

BOROUGH OF KETTERING

Appendix 1	MONITORING AND AUDITING COMMITTEE – 25th November 2020 Leisure Management Contracts
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Appendix 1 - Parkwood Leisure Swim Customer Survey Results

Q. What activities have you participated whilst the centre has been closed?

	Response	%
Virtual classes - at home	53	4.4%
Home workouts	201	16.6%
Outdoor sports (football, tennis etc)	14	1.2%
Open water swimming/wild swimming	67	5.5%
Cycling	193	16.0%
Outdoor running	112	9.3%
Outdoor walking	458	37.9%
Hiking	62	5.1%
Other	48	4.0%
Total	1,208	

Q. Which of the following would reassure you that we are doing everything possible to keep you safe? (select all that apply)

	Response	%
Increased levels of cleaning and hygiene, as per recommended guidelines	511	26.7%
Reassurance that social distancing would be enforced	354	18.5%
Reassurance on capacity being limited	421	22.0%
Reassurance that I can visit enough to enjoy value for money	391	20.4%
Reassurance from the government that the leisure centre measures are safe	172	9.0%
Reassurance from a friend or family members who has already visited	66	3.4%
Total	1,915	

Compass Contract Services Limited – Arena User Group Feedback

- Cheerleading ran virtual training sessions for their squad during lockdown and they have now returned, taking into account local and national guidance. Their numbers have been very good since returning but still have some people shielding.
- Martial arts, tang so do/Lau gar have opted for an individual room in boathouse area of the complex. This is to ensure participants are abiding by guidelines and to manage numbers attending. Members were provided with study materials and practise moves through lockdown.
- Badminton Coaching/Over 50's/Table Tennis Club have seen their numbers heavily reduced number due to demographic makeup of the groups, as these tend to be older members and are therefore vulnerable. People are slowly returning, abiding by the rule of six per court. A number were shielding during lockdown, with a number still be cautious and are continuing to shield.
- The Squash Club has seen most members return, playing an adapted version of squash to abide by guidelines called Sides. This has deterred some members from returning, however people in bubbles can play squash and they have seen a good number return but still lower than pre-lockdown.
- Indoor Model Plane Group have recently booked to return in November, again as the demographic is primarily older. The group is being split into two separate groups to keep in line with the rule of six and they are hoping that most members to return. The group were able to fly outdoors during lockdown, which helped to keep club going.
- Indoor Netball – the Kettering Blues Team was originally allowed to return to play however, after two weeks with the rule of six being introduced, the Team had to stop playing. The Team are following England Netball Guidance and are continuing with individual fitness training.