

## **Satisfaction with Sport and Leisure**

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This is an annual customer survey used to gather net promoter score and customer feedback about services at the Council's leisure centres: the Healthy Living Centre (HLC) and Queen's Park Sports Centre (QPSC).

There were two versions of questionnaire available – one for each centre (HLC / QPSC) and, although membership covers both centres, respondents were asked to complete the appropriate questionnaire for the centre mainly used.

## How satisfied or dissatisfied are you with the service provided by the Healthy Living Centre?

Age	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Under 16 years</b>	0.0%	100.0%	0.0%	0.0%	0.0%
<b>16 to 17 years</b>	50.0%	25.0%	25.0%	0.0%	0.0%
<b>18 to 24 years</b>	27.8%	61.1%	11.1%	0.0%	0.0%
<b>25 to 34 years</b>	55.2%	41.4%	3.4%	0.0%	0.0%
<b>35 to 44 years</b>	25.9%	63.0%	7.4%	1.9%	1.9%
<b>45 to 54 years</b>	39.3%	44.6%	12.5%	3.6%	0.0%
<b>55 to 64 years</b>	51.6%	42.2%	3.1%	3.1%	0.0%
<b>65 to 74 years</b>	54.9%	43.1%	2.0%	0.0%	0.0%
<b>75 years and over</b>	55.6%	33.3%	11.1%	0.0%	0.0%
<b>Prefer not to say</b>	0.0%	0.0%	0.0%	0.0%	0.0%

Sex	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Male</b>	54.1%	32.7%	10.2%	3.1%	0.0%
<b>Female</b>	38.0%	55.6%	4.8%	1.1%	0.5%
<b>Prefer not to say</b>	50.0%	50.0%	0.0%	0.0%	0.0%

Disability	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>No</b>	42.2%	49.3%	7.1%	1.4%	0.0%
<b>Yes - mobility</b>	45.2%	41.9%	3.2%	6.5%	3.2%
<b>Yes - hearing</b>	50.0%	50.0%	0.0%	0.0%	0.0%
<b>Yes - vision</b>	33.3%	66.7%	0.0%	0.0%	0.0%
<b>Yes - learning disability</b>	33.3%	33.3%	33.3%	0.0%	0.0%
<b>Yes - mental health</b>	50.0%	42.9%	7.1%	0.0%	0.0%
<b>Yes - another</b>	45.5%	45.5%	9.1%	0.0%	0.0%
<b>Prefer not to say</b>	57.1%	42.9%	0.0%	0.0%	0.0%

Ethnicity	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>White British</b>	43.9%	47.5%	6.7%	1.6%	0.4%
<b>Other White background</b>	35.7%	57.1%	7.1%	0.0%	0.0%
<b>Black or Black British</b>	60.0%	40.0%	0.0%	0.0%	0.0%
<b>Asian or Asian British</b>	50.0%	50.0%	0.0%	0.0%	0.0%
<b>Mixed ethnic group</b>	50.0%	50.0%	0.0%	0.0%	0.0%
<b>Other ethnic group</b>	50.0%	50.0%	0.0%	0.0%	0.0%
<b>Prefer not to say</b>	0.0%	0.0%	0.0%	100.0%	0.0%

Sexual orientation	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Heterosexual / straight</b>	42.9%	49.4%	6.1%	1.1%	0.4%
<b>Bisexual</b>	42.9%	42.9%	0.0%	14.3%	0.0%
<b>Lesbian</b>	50.0%	50.0%	0.0%	0.0%	0.0%
<b>Gay Man</b>	66.7%	0.0%	33.3%	0.0%	0.0%
<b>Prefer not to say</b>	54.5%	27.3%	9.1%	9.1%	0.0%

Religion	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Buddhist</b>	50.0%	50.0%	0.0%	0.0%	0.0%
<b>Christian</b>	40.5%	50.4%	6.9%	2.3%	0.0%
<b>Hindu</b>	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Jewish</b>	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Muslim</b>	75.0%	25.0%	0.0%	0.0%	0.0%
<b>Sikh</b>	100.0%	0.0%	0.0%	0.0%	0.0%
<b>Other religion</b>	80.0%	20.0%	0.0%	0.0%	0.0%
<b>None</b>	43.1%	50.0%	4.6%	1.5%	0.8%
<b>Prefer not to say</b>	63.6%	18.2%	18.2%	0.0%	0.0%

## How satisfied or dissatisfied are you with the service provided by Queens Park Sports Centre?

Age	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Under 16 years</b>	50.0%	50.0%	0.0%	0.0%	0.0%
<b>16 to 17 years</b>	66.7%	33.3%	0.0%	0.0%	0.0%
<b>18 to 24 years</b>	36.4%	63.6%	0.0%	0.0%	0.0%
<b>25 to 34 years</b>	35.9%	54.7%	6.3%	3.1%	0.0%
<b>35 to 44 years</b>	28.6%	54.9%	12.1%	4.4%	0.0%
<b>45 to 54 years</b>	27.7%	61.4%	8.4%	2.4%	0.0%
<b>55 to 64 years</b>	43.2%	48.6%	6.3%	0.9%	0.9%
<b>65 to 74 years</b>	57.5%	35.6%	5.5%	1.4%	0.0%
<b>75 years and over</b>	48.1%	48.1%	0.0%	3.7%	0.0%
<b>Prefer not to say</b>	0.0%	0.0%	0.0%	0.0%	100.0%

Sex	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Male</b>	41.7%	50.0%	5.0%	2.5%	0.8%
<b>Female</b>	38.4%	51.5%	7.8%	2.3%	0.0%
<b>Prefer not to say</b>	50.0%	0.0%	0.0%	0.0%	50.0%

Disability	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>No</b>	39.0%	52.2%	6.3%	2.3%	0.3%
<b>Yes - mobility</b>	43.3%	36.7%	13.3%	6.7%	0.0%
<b>Yes - hearing</b>	22.2%	66.7%	11.1%	0.0%	0.0%
<b>Yes - vision</b>	60.0%	40.0%	0.0%	0.0%	0.0%
<b>Yes - learning disability</b>	40.0%	40.0%	0.0%	20.0%	0.0%
<b>Yes - mental health</b>	59.1%	22.7%	9.1%	9.1%	0.0%
<b>Yes - another</b>	37.5%	37.5%	12.5%	6.3%	6.3%
<b>Prefer not to say</b>	15.4%	61.5%	15.4%	7.7%	0.0%

Ethnicity	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>White British</b>	39.4%	51.6%	6.0%	2.5%	0.5%
<b>Other White background</b>	37.5%	37.5%	25.0%	0.0%	0.0%
<b>Black or Black British</b>	50.0%	0.0%	50.0%	0.0%	0.0%
<b>Asian or Asian British</b>	40.0%	60.0%	0.0%	0.0%	0.0%
<b>Mixed ethnic group</b>	50.0%	50.0%	0.0%	0.0%	0.0%
<b>Other ethnic group</b>	0.0%	100.0%	0.0%	0.0%	0.0%
<b>Prefer not to say</b>	25.0%	25.0%	50.0%	0.0%	0.0%

Sexual orientation	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Heterosexual / straight</b>	39.5%	51.1%	6.6%	2.4%	0.5%
<b>Bisexual</b>	44.4%	44.4%	11.1%	0.0%	0.0%
<b>Lesbian</b>	25.0%	50.0%	12.5%	12.5%	0.0%
<b>Gay Man</b>	100.0%	0.0%	0.0%	0.0%	0.0%
<b>Prefer not to say</b>	38.1%	47.6%	14.3%	0.0%	0.0%

Religion	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<b>Buddhist</b>	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Christian</b>	39.2%	51.6%	6.5%	2.3%	0.5%
<b>Hindu</b>	66.7%	33.3%	0.0%	0.0%	0.0%
<b>Jewish</b>	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Muslim</b>	0.0%	0.0%	0.0%	0.0%	0.0%

<b>Sikh</b>	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Other religion</b>	71.4%	28.6%	0.0%	0.0%	0.0%
<b>None</b>	38.4%	51.4%	7.4%	2.3%	0.5%
<b>Prefer not to say</b>	33.3%	50.0%	12.5%	4.2%	0.0%