

Finchley Lido Leisure Centre

Engagement Summary Report

13 December 2022 – 6 February 2023

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1. Executive Summary

This report sets out findings from the Finchley Lido Leisure Centre engagement that was carried out between 13 December 2022 and 6 February 2023.

1.1 Response to the engagement

The engagement consisted of six different engagement approaches.

The table below provides an overview to the number of responses received for each of the different approaches.

Type	Approach	Date(s)	Number of responses/participants	
Quantitative (Phase 1)	Online questionnaire	13 Dec 22 – 23 Jan 23	2515	
Qualitative (Phase 2)	Community pop up events:			614
	- Finchley Lido Leisure Centre (x2)	9 & 10 Jan 23	63	
	- North Finchley Town Centre (x2)	11 & 21 Jan 23	470	
	Finchley Lido Leisure Centre user focus group meeting	18 Jan 23	8	
	Barnet Mencap service user focus group meeting	19 Jan 23	3	
	North Finchley Community workshop	19 Jan 23	24	
	Lodge Lane N12 Resident Association meeting	6 Feb 23	46	
TOTAL			3,129	

1.2 Summary of key engagement findings

Engagement on the future of Finchley Lido Leisure Centre commenced on 13 December 2022 and concluded on 6 February 2023.

There were total of 3,129 respondents/people that engaged in the various qualitative and quantitative engagement approaches recruited.

The engagement was promoted via a comprehensive communications plan and communication channels, including (but not limited to); email, digital platforms e.g., social media advertising and articles in Barnet First and other newsletters, and distribution of printed materials such as leaflets and posters.

Phase One of the engagement involved an online questionnaire that was available via Engage Barnet from 13 December 2022 through to 23 January 2023.

A total of 2515 responses were received to the engagement questionnaire – 2514 of these were online and one completed via a paper-based questionnaire.

93.3% of respondents of the questionnaire were Barnet residents.

61.7% of respondents were current users of Finchley Lido Leisure Centre. Results from the questionnaire found that of these respondents;

- Approximately 30% used the facility occasionally or 1-2 times per week
- 65.8% had been using the facility for more than four years
- Morning was the most popular time of day to visit (64.4%), followed by the afternoon (51.7%)
- 77.2% of respondents typically travelled by car
- 38.9% travelled an average 10-15 minutes to access the facility and 35.1% less than 10 minutes
- 63.8% of respondents visit the facility with family members.
- Swimming is the most common facility used within the leisure centre, with 69.5% of respondents using it on most visits
- 52.5% of respondents use the lido occasionally when visiting the leisure centre – it is worth noting that this is a seasonal facility that is only operational during the summer months
- The main reasons for respondents never using aspects of the facility include swimming being their main priority (236 comments) and not interested (134 comments).

13.2% of respondents answered that they don't use the leisure centre and 25.1% told us that they did previously, but no longer use the facility. Results from the questionnaire found that of these respondents:

- 26.4% answered that the condition of the facility was the main reason why they don't, or no longer use the facility. 16.0% of respondents answered that they preferred to use another Barnet leisure facility operated by Better, with Barnet Copthall being the most popular (53.6% of respondents)
- The main reason for using another leisure facility in the borough was due to facilities being better (62.0%)
- 40.0% of respondents answered that they used Pure Gym and 25.0% David Lloyd.

All respondents were asked a series of questions pertaining to potential refurbishment, redevelopment, or relocation options, which included options relating to a future facility mix, services and accessibility.

Respondents reported that the following facilities were most important for a future facility mix within a new leisure centre (the question permitted respondents to select their top 5 facilities);

1. swimming pool (91.3%),
2. health and fitness suite (54.6%),
3. leisure water (51.0%),
4. thermal spa (43.5%)
5. learner pool (41.9%)

Respondents were then asked if there were any services that they would like to be considered within a potential refurbished or redeveloped facility. The most common responses were a lido (143 comments), swimming pool (125 comments) and spa (124 comments). The latter two options were included and selected as most popular facilities within a list of facilities provided.

When asked to rank what is important when considering a potential refurbishment or re-development of a new leisure centre (1 being most important and 7 being least important), results of the questionnaire found that 'Providing facilities and activities that support my health and wellbeing' was the highest ranked option with a score of 5.6.

'Opportunity to take part in targeted activities (such as GP referral schemes)' and 'Providing a social and community space' were given a lower importance with a score of 3.7 and 3.55 respectively.

Respondents were asked to elaborate on the prior question and explain what (if any) 'other' items were important to them and they would like to see considered within a new leisure centre. Parking was the most common response with 102 comments.

In considering a potential relocation to North Finchley Town Centre, respondents were asked to what extent they agreed or disagreed to a series of statements. 'It will take me longer to access the leisure centre' and 'I will use a car to travel to the leisure centre' were highest ranking in respect of respondents strongly agreeing and tending to agree (3.34 and 3.32 respectively).

There were more respondents that strongly disagreed or tended to disagree with the statements 'The leisure centre will be located closer to my home and/or place of work/study' and 'I will be able to travel actively (walk, jog run or cycle) to the leisure centre'. These ranked the lowest with scores of 2.64 and 2.61 respectively.

When respondents were asked the same question to a similar set of statements pertaining to a potential refurbishment or redevelopment within the existing Great North Leisure Park, 'I would be encouraged to use the leisure centre' and 'I would be encouraged to use the other services available on the Great North Leisure Park' were the statements that respondents ranked highest in respect of strongly agreeing or tending to agree (4.17 and 3.88 respectively).

There were more respondents that strongly disagreed or tended to disagree with the statement 'It will take me longer to access the leisure centre' with a score of 2.33.

The last two questions of the questionnaire asked respondents to provide their preference on future refurbishment, redevelopment or relocation options for the facility with questions relating to facility mix, services and accessibility.

Table 1 below concludes that 64.3% of respondents of the questionnaire who answered the question; ‘Please indicate your views on the location of a refurbished or potential new leisure centre’, would like a refurbished or a new leisure to remain at its current location within the Great North Leisure Park.

Table 1:

Response	Total
Number of people that answered this question	1971
I would like a refurbished or a new leisure centre to remain at its current location within the Great North Leisure Park	1268 (64.3%)
I would like a new leisure centre located in North Finchley Town Centre	460 (23.3%)
I don't like either option	27 (1.4%)
I have no preference	216 (11.0%)

Respondents that answered they ‘didn’t like either option’ had the opportunity to explain why via an open text response. The most common comments across the responses were themed around no requirement to refurbish or re-provide the facility (6 comments). This was followed by a preference to remain at Great North Leisure Park and parking and traffic concerns if relocated to North Finchley Town Centre (both receiving four comments).

Phase Two of engagement commenced from 9 January through to 6 February 2023 and involved in person (qualitative) engagement in the form of community pop up events and focus group meetings/workshops (sessions).

81 people were engaged via the workshop and focus group sessions and 533 via the four community pop up events (614 total).

The purpose of the community pop up events was to raise awareness of the online questionnaire and encourage completion. These events also provided the public with an opportunity to seek answers to any questions that they had.

The focus group sessions provided an opportunity to elicit more in-depth feedback in relation to the questions asked within the questionnaire e.g., current user experience and the future options.

During these engagements people were asked for their preference on the potential refurbishment, redevelopment, or relocation options. The focus group sessions provided an opportunity to understand the potential challenges and opportunities for each of these options.

Table 2 below provides a summary of preferences in respect of the options. Findings conclude that 77% of people engaged would like a new leisure centre located in North Finchley Town Centre.

Table 2:

Response	Total
Number of responses	614
I would like a refurbished or a new leisure centre to remain at its current location within the Great North Leisure Park	115 (19%)
I would like a new leisure centre located in North Finchley Town Centre	475 (77%)
I don't like either option	0 (0%)
I have no preference	24 (4%)

In considering a refurbishment of the existing Finchley Lido Leisure Centre, people were concerned that this would involve lengthy closures of zones within the facility and was therefore not a preferred option, particularly amongst current leisure centre users. On the contrary, some people perceived this to be a more sustainable and value for money option.

Where there was a preference for the facility to remain at the existing Great North Leisure Park, it was strongly heard that the volume of parking on site is a valuable and important asset. People also regarded the sentimental value of the facility and wanted the pools (including the lido) to be retained. The main objections to the facility relocating to North Finchley Town Centre were due to concerns around parking and increased traffic. There was also concern as to where in the town centre a new facility could be accommodated and would the current facility mix be retained.

In support of a relocation to North Finchley, people told us that building a new modern leisure centre within the town centre would give a wider cohort of people access to leisure and bring more people to the area which will support its revival. Good public transport links would improve accessibility, however there was concerns around parking and increased traffic adding pressure to the residential roads.

It is important that the results of each phase of the engagement are not viewed in isolation. This is particularly pertinent when considering views around a future potential refurbishment, redevelopment, or relocation options for the leisure centre,

Table 3 below provides a summary of preferences against each of the refurbish, redevelop and relocation options. Results include all forms of qualitative and quantitative engagements undertaken between 13 December 2022 through to 6 February 2023 which engaged a total of 3129 people.

Table 3:

Response	Total
Number of responses	3129
I would like a refurbished or a new leisure centre to remain at its current location within the Great North Leisure Park	1383 (44.2%)
I would like a new leisure centre located in North Finchley Town Centre	935 (29.9%)
I don't like either option	27 (0.8%)
I have no preference	240 (7.7%)
Skipped/Respondent required more information	544 (17.4%)

2. Introduction

This report sets out the full findings from a public engagement exercise pertaining to Finchley Lido Leisure Centre which has considered existing usage of the facility and preferences in respect of a future potential refurbishment, redevelopment or relocation options.

2.1 Background

Finchley Lido Leisure Centre (located on the Great North Leisure Park) was built in c.1995/1996 and is operated by Better on behalf of London Borough of Barnet.

The existing facility is ageing, and the condition of the building restricts its ability for the council to deliver wider aspirations to create a more active and healthy borough, whilst offering a fully family friendly and inclusive experience.

The council is exploring the potential of a future redevelopment of Finchley Lido Leisure Centre to create a more modern and sustainable facility. As the lease of the Great North Leisure Park is being sold, the council used the formal engagement exercise to explore public views on the possible refurbishment and/or redevelopment opportunities at the facilities existing location (Great North Leisure Park), in addition to a potential relocation to North Finchley Town Centre. The latter of which would bring a new leisure facility to the town centre as part of the placemaking of the town centre regeneration.

3. Engagement approach

Public engagement of the future of Finchley Lido Leisure Centre commenced on 13 December 2022 and concluded on 6 February 2023.

3.1 Summary of the engagement approach

Engagement was delivered via six different approaches:

- Quantitative:
 1. An online questionnaire published on <http://engage.barnet.gov.uk> available from 13 December 2022 through to 23 January 2023, accompanied by FAQ documents pertaining to Finchley Lido Leisure Centre and North Finchley Town Centre. Paper copies of the questionnaire were made available on request.
- Qualitative:
 2. Community pop up events held at Finchley Lido Leisure Centre (x2) and North Finchley Town Centre (x2)
 3. Focus group meeting held at Finchley Lido Leisure Centre for existing users (by invite)
 4. Virtual focus group meeting held with service users of Barnet Mencap who utilise Finchley Lido Leisure Centre
 5. Community workshop held in North Finchley with individuals that live and/or have an interest in North Finchley Town Centre
 6. Meeting held with the Lodge Lane N12 Resident Association

3.2 Promotion of the engagement

A comprehensive communications plan was implemented to ensure the engagement achieved maximum exposure and reached our different communities. The plan consisted of the following elements and was extensively promoted via these mechanisms throughout the engagement period:

- news items included in the council's residents' e newsletter, Barnet First and the Strategy: Communities Together Network e-bulletin
- information on Engage Barnet promoting the community pop up events
- press release issued on 13 December 2022
- social media posts via Twitter and targeted Facebook ads promoting the online questionnaire and community pop up events
- e mail sent to partners inviting them to take part in the questionnaire and disseminate amongst networks and service users/community groups
- email sent to c.21,050 Better Barnet members on 19 December 2022 that have subscribed to receive marketing and communication updates. This email achieved an 50% open rate, with a 3% click through rate. On 10 January 2023 a follow up email was disseminated to remind members to complete the online questionnaire and have their say. A breakdown has been provided below.

- 10,439 emails sent to members that had not opened the first email. This achieved a 23% open rate and 2% click through rate
 - 10,303 emails sent to openers of the first email. This achieved a 78% open rate and 4% click through rate
 - 610 emails sent to new members that activated a Better membership from 19 December 2022. This achieved a 61% open rate and 5% click through rate.
- news items placed in the Barnet School Circular and other service user mailing lists
 - widely promoted via staff communications mechanisms e.g., Team Barnet e-newsletter
 - leaflets placed in public places e.g., libraries, children centres, leisure facilities and North Finchley Town Centre shops and cafes.
 - posters placed in public places e.g., leisure centres, libraries, children centres, shops, healthcare settings etc.

4. Reporting of the different engagement approaches

The following sections of this report consider the feedback received through each of the different engagement approaches and provides a comprehensive evidence base to help inform the final engagement summary. We recognise that considering the feedback from each approach of the engagement in turn can at times be repetitive given that similar issues often emerged – but it is important that this full report provides an accurate reflection of all feedback received.

5. Quantitative: Detailed findings from the questionnaire

5.1 Overview

This section outlines the detailed findings from the questionnaire responses.

This element of the engagement consisted of:

- an online questionnaire published on <http://engage.barnet.gov.uk> together supporting FAQ documents pertaining to Finchley Lido Leisure Centre and North Finchley Town Centre.
- paper copies of the questionnaire were also made available on request.

5.2 Questionnaire design

The questionnaire was developed to ascertain respondents' existing (or previous) facility usage, in addition to views on a potential refurbishment, redevelopment or relocation of Finchley Lido Leisure Centre.

In particular, the engagement invited views on the:

- Current use of the Great North Leisure Park
- Current use of Finchley Lido Leisure Centre (inclusive of questions for non-users)
- Potential refurbishment and/or redevelopment options

- Potential future location options

To facilitate an in-depth analysis of the results the following types of question were included:

- questions that provided one option for selection e.g., ‘Yes’, ‘No’ and ‘Prefer not to say’
- multiple choice questions that provided more than one option for selection
- many questions included an ‘other’ option which provided an opportunity for the respondent to free type a response
- ranking questions that requested respondents to select their top answers/preferences (within a maximum scale applied)
- questions that provided an option for respondents to select (within a sliding range) if they strongly agree, strongly disagree, or not sure/don’t know
- open ended questions, where respondents had the opportunity to free type a response.

5.3 Response to the questionnaire

A total of 2515 questionnaires were completed – 2514 online and 1 via paper questionnaire submission.

5.4 Response profile

Table 4 below shows that:

- the majority of those who responded to the questionnaire element of the engagement were residents: 93.3%
- 2.5% of respondents represented a Barnet resident and a Barnet business, whilst 2.5% of respondents selected ‘Other’
- 1.2% of the respondents worked in the London Borough of Barnet area
- One quarter of respondents (24.9%) did not answer this question.

Table 4: Profile of those who responded to the questionnaire

Stakeholder	%	Number
A Barnet resident	93.3%	1764
A Barnet business	0.3%	5
A Barnet resident and a Barnet business	2.5%	47
A person who works in the London Borough of Barnet area	1.2%	22
Representing a voluntary/community organisation	0.2%	4
Representing a public sector organisation	0.1%	1
Other	2.5%	47
Total who answered this question	75.2%	1890
Not answered this question	24.9%	625
Total response to the engagement	100.0%	2515

5.5 Profile of protected characteristics

The council is required by law (the Equality Act 2010) to pay due regard to equalities in eliminating unlawful discrimination, advancing equality of opportunity, and fostering good relations between people from different groups.

The protected characteristics identified in the Equality Act 2010 are age, disability, ethnicity, gender, gender reassignment, marriage and civil partnership, pregnancy, maternity, religion or belief and sexual orientation.

To assist us in complying with the duty under the Equality Act 2010 we asked the respondents to provide equalities monitoring data and explained that collecting this information will help us understand the needs of our different communities and that all the information provided will be treated in the strictest confidence and will be stored securely in accordance with our responsibilities under data protection legislation (such as the General Data Protection Regulation or the Data Protection Act 2018).

Table 5 below shows the profile of these who answered these questions.

Further demographic analysis on the engagement findings will be completed to coincide with further consultation and engagement phases. This will also include completion of an equalities impact assessment.

Table 5: Protected Characteristics, profile of those that completed the questionnaire

Protected Characteristic		
	Number	%
Gender		
Female	1221	65.5%
Male	564	30.3%
Binary	0	0.0%
Non-Binary	0	0.0%
Prefer not to say	74	4.0%
Prefer to use your own term	5	0.3%
Not answered	651	25.9%
Answered	1864	74.1%
Total	2515	100%
Age		
16-17	8	0.4%
18-24	34	1.8%
25-34	150	8.0%
35-44	453	24.2%
45-54	549	29.3%
55-64	339	18.1%
65-74	225	12.0%
75+	50	2.7%
Prefer not to say	64	3.4%
Not answered	643	25.6%
Answered	1872	74.4%
Total	2515	100.0%
Is the gender you identify with the same as your gender you were assigned at birth?		
Yes, it's the same	1751	94.4%
No, it's different	2	0.1%
Prefer not to say	101	5.5%
Not answered	661	26.3%
Answered	1854	73.7%
Total	2515	100.0%
Disability		
Yes	174	9.4%
No	1584	85.4%
Prefer not to say	97	5.2%
Not answered	660	26.2%
Answered	1855	73.8%
Total	2515	100.0%

Disability Type		
Hearing (such as deaf, partially deaf, or hard of hearing)	20	11.6%
Sight (such as blind or fractional/partial sight. Does not include people whose visual problems can be corrected by glasses/contact lenses)	5	2.9%
Speech (such as impairments that can cause communication problems)	5	2.9%
Mobility (such as wheelchair user, artificial lower limb(s), walking aids, rheumatism or arthritis)	61	35.5%
Physical co-ordination (such as manual dexterity, muscular control, cerebral palsy)	15	8.7%
Reduced physical capacity (such as inability to lift, carry or otherwise move everyday objects, debilitating pain and lack of strength, breath, energy or stamina, asthma, angina or diabetes)	62	36.1%
Severe disfigurement	1	0.6%
Learning difficulties (such as dyslexia)	24	14.0%
Mental illness (substantial and lasting more than a year, such as severe depression or psychosis)	48	27.9%
Other	26	15.1%
Prefer not to say	12	7.0%
Not answered	2343	93.2%
Answered	172	6.8%
Total	2515	100.0%
Ethnicity		
Asian / Asian British - Bangladeshi	5	0.3%
Asian / Asian British - Chinese	31	1.7%
Asian / Asian British - Indian	122	6.6%
Asian / Asian British - Pakistani	14	0.8%
Any other Asian background	8	0.4%
Black / African / Caribbean / Black British - African	14	0.8%
Black / African / Caribbean / Black British - British	10	0.5%
Black / African / Caribbean / Black British - Caribbean	7	0.4%
Any other Black / African / Caribbean	0	0.0%
Mixed / Multiple ethnic groups – White & Asian	32	1.7%
Mixed / Multiple ethnic groups – White & Black African	4	0.2%
Mixed / Multiple ethnic groups – White & Black Caribbean	8	0.4%
Any other Mixed / Multiple Ethnic backgrounds	19	1.0%
Other ethnic group - Arab	0	0.0%
Any other ethnic group	0	0.0%
White - British	946	51.0%
White – Greek / Greek Cypriot	31	1.7%
White – Gypsy / Irish Traveller	0	0.0%
White – Irish	59	3.2%
White – Turkish / Turkish Cypriot	9	0.5%

Any other White background	264	14.2%
Any other ethnic group	100	5.4%
Prefer not to say	171	9.2%
Not answered	661	26.3%
Answered	1854	73.7%
Total	2515	100.0%
Faith		
Buddhist	13	0.7%
Christian	530	28.7%
Hindu	71	2.8%
Jewish	305	16.5%
Muslim	46	2.5%
Sikh	6	0.3%
No religion	575	31.1%
Other religion / belief	27	1.5%
Prefer not to say	274	14.8%
Not answered	668	26.6%
Answered	1847	73.4%
Total	2515	100.0%
Pregnancy		
Pregnant	16	1.3%
Not pregnant	1178	97.0%
Prefer not to say	21	1.7%
On maternity leave	31	2.7%
Not on maternity leave	1179	95.6%
Prefer not to say	20	1.7%
Not answered	1295	51.5%
Answered	1220	48.5%
Total	2515	100.0%

Sexual Orientation		
Bisexual	29	1.6%
Gay or Lesbian	43	2.4%
Straight or heterosexual	1438	78.7%
Prefer not to say	306	16.8%
Other sexual orientation	11	0.6%
Not answered	688	27.4%
Answered	1827	72.6%
Total	2515	100.0%
Marital Status		
Married	1086	59.0%
Divorced	95	5.2%
Separated but still legally married	23	1.3%
Separated but still legally in a civil partnership	3	0.2%

Widowed	36	2.0%
Surviving partner from a registered civil partnership	2	0.1%
In a registered civil partnership	16	0.9%
Formerly in a civil partnership which is now legally dissolved	0	0.0%
Never married and never registered a civil partnership	339	18.4%
Prefer not to say	240	13.0%
Not answered	675	26.8%
Answered	1840	73.2%
Total	2515	100.0%

5.6 Calculating and reporting on results

- The results for each question are based on “valid responses” i.e., all those providing an answer (this may or may not be the same as the total sample) unless otherwise specified. The base size (%) may therefore vary from question to question.
- Where percentages do not add up to 100, this may be due to rounding, the question enables more than one option to be selected (multiple choice), or the question is multi-coded i.e., respondents could give more than one answer.
- The open-ended questions are multi-coded, as respondents could write in more than one comment and therefore the tables on verbatim comments and the number of comments may be different the number who answered the question.
- All open-ended responses have been classified based on the main themes arising from the comments, so that they can be summarised. It should also be noted that the responses were very varied, however there were some common themes that were evident, and the most common themes have been summarised in this report.
- Any theme with limited responses has been categorised within ‘other’ and an example of comments has been summarised within this report.
- For any question that requests the respondent to rank on a numerical scale, or strongly agree through to strongly disagree, a mean score has been applied to support analysis of the results. For example;

Q20 what is important to you in considering a potential refurbishment or redevelopment of a new leisure centre.

A 7-point rating scale was applicable to this question. Each increment of the scale has been assigned a weighted score e.g., 1 (most important) which has been given a weighted score of 7, through to 7 (least important) which has been given a weighted score of 1.

An equation has then been applied as follows;

w = number of responses

x = weighted score

$$(w1*x1 + w2*x2 + w3*x3 + w4*x4 + w5*x5 + w6*x6 + w7*x7) / \text{Total no of responses}$$

The same equation has been applied to questions 22 and 23.

6. Findings in detail

- This section will provide an overview of findings for each of the 25 core questions asked within the questionnaire. Questions include quantitative and qualitative responses which have been broken down further below.

6.1 Question 1

Question 1 asked respondents whether, excluding Finchley Lido Leisure Centre, they use any other facilities provided within Great North Leisure Park?

- Table 6 below shows that:
- Over three quarters of respondents (76.3%) answered 'Yes' to using other facilities provided within the Great North Leisure Park.
- Just over a fifth of respondents (22.2%) answered 'No' to using other facilities provided within the Great North Leisure Park.
- The remainder (1.5%) answered 'Prefer not to say' to this question

Table 6:

Excluding Finchley Lido Leisure Centre, do you use any other facilities provided within the Great North Leisure Park?	%	Number
Yes	76.3%	1904
No	22.2%	554
Prefer not to say	1.5%	37
Total	100%	2495

6.2 Question 2

Question 2 asked respondents whether they use Finchley Lido Leisure Centre?

Table 7 below shows that:

- Approximately three fifths of respondents (61.7%) answered ‘Yes, I use the leisure centre’
- Less than one fifth of respondents (13.2%) answered ‘No, I don’t use the leisure centre’
- The remaining quarter of (25.1%) respondents answered ‘I did previously, but I no longer use the leisure centre’

Table 7:

Do you use Finchley Lido Leisure Centre?	%	Number
Yes, I use the leisure centre	61.7%	1530
No, I don’t use the leisure centre	13.2%	328
I did previously, but no longer use the leisure centre	25.1%	622
Total	100%	2480

6.3 Question 3

Question 3 asked respondents to tell us the reasons why they do not use the leisure centre if they answered ‘No, I don’t use the leisure centre’, or ‘I did previously, but no longer use the facility’ within question 2.

- Table 8 below shows that
- Almost half of respondents (48.1%) answered that they don’t use the leisure centre, or did previously, but no longer use the leisure centre due to its condition.
- Over a quarter of respondents (28.0%) answered that the location isn’t suitable. This was followed by over another quarter (27.1%) who answered due to the type of facilities within the leisure centre.
- A quarter of respondents (25.1%) answered other which have been detailed further in table 9 below.
- Just under a fifth of respondents (17.8%) answered that they prefer to use a private leisure facility/gym in Barnet.

Table 8:

Please tell us the reasons why you don't use the facility?	%	Number
Location isn't suitable	28.0%	244
Parking	2.3%	20
Cycle storage facilities	3.1%	27
Public transport links (bus / train)	10.7%	93
Type of facilities within the leisure centre	27.1%	236
Condition of the leisure centre	48.1%	419
The facility is difficult to access in consideration of my physical and/or wellbeing requirements	3.9%	34
Prefer to use another Barnet council leisure facility operated by Better	28.2%	246
Prefer to use a private leisure facility/gym in Barnet	17.8%	155
Prefer to use a private leisure facility/gym outside Barnet	0.0%	0
Other (please specify)	25.1%	219
Total	194%	1693

**Note that a total of 872 respondents answered this question, however as this was a multiple choice question the number of overall responses equals 1693 (and subsequent percentage exceeds 100%).*

- Table 9 below provides a summary of responses to the 'Other (please specify)' option.
- The most common occurring theme (with 51 comments) was that respondents had never used, or don't currently use the facility.
- This was followed by opening times/programming (22 comments), use of an alternative facility (21 comments) and maintenance/cleanliness (20 comments).
- There was a total of 125 comments which made up the 'other' theme. Comments were categorised here as less than 2% of respondents had commented pertaining to a particular theme e.g., facilities not suitable (15 comments), cost (13 comments), overcrowding (9 comments),

Table 9:

Other (please specify)	
Number of respondents who completed this question	872
Description / Type of verbatim comments	Number of comments
I have never used / do not currently use the facility: Haven't ever had the need to use it... / Don't use leisure centres, but value their purpose / I don't use any leisure centre / Don't use it / No purpose to attend / I'd rather not / Just not interested / Just don't want to anymore / I simply don't use the gym anymore as I've opted for cycling instead / Prefer to exercise in parks	51
Opening Times / Programming: Unhelpful opening times / Timings / No deep water aerobics / Opens too late in the morning / 1 hour restrictions, opening hours / Very restrictive times when children can use it / Times of ladies' only swim not suitable / No female only swim sessions with female lifeguard / No classes/times that suit me / not enough classes that I want to do	22
Use an alternative leisure facility: I use Park Road pool, Crouch End (Haringey Council) / Use a Haringey leisure Centre / I use another lido but it's important people in this borough have access to swimming pool / Work closer to Crouch End so use the park road lido but would use this centre if the pool was attractive and more like the original we had back in the day / I now swim all year round at Park Road Lido/I now use the park road lido/I use another nearby centre operated by Better but not in Barnet	21
Maintenance / Cleanliness: Poor maintenance and unhelpful opening times / Not pleasant no facilities / It's really quite disgusting and run down. I used to take the kids to the pool every weekend when they were younger but the wave machines stopped working, it became more and more grubby so we just stopped altogether and now go to Archway. / Swimming area was always a concern due to cleanliness	20
Other	125
Total number of different types of comments	239

6.4 Question 4

Question 4 asked respondents to tell us the MAIN reasons why they don't use the facility if they answered 'No, I don't use the leisure centre', or 'I did previously, but no longer use the leisure centre' in question 2.

- Table 10 below shows that
- Over a quarter of respondents (26.4%) answered that the condition of the leisure centre was the main reason why they don't use the facility, or did previously, but no longer use it.
- 16.0% of respondents answered that they prefer to use another Barnet council leisure facility operated by Better.
- Approximately 15.7% of respondents answered 'other' as a main reason which has been detailed further in table 11 below.
- 15.3% of respondents answered that the location isn't suitable.

- Approximately 10.9% of respondents answered that the main reason they don't use the facility is due to the type of facilities within the leisure centre, and 10.3% prefer to use a private leisure facility/gym in Barnet.

Table 10:

You told us the reasons why you don't use the facility. Can you now tell us the MAIN reason why?	%	Number
Location isn't suitable	15.3%	134
Parking	0.8%	7
Cycle storage facilities	0.3%	3
Public transport links (bus / train)	2.7%	24
Type of facilities within the leisure centre	10.9%	96
Condition of the leisure centre	26.4%	232
The facility is difficult to access in consideration of my physical and/or wellbeing requirements	1.6%	14
Prefer to use another Barnet council leisure facility operated by Better	16.0%	140
Prefer to use a private leisure facility/gym in Barnet	10.3%	90
Other (please specify)	15.7%	138
Total	100%	878

- Table 11 below provides a summary of responses to the 'Other (please specify)' option.
- The most common occurring theme (with 25 comments) was that respondents used an alternative leisure facility.
- This was closely followed by respondents telling us that they had never used, or don't currently use the facility (24 comments).
- There was a total of 101 comments which made up the 'other' theme. Comments were categorised here as less than 2% of respondents had commented pertaining to a particular theme e.g., facilities not suitable (15 comments), health reasons (12 comments), feeling of safety; location (6 comments) and cleanliness (4 comments).

Table 11:

Other (please specify)	
Number of respondents who completed this question	878
Description / Type of verbatim comments	Number of comments
Use an alternative leisure facility: I moved to New Barnet / I moved to New Barnet / Play tennis at Victoria Park instead / Found another pool which is quieter and nearer home. / Prefer to do exercise more locally to me, local park and local tennis club. / Prefer fusion pool in haringey /Barnet Copthall is closer / Prefer to swim outside now that my children are adults / I now use the park road lido / I changed to David Lloyd but want to return to the Lido as it is far better value and I think the facilities are good. / As said above, I cycle instead so have stopped using the gym	25
I have never used / do not currently use the facility: I no longer want to exercise in this way / We don't swim / I loved it as a child but I no longer regularly swim / I'd rather not / My son no longer swims there / Just dont want to anymore / Kids have grown up/ Not sporty /Lost touch / I don't like health and fitness / age...mine not the facility	24
Other	101
Total number of different types of comments	150

6.5 Question 5

Question 5 asked respondents to tell us which Barnet council leisure centre operated by Better they preferred to use, if they answered 'prefer to use another Barnet council leisure centre operated by Better' in question 4.

- Table 12 below shows that
- Over half of respondents (53.6%) prefer to use Barnet Copthall Leisure Centre. This was closely followed by 49.3% of respondents that preferred to use New Barnet Leisure Centre.

Table 12:

Please tell us which Barnet council leisure centre operated by Better you prefer to use?	%	Number
Barnet Copthall Leisure Centre	53.6%	75
Burnt Oak Leisure Centre	2.9%	4
Hendon Leisure Centre	5.0%	7
New Barnet Leisure Centre	49.3%	69
Total	111%	155

**Note that a total of 140 respondents answered this question, however as this was a multiple choice question the number of overall responses equals 155 (and subsequent percentage exceeds 100%).*

6.6 Question 6

Question 6 asked respondents to tell us what influenced their preference to use another Barnet council leisure centre operated by Better (as answered in question 5).

- Table 13 below shows that
- Over three fifths of respondents answered that the condition of the facility is better (62.0%) and 57.8% answered that the location is more suited to them.
- Two fifths of respondents (40.1%) answered that the type of facilities available in the leisure centre were better.
- 17.6% of respondents answered that they found parking easier at other facilities operated by Better.
- 13.4% of respondents answered 'other', examples of which have been detailed further in table 14 below.

Table 13:

Please tell us if any of the following items have influenced your preference	%	Number
Location is more suited to me	57.8%	82
Easier to park here	17.6%	25
There are better / more cycle storage facilities	2.8%	4
There are better public transport links (bus and train)	2.8%	4
The type facilities available in the leisure centre are better	40.1%	57
The condition of the leisure centre is better	62.0%	88
The facility is easier to access in consideration of my physical and/or wellbeing requirements	3.5%	5
Other (please specify)	13.4%	19
Total	200%	284

**Note that a total of 142 respondents answered this question, however as this was a multiple choice question the number of overall responses equals 284 (and subsequent percentage exceeds 100%).*

- Table 14 below provides a summary of responses to the ‘Other (please specify)’ option.
- The most common occurring theme (with 10 comments) was better facilities / programming.
- This was followed by respondents giving safety from a travel and personal perspective (3 comments) as a reason.
- There was a total of 7 comments which made up the ‘other’ theme. Comments were categorised here as less than 2% of respondents had commented pertaining to a particular theme e.g., location (2 comments), I don’t like Finchley (1 comment) and there is a library there and park for the children (1 comment).

Table 14:

Other (please specify)	
Number of respondents who completed this question	142
Description / Type of verbatim comments	Number of comments
Better facilities / programming: better days and times of ladies' only swim / It has swimming club / Better times for classes / Our children have 2 slots for swimming lessons that fit our schedule well / Fantastic pool and clean / The lane swimming is better suited to me - there are fewer swimming lessons using the pool when I want to use it. But, this is partly due to the location being closer to where i live, so I can use the pool at lunchtime, instead of on my way back from work / The swimming club is there / Learner swimming pools here / My trainer only runs classes at Hendon and cophall / Better changing rooms and bigger swimming pool.	10
Safety (travel/personal): Do not like exiting the leisure centre because of the busy road / It's mostly a more pleasant cycle journey but still too risky for most people to consider cycling there. The route could easily be improved. I can make detailed suggestions / The surrounding area feels safer during the day but it is still disgusting there are no transport links that can be used close to the building during opening hours. Not safe to walk from Pursley Road	3
Other	7
Total number of different types of comments	20

6.7 Question 7

Question 7 asked respondents to tell us which facility/gym they preferred to use if they answered ‘prefer to use a private leisure facility/gym in Barnet’ in question 4.

- Table 15 below shows that
- Two fifths of respondents (40.0%) preferred to use Pure Gym, and a quarter of respondents (25.0%) preferred to use David Lloyd.

- 15.0% of respondents used the Laboratory Spa and Health Club with 10.0% preferring to use The Gym Group, Virgin Active and 'Other' - examples of which have been detailed further in table 16 below.

Table 15:

	%	Number
Anytime Fitness	0.0%	0
David Lloyd	25.0%	5
Nuffield Health	5.0%	1
Oakleigh (Woodside Park) Swimming Pool	0.0%	0
Pure Gym	40.0%	8
The Gym Group	10.0%	2
The Laboratory Spa and Health Club	15.0%	3
Virgin Active	10.0%	2
None of the above (I use a facility outside of the borough)	5.0%	1
Other (please specify)	10.0%	2
Total	120%	24

- *Note that a total of 20 respondents answered this question, however as this was a multiple choice question the number of overall responses equals 24 (and subsequent percentage exceeds 100%).
- Table 16 below provides a summary of responses to the 'Other (please specify)' option.
- There were two responses to this question with both respondents commenting that they used another facility (2 comments)

Table 16:

Other (please specify)	
Number of respondents who completed this question	20
Description / Type of verbatim comments	Number of comments
Use another facility: Zero gravity pilates / Anytime fitness	2
Total number of different types of comments	2

6.8 Question 8

Question 8 asked respondents to tell us what influenced their preference to use a private leisure facility/gym in Barnet (as answered in question 4).

- Table 17 below shows that
- Over two thirds of respondents (68.4%) answered that the condition of the leisure centre was better.
- Almost half of respondents (47.4%) answered that the type of facilities available are better
- Over a quarter of respondents (26.3%) answered that the location of the facility is more suited to them.
- 15.8% of respondents answered 'other', examples of which have been detailed further in table 18 below.

Table 17:

Please tell us if any of the following items have influenced your preference	%	Number
Location is more suited to me	26.3%	5
Easier to park here	5.3%	1
There are better / more cycle storage facilities	5.3%	1
There are better public transport links (bus and train)	0.0%	0
The type facilities available in the leisure centre are better	47.4%	9
The condition of the leisure centre is better	68.4%	13
The facility is easier to access in consideration of my physical and/or wellbeing requirements	5.3%	1
Other (please specify)	15.8%	3
Total	174%	33

**Note that a total of 19 respondents answered this question, however as this was a multiple choice question the number of overall responses equals 33 (and subsequent percentage exceeds 100%).*

- Table 18 below provides a summary of responses to the 'Other (please specify)' option
- There were three responses to this question including price (2 comments) and programming (1 comment).

Table 18:

Other (please specify)	
Number of respondents who completed this question	19
Description / Type of verbatim comments	Number of comments
Price: Price and booking better elsewhere / It's cheaper	2
Programming: Type of pikates and timings	1
Total number of different types of comments	3

6.9 Question 9

Question 9 asked respondents how often they use Finchley Lido Leisure Centre (if they answered 'Yes, I use the leisure centre' within question 2)

Table 19 below shows that:

- Almost a third of respondents answered that they used the leisure centre occasionally (30.9%) and over a quarter of respondents answered that they used the leisure centre 1 – 2 times a week (28.8%).
- 17.2% of respondents use the leisure centre 3-4 times a week, with 14.2% using the facility once a month, and 8.9% more than 4 times per week.

Table 19:

Do you use Finchley Lido Leisure Centre?	%	Number
1 – 2 times a week	28.8%	466
3 – 4 times a week	17.2%	279
More than 4 times a week	8.9%	144
Once a month	14.2%	230
Occasionally	30.9%	500
Total	100%	1619

6.10 Question 10

Question 10 asked respondents how long they have been using Finchley Lido Leisure Centre (if they answered 'Yes, I use the leisure centre' within question 2)

Table 20 below shows that:

- Almost two thirds of respondents (65.8%) answered that they have been using the leisure centre for more than 4 years.
- Approximately 10% of respondents answered that they have been using the leisure centre for less than a year (10.1%) and 1-2 years (10.6%).
- Almost 7% of respondents answered that they have been using the facility for 2-3 years (6.7%) and 3-4 years (6.8%).

Table 20:

How long have you been using Finchley Lido Leisure Centre?	%	Number
Less than a year	10.1%	162
1 – 2 years	10.6%	169
2 – 3 years	6.7%	107
3 – 4 years	6.8%	109
More than 4 years	65.8%	1053
Total	100%	1600

6.11 Question 11

Question 11 asked respondents what days of the week they typically visit Finchley Lido Leisure Centre (if they answered ‘Yes, I use the leisure centre’ within question 2)

Table 21 below shows that:

- Over a quarter of the respondents answered that they use the facility on weekdays only (25.5%) and Saturday (25.5%)
- Approximately one fifth of respondents answered that they typically use the facility on a Sunday (20.5%) and a Wednesday (19.3%).

Table 21:

What day(s) of the week do you typically visit Finchley Lido Leisure Centre?	%	Number
Everyday	16.2%	254
Weekdays only	25.5%	400
Weekends only	18.1%	284
Monday	17.0%	267
Tuesday	16.2%	254
Wednesday	19.3%	302
Thursday	16.9%	265
Friday	17.2%	270
Saturday	25.5%	399
Sunday	20.5%	322
Total	192%	3017

**Note that a total of 1568 respondents answered this question, however as this was a multiple choice question the number of overall responses equals 3017 (and subsequent percentage exceeds 100%).*

6.12 Question 12

Question 12 asked respondents what time(s) of day they typically visit Finchley Lido Leisure Centre (if they answered 'Yes, I use the leisure centre' within question 2)

Table 22 below shows that:

- Almost two thirds of respondents (64.4%) answered that they used the leisure centre in the morning, with just over half of the respondents (51.7%) using the facility during the afternoon.
- The remaining respondents (32.8%) answered that they used the leisure centre during the evening.

Table 22:

What time(s) of day do you typically visit Finchley Lido Leisure Centre?	%	Number
Morning	64.4%	1013
Afternoon	51.7%	812
Evening	32.8%	516
Total	149%	2341

**Note that a total of 1572 respondents answered this question, however as this was a multiple choice question the number of overall responses equals 2341 (and subsequent percentage exceeds 100%).*

6.13 Question 13

Question 13 asked respondents what mode(s) of transport they typically use to travel to Finchley Lido Leisure Centre (if they answered ‘Yes, I use the leisure centre’ within question 2)

Table 23 below shows that:

- Over three quarters of the respondents (77.2%) answered that they typically travelled to the leisure centre by car.
- Over one quarter (28.6%) of respondents answered that they typically travelled to the leisure centre on foot.
- Approximately one fifth (19.8%) of respondents answered that they typically travelled by bus.

Table 23:

What mode(s) of transport do you typically use to travel to Finchley Lido Leisure Centre?	%	Number
Car	77.2%	1229
Coach or minibus	0.2%	3
Motorcycle or moped	0.3%	5
Bus	19.8%	316
Underground (tube)	0.6%	10
Cycle	7.5%	119
Foot	28.6%	455
Other (please specify)	0.4%	7
Total	135%	2144

**Note that a total of 1593 respondents answered this question, however as this was a multiple choice question the number of overall responses equals 2144 (and subsequent percentage exceeds 100%).*

- Table 24 provides a summary of responses to the ‘Other (please specify)’ option.
- There were seven responses to this question; walking (3 comments), followed by mixed modes of transport (1 comment) and car (1 comment). All themes were selectable within the list of options presented.
- There was a total of two comments which made up the ‘other’ theme. Comments were categorised here as they were non-legible e.g., single letters.

Table 24:

Other (please specify)	
Number of respondents who completed this question	1593
Description / Type of verbatim comments	Number of comments
Walk: Walk	3
Mixed modes: mixed	1
Car: Car but if it was nearer I would walk	1
Other	2
Total number of different types of comments	7

6.14 Question 14

Question 14 asked respondents on average how long it takes them to travel to Finchley Lido Leisure Centre (if they answered ‘Yes, I use the leisure centre’ within question 2)

Table 25 below shows that:

- Almost two fifths of respondents answered that on average it takes them 10 – 15 minutes (38.9%), or less than 10 minutes (35.1%) to travel to the leisure centre.
- Approximately a fifth of respondents (20.6%) answered it takes them an average of 15 – 30 mins to travel to the leisure centre.

Table 25:

On average how long does it take you to travel to Finchley Lido Leisure Centre?	%	Number
Less than 10 minutes	35.1%	556
10 – 15 minutes	38.9%	616
15 – 30 minutes	20.6%	326
30 – 45 minutes	3.0%	48
45 – 60 minutes	1.4%	22
1 hour plus	1.0%	16
Total	100%	1584

6.15 Question 15

Question 15 asked respondents who they visit Finchley Lido Leisure Centre with (if they answered ‘Yes, I use the leisure centre’ within question 2)

Table 26 below shows that:

- Almost two thirds of respondents (63.8%) answered that they visit the leisure centre with family members.
- Over two fifths of respondents (42.5%) visit the leisure centre alone, followed by 15.6% who visit with friends.

Table 26:

Who do you visit Finchley Lido Leisure Centre with?	%	Number
No one, I visit alone	42.5%	668
With family members	63.8%	1003
With a friend(s)	15.6%	245
With a person I provide car for, or my carer	2.5%	39
As part of a larger group, e.g., school, charity group, faith group, community organisation	2.4%	37
Total	127%	1992

**Note that a total of 1571 respondents answered this question, however as this was a multiple choice question the number of overall responses equals 1992 (and subsequent percentage exceeds 100%).*

6.16 Question 16

Question 16 asked respondents what facilities they use when they visit Finchley Lido Leisure Centre with (if they answered ‘Yes, I use the leisure centre’ within question 2)

Table 27 below shows that:

- For ‘I use on most visits’
 - Over two thirds of respondents (69.5%) use the swimming pool on most visits
 - Over two fifths of respondents (41.2%) use the leisure pool on most visits
 - Over one quarter of respondents (26.55) use the health and fitness suite on most visits
- For ‘I use occasionally’
 - Over half of respondents (52.5%) occasionally use the lido - it is worth noting that this is a seasonal facility that is only operational during the summer months
 - Almost a quarter of respondents occasionally use the health and fitness suite (23.8%), sauna (23.6%) and swimming pool (23.3%)
 - A fifth of respondents (20.0%) occasionally use the studio

- For 'I never use'
 - Almost three quarters of respondents (72.8%) never use the cycling studio
 - Almost two thirds of respondents never use the studio (64.7%)
 - Three fifths of respondents never use the sauna (60.8%)
 - Almost half of respondents (49.7%) never use the health and fitness suite
 - Over a third of respondents never use the lido (34.9%), and a quarter never use the leisure pool (28.6%)

Table 27:

What facilities do you use when visiting Finchley Lido Leisure Centre?	I use on most visits (Number)	%	I use occasionally (Number)	%	I never use (Number)	%
Swimming Pool	1035	69.5%	347	23.3%	107	7.2%
Leisure Pool (children's pool with water features and wave machine)	526	41.2%	386	30.2%	366	28.6%
Lido (seasonal outdoor pool)	163	12.6%	678	52.5%	450	34.9%
Health and Fitness Suite (gym containing cardiovascular and weights equipment)	354	26.5%	318	23.8%	665	49.7%
Cycling suite (situated within the gym area)	121	9.8%	216	17.5%	901	72.8%
Studio	197	15.6%	249	20.0%	819	64.7%
Sauna	198	15.6%	300	23.6%	773	60.8%
Total	2594	190.7%	2494	190.5%	4081	318.8%

**Note that a total of 1545 respondents answered this question, however as this was a multiple choice question the number of overall responses equals is higher for each option (and subsequent percentage exceeds 100%).*

6.17 Question 17

Question 17 asked respondents who answered they 'never use' facilities when visiting the leisure (as per question 16) to tell us why.

Table 28 below shows that:

- Comments pertaining to swimming / using the pool is my main priority (236 comments) was the most common occurring theme as to why respondents never use facilities when visiting the leisure centre. This was followed by not interested (134 comments).

- Popular comments that followed were themed around; sauna (74 comments), use of an alternative facility (53 comments), I don't use the facility as I have no children/I'm not a child (49 comments) and personal time constraints (47 comments).
- There was a total of 60 comments which made up the 'other' theme. Comments were categorised here as less than 2% of respondents had commented pertaining to a particular theme e.g., exercise outdoors (4 comments), yoga studio (6 comments) and use of technology (2 comments).

Table 28:

If you have selected 'I never use' for any of the facilities within Finchley Lido Leisure Centre, please tell us why	
Number of respondents who completed this question	721
Description / Type of verbatim comments	Number of comments
Swimming / using the pool is my main priority: I'm here for the pool / Have no interest in the other facilities, my membership is swimming only and I do not have children so no need for leisure pool / I prefer swimming / I dont like gyms, I just want to swim / i come especially for the pool. i don't like exercise machines / Swimming is my preferred form of exercise. / Only visit for swimming / I have never been allowed by my parents. We have always used the leisure centre for swimming. / Our school visits for swimming lessons / I only like to swim / I only pay for the swimming as I have a knee injury and swimming is a better / I only use the pool facilities & have no interest in the gym option for me	236
Not interested: I'm not interested in those types of activities / I don't wish to use them for now. / Not interested in them / I have no desire to use any other facilities./ Not so interested in those activities at the present time/ Not interested in those / Not my kinda thing / /Never used because it was either unavailable or I didn't have an interest in using.	134
Sauna: I don't use the sauna / Not a fan of a sauna, personal preference. / I don't use the sauna as it tends to be used by men mainly and don't feel so comfortable using it on my own / Do not like saunas / Sauna not clean and too small / Saunas do not appeal to me. / I was not aware that there was a sauna available	74
Use of an alternative facility: Family gym membership elsewhere / New Barnet GLL gym is better equipped / I am a gym member else where / I usually visit another Better center for the gym. / I go to a different gym so don't need to use the gym. / I am a member of another gym / I live closer to New Barnet Better gym so go there more / Usually use Cophall . Much nicer than Finchley / There are nearer gyms to me / I use another gym / There are more modern gyms available with better equipment.	53
I don't use the facility as I have no children/I'm not a child: I do not have children so no need for leisure pool. / No young children / My children are grown up / I dont use the Lesiure Pool because I'm not a child / I don't need to use the Leisure pool as I don't have young children. / My children are grown up now. / No children / I'm not a child so don't use the child's poop / Do not have children and outdoor is cold or overcrowded when it's hot day	49
Personal time constraints: No time with children / Not enough time / Time constraints so focus on things I enjoy. / I have a baby / I'm a parent carer so have limited opportunity! / Insufficient time at the moment	47
Lack of awareness: I only found out recently there is a sauna! / Didn't know they existed / Didn't know they have these facilities / I was not aware that there was a sauna available / Didn't realise this was on offer / Didn't know about some of them.	39

If you have selected 'I never use' for any of the facilities within Finchley Lido Leisure Centre, please tell us why	
Number of respondents who completed this question	721
Description / Type of verbatim comments	Number of comments
I don't like to use / don't use the gym: I dont like gyms, I just want to swim / I don't like gyms / I don't like using gyms to exercise so I don't use that facility. / I'm not a gym goer / Don't have a gym membership nor does it interest me. I am not a gym person so does not use it / Don't use a gym / Don't like gyms or saunas	33
Age appropriate: Not appropriate to use with my children / I visit with my children / I always visit the centre with young children / I attend with my kids and don't use other facilities whilst there / I usually visit with my children so we use the pool rather than the gym / They are not suitable for my toddler	28
Health concerns / reasons: Can't use for health reason / I only pay for the swimming as I have a knee injury and swimming is a better option for me / Disabilities mean I can only swim / Due to health reasons I can't use sauna / I have a spinal cord injury so am unable to use them/ due to health reason swimming is the only exercise i can safely do/ have a hernia can't do weight lifting activities / Covid safety (or rather lack of safety) - hopefully not forever	28
Opening times: Outdoor pool is barely open in the summer / I would love to use the outdoor pool but it has been closed / Outdoor pool has not been in operation recently / Outside pool is never open! Even in the very hot summer / Outdoor pool is mainly closed. Opened during summer time only / It's closed by the time i get there	25
Programming: Group classes not at convenient times. / You do not provide lessons for disabled adults in the pool / there aren't classes for 50+ women trying to get fitter / Because I prefer women only area or sessions / I would use but there are limited spaces at classes and not always convenient times	24
Membership: Not covered on my membership / Because my membership doesn't include this centre. / Those are Member only areas. I am not a member. / I don't have gym membership / Member only facilities	22
Affordability: Price / Cost / It costs money and there are outdoor gyms or other free ways to exercise / Cost concern / Financial / I can not afford the prices charged / Too pricey to use / If the facilities were nicer I might spend the money on it / Because I dont have any time or money at present.	19
Overcrowded / Fully booked: We have never managed to book slot for the outside pool / outdoor is cold or overcrowded when it's hot day / Would prefer summer as other times find it cold. But always busy in summer / Studio - too hard to book classes even with the ease of the online app. The classes fill up quickly. / Group sessions I attempted multiple times but it always shows full, so could not try it out/Lido, seating area too small, pool too small, meaning gets busy and overcrowded shortly after opening / I took my children to the wave pool at one stage but it was so crowded and unpleasant, they stopped wanting to go.	18
Don't like the facility: Don't like facility / tired / old there are nicer available in barnet area - new barnet for example. / They don't seem great / Poor quality/hygiene / Too old / Not convenient or an 'attractive' facility to visit / Location & run down building	16
Suitability of lido: Outdoor pool is too cold and not big enough. / The outdoor pool is to small and needs prebooking. / Area too small / Lido is pitifully small and not fit for purpose. / The success of the lidos at Park Road (Haringey) and Parliament Hill (Camden) show the substantial latent demand for a decent lido, given demand for year	15
Other	60
Total number of different types of comments	920

6.18 Question 18

Question 18 asked respondents to select the top 5 facilities that are most important to them, and what they would like to see considered as part of the facility mix within a new leisure centre

Table 29 below shows that:

- 91.3% answered that a swimming pool (25m main pool) was important, and they'd like to see considered as part of the facility mix within a new leisure centre
- Over half of respondents answered that a health and fitness suite (54.6%) and leisure water (51.0%) were important to them.
- Two fifths of respondents answered that a thermal spa (43.5%) an learner pool (41.9%) were important to them.

Table 29:

Please select the top five facilities that are most important to you, and what you would like to see considered as part of the facility mix within a new leisure centre.	%	Number
Swimming Pool (25m main pool)	91.3%	2028
Learner Pool	41.9%	931
Leisure water (e.g., water features / splash pad)	51.0%	1132
Health and Fitness Suite (gym containing cardiovascular and weights equipment)	54.6%	1213
Thermal Spa (such as steam and sauna)	43.5%	966
Studios (accommodating group exercise and static cycling)	40.1%	891
Adventure Zone (space that has capacity to accommodate leisure activities for young people such as clip and climb)	31.4%	697
Soft play	16.9%	376
Café	41.8%	929
Creche	4.5%	100
Other	8.3%	184
Other (please specify)	13.3%	296
Total	439%	9743

**Note that a total of 2222 respondents answered this question, however as this was a multiple choice question the number of overall responses equals 9743 (and subsequent percentage exceeds 100%).*

- Table 30 provides a summary of responses to the 'Other (please specify)' option.
- Comments pertaining to the lido (92 comments) was the most common occurring theme / facility that respondents said was most important and they would like to see

considered as part of the facility mix within a new leisure centre. 43 comments followed for a diving/deep water pool.

- There was a total of 202 comments which made up the ‘other’ theme. Comments were categorised here as less than 2% of respondents had commented pertaining to a particular theme e.g., sports hall (29 comments), changing facilities (15 comments), parking (13 comments), spa (12 comments), leisure water (11 comments), outdoor space (7 comments) and a cafe (4 comments). A number of these themes were included as options for selection within the question.

Table 30:

Other (please specify)	
Number of respondents who completed this question	2222
Description / Type of verbatim comments	Number of comments
Lido: Outdoor Pool / outdoor pool / Lido / 50m outdoor heated swimming pool / Outdoors pool / outside pool / outdoor swimming / The lido. Why have you excluded the Lido from the top 5? Outdoor swimming has increased in popularity in the last few years. / Outdoor pool / An outdoor pool / Outdoor pool is treasured / OUT DOOR heated pool Open-air lido / Heated Outdoor / A large outside pool would be most inclusive - not just for healthy types.	92
Diving / Deep Water Pool: Diving / 1m, 3m, and 5m Diving boards - PLEASE! / Deep water / Option to dive / Please bring back a diving board which cophall lost. / diving pool since there is no facility in Barnet / Please finally bring back a diving pool to Barnet. It has been sadly missing since you knocked down cophall / Diving boards, a deep water pool with moveable floor. / Deep water, diving board / Diving pool or diving facilities within the swimming pool / Deep diving / Deep water access /diving / Deep Water sports / Deep water pool with moving floor for diving facilities, learn to swim, water polo, synchro, water workouts at a reasonable depth 1.2-1.5m deep for shallow classes and 2m plus for deep water class. I believe a multipurpose pool would be more beneficial and cost effective in the long run then just having a learner pool on is own. This pool can then be used constantly all day and all evening / Deep water pool for Diving would be good as we lost the one at Barney Cophall.	43
Other	202
Total number of different types of comments	337

6.19 Question 19

Question 19 asked respondents if there any services they would like to see considered in a potential refurbishment or redevelopment of a new leisure facility?

- Table 31 provides a summary of responses to the ‘Other (please specify)’ option.
- Comments pertaining to the lido (143 comments) was the most common occurring theme / facility that respondents said was most important and they would like to see in a potential refurbishment or redevelopment of a new leisure facility.

- This was followed by swimming (125 comments), spa (124 comments) and changing facilities / toilets / showers (116 comments), programming (99 comments), café (95 comments) and parking (92 comments).
- There was a total of 358 comments which made up the 'other' theme. Comments were categorised here as less than 2% of respondents had commented pertaining to a particular theme e.g., learner pool (23 comments), soft play (20 comments), 50m indoor pool (18 comments), outdoor space (17 comments), crèche (16 comments), membership (10 comments) and wider leisure amenities such as restaurants and the cinema (5 comments). A number of these themes were included as options for selection within question 18.

Table 31:

Are there any other services you would like to be considered in a potential refurbishment or redevelopment of a new leisure facility?	
Number of respondents who completed this question	1235
Description / Type of verbatim comments	Number of comments
Lido (outdoor pool): a 25m pool outside open all year long / 25m outdoor pool / Outdoor Pool and facilities / A good outdoor pool would be amazing / Outdoor lido / Outdoor / open air lido / heated outdoor swimming pool / An open air pool which may not be viable but would be amazing as it has such mental health benefits being outdoors as well as being able to swim. / Having an outdoor lido. This is what used to be on the land there and in warmer months the lidos are all over subscribed, it must be a consideration that outdoor swimming is still available at the new centre. It is imperative that Barnet provide outdoor swimming facilities to limit pressure on other borough provisions / 25 or 50 metre outdoor pool / Some additional work for the outdoor pool, to make it a really awesome summer hangout / An outside complex of swimming pools, plunge pools with diving boards at pool height, 2.5m and 5m. There are complexes such as this everywhere in Europe and its disappointing in the summer that we have to drive a large distance of over 30 mins to use an outside pool. With longer, hotter summers outside pools should be considered and be seen as necessary for local ppl to use / Outdoor pool is a brilliant boost for people's health and well-being combining exercise with an opportunity to swim in daylight boosting their vitamin d / as summer are getting warmer a large outdoor Lido would be more than welcome / A much larger outdoor pool. / People need outdoor swimming	143
Swimming (generic): 25m swimming pool for lane swimming / Decent lane pool for swimming that isn't crowded and slow / The swimming pool HAS to be gradient, as it being able to walk in. ESPECIALLY for those with SEND / Only as previously indicated - 25m swimming pool / A local swimming pool is essential to me, as if this one closes I will find it very hard to swim as regularly / The swimming pool is I think most important / The provision of a swimming pool is vital for the physical and mental wellbeing of me and my family	125
Spa: A spacious gym with consideration for hidden disabilities, spa type area and a space to sit down, an inviting space / spa facilities / Massage and alternative therapies / deep tissue massage / Full health suite for relaxation and message etc / would LOVE to see a better "spa experience" opened in the new / renovated centre / Space for massage facility / Spa services, like at Swiss Cottage / Foot and nail spa / Spa facilities at affordable rates for wellbeing, youth and children's activities (water based) / Plus decent sauna/steam/spa area	124

Are there any other services you would like to be considered in a potential refurbishment or redevelopment of a new leisure facility?	
Number of respondents who completed this question	1235
Description / Type of verbatim comments	Number of comments
<p>Changing facilities / toilets / showers: The pool toilets look very outdated / Need more accessible changing facilities for people with learning disabilities etc. / Primary importance is a swimming pool with better/more showers as there is not always enough space to shower after a swim / Swimming pool and changing facilities need to be updated / More ladies loos. 2 isn't enough. / Private showers instead of communal showers / Private showers in the swimming changing area / more private showers / More private showers. Larger and more private changing areas / Separate ladies changing rooms / Good secure changing rooms with secure lockers / Separate changing area - most women feel uncomfortable and self-conscious with men watching them as they walk from the shower cubicle to the changing lockers - we all pay to use the facility and should be able to feel comfortable as well as safe. / Separate male and female changing rooms and showers as couples are showering together at the New Coptall Leisure Centre! Changing cubicles also please</p>	116
<p>Programming: Swimming lessons / more adult swimming lessons / Classes / An expansion of activity rooms and more classes would be great / Affordable group exercise for older working women / fencing lessons / Swimming lessons for children / More classes for over 50s / Different classes/spaces (dance, martial arts) to bring a buzz / Larger studio and an additional studio so more Pilates and yoga classes could be offered at weekends and early evenings / Boxing, or 1-2-1 health and fitness programme / More exercise classes, particularly aquaerobics, which are suitable for people with disabilities / Classes to include aqua aerobics for the elderly / Ladies only pool with female lifeguards at all times Female only fitness classes. Mum and baby classes</p>	99
<p>Café: Cafe/lunch spot / Cafe is needed, place to relax after workout / I think that there should be a cafe as eating after a swim is something that people enjoy / A cafe would be great / Decent café / A full cafe area that's well staffed and affordable / A cafe with a waiting space which isn't in the pool area / Good quality cafe on site.</p>	95
<p>Parking: Plenty of free parking / parking / Adequate free parking is essential. / Free parking and ample space as you do not get that in North Finchley Town. It's required however if free parking is offered there's also public users who do not use the gym or facilities who may park in there to think about / Parking is very important / Parking available / Free parking / Car park / Parking / Parking is very important. Also location between East Finchley and North Finchley helps it serve 2 communities / Got to be accessible with free parking / Accessibility, free parking onsite / Parking is the main convenience and moving to North Finchley will remove this.</p>	92
<p>Diving: Diving pool / A proper diving pool would be good to encourage young people to take up the sport as well particularly as the diving pool at Coptall was removed despite strong opposition to this / Diving board / Deeper pool for diving classes / Please put back a diving school / Deep water swimming / Diving facility, following the loss of this at Coptall / Deep water pool for diving / Deepwater pool suitable for diving / As before a dive pool - this is imperative to Barnet / Diving boards up to 10m and deep water pool</p>	68
<p>Sports Hall: Badminton and basketball / Sports Hall / Sports hall for racquet games, table tennis etc / Sports hall with spectator seating for basketball / Indoor sports facility - Pitches. Basketball. Football. Badminton etc / Indoor courts for badminton, basketball, netball, five-a-side football, etc. / Other sports facilities such as badminton courts and climbing walls / table tennis / Facilities for age 11-17yrs such as badminton, tennis and table tennis / Climbing wall. A gym to play basketball or volleyball / Access to get there from other areas not in the doorstep. Large sports hall for roller skating / Sports Hall, outdoor pitches / A sports hall would be a good idea because it would allow the local community to partake in team sports like netball, basketball, indoor football.</p>	63

Are there any other services you would like to be considered in a potential refurbishment or redevelopment of a new leisure facility?	
Number of respondents who completed this question	1235
Description / Type of verbatim comments	Number of comments
Leisure Water (slides/water features): A large slide to be built into the pool / Leisure pool & water slides would be great / Water slide! / Very important to keep leisure pool for kids, maybe with a addition of water slides, more water fun for kids please / Slides in a separate pool for kids / Flumes and water slides / A waterslide for the kids in the pool like at Archway pool/ Slides with rubber "donoughts" for kids / Water park with lots of slides, wave machine, etc / Basically everything current leisure centre has in better form and may be more slides	60
Climbing Wall / Bouldering: Climbing / bouldering wall / Climbing for adults / Climbing wall like at Brixton Rec // Climbing wall would be amazing / Rock climbing facilities with auto-belay	55
Gym: A spacious gym with consideration for hidden disabilities / More gym equipment eg cable machine / gym floor, other workout rooms / Gym equipment for senior citizens / More gym equipments like barbell , steps / Out door gym / Gym facilities / More area for stretching and free weights / Expanded gym with more equipment / Gym for teenagers /	50
No further comment / None: Unsure at this time / Not really / No / None / Nothing comes to mind	48
Preference for the leisure centre to remain at Great North Leisure Park: I would like that the centre does not move from where it is / I would be unlikely to use the facility in North Finchley. I would be very sad if it moved. We were so happy it finally reopened and I'm shocked that it might close now / I wish the Finchley lido could stay where it is now at leisure way / Please just leave it all. I cannot travel to anywhere else / Please keep the Lido and all the facilities where they are as they are well used and an integral part of the community / Leave as it is. No residential redevelopment / Just keep it where it is and don't build something that's only gonna last 25 years this time / This site should not be shit down. It is a vital community hub & a lifeline to many	42
Studio: Dance studio / A larger studio room for classes so more people can book on to one class / New great studios / Fitness studio / Larger studio and an additional studio so more Pilates and yoga classes could be offered at weekends and early evenings / More than 1 studio. Permanent spin studio. Dance studio / We need more than one studio for fitness lessons as all fitness sessions are oversubscribed. We need greater variety of fitness lessons in the studios, which at the moment are restricted due to lack of space / Build good sized exercise studios with good sound systems	41
Community Space (meeting/library): community room for yoga, arts and crafts and courses / community hall / Community space/rooms / Flexible community hall space that you can rent out eg for baby classes. / Community hub, a space for meetings/talks for social engagement / Community hub/ warm Space / Library	40
Disability and inclusion: Need more accessible changing facilities for people with learning disabilities etc / To think of accessibility such as captioned TV, interpreters for classes for deaf people / More specific coaching and support for disabled people (my brother is an adult over 50 years old, with Autism, and is non verbal). Consider better offering for SEND children / I'm disabled with a balance disorder that means I use a rollator (walking device). It would be nice if there was a hoist to help me get in and out of the water / A lift for disabled access that they don't have now would be helpful /Disability access to the pool -easy access sloping shallow end that is warm to help people rehabilitate or maintain mobility / Definitely an accessible swimming pool with graduated steps for entry and exit / Need better changing facilities where access to toilets for sen kids is more accessible / More for Special educational needs / Provision	36

Are there any other services you would like to be considered in a potential refurbishment or redevelopment of a new leisure facility?	
Number of respondents who completed this question	1235
Description / Type of verbatim comments	Number of comments
for SEN children and adults; changing rooms, toilets, parking, quiet hours, awareness and acceptance of SEN by staff	
Indoor courts (squash/padel ball/tennis): Squash / Squash would be fab. There are no cheap squash courts in the borough. / padel courts / Indoor tennis courts	28
Other	358
Total number of different types of comments	1683

6.20 Question 20

Question 20 asked respondents what is most important to them when considering a potential refurbishment or redevelopment of a new leisure centre. Respondents were asked to rank each activity according to importance, with 1 being most important and 7 being least important

Table 32 below shows that:

- Most of the respondents answered 'providing facilities and activities that support my health and wellbeing' as their most important option. This ranked the highest with a score of 5.6.
- 'Opportunity to take part in targeted activities (such as GP referral schemes)' and 'Providing a social and community space' were given a lower importance with a score of 3.7 and 3.55 respectively. This was followed by 'Other' which was ranked as least important with a score of 1.65. Respondents were able to elaborate on this within question 21.

Table 32:

What is important to you in considering a potential refurbishment or redevelopment of a new leisure centre	1 (Number)	%	2 (Number)	%	3 (Number)	%	4 (Number)	%	5 (Number)	%	6 (Number)	%	7 (Number)	%	Number	Mean Score
Providing facilities and activities that my support my health and wellbeing	37.14%	729	24.40%	479	16.45%	323	10.80%	212	6.98%	137	3.26%	64	0.97%	19	1910	5.6
Opportunity to access a wide range of facilities	27.49%	525	23.51%	449	19.11%	365	13.51%	258	9.11%	174	5.39%	103	1.88%	36	1899	5.23
Opportunity to participate in lessons and courses	7.36%	143	15.79%	307	23.51%	457	23.71%	461	17.23%	335	9.83%	191	2.57%	50	1963	4.33
Providing family fun and/or recreation	17.99%	354	16.21%	319	11.64%	229	11.69%	230	11.43%	225	25.30%	498	5.74%	113	1944	4.19
Opportunity to take part in targeted activities (such as GP referral schemes)	6.42%	122	10.80%	205	15.06%	286	18.33%	348	18.59%	353	25.49%	484	5.32%	101	1937	3.7
Providing a social and community space	2.89%	56	8.88%	172	13.22%	256	19.05%	369	31.65%	613	20.29%	393	4.03%	78	1968	3.55
Other	5.30%	95	1.95%	35	1.51%	27	2.06%	37	2.79%	50	6.02%	108	80.37%	1441	1793	1.65

**Note that a total of 2070 respondents answered this question, however as this was a ranking question the number of overall responses equals is higher for each option (and subsequent percentage exceeds 100%).*

6.21 Question 21

Question 21 asked respondents what other items are important to them, and they would like to see considered within a new leisure centre?

- Table 33 below provides a summary of responses.
- Comments pertaining to parking (102 comments) was the most common occurring theme that respondents said was most important to them and they would like to see considered within a new leisure centre.
- This was followed by swimming (78 comments), programming (74 comments), café (56 comments) and lido (54 comments).
- There was a total of 239 comments which made up the 'other' theme. Comments were categorised here as less than 2% of respondents had commented pertaining to a particular theme e.g., security and safety (14 comments), opening hours (6 comments) and soft play (3 comments).

Table 33:

Please tell us what other items are important to you, and you would like to see considered within a new leisure centre	
Number of respondents who completed this question	773
Description / Type of verbatim comments	Number of comments
<p>Parking: Safe and convenient parking/parking facilities/ Parking and Transport access. / Adequate parking/ Easy parking available for access / easy and free parking/Parking/I think you should also consider Free Parking as leisure way has/ Free Car Parking facility with plenty of spaces/Parking/There should be parking available. Sometimes I like to use the centre really early or really late and I would find it uncomfortable to use public transport at these times</p>	102
<p>Swimming provision (generic): Swimming pool/ A good size main swimming pool like Copthall. Better changing and shower facilities especially for disabled/ To have ample space to swim lengths in a 25m pool/For me a 25m training pool perhaps with a cafe serving good coffee for afterwards is absolutely perfect./large swimming pool/ Swimming is critical/ Swimming pools offering all day lane swimming and a seperate fun children's pool plus learner pool for classes/ 25m swimming pool/ high quality swimming pool with lots of lane swimming for the public which doesn't all get used for swimming lessons or swimming club/ Really good, decent length swimming pool./ minimum 25 meter pool very important</p>	78
<p>Programming: Mix of classes outside of office hours /More gym equipments available. More Zumba classes/ The offer of a wide range of classes and badminton courts/ Swimming lessons, lifesaving lessons, exercise classes like circuits catering for a range of abilities fitness./ I think open are classes for the summer/ Over 50 classes and discounts/ Zumba classes, accessible exercise classes/ See previous answer. I would like to see regular aqua aerobics classes/ The offer of a wide range of classes and badminton courts/ More dance and aqua aerobic classes/ Holistic and cardio classes/ More classes for over 50s./ Swimming lessons for beginners /swimming and yoga for elderly people</p>	74
<p>Café: Cafe with only genuinely healthy options. / Cafe area with comfortable chairs/ Cafe if possible for people/ cafe, to get some healthy refreshments and a space to meet/ A cafe with lots of health conscious options and free wifi/ A decent café/ healthy food options in café/ /Use the general space ie cafe with aquarium / A space to have a drink or snack and meet up with others / and a nice cafe.</p>	56
<p>Lido (outdoor pool): Outdoor lido/ Large Lido/ Outdoor heated pool with encouragement for local clubs/ Outdoor heated 50m pool/ Having the outdoor pool is such a bonus in the summer. It's such a lovely facility for the community / A better lido which allows for lane swimming in the winter / Outside swimming pool large enough as Crouch end swimming pool, that is at least 5 lines 25 m long. Please/ The lido do not provide fun swimming area for the teenagers. This part of the population is completely forgotten./ A lido pool (outside) that is open all year round/</p>	54
<p>Changing facilities / toilets / showers: cubicle showers/ Better changing and shower facilities especially for disabled/ More showers/ large open facility with plenty of changing rooms & showers/ Decent showers and changing rooms/ Good lockers, good showers, good changing areas/ Clean changing rooms and easy access/ Well designed changing rooms with plenty of space to get things out of lockers./ Clean changing rooms with shower/toilet facilities and baby changing facilities plus lockers/Separate wet and dry section of the changing area for swimming changing rooms/Better changing facilities/Sensible design of changing facilities, Secure lockers provided/ Lovely and clean changing rooms</p>	45

Please tell us what other items are important to you, and you would like to see considered within a new leisure centre	
Number of respondents who completed this question	773
Description / Type of verbatim comments	Number of comments
Spa: definitely a sauna and possibly a spa /Spa facilities/ It would be fantastic to have a better spa in the borough, currently I go to Welwyn Garden City, central london waltham forrest one/ Spa well-being Centre/physio/massage services/Spa / Sauna	45
Accessibility (location/improved public transport): Location is very important to me as I walk there each time. It currently takes me 20mins and if it was further away this would effect how frequently I would go/I think it's important to consider the location of the centre in relation to areas of relative deprivation in Barnet, using the Index of Multiple Deprivation data in Lower-Layer Super Output Areas. Although deprivation is lower in this area of Barnet than the west, I wonder whether the current location of the leisure centre makes it more accessible to the relative more deprived areas near East Finchley, than if it were to be relocated to North Finchley town centre. I think a more granular look at this data is needed, perhaps including collection of postcode data / transport methods of current visitors to the leisure centre, and relative barrier to access, including distance to other Barnet leisure centres. /Easy to travel to - so has a free car park or on a good bus route/Being near and convenient for people like myself living & bussing in from E Finchley. it's is not close to any other public leisure facilities other than this - so, please Do Not move it to North Finchley./Easy access by public transport or walking, I do not drive/ Better accessibility by public transport / active travel than is currently the case - e.g. more bus routes stop nearby, safe walking and cycling routes, adequate cycle parking.	36
Current facilities are suitable: The current gym is spacious and well equipped with free weights and machines, for me it is important that any new facility continues this provision / As before, the same services as at the moment but to a higher standard. / I am happy with the swimming pool and sauna / Don't need a new leisure centre. The existing one is perfect! / Keep it as it is-there is nothing wrong with it apart from refurbishing the outdoor pool area / Sufficiently resourced to provide clean and welcoming environment	29
Affordability: clean and affordable facilities/Provide more facilities to teenagers either for free or at significantly reduced fee to get them off the streets and into learning positive team building/working / Affordable gym and pool as now/ Affordable price/ Ease of access from a cost perspective. Love that we can use the swimming pool without being tied in to a monthly payment and that it is affordable/ Services which are affordable and accessible/ Price wise, activities on offer need to remain affordable/ Affordable, good quality leisure facilities/ Ability to have an affordable health and fitness scheme locally!!/ Discounted rates for low income families and individuals Low cost weekend and holiday activities allowing children and young people to try activities usually not affordable that encourage being active and developing skills and confidence (climbing, swimming, diving, etc)	29
Diving / Deep Water: Maybe some specialist faculties for niche sports which are poorly accommodated. The dream would be to reinstate a diving pool which was bizarrely lost when cophthall was redeveloped. / Diving, diving and more diving!!! / It should have a diving pool / Deep pool for diving / Diving pool - or at least a diving section at one end of the pool (as it is in Waltham Forest) / Deep water access/ diving / Please can we have a deep water pool and water sport activities like water polo / Deep diving pool / Diving, sub aqua. Water polo. Synchronize swimming plus loads more ! Where can we go for these in Barnet "/A deep diving pool like the one in East London	28
Activities and spaces for teens/children/families: Activities for children /Provide more facilities to teenagers either for free or at significantly reduced fee to get them off the streets and into learning positive team building/working /activities for young people.	28

Please tell us what other items are important to you, and you would like to see considered within a new leisure centre	
Number of respondents who completed this question	773
Description / Type of verbatim comments	Number of comments
including cinema, bowling, maybe rock climbing, ping pong / Climbing wall, gymnastics, activities for early teens from age 12 onwards to age 17. They need specific activities, also for girls or boys only in addition to regular activities / Teenagers space, maybe a skate board park, cafe, outdoor space/youth activities for teens/Anything for children's activities	
Disabled and inclusive spaces/activities: Disabled access and facilities/ A good size main swimming pool like Cophthall. Better changing and shower facilities especially for disabled /Provision for children and adults with SEN, including classes, activities, safe spaces that understand their needs./ Offer opportunities for children and adults with SEN and disabilities/ Activities for children with disabilities/ Accessible for children with severe disabilities like my daughter/ Access to SEN & Safe space for SEN/More SEN activities and safe spaces, SEN targeted activities and leisure activities, lessons and courses for SEN children and adults. More involment/"Deep-water pool. Also a range of activities for all age groups and for disabled citizens of all ages." / Making it accessible to families with children with disabilities. Quiet hours during the weekend (they don't need to be exclusive to SEN kids, can be all ages). The local NHS should have statistics for you. Hundreds of kids unable to attend school need access to swimming during the school day for physiotherapy. / Provision for children and adults with SEN, including classes, activities and safe spaces that understand their needs.	23
Community space (meeting area/working area/library): A space for community groups to meet/library/ community hub for locals/ Collocation with other community facilities such as a library/ community space/ Community hub/ Spaces for community groups to hire cheaply/A working hub / More facilities to meet other ppl in the community, walking groups etc.	22
Sports Hall: Indoor sports hall for badminton & table tennis/ As mentioned, a sports hall is essential, because it would allow the local community to partake in team sports like netball, basketball, indoor football. This is essential in order to encourage the local population to take part in activities that will enhance health and wellbeing./A hall that can be hired out is always quite handy / A sports hall for sports such as badminton and squash courts	22
Cleanliness: clean and affordable facilities / Cleanliness / Clean / High cleanliness standards/ A high level of cleanliness! / Cleanliness - very important	21
Leisure water (slides/water features): Water slides would be amazing as I think it would draw a lot of people to the area/Water slides. The nearest similar facilities are in Archway. / Water slide park!/ Better slides for the kids with the wave machine/ An outdoor water park, wave machine, FUN for the kids/A slide and wave machine for the kids	19
Gym: More gym equipments available. More Zumba classes/Gym/ A gym/cardio area with floor to ceiling windows similar to the new Barnet facilities./ Size and quality of the gym/ Wider range of gym equipment (sit up bench, Roman chair)/ I am only interested in the gym and would like top of the range machines./ a well equipped, modern gym	19
Outdoor Space: Would be nice to have some outdoor space , gardens around the site so can sit outdoors/ easy access, outdoor space for community garden/ An agreeable outdoor space for fine weather/Green space / Outdoor play area accessible for kids in area. Currently only Percy Rd playground which is quite small. Nothing close for school age kids to play / Such as play areas	18

Please tell us what other items are important to you, and you would like to see considered within a new leisure centre	
Number of respondents who completed this question	773
Description / Type of verbatim comments	Number of comments
Health space and activities: The relocation of a GP surgery would be inovative . An integrated health service , including access to basic nursing services, linking to Finchley Memorial would be amazing ! / Therapy rooms that physios and other health professionals can tent / Activities to encourage people with conditions such as a combination of body pain and mental health difficulties to start moving for example through singing and swaying to music. Better if it's not recorded music but their own music making.	18
Climbing Wall: Climbing wall, Clip and climb/ Climbing facilities / Bouldering	16
Other	239
Total number of different types of comments	1021

6.22 Question 22

Question 22 asked respondents if a new leisure centre was to be relocated to North Finchley Town Centre, to what extent did they agree and disagree with a set of statements

Table 34 below shows that:

- There were more respondents that strongly agreed or tended to agree with the statements 'It will take me longer to access the leisure centre' and 'I will use a car to travel to the leisure centre'. These ranked the highest with scores of 3.34 and 3.32 respectively.
- There were more respondents that strongly disagreed or tended to disagree with the statements 'The leisure centre will be located closer to my home and/or place of work/study' and 'I will be able to travel actively (walk, jog run or cycle) to the leisure centre'. These ranked the lowest with scores of 2.64 and 2.61 respectively.

Table 34:

If a new leisure centre was relocated to North Finchley Town Centre,	Strongly agree (Number)	%	Tend to agree (Number)	%	Neither agree nor disagree (Number)	%	Tend to disagree (Number)	%	Strongly disagree (Number)	%	Not sure / don't know (Number)	%	Mean Score
It will take me longer to access the leisure centre	37.8%	767	13.0%	264	12.9%	262	11.0%	223	22.2%	452	3.2%	64	3.34
I will use a car to travel to the leisure centre	36.1%	734	14.4%	292	12.4%	251	7.2%	147	24.6%	500	5.3%	108	3.32
I would be encouraged to use the leisure centre	23.1%	470	16.4%	334	16.3%	332	13.9%	282	27.1%	550	3.2%	64	2.95
I would be encouraged to use North Finchley Town Centre	19.6%	399	18.2%	370	19.4%	394	13.9%	282	26.3%	534	2.6%	53	2.91
I would be encouraged to use the leisure centre with friends and/or family	17.7%	360	14.7%	299	21.8%	442	15.4%	313	27.7%	562	2.8%	56	2.79
It would encourage me to increase my physical activity levels	16.4%	333	13.8%	280	23.1%	470	15.2%	309	28.7%	583	2.8%	57	2.73
I will be able to use public transport (bus or train) to travel to the leisure centre	12.4%	252	18.8%	381	19.8%	403	13.3%	271	28.8%	585	6.9%	140	2.71
The leisure centre will be located closer to my home and/or place of work/study	20.7%	420	11.8%	239	15.8%	320	9.9%	201	38.9%	791	3.0%	61	2.64
I will be able to travel actively (walk, jog run or cycle) to the leisure centre	21.0%	426	11.2%	228	12.4%	251	12.5%	254	38.8%	789	4.1%	84	2.61

**Note that a total of 2032 respondents answered this question, however as this was a ranking question the number of overall responses equals is higher for each option (and subsequent percentage exceeds 100%).*

6.23 Question 23

Question 23 asked respondents if the current facility was refurbished or redeveloped within the existing Great North Leisure Park site, to what extent did they agree and disagree with a set of statements.

Table 35 below shows that:

- There are more respondents that strongly agreed or tended to agree with the statements 'I would be encouraged to use the leisure centre' and 'I would be encouraged to use the other services available on the Great North Leisure Park'. These ranked the highest with scores of 4.17 and 3.88 respectively.
- There are more respondents that strongly disagreed or tended to disagree with the statement 'It will take me longer to access the leisure centre'. This ranked the lowest with score of 2.33.

Table 35:

If the current facility was refurbished or redeveloped on the existing Great North Leisure Park site,	%	Strongly agree (Number)	%	Tend to agree (Number)	%	Neither agree nor disagree (Number)	%	Tend to disagree (Number)	%	Strongly disagree (Number)	%	Strongly disagreed (Number)	Mean Score
I would be encouraged to use the leisure centre	54.27%	1080	22.96%	457	11.01%	219	5.23%	104	5.33%	106	1.21%	24	4.17
I would be encouraged to use the other services available on the Great North Leisure Park	40.35%	803	26.98%	537	17.24%	343	7.29%	145	6.63%	132	1.51%	30	3.88
I would be encouraged to use the leisure centre with friends and/or family	38.39%	764	23.67%	471	21.06%	419	6.83%	136	7.94%	158	2.11%	42	3.79
It would encourage me to increase my physical activity levels	35.93%	715	24.07%	479	23.77%	473	7.89%	157	6.68%	133	1.66%	33	3.76
I will use a car to travel to the leisure centre	39.20%	780	22.11%	440	14.37%	286	5.18%	103	16.48%	328	2.66%	53	3.64
The leisure centre will be located closer to my home and/or place of work/study	30.00%	597	10.05%	200	24.87%	495	13.92%	277	18.59%	370	2.56%	51	3.19
I will be able to travel actively (walk, jog run or cycle) to the leisure centre	22.86%	455	14.72%	293	16.13%	321	16.08%	320	26.33%	524	3.87%	77	2.91
I will be able to use public transport (bus or train) to travel to the leisure centre	15.18%	302	18.79%	374	22.26%	443	14.02%	279	24.37%	485	5.38%	107	2.86
It will take me longer to access the leisure centre	11.21%	223	9.95%	198	20.70%	412	13.57%	270	42.26%	841	2.31%	46	2.33

**Note that a total of 1990 respondents answered this question, however as this was a ranking question the number of overall responses equals is higher for each option (and subsequent percentage exceeds 100%).*

6.24 Question 24

Question 24 asked respondents to indicate their views on the location of a refurbished or potential new leisure centre.

Table 36 below shows that:

- Almost two thirds of respondents (64.3%) answered that they would like a refurbished or a new leisure centre to remain at its current location within the Great North Leisure Park.
- Almost a quarter of respondents (23.3%) answered that they would like a new leisure centre located in North Finchley Town Centre.
- 11.0% of respondents answered that they don't like either option.
- 1.4% of respondents had no preference.

Table 36:

Please indicate your views on the location of a refurbished or potential new leisure centre	%	Number
I would like a refurbished or a new leisure centre to remain at its current location within Great North Leisure Park	64.3%	1268
I would like a new leisure centre located in North Finchley Town Centre	23.3%	460
I don't like either option	1.4%	27
I have no preference	11.0%	216
Total	100%	1971

6.25 Question 25

Question 25 asked respondents to tell us why if they didn't link either proposed location option in question 24.

- Table 37 below provides a summary of responses to question 25.
- Comments pertaining no requirement to refurbish / re-provide the leisure centre (6 comments) was the most occurring theme.
- The following themes received 4 comments each; preference to remain at Great North Leisure Park, concerns about the previous closure for structural works and accessibility (location/public transport)
- The following themes received 3 comments each; space concerns at North Finchley Town Centre, parking/traffic concerns in North Finchley Town Centre and require further info to answer the question and preference to relocate elsewhere
- There was a total of 5 comments which made up the 'other' theme. Comments were categorised here as less than 1 (number) of respondents had commented pertaining to a particular theme e.g., retention of current facilities (1 comment), anything that makes the facility more appealing (1 comment), uncertainty regarding potential closure whilst a new facility is built (1 comment).

Table 37:

If you don't like either option please tell us why	
Number of respondents who completed this question	27
Description / Type of verbatim comments	Number of comments
No requirement to refurbish / re-provide the leisure centre: Just leave as it is / The Council quite recently spent hundred of thousands of pounds refurbishing the leisure centre. It is not clear why the refurbishment is not satisfactory. There are leisure centres in London much older than Finchley Lido which operate perfectly well. This proposal appears to be a huge waste of money given the vast sums recently spent on Finchley Lido. The current leisure centre appears fit for purpose and in no need of further refurbishment./ refurbishment not necessary, there are better uses or the resources in other health and recreation spend. / There is no need to build another one or anything else is enough the existing one! This borough has no money to do is required now, leave alone to build a leisure centre!	6
Preference to remain at Great North Leisure Park: I like the center where it is.It's very close to home place and I can complete my routine. If you move it, I probably won't have enough time to go there and go back to work like I always do without any setbacks. If you definitely decide to move it, I will cancel my membership because I really disagree with changing locations. / I would like the center to stay as it is because I am using it a lot. If it has to be refurbished, I would like it to stay at the same place, otherwise it will take me too long to get there / There is no need to move from the current location where there is plenty of space. There is insufficient space elsewhere in N Finchley and parking would also be more difficult.	4
Concerns about previous closure for structural works: I'm concerned about the whole project. The centre was closed for a long period of time only a 2 or so years ago. A significant amount of money was spent. When it reopened I couldn't see any significant improvements./ The Council quite recently spent hundred of thousands of pounds refurbishing the leisure centre. It is not clear why the refurbishment is not satisfactory	4
Accessibility (location/public transport): Access by public transport from the edge of the borough (Edgware) is difficult at the moment and would be only marginally more convenient if centrally in Finchley./ Kids needs to have close access to the leisure centre. You can always destroy everything and saying it is for good reason it doesn't work like that.	4
Parking / traffic concerns in North Finchley Town Centre: I am very concerned about the increase in traffic in the roads close to Lodge Lane. Many are already used to bypass the High Road and I foresee the problem getting worse during the building's construction and once opened. It would be wonderful if people travelled there on public transport but I think it is naive to assume they will not travel by car. What plans, if any, are there to deal with the inevitable increase in traffic? / There is very limited parking in North Finchley so do not develop on the already reduced parking spaces / There is insufficient space elsewhere in N Finchley and parking would also be more difficult.	3
Space concerns at North Finchley Town Centre: A town centre site may not be large enough - you need to identify such sites before people can meaningfully comment on their suitability. / There is insufficient space elsewhere in N Finchley / There is not a lot of space spare in the Town Centre, so I am unsure how an adequate facility could be fit in without compromising the provision of facilities.	3
Require further info to answer: what is the proposal?? - can 't say until I know what you are proposing!! / have many other questions. And would like to see a detailed proposal for moving the centre, updating it or doing nothing and why such a decision needs to be made at all. / Where is the proposed site in North Finchley Town Centre?	3

If you don't like either option please tell us why	
Number of respondents who completed this question	27
Description / Type of verbatim comments	Number of comments
And what would be built on the existing site? Would it be for example on the Homebase site?	
Preference to relocate elsewhere: i'd like to have the centre in Golders Green / I'm closer to Finchley Central as a town centre as i am in Church End / I would prefer it to be refurbished elsewhere.	3
Other	5
Total number of different types of comments	35

7. Qualitative

This section of the report provides a summary of the qualitative engagement approaches together with a detailed overview of findings.

7.1 Community Pop Up Events

Four community pop events were hosted at Finchley Lido Leisure Centre (x2) and North Finchley Town Centre (x2) during peak and off-peak times.

7.1.1 Aims

- To raise awareness of the online questionnaire available via Engage Barnet and encourage participation
- To facilitate 'light touch' conversations that sought to answer questions and support completion of the online questionnaire.

7.1.2 Sample

- The community pop up events were advertised via Engage Barnet and social media (including targeted posts).
- As these events were informal anyone was permitted to attend with a total of 533 people attending.

7.1.3 Findings

- A desire for the leisure centre to remain at Great North Leisure Park was a predominant response at the Finchley Lido Leisure Centre pop up events, with common concerns pertaining to parking, traffic and a future facility mix (particularly swimming) being raised. There was also a strong sense of sentiment attached to the facility.
- The majority of people engaged at the North Finchley pop up events were in support of the leisure centre relocating to the town centre, with a few opposing. People visioned the benefits a new modern facility would bring to the area, and public transport links would make the facility accessible to a wider cohort of people. Concerns were however raised about parking and traffic pressures, particularly on residential roads.
- Table 38 below provides a summary of preferences when asking people about potential refurbishment, redevelopment or relocation options. Findings conclude that 79.4% of people engaged would like a new leisure centre located in North Finchley Town Centre.

Table 38:

Response	Total
Number of responses	533
I would like a refurbished or a new leisure to remain at its current location within the Great North Leisure Park	104 (19.5%)
I would like a new leisure centre located in North Finchley Town Centre	423 (79.4%)
I don't like either option	0 (0%)
I have no preference	6 (1.1%)

7.2 Focus Group and Community Workshops

Three focus group sessions were conducted with existing users of Finchley Lido Leisure Centre and a community workshop with individuals that live and/or have an interest in North Finchley Town Centre. A total of 35 participants attended the focus group sessions. There was capacity to include more participants at each session, however last minute no shows were experienced.

7.2.1 Aims

Focus group meetings (with existing Finchley Lido Leisure Centre users)

- To gain an in depth understanding of the current user experience and how this could be improved / enhanced
- To explore existing facility users views on a potential refurbished, redeveloped and/or relocated facility to North Finchley Town Centre, and what opportunities and challenges are presented with these options.

Community workshop (with individuals that live and/or have an interest in North Finchley Town Centre)

- To gain an in depth understanding of the current user experience and how this could be improved / enhanced
- To explore views on a potential relocation to North Finchley Town Centre, and what opportunities and challenges are presented with this option.

7.2.2 Sample

Participants were Barnet residents from different wards and were invited through:

- Focus group sessions: participants were identified working with Better (operator of Finchley Lido Leisure Centre) and Barnet Mencap
- Community workshop: Participants were invited via direct contact from a list of community groups, businesses and residents who have previously engaged with the North Finchley Town Centre development and indicated that they would like to be

informed. Also published on Engage Barnet webpage where the public were invited to register their attendance.

- 35 people participated in the three focus group sessions.

7.2.3 Methodology

Focus group meetings:

- In person: four council officers from across the organisation facilitated a group discussion with existing users of Finchley Lido Leisure Centre (8 attendees) and captured feedback.
- Virtual: a discussion group was held via Microsoft Teams with two Barnet Mencap service users and support worker (3 attendees) who utilise Finchley Lido Leisure Centre. Two council officers from across the organisation provided facilitation and captured feedback.

Community workshop:

- 24 attendees were split across four breakout groups with a mix of demographics represented in each group. Six council officers from across the organisation provided facilitation for each breakout group and captured feedback.

All participants of the focus group sessions were sent a link to the online questionnaire in advance.

7.2.4 Findings

6.2.4a In person focus group (existing leisure centre users):

Part 1: Improving user experience

- **Q1: What do you like and dislike about the existing leisure centre?**
- **Q2: What could be improved / enhanced to improve your experience of using the leisure centre?**

The participants expressed a range of different views to explain what they liked and disliked about the existing leisure centre which have been summarised in table 39 below. Accessibility and the free/availability of parking was the common 'like' amongst the participants. This was followed by the 'uniqueness' of the facility offering e.g., lido (outdoor pool), wave machine, garden area and sauna. Participants agreed that access for people with a disability and/or mobility challenges is an area that could be enhanced / improved.

*Items in *italics* pertain to facility management and not specifically the facility and/or location.

Table 39:

Likes	Dislikes / What could be enhanced / improved
The lido (outdoor pool) is unique and important	Operation of the lido is limited and needs to be open throughout the year
Offers easy and free parking	Access for people with a disability and/or mobility challenges falls short e.g., no lift – the stair lift is too often out of service
Good public transport links and easy to access	Could be a better co-location of health services
Many older people live nearby and walk to the leisure centre	<i>Not keen on current management</i>
c.n.4 schools are located nearby and walk to the leisure centre	
Only facility within radius that offers a wave pool, sauna, parking (free) and garden	
Provides a community service	
<i>Price – cheap / affordable</i>	
<i>Nice staff</i>	
<i>Diverse programme</i>	

Part 2: Views on future leisure provision

Participants were asked their views on the following three options, paying particular attention to perceived challenges to be considered and the potential benefits.

- **Q3: What are your views on a potential refurbished facility?**
- **Q4: What are your views on a potential redeveloped facility**
- **Q5: What are your views on a potential relocation to North Finchley Town Centre?**

The participants expressed a range of different views which have been summarised in tables 40, 41 and 42 below. The main conclusion drawn from this exercise was a preference for the facility to be redeveloped on the existing Great North Leisure Park site. There was concern that a refurbishment of the existing facility would cause too much disruption whilst construction is underway. Relocation to North Finchley Town Centre was least favoured due to a number of factors e.g., accessibility, parking, traffic, ability to provide a like for like replacement.

Table 40: Views on a potential refurbished facility

Challenges What are the challenges that need to be considered?	Opportunities What do you think the benefits are/could be?
Closure of zones within the leisure centre whilst refurb construction is under way	Opportunity to improve sound proofing, air conditioning, changing facilities and accessibility e.g., install a lift
What would the timescales be?	Improved bus access
	Provides access to other amenities e.g., restaurants on the site

Table 41: Views on a potential redeveloped facility

Challenges What are the challenges that need to be considered?	Opportunities What do you think the benefits are/could be?
Massive investment costs	New and improved facilities e.g., bigger (or more) studio space
	Chance for it to be bigger and serve more people
	Improve accessibility (much needed)
	Take unique aspects of the leisure centre into a new facility e.g., car parking
	A new facility would last longer
	Easy access to restaurants nearby

Table 42: Views on a potential relocation to North Finchley Town Centre

Challenges	Opportunities
What are the challenges that need to be considered?	What do you think the benefits are/could be?
Removing opportunity [to stay active / access leisure] for people who live in East Finchley as there will be additional travel time	May help drive more people to the high street
Taking from one community to give to another	
Not having parking will disadvantage older people and women	
There is a more target and captive audience in North Finchley Town Centre – they will like the centre located there	
Traffic and accessibility will be an issue	
Moving to North Finchley Town Centre will be of the detriment to older people – many of whom walk to the current leisure centre	
Will schools that currently use the facility be able to continue to use if relocated? Schools have limited time and will need to factor in travel time.	
How will a like for like facility be provided in North Finchley Town Centre?	

At the close of the meeting participants were asked to cast a final vote on their preference for the facility to be refurbished, redeveloped, or relocate to North Finchley Town Centre.

- All participants (8) were against a refurbishment of the existing facility mainly due to the disruption that would be caused during construction
- Two participants had no preference about a future potential location; especially if ‘forced’ by the future lease arrangements of Great North Leisure Park and if the design was well thought out.
- The remaining six participants were against a relocation to North Finchley Town Centre and in favour of the facility being redeveloped on the existing Great North Leisure Park site. The main reasons given for this were accessibility, parking and ability to provide a like for like facility, whilst retaining the lido (outdoor pool)

6.2.4b Virtual focus group (Barnet Mencap service users who use the leisure centre):

Part 1: Improving user experience

- **Q1: What do you like and dislike about the existing leisure centre?**
- **Q2: What could be improved / enhanced to improve your experience of using the leisure centre?**

The participants expressed a range of different views in what they liked and disliked about the existing leisure centre which have been summarised in table 43 below. Ease of access via bus and providing a space where likeminded people could meet were common likes. Participants agreed that the studio could be bigger and there was also a vote for larger pools and better changing facilities.

*Items in *italics* pertain to management and not the facility and/or location.

Table 43:

Likes	Dislikes / What could be enhanced / improved
Easy to access via bus (from Colindale and Whetstone)	Bigger pools (outdoor and indoor) and studio space
<i>Programming</i>	Better changing facilities (similar to Copthall Leisure Centre)
Sense of community and a space to meet likeminded people	
<i>Staff are nice</i>	

Part 2: Views on future leisure provision

Participants were asked their views on the following three options, paying particular attention to perceived challenges to be considered and the potential benefits.

- **Q3: What are your views on a potential refurbished facility?**
- **Q4: What are your views on a potential redeveloped facility**
- **Q5: What are your views on a potential relocation to North Finchley Town Centre?**

Following a discussion on each option, one participant was in favour of the facility remaining at the existing Great North Leisure Park location due to its accessibility, and they know how to access via bus etc. Two participants had no preference on a future location, particularly as a relocation to North Finchley Town Centre for one of the participants would mean a shorter bus journey. Participants agreed that clear wayfinding signage is an important consideration wherever a future leisure centre is located.

When considering a future facility mix participants felt it was important to offer the same mix within a new leisure centre, however emphasised the importance of a larger studio space.

6.2.4c Community Workshop (individuals that live and/or have an interest in North Finchley Town Centre):

Part 1: Improving user experience

- **Q1: What leisure facilities do you currently use in the borough?**
- **Q2: What do you like most about the facilities you currently access?**
- **Q3: What would make your experience of leisure facilities better?**

Likes	What could be enhanced / improved
Higher standard, better environment with wide range of facilities that are clean.	Higher quality and better maintenance With improved cleanliness, the current facility is rundown and old and needs upgrading
Enjoyable experience	A café and healthy option eatery
Comfortable and social atmosphere	Easier booking system and a pay as you go access (the sign in process is difficult and forces you to give away your information to have a membership.
Modern, state of the art facilities	Bigger swimming pool (50m) and diving board
A higher membership price is justified by high quality and maintenance of the facilities.	The Lido is in disrepair – not required unless it will be maintained
	Lower membership costs
	Tennis and sports options (badminton, snooker, squash etc)
	There needs to be a unique selling point – offer something different
	Accessible – easy to walk (safe footpath/ pedestrian area)
	Gym classes and spa
	Changing rooms (private/spacious rooms) that are single sex – relaxing changing environment

Part 2: Views on future leisure provision

Participants were asked their views on a potential relocation of Finchley Lido Leisure Centre to North Finchley Town Centre, paying particular attention to perceived challenges that need to be considered and the potential benefits.

Table 45:

Challenges What are the challenges that need to be considered?	Opportunities What do you think the benefits are/could be?
Traffic – congested residential roads	Create a green environment to support health and wellbeing
Parking provision – lost space to be provided	Community hub / Local asset
Cost of refurbishment, redevelopment to council	Increased footfall supporting the local economy
Bus station is inadequate and needs major improvements for a greener borough and accessible transport links.	Dynamism to High Road
Operational costs – cost to run and maintain	Leisure instead of high-rise residential building
	Accessible public transport
	Potential to ease traffic with one way system
	New and unique facility, making the town centre a destination with a sense of identity
	Better changing rooms
	Fitness classes – aerobics
	Reduce energy costs with a facility that is more sustainable
	Consider a school/ leisure combined heating system

At the close of the meeting participants were asked to cast a final vote on their preference for the leisure centre to be relocated to North Finchley Town Centre. All in attendance (24) were in favour of the facility relocating to North Finchley Town Centre.

6.2.4d Lodge Lane N12 Residents Association Meeting (Open to non-members):

Lodge Lane N12 Residents Association hosted a community meeting at The Bohemia, North Finchley. The meeting was open to non-members and included representatives from other residents' groups as well as individuals and business from the local area. The purpose of the meeting was to discuss the revitalisation of North Finchley Town

Centre as a whole, understand the vision and key players involved in bringing the development forward as well as explore the potential for relocation of Finchley Lido Leisure Centre to the town centre.

Presentations were delivered, explaining the various engagement activities on the regeneration of North Finchley Town Centre, the role of the North Finchley Partnership Board and the engagement on Finchley Lido Leisure Centre.

Residents and traders who have engaged in the process shared their views and urged other to participate in future engagement and consultation activities. Following a questions & answers session with some of the speakers, attendees were asked to vote by show of hands, on their preference on refurbishment, redevelopment or relocation options.

Table 46 below provides a summary of preferences indicated.

Table 46:

Response	Total
Number of responses	46
I would like a refurbished or a new leisure to remain at its current location within the Great North Leisure Park	3 (6.5%)
I would like a new leisure centre located in North Finchley Town Centre	28 (60.9%)
I don't like either option	0 (0%)
I have no preference	15 (32.6%)

- Table 47 below summarises preferences of the 81 people engaged in all focus group sessions in respect of the potential future refurbishment, redevelopment, or relocation of options. Findings conclude that 64.2% of people engaged would like a new leisure centre located in North Finchley Town Centre.

Table 47:

Response	Total
Number of responses	81
I would like a refurbished or a new leisure to remain at its current location within the Great North Leisure Park	11 (13.6%)
I would like a new leisure centre located in North Finchley Town Centre	52 (64.2%)
I don't like either option	0 (0%)
I have no preference	18 (22.2%)