swim / gym] | <input type="checkbox"/> Over 60's - 64 discount on casual pay and play Leisure and Walkabout membership types |
| <input type="checkbox"/> Free leisure for Looked After Children | <input type="checkbox"/> Disability / benefits discount on casual pay and play Leisure and Walkabout membership |
| <input type="checkbox"/> Bolton Future Talent | <input type="checkbox"/> None of these |
| <input type="checkbox"/> 60 - 64 discount on casual pay and play Leisure and Walkabout membership | |
| <input type="checkbox"/> Over 65 - free off peak | |

11. **Should we offer free swimming / leisure sessions for any other groups?**

11.a No suggestions

12. **How strongly do you agree / disagree that instead of it being free, under 17 year old should pay a reduced rate to swim?**

- Strongly agree
- Agree
- Disagree

- Strongly disagree
- No opinion

13. **How strongly do you agree / disagree that instead of it being free, over 65's should pay a reduced rate to swim / use the gym?**

- Strongly agree
- Agree
- Disagree

- Strongly disagree
- No opinion

Improving our leisure centres

14. **Which of the following well being / health-related sessions would you be interested in attending if they were offered at our leisure centres?**

- | | |
|--|---|
| <input type="checkbox"/> Well being sessions | <input type="checkbox"/> Combating loneliness and isolation |
| <input type="checkbox"/> Physical recovery | <input type="checkbox"/> Men's health |
| <input type="checkbox"/> Pain management | <input type="checkbox"/> Women's health |
| <input type="checkbox"/> Smoking cessation | <input type="checkbox"/> Links to NHS services |
| <input type="checkbox"/> Alcohol awareness | <input type="checkbox"/> Other - please go to Q14a. |
| <input type="checkbox"/> Diet awareness | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Mobility | |

Q14a. If 'Other' - Please say what else

15. **Are there any other changes that we could make to encourage you to use our leisure centres or use them more often?**

Please think about the facilities, classes and sports we offer, opening times and anything else about the way we run our leisure centres.

- | | |
|---|--|
| <input type="checkbox"/> Yes - please go to Q15a | <input type="checkbox"/> No, I don't want to use your leisure centres - please go to Q16 |
| <input type="checkbox"/> No, I already use them as much as I want to - please go to Q16 | |

Q15a. If 'Yes' - What changes would you like to see?

Club / business use of leisure centres

16. **Do you hire facilities at our leisure centres as a club or business?**

Yes

No - please go to Q19

17. **How far do you agree / disagree with the following statements regarding hiring facilities / your contract?**

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion / Not applicable
We know who to contact if we want make any changes to our bookings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We have access to suitable facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff are keen to help if there's an issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of our contract means we can plan for the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. **Can you suggest how we could improve anything about the hire process or way your contract is managed?**

18.a No improvements necessary

No suggestions

Overall

19. **Thinking overall, how satisfied / dissatisfied are you with Bolton Council's leisure centres?**

Very satisfied

Satisfied

Dissatisfied

Very dissatisfied

No opinion /
Not applicable

20. **Please use this space if you'd like to make any further comments or to suggest how our leisure centres could be improved**

20.a No comments

Other leisure centres

21. **Do you use any local leisure centres that aren't owned by Bolton Council?**

- Private leisure centre No - please go to Q23
 Leisure centre owned by another local council

22. **Please tell us why you choose to use these leisure centres**

- Better opening hours Cater for different sports / fitness
 Easier to get to Better value
 Better parking Other reason - please go to Q22a
 Better facilities

Q22a. If 'Other' - Please tell us more

Sports / exercise clubs & groups

23. **Do you belong to any sports clubs or take part in any organised exercise sessions that are NOT run by Bolton Council? These may include community / privately run sports clubs, or exercise classes such as yoga**

- Yes No - please go to Q25

Please tell us which sports clubs / exercise classes you attend and in which town / area

24. **If Bolton Council were to offer similar sessions, would you be interested in attending?**

- Yes No
 Maybe

Your interest

25. Which one of the following best describes you / your family's interest in this consultation?

- Live in Bolton borough [Bolton Council area] - please go to Q26
- Work in Bolton borough - please go to Q26
- Study / have children at school in Bolton borough - please go to Q26
- Visitor to Bolton - please go to Q26
- Official response from Parish / Bolton borough Councillor / Elected Member - please answer Q25b and c, then end the survey without completing the 'About you' section.
- Official response from a business / organisation / community group. You must have their permission to submit an official response on their behalf - please answer Q25b and c, then end the survey without completing the 'About you' section.
- None of the above - please go to Q25a

Q25a. If 'None of the above' - Please say what your interest is

Q25b. If 'Official response' - Please say which ward, business organisation or community group you represent

Q25c. If 'Official response' - Please say what your role is - in what official capacity do you represent the ward, business, organisation or community group?

About you

Your answers in this section help us to make sure we are getting views from different types of people.

They won't be used to contact or identify you.

26. **Please give your full postcode**

27. **Are you...?**

- Female
- Male
- Identify in another way

28. **Which most closely describes you?**

- | | |
|---|--|
| <input type="checkbox"/> Employed full time [30 hours or more a week] | <input type="checkbox"/> Unable to work because of sickness / disability |
| <input type="checkbox"/> Employed part-time [up to 30 hours a week] | <input type="checkbox"/> Full time student |
| <input type="checkbox"/> Self employed / freelance | <input type="checkbox"/> At home, looking after family |
| <input type="checkbox"/> Unemployed, available for work | <input type="checkbox"/> Retired |
| | <input type="checkbox"/> Other - please explain below |

If 'Other' please explain

29. **Which age group are you in?**

- | | |
|----------------------------------|-------------------------------------|
| <input type="checkbox"/> Under18 | <input type="checkbox"/> 55 - 64 |
| <input type="checkbox"/> 18 - 24 | <input type="checkbox"/> 65 - 74 |
| <input type="checkbox"/> 25 - 34 | <input type="checkbox"/> 75 - 84 |
| <input type="checkbox"/> 35 - 44 | <input type="checkbox"/> 85 or over |
| <input type="checkbox"/> 45 - 54 | |

30. **Do you look after, or give any help of support to family members, friends, neighbours or others who need help because they have a long-term physical or mental ill-health / disability, or have problems relating to old age?**

Please don't count anything you do as part of paid employment.

- | | |
|---|---|
| <input type="checkbox"/> No | <input type="checkbox"/> Yes, 20 - 49 hours a week |
| <input type="checkbox"/> Yes, 1-19 hours a week | <input type="checkbox"/> Yes, 50 or more hours a week |

31. **Are your day-today activities limited because of a long-term physical or mental health condition / illness?**

- | | |
|--|-----------------------------|
| <input type="checkbox"/> Yes, limited a lot | <input type="checkbox"/> No |
| <input type="checkbox"/> Yes, limited a little | |

32. **What is your ethnic group?**

- | | |
|---|---|
| <input type="checkbox"/> White British | <input type="checkbox"/> Asian or Asian British |
| <input type="checkbox"/> White other | <input type="checkbox"/> Black, Black British, Caribbean or African |
| <input type="checkbox"/> Mixed or Multiple ethnic group | <input type="checkbox"/> Other ethnic group |

Thanks! Please post to: Freepost RTTT-YTEL-YSXS, Consultation & Engagement Team, 2nd Floor, Town Hall, Victoria Square, Bolton, BL1 1RU

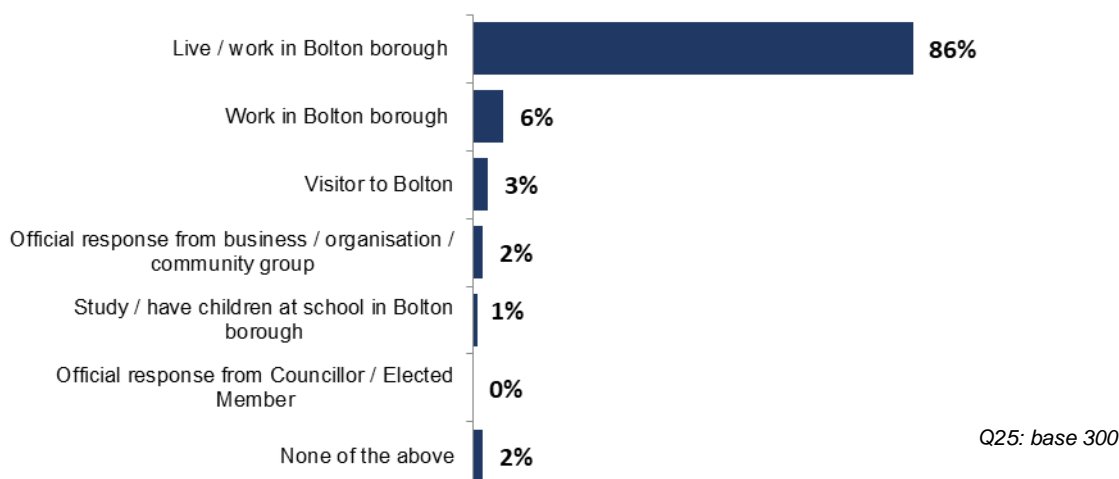
Detailed demographics

Your interest

Q25. Which one of the following best describes you / your family's interest in this consultation?

- The majority [86%] of respondents were answering as residents of Bolton borough.
- 'None of the above' consisted of people used our leisure centres.
- Official responses were received from the Chairman of Horwich Locos Basketball Club, the Chairwoman of Bolton Futsal Club, the Sports Engagement Lead for Bolton Deaf Society, the secretary / club organiser of Astley Bridge park bowling club community volunteer group, and the Programme Manager of the Sapphire Partnership. There was also 1 response from a councillor [Horwich South and Blackrod].

2024: Bolton Council Leisure services review
Q25: Which one of the following best describes you / your family's interest in this consultation?

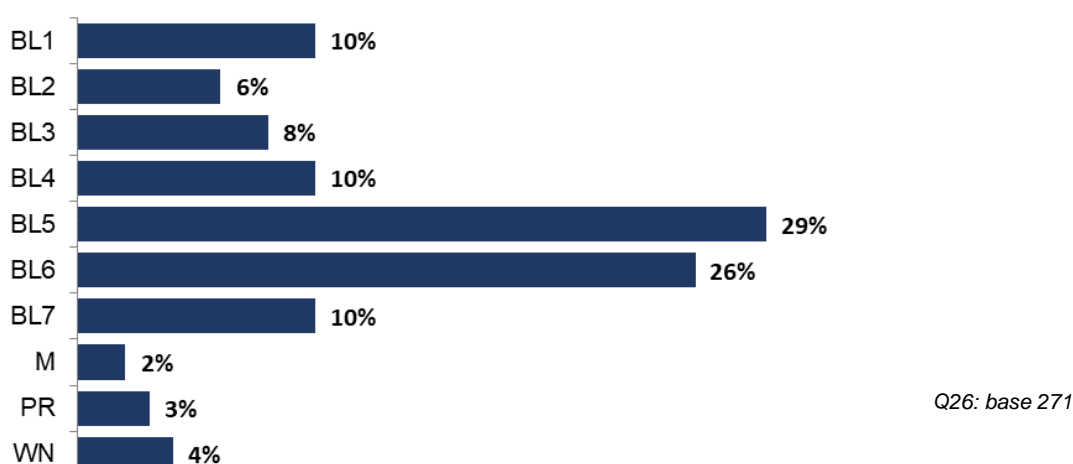


About you

Q26. Please give your full postcode

- BL5 and BL6 had the highest representation [29% and 26% respectively].
- In addition to the BL postcodes, respondents came from Manchester, Wigan and Preston postal areas. There was also 1 respondent from each of the following postcode areas: BB [Blackburn], OL [Oldham] SK [Stockport].

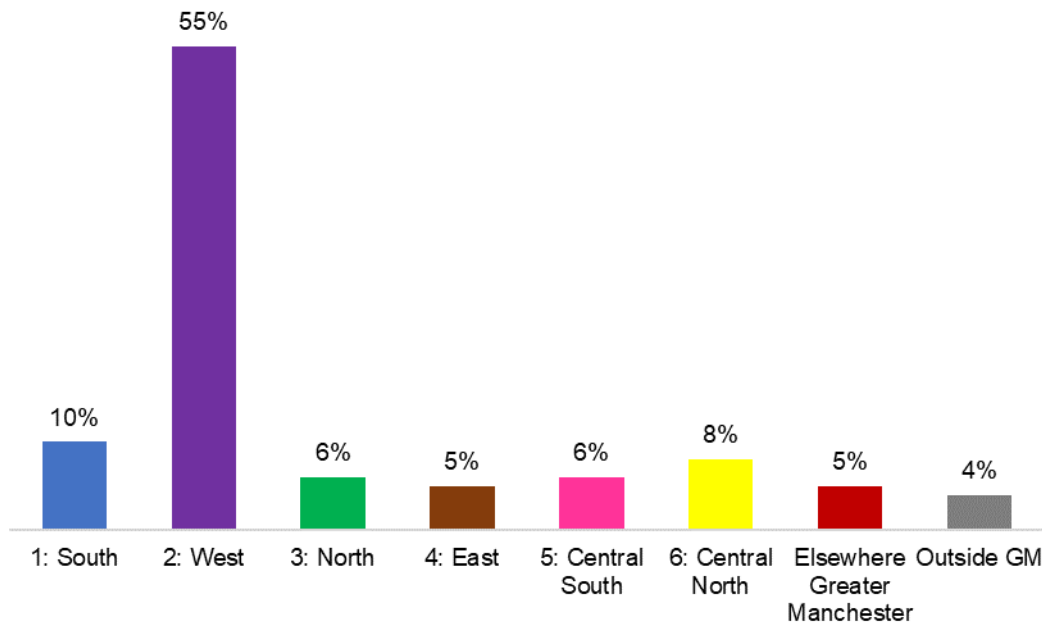
2024: Bolton Council Leisure services review
Q26: Postcode area



The following chart shows respondent postcodes split by neighbourhoods of Bolton borough, plus elsewhere in Greater Manchester and outside our region.

- Over half [55%] of respondents were from Area 2:West.
- The other neighbourhood areas had 10% or less respondents.

2024: Bolton Council Leisure services review
Q26: Postcodes by Bolton borough neighbourhood



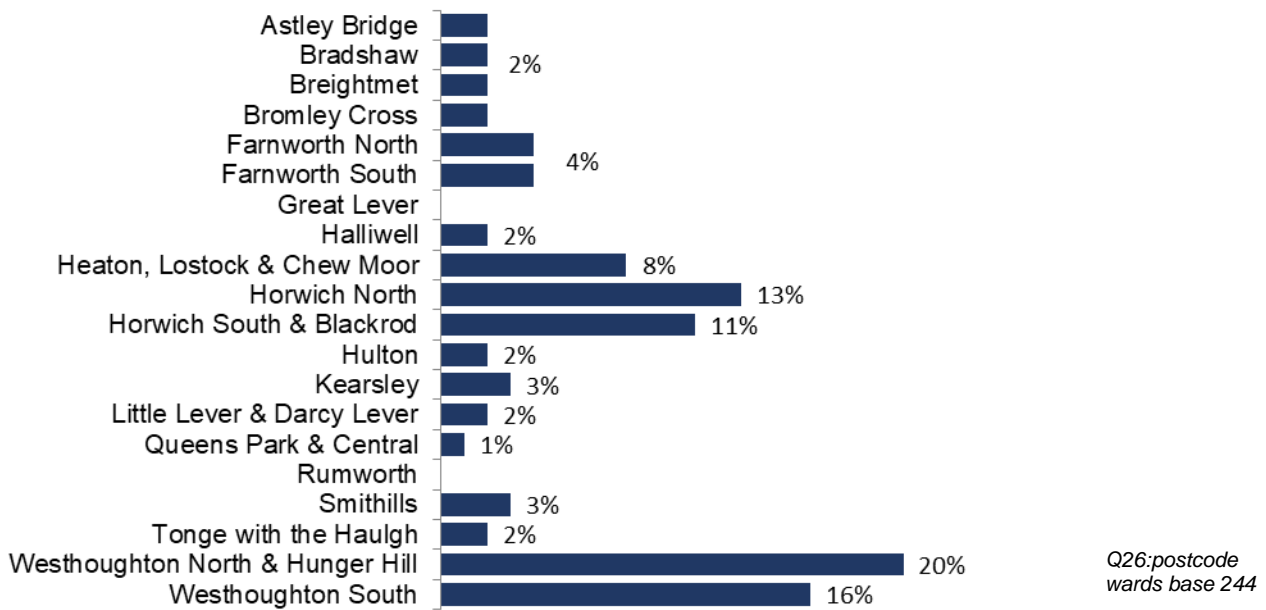
Q26:postcodes
neighbourhood base 271



Neighbourhoods are a local geography for integrated health and social care; all have a population of around 50,000 residents.

The following chart shows the ward breakdown for respondents from Bolton borough.

- Westhoughton North & Hunger Hill had the highest percentage of respondents at 20%, followed by Westhoughton South [16%], Horwich North [13%] and Horwich South & Blackrod [11%].
- Each of the remaining wards had less than 10% of respondents. Great Lever had only 1 respondent, and Rumworth had none.



Q27. Are you...?

- 61% of respondents were female and 39% male. No-one selected 'identify in another way'.



61%



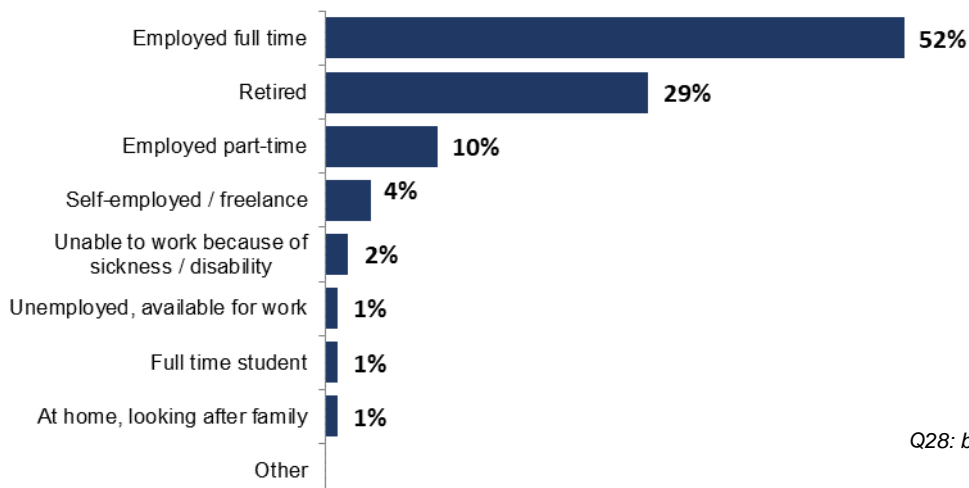
39%

Q27: base 285

Q28. Which most closely describes you?

- 66% of respondents were economically active; 52% working full time, 10% working part-time, 4% self-employed / freelance. 29% of respondents were retired and 1 'other' was semi-retired.

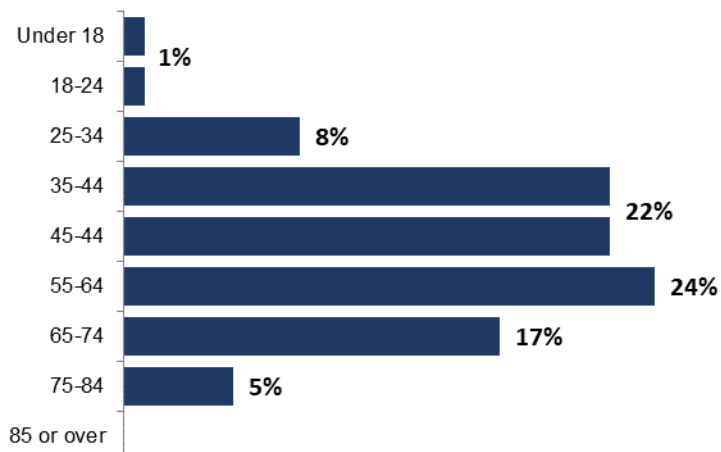
2024: Bolton Council Leisure services review
 Q27: Which most closely describes you?



Q29. Which age group are you in?

- 68% of respondents were aged 45 or over.
- The age ranges with the highest numbers of respondents were 55-64 [24%], 35-44 [22%] and 45-54 [22%].
- There was only 1 respondent aged 85 or older.

2024: Bolton Council Leisure services review
Q29: How old are you

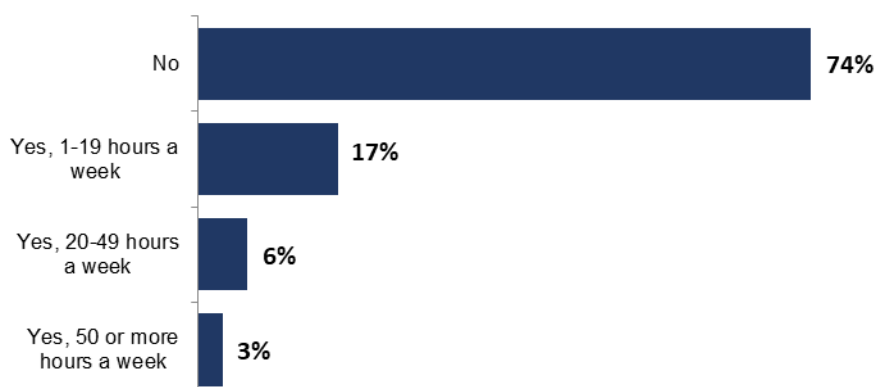


Q29: base 289

Q30. Do you look after, or give any help or support to family members, friends, neighbours or others who need help because they have a long-term physical or mental ill-health / disability, or have problems relating to old age?

- Three-quarters [74%] of respondents had no caring responsibilities.

2024: Bolton Council Leisure services review
Q30 Caring responsibilities



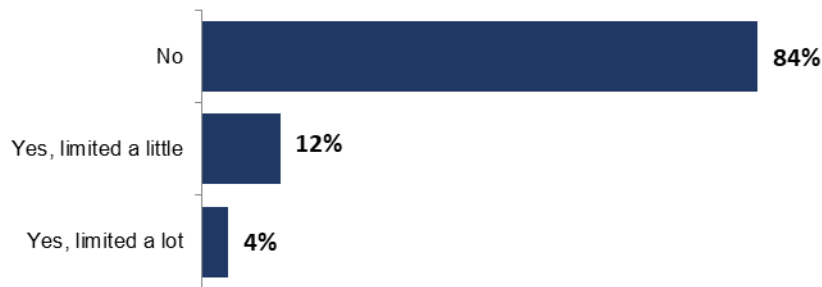
Q30: base 277

Q31. Are your day-to-day activities limited because of a long-term physical or mental health condition or illness?

- The majority [84%] of respondents didn't have a life-limiting illness or disability. [94%:83].

2024: Bolton Council Leisure services review

Q31 Are your day-to-day activities limited because of a long-term physical or mental health condition /illness



Q31: base 283

Q32. What is your ethnic group?

- 94% of respondents were White British.
- No respondents from a Black, Black British, Caribbean or African background.

2024: Bolton Council Leisure services review

Q32 What is your ethnic group?



Q32: base 282