

Bowls Hall vs Play Park Consultation at Rainbow Leisure Centre

1.0 Introduction

1.1 Further to concerns over the decrease in annual visits to the bowls hall at Rainbow Leisure centre, GLL decided to carry out a series of surveys over the course of 1 month to ensure that the proposals for a new children's play park are in the best interests of all users of the centre. These surveys were split into 3 methods, these were:

- Face to face meeting with the Bowls Clubs
- Online survey to all users that has opted into the GDPR
- Questionnaire table set out in Reception at Rainbow with post box

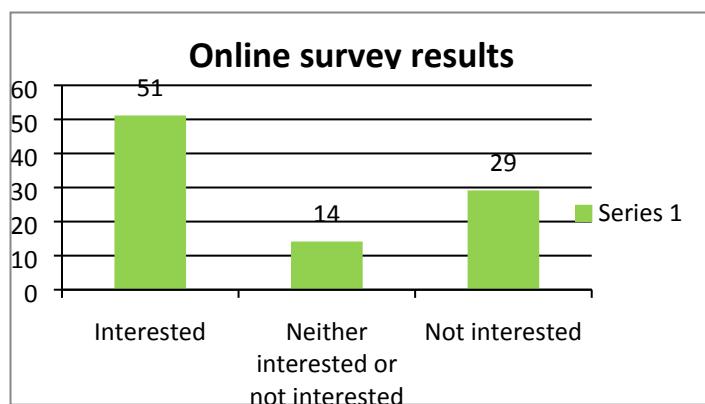
The consultation period was spread over of the course of 1 month (from 9.4.19 to 9.5.19)

2.0 Face to Face meeting with all Bowls Clubs

2.1 GLL arranged a meeting with bowls players on Tuesday 9th April where all 13 bowls clubs were represented (see register and list of clubs in Appendix 1&2). At this meeting, GLL presented the reasons why the current bowls area is under review, by illustrating the decrease in clubs and the fall in participation over a 4 year period. An alternative space was introduced with any concerns being addressed. The decision to move Bowls to the sports hall was not popular amongst most of the bowlers, but there were 23% of the audience who completed questionnaires that supported our proposals (see photo of the Bowls Hall consultation in Appendix 3)

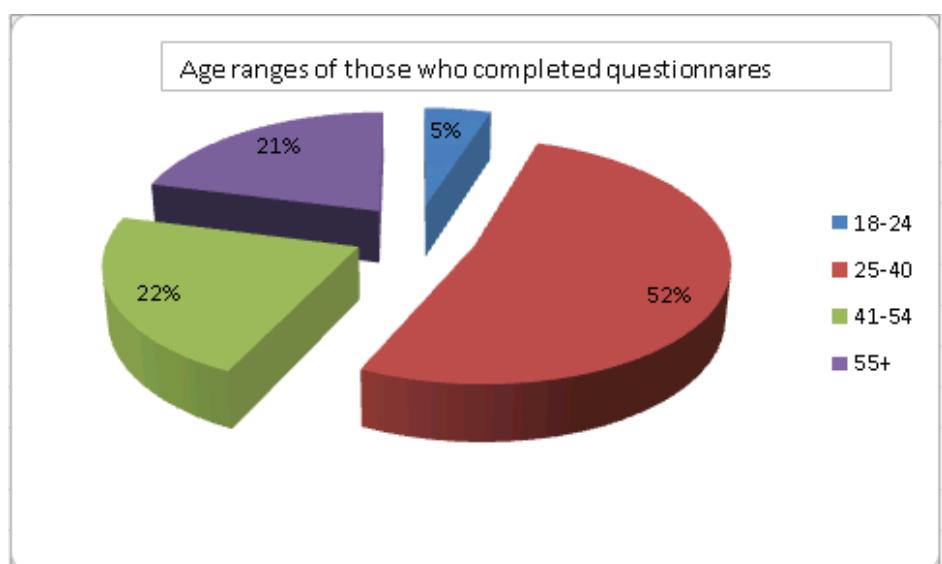
3.0 Online Survey

3.1 GLL's marketing department sent out a total of 1,555 emails to members that has opted in to GDPR regulations (see example email in Appendix 4 and delivery report in Appendix 5). From this mass email 6% of people returned their views which is below the expected 20% we benchmark. It is worth noting that the question on the survey is very much different to the one posed on the questionnaire in the leisure centre. The online survey asks "are you interested", "neither interested or not interested" and "not interested" in a Play park at Rainbow leisure Centre. Here are the results:

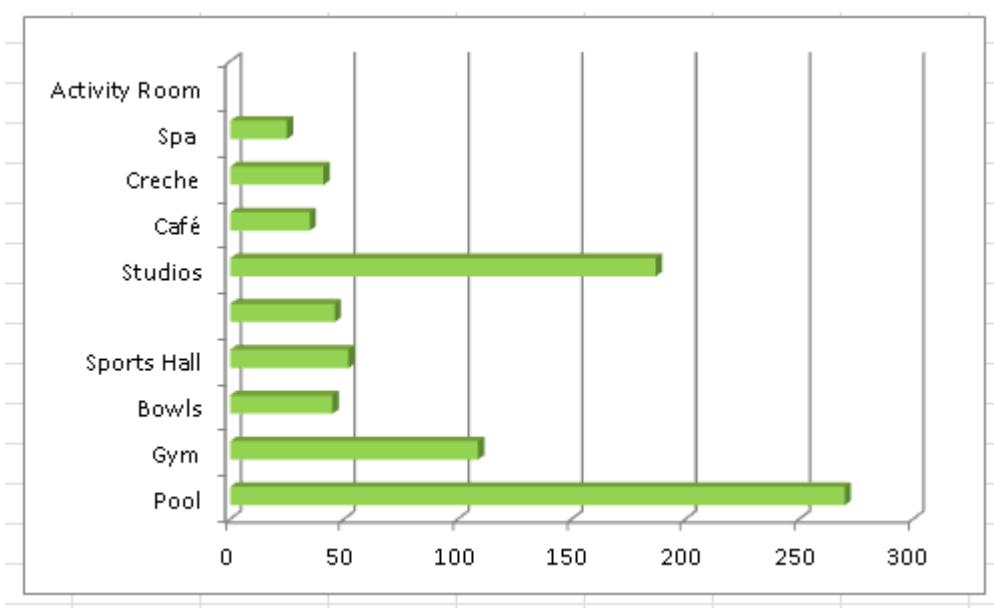


4.0 Questionnaire at the Centre

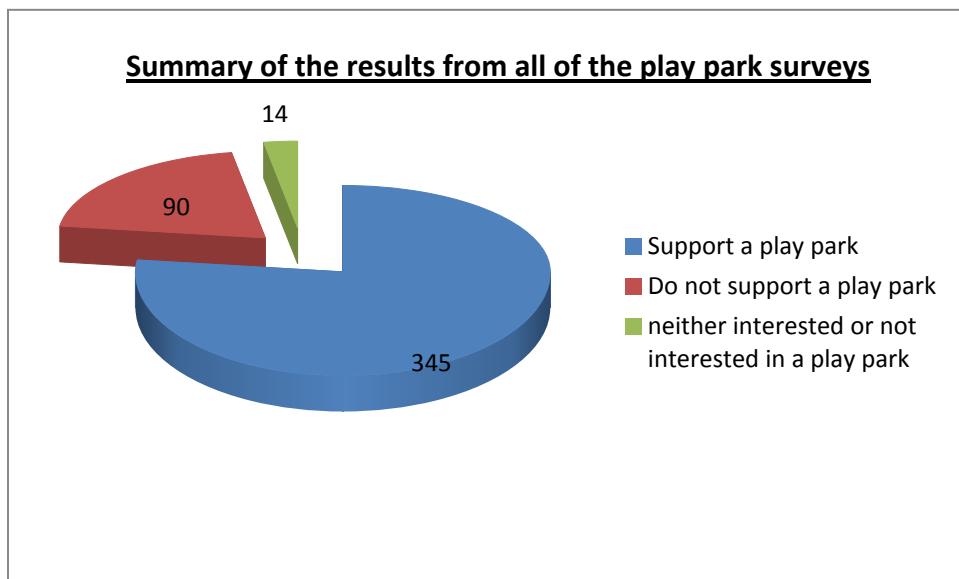
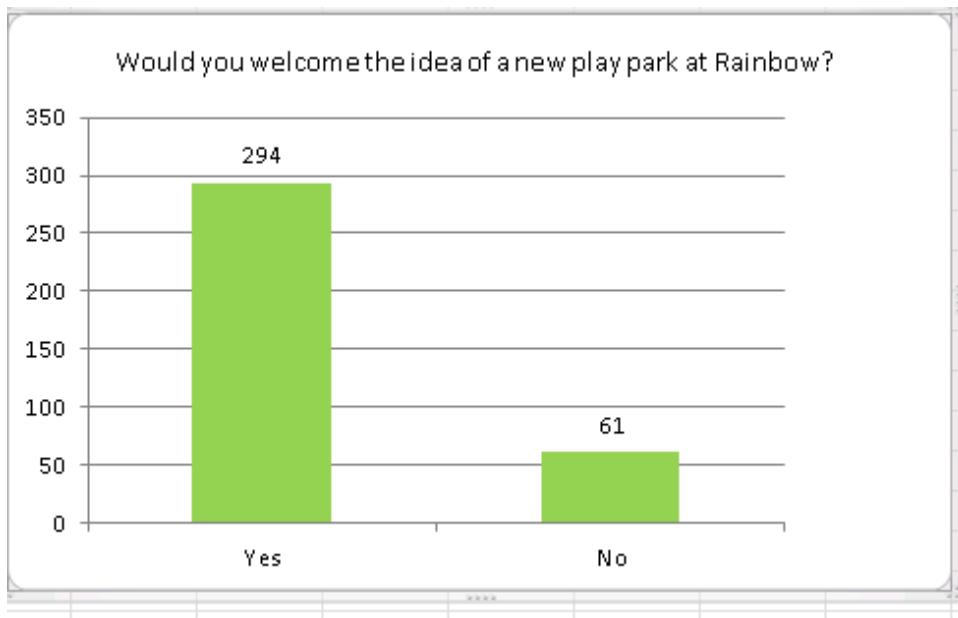
- 4.1 This method received the biggest response with 355 questionnaires completed. The questionnaire table was set up between 9th April to 10th May (see questionnaire table in Appendix 6). Which allowed plenty of time for all customers to feedback to GLL on either their support or opposition to the Play Park proposals. All Questionnaires that were completed by the Bowls Clubs after the meeting on 9th April were included in the results below. (also see a summary of all results in Appendix 7)
- 4.2 Age ranges of those who completed a questionnaire



- 4.3 Facilities used by those who completed a questionnaire



4.4 Those in favour of a Play Park at Rainbow Leisure Centre



5.0 Summary

- 5.1 This is one of the largest consultation exercises we have carried out at Rainbow Leisure Centre. In all, 449 people have been consulted, split between 3 methods of feedback. GLL would like to conclude that with the statistics used with the introduction of a Play Park at Sutton Sports Village and the overwhelming response in favour of a new Play facility at Rainbow Leisure Centre, that this new provision is in the best interest of Rainbow Leisure Centre and the Epsom and Ewell Community.

6.0 Appendices

Appendix 1 – Bowls Club Consultation

Name	Club	Sign
Nick Cooper	Hunters	
Sandy Cooper	Hunters	
Sylvia Smart	"	
Rose Price	"	
Richard Price	"	
Diana Newman	Austin	
David Leamer	Austin	
David PORTER	Cream Bowls	
Chris Matthews	Puffins	
Pete Lye	Puffins	
George Lye	"	
John H.S.	Banstead Neville	
Bin, Bill	"	
HOWARD ELLIOTT	HUNTERS / EPSON	
MATTHEW ECCLES	" "	
Jean MARSHALL	BANSTEAD NEVILLE	
JIM MARSHALL	EPSON + HUNTERS	
FRANK CHERSY	EPSOM PARK	
ROGER PASCOE	"	
Frances Suttonwood	EPSOM Hunters	
Sandra Flavney	" Hunters	
Dave Forbes	Epsom Court	
Penelope Thorne	Epson Park	
Andrea JONES	Epsom Bowls (Nopel)	
Margaret Hibberd	F WELLS VILLAGE	
(S)Gowton	F WELLS VILLAGE Bowls Club	
Bar Whittaker	Puffins	
Alan Dorke	Epson Park	
Alfie Ridd	EPSOM	
Sunley Percy	Epsom Park	
GEORGE WINSON	KINGSWOOD	
Val Fletcher	Epsom Friendly BC	
Yvonne Mahon	Epson Bowls Club	
Eunice BURR	CARSHALTON	
PAT BRENNAN	BEECHES	
Brian Gee	Motspur Park	
Ellen Swain	Epsom Court	
GORDON NEWMAN	KARTWORLD BOWLS	
JOYCE NEWMAN	"	
Maggie Smith	BEECHES	
David Smith	"	

Redacted

42.

DD

Appendix 2 – Clubs that attended the consultation

Name of club	Confirmed	Number attending
David Leamer	Confirmed	2
Carshalton Beeches	Confirmed	2
Friendly Bowling club	Confirmed	4
Cheam bowlers	Confirmed	2
Epsom Park	Confirmed	6
Lower Kingswood	Confirmed	2
Epsom Court	Confirmed	2
Motspur Park	Confirmed	1
Neville Bowls	Confirmed	1
Banstead Bowls	Confirmed	3
Ewell Village	Confirmed	1
Southborough	Confirmed	2
Hunters bowls A	Confirmed	10
Puffin Disability club	Confirmed	4
Total		42

Appendix 3 - Bowls Club consultation on Tuesday 9th April



Appendix 4 - Example of online survey

Important member consultation [View in browser](#)

Right-click here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from [http://www.better.org.uk](#)

Have your say on the proposed new soft play facility at Rainbow Leisure Centre

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Dear Parent / Guardian,



Rainbow Leisure Centre & Spa is currently undertaking a consultation process with regards to adding an indoor soft play facility within the centre, for children up to 8 years old.

The proposed soft play will consist of slides, trampolines, climbing features and a sensory area, all provided in a state of the art permanent built structure located within the current bowls hall. Full details and drawings of the proposed plans are displayed in the centre reception.

To ensure we make an informed decision about the new plan and proposed location within the building, we would like to invite our customers to have their say by completing the short questionnaire below, before **5pm Friday 26th April 2019**.



COMPLETE THE QUESTIONNAIRE



Thank you for taking the time to give your feedback.

Best Wishes,

Darren Pope
General Manager
Better, Rainbow Leisure Centre & Spa



Appendix 5 – Delivery report from the online survey

<input type="checkbox"/> Last date sent	ID	Campaign	Last modified by	Total sends	Delivered
<input type="checkbox"/> 15 Apr 2019 14:41	10474682	Rainbow Leisure Centre New Soft Play Proposal Survey April 2019 - parents & guardian	FS	552	541
<input type="checkbox"/> 15 Apr 2019 14:19	10439929	Rainbow Leisure Centre New Soft Play Proposal Survey April 2019	FS	1,031	1,014

Appendix 6 – Questionnaire Table in the Leisure Centre



Bowls / Play Park - Customer Questionnaire				
Age Category				
18-24	25-40	41-54	55+	
17	184	78	76	
Frequency of visits				
3+ per week	1-2 per week	1+ per month	Less than once a month	
66	223	33	33	
Facilities used in centre				
Pool	Gym	Bowls	Sports Hall	Studios
270	109	45	52	46
Café	Creche	Spa	Activity Room	
187	35	41	25	
Would you welcome this facility?				
Yes			No	
294			61	
No reason given			Good idea/ great facility	
72			150	
Lack of local soft play			Bowls is valuable facility	
83			50	
Concern				
Age range	Car park	Price	Opening times	Other
9	10	3	1	2
55- age range agreeable				
23				

Appendix 8 – Bowls usage figures compared to Sutton Play Park usage figures

