

# SPELTHORNE LEISURE CENTRE

Abbreviated Analysis of Responses to the  
Consultation

**First Phase Public Consultation: Friday 29 June – Monday 23 July 2018**

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Consultation and report undertaken by  
Keeble Brown Ltd on behalf of Spelthorne Borough Council

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## **Executive Summary**

### Conclusion

Overall, there was clear support for a new leisure centre, albeit with considerable objection to the proposed location.

The consultation revealed strong, local opposition to the location proposed for the new leisure centre. The all-weather sports pitches, which were proposed to sit alongside the leisure centre generated less response overall and were met with more objection than support.

The first consultation resulted in an extensive and varied response from across the community.

### Response

Two thousand, two hundred and thirty-three (2,233) responses were reviewed and analysed following the initial public consultation regarding proposals for a new leisure centre and sports pitches for the borough of Spelthorne.

In total, 1,872 questionnaires were completed and returned. A further 361 responses were received in other formats such as emails and letters.

### Publicity and promotion

Prior to the publicity programme Councillors, health centres and stakeholders such as schools and some residents were contacted by telephoned and email. A programme of leafleting, door-drops, advertising and posters, as well as online and social media reached more than 48,000 people in the Staines area (based on audited circulation figures, Facebook data and delivery schedules).

### Feedback following the public events

The initial responses, mostly from those people the project team had engaged with directly, indicated support for a new leisure centre, albeit some also had anxieties relating to the proposed location.

However, over time responses became less supportive, and increasingly referred to a few common themes:-

- The proposals were not accepted as 'stand-alone', rather they were seen in the context of a wider development agenda;
- The absence of alternative options for the location;
- Scepticism regarding the local authority's motives;
- Worries about the impact on biodiversity and the wooded area of Staines Park;

Detailed analysis of the responses indicated overall support for a new leisure centre, most especially from those with an interest in health and wellbeing, sports and fitness-related leisure activities.

### Primary concerns

By far the most-frequently cited concern for respondents was location. It rose in importance for respondents who did not agree with the need for a new leisure centre.

While some respondents opposed any change of use for the Staines Park site, a significant number referred to specific sub-issues. For details please see the full report.

### The mix of facilities

Most of the questions presented in the survey related to the mix of facilities on offer and the preferences of the respondents. Pool facilities were most-frequently cited as a priority in terms of the 'core mix' desired by respondents. For optional facilities, a 'confidence boosting splash pool' and squash courts were both quite highly rated.

While most responses focused on specific issues and concerns, some groups support the proposals. These groups included several disability organisations. Volleyball, squash and climbing were also very supportive.

### Consultation period and subsequent engagement

The first consultation period closed on 23<sup>rd</sup> July 2018. However, the project team including Spelthorne Borough Council and Keeble Brown, continued to engage with user-groups and residents. Particularly via a public Facebook group established for the purpose.

### Appendices

Details of the activities that supported the consultation are provided in the appendices attached to the full report.

## **Introduction to the Consultation**

In the summer of 2018, Spelthorne Borough Council proposed to build a new leisure centre with adjacent all-weather sports pitches to meet the changing needs of the community.

The Council presented the project team with a single option for the location of the proposed new centre, which was decided by the criteria set by the Council. The criteria determined that the only suitable location was the developed, northern area of Staines Park close to Knowle Green.

This document provides an abbreviated report on the public response to the consultation. The full report can be found online.

### **Consultation launch**

The publicity alerting the public and other stakeholders, including local community-based groups, commenced on Friday 23 June 2018.

Councillors were also contacted via telephone and email to provide a briefing on the consultation.

The main consultation ran from Friday 29 June to Monday 23 July 2018.

### **Information provided**

Information about the proposals, including the criteria used by the Council to determine which site(s) would be suitable, was provided via:

- i) a two-day, drop-in event with display boards to help the on-hand project team explain the Council's proposals, in person, to those attending;
- ii) questionnaires (with stamped envelopes) were given to those attending, also promoted as a downloadable document and as an online survey;
- iii) public briefings in the form of a Frequently Asked Questions (FAQ) document which was distributed locally and online;
- iv) social media, including a dedicated website and a public Facebook page which reached more than 30,000 Facebook users in the Staines area.

## Response and Feedback

### Drop-in events (Friday 29 June and Saturday 30 June)

Over the two days at least 615 people attended the drop-in event.

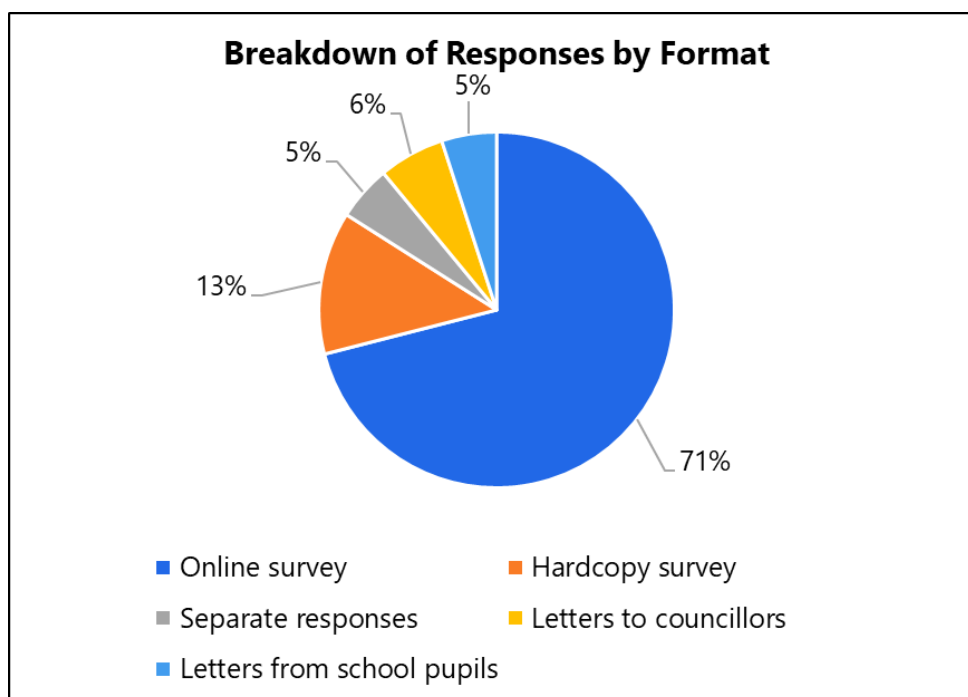
	Registered attendees	Non-registered (estimated*)	Totals
Day one	226	97	323
Day two	204	88	292
Total	431	185	<b>615</b>

Several local politicians also attended, including Kwasi Kwarteng MP, and Cllrs Ian Harvey, Olivia Rybinski, Quentin Edgington and Joanne Sexton.

\*A tally was kept by a member of the team using a “clicker” to ensure the estimate of those attending (but who chose not to register their participation) was as accurate as possible.

### Public Feedback: 2,233 responses

The charts below show the breakdown of the response format and the methods by which the questionnaires were returned to Keeble Brown.

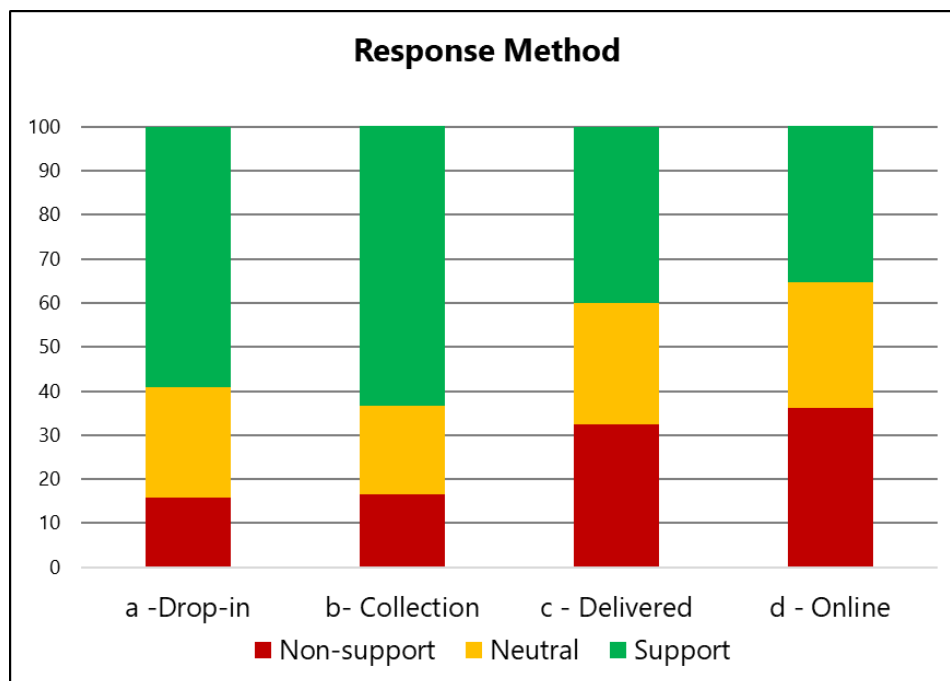


### Means of responding

The people who completed and returned the survey questionnaires during the drop-in events and those who left their survey for collection indicated more support for the proposals than was indicated in the survey returned by post and via online.



Online responses show a slight bias towards non-support (**36% non-support against 35% support**) compared to other means of response.



### How the method of returning may have influenced the response

It is possible that people who had the opportunity to discuss the proposals with the project team and/or view the display boards for themselves formed a more supportive opinion. It is also possible that the location of the drop-in venue influenced respondents in some way.

### Questionnaire

The questionnaire surveyed opinions with 13 questions.

Two questions (Question 1 and Question 5) asked respondents to describe their level of support for the leisure centre and the all-weather pitches.

The survey included four 'open' questions, which asked respondents to indicate in their own words: -

- a) The facilities they believe are important to them;
- b) The facilities they currently use in the borough;
- c) The concerns that they believe should be reviewed as part of the proposals;
- d) Any other comments about the proposal.

The remaining questions asked respondents for their views on details such as design styles, facility mix, user groups and possible added amenities.

### **The question of location**

The issue of location was presented in the introduction to the questionnaire. This included a six-point breakdown of the criteria used by Spelthorne Borough Council to help select appropriate

sites. The questionnaire stated: “After careful consideration the Council is proposing the northern portion of Staines Park as the only available site that meets all of the criteria.”

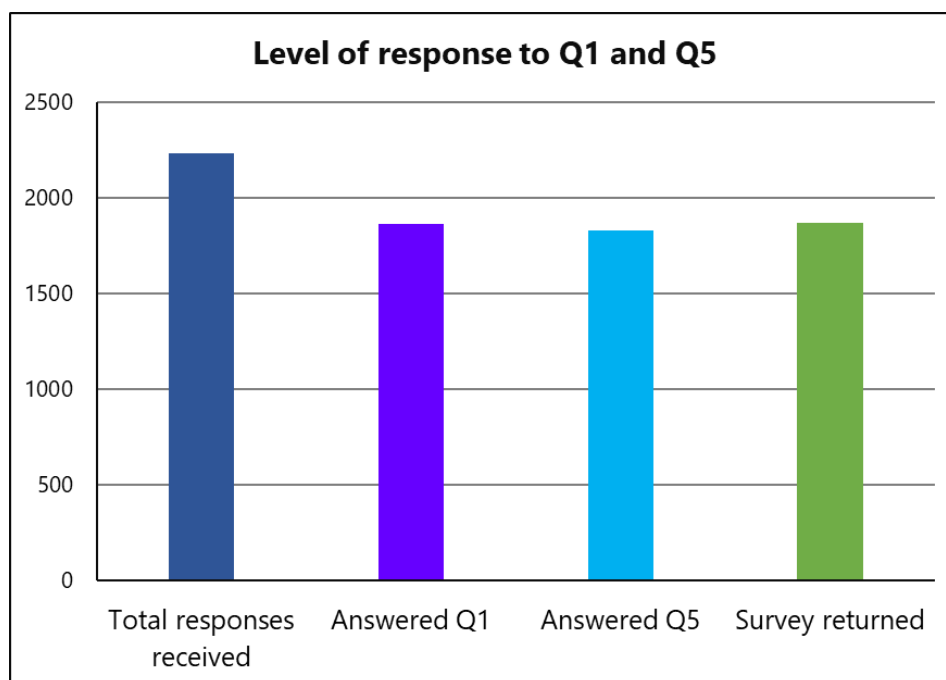
A specific question about the Council’s choice of site was not included. The consultation sought the views of local people based on the proposals as presented. The open questions provided opportunity for the issue of location to be cited. Most development proposals elicit objections based on the location with specific location-related concerns raised to provide an explanation.

The consultation provided opportunity for this process without presenting ‘leading questions’.

## Analysis

Question 1 and question 5 asked people to describe their level of support for the leisure centre and the all-weather pitches. Their were used as a metric against which other responses were measured.

Close reading of the responses to the four open questions, especially questions 10 and 13, provided a list of key issues. All the responses were then analysed to provide quantitative results, based on the comments made.



We received a high level of response to both questions as almost all respondents completed them. The response rates were:

- Q1 (99.5%)
- Q5 (97.8%)

### Measuring support for the Leisure Centre

<b>Support for Leisure Centre (Response to Q1)</b>	<b>Number of responses</b>	<b>Percentage</b>	<b>Of which mention location as objection</b>
Strong support	709	38%	24%
Medium support (neutral)	519	28%	56%
Non-support	635	34%	68%

### Significance of Proposed Location

It is important that the significance of the category of 'non-support' is seen in the context of the focused objection to the proposed location\*. As demonstrated by the table below, over 63% of respondents who answered 1, meaning a new leisure centre was extremely unimportant, also mentioned the location in Q10 or Q13, the 'open response' fields.

Almost 25% of those that expressed strong support for a new leisure centre also objected to the loss of the park.

**N.B. \*Location** in this case means a written response which focuses on a total objection to the development of the park, rather than an objection to potentially resolvable elements (e.g. loss of bowling club, tennis courts, basketball courts, increased flood risk, tree loss).

### Support for all-weather sports pitches

The data generally indicates a lower level of support, in terms of the importance rating provided in Q5.

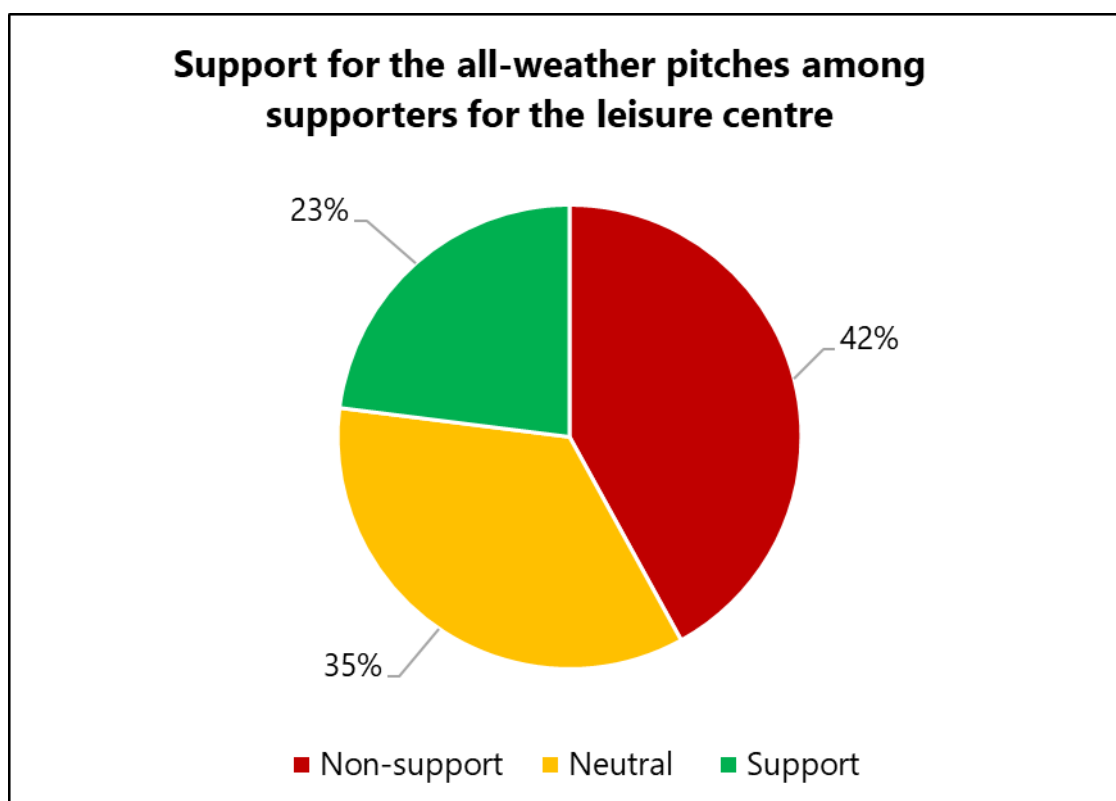
<b>Support for all-weather pitches (Response to Q5)</b>	<b>Number of Responses</b>	<b>Percentage</b>	<b>Of which mention location as objection</b>
Strong support	207	11%	25%
Medium support (neutral)	423	23%	32%
Non-support	1201	66%	56%

### Analysis of feedback relating to the all-weather pitches

The proposal for Spelthorne Leisure Centre included the prospect of all-weather sports pitches on the same site.

Support levels for all-weather sports pitches are significantly lower than for the leisure centre itself, with most respondents, giving the pitches the lowest importance rating in response to the question 'How important are the sports pitches at a new leisure centre to you?'

Even supporters of the leisure centre did not express much or any support for the all-weather pitches.



### Other stakeholders and all-weather pitches

Other stakeholders indicated a local need for additional all-weather pitches in the area. These stakeholders include Staines Town FC and Staines Lammas FC. The Council's own *Pitch Strategy* outlines this situation in more detail.

Regardless of the low overall levels of support for the all-weather pitches, it is evident that those who are members of sports teams/clubs are slightly more in favour. About one-fifth (20.38%) of team and club members gave positive support for all-weather pitches. Only 9.6% of non-team/club members support the proposals for all-weather sports pitches.

## Other factors influencing the responses

Using the information provided in the questionnaires, the analysis considered how various factors might inform the response. Detailed analysis of factors such as age and frequency of participation in leisure and sports activities can be found in the full report.

### Age and participation levels

Age is less of a factor than, for example, the respondent's level of participation in leisure and sports activities.

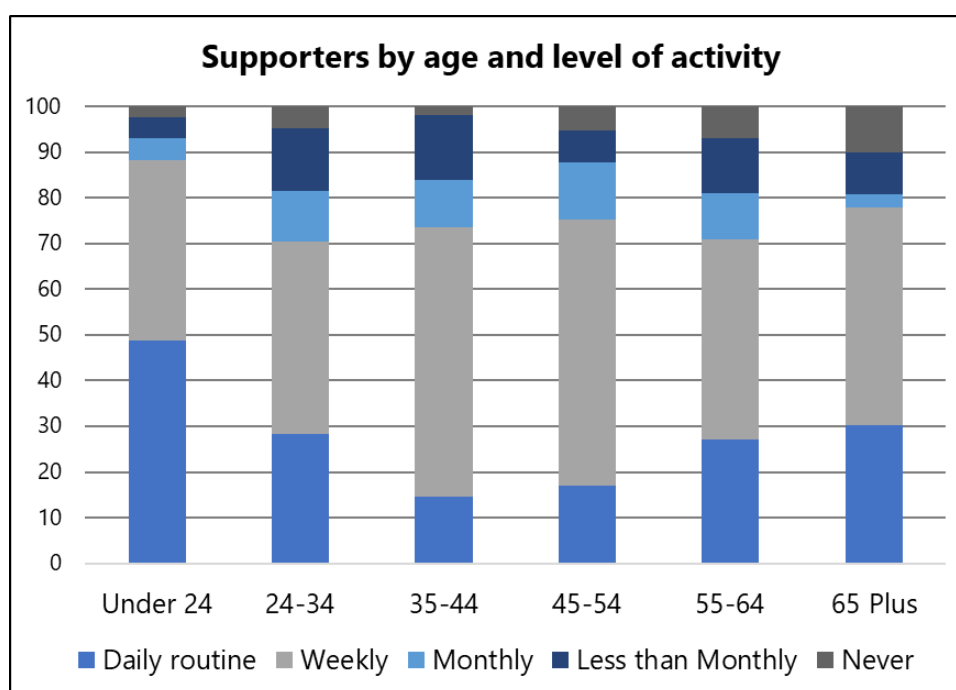
The more active the respondent the more likely they were to indicate support.

There was a clear drop off in support among active respondents who said they did not use public and council owned facilities.

### **Frequent participants**

**43.26% of those who are both members of a Council facility and a sports team/club responded with a score of 10 (ten) to Q1.**

As the bar chart below indicates, people who responded positively to the proposals tended to be keen participants in sports and leisure centre activities across all age groups. Indeed, participation was more likely in the older age group of supporters, exceeded only by the under 24 age group.



### **Under 24s**

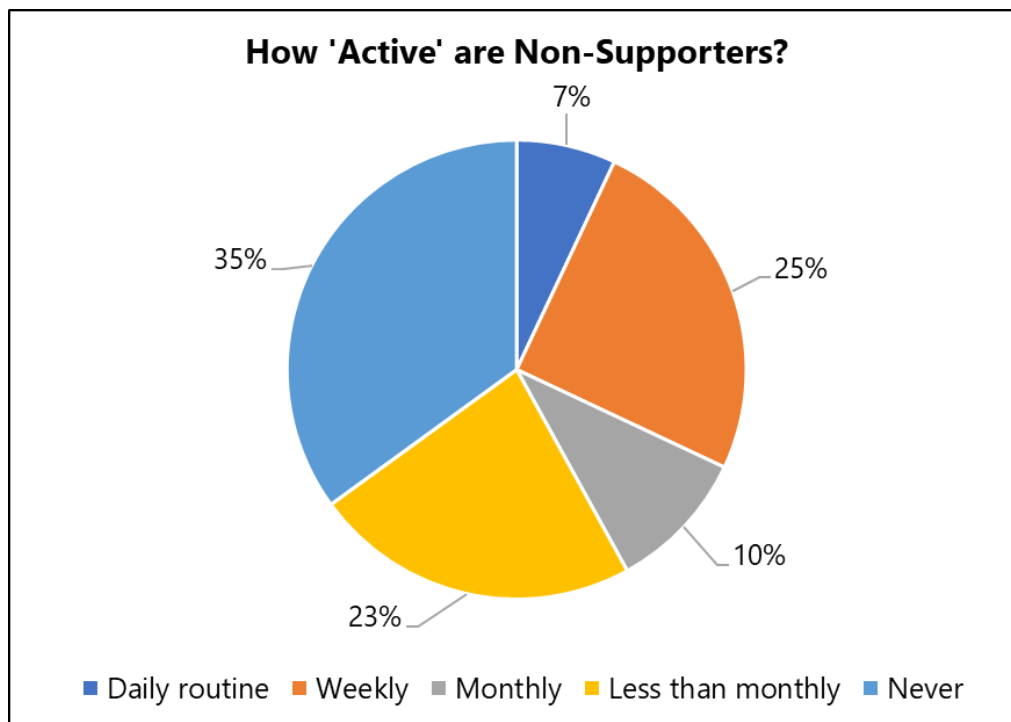
Roughly **29% of Under 24s** responded with a **score of 10 (ten)** when confirming their support for a new leisure centre.

### Infrequent participants / less active respondents

The main findings can be summarised as:-

- Regular users/club members of all age ranges support a new leisure centre.
- The frequency of activity is linked to the respondents' interest in and support for a new leisure centre.
- Older people who never use council leisure facilities are more supportive than people in other age groups who also never use facilities and who are not members of a club or team.
- Non-Supporters, particularly those over 65, were more likely to never use the existing facilities. More than 42% of the over-65 group, who do not support the proposals, never use these services.
- Respondents from disability groups requested that new facilities be designed to be more accessible.

Across all age group, support for the proposals for new leisure and sports facilities was lowest among those people who claimed to never or rarely (less than monthly) use leisure facilities.



## Concerns and Questions

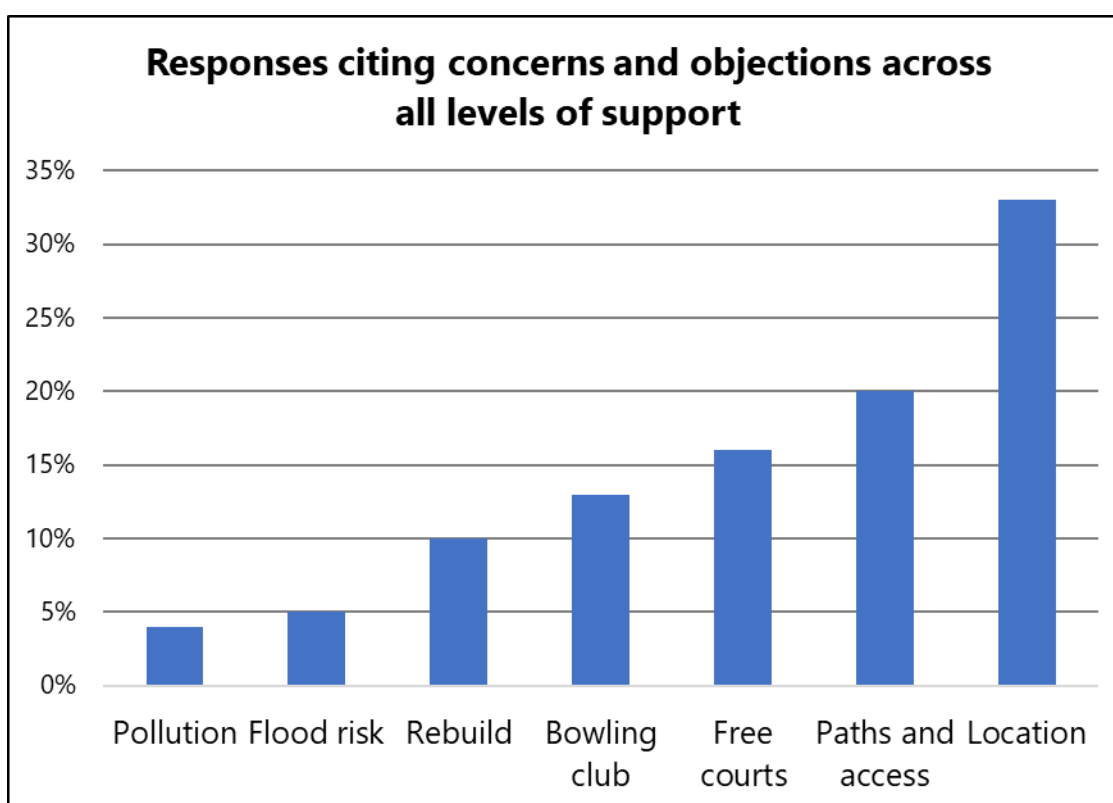
### Principle Concerns

The questionnaire gave people the opportunity to highlight their concerns as well as indicate issues for further consideration by the project team.

The analysis involved the scrutiny of over 170,000 words, which identified many specific concerns and objections to the proposals in part or in principle. Grouping the concerns according to common themes indicated the concerns which are most pressing for most respondents.

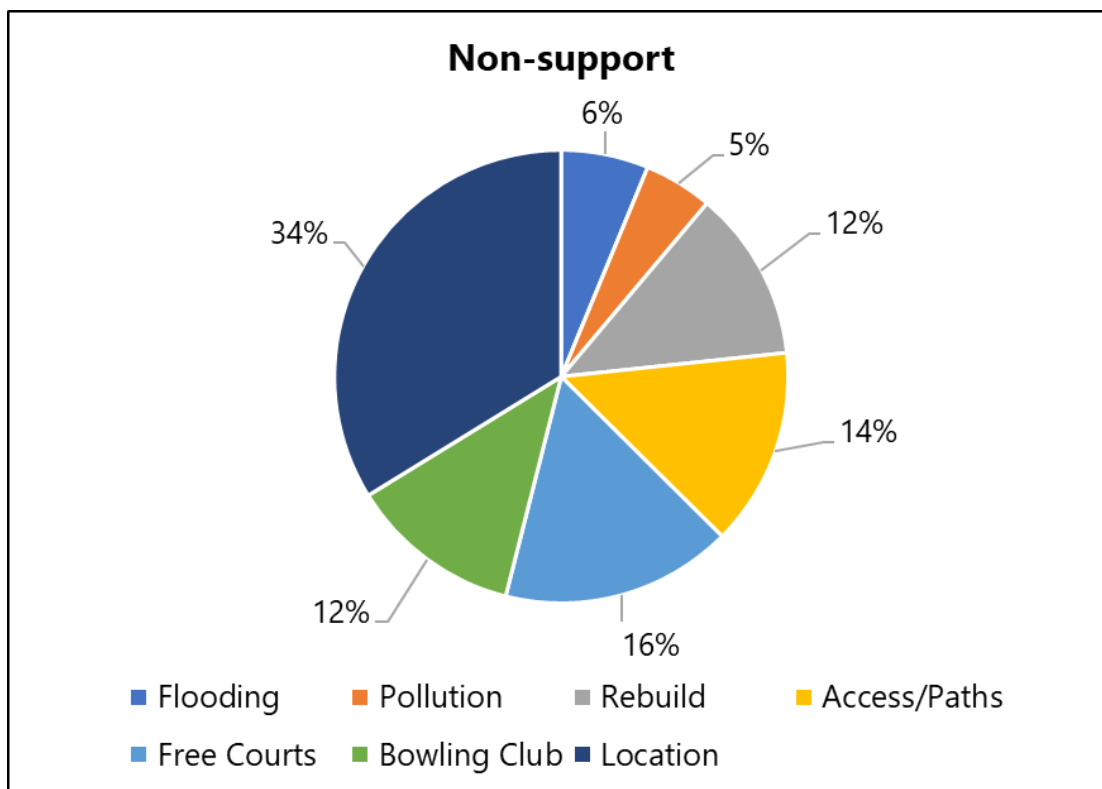
The most frequent consideration across all groups, supporters and non-supporters, was the Council's initially preferred location for the leisure centre and sports pitches.

**Note:** Location here is classified as an "absolute" objection – not a remediable element, which might be resolved through design, mitigation or other compromises.

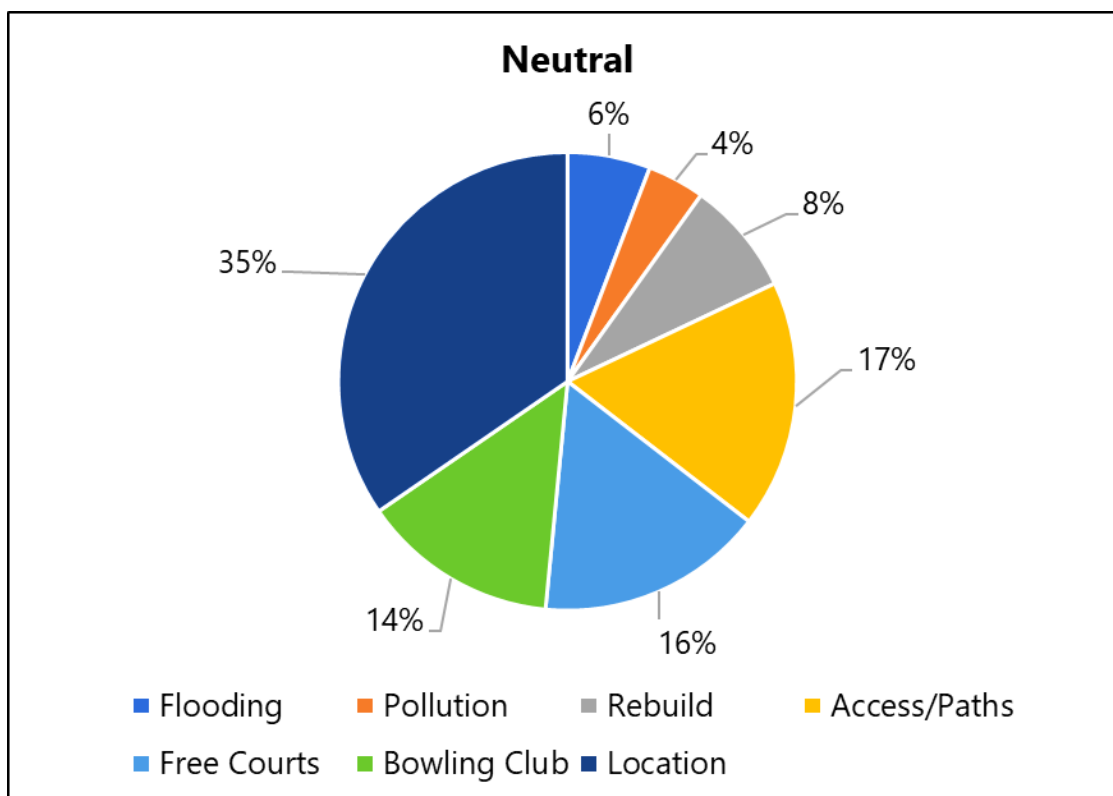


### Concerns across the different levels of support

The data helped show that the concerns of local people were broadly consistent across all three levels of support. However, the issue of the proposed location was clearly a more significant factor for those who did not feel a new leisure centre is important.

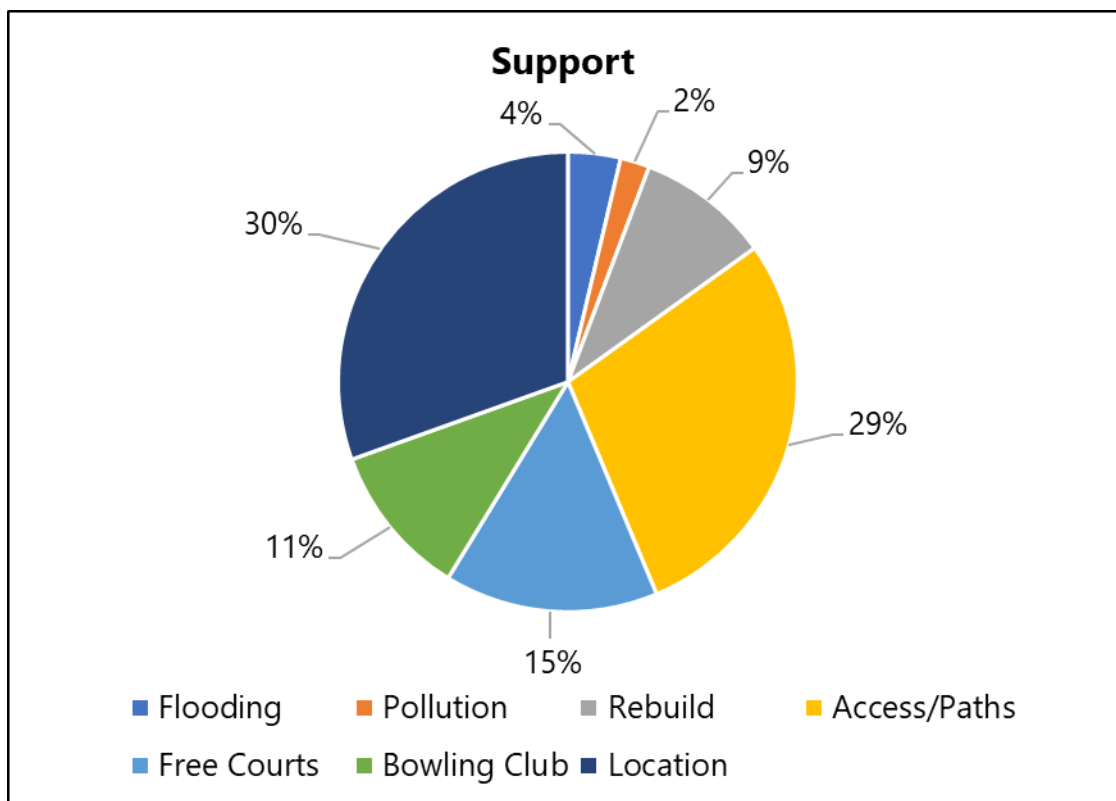


The pie charts show how the concerns are shared across the different levels of support for the proposals. However, those people who expressed support the proposals were significantly less likely to refer to the common concerns in their responses.





Among those people expressing the strongest support for the proposals, concern over paths and through-park access to the schools and the local railway station were as important as concerns about the location.



Location is evidently the largest concern amongst any group, regardless of the importance placed on development of new facilities.

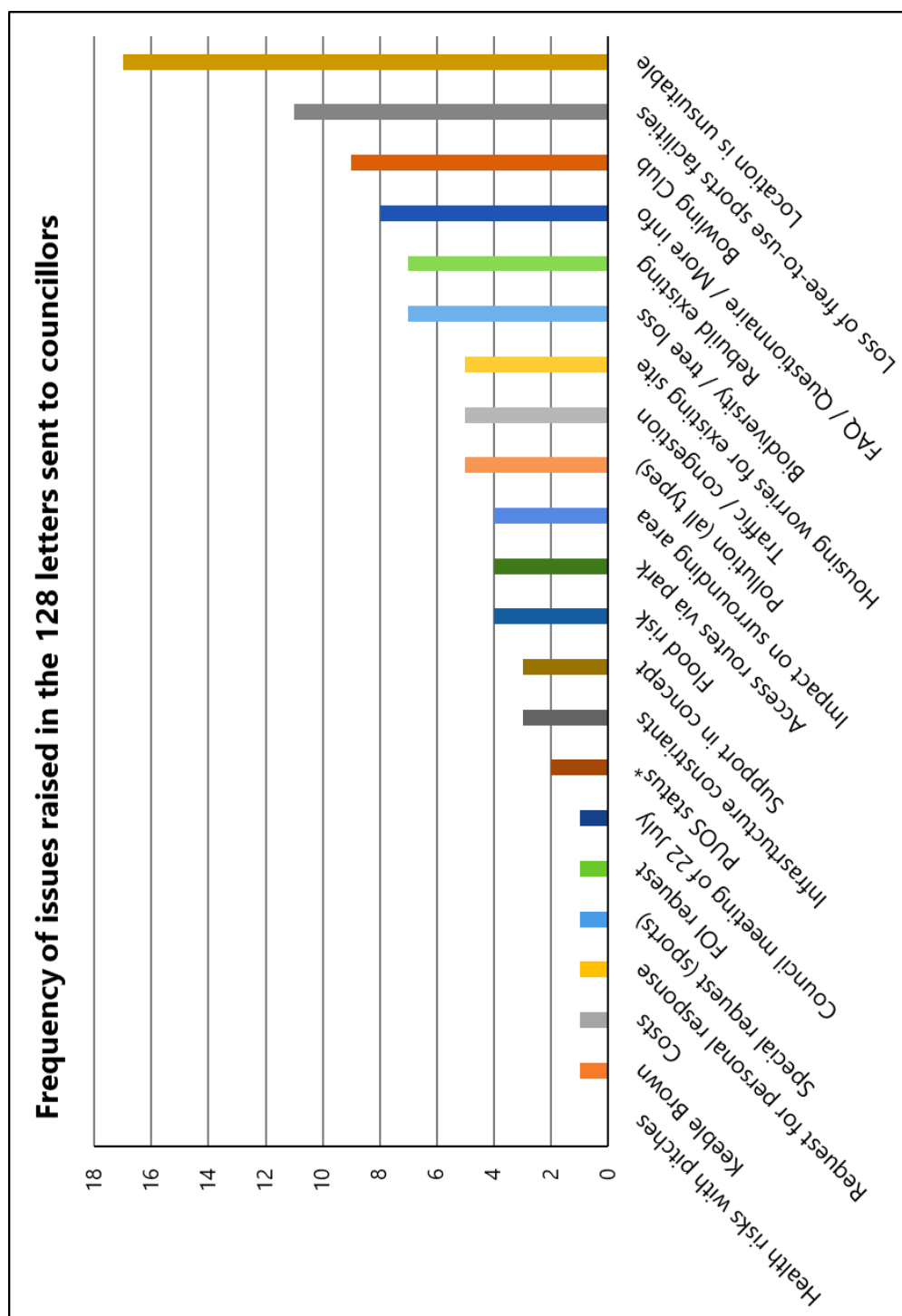
## Public Opinion Indicators

### Correspondence received by Spelthorne Borough Council

The council received 128 letters, which provided a heuristic measure of the interaction between residents, councillors and the Council in relation to the proposals.

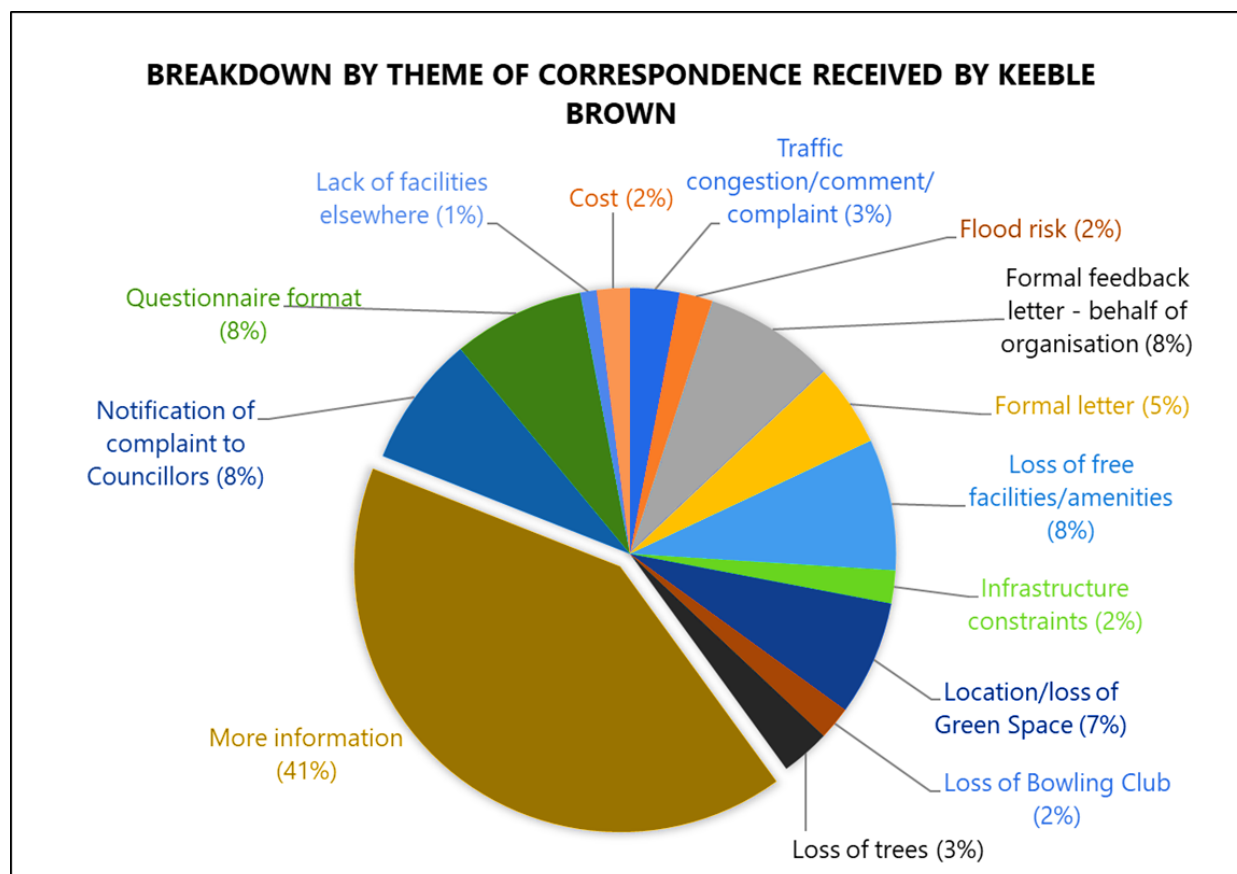
A desire for more information about the Council's development programme, the specific proposals and the operation of the leisure centre also ranked highly as a topic raised in the letters.

\*PUOS status refers to Protected Urban Open Space



### Analysis of correspondence sent to Keeble Brown

A total of 116 responses were received. Comments frequently related to objections to the proposed location. However, we also received copies of formal letters on behalf of organisations and copies of correspondence already distributed to Councillors.



The bulk of the comments received focused on requests for further information, including requests that specific reports and needs assessments commissioned by the Council be made public.

#### **Requests for more information**

Feedback clearly called for more information, especially about the process of identifying the proposed location, the selection of leisure and sports facilities, and the wider development implications.

A number of were concerned by issues not directly related to the proposals, such as leisure facilities in other parts of the Borough. Some people wanted to complain about the consultation and the organisations involved.

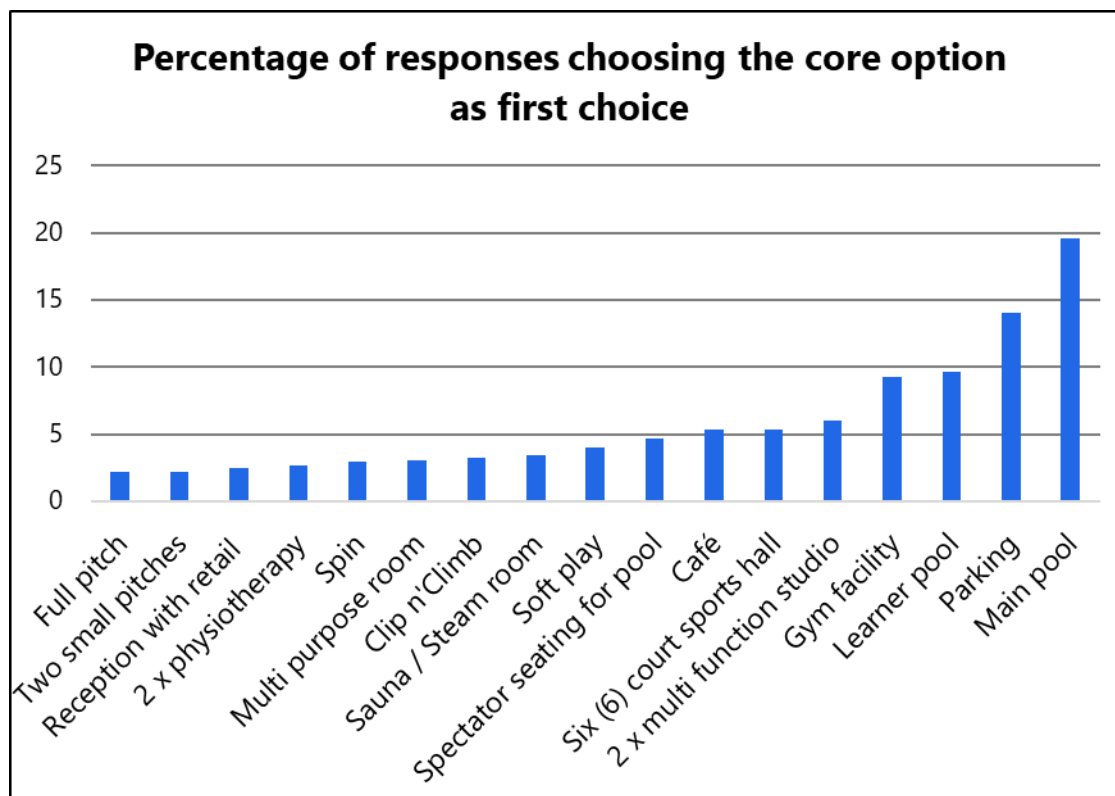
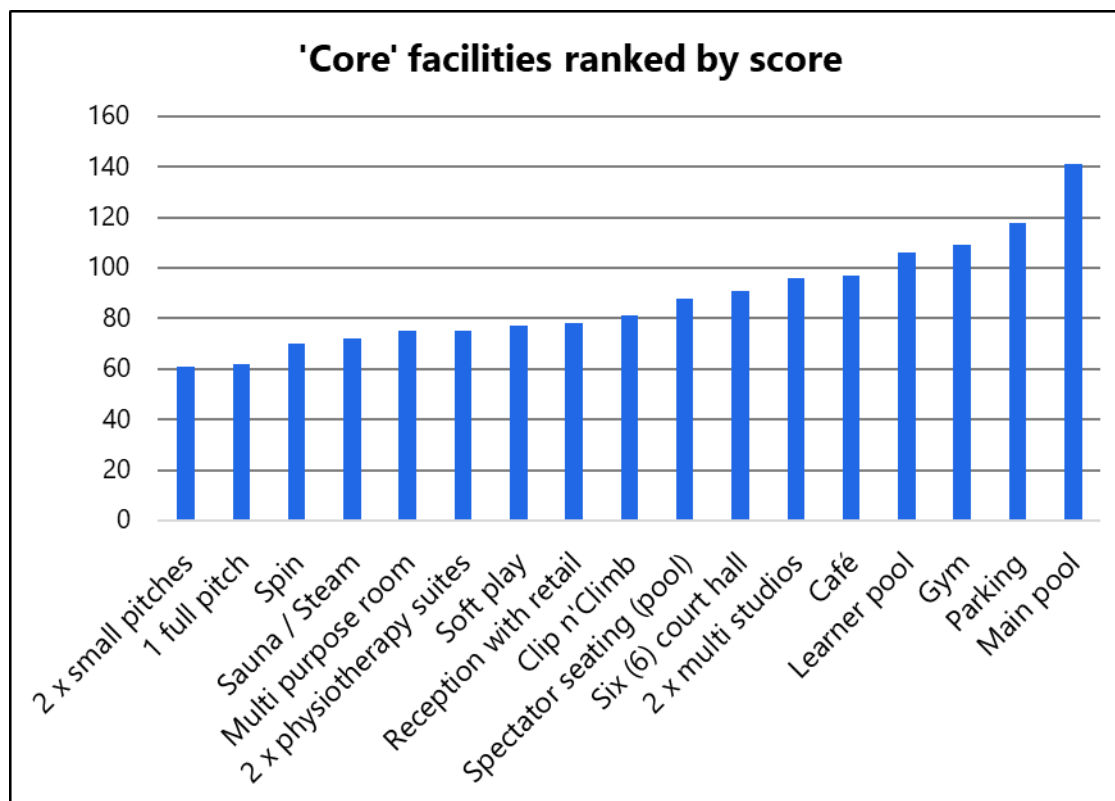
#### Primary school pupils' contributions

Letters were received from Riverbridge Primary School, with which the project team engaged throughout the consultation as a stakeholder, and Our Lady of the Rosary Catholic Primary School.

Full analysis can be found in the main report.

## The Mix of Facilities

Analysis of 'core' facilities feedback



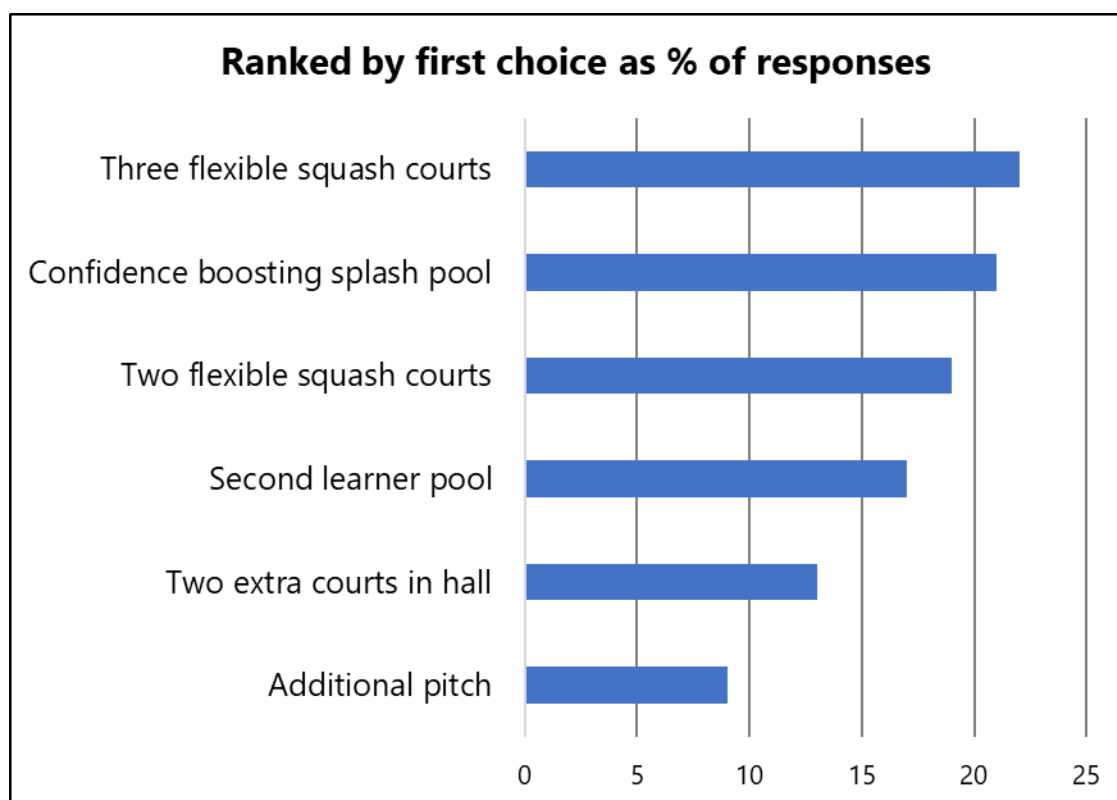
Taking the scores given by all respondents who professed a preference for the specific facilities listed within the 'core' mix, shows that swimming facilities and parking are considered most important

Compared with other 'core' facilities, very few people put a priority on the all-weather pitches.

More than 70% of supporters of the proposals expressed concerns that squash facilities were not included in the 'core' mix.

### Non-core / Optional facilities

A selection of optional sports and leisure facilities was included as part of the public exhibition. The consultation asked people to indicate their preferences based on the list provided as well as suggest other potential activities that might be accommodated.



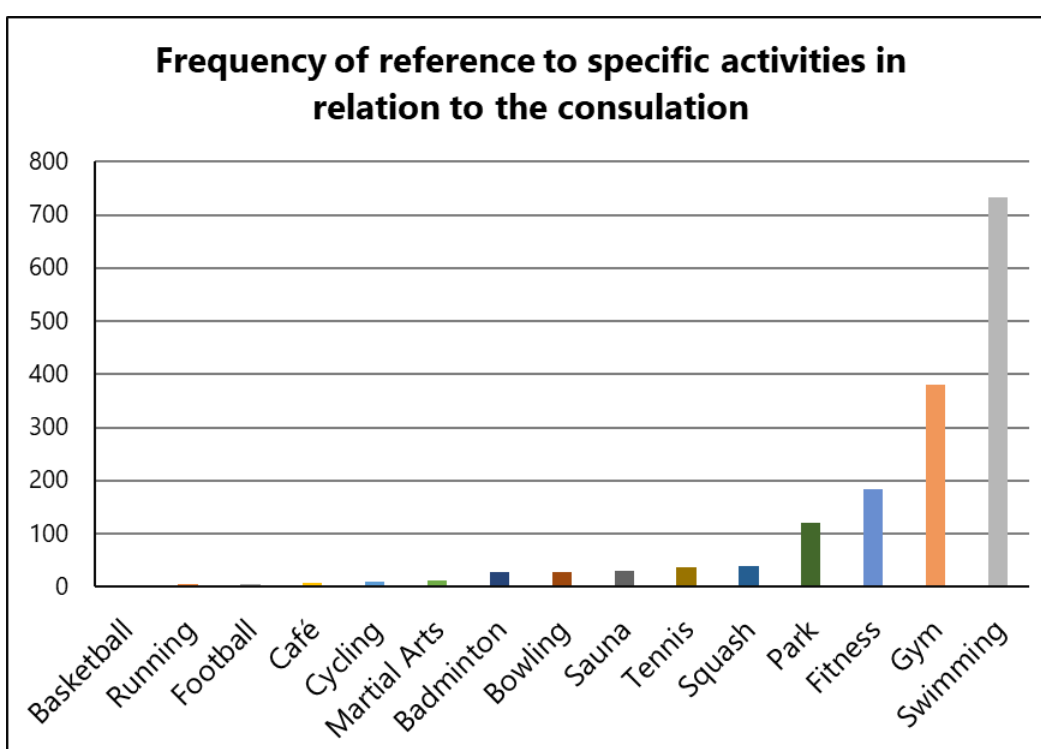
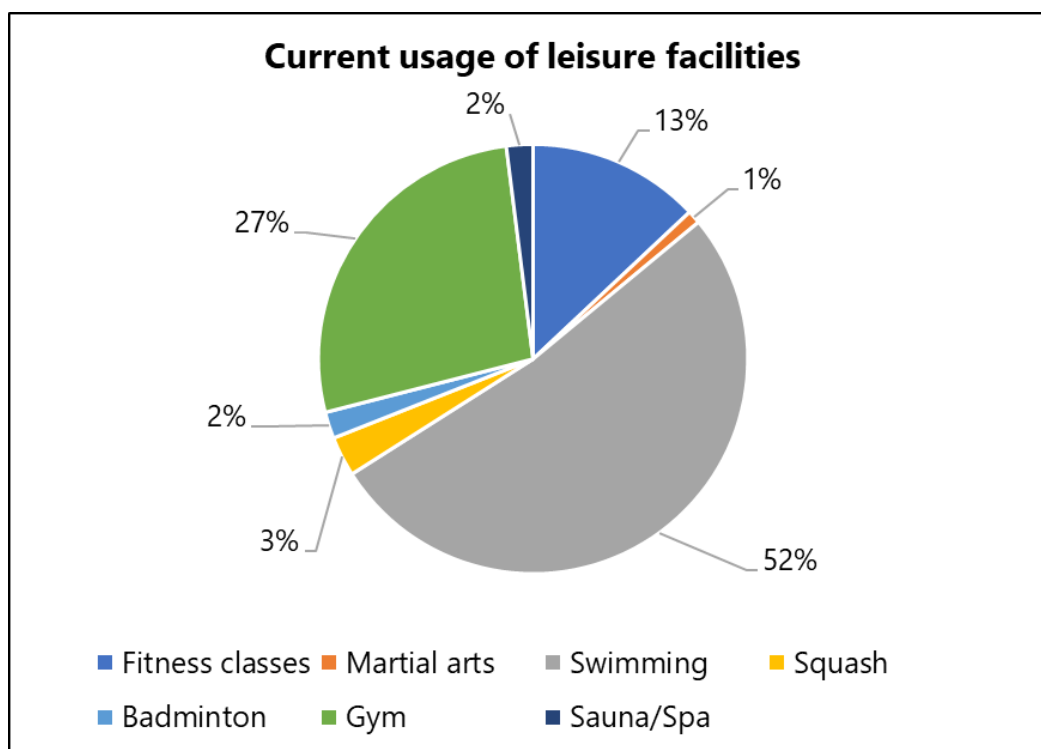
Overall, the response shows that the single most supported facility (i.e. given a score of FIVE) with 22.3% share, was the option of three squash courts.

Those with an interest in squash were, on average, strong supporters of a new leisure centre. More than 70% of people who mentioned the lack of squash courts in the core mix as a concern were strong supporters.

### Current Usage

Almost 83% of people responded to questions about current usage. Swimming is by far the most popular activity available at the centre.

Some respondents explained that the park itself is a better public health amenity than a leisure centre. Some respondents also noted their preference for sports and leisure activities not involving a leisure centre.



## Design Preferences

### Response to the examples presented

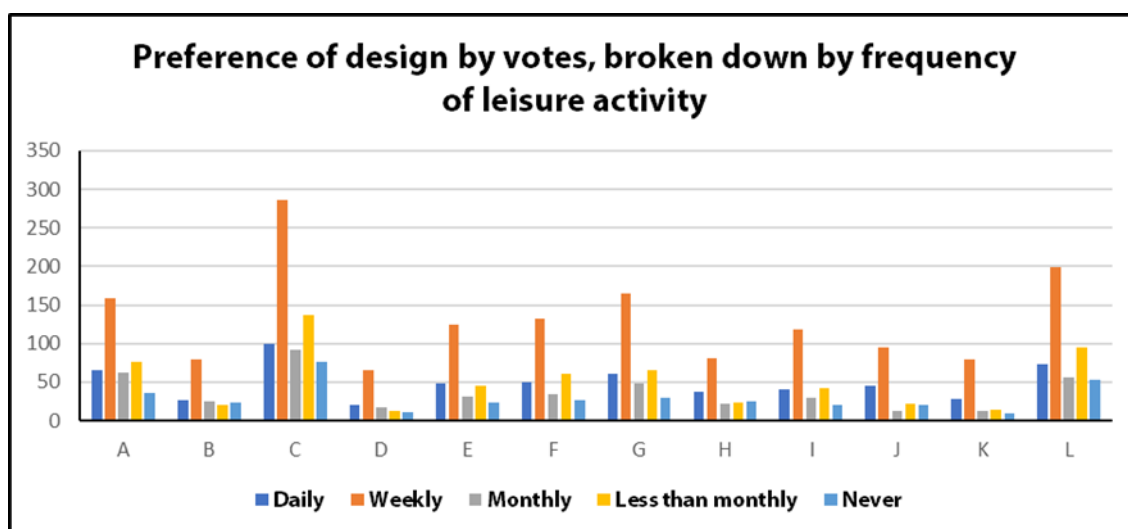
The questionnaire and the public display boards presented at the drop-in events included twelve photographs of modern leisure centres at different locations. Respondents were asked to indicate which design example most appealed to them.

Each image was given a letter of the alphabet to identify it (A-L).

The data indicates that design C was the firm favourite among all respondents, regardless of how frequently they used the facilities. Design C depicts a building surrounded by open green space, which could be seen to be more sympathetic with the existing park environment.



This image was presented as design example C

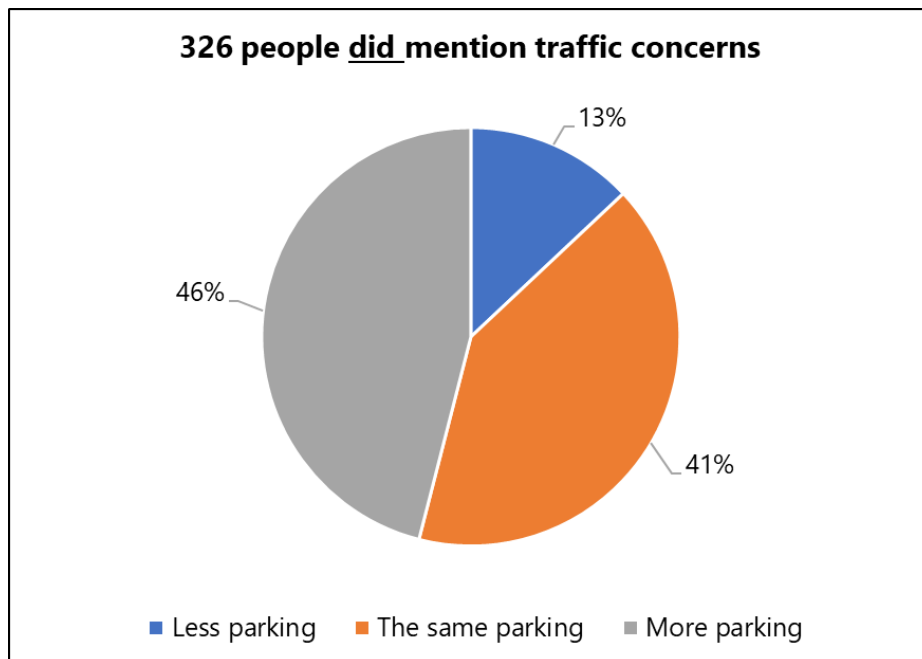


### Concerns about traffic and parking

Traffic concerns did not feature highly in the responses from the public.

In total 1,642 respondents answered the question about parking spaces for users of the proposed leisure centre (Question 11). The question asked people to indicate if they preferred to see more, or less or the same level of parking provision as at the existing leisure centre.

Responses to this question were analysed in conjunction with the answers provided to the open questions, where respondents provided their wider concerns about the proposals.



Only 326 people out of 1,642 raised concerns about traffic and traffic related issues in their written responses. Of these, less than half (46%) said they wanted more parking space provided with almost as many saying they wanted the same provision of spaces.

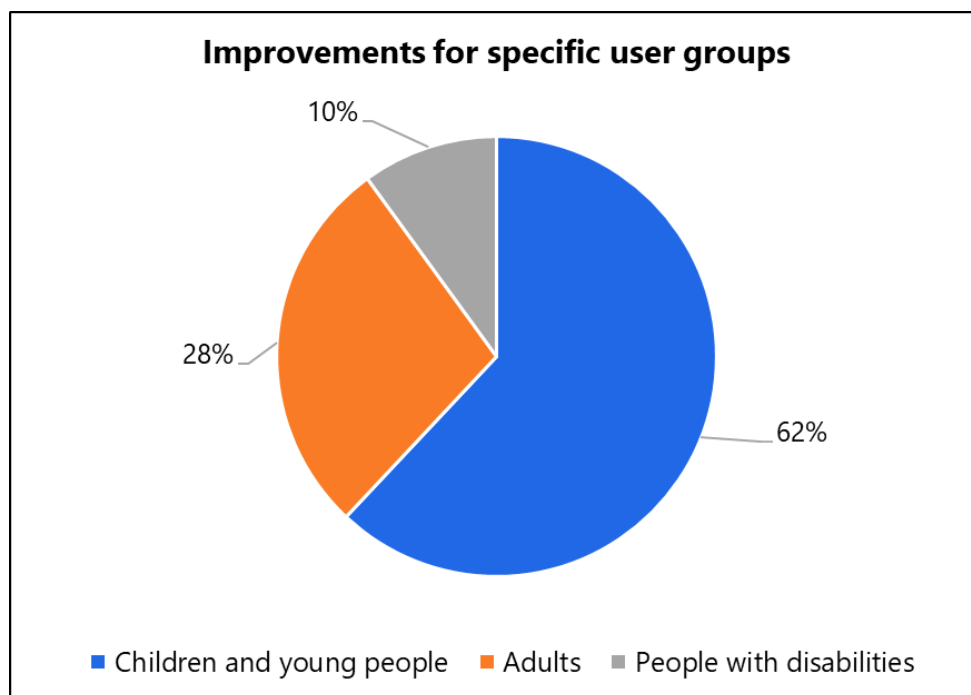
Among the people who did not mention concerns about traffic related issues, about half (51%) responded to Question 11 saying that the new leisure centre should have the same provision as the existing facility. Only 39% wanted more parking spaces provided.

Both groups had little interest in reducing the amount of parking provided.



### Designing to meet the needs of specific user groups

The response to Q6 'Compared with the existing leisure centre, should a new leisure centre provide better facilities for: (tick all that apply)' are displayed in the below table. The data indicates that the public preference is for leisure facilities to be better designed to meet the demands and needs of children and young people.



There was only limited public support for improvements to make the leisure facilities more accessible for people with disabilities and for older people. Separately, Keeble Brown received lengthy feedback from Disability Empowerment and Access Groups which indicates that there is a significant need for improved facilities which could address the different needs in the area.

Note: The response rate for this question was only 77.3% This was considerably lower than the response rate for other key questions.

## Postcode analysis

Analysis of the responses that provided a valid postcode indicated that although the number of responses per postcode tended to decline with distance from the suggested location, the proportion of responses that supported the proposed new leisure centre increased.

Responses were grouped based on the distance from the proposed location, an identifiable point within the proposed site. The bar charts show the responses per distinct postcode area. Note that there can be several postcodes that are equally distant from the site. The actual postcodes are not shown.

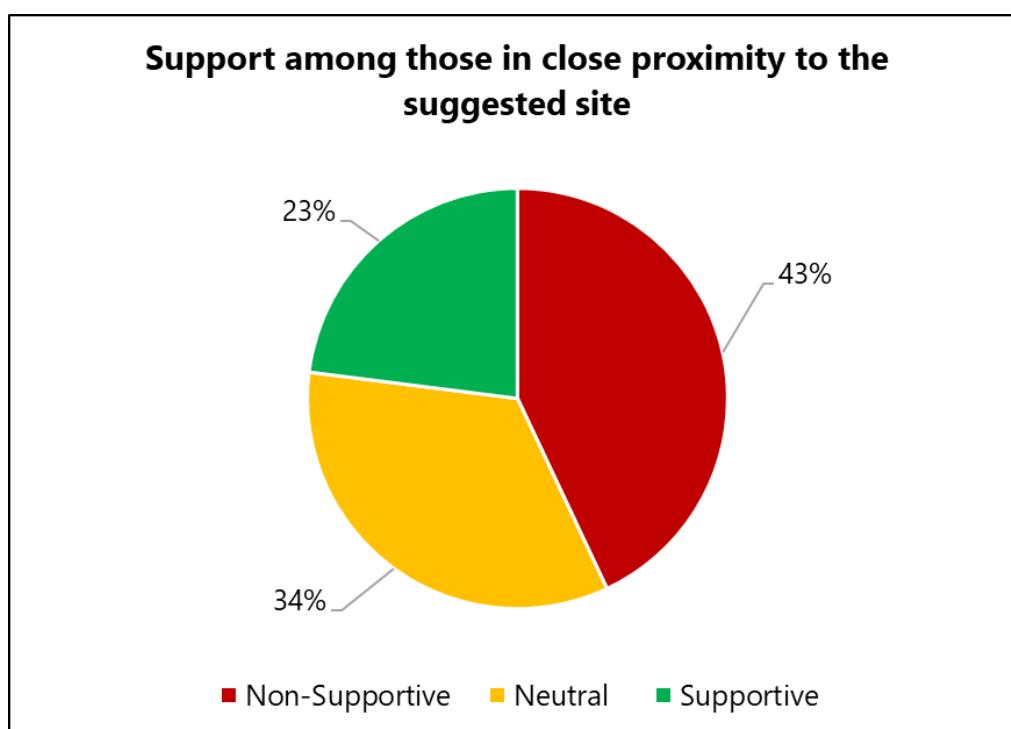
1. 0-500 metres
2. From 500m to 2km
3. From 2km to 5km
4. More than 5km

### Responses from those living within 0.5km

#### **Proximity of respondent to the proposed site**

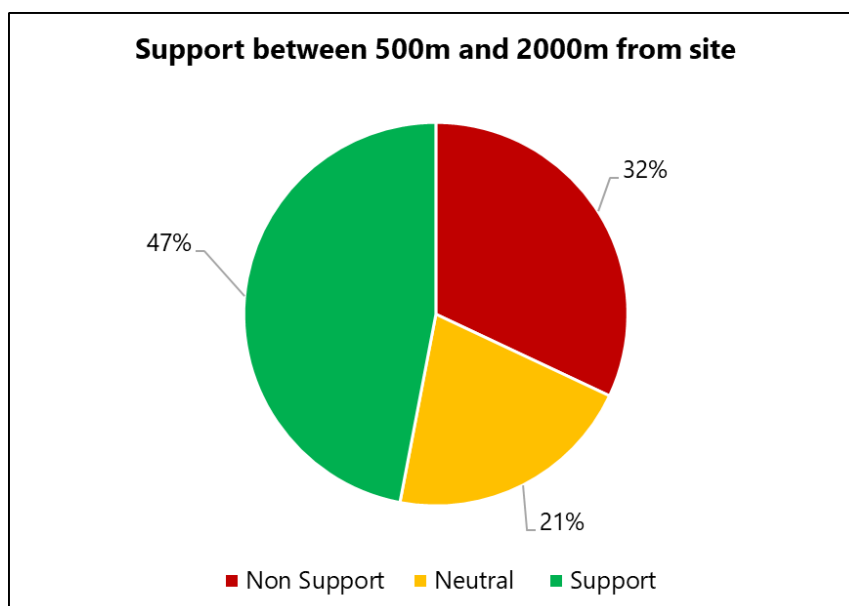
The results of the postcode analysis are consistent with the response to consultations relating to other development in other parts of the United Kingdom.

The pie chart below clearly shows that, among those living in postcode areas less than half a kilometre from the proposed site, overall fewer people supported the proposals than objected.



### Responses from postcodes areas 0.5km to 2km from site

Analysis showed that response rates declined with distance. Although, there was stronger support for the proposals overall, those living closest to the site were more inclined to respond with 'neutral' opinions than those living in postcodes further away.

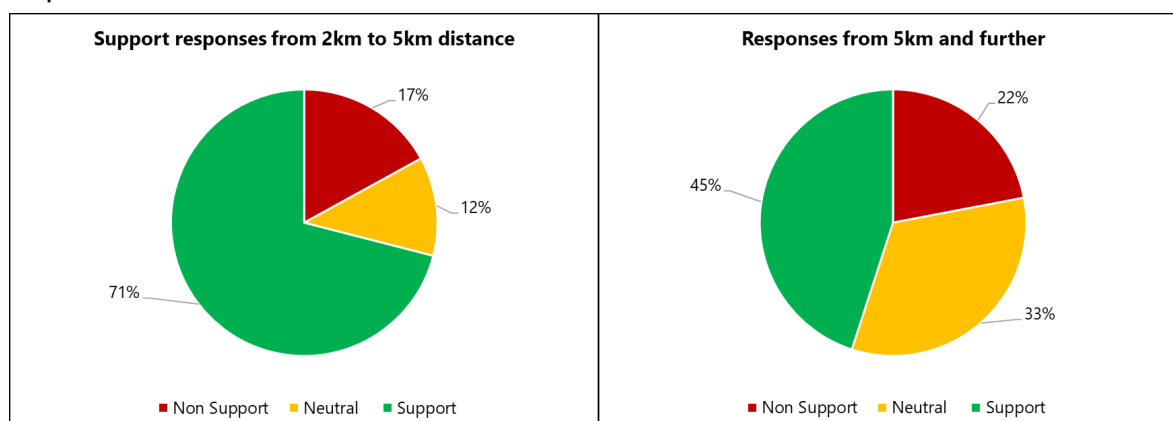


### Postcodes for streets 2km and further from the site

People living in postcode areas more than 2km from the proposed site location showed broad support. Close review of each postcode showed responses from the same postcode demonstrated a range of opinions.

#### **Beyond 5km**

Unsurprisingly, beyond 5km, the response rate was low. Few postcode areas provided more than one response.



Although, overall responses from people living further than 5km from the proposed site location were more inclined to provide 'support' or 'neutral' responses, the rate of response per postcode fell sharply with distance from the site.

## Appendices

This is the abbreviated Appendices. For more details, please refer to the full report which can be found online.

### Appendix A – Engagement activity to support consultation

#### **Event Publicity and Advertising Programme**

The launch of the public consultation was promoted with a comprehensive programme of promotional publicity. This included traditional display advertising in local newspapers, letters and flyers delivered to residents, businesses, schools and other stakeholders such as health centres.

#### **Sports Groups**

Email invitations to the consultation event were sent to 49 sports and leisure activity groups.

#### **School and College PE Departments**

Forty-one (41) P.E departments within local schools and colleges were also contacted as part of the public consultation programme.

#### **Community Groups**

Email invitations, telephone and face-to-face canvassing took place to a range of organisations prior to the event. Some of these groups also displayed flyers/posters with information about the consultation.

#### **Disability/Access/Mental Health Groups**

Telephone, email and face-to-face canvassing, providing information and collecting feedback.

#### **Schools**

Invitations and information flyers were distributed to 20 schools following email and phone conversations. Three schools agreed to reproduce our flyer in their schools' newsletter/distribute to parents and carers and/or circulate among staff members.

There was additional engagement with schools and nurseries, including the Headteacher of Riverbridge Primary School, Knowle Green Nursery and Minitots:

#### **Drop-in sessions: Attendance**

Some 615 visitors attended the drop-in sessions over the two days, of which 431 signed in. A tally was kept by a member of the team using a "clicker" to ensure the estimate of those attending (but who chose not to register their participation) was as accurate as possible. Contact with councillors and other politicians

#### **Contacting Councillors and MP**

Prior and post the public drop-in events, the consultation team contacted councillors and the local MP to ensure they were aware of the proposals and the launch of the public consultation.

### Appendix C – Delivery routes and the area covered

Hand delivery of materials, starting with the initial consultation letter to immediate neighbours provided the project team with an opportunity to get to know the area and to meet people living and working close to the proposed development site. Delivery routes are shown in blue.

**Map 1 – Initial distribution ahead of drop-in (Friday 23)**



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## Answers to frequently asked questions (FAQ)

## Public consultation ahead of proposals for a new Leisure Centre for Spelthorne

### Community update

Since launching the first phase of the public consultation on 29 June 2018, a number of people have raised a range of questions about the proposed development.

On behalf of the project team, we are pleased to provide this update, which provides answers to these queries from the appropriate specialists within the project team. Many of the queries relate to the suggested location for the new facilities, the choice of facilities (indoors and outdoors) that might be included, and the possible impact of the new leisure centre on neighbours and other stakeholders.

We have also been asked about Spelthorne Borough Council's wider development strategy and about specific plans for the existing leisure centre at Knowle Green.

We have tried to order the responses into common themes.

The consultation documents and feedback questionnaire can be found on our website at [www.spelthorneleisure.info](http://www.spelthorneleisure.info). The deadline for feedback in this stage of consultation is Monday 23 July 2018.

### About the consultation

**1. *Do we actually have a say in this, or has the leisure centre been decided on?***

We want to get as much feedback as possible and are welcoming comments on every aspect of the proposal. All feedback will be fully considered and taken into consideration when we decide how to proceed. It is not a done deal. We do however think it will be an asset that will benefit the community. We are keen to provide the best possible facilities to our residents.

**2. *Will the questionnaire results be made public?***

Yes. The analysis of the questionnaire will form part of the Statement of Community Involvement, which is necessary as part of a planning application. Once anonymised, in adherence with data protection laws, this information would be open to the public. No personal details will be released.

**3. *Have other sites been looked at and if so which ones?***

A site between the Council Offices and the existing Leisure Centre was considered but was assessed as too small. Other Council owned sites were also assessed and ruled out for various reasons. The site currently proposed was identified as the most viable because it is owned by the Council, not on Green Belt, large enough to accommodate a new leisure centre, close to the existing one and easily accessible, including by public transport.



## Environmental considerations

### 4. *Has an environmental impact assessment been done?*

No, it is highly unlikely that one will be required. However, before design work starts we will be consulting with Planners.

### 5. *Will the new leisure centre pose a flood risk?*

Any new buildings constructed on Staines Park will be designed to reduce the risks of flooding. This should result in an improvement for the wider area. A flood risk assessment would be submitted as part of any planning application.

### 6. *Sweeps Ditch is important for biodiversity. What will happen to Sweeps Ditch?*

Ecological surveys will be a part of the application. The intention is to retain and enhance its biodiversity and the habitat's qualities.

### 7. *What will happen to the footpaths? Will we lose access points to the park?*

We know how important the pedestrian routes across the park are for the local community. Much of the park will remain as public, open space with footpaths and pedestrian access retained or enhanced. For example, we will ensure that local schools, routes to the railway station and the town centre can still be freely accessed through the park. As the space would become managed during opening hours, it would benefit from greater security and cleanliness.

### 8. *Will trees be cut down?*

Trees will form an important part of the design and any loss of trees during construction will be limited as much as possible. Replacement planting will ensure no net loss of trees. Our objective is to retain as many trees as possible particularly around the perimeter of the site so views into the site are filtered and the park setting is respected. This will enhance the proposed development as well as the street scene.

### 9. *How much of Staines Park will be used?*

If the leisure centre and sports pitches are built as proposed there would still be 3.08 hectares of freely accessible green space in Staines Park. To put this into context, the freely accessible green space in Lammas Park is 3.33 hectares.

## Queries about the existing leisure centre

### 10. *Will there be new homes built on the existing leisure centre site?*

The site is a brownfield site and the provision of housing is both a central and local government priority. Therefore, it is possible that this may be developed in future years.

### 11. *Can the council refurbish the existing leisure centre?*

We have looked at this and it is not cost effective. Nor is the site big enough to provide the range of facilities now needed to meet current and future customer leisure requirements. The existing centre is nearing its 'use-by' date and condition surveys have indicated that a considerable investment would



be needed to extend its life beyond 2021. A refurbished centre would have a more limited lifespan, be less efficient and not offer the same range of facilities as a new-build centre. We therefore need to progress plans to build a new facility that is fit for purpose and user expectations for the next 30-40 years.

**12. Will the Council be making a profit by selling the current leisure centre site?**

No. The construction costs for the proposed new leisure centre will be significantly greater than the value of the current leisure centre site. This site is not up for sale and we have no intention of selling it, as some have suggested. If the site is developed in the future, the Council would retain ownership.

## Wider development concerns

**13. Will there be high rise buildings built on Staines Park?**

No. There will be no high-rise buildings on Staines Park. If we proceed, we have no intention of building anything else on the park other than the proposed leisure centre buildings and associated pitches.

**14. Will the Council building be demolished?**

Absolutely not. Our Council Office will remain where it is and will not be sold.

**15. How much is a new leisure centre going to cost?**

We will not know the exact cost until we know what range of facilities is going to be included. When we do know, we will be as transparent as we can about this, subject to rules around commercial sensitivity.

**16. Will a new leisure centre cause an increase in traffic?**

Enhanced facilities may result in a little more traffic although because of its central location, close to good public transport links, this should be minimal. We will be working to ensure it does not affect residents in adjacent residential roads. The Highways authority will be consulted as part of any planning application and a traffic assessment undertaken. As with the current leisure centre, vehicle access will only be from Knowle Green.

## Mix of leisure facilities

**17. Do the proposed facilities mix meet future demands?**

That is certainly our aspiration. Feedback on the consultation will help ensure this.

**18. Will there be squash facilities, if so will they be an improvement on the existing ones in terms of quality and number of courts?**

The mix of facilities is something that is part of the consultation.

**19. Will the 3G (all weather) pitches be floodlit?**

Possibly, so that they can be used in all seasons. We will ensure that any lighting is designed to minimise light pollution and the effects on nearby properties.

**20. Can the tennis and basketball courts be kept?**

The council is aware of the popularity of the basketball facility and would be looking to replace this facility locally if the proposals go ahead. In terms of tennis, the Leisure Needs assessment showed that there is adequate provision of tennis courts in the borough to meet current and future demand. At the time of the assessment in 2017 there were 0.39 courts per 1000 population in Spelthorne. This is higher than both the national (0.22 courts per 1000) and the regional (0.35 courts per 1000) averages. The removal of the 3 courts at Staines park would still provide 0.36 courts per 1000 population in the borough. There are three free-to-use tennis courts at Lammas Park and other courts at Fordbridge Park.

**Impact on other stakeholders****21. Will Knowle Green day nursery be affected?**

No, this is not part of the proposals. We are, however, engaging with the nursery to ensure that they understand our overall plans.

**22. Will the Scout hut be affected?**

No, this is not part of the proposals. We are, however, engaging with 6th Staines Scouts to ensure that they understand our overall plans.

**23. What will happen to the Bowling Club?**

We are working with them to seek alternative locations.

**24. Will the adjacent NHS Centre be affected?**

The NHS health centre is an important neighbour and stakeholder. Our proposals do not affect these facilities in any way.

**25. Is the model engineers' society affected?**

No, it is a significant distance from the proposed location.

**26. How will people be able to get across the park during construction?**

Safe routes will be maintained by securely hoarding off the areas under construction. It is our intention to maintain routes across the park that provide access to the school, town centre and train station.



**Contact:** Zara Williams or Spencer Neal  
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## The questionnaire and site selection criteria

# PUBLIC CONSULTATION QUESTIONNAIRE

## Proposals for a new leisure centre and sports pitches for Spelthorne

### Introduction

Spelthorne Borough Council is proposing to develop a new leisure centre building as well as new sports pitches. This comes following extensive research and consultation with users, sports groups, and Sport England, which outlined the changing needs of the people in the borough.

The existing leisure centre has been well used over the years, but customers' leisure requirements have changed over time. Not only are maintenance costs rising, but the existing leisure centre cannot incorporate the wide range of facilities required by today's health-conscious society.

This questionnaire is an important part of the public consultation. Your responses will be used to help inform the designs from the outset.

### Location

Spelthorne Borough Council considered all possible sites during its initial research. The Council agreed that the preferred option must meet certain important criteria.

- A.** The site must already be owned by Spelthorne Borough Council. It would not be sensible to use public funds to purchase private land for this purpose.
- B.** It must also be designated land, already used for recreational activities.
- C.** The site could not be used to help meet other development priorities, such as housing.
- D.** It must meet appropriate levels of sustainability and facilitate additional enhancements for the area.
- E.** The leisure centre should be within easy reach for a significant proportion of the population. This entails accessibility via public transport, and space for sufficient onsite parking.
- F.** The site must be able to include all of the facilities and amenities in a setting that contributes to the benefits of a new, expanded leisure and sports centre.

After careful consideration the Council is proposing the northern portion of Staines Park as the only available site that meets all of the criteria.



Your views matter

We are interested to find out what you think about the types of facilities which should be provided, and your design preferences. The council want the proposal to reflect the needs of the community which will use it.

Your answers to the feedback form help us to identify key concerns about the new leisure centre plans.

Age

- ☐ Under 24  
☐ 25 - 34  
☐ 35 - 44  
☐ 45 - 54  
☐ 55 - 64  
☐ Over 65

Name\* \_\_\_\_\_  
Address\* \_\_\_\_\_  
Postcode\* \_\_\_\_\_  
Email \_\_\_\_\_  
Tel (optional) \_\_\_\_\_

\*Required information

Would you like to receive email updates on the proposal?

☐ Yes ☐ No

Please complete the questionnaire and leave it in the box provided. Alternatively, you can post it back to us at **Keeble Brown, 36-40 York Way, London, N1 9AB**. The questionnaire can also be completed online at [www.spelthorneleisure.info](http://www.spelthorneleisure.info)

Please return your questionnaire by  
**Monday 23 July 2018.**

Thank You

Any personal information that you provide in the completion of this questionnaire and in relation to the consultation will only be used in accordance with the Data Protection Act 2018. Your personal information will be used to keep you informed about the proposals and the consultation and our activities in relation to this and for no other purpose. Your feedback and other information provided to us within this questionnaire will be used to analyse and interpret the community's view of the proposals and will be processed in accordance with the Data Protection Act 2018. Copies of completed questionnaires will be rendered anonymous and included in a Statement of Community Involvement (SCI), which is submitted to the planning authority as part of the planning application.

However, the original responses will be securely retained as evidence of the community engagement. Keeble Brown Ltd is registered as a Data Controller with the Information Commissioner's Office (Ref: Z3330986)

N.B. Keeble Brown Ltd is an independent company, commissioned by the Council, which provides professional community and stakeholder engagement and consultation. Our job is to ensure your voice is heard.

QUESTIONNAIRE

1. How important is a new leisure centre for you?  
(please circle as appropriate)

Not important at all      Somewhat important      Very important

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

2. Which sport and leisure facilities are most important to you?

THE MIX OF FACILITIES ON OFFER

So far, based on consultation with Sport England, The Sports Consultancy (a specialist leisure consultant) and the Needs Assessment conducted last year (2017), the proposals suggest a wide range of facilities should be included as the core offer. However, subject to funding there is the opportunity to include additional facilities to suit a number of other activities. We would like to know what you think about the core mix and also the possible optional facilities.

3. Of the facilities proposed as the core mix please rank those that appeal to you. (please use a scale of 1 being least and 5 being most important)

Ref	Facility	Rank
A	Main pool	
B	Learner pool	
C	Sauna & steam room	
D	Spectator seating to pool hall	
E	6 Court Sports hall	
F	Health and fitness suite (gym)	
G	2 x Multi activity studio	
H	Spin studio	
I	Multi purpose room (meeting/crèche/studio/parties)	
J	Reception with retail area	
K	Café with poolside viewing	
L	2 x Small 3c pitches, e.g. 5 aside	
M	1 x Full size 3G pitch, e.g. football	
N	Soft play	
O	Clipping Climbing (climbing wall)	
P	2 x Rooms for physiotherapy	
Q	Parking	

4. Please rank which of the optional facilities you would like to see included in a new leisure and sports centre.

(please use a scale of 1 being least and 5 being most important)  
The addition of these is subject to funding.

Ref	Facility	Rank
R	2 extra courts in sports hall	
S	Second learner pool	
T	Confidence boosting splash pool	
U	2 x Squash courts (with moveable wall)	
V	3 x Squash courts (with moveable wall)	
W	Additional 1 x full size 3G pitch	
X	Other (please specify)	

5. How important are the sports pitches for you at a new leisure centre?

(please circle as appropriate)

Not important at all

Somewhat important

Very important

012345678910

6. Compared with the existing leisure centre, should a new leisure centre provide better facilities for:

(tick all that apply)

- ☐ Babies & Toddlers
- ☐ Children
- ☐ Young people (15 – 20)
- ☐ Adults
- ☐ People with disabilities
- ☐ Over 65s
- ☐ Other (please specify)

7. How often do you use sports and leisure facilities provided by Spelthorne Borough Council?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Less than monthly
- ☐ Never

8. Which facilities do you use?

9. Are you in a club / team?

☐ Yes

☐ No

Are you a member of a council leisure facility?

☐ Yes

☐ No

Are you a member of a private gym?

☐ Yes

☐ No

CONSULTATION

This consultation is at a very early stage and so it is important to know the concerns of the whole community as well as the views of the other stakeholders such as potential user groups and customers. The project team will be making our designs reflect the consultation and views of the wider community.




10. Are there any other concerns that you think should be reviewed?




11. Do you agree the new leisure centre parking should provide:




(pick one)




- ☐ More parking spaces than the current leisure centre
- ☐ Fewer parking spaces than the current leisure centre
- ☐ The same number of parking spaces as the current leisure centre

12. This proposal is an opportunity for Spelthorne Leisure Centre to reflect the identity of the borough and its residents. We would like to gather some initial thoughts on design and architecture. Please indicate from the examples below your top four designs in order of preference:









Preferred examples:

13. Do you have any other comments on the proposal?

Thank you for taking the time to fill out our questionnaire! Your feedback will help shape our future designs. We will be holding another public consultation this autumn, where we will present how your feedback has helped to shape the detailed design of the new leisure centre proposals.





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