



# Consultation on Streatham Ice and Leisure Centre

## **Key points from the consultation:**

During September and October 2014, the council worked with GLL<sup>1</sup> to consult service users and residents about Streatham Ice and Leisure centre. We used a mix of methods to ask people how satisfied they were with various aspects of the service, including the facilities, classes/ activities and what people would most like to see improved at the centre. We also asked people if they would like to be further involved in developing future services at the centre. We received 678 responses.

Service users were most satisfied with the gym, the main swimming pool and the sports hall. When we asked about classes and activities, the group cycle and sports hall sessions, and general swimming received the highest ratings.

While people were generally happy with the centre and commented that residents felt lucky to have such a new facility in Streatham, there were a number of issues raised including:

- cleaning and maintenance issues, particularly in the swimming pool changing room
- customer service issues, mainly in relation to queue management but also some issues to do with reception
- management of children's swimming
- issues relating to the ice rink, particularly maintenance issues, but also programming, and the need for ice marshals. Catering arrangements on ice hockey match days was also identified as an area for improvement.

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<sup>1</sup> Greenwich Leisure Limited – the company commissioned by the council to provide leisure services – also known as “Better”

- the request for greater involvement of clubs and groups using the centre in issues affecting them.

**Report of consultation findings:**

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# 1. Introduction

- 1.1 The council worked with Greenwich Leisure Limited (GLL) - the organisation contracted by the council to manage Streatham Ice and Leisure Centre to consult users, residents and other stakeholders about future services at the centre.
- 1.2 Consultation on Streatham Ice and Leisure Centre was carried out between **3 September** and **17 October 2014**.
- 1.3 We consulted widely using a mix of methods, to include service users, residents, staff and other stakeholders including relevant groups/forums, organisations, clubs and businesses.
- 1.4 We received a total of **687 responses** during this period.
- 1.5 This report provides details of how we conducted the consultation, followed by a summary of the feedback we received, including user satisfaction statistical data, and comments on the services. It also includes suggestions on how Streatham Ice and Leisure Centre could be improved, plus some information about whether and how people would like to be involved in future developments at the centre.

## **Why we conducted the consultation**

- 1.6 This exercise was the second in a series (after the Brixton Recreation Centre consultation) of planned “Healthier for Longer” consultation exercises to understand what local residents like about the borough’s leisure facilities, and how they might be improved. Following on from this consultation, the council plans to work with relevant partner organisations and groups to consult on Ferndale Community Sports and Flaxman Sports Centres, and West Norwood Leisure Centre.

- 1.7 The consultation findings will also inform the borough's Sports Strategy and Lambeth's Community Plan.

## 2. Method - how we conducted the consultation

### 2.1 Aims and objectives

The consultation aimed to gather feedback, comments and suggestions on the following:

- a. In what capacity people use Streatham Ice and Leisure Centre
- b. How frequently people visit the centre
- c. Satisfaction with the following aspects of the centre:
  - o the **range** of classes and activities
  - o the **availability and times** of classes
  - o the **cost** of activities, classes and facilities
  - o **accessibility** around the building for people with disabilities
  - o how welcoming the **reception** area is
  - o how **queues** are managed in the reception area
  - o the usefulness of the **kiosks** in reception
  - o how **helpful** the **staff** are
  - o how **welcoming** the **environment** around the building is
  - o **maintenance** of the building and equipment
  - o **entrances and walkways** into the centre
  - o how **easy** it is to **book** sessions or classes
  - o **information** about the centre
  - o how **clean** facilities are.
- d. Satisfaction with **equipment and spaces** at the centre (used in the last six months)
  - o Ice rink
  - o Main swimming pool
  - o Teaching pool
  - o Group exercise studio
  - o Sports hall
  - o Changing rooms

- Gym
- Group cycle studio
- Café
- Buggy park
- Car park

e. **Satisfaction with activities and classes** attended in the last six months

- Public skating / ice disco
- Learn to skate courses
- Children's parties
- General swimming
- Swimming lessons
- Group classes – Yoga, Pilates etc.
- Group cycle classes
- Sports hall sessions
- Toddlers world
- Club classes for people aged over 55 years
- Football courses for juniors

f. Suggestions for additional classes or activities (open comments).

g. What people think is good at the centre and what could be improved (open comments).

h. Comments and suggestions about junior activities, including baby/toddler sessions, crèche facilities etc. (open comments).

j. Interest in being part of future discussions around the plans for the centre.

k. How people would like to be involved in how the centre is managed.

## 2.2 Methodology

2.2.1 We used a mix of methods to obtain comments and feedback from users of the centre and other identified stakeholder groups.

2.2.2 We used a **self-completion questionnaire** to gather descriptive tick box information, and written comments and suggestions:

- Standard A5 questionnaire for adults (online and paper)
- Standard A5 questionnaire for children and young people (paper only)

### **2.2.3 Public consultation meeting:**

We held a service user and stakeholder meeting on Thursday 2 October 2014 from 7.00 to 8.30pm at Streatham Ice and Leisure Centre. The meeting was chaired by Lambeth Council's Lead Commissioner and included representation from GLL, ward councillors, customers of the centre, and other stakeholders.

The meeting was used to discuss what changes and improvements are most needed at the centre. There were opportunities for questions and answers throughout the meeting. We provided a note taker and it was recorded (with consent). Twenty-five people attended.

### **2.2.4 Qualitative feedback**

Throughout the consultation period, we conducted a mix of informal discussion groups, and face to face interviews for more detailed, qualitative feedback and comments.

We spoke to the following groups:

- **Service users over 55 years** (face to face interviews) - 8 people. This included service users attending Body Conditioning classes and social activities for over 55s which take place every Friday morning at the centre
- **Ice rink service users – young people** (face to face interviews) - 8 people. Members of ice hockey team Streatham Redskins
- **Young people (under 14s) – clubs using the centre** (face to face interviews) – 14 people. This included members of Scariofunk Dance Group and the London FA Football Club (ages 12-14).

- **People with learning disabilities – less complex needs** (discussion group) – 3 people. This included members of People’s Rights Group at Lambeth Mencap, West Norwood (mix of users and non-users)
- **Young people - 14 years to 21 years** (discussion group) - 10 people. This included members of Streatham Youth Action Trust (mix of users and non-users)
- **Mothers of young children from a range of minority ethnic backgrounds** (2 x discussion groups) – 19 people. This included women of Somali, Polish and Turkish origin and other ethnic backgrounds. We attended Streatham based Women’s Sewing Group (mix of users and non-users)
- **Mothers of nursery age children** (face to face interviews) – 4 people. This included a regular group who meet at Streatham Rookery (mix of users and non-users)
- **Non-users of Streatham Ice and Leisure Centre** (on street interviews) - 11 people.

2.2.5 As with all consultations, we also provided a range of standard feedback channels for people to use for written open comments, verbal feedback or queries. These included:

- sending an **email** to [acs-consultation@lambeth.gov.uk](mailto:acs-consultation@lambeth.gov.uk)
- calling **Freephone** 0800 013 1497 to give comments over the telephone or request assistance to complete the consultation feedback form
- sending a letter or comments using the ACS consultation **Freepost address** provided.

### 3. Telling people about the consultation

- 3.1 **Emails to users:** We emailed users of the centre, including a link to the council's website with access to all further information about the consultation, including the date of the service user and stakeholder meeting and online questionnaire.
- 3.2 **Consultation stand:** We set up a consultation stand at the centre close to the reception area with questionnaires available at all times, pens and also a drop box for completed questionnaires.
- 3.3 **Freepost address/envelopes:** People could also take their questionnaire away with them, and post it back to us using the Freepost address provided or a pre-paid envelope.
- 3.4 **Visits to centre to encourage participation:** Council staff spent some time in the centre, to raise awareness of the consultation, speak to people, answer queries and conduct brief and informal interviews with users.

#### Councillors and staff

- 3.5 **Councillors:** we informed all councillors about the consultation.
- 3.6 We included information about the consultation in the council staff publication "**The Bulletin.**"
- 3.7 An email was sent to all **GLL staff** on our behalf to ask them to take part in the consultation and give us their views.

## Publicity to residents about the consultation

- 3.8 **Articles in local media:** We included features in Lambeth Talk (1 October 2014), Lambeth Weekender (19 September 2014)<sup>2</sup>, directing people to the council's website or telephone number. Lambeth Talk is distributed to all households in the borough.
- 3.9 **Social media:** We publicised the consultation using the council's Twitter feeds<sup>3</sup>, blogs such as the Love Lambeth Blog, Streatham Guardian online, Mumsnet (Streatham) and social media sites such as Facebook, which also publicised the public consultation meeting date.
- 3.10 **Distribution of documents to local pickup points and centres:** We distributed batches of the questionnaire and some A3 posters to Streatham Library and the customer service centre in Streatham (Gracefield Gardens).

## Children and Young People

- 3.11 We contacted all schools that use the centre's swimming pool facilities, and sent them copies of paper questionnaires (children's version) via the schools' administrative office staff.

## Groups, organisations and other stakeholders

- 3.12 We emailed information about the consultation to relevant local organisations and groups, using council lists and the assistance of local partner organisations to cascade information as widely as possible. These included:
- relevant sports and leisure contacts including clubs, fitness trainers and hirers of sports facilities, including assistance from GLL to cascade to relevant contacts
  - local Friends groups (for example, Friends of Lambeth's Parks and Open Spaces)

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<sup>2</sup> 40 000 circulation

<sup>3</sup> 11,600 followers

- the council's GIFTs database (over 900 organisations) including a wide range of local voluntary and community sector organisations, BME groups, local businesses, and faith and religious organisations
- health partners – who cascaded to their contacts using regular circulars and website updates
- disability organisations – with assistance from Mencap and the Carers Hub who posted information on their website and cascaded information to relevant forums
- Local Area Forums and groups
- Cultural and arts organisations and organisations on the council's events database.

#### **4. Other formats, community languages and access**

4.1 We made the questionnaire available in online and paper formats.

4.2 We advertised a Freephone telephone number (0800 013 1497) to offer further information, and take down feedback over the telephone where assistance was requested.

## 5. Breakdown of consultation responses received

### 5.1 Survey responses:

Standard questionnaire - includes online and postal	503
Children's questionnaire	78
<b>Total survey responses:</b>	<b>581</b>

### 5.2 Qualitative methods:

<b>Service users:</b>	
Over 55s	8
Children/ young people attending clubs (Under 14 years)	14
Ice rink users – young people	8
<b>Service users and non-users:</b>	
People with learning disabilities	3
Young people - adolescents	10
Mothers with school age children (Some Polish, Turkish and Somali)	23
<b>Non users:</b>	
Non users: on street	11
<b>Total qualitative responses:</b>	<b>77</b>

<b>Other evidence:</b>	
Service user and stakeholder meeting	25
Emailed feedback	4

**Total survey responses = 687**

# What we found

## 6. Key survey findings

Most people who took part in the survey were generally positive about the year old centre. For example, we received 70% or above satisfaction ratings for half of all the activities/ classes and facilities listed at the centre, although ratings for universal services (Question 4) were less positive with five of the areas scoring under 50%.<sup>4</sup> However we received a number of very positive comments – some of which are included below.

### 6.1 What aspects of Streatham Ice and Leisure Centre are people most satisfied with?

Survey respondents tended to be most satisfied with the building and wider environment of the centre, such as the entrance, how welcoming the building is and accessibility. The areas receiving the highest satisfaction ratings were:

1 <sup>st</sup>	Entrances and walkways into the centre	= 81% satisfied
2 <sup>nd</sup>	How welcoming the environment around the building is	= 70% satisfied
2 <sup>nd</sup>	Accessibility around the building for people with disabilities	= 68% satisfied

### 6.2 What aspects of the centre are people least satisfied with?

Aspects of the centre scoring poorly included management of the reception area (queues management and kiosks), although this did not include how helpful staff are, which scored better.

Other issues doing less well included programming of classes, how easy it is to book sessions and information about the centre.

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<sup>4</sup> Ratings for universal services (Question 4) were less positive with five of the twelve areas listed scoring under 50% but overall they were generally positive.

The areas receiving the lowest satisfaction ratings were:

1 <sup>st</sup> (lowest)	How queues are managed	= 37% satisfied
2 <sup>nd</sup>	The usefulness of kiosks	= 41% satisfied
3 <sup>rd</sup>	<ul style="list-style-type: none"> <li>• The availability and times of classes</li> <li>• How easy it is to book sessions</li> <li>• Information about the centre</li> </ul>	= 47% satisfied (= 3 <sup>rd</sup> place) = 47% (= 3 <sup>rd</sup> place) = 47% (= 3 <sup>rd</sup> place)

### 6.3 Facilities at Streatham Ice and Leisure Centre

Well used facilities such as the gym, swimming pool and sports hall tended to score the highest. The areas receiving the highest satisfaction ratings were:

1 <sup>st</sup>	The gym	= 83% satisfied
2 <sup>nd</sup>	Main swimming pool	= 82% satisfied
3 <sup>rd</sup>	Sports Hall	= 77% satisfied

The café, changing rooms and ice rink were amongst those facilities that people were least satisfied with. Less used facilities such as the buggy park, the car park and the teaching pool also scored poorly.

The areas receiving the lowest satisfaction ratings were:

1 <sup>st</sup>	Café Car park	= 55% satisfied (1 <sup>st</sup> place) = 55% satisfied (1 <sup>st</sup> place)
2 <sup>nd</sup>	Changing rooms	= 64% satisfied
3 <sup>rd</sup>	Ice rink Teaching pool Buggy park	= 67% satisfied (3 <sup>rd</sup> place) = 67% satisfied (3 <sup>rd</sup> place) = 67% satisfied (3 <sup>rd</sup> place)

## 6.4 Activities and classes at Streatham Ice and Leisure Centre

### Popular activities and classes:

Of all the activities and classes available at Streatham, Group cycle scored the highest, followed closely by sports hall sessions and general swimming.

Group classes such as Yoga and Pilates scored lowest, with under half (47%) of respondents saying that they were satisfied with these classes. We did not receive specific comments around why this may be the case.

Please note, we excluded Club classes for Over 55s, Football courses for juniors, and Children’s parties because of the low number of responses received for these options (less than 50) making the satisfaction ratings statistically unreliable.<sup>5</sup>

Satisfaction ratings for activities and classes were as follows:

1 <sup>st</sup>	Group cycle	81%
2 <sup>nd</sup>	Sports hall sessions	79%
3 <sup>rd</sup>	General swimming	78%
4 <sup>th</sup>	Toddlers’ world	73%
5 <sup>th</sup>	Public skating/ ice disco	70%
6 <sup>th</sup>	Learn to skate	62%
7 <sup>th</sup>	Group classes such as Yoga, Pilates	47%

## 6.5 Areas for improvement

Whilst many people are happy with the centre the survey found that there were four top areas for improvement.

Right at the top is cleanliness particularly in the swimming pool changing rooms.

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<sup>5</sup> Club classes for Over 55s (60% based on 35 responses\*), Children’s parties (40% based on 47\* responses) and Football courses for juniors (39% based on 18 responses\*\*).

The second area for improvement is the customer service mainly at the front desk, and the third is what people perceive as disorganized management of the swimming pools, for example, the way children's swim sessions are run.

There were also a number of issues with the ice rink, for example, how the ice rink is being maintained.

## 7. What people like most about the centre

Despite the various issues that people highlighted in the consultation, it should be noted that people were generally very satisfied with the centre, with a number of aspects of the centre receiving over 80% satisfaction ratings. Positive comments can be split into four main themes:

- People commented that they loved having an upgraded centre in the area, and that it was a **“great resource for the local community.”**
- We also received a good number of comments on the building itself, which people described as **“bright”, “spacious” and “well-designed”**. However there was a concern that that the “nice, new centre” could be lost if facilities were not better maintained.
- Another positive area which people commented on was having **good instructors at the centre** – particularly for the group exercise classes, in the gym and service users also commented on the good ice skating coaching staff. We received a number of comments about the centre having good staff in general.
- And finally – people also commented on the centre having **“great facilities”**. These included the ice rink and the swimming pools - although there were also concerns about maintenance issues in the ice rink and these are outlined later on in the report.

### **7.1 Great facility in Streatham - the centre is a great local asset**

***“It’s a great resource for the community.” (survey comment)***

***“It is great to have a new local leisure centre and especially the swimming pool ... “(survey comment)***

***“I think the new upgraded centre is a great benefit to the area. It is a well laid out and spacious and so far well maintained.” (survey comment)***

***“I love it! I feel immensely fortunate to have such a splendid facility so close to home.” (survey comment)***

***“I love having a brand new leisure centre. I love the new facilities.” (survey comment)***

***“Happy with the centre and it is definitely a good addition to Streatham. The place seems to be run well.” (survey comment)***

***“I think the centre is a great asset to the area and I hope you are able to maintain a wide range of courses and activities for locals.” (survey comment)***

### **7.2 Well-designed building and new facilities**

***“Good space in reception. The entrance area is fairly welcoming.” (survey comment)***

***“The building and facilities are excellent.” (survey comment)***

***“Clean and spacious.” (survey comment)***

***“Centre well looked after, clean, excellent changing facilities.” (survey comment)***

***“Facilities and building are great.” (survey comment)***

***“I like the decor and everything is clearly signposted.” (survey comment)***

***“Love the spaces and general environment.” (survey comment)***

***“Lovely spaces clean, friendly, modern.” (survey comment)***

People commented on the great facility but were concerned they could lose it if not better maintained.

***“I like the size of it; it has a great range of sport activities. The maintenance needs to improve....”(survey comment)***

***“I am really enjoying being a member here. At the moment it's nice as it's a new centre. However I am a little concerned that it won't stay nice. ...”(survey comment)***

### **7.3 Good instructors and friendly staff in general**

The next most common area people raised when commenting on the centres good points was having some very good instructors, and many also commented on having good staff in general.

You will see later on in the report that concerns were also raised about queue management in the reception area, and some people did comment about poor customer service.

Group exercise instructors, ice skating coaches, swimming staff and gym staff received particularly good comments.

### **7.3.1 Group exercise**

***“The group exercise teachers are excellent.” (survey comment)***

***“[NAME] is an excellent Pilates teacher - can we have her more often please.”  
(survey comment)***

***“I love the classes I attend; I would like [NAME] to have more classes in  
Streatham as he is an excellent instructor.” (survey comment)***

***“The class instructors are generally all great - professional and enthusiastic.”  
“I do now go to [NAME]’s Box fit class which are excellent.” (survey comment)***

***“Love [NAME] classes - great energy and thorough workout - more like this  
please.” (survey comment)***

***“The group exercise instructors are excellent especially [NAME], [NAME],  
[NAME] and [NAME] so please do what you can to recognise their dedication.”  
(survey comment)***

### **7.3.2 Good ice skating classes and coaches**

***“Learn to skate programmes are really good.” (survey comment)***

***“Some of the staff are really great, helpful and friendly. The ice coaches have  
all been great too.” (survey comment)***

***“Ice coaches are very good.” (survey comment)***

***“The skate training staff are excellent!” (survey comment)***

### **7.3.3 Good swimming classes and lifeguards**

***“Life guards at the swimming pool are quite good.”***

***“Good life guards.” (survey comment)***

***“The swimming lessons are good ...”(survey comment)***

***“I like the teaching pool and swimming lessons and changing facilities are great for families.”***

***“The children’s swimming lessons are good although the price was put up ..”***

### **7.3.4 Gym staff**

***“The staff and instructors. [NAME] and [NAME] instructors are great. Also [NAME], [NAME] and the rest of the early morning gym team.” (survey comment)***

***“The gym staff are generally very good, asking them a question usually gets a good answer.” (survey comment)***

***“Gym and instructor staff are excellent.” (survey comment)***

***“Some of the staff are particularly welcoming and friendly, particularly in the gym area.” (survey comment)***

***“I think your gym is excellent. It has very good air con, friendly staff, machines are in working order and availability is ok.” (survey comment)***

***“Love all the equipment in the gym. I find the staff in there very accommodating.” (survey comment)***

### **7.3.5 Popular clubs – particularly for the Over 55s**

***“The classes run by [name] are good. [Name] listens to you. She’s turned around what started off as an exercise class into a club. We’re setting up a friends group, fundraising for those how can’t afford to pay for membership here, there’s now a choir on Fridays.” (comment from Over 55s interview)***

***“It gels. Friendships are being made here. .. The classes are always a sell-out, a full turn-out. There’s 99% occupancy for these classes as they’re not like any other. [Name] is open, she listens to people, and it’s very diverse.” (comment from over 55s interview)***

***“There is a feeling of comradeship here and the social club on Fridays happens between the body-conditioning class in the mornings and Pilates in the afternoon. Both are for the over 55s.” (comment from over 55s interview)***

### **7.4 Great facilities – particularly the ice rink and pools**

Many commented that they were thought having a new ice rink was “brilliant” – although again there were obvious concerns around this facility deteriorating if not maintained. Many of these concerns are outlined later on in the report.

#### **7.4.1 Ice rink**

***“I love the ice rink, but some consideration needs to be given to an Adults Only session each week where adults can practice safely ...” (survey comment)***

***“The Olympic sized ice rink is a big draw for the centre. ...” (survey comment)***

***“The ice rink is great, well lit etc. I think the ice quality has deteriorated since the regular guy left recently ...” (survey comment)***

***“The new rink is a great opportunity and has been long anticipated. The issues for me are. The ice is usually in a poor condition ...” (survey comment)***

***“The ice rink and staff are brilliant. It's quite expensive to skate regularly. I also think getting charged a spectator fee for an adult accompanying a child is a bit cheeky ...” (survey comment)***

***“The ice rink is a great facility and brilliant size. However the ice is too rough ...” (survey comment)***

***“Love the ice rink. ...” (survey comment)***

#### **7.4.2 Swimming pool**

***“Out of all the leisure centres I used, for me Streatham has the best pool ...” (survey comment)***

***“The swimming pools are great, staff are mostly very helpful.” (survey comment)***

## 8. Top four areas for improvement at the centre

The main areas that customers would like to see improved at the centre include the following in ascending order:

- 1) cleanliness particularly in the swimming pool changing rooms, but also in studio areas, for example the floor.
- 2) improvements in customer service mostly at the reception desk.
- 3) an overhaul on how both swimming pools are managed for example, how children's swimming classes are organised and
- 4) ice rink users would like to see changes in how the ice rink is managed, for example, better maintenance of the rink, better timetabling of patch ice sessions and an affordable food and drinks service on hockey nights.

### 8.1 Cleanliness and swimming pool changing room issues

Customers cited a lack of cleanliness mostly found in the swimming pool changing rooms as their number one issue at the new centre, with at least one in five survey respondents commenting on this.

People said that the swimming pool changing rooms get dirty quickly because customers are not using the blue shoe covers over their shoes and this leads to the floors becoming mucky and unclean. Customers stated that this occurred for a number of reasons including a lack of enforcement by staff and the dispensers often running out of covers.

***“It would be so simple to ask the poolside staff to ask all people who enter the changing rooms to put on shoe covers - or if they see anyone watching in the teaching pool area without shoe covers on. This small change would make an enormous difference to the cleanliness of the pool.” (survey comment)***

***“The changing rooms are quite poor - mixed, few cubicles, not kept clean.” (survey comment)***

Whilst the wearing of shoe covers would make a difference to this area many people also noted that a general lack of cleaning in this area throughout the day was considered mostly to blame for these problems.

***“The changing rooms for the pool are normally quite dirty; these need to be cleaned for often and more thoroughly.” (survey comment)***

***“Changing rooms need a more frequent cleaning schedule - just a quick clean up periodically to get the worst up.” (survey comment)***

***“The changing rooms are filthy and I often find CLUMPS of pubic hair and debris in them. It's so sad, I love Streatham and would happily support this facility.” (survey comment)***

People attending studio classes pointed out that the studio floors between sessions were not swept and the rubber mats were not kept clean either. It was felt that this area could also do with some more attention.

***“The cycle studio is not always cleaned between classes. I attended the Tuesday evening class and the Wednesday morning class and there was still rubbish left from Tuesday there on Wednesday.” (survey comment)***

***“I have noticed recently that the floor in the studio used for classes is generally quite dirty and also some of the yoga mats have marks on them. Most classes involve some element of floor work and having hair/dust/mud on the floor around you is not pleasant. Where there is anything more than a five minute gap between classes a quick sweep up would make things much nicer.” (survey comment)***

Many people commented on the unpleasant drain smell that can be frequently smelt in the changing room area and also the teaching pool. This has been an on-going problem at the centre since it opened a year ago.

***“The teaching pool ALWAYS smells of drain at the bottom half (and I have been many times).” (survey comment)***

### **Other changing room issues**

#### **Benches are too narrow or taken out of the changing rooms**

Other comments about the changing rooms focussed on the benches which people stated were too narrow. Also benches seem to be removed from the changing rooms on an ad-hoc basis which is a source of annoyance as it means people can't sit down to change their shoes.

***“Changing facilities are not adequate with benches in the cubicles being way too narrow to be of any use for sitting or belongings.” (survey comment)***

***“I have previously filled in a feedback form and attended the public meeting - in both I raised the issue of a missing bench in the entrance to pool changing room. After the meeting, it was replaced. Today it has gone. If it has been moved to the same place, does this mean there's a need for a bench there, if so get one. There's a need for a full set of benches if people are to be able to remove shoes before entering changing rooms. The repeated removal suggests that there is no understanding of why benches are needed. Pretty much a waste of ever attending the meeting too.” (survey comment)***

#### **Mixed changing facilities**

Some female customers stated that they are unhappy with the layout of the changing rooms because the male and female changing areas are not segregated enough. It was also commented that the cultural needs of Muslim women were not being met.

***“The mixed gender changing rooms are really off-putting - you have to walk from the shower to the changing cubicles with just a towel wrapped round you, and fumble in your locker. It really puts me off.” (survey comment)***

***“I am disappointed that Streatham Leisure Centre has not considered its demographic well, we don't all want communal changing and as a lady I have felt intimidated when swimming on my own by youths in the changing room. It's ridiculous to not think of Muslim women who might prefer separate changing area (like almost every other leisure centre in the country, which has separate ladies changing).” (survey comment)***

## **8.2 Customer service**

### **Reception**

The second biggest complaint from people who use the centre was the poor customer service. Around one in five survey respondents commented on these issues. People felt that reception staff in particular were unfriendly, slow and didn't show customers basic consideration and courtesy.

***“Every time I visit the centre, the reception staff are always so slow and impolite. In fact you get a better customer service at some fast food restaurants like "Hi, can I help you?", "Sorry to keep you waiting", "£10 please", "thank you" sometimes "how are you?", whereas I can only hear "next please", "£3.15" at the leisure centre reception. They give you the receipt without saying anything; even you visit there for the first time they don't explain how to get through the gate.” (survey comment)***

***“It's great to have centre in Streatham but staff in reception not welcoming or friendly.” (survey comment)***

***“The reception staff are horrendous! God forbid they ever say hello or smile even. They make you feel as though you are bothering them if you are for any information.” (survey comment)***

### **Phones**

A number of customers said that phones are sometimes not answered at the centre, and this has deterred some people from going back there.

***“I was really looking forward to the leisure centre opening but because of such poor customer service and because you can never get anyone on the phone to find out info I stopped going.” (survey comment)***

***“Response times on phones need to be improved.” (survey comment)***

***“It seems that anywhere you phone these days no-one picks up the phone including Streatham. It means that you have to do everything online.”  
(comment from women’s group)***

***“Sometimes the staff are not always as helpful as they could be. I find the staff ok, but for some people it’s a problem. The phones aren’t always answered.”  
(comment from focus group of Over 55s)***

### **Lack of complaints procedure**

Some respondents also highlighted that there is not a procedure in place where complaints are responded to in a timely fashion by management.

***“Managers need to be accessible and visible and respond to complaints better.” (survey comment)***

***“I wrote a very long email regarding my complaints for swimming on September 24. Will someone get back to me?” (survey comment)***

### **Queue management**

Queue management in the centre was considered to be “very poor”, with customers stating that they could expect to wait up to 15 minutes or more during peak times to get served. The issue with queues frustrated customers – particularly where staff were held up with lengthy enquiries when all they wanted to do is pay quickly and walk through the turnstiles. Some people commented that it would be better if there

was a separate place for dealing with queries and a fast-track queue for people who want to pay quickly and walk through.

Another source of frustration people reported was that there were often separate queues so you could be stuck in one queue where another customer was making a more lengthy enquiry. People felt that there needed to be better queue management, including the suggestion of having one queue attended by a number of staff. It was felt that this would be fairer on customers.

***“The reception staff work in slow motion. There are several queues. The reception staff have to deal with long queries and therefore people wishing simply to pay for activities have to wait. I always have to ask to have the barrier opened after buying a ticket to skate.” (survey comment)***

***“I also think that the management of queues is a complete shambles. There should be a single queue so everyone waits for their turn to pay - at the moment the system is very inefficient. There are often staff just wandering about when there are long queues to pay and staff on the pay desk seem to have to deal with queries that take a long time to resolve when other people are waiting to pay.” (survey comment)***

***“The paying area allows for numerous queues to form with no management, relying on good manners of customers (not guaranteed).” (survey comment)***

### **Fast-track kiosks often breakdown**

Another gripe people had was the fast-track kiosks which frequently broke down so people are forced to queue at the front-desk instead. Some people said they disliked the kiosks because they were not very user-friendly, and were often out-of-order. They also caused littering in the entrance area due to discarded tickertape and wristbands on the floor as there was no bin.

***“The kiosks do not seem to work to print out tickets for classes for me; they always say 'attended' when I try to use them. This increases queues as I***

***appear to not be the only person that has to go to the desk for a ticket.”***

***(survey comment)***

***“Membership cards (to 'book' ice) have not worked at the kiosks for months, need to be fixed.”***

***“Kiosks are often out of order, offline, run out of paper etc. There is no bin in the kiosk area, so the machine and surrounds are full of litter.” (survey comment)***

### **Website difficult to navigate and unfair booking system**

People commented that customer services at the centre suffered due to the flawed website and booking system, a problem which has been raised with concern to all GLL leisure centres. People stated that they could not navigate the website easily or find straightforward information, such as pricing.

Customers wishing to book a class needed to act quickly to book a session – which needed to be done as soon as sessions were released at 10pm seven days ahead. People said that if they did not book their place immediately, the class would be fully booked by the next morning. This issue was also reported during the consultation on Brixton Recreation Centre.

Another complaint was that some customers are booking their place in a class and not showing up. This means that a class that looks fully booked online will be in reality about 50 to 80% full by the time the class takes place. People stated that it would be fairer on everyone if there was a cancellation policy in place that penalised no-shows.

***“The main area of frustration is the website. It's a disgrace, illogical, booking a class is tricky, navigating around is awful and information hard to find (I have designed websites so I do know what I'm talking about!). Also the booking system for classes is tricky and I dislike that even if you cancel well in advance you are still charged for the class! I would not expect that from a local***

***facility. I don't know why that is and I've complained but been told that's a standard procedure!?"***

***"There should be a straightforward price-list on the website." (survey comment)***

Over 55s who had lower access to computers had experienced problems booking over the phone:

***"But they don't always answer the phone. It's difficult especially as a lot of people coming to this group don't have computers. It's hard to cancel too. So if you don't have the monthly membership, you'll be charged a fee for non-attendance." (comment from Over 55s interview)***

### **8.3 Pool management**

The third biggest complaint of users centred around how the swimming pools (including the main and teaching pools) are run. Some swimmers stated that the life guards and other pool staff do not enforce rules, are not always mindful of the customers and do not communicate with reception staff when the pool is full.

Some swimmers also said that they did not like staff playing their music through the sound system in the pool.

***"The management of the pool is a shambles. Lifeguards do not manage lanes or deal with disruptive swimmers. Chat to friends all day and sometimes play their own music through PA system!" (survey comment)***

***"The lifeguards are obviously bored but still can't be bothered to move the 'Swimming Lessons in Progress' sign even when no lessons are going on. They are often having loud conversations with each other by the pool, or even shouting comments across the pool. My swim is my one moment of peace in a busy week and to have it spoiled by inconsiderate staff is really frustrating.***

***Sometimes music comes on for no apparent reason (exercise classes are not taking place).” (survey comment)***

### **Overcrowded pools**

People commented that both pools became overcrowded, particularly the teaching pool.

***“Too many classes at one time in teaching pool. You can’t have three lessons.***

***“Two is the max.” (survey comment)***

### **Children’s swimming classes**

Parents with children learning to swim commented that the system for getting their children into the classes is not being run in a fair and systematic way. There was no waiting list in operation so people felt that it was often down to “pot-luck” whether you can get your child into a class. People commented that moving up to the next level class was “impossible.”

Parents questioned why swimming teachers changed so frequently, another cause for concern, and others commented that they felt some teachers were not child-friendly enough in their teaching style.

***“Children’s swim classes need a waiting list system; it’s ridiculous to just keep looking for a space to come up.” (survey comment)***

***“The system for moving 'up' from one stage to the next in kids swimming classes is extremely poor. The teacher tries to move a kid up to the next stage and then is blocked by the people on reception who tell the parent that 'there's no space in that class' - when the teacher who teaches the class says that there is space, and he's the one with the register!!! There needs to be more autonomy given to each swimming teacher, to book in their own clients. The***

***registration system of each swimming teacher, should link to the booking system on the reception staff computers, as there is a mismatch between these two.” (survey comment)***

***“There is no system in place for organising children’s waiting list for swimming classes in an efficient and fair way. My three year old is ready to move up to the next level and has been for some time. I enquire every week but I’m told there is no room for her to move up a class. However there are other children who get places quickly because it works on an ad hoc basis rather than on the basis of how long you’ve been waiting for. Often parents are letting each other know ‘by the way mine’s leaving this class, so there’ll be a space for yours now’. “(comment from focus group)***

***“The school was very disappointed that one of the swimming instructors was rude, unhelpful and not a good representative of Lambeth. We have therefore stopped using Streatham Leisure Centre, even though we are a Streatham school, and we have returned to Brixton Rec.” (survey comment)***

### **Adults swimming and swim lane management**

Adult swimmers commented that lane swimming could be better organised with more lane swimming on the timetable and more than two lanes. Adult swimmers would like to see more adult-swim sessions, and felt that the pool was too often taken up with school sessions during the day. Some people suggested extending adult swim sessions at weekends and further into the evenings to accommodate them better.

***“If you advertise three lanes adult swimming it should be provided - not two lanes and definitely not one lane.” (survey comment)***

***“Overspill from school classes into laned adult swimming causes chaos and is dangerous with children struggling in middle of pool unsupervised once class has finished. Over 16 swimming should start earlier in the evening so people can swim after work. 8.30pm is too late - people want to see their families in the evening. Slow, medium and fast swimming lanes should be managed - I***

***know two people who have stopped going due to feeling intimidated.” (survey comment)***

***“An extra swimming lane from 6:30pm as with just two lanes (and sometimes down to one) they get crowded and the life guards are totally ineffective at asking swimmers to swim in the correct lane for their speed!” (survey comment)***

## **8.4 Ice rink issues**

### **Maintenance of the ice rink**

Regular skaters in the ice rink had a number of concerns. The number one issue was the maintenance of the rink itself. A large number of skaters commented that the ice was often not re-surfaced to a high standard after each session so it could be rough and pitted in places. People felt that this was not good enough especially as the previous ice rink in Streatham and the temporary rink in Brixton was maintained to a higher standard.

***“Condition of the ice in the ice rink is not very good compared with other rinks with bumps as resurfacing is done too rough. I would be grateful if you could make sure it is done much more thoroughly. Basically your staff run the machine too fast and are possibly not using water cleaning function.” (survey comment)***

***“I only really use the ice rink which is mostly great but the ice pad needs to be cleaned with the Zamboni machine more often. It seems to only happen mid-session when it's really busy, meaning during quieter sessions the ice becomes very pitted in places with some dangerous holes in the ice, plus the ice in general becomes too hard - it's not meant to be like that ideally.” (survey comment)***

Also there appeared to be a design flaw in the building which meant that the ice rink humidifier does not work effectively so there has been pooling of water on the ice, as

well as mould and rot developing on the wood panelling. This was discussed at length at the service user and stakeholder meeting on 2 October 2014.

***“At times in the ice rink it is not properly cleaned and the dehumidifier doesn't seem to be working.” (survey comment)***

***“Mould on ice rink panelling is dangerous and must be removed ASAP. Ventilation is clearly not working .....also pools of water, dripping.” (survey comment)***

***“ ... the ventilation system did not respond well to the summer heat. My daughter comes here [several] times a week. There's black mould. There is pooling of water around the rink. At 6am the kids have to towel down all the mist from the glass. It's been building up for months. Outside that is okay ... if it is toxic mould, this place should be shut down.” (comment from service user and stakeholder meeting)***

***“There is mould up against the panels in the inside of the rink-above. It's an amazing facility but I feel strongly that it is not being kept as an amazing facility. In five years' time it won't look the way it does now.” (comment from interview)***

### **Patch skating timetable issues**

Another concern from skaters, particularly adult skaters, is the timetabling of patch ice (general skating) sessions. The hours of these sessions have been cut back to allow for more ice hockey time or children's sessions without any consultation with skaters. A number of people felt that this was not providing them with enough practice time. Some customers stated that this was not value for money for the membership fees that they pay.

***“More patch ice during the week in the evenings. Finishing at 6pm is too early. If should finish at 7pm.” (survey comment)***

***“The training or patch ice sessions are mainly aimed at children i.e. around school hours, and are not available to adults who work during the day. The sessions used to run until 7pm, instead of 6pm as they do now. This means anyone working until 5-5.30pm cannot get to a training ice session in the afternoon/evening so any practice after work must be during a public session. Existing lessons with coaches must now be taken in the public sessions, which is more hazardous than during a training session. Lack of alternatives mean these lessons can't be fitted in at other times.” (survey comment)***

***“Too much priority is given to ice hockey - the public skating sessions were cut without warning, and now we often only have part of the rink anyway as it is routinely portioned for more hockey lessons. There is no provision for people on the ‘Learn to Skate’ courses to practice outside the lesson time - public sessions are too crowded and poorly marshalled. Other rinks get round this problem by having “no hockey skates” sessions, or sessions where skaters must have achieved Skate UK Level 5. Even one session like this a week would make a difference, and it should not be at a time that people with 9 to 5 jobs can't attend, as figure club presently is.” (survey comment)***

### **Lack of ice marshals and patch ice rules**

Other skaters commented that patch ice rules are not enforced during skating sessions and felt that this was dangerous. People felt that there needed to be ice marshals present to be available for health and safety reasons and for assistance with first aid and so forth.

***“It would also be much better if there were proper ice Marshalls on the public sessions, instead of teenagers who are more interested chatting with their friends rather than sorting out the skaters cutting other people up, throwing things across the ice, skating in the wrong direction, or skating with headphones and hoods so they aren't aware of what's going on around them. This isn't hard to achieve, but at present the on ice staff do absolutely nothing to enforce the rules that make the public sessions safe and enjoyable for everyone.” (survey comment)***

## **Other ice rink issues**

### ***Notice boards and catering arrangements on hockey match nights***

Some skaters would like to see noticeboards/cabinets around the rink, and have its own well-run café and bar especially during hockey nights.

People attending these nights commented that food and drink is over-priced, with inconsistent pricing, with poor quality food and drink on offer. Someone commented that the Redskins Ice hockey club had offered to organise these facilities, which would have allowed some way of making money to meet costs of running the club. However another organisation had been contracted in to provide food and drink, which people felt was of a poor quality.

***“There should be a notice board for the clubs and a display cabinet for medals.” (survey comment)***

***“As ice-skaters we’re a community. I would like to see a simple noticeboard for our events and a trophy cabinet. I come here a lot and like to think of this as my second home. But I think this is the most sterile place I have ever been to. I mean I hate coming here. Couldn’t you make it just a bit less ... I don’t know, I think a simple noticeboard would help a lot - to make it feel a bit more friendly or just that something to make it feel a bit more like a home.” (comment from public meeting)***

***“I’m appalled at the bar/food facilities on hockey nights. The bar is not really a bar ...it’s a counter in an office area. The drinks are horrendously expensive as are the joke that they call a hot dog. £4.00 for a dry bun (10p worth) and an average dog, service is slow at best. It shouldn’t take four kids to serve one beer at a make-shift trolley that serves a load of froth. And then to be charged £4.50 - the service and quality sucks ....big time. Now you know why we go to the Earl Ferrers pub at the rear of the venue after the game.” (survey comment)***

***“They charge £3-£5 per pint of beer on our match nights. At first the centre management said that they did not want to run a bar here on match nights***

***(and a burger stand), so we said that we would buy the goods and run it ourselves so that we could make some profit and sustain our team through it. As soon as we said that, the centre management intervened and said that they would run the bar instead. So they actually outsourced the running of the bar to an external company, and together (between the company and the centre) they are making the profit off our games.” (comment from interview)***

## **8.5 Other centre issues**

We spoke to several clubs (including coaches and members) for some of the groups and interviews we conducted during the consultation. These issues were mentioned by a few people but are worthy of inclusion.

### **More cooperation between the centre and clubs**

Service users attending clubs commented that greater collaboration between the club and the centre would improve services. For example, people commented that their activities could be better publicised by the centre, and they would appreciate being more involved in any changes at the centre which affect them. Club members wanted more of a say in how they managed their activities at the centre. In some comments, club members had suggested that decisions made by GLL had had an adverse effect on their club's publicity and finance.

***“... After we finish paying for the hall, we don't get anything out of it financially. We charge £5 per student per class. If only a few of them turn up to the class, then we actually end up making a loss. Only the screens in the reception publicise our classes. If there was a leaflet stand here or something else, it would enable us to reach a wider audience. It is hard for children and families to find out about our classes.” (Comment from interview)***

***“We were supposed to have advert boards up in the inside of the rink and we went out and got sponsors on the promise that they could advertise on the inside of the rink. But then the permission to have adverts was withdrawn by***

***the Streatham Leisure Centre management and we were left without our much needed sponsorship.” (Comment from interview)***

***“We pay an extortionate fee which has gone up, and we were only told of this sometime into the year. They should have told us before we agreed to be here for the year, and when we were doing our budget. That way we could have decided whether or not we could afford it. But this price change halfway through means that we are really struggling financially, and we just don’t make enough money.” (Comment from interview)***

***“There is no unity between our team and the staff at the centre. We feel like we are not welcome.” (Comment from interview)***

### **Female-only swimming and other activities**

In the survey there were female respondents who commented on the lack of segregation between males and females in the changing rooms. We also found this was a wider issue for women who attend the Streatham Women’s Sewing Group. Some participants commented that as a female practising Islam they would like to see female-only swimming sessions at the centre.

***“If there were women only swimming I would go every day. I don’t want men looking at my body. I don’t like the idea of sharing space like that with men. It does make me feel uncomfortable.” (comment from women’s group)***

***“There is one day for Muslim people at Camberwell leisure centre. I’d do it; I’d love to take lessons.” (comment from women’s group)***

***“Streatham could offer [swimming day]. There are lots of people who practice Islam and there are lots of women who would like it. Tooting also have one, there isn’t enough. Lots of women would like it. (comment from women’s group)***

## **Cost of membership and better concessions**

During a series of on-street interviews, we asked non-users why they did not use the centre. Over half of those we spoke to said that they were unable to afford the cost of membership and found it too expensive.

Some people told us that they would use the centre if there was better access to concessions and more flexible ways to pay.

***“I am on benefits. I have been in and asked the price and it is too expensive. My daughter is also on job seekers allowance, she can’t afford it either.”  
(comment from interview with non-user)***

***“If I could use the centre twice a week for around £10.00 then I would. If there was a system where you could bring in your benefits letter and get a cheaper membership then I would do that.” (comment from interview with non-user)***

***“If the price was good, and there was good accessibility to rooms for my group. “ (comment from interview with non-user)***

***“If there was a discount for pensioners.” (comment from interview with non-user)***

***“I would love to join but I don’t know the price, it might be expensive. It might not be convenient. “(comment from interview with non-user)***

***“If it would be cheaper. I might cancel my membership because I think it is too expensive.” (comment from interview with non-user)***

***I would like to use the gym but I find that membership is too expensive. I looked into all the membership options they had. I would be happy to become a member if it was cheaper. (comment from women’s group)***

## **Comments from young people about the cost of using the centre**

***“I go swimming for £2.00 at Tooting. Streatham is £4.00 just for a swim, and I can’t afford that.” (comment from interview at youth club)***

***“They need to make the prices cheaper and I’d go there.” (comment from interview at youth club)***

***“Payment plans should be made available to people who can’t charge.” afford memberships like £30.00 a month - that is kind of what they (comment from interview at youth club)***

***“There is a membership card that Streatham Centre has for young people but it means that they have to have used and left the centre by 4pm, which is the time limit for them to go there without an adult. Most of them finish school after 3pm, so the membership card makes no sense.” (comment from interview at youth club)***

***“The Café food is mad expensive, and a can of coke will cost you £1.30.” (comment from interview at youth club)***

## Requests for other classes and activities

### 9. What other classes and activities would people like to see at Streatham Ice and Leisure Centre?

We received a large and wide ranging number of requests for additional activities. In doing a count of the different activities mentioned, we found that **additional fitness classes** were mentioned in almost a third of comments (131 out of 361 comments), with **Zumba** being mentioned most frequently (53 times), followed by **Pilates** (31). Other fitness classes mentioned included Cardio, Aero-tone, “boot camp”, body conditioning, combat and body blast. In addition to these types of fitness classes, “**Dance**” came up 30 times.

**Gymnastics** was the single most requested activity (mentioned 58 times), closely followed by **activities on the ice** (48 times) including ice hockey, ice skating, ice dance, off-ice training for ice skaters, more patch ice time and kids ice skating), and **diving** (which came up 42 times).

People also wanted more **swimming activities** (46 times) including lane swimming, swimming lessons and scuba diving.

Other activities included **Yoga** (31 times) and **Martial arts** (28 times).

**Activities for particular groups** which people requested included school holiday schemes and courses, activities for young people, activities for over 55s and for people with disabilities.

## 10. Crèche and facilities/classes for children

We asked respondents to comment on crèche provision at the centre which is currently not available at the centre. We also asked people to comment on any other facilities or classes for children they would like to see at the centre.

### **Many people desperately want a crèche**

In this question the need for a crèche was the most dominant topic for comments - mentioned by 78 people. Many people said that were unable to use the leisure centre without a crèche and they did not have access to any other child care facilities. The nearest leisure centre with a crèche was too far to travel.

***“A crèche is desperately needed and was campaigned for heavily by local mothers. Lambeth council promised this would happen (from the mouth of Lib Peck herself), yet this has just been ignored. This is a huge portion of the community that is not being catered for, that could have such a positive effect.” (survey comment)***

***“It would benefit with a crèche, it might not be profitable to the centre itself but it would benefit the health of the community and in particular mothers who are trying to get back in shape and live a healthy life style. Don't we all want to be healthier and have a lesser impact on the NHS?” (survey comment)***

***“It's so important for us to be able to exercise and know our babies are OK. The absence of crèche facilities is a huge negative for the leisure centre and was very short-sighted as the centre could be tapping into an even bigger market of people who could use the centre during the day. I would have thought that Lambeth Council would want to do everything it could to help its families. I would certainly use the centre more if such facilities were brought in.” (survey comment)***

The lack of a crèche facility at Streatham Leisure Centre was also raised at a parent's group that we spoke to as part of the consultation. One mother, who had

been part of a petition to the council commented that they had felt “very let down” by the way the council had handled the situation.

***“[We] started the petition for the crèche and got over 300 names. We felt very let down, disappointed and fed up with the council’s behaviour. They called us back for so many meetings and consulted us on how we wanted it to look. We gave them all that information, but I ran out of steam. They kept coming back asking for another meeting with us, always sending another officer ... on and on it went. A crèche had been promised to us prior to the building going up. Then six months later after the centre had opened we were told that it wasn’t going to happen. It was so disappointing ... it’s made me feel so angry. ... I think that the centre has lost a lot of its customers particularly young parents due to the crèche fiasco.” (comment from interview with Parents of Under 5s)***

### **More activities for babies and toddlers**

More activities for babies and toddlers was requested by 17 people. People were keen to see activities such as gymnastics, trampolining, ball sports, dance, skating, yoga and activities in the pool.

***“Toddler skate with penguin or parent and toddler classes.” (survey comment)***

***“And more sessions suitable for babies/toddlers, e.g. regular water world type sessions”***

***“More toddler classes, (gymnastics, trampolining and ball sports) a shame you don’t do it.” (survey comment)***

### **More junior activities**

The following activities for juniors were suggested: Martial arts, fitness classes, gym sessions, dance lessons, netball, football, trampolining, junior tennis, gymnastics classes, junior ice dance club, Aqua fun/synchro, space for birthday celebrations for

children (though children's parties are offered at the centre which some people may not know about).

### **Toddler's World**

Some parents commented on the need for improvements to Toddlers World.

***“Toddlers World is poor, the hall is massive but only a small section used which half is taken up by parents sitting chatting in the kids' way! Use the whole hall and provide more equipment such as ride-ons as more soft play. For a child of 2-4 it's really boring after 10 minutes, my son who is two finds the curtain used to divide the room more interesting!” (survey comment)***

***“I have used the centre a lot when it first opened for swimming with the children and Toddlers World. However we don't use [Toddlers World] at the moment because there are issues with cleanliness and I don't feel that staff are managed effectively. They don't seem to clean the room and equipment properly after each toddler's session and they need to do this. Lots of children playing together means germs can spread from saliva and their hands. It's really unhygienic.” (comment from focus group with Parent of Under 5s)***

***“The staff play music that's too loud straight off the radio, like disco. It's not appropriate for small children. I don't take my child there anymore because of that. It used to be lovely when it first opened. But I don't think the staff are very child aware.” (comment from focus group with Parent of Under 5s)***

### **More swimming sessions for babies, toddlers and young children**

Some parents commented on the need for more swimming sessions for babies, toddlers and young children.

***“More baby/ toddler sessions in the school holidays - maybe priority to those who pay monthly as I have been too late to join at times.” (survey comment)***

***“Very few baby or pre-school classes in the week or they are at times that clash with the end of school day which is useless if you also have older children.” (survey comment)***

***“Please ensure the people who run any children's services are highly trained and know what they are doing. I was so disappointed with the baby swim classes”***

***“Policy around under 8 year old not being allowed in the deep end even if they accompanied by an adult.” (survey comment)***

***“Would like to see more availability of children's swimming lessons.” (survey comment)***

## 11. How people would like to be involved

From our list of different ways to get involved in the running of the centre these three suggestions had the highest ratings:

1 <sup>st</sup>	Surveys or evaluation forms	= 59%
2 <sup>nd</sup>	Email updates	= 51%
3 <sup>rd</sup>	Suggestion boxes	= 50%

We also asked respondents to give us their suggestions for other ways that people might want to be involved in how the centre was managed. Comments were made relating to having more contact with managers, providing feedback, meetings, groups and social media.

### Contact with managers

***“Managers more visible for verbal feedback and comments.” (survey comment)***

***“Could there be a named member of staff who liaises and is in contact with families who use swimming lessons? They could organise transition from one stage to another and ensure that progression is possible. They could act as a channel for comments/complaints.” (survey comment)***

### Provide feedback

***“Surveys with feedback on improvements made.” (survey comment)***

***“The important issue is how you deal with them. Email queries and concerns raised to date have prompted nothing other than bland, unsatisfactory replies.” (survey comment)***

## **Meetings and groups**

***“There are several Streatham residents' groups already in existence. It would be good to involve them in further consultations.” (survey comment)***

***“Public meetings maybe quarterly. Each time on a different time and day to capture a wider audience.” (survey comment)***

## **Social Media**

***“Facebook could be good, but maybe too uncontrolled!” (survey comment)***

***“Twitter account for centre could help resolve any issues faster and advertise classes, opening time changes etc.” (survey comment)***

# **12. Acknowledgements**

We would like to offer our thanks and gratitude to staff in the GLL communications team, as well as the management and staff at Streatham Ice and Leisure Centre for their invaluable help and involvement in the running of this consultation. We would also like to thank all the people who contributed their views and ideas to the consultation.

## Equalities information: breakdown of respondents

<b>Gender</b>	Male	<b>27%</b>
	Female	<b>69%</b>
	Prefer not to say	<b>3%</b>
<b>Age</b>	18 to 24 years	<b>3%</b>
	25 to 34 years	<b>26%</b>
	35 to 44 years	<b>38%</b>
	45 to 54 years	<b>18%</b>
	55 to 64 years	<b>5%</b>
	65 to 74 years	<b>3%</b>
	75 to 84 years	<b>2%</b>
	85 years and over	<b>3%</b>
	Prefer not to say	<b>3%</b>
<b>Ethnic background</b>	White	<b>74%</b>
	Mixed	<b>4%</b>
	Asian or Asian British	<b>5%</b>
	Black or Black British	<b>8%</b>
	Chinese	<b>1%</b>
	Latin American	<b>0%</b>
	Other ethnic group	<b>1%</b>
	Prefer not to say	<b>8%</b>
<b>Disability</b>	Disability	<b>3%</b>
	Long term illness	<b>4%</b>
	Both (a disability and a long term illness)	<b>0%</b>
	None of above	<b>87%</b>
	Prefer not to say	<b>5%</b>