

Barnet Council

Public Consultation and Engagement – Finchley Lido Leisure Centre

A final report from Mobilise Public Ltd

November 2023



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1. Introduction

The Great North Leisure Park (GNLP) site is identified in the Barnet Local Plan as a location with residential development potential, which is proposed by Regal London as part of a future mixed-use development. Mobilise Public Ltd were commissioned to engage with Barnet residents to ascertain their views about the re-provision of Finchley Lido Leisure Centre on the GNLP site to assist Barnet Council with developing a design specification and feasibility report. It followed an initial consultation undertaken by Barnet Council that sought views about the refurbishment of the leisure centre and the future location of a new leisure centre, after which the Council decided to replace the leisure centre on the site of the GNLP.

This engagement project delivered three key consultation activities between July and August 2023:

1. Community Conversation workshops
2. Drop-in sessions
3. Online Survey

Four workshops were held attracting 33 residents in total; three drop-in sessions were held at Finchley Lido Leisure centre with 100 people attending these; and there were 383 responses to the online survey between 27th July and 8th September 2023. The consultation on the leisure centre was run at a similar time to, but separately from, Regal London's consultation on their wider plans for the Great North Leisure Park.

This is a full report on the consultation and brings together views shared through the three consultations activities.

2. Background information

2.1 The site

Regal London recently acquired the head lease to GNLP in March 2023 and the London Borough of Barnet has retained its freehold of the entire site. The image below provides a view of the current leisure centre on the leasehold site acquired by Regal London.

Great North Leisure Park has been identified by the council in the draft Local Plan as suitable for residential development. The site provides the opportunity for high-quality private and affordable residential redevelopment with a range of amenities for residents and improved public spaces and connectivity to Glebelands Open Space.



2.2 Proposal for a new leisure centre

Finchley Lido Leisure Centre, located on the site of GNLP, was built in c.1995/96 and is operated by Better on behalf of London Borough of Barnet. The existing leisure centre 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 full family friendly and inclusive experience.

The council undertook initial engagement activities between 13 December 2022 and 23 January 2023 to gauge views on the usage of the current leisure facilities, in addition to views on redevelopment and relocation. After considering the engagement findings, the council decided that the leisure centre will be replaced on the existing site of the Great North Leisure Park. The current phase of community consultation which ran from July to early September 2023 was undertaken in order to help shape the mix of facilities to include on the site. While the future facility mix has not been decided, a wide range of wet and dry facilities were posed to the public for consideration during the consultation, the results of which will be considered alongside a future business case.

It is proposed that the new leisure centre will be funded by a development agreement with Regal London. A new leisure centre will form part of the overall residential-led development of the Great North Leisure Park site.

3. Key Recommendations

The engagement that took place from July to September 2023 combined in person and online opportunities for residents to share their views on the facility mix for the proposed new leisure centre. The three approaches (community conversation workshops, drop-in exhibition, and survey) provided a mixture of quantitative and qualitative data. The qualitative methods (workshops and drop-in sessions) enabled the project to explore the proposals and questions in more detail and collect valuable context to resident views. The online survey was quantitative in order to enable data to be collected about the strength of views for the key questions.

This report explores the rich data that was provided by residents through the different methods employed. As the methods and questions varied, it is not possible to draw direct comparisons across the data collected. However, in analysing the feedback there are some emerging trends about the priorities for the facility mix and feedback from residents that they shared. Here we provide the trends and recommendations that emerged across the different engagement methods, making note to highlight if there are particular findings from a particular method. The rest of the report gives a full and detailed analysis of the different parts of the consultation with summaries of the main points of each at the end of each section.

3.1 The leisure centre is a very important asset and the redevelopment of the leisure centre is an important opportunity for now and the future

Overall, the feedback from residents was that the leisure centre is a very important asset to residents, providing health and well-being benefits, fun and family friendly activities, community and outdoor spaces, and opportunities for young people and older people. The leisure centre is also attractive to local people because of the availability (quantity) of free parking, locality, affordability, and inclusiveness.

Residents attending the workshops and drop-ins recognised that the current leisure centre is not fit for purpose and that there are likely to be compromises, but that these should be carefully considered to ensure that the centre maximises on the opportunities the redevelopment provides for now and generations to come. Residents that had been aware of the consultation for the current leisure centre in around 1995 felt that it did not deliver a fit for purpose leisure centre which has had a short life span, or an adequate outdoor swimming facility. Residents were clear that providing high quality design and facilities is of the utmost importance to their use and experience of the leisure centre.

3.2 Proposed new location has some benefits but perhaps the losses outweigh these

There were mixed views across the workshops, drop-ins and the survey about whether the proposed new location on the GNLP site would improve their experience - some felt it would and others were indifferent or unsure. Some residents felt that as an important asset, if the new facility reflects residents' priorities and needs when it comes to the facility mix, design and management, that it will, by default, continue to attract residents. Residents at the workshops and drop-ins could appreciate that the proposed new location provides increased visibility, accessibility and early delivery. It was also important to them that there was continuous use. These were all important to residents.

However, a number of factors that are important to residents are perceived as a loss. The potential loss of plentiful free parking was a concern for residents and one of the attractions of the current leisure centre. Whilst many understood the logic of moving the leisure centre to the front of the site alongside the A1000, it was perceived that the new location at the front of the site would be a less attractive surrounding area which may make the outdoor areas less enjoyable for users than the current Glebelands backdrop. There were also concerns about the noise impact of any outdoor facilities in the new leisure centre on the new residents and the implications this will have on the facility mix and design. In addition, the visual look into the centre and from within the centre outwards needs to be considered for quality user experience as well as any protected characteristics requirements.

“I like that idea, having it at the front. But people may be put off by people watching you swim or work out from the road”

Some residents also commented that the new leisure centre may seem part of the residents' development rather than an asset for the wider borough. Consideration therefore needs to be given to the aesthetic design of external areas to ensure that these spaces are enjoyable for leisure centre users as it will no longer have the Glebelands in the background. It will also be important that the new leisure centre has its own identity as a public asset.

Regardless of the location, residents at the in-person sessions noted the importance of access to the leisure centre. The new leisure centre should improve the experience and safety of pedestrians, cyclists, public transport users, and women getting to the leisure centre. There were mixed views about improved connectivity with Glebelands and further detailed work on resident journeys should be explored, particularly in terms of safety and connecting health and well-being opportunities for residents.

3.3 'Like for like' will not be sufficient for demand

Residents repeatedly reported that they are already experiencing high demand for the current leisure centres facilities and challenges with booking sessions. With a new residential development alongside it, increased visibility, improved facilities together with it being the only affordable leisure centre in the local area, may lead to demand outstripping supply early in the life of the leisure centre. This will exacerbate an already challenging experience for existing leisure centre users who have reported that they struggle to find availability for the lido and classes. Therefore, the proposal of 'like for like' may not provide sufficient capacity with a residential development on the GNLP site alongside other residential developments in the surrounding areas. Residents would like to see, and consider it necessary, that the new leisure centre offers an enhanced offer. Importantly:

- an improvement to the outdoor lido
- several studio spaces
- an indoor water option that provides swimming as well as learning or leisure options, preferably both as the latter is not available elsewhere and learning to swim is important for the mix of users.
- a cafe

Consideration should also be given to traffic management in and around the site as the flow and volume of traffic will increase to the new residential area and leisure centre. This was another challenge cited as an issue now with the existing vehicles entering and exiting GNLP.

3.4 The lido is a unique aspect of the current leisure centre and Barnet, and could be improved

Although residents felt that the current Lido was poorly designed and not sufficient to take into account all users' needs across different users, residents felt that an affordable outdoor swimming pool was a unique offer for the leisure centre and one that does not exist elsewhere in the borough.

“disagree that we can't have everything. It's Barnet's responsibility to keep it as a functioning lido”

It was therefore felt that careful consideration and design should go into providing an enhanced lido offer or an improved lido even if it was only a couple of lanes.

Through all the engagement opportunities, residents were asked about the choice between an enhanced leisure centre and no external area (lido) or leisure centre that uses some of its space to provide outside water facilities. The general consensus at the workshops and drop-in sessions was towards an enhanced leisure centre facility, however there are many unknown variables and therefore their views were caveated or influenced by their perceptions and experiences of the current lido. The view regularly provided was that the current leisure centre does not meet demand or need now (let alone the future). There was also no clarity over what the like for like offer entailed and whether there was an option for the lido to be heated or open more often. Neither was it clear where the location of the leisure centre would be. The survey, which did not enable further discussion or explanation, did prioritise a balanced offer of indoor and outdoor facilities. What the engagement shows is that it was clear to residents that there is a demand for an enhanced leisure centre *and* strong desire to improve the lido for outdoor swimming, even if this was in a different location in Barnet.

In the workshops, residents felt that the choice between outdoor swimming and outdoor recreation water (splash pads, fountains), in the open spaces of the residential development was not comparable. The sense was that outdoor recreation water is nice to have, but only delivers to young families and their children, and is not an acceptable alternative to a lido or outdoor swimming provision. This is reflected in the drop-in sessions where a swimming pool was seen as a priority for outdoor facilities.

3.5 Affordability and access is important

Although affordability is a relative term, residents generally felt that the current leisure centre is an affordable option for local people and it was important for it to remain an affordable offer even with the newly developed centre. This was essential to provide residents with access to fun, healthy, and social activities regardless of their income unlike neighbouring private facilities.

Some residents raised issues around accessing and booking classes and swim sessions and therefore any future management agreements should consider inclusive and fair access to all the facilities.

“everything is booked via the app. I imagine a lot of business was lost through the app and having the booking online.”

“you cannot just walk in and pay and swim. Have to book a swimming session, if you’re not tech savvy and at that level, then that’s a barrier, and that would affect business too”

This will be an even more pronounced issue if a significant residential development replaces the current leisure park due to likely further increases in demand.

3.6 Young people’s use needs to be considered in more detail

A group that residents raised as likely to be affected by the change of the use of the GNLP to a residential development were young people. Together with the leisure centre, they use it as a relatively safe public recreation area (where often parents will drop off to and pick up from). Specific engagement and consideration of young people’s public space and leisure needs, including safety and affordability, should be taken into account. The Council should seek to provide something for young people to mitigate this. A social value plan for GNLP should engage local residents, including young people, so that S106 and CIL funding could address these opportunities, helping to meet the needs and the aspirations of local people.

Within the leisure centre, the drop-in sessions found that activities and facilities for children and young people are very important and a range of ideas were provided outside of the suggested categories. Once more is known about the leisure centre (location and footprint/capacity), further engagement with children and young people, as well as parents and carers, should take place to ensure that interesting and well-used activities can be delivered in the new leisure centre. Targeted resources to work with young people are recommended so that a tailored and engaging outreach is undertaken to involve young people in designing the new leisure centre and surrounding areas.

3.7 Further opportunities to engage local residents

The redevelopment of the leisure centre is an important opportunity and asset to residents. They are very engaged with the process and keen to improve and protect this public amenity for now, and the future. There was a lot of interest in all design, location, and facilities aspects of the new leisure centre. With further detailed design work to be undertaken on the new leisure centre it is highly recommended to form a resident co-design working group for the next stage of this project. In particular, this work should involve users with protected characteristics (including young people) to explore further and in more detail, some of the findings raised in this engagement and ensure that the centre delivers opportunities for everyone beyond the building's requirements, but in a balanced way for all residents.

It is also important to ensure that developers and architects work extensively with residents to ensure that they can fully engage and participate in local development proposals.

3.8 Good communication and promotion of the new leisure centre

Residents felt that, despite being well used and challenges with accessing facilities and classes, that there were a number of local people that did not use the leisure centre. It was felt that this was largely due to poor promotion and knowledge about the leisure centre and its lido. It is therefore recommended that future management ensures that the centre is well promoted and continues to encourage and listen to user feedback.

4. Approach to engagement

Mobilise were commissioned to undertake an engagement with Barnet residents to get their insights and feedback on the facility mix for the new leisure centre. A mixed approach to the engagement was undertaken in order to provide different opportunities for residents to take part. A poster and flyer were produced to promote the engagement opportunities (see Appendix 6). A total of 3,750 leaflets were distributed alongside posters, to shops, restaurants, cafes and other businesses with a street level presence in East Finchley, North Finchley, Finchley Central and West Finchley and the businesses located at Great North Leisure Park. Posters were displayed in prominent positions in areas visited by the public in each town centre and at Barnet libraries in the vicinity of the Great North Leisure Park. This information was also on the Engage Barnet platform as well as being promoted in the Council's e-newsletters. Full details of the venues where leaflets and posters were left and other means of promotion of both the survey and in person consultation events can be found in **Appendix 3**.

In this section we outline the three different phases of engagement.

4.1 Community Conversation Workshops

Mobilise held a series of four Community Conversations during early July 2023. The Community Conversations were designed as workshops with a small group of residents to explore and understand the community's priorities on the composition of facilities for a new leisure centre. They also provided some insights to help shape and refine the content for the online survey questions and the consultation boards for the drop-in sessions that formed the next stage of the engagement process. There were 4 workshops delivered over a week:

1. 3 July from 6-8pm at Arts Depot in North Finchley
2. 4 July from 11.30am-1.30pm at Mencap in Hendon
3. 5 July from 3-5pm in the studio space in Finchley Lido Leisure Centre
4. 6 July from 5-7pm at Arts Depot in North Finchley

The attendance across the four workshops totalled 33 residents, meeting the aim of groups of 8-10 for each session. Please see Appendix 1 for details of the recruitment process and a breakdown of population demographics for workshop participants.

4.2 Drop-in sessions

Mobilise held three in-person drop-in sessions at the Finchley Lido Centre in August 2023 on the following dates:

- Thursday 3 August from 1-4pm
- Saturday 12 August from 11am-2pm
- Wednesday 30 August from 4-7pm

The sessions were scheduled for different days of the week and times of day to ensure people had a wide opportunity to attend. A total of 100 people attended the in-person drop-in sessions. Please see Appendix 2 for details of attendance at the drop-in events.

Residents were greeted at the entrance to the leisure centre and directed to review the consultation boards with a member of the Mobilise engagement team. Sessions also included representation from the London Borough of Barnet, members of Regal's engagement consultant team (Meeting Place), and local councillors.

A series of nine consultation boards were displayed with key information and questions to gain insights from residents. Mobilise collected feedback on a series of questions relating to the consultation themes and informed members of the public about the opportunity to submit feedback online through the Engage Barnet survey.

4.3 Online questionnaire

An online survey was created to enable residents to provide feedback without needing to attend a drop-in session. The online questionnaire was open from 27 July to 8 September (6 weeks). The questionnaire was composed of 17 questions and additional equalities monitoring questions. A link to the questionnaire was embedded in the Engage Barnet website page for the consultation. A QR code was also included on the consultation flyer and poster to enable residents to link directly to the survey. Over 3,700 flyers were distributed to shops, cafes/restaurants, community organisations and libraries in East Finchley, Finchley Central, West Finchley, North Finchley and the businesses located at the Great North Leisure Park in addition to posters for shop windows.

5. Community Conversation Workshops

5.1 Workshop approach

The Community Conversation workshops were designed to be interactive - using visual prompts to inform as well as help guide resident conversations around their views on the desired mix of facilities for the new leisure centre. This combined considering the current mix and new opportunities. The workshop covered:

- Introduction (context and background to set the scene for this engagement project)
- Location of the new leisure centre
- Facility Mix for the new leisure centre within each leisure zone (e.g., indoor water)
- Facility mix for the new leisure centre across all leisure zones
- Prioritisation of facilities within the leisure centre
- Exploration of outdoor water facilities and location
- Any special considerations for particular users including protected characteristics

Each session began with residents working as a whole group, followed by splitting into two smaller working groups to discuss facilities in more depth. Towards the end of the session, the two groups rejoined to feedback and share each group's prioritisation, enabling all participants to hear the similarities and differences among participants. All participants were provided with post-it notes for any issues or questions they had outside the scope of these Community Conversations as well as any sensitive feedback they had.

Workshops were run by Mobilise, with two facilitators and two scribes. Barnet Council's Communication Lead for Growth and Development, Suley Muhidin, also attended all four sessions and was able to provide corporate responses about the engagement process and wider developments. Participants were offered incentive vouchers as a gesture of thanks for their time upon completion of the workshops (free day passes to the leisure centre were offered as an alternative but not taken up by any participants). Please see Appendix 4 for the Community Conversation Sessions Outline.

5.2 Community Conversations feedback - a new leisure centre

For the first part of the Community Conversation workshops, we worked with all participants to explore their views as a group on the location of the Great North Leisure Park (GNLP), the proposed new location of the leisure centre, and their vision for a new leisure centre.

Current Finchley Lido Leisure Centre and neighbourhood

The workshops began by exploring what residents thought about the local neighbourhood (the wider context where the leisure centre/GNLP is located) and what the leisure centre meant to them¹.

Across all four workshops, residents were clear that the Leisure centre is well used and important to local residents of all ages with both health and community benefits:

"Classes and teachers are amazing."

¹ They did not explore the current leisure centre in detail as the current views and use of the leisure centre was ascertained in the survey conducted by Barnet Council in December 2022-February 2023

“Resources here are good value for money.”

“Godsend [as it provides respite as a carer]”

“Only go on Friday and there seems to be a community. People catch up, not just about swimming up and down. Check in on each other. Community forms.”

“Eldest child goes and hangs out in the retail park. Kids eat and swim.”

“Good for the retired community.”

However, they were also clear that the current leisure centre has some significant flaws. The most prevalent issue was the facilities poor design, which is not fit for purpose for current needs (this includes the internal facilities and the lido). Some residents felt that some people had stopped using the centre due to management decisions (new app), restrictions for users (i.e., limited use for young people under the age of 16), high demand which means booking spaces in classes or swim sessions is challenging, and limited seasonal use of the Lido:

“People walk in wearing shoes.”

“Cramped space.”

“It’s a funny shaped space.”

“Dingy and dark in places not as welcoming as could be.”

“Prior to covid, your membership allowed you to use any of the gyms. And without any consultation, Better changed that so you had to select one gym or pay a higher membership fee. So, a lot of people didn’t like that so they have lost people.”

“I dislike the lido because I feel it’s not very practical and it’s only open a few weeks a year.”

When asking residents about their views on the wider neighbourhood, these were the areas that residents raised across all four workshops:

- *Attractive and Green* (located adjacent to the Glebelands, which is especially for the Lido)
- *Accessible* (lots of free parking and public transportation makes this leisure centre accessible, with some referencing that this was more accessible than other options)
- *Versatile leisure and sport hub location²* for the community of all ages, especially on weekends and for young people (located near to residential areas and other leisure and sport facilities within and outside the GNLP: *“it’s a good fit for public leisure centre.”*)

Some of the less frequent points or workshop specific comments include providing a swim facility for local schools, providing a place to promote health and wellbeing (including community connections and interactions).

Some of the aspects that could be improved for the leisure centre’s current location:

- Improved visibility (not clear from the entrance to the GNLP)

² These workshops did not focus on the wider masterplan proposals as these are being undertaken by Regal. Therefore this report should not be used as evidence for a lack of commentary about the change of use for the wider GNLP. Residents did report concerns about the loss of the wider leisure park to the local neighbourhood

- Improved pedestrian accessibility to navigate through the site (“really bad pedestrian access” navigating through the GNLP and improved lighting³)
- Promotion to local people so that they know what is available (“Some don’t know about it, even if living locally”, “Underpublicised and not obvious you don’t see it from the road.”)

5.3 Proposed location of the new leisure centre

Residents were updated that, having taken into account the results of the public engagement undertaken on the future of the Finchley Lido Leisure Centre by Barnet Council in December 2022-February 2023, the Council approved retaining a redeveloped leisure centre at the Great North Leisure Park (GNLP). They were also informed that Regal London is currently consulting on the proposed masterplan for the whole GNLP site; which indicates a plan for a new residential development, new leisure centre and other public amenities (such as spaces and shops). They have provided a proposed location for the new leisure centre and this indicative site map was shared with residents attending the workshops:



Figure 1 - illustrative map used in workshop sessions for proposed new leisure centre location and improved access to Glebelands

Residents were informed that this development would provide the new leisure centre with a clear visual presence from the main road and due to residential development and site logistics, would enable the new leisure centre to be delivered in the early phase of the development. This would allow the existing facility to remain open and accessible until a new facility has been built. They were also reassured that the Glebelands remains protected, but the development brings an opportunity

³ These workshops took place in July with long daylight hours and therefore this view may have been more prominent

to unlock and enhance this green space and Regal are considering how the plot can work with these green spaces to open public spaces.

Feedback across all four workshops reflected a mixed view on the proposed location, with residents able to see both advantages and disadvantages of this location. The advantages were mainly around improved visibility to the wider neighbourhood and connection with public transport. It was also noted that a residential development alongside the leisure centre is preferable to looking at a large car park. It would also make it easier for pedestrians to access the site. The drawbacks of this location were:

- Impact on the Lido - this would not be as enjoyable or aesthetic a location for a lido or outdoor use in general (*“having it in front and having outdoor pool not conducive to nice experience”*). Some residents felt that this location would mean that a lido would be excluded from the options as it would not be possible to accommodate this in practical terms (complaints from neighbours) and would lead to a loss of a unique aspect.
- Accessibility by car - although not location specific, residents did raise concerns about loss of free parking for the leisure centre and that a residential development will put extra pressure on the parking spaces and are likely to prioritise new residents.
- Air quality, noise, and outlook - residents were concerned that this would be a less favourable location for users (noisy, poorer air quality and less favourable outlook) and that it might bring complaints from new residents about the users of the leisure centre (in particular if housing was atop of the leisure centre).
- Benefits the developer - a few residents raised concerns that the new proposed location is a profitable option for the developer as the current location adjacent to the Glebelands is perceived as more attractive, and therefore valuable, land. Some felt that this might be strategic to not provide a new lido (*“how are they going to retain outdoor lido if they pull it near the road. Unattractive by the road. It’s really good where it is as adjacent to the open space.”*).

In terms of any change on demand for the new leisure centre, all of the workshops reported that the main influencer on improved experience and use of the leisure centre would be through the design and provision of a new leisure centre, its facilities, its maintenance, and not its location:

“The reason why I use it less frequently is not because of its placement, it is more because of what’s in it. When I do go swimming, it’s not the parking that makes it for me, it’s what is inside it.”

Across all workshops, residents raised that they experienced issues accessing the current leisure centre; they felt the centre is well used, yet it is often difficult to access classes or use facilities (e.g. Lido) due to the number of people using it, which reduces access and enjoyment. In some of the workshops, residents felt that the location within a residential development would put increasing pressure on the leisure centre and that ‘like for like’ would not be sufficient or sustainable for the only affordable local leisure centre:

“I would continue, but concerned about increased demand from new residents.”

“The 2-3,000 more people [in the proposed residential development] will want to use this – you will need more rooms and space than what you’ve got now.”

Although there were only a few young people that took part in the workshops, it should be noted that residents in some workshops did raise important concerns about the loss of the leisure park as a whole for young people. The co-location of options on the GNLP were seen as critical for young people.

“it will die as a community hub. Kids come to bowling parties and eat pizza after. If you take all that away the whole thing dies.”

5.4 Usage of the new leisure centre and the wider development proposals

Residents were asked about their views on using a new leisure centre in a new residential development. The aim of this was to ascertain whether they would interact with the wider development while visiting the new leisure centre. The most popular response was that residents are more likely to use all the local facilities while visiting the leisure centre, followed by the commercial spaces and only using the leisure centre. The least popular response was the connection between using the leisure centre and the Glebelands park, which although an early insight, could suggest that the improved connectivity between the site and the Glebelands is not well understood or else valued by residents outside of the proposed new scheme:

“If accessible to Glebelands you can have a swim and then walk down to the park with a coffee and fresh air. Might use it more.”

“The green space is nothing to do with the leisure centre for me.”

“Don’t think it is an issue connected to the leisure centre.”

Table 1 - Resident responses to their proposed use of the proposed new public amenities in the GNLP development

Workshop	Only use the leisure centre	Use the leisure centre and other spaces on the development (shops, restaurants, public spaces)	Use the leisure centre and the Glebelands park area	Use all the local facilities and spaces as well as the leisure centre
1	2	2	2	3
2	2	2	2	3
3	2	3	0	3
4	1	1	0	5
Total	7	8	4	14

5.5 Vision for the new leisure centre

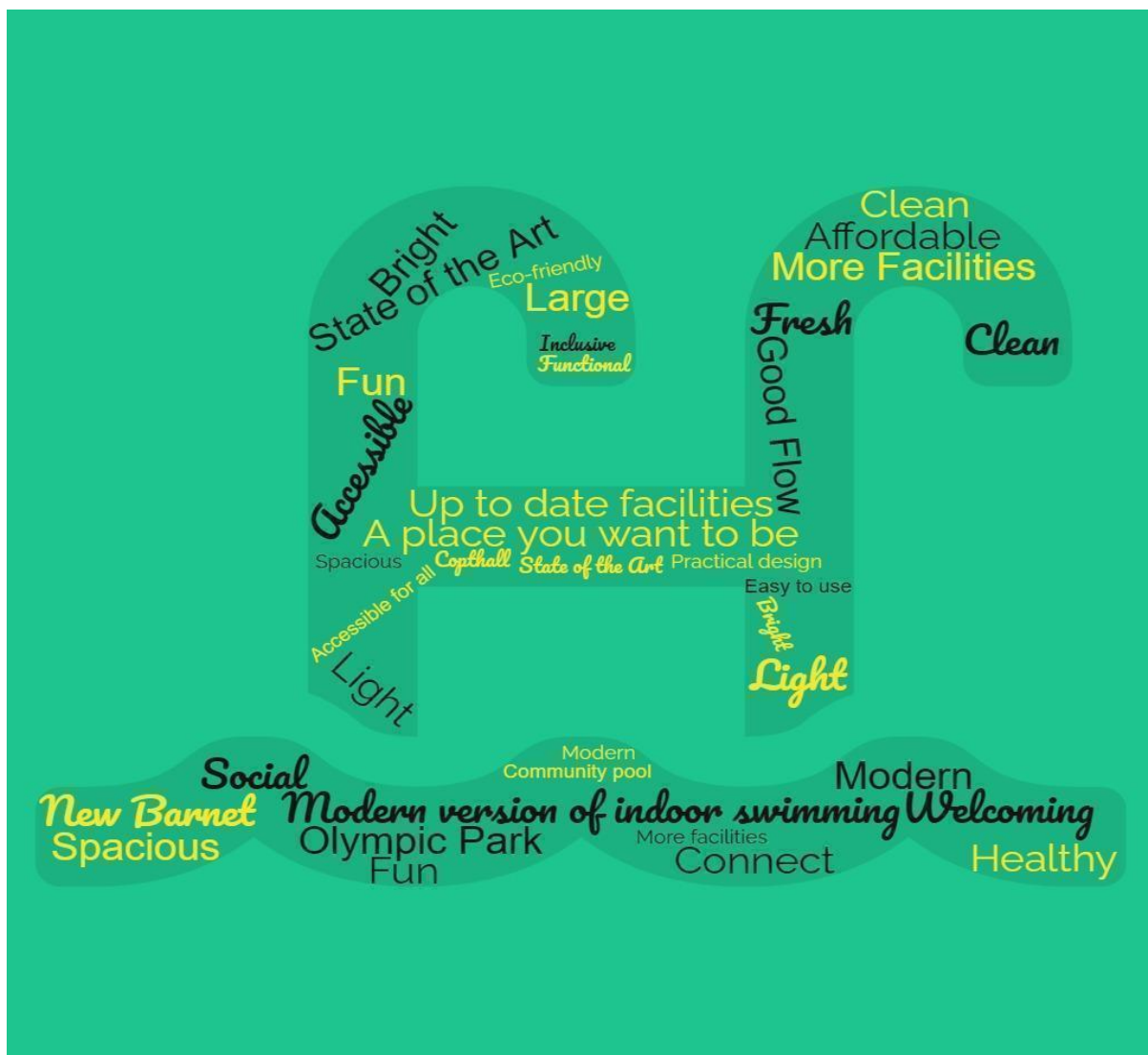
Residents were asked to sit back and think about the new leisure centre and, using only a few words, describe the new leisure centre. There were the most common themes:

1. Design
2. Functionality
3. Purpose (health/social/community)

These were the terms used:

- Clean or fresh
- Light and bright
- Spacious
- Modern or state of the art
- Accessible and inclusive
- Functional and practical
- Affordable
- Healthy
- Fun
- Social or connecting with people
- Easy to use and well laid out (journey through the building)
- Eco/environmentally friendly
- Community pool

Figure 2 - Word cloud of the vision residents have for the new Leisure centre



5.6 Community Conversations: facility mix and priorities for a new leisure centre

In the second part of the Community Conversations workshops, we split the participants into two smaller groups. The conversations in this part of the workshop were supported and encouraged through a visual card sorting exercise. Participants were given a range of facility options for a leisure centre and asked to discuss which facilities they would use and to prioritise them within each category (or leisure centre zone) from 'must have' to 'nice to have' to 'don't need'.

All residents participating in the workshops recognised that there would need to be some compromises and have given the following feedback within that context and provided solutions, which are included in each section.

5.6.1 Indoor water facilities

The inclusion of indoor water was deemed by all workshop participants as essential to the new leisure centre. However, there was some variance over how the learner pool or leisure water were prioritised. It was recognised that both would be beneficial as there is a requirement for learning to swim but also an introduction to water through fun child-friendly features that would be part of an individual's journey to swimming. Residents stated that there were no other leisure pools in Barnet and this is a major attraction for families. Others stated that the lane pool and leisure pool should be provided otherwise this would be a loss.

"Need a learner pool for kids and family friendly and leisure water for little kids. Adults need to swim in the main pool. Can't do without any of them."

"Can't always afford swimming lessons, some people who cannot afford swimming lessons, some ethnic minorities, a playing pool would be better for them than a learner pool."

Some residents suggested whether these uses could be combined. For example,

"Would be good – learner pool and leisure water (split in half)"

"Have a learner pool in the shallow end of the big 25m pool."

"Large pool – children not currently allowed in there. Doesn't have a shallow end at the moment but could be designed to have one."

"You can have those pools which have adjusting floor depth – can make it shallow if you wanted learners."

"Swiss cottage – has an extra lane. It's wider. Is a good idea as this gives people a chance to do other things. More space."

Although discussed in the spa facilities, several workshops also suggested that the jacuzzi could be part of the indoor leisure pool offer.

"Jacuzzi – not needed as part of the spa, but would be good as part of the indoor swimming on the side."

“I’m for the jacuzzi in the main swimming pool, there will always be a group of people who congregate at the end of the pool, so they will have a space. It’s annoying.”

Table 2 - Resident prioritisation for indoor water facilities

Session (Group)	Must Have	Would be good	Don't need
Session 1 (1)	25m 6 lane pool	Learner Pool	Leisure Pool
Session 1 (2)	25m 6 lane pool	Learner Pool; Leisure Pool	
Session 2 (1)	25m 6 lane pool; Learner Pool; Leisure Pool		
Session 2 (2)	25m 6 lane pool	Learner Pool; Leisure Pool	
Session 3 (1)	25m 6 lane pool; Learner Pool; Leisure Pool		
Session 3 (2)	25m 6 lane pool; Leisure Pool	Learner Pool	
Session 4 (1)	25m 6 lane pool	Leisure Pool	Learner Pool
Session 4 (2)	25m 6 lane pool	Learner Pool; Leisure Pool	

5.6.2 Outdoor water facilities

The outdoor water facilities for the new leisure facility had the most complex of the facility discussions. Overall, residents felt that recreational water (such as water fountains) were better suited in public places and didn't really identify this with a leisure centre.

“Outdoor fountains more appropriate for residential areas of the site.”

There was an expectation this was for developers to consider as additions to the public realm. Therefore, recreational water was not a compromise or alternative for an outdoor pool and should only be seen as an additional offer.

An outdoor pool was stated by all but one group in one session, as a must have.

“[You] can feel passion for lido from all of us.”

However, residents talked about how the current Lido is not fit for purpose, is open only for limited parts of the year, and is neglected. This is probably why the majority of the workshop attendees had strong views about the importance of the lido even though they weren't regular users of the lido.

“The outdoor pool is never open. That’s the facility I want to use. Want to have swim during the week or after work.”

“The way it is designed is not usable.”

“Nothing wrong with outside pool, it’s everything around it. Nowhere to sit. Get to it by going through a fire exit. Could make it fantastic with nice outdoor space. just needs landscaping.”

There was a strong response across the majority of workshop sessions that if a new Lido was to be provided this should be an improvement on the current Lido and should not be compromised, with a few going as far as to say not to provide it at all if you don’t provide a functional Lido. One group discussed how the current Lido was already a compromise that has not served the community well

“Considering a lido has been on the land since the 1930s or before, it would be good to have a full size pool there. Lost what Finchley lido was – the whole space was huge. To lose a pool there will be pretty sad and what would be nice would be to have recognition of the lido that was there. Nothing shows what was there.”

There was a sense that current residents must be good ancestors and ensure that quality outdoor facilities are not compromised again but enhanced, particularly in the context of warmer summers to enable residents to manage the heat and a climate emergency where shared public affordable facilities can be more efficient and inclusive.

“Otherwise we could regret it 10 years down the line.”

“I don’t use it, but I would cry if the lido got taken.”

“In summer weather, it brings so much joy to people. There isn’t enough outdoor water available. Nearest outdoor pool is crouch end park road, which is used throughout the year. The current one here isn’t heated, they could make the new one heated.”

Several residents across the workshops discussed that the Lido could be used more often and by more residents if it was improved, which included being bigger, deeper, having specific swimming lanes (even if only part time), open more often, heated, and staffed. A retractable roof and solar panels were two solution ideas provided in a workshop.

It is important to note that not all residents attending the workshops felt strongly about the Lido based on its current seasonal use, and were considering the alternative benefits if a lido was not provided in the new scheme:

“If something had to go, I think the outside pool would have to go. If it’s only going to be used a few weeks a year. I’d prefer to lose that than other pools we looked at earlier (inside water).”

The Leisure water proposal (waves/islands etc) had more interest among residents than recreational water (splash pads/fountains etc). These were recognised as a facility that would be attractive to families with younger children and should have adjacent seating. One group suggested that recreation water could be provided in the adjacent Glebelands where the green space and shade would provide an attractive offer. Although another group noted the importance of adjacent changing facilities for families.

“Fountains are popular in other parts of London. Brings young families to them near cafes. The Glebelands could possibly have fountains.”

Other residents suggested that it depends on the indoor water offer and that you “could incorporate leisure into the indoors one, as opposed to extra outside.”

Table 3 - Resident priorities for outdoor water facilities

Session (Group)	Must Have	Would be good	Don't need
Session 1 (1)	pool	leisure water (between would be good and don't need)	recreation water
Session 1 (2)	pool	leisure water	recreation water
Session 2 (1)	Pool	leisure water	recreation water
Session 2 (2)	Pool		leisure water; recreation water
Session 3 (1)	Pool (not unanimous)	Leisure water then recreation water	
Session 3 (2)	Pool	leisure water	recreation water
Session 4 (1)		Pool, Leisure water	recreation water
Session 4 (2)	Pool	leisure water	recreation water

5.6.3 Health and fitness facilities (gym)

Residents were given a range of offers for health and fitness facilities. Across all the workshops and groups, bar one, they all agreed that this facility required all these features in order to be a functional health and fitness facility.

“All must haves. Has to cater for everyone.”

“Stretching and functional could be merged together.”

This would include: cardiovascular machines, resistance machines, strength and conditioning, functional area and stretching area.

Table 4 - Resident priorities for Health and Fitness Facilities

Session (Group)	Must Have	Would be good	Don't need
Session 1 (1)	All of them		
Session 1 (2)	All of them		
Session 2 (1)	All of them		
Session 2 (2)	All of them		
Session 3 (1)	All of them		
Session 3 (2)	All of them		

Session 4 (1)	All of them		
Session 4 (2)	No strong views provided		

5.6.4 Studio space

Across all the workshops and groups, there was largely a consistent response that a studio space should be provided and at a minimum this must include strength and conditioning classes, dance classes, and mind and body classes. The majority of sessions also felt that a studio for spinning and cycling would be good to have. Residents discussed that spinning and cycling would benefit from a second studio due to practical issues with moving the equipment, competition for space, and also the noise generated from these activities which would be contrary to the open and often quieter space required for the other activities.

“Clear out the studio because the spin class is coming in and then there is no stretching space!”

““If you’re going to attract the whole community – then these are all important.”

Table 5 - Resident priorities for Studio space facilities

Session (Group)	Must Have	Would be good	Don't need
Session 1 (1)	Strength and conditioning classes, dance classes, mind and body classes	Spinning / cycling	
Session 1 (2)	Strength and conditioning classes, dance classes, mind and body classes	Spinning / cycling	
Session 2 (1)	Strength and conditioning classes, dance classes, mind and body classes	Spinning / cycling	
Session 2 (2)	Strength and conditioning classes, dance classes, mind and body classes	Spinning / cycling	
Session 3 (1)	All of them		
Session 3 (2)	Strength and conditioning classes, mind and body classes	Spinning / cycling, dance classes	
Session 4 (1)	Strength and conditioning classes, dance classes, mind and body classes	Spinning / cycling	
Session 4 (2)	No strong views provided		

5.6.5 Spa

Sessions and groups responded differently to the spa facility options. The sauna was the most popular, followed by a steam room, with mixed views about a jacuzzi and relaxation space.

“Steam and sauna are important to future proof the centre. Other centres do have this and are very popular. Brings people in.”

Residents suggested that the jacuzzi located as part of the leisure water among the indoor facilities would be a better option and that the sauna and steam room could be provided in a below ground location. Some residents' views were shaped by the current management and use of these facilities and there were different views about whether this offer would help compete with other leisure facilities or not.

“They are really expensive to run, require a lot of cleaning, maintenance, and if we want to make it efficient and financially viable, I can't see why we would have them over more important things.”

“Steam room is full of men, so it is intimidating.”

“Saunas are very small and tight for space so don't think they're used a lot.”

“Most people go to the lido for health and fitness rather than to relax.”

“Spa and sauna more likely to be used well. Attractive to lots of people.”

Table 6 - Resident priorities for Spa facilities

Session (Group)	Must Have	Would be good	Don't need
Session 1 (1)	Sauna and steam room	Relaxation space (mixed views)	
			jacuzzi (could be part of the pool)
Session 1 (2)	Sauna and steam room		Relaxation space
Session 2 (1)		Sauna and steam room	relaxation space and jacuzzi
Session 2 (2)		jacuzzi, sauna and steam room	Relaxation space
Session 3 (1)	jacuzzi, sauna and steam room		Relaxation space
Session 3 (2)		sauna	jacuzzi, steam and relaxation room
Session 4 (1)	Sauna and steam room		jacuzzi, relaxation room

Session (Group)	Must Have	Would be good	Don't need
Session 4 (2)	jacuzzi, sauna	steam room, relaxation room	

5.6.6 Community facilities

The majority of workshops and groups agreed that a cafe and social area were an important element of the leisure centre offer. This was not only a function of providing refreshments and food, but also an opportunity for community interaction and socialisation, and as such, providing a wider community aspect to the leisure centre.

“Would meet friends in café / social area.”

“Café we want! Café is important.”

“People would use a café, as people come out they use McDonalds. If those facilities are going, the cafe would get used a lot more.”

Two of the workshops identified that soft play was optional as they felt there were sufficient alternatives and it would be worthwhile to map other facilities in the local area to confirm this. Although no agreement, it was also felt that climbing walls were attractive and could be provided outside. There were mixed views about the availability of climbing walls in the local and wider area:

“In Copthall the soft play is always empty.”

“Can get soft play anywhere or everywhere.”

“Climbing wall – low maintenance, low impact, easy way of adding and different to all other services on offer. Good for teens also.”

Table 7 - Resident priorities for Community facilities

Session (Group)	Must Have	Would be good	Don't need
Session 1 (1)	café / social area	climbing wall and soft play (soft play slightly higher priority)	
Session 1 (2)	café / social area		
Session 2 (1)	All: Cafe/social area; climbing wall, soft play		
Session 2 (2)	café / social area	Climbing wall	Soft play – not a necessity, can find it elsewhere. We are well served in the area

Session (Group)	Must Have	Would be good	Don't need
Session 3 (1)	café / social area	climbing wall and soft play	
Session 3 (2)	Cafe	Soft Play (split between good/don't need)	Climbing wall
Session 4 (1)	Cafe/social area; soft play	Climbing wall	
Session 4 (2)	Climbing wall	café / social area	Soft Play

5.6.7 Overall priorities

After residents had prioritised facilities within each facility zone, they were then asked to prioritise all the facilities across facility zones and arrange a maximum of eight cards in priority order. The majority of sessions and groups included these top 8 facilities as (this is not exact as some groups combined cards):

- Main Indoor pool (6 x 25m lanes)
- Health and Fitness suite (with all the equipment listed)
- Outdoor pool or Lido
- Function and stretching/studio area
- Learner pool
- Cafe/social area
- Indoor leisure water
- Steam room

As the table 9 below shows, there were mixed views in the order of priority for the facility mix and as the following comments illustrate, this was reflected in the commentary as well:

“Gym and swim are the main ones.”

“Only one thing that we are adding which we don't currently have, is a café. Everything else we are replacing what we currently have.”

“If the outdoor pool is replaced, it needs to be fit for purpose and deeper, bigger, open longer hours, seating around.”

“Leisure is second because it brings so much joy to people. And it's already there, can't lose it.”

“Either outdoor pool or leisure pool.”

Table 8 - Resident priority order of their top 8 facilities for the new leisure centre

Priority	Session 1 (1)	Session 1 (2)	Session 1 (2)	Session 1 (2)	Session 1 (2)	Session 1 (2)	Session 1 (2)	Session 1 (2)
1	Main Indoor pool (6 x 25m lanes)	Main Indoor pool (6 x 25m lanes)	Health and fitness cards*	Lido	Indoor pool (**or outdoor pool)	Main Indoor pool (6 x 25m lanes)	Main Indoor pool (6 x 25m lanes)	Must have – Climbing Must have / Would be good: café / social area Would be good: soft play
2	Functional and stretching area	Functional and stretching area	Café / social area	Joint second - studio space, health and fitness, indoor 6 x 25m lane pool	Studio classes	leisure water indoor	Health and fitness cards*	
3	Resistance area	Cardio area	Studio space cards		health and fitness	all of gym machinery	studio cards*	
4	Strength area	Resistance area	Outdoor pool (lido)		Leisure water	cafe	cafe	
5	Cardio area	Leisure water	Main Indoor pool (6 x 25m lanes)	Joint third - climbing wall, leisure water, café / social area	Café	outdoor pool/lido	In no particular order: learner pool, soft play, leisure water, sauna or steam room	
6	Outdoor leisure water or outdoor pool	Steam room	Indoor leisure water		Learner pool – to bring kids in part of essential facilities?	studio space		
7	Learner pool or indoor leisure water	Learner pool	Learner pool		Outdoor pool – torn between this and learner pool priority	spinning / all classes		
8	Steam room	Outdoor lido	Climbing wall	Learner pool	Steam room or jacuzzi (spa)	sauna		

* Combined cards so maximising on priority areas

** If a better outdoor pool was provided this would go straight to the top

Although table 9 shows that there are some differences in how residents prioritised the facility mix, there are some commonalities. Table 10 shows the breakdown of facilities based on how common (or not) the facility was included in the prioritisation:

Table 9 - Resident prioritisation of facilities for the new leisure centre

All included these facilities	Majority included these facilities	Minority included these facilities
<ul style="list-style-type: none"> ● Main Indoor pool (6 x 25m lanes) ● Health and Fitness suite (with all the equipment listed) ● Outdoor pool or Lido ● Functional and stretching/studio area 	<ul style="list-style-type: none"> ● Learner pool (7 of 8 groups) ● Cafe/social area (5 groups) ● Indoor leisure water (5 groups) 	<ul style="list-style-type: none"> ● Steam room (3 groups) ● Climbing wall (2 groups) ● soft play (1 group)

5.7 Inclusion

Residents participating in the workshops were asked to consider any special or additional needs of individuals, families and groups or for others with protected characteristics. There was not a significant discussion on this across the workshops, although there was more focus on this for the session held at Mencap as this attracted some users with particular needs, and with the workshop that included young people/parents.

There was a sense that the provision of an outside Lido in a public and affordable facility would be a real asset to the general public. Although this was not raised in terms of financial inclusion for households with lower incomes, residents did raise that affordability was a key benefit of the leisure centre and the lido, with some directly comparing it to neighbouring private facilities. Similarly, heating the outdoor pool and/or providing swimming lanes would enable users across age groups to benefit from the outdoor pool throughout more of the year than it currently does.

“I think it would get more use if the Lido was heated, like the one at David Lloyds.”

“[If heated] a lot of people would use it – older people would use it.”

Residents raised that it was important to improve the changing and showering facilities options to provide more privacy, which would benefit some protected characteristic groups in particular.

“Certain people from religious and ethnic backgrounds would find it particularly challenging in terms of changing rooms.”

“There are no toilets, you need them around the children’s. There’s no toilet around family change which there needs to be.”

It was also suggested that specialist equipment to enable those with physical disabilities to access water facilities as well as improving access to the leisure centre in general.

“People with disabilities, so make sure there are lifts and to get in and out of the pool.”

Safe and light routes from transport and pedestrian access would improve users' access to the leisure facility.

Access to parking, especially free parking, was considered one of the benefits of the current site that encouraged wide and regular use of the leisure centre. This was particularly important for those with protected characteristics who travel to the current leisure centre for its current facilities and classes:

“It’s important to have free parking.”

“[Paid parking could] reduce the number of people who can use it.”

“Someone with a disability needs to be able to park.”

Young people in particular were a protected group for whom the GNLP offers a refuge and is one of the only areas in the community where young people have a deep connection. They were identified as a group most likely to be negatively affected by the proposals for the GNLP and leisure centre.

“Maybe for teenagers...go to the leisure centre and then to a restaurant which meant that I was in one place and safe. If a group of teens came for a day, they can be picked up later by parents at one of the facilities.”

“For youth it could change usage.”

“The leisure centre would be used less if other facilities were removed. Where can they go?”

“Ideal the way it is for using all the facilities and restaurants in the evenings and weekends. Feels quite safe. The town centre is not safe for teens.”

We asked one group how the new facility could attract users with protected characteristics. They listed:

- Wide doorways
- Automatic doors
- Serenity and prayer rooms
- Light and bright spaces
- Step free access, ramps and lifts
- Transport accessibility and free parking
- Organisational culture of inclusion
- Better and faster arrivals and check ins
- A variety of different facilities which can suit different age groups
- Community support (for example as a warm space and support during the cost-of-living crisis)

It should also be noted that it was raised that some approaches to inclusion, and in asking this question alone, may cause exclusions,

“There’s lots of users, it’s sometimes closed off (gym etc) because a separate group is using it. Less single gender classes / groups. Does not happen elsewhere.”

5.8 Summary of workshops

- a. The leisure centre was well-used and important to residents but it was recognised that it had been poorly designed and maintenance and management issues had exacerbated poor experiences of the leisure centre
- b. There were mixed views on the proposed new location for the leisure centre, with residents able to see both advantages and disadvantages of this location. The advantages were mainly around improved visibility to the wider neighbourhood and connection with public transport and the losses were around parking and outlook (adjacent to the Glebelands and not a main road)
- c. A well-designed new facility would make the new leisure centre more attractive and influence usage
- d. Residents felt that they were most likely to use all of the new local amenities in the wider development
- e. Residents provided some key design elements for the new leisure centre which included clean, affordable, accessible, fun and healthy

- f. The indoor swimming pool was the most important asset for the indoor water offer
- g. The lido was important to residents, but the current lido was not fit for purpose and could be greatly improved.
- h. The gym was important and all the facilities were required in the gym
- i. The studio or classroom was also important to residents and there was a sense that if possible, two would be desirable
- j. The sauna and steam room were the most popular spa options, but there were mixed views about whether this was a must have for the new leisure centre
- k. The cafe was an important social area as part of the new leisure centre offer as well as providing refreshments and food
- l. Overall, the indoor pool, health and well-being facilities (gym and studio) and the outdoor pool were resident's priorities

6. Community drop-in Consultation Sessions

Three drop-in consultation sessions were held during August in the rear area of the leisure centre, near the lido and snack kiosk. The sessions were designed to provide information to residents, pose questions to residents, and an opportunity for residents to ask questions. Where it was agreed by residents, their feedback was captured during these conversations.

Table 10 - Community drop-in attendance

Date of in-person consultation session	Session Attendance number	Told about survey/accepted a leaflet
3 August from 1-4pm	26	11
12 August from 11am - 2pm	43	27
30 August from 4-7pm	31	12

6.1 Consultation exhibition

A series of nine information panels about the proposals were developed for the exhibition element of the sessions. These were hung on the exterior walls of the leisure centre facing the Lido, where the sessions were based. Another set of boards was hung in the lobby of the leisure centre and remained there for the duration of August for residents to review outside of the drop in sessions. The boards included graphics, explanatory text, and thematic consultation questions (copies of the boards can be found in Appendix 5).

The content of the boards included:

- Overview with a timeline and why we are consulting now
- Proposed location
- Indoor water facilities
- Indoor spa facilities
- Outdoor water facilities
- Gym facilities
- Classroom/studio facilities
- Children and young people’s facilities
- Community facilities

6.2 Analysis of feedback from community drop-in sessions

The following sections provided an analysis and feedback that was captured from residents attending the drop-in sessions throughout August. Each board posed a series of questions and notes were captured by the Mobilise team present. However, these were conversations, often led by the resident, and therefore the data collected is not consistent. Some residents answered all questions, some answered a few. Some conversations were with multiple residents, and some were one to one. Some residents had a lot to say, and others less. Therefore, it is important to note that any

references to quantify the feedback in the following analysis is provided to give a sense of the frequency with which similar comments were made during open conversations. Similarly, the quotes used in this report (except the survey) are not necessarily verbatim but where possible, we have tried to use the language and sentiment provided by the resident to the best of our ability.

6.2.1 Overview and timeline (board 1)

This board provided residents with an overview of the project and a timeline going forward. It allowed residents to understand where in the timeline this engagement project was positioned, the aim of it, and how this developed from the previous engagement survey. Importantly, this board illustrated to residents that Barnet council had listened to feedback from the previous survey and the new leisure centre would be re-provided on the current site.

During these general conversations, the majority of these conversations with residents took place around the agreed view that the leisure centre needed to be improved and invested in as an important community asset:

“We need every leisure centre we can get. Pools have been shut.”

Residents also provided their ideas for the new leisure centre, including providing additional health services, improved air conditioning (residents are perhaps more attentive to ventilation needs post covid), and providing other leisure activities.

After these suggestions, residents' biggest area of concern was around the loss of other leisure facilities on the Great North Leisure Park site. Some residents were concerned about the loss of leisure facilities and the change to residential housing:

“Housing here is not necessary - this place works as it is.”

“A lot of poor people live in East Finchley - need local amenities that cater to them. Don't forget us.”

“Want it to stay, feeling...that everything public is being taken for the developer's profits. Community facilities are disappearing, places to get together - less community spirited.”

In particular, there were concerns about the loss of these leisure and social opportunities for young people in the area:

“Youth facilities are so important. Big draw for kids. Good to keep more leisure in addition to housing. Keep bowling (maybe a smaller one?), cinema, restaurants.”

“Bowling is good for young people and not a lot going on for them.”

Including this comment from a resident that only wanted to leave one comment:

“I come for swimming lessons [brings grandchild]...they want to use lido and kids need these places, we have knife crime and nothing for them to do.”

A similarly frequent topic was parking. The availability of plentiful and free parking at present was a benefit to users of the leisure centre. Parking details and availability for the new scheme and new

leisure centre had, at the time of the drop-in sessions, not yet been clarified. Therefore, it was difficult for residents to state their views other than to report that current parking is an attraction, that parking needs to be provided, and for some, enables them to visit the leisure centre.

“Will we have enough parking and free of charge? There needs to be a minimum of 40-50 parking spaces allocated for users, or will there be somewhere not on the site where we can park?”

Conversely, it should be noted that those arriving by public transport, foot or bicycle, noted that their current experience of crossing a large car park was not pleasant and for some, they felt unsafe.

There were other comments raised about whether refurbishing the existing leisure centre would be a more environmentally considerate choice. For example, there were concerns about how zero carbon the new building would be, concerns over the cost of the new leisure centre and whether there would be sufficient budget. There were also questions about management and staffing plans, and the need and desire for further engagement when further details and plans are known. Residents also left comments that it was important for there to be consistent use of the leisure centre (the old one would not close until the new one opened).

6.2.2 A new leisure centre and development (board 2)

This board provided details around the proposed new location for the leisure centre and the connectivity proposals to the Glebelands. This board posed several questions to residents in order to ascertain their feedback on how the changes to the wider Great North Leisure Park would shape their use of the leisure centre and the surrounding area.

Q1. What most attracts you to use the existing leisure centre?

Residents provided a wide range of reasons for attending the existing leisure centre. The most frequently cited aspect of the leisure centre was the swimming pool, with some referencing this specifically as important for the family and children's swimming lessons. Similarly, the location, which for some was a very local facility and walkable, was a key attraction of the centre:

“Close to my home, been coming here since I was a kid. Can walk from my house, my eldest has lessons here.”

A few residents discussed the location in a negative sense, citing that public transportation and cycle routes need to be improved, particularly with regards to safely accessing the site.

The other aspects that were mentioned were the:

- parking facilities (that these are plentiful and free)
- sauna and gym
- centre was affordable
- Centre provided an inclusive and social space for the community

Although less frequently cited, it is worth noting that some residents also mentioned the classes (particularly yoga and pilates), that the centre was clean and had online booking, the leisure water, the outdoor lido, and the staff as attractive aspects of the current leisure centre.

“Reasonable price, the lido is great, indoor pool is excellent.”

“Location and walk here, reasonable costs, do Pilates classes. Would like more adult swimming classes to learn and long waiting list.”

“Parking facilities mean that it is accessible and we won't come [if there isn't parking in the new scheme] as we travel. Would be ok if it was local. I come for the wave machine experience and the family.”

“People it attracts - anyone can walk in.”

Although this question was to elicit what attracts residents to the leisure centre, it is important to note that not all residents that came to the drop in sessions used the centre. Some had never used it at all and some had used it in the past, but no longer attended.

Q2. Would the location of the leisure centre at the front of the site improve your experience of the leisure centre?

The current leisure centre is located at the back of the leisure park site, alongside the Glebelands. The proposed new location at the front of the site was shown to residents at the drop in sites using a map of the area. Alongside this, residents were provided with the reasons for this move:

- Improve the leisure centre's visibility, creating a clear visual presence to the wider community from the main road
- Enable Regal London to deliver a leisure centre in the early phase of the development
- Help with practical residential and development logistics
- Enables the existing facility to remain open and accessible until a new facility has been built

Residents' responses about whether the proposed new location improved the experience of the leisure centre were mixed. The majority of residents stated an indifference to the proposed location with about a third of those comments stating that this view was based on the availability of parking:

“Not necessarily [improve experience of the leisure centre]. If parking, for example, is impacted then maybe. If there are more residents, higher demand and less parking. If it remains here though it won't change my experience too much.”

Other residents said that they were local, walked, or used public transport and therefore it didn't make a difference to them. One resident said they would feel safer driving to the leisure centre at night and another few said that it all depends on the size of the new facility as this was their priority:

“Is the plot going to be the same size? Want to maintain existing facilities in new plans.”

“Does not matter to me as long as there is parking.”

“No issue as long as the same facilities, location not important if increasing facilities, feel everyone knows where it is.”

For those that supported the new location, they felt this would improve visibility and would be even closer to get to as it was at the front of the site.

“A lot of people don't know the centre is here, so visibility would improve in new location.”

“Better by roadside for accessibility”

“Yes, more visible, more people will use it and don't have to walk past those horrible restaurants.”

One female respondent said:

“I walk here, and the new location would be nicer...appealing to drop in. From a safety perspective, I wouldn't want to walk through a high-rise residential area to get to the leisure centre when it's dark, so the front would feel safer.”

One resident agreed to the new location as long as there was still an outdoor pool. There were several residents who said that regardless of the location, access was important to improve. This included wayfinding, footpaths from bus routes and cycling routes, improved public transport routes across the borough, and storage.

Of the residents that did not agree that the proposed new location would improve their experience of the leisure centre, this was mostly explained by stating that the new location was alongside a busy main road with noise and pollution and it would feel less safe. Others mentioned the loss of the asset next to the Glebelands (attractive location) and the loss of co-located opportunities with other facilities:

“Not nice - too close to traffic - breathing in poor air quality / noise.”

“What about locating it at the bottom left by the path to Glebelands? Other location and pre-existing health and exercise together. David Lloyd not financially accessible. Keen to maximise the access to Glebelands and leisure. Football pitches etc that are public not private and need to connect with the new leisure centre. May be an issue on the proposed road. You can add cycle routes around.”

“An outdoor pool would be better near Glebelands, more popular. A good pool in a nice area would be an asset. “

“Too close to the road, especially if you have young family.”

One resident commented that increased visibility could be unhelpful because it would attract more people, which in addition to the new surrounding residential properties, would put pressure on an already popular leisure centre.

Q3. The proposed development seeks to improve access to Glebelands Open Space (for example, improved walking route), would this impact your experience when visiting the leisure centre?

Residents were mainly supportive of improved access to the Glebelands open space behind the Great North Leisure Park and saw this as an opportunity to provide an asset to the area and/or to them personally.

“That's a good idea, don't know it, pathway into Glebelands, and could have outdoor yoga sessions etc.”

“Never been there, opening it up makes it appealing especially well lit and accessible would be really nice.”

“Would be good, don't even know it exists.”

“Brilliant as where I live could walk through to new centre.”

This improved connection was not seen as important or relevant for those that are only interested in using the leisure centre, travel by car (again, some references to the parking needs of leisure centre visitors) and leave again, or already use the Glebelands. A few said they felt this might not be safe and some people were indifferent to the idea.

“No. just need leisure centre - I use 2-3 times a week.”

“No wouldn't impact or make a difference.”

“Wouldn't want to use space. Not a safe environment to be - dumping ground. Out of sight, out of mind.”

Some residents discussed the protection of the Glebelands area (the protected area was marked on the map) with one resident questioning whether the proposed new route was possible as it was “protected hedge land”.

“Lack of use of Glebeland open space - how much is it going to be protected?”

Q4. Will the proposed change to a residential area with public spaces and other amenities to serve the local community change how frequently you use the leisure centre?

When talking to residents about whether the proposed change to a residential area with some public amenities would affect how frequently they use the leisure centre, the question prompted many respondents to share their concerns about the impact of the proposed residential development. The current Great North Leisure Park provides a range of social and recreational activities including a cinema, bowling, the leisure centre and restaurants. Most of the comments reflected two main points. Firstly, that their use of the leisure centre would stay about the same, reflecting that the leisure centre is a uniquely important asset.

“No difference, just come for the leisure centre.”

“No - would affect other things like my access to other amenities, not my pool or gym usage.”

The second major theme was concern about the increased density. With more residents (approximately 800-1200 new residential units)⁴ and potentially cars, residents are concerned that this will have a significant impact on their ability to access and use the new leisure centre. They were concerned that the change in overall use to residential would change how attractive the whole site

⁴ Subject to planning consent

is, the types of people who will use it, and change the public feel of the leisure centre to an asset for the residential complex.

“It would [affect my use], in terms of parking and easy access. Currently the complex is family friendly. Residential blocks may make it less family friendly. May impact safeguarding as well. For example, if it overlooks the leisure centre. Also, will feel like it belongs to the residents [living next to it]”

“Not change [my use], just number of people using it, concern new residents get discount, impact availability of the centre, especially if like for like, already busy and difficult. Security and feel less safe getting through residential area.”

“Yes, use the other facilities on the site like restaurants at the same time. Need parking otherwise not a trip we would make - mix of what else is available.”

“Issue with parking space if inundated with new members. Classes need to be increased”

Residents were often unable to comment accurately how much they thought the changes might impact their frequency because the details of the proposed masterplan and the new leisure centre could not yet be confirmed (i.e. parking arrangements, size of the new leisure centre and what it would accommodate). However, a few residents remarked that they felt that it would increase if nicer and provided same service, but there were a few more that commented that they felt that they would use it less frequently.

“Would use it less. Use leisure centre and bowling etc, make a whole day out of it.”

“Probably - wouldn't feel so accessible.”

“Wouldn't use if part of the residential development.”

6.2.3 Indoor water facilities (board 3)

This board provided residents with some key questions about the indoor water facilities for the new leisure centre to ascertain priorities and use.

Q1. Which of the following are most important to you when it comes to indoor water facilities?

Residents were asked which of the following indoor water facilities were most important to them: Swimming pool, a learner pool, leisure water.

The overwhelming response from residents was that the swimming pool was a priority, with more than double the mentions than learner pool or leisure water. This was followed by the leisure pool and then the learner pool third. Of those that mentioned the learner and leisure pool, almost all mentioned one other indoor water use alongside it, suggesting that there is a high demand for the swimming pool, but that the other uses also provide an important utility for residents:

“Leisure water is important for non-swimmers, this is why we come here.”

“A swimming pool - longer than 25m. 50m would be amazing and people would travel for it as there is demand”

“Swimming pool priority. Learner pool classes kids. Leisure water is fun, none of the others have it.”

“Learning and leisure pool - fun family activity, when it's winter, spend time here.”

“Leisure water because you can go and hang out with friends. More attractive to more people my age [young person].”

It should also be noted that some residents, when stating their priority for the swimming pool, were considerate of other residents that use the indoor water and that the other facilities were important for the community:

“Leisure water is loved by the children, for others not a priority for us “

“Swimming pool but would want other facilities if they lose the outside water then need good suitable facilities for learners and children and adults. More inviting to the wider community. Important to understand current and future usage to address it.”

“A swimming pool for laps is most important. Kids' lessons are important to keep. Aqua fit in the evenings as well.”

“A swimming pool - longer than 25m. 50m would be amazing and people would travel for it as there is demand.”

In discussions around their priorities for indoor water facilities, residents also made some additional suggestions alongside their priority water choices. This included:

- more and better showers
- Increase the swimming pool size (50m would be a real attraction)
- Pool managed for different swimming types i.e fast lanes
- Continue pool-based classes in the holidays
- Aqua aerobics
- Warmer water temperatures
- Diving pool with moveable floor
- Improved changing rooms
- More lessons and water-based activities (adults)
- Two pools
- Improved ventilation
- Build leisure centre over several floors
- Use lane swimming pool for leisure uses

Q2. What do you want to use the new indoor water facilities for?

Residents were then asked about what they would want to use the new indoor water for and the board provided a list of examples: lane swimming, swimming classes, aquatic classes, school / clubs and group uses, specific user group sessions, interactive water fun.

Unsurprisingly, given the priorities for indoor water facilities, lane swimming was the most frequently mentioned activity that residents do or would like to use the new facilities for. This was, in the same pattern, followed by interactive water fun and then swimming classes. There were only a few mentions of school and clubs, but it should be noted that the timing of the drop ins may have affected this response as it was during the summer break.

Although a number of people discussed aquatic classes, there were a number of adults that specifically mentioned aqua or water aerobics specifically. Residents also mentioned that they use the swimming pool while using other facilities in the leisure centre, such as the gym and sauna. Using indoor water for fitness was mentioned by a number of residents.

“Swimming practice after lessons elsewhere, helps learning swimming. Price is reasonable. Only use it with the kids.”

“There should be more classes. Like aqua aerobics, synchronised swimming. Community and group activities, aquatic classes.”

Alongside discussing how they would use the indoor water facilities, residents also provided some suggestions and recommendations for the new leisure centre:

- Increased access to lane swimming
- Review schedule of swimming activities by classes
- Longer and wider pool to maximise use
- Modern changing rooms with cubicles, partitioned from the pool
- Disabled access for elderly
- Social swimming not just lane (adults)
- Warmer water
- Water aerobic classes in the day and evening
- Better design (unwelcoming space with the chairs)
- Women only sessions
- Natural pool with no chlorine
- Senior aquatic classes

Q3. Is a viewing area of the swimming pool (e.g. for parents and carers) important to you?

When asking residents about the importance of a viewing area for the swimming pool, the vast majority said that this was important (three quarters of responses recorded), particularly for parents and relatives that bring children to the swimming pool although there were other benefits to a viewing/seated area:

“Definitely yes. Monitor my daughter and watch her lessons and give her feedback afterwards.”

“Very much so. Needs a proper sitting area. Do competitions, tiered seating, fit more people.”

“Seating at Copthall, Barnet around the pool but seating not important for aerobics (just swimming).”

“Yes, because he might drown, makes you feel more comfortable.”

“Yes, because my mum can't swim and I would want her to see it.”

6.2.4 Spa facilities (board 4)

This board sought resident views on the options for spa facilities and their priorities.

Q1. Which of the following facilities are most important to you for an indoor spa?

Residents were asked to consider spa facilities for the new leisure centre, not just the current offer, but a new offer. They were given the following as options: sauna room, steam room, monsoon shower, relaxation area, treatment rooms, hydrotherapy pool.

The most frequently cited responses were a sauna followed by a steam room. The other uses had similar frequency of being cited as each other, but significantly less than the sauna and steam room. The least noted was the treatment room.

“Dry sauna best and steam room with aromatherapy”

“Big sauna - I use the current one and I like it.”

“Two saunas - Finnish and infrared steam rooms and cold plunge”

“Steam room, treatment rooms, need to be really nice and well cared for, good design standard but if expensive is a challenge. Do well or not at all. Hydrotherapy would require additional services so may need more than that.”

Whilst stating their preferences, residents provided some additional comments and suggestions which included creating adult only spaces for the sauna and steam room, improving it (larger and well maintained), and the jacuzzi could perhaps be located in the indoor water area as part of the leisure (fun) water offer or outside.

It should also be noted that there were some residents that also said that they wouldn't use the spa facilities, with some providing the additional comments that it wasn't for them, they can't use it or they consider jacuzzies a health risk.

Q2. Would you prioritise spa facilities for the new leisure centre?

When asking residents about whether they would prioritise the spa facilities for the new leisure centre, the majority of responses (with a small majority) did not prioritise the spa. A few suggested just the sauna, but not the whole spa offer.

A number of residents discussed that the spa would be a “nice” addition, and may be useful to others, but it was not their priority. Across the ‘no’ and ‘would be nice’ responses residents were reflecting their view that the leisure centre is a valuable asset and improvements are needed for the main offer and that in choosing a spa, they may compromise their priority areas:

“Would be very enjoyable but not sure I'd come for the sole purpose [of using the spa]. Not a make or break. Would prioritise for more classes, gym and change space.”

“Not important to me but important to some, could attract people.”

“No - not at expense of other stuff.”

“Not a priority but could be useful.”

“Not over swimming or gym, but still a priority, would be empty without.”

Although the small majority did not prioritise the spa, there were residents that would prioritise the spa and felt like this was attractive, necessary and to be expected, and would enable these kinds of facilities to be accessible to the public:

“Yes, makes it stand out, makes more of a destination. Most gyms don't have spa facilities.”

“Yes, so far public facilities”

“Yes, seems a must, it's a norm for a leisure centre to have a spa”

6.2.5 Outdoor water facilities (board 5)

This board provided key questions about outdoor water facilities to ascertain resident priorities for the new leisure centre.

Q1. When it comes to outdoor water facilities, what types of facilities are of most interest to you?

Residents were asked to provide their view on what types of outdoor facilities are of most interest to them for the new leisure centre. They were provided with some options to consider which included: outdoor swimming, outdoor children’s pool, outdoor interactive water, outdoor recreation.

The majority of responses from residents stated that if outdoor water facilities were provided, then the one of most interest to them is swimming. Although lane swimming was popular, residents did also talk about having parts of the pool that are more recreational swimming, for relaxing or having fun with friends and family (children).

“Nice to have outdoor pool - no other in Barnet – important.”

“Lido - use it when it is open. It is important to us. Biggest attraction of the leisure centre is the lido and parking.”

For those residents that were not interested in outdoor water, this was often caveated that their view was affected by their comparison to the current (and past) lido facilities. Residents made comments that the current facilities were too small and shallow, often closed or too busy, and the water wasn’t heated. It was often hard for residents to fully respond with a definitive indication about their priorities because there wasn’t enough details on the size of the leisure centre, what was possible for outside water provision, or where the new leisure centre would be located:

“Not if the current size, can't swim in it, skewed to kids.”

“Want decent outdoor water open year-round - this makes sense with the growth of outdoor swimming in cold water.”

“Swimming needs to be heated for people to use it more.”

“Outdoor pool is hardly open and it gets [full] quickly when it is.”

“There is a lot of history involved here. A lot feel the council should provide one. For me, it depends on the usage. If it is used lots then it should be reprovided.”

Although not as popular as swimming, the addition of a children’s pool was seen as the second most popular recorded response with less interest in interactive or outdoor recreational facilities (outside space with no water). However, only a couple of respondents referenced the children’s pool in isolation with the majority of residents citing this alongside the swimming pool or interactive or recreational options. Similarly, only a few residents recorded an interest in recreational water, and when mentioned, it was always alongside the swimming or children’s pool area. Only a few residents cited all four options as their preference.

“Outdoor pool most important and children's pool, some space for watching kids, chairs.”

“Outdoor swimming with a good size pool that is equivalent to inside offer so you can get a decent swim from decent length, different speeds for different users. Outdoor seating to link with café to use after a swim.”

Approximately a quarter of the responses recorded referenced that they were not interested or did not think it was essential to provide any outdoor water facilities or that it was not a good use of resources:

“Outdoor pool is not essential. Only if it is used, currently it is not.”

“Not personally interested but kids love it.”

“It's a white elephant - hardly used, cost outweighs use.”

As with other elements of the leisure centre, residents provided a number of additional comments and suggestions for the outdoor water facility. The two most frequently recorded comments were size and opening times. Residents felt that the size of the current lido was not sufficient, and they would like a bigger, more accommodating pool for different uses. The current opening times are weather dependent which means the current lido is less usable. Residents would like more access - either via heating the water or else the provision of cold-water swimming. The other comments were about the location (how pleasant the surrounding space would be for a lido), making the spaces child-friendly, and maintenance. A few residents suggested some enhancements to the outside water provision, which included aerobic activities, bouncy castle, hire for corporate events, and resistance pool instead of children’s pool.

“Again, it is a question of space - you could have a better use of space for the lido - can only use it certain times of a year, so could do better things with the space.”

“All, important for those who can't travel abroad.”

“Outdoor swimming but not by the road.”

“Used previous Lido, glorious, current version is a sorry size...would love to come here but don't. Come through a sea of cars but great to have a new pool.”

“... Could have cocktails and DJ, hire it for a corporate event.”

Q2. How important is it to you that outdoor facilities are provided within the building / land belonging to the new leisure centre (rather than within the wider public areas of the redevelopment, for example, next to Glebelands Open Space?)

Residents were asked to consider how important it was for the outdoor water to be associated with the leisure centre with the aim of understanding how related these two facilities are for residents. Of the recorded responses, around half of the residents felt that it was important that the outdoor facilities were provided within the boundary. They often cited practical reasons for this such as being able to use all the facilities at the same time, convenience, access to related facilities (changing/toilets):

“Makes it easier to use indoor or outdoor [facilities]. No need to make a special trip.”

“If near the leisure centre then easy to use, otherwise no, as too difficult with changing etc.”

“Not important but a good idea to connect. Go to Windsor as indoor and outdoor water are connected, heated indoor and outdoor, use same water.”

“We live in England, so having an outdoor pool is not always available. But if I could have it, I would. Would rather have it in / belonging to the leisure centre.”

The other half of responses stated it as ‘not important’ or ‘it didn’t matter’ or ‘better elsewhere’. A few residents suggested that it’s located by the Glebelands or a green area as a benefit to residents and the borough:

“Doesn't matter where they are as long as everyone can use them.”

“That is better near Glebelands so those who cannot afford a leisure centre can still use it.”

“Open water as part of Glebelands. Staff area / toilets outside / defib. Better facilities for users. OPEN ALL YEAR.”

“Makes sense for practical financial reasons. If at the front as proposed and outdoor then how will it be landscaped and treated on the roof? Nice to have outdoors by the green, with views, changing rooms and café. Indoor down the road. Park Road has outdoor changing. Wouldn't use indoor and outdoor at the same time.”

Q2. Which is more important to you – the size and facilities available in the leisure centre or the option of outdoor water facilities alongside the leisure centre?

This question was designed to elicit from residents their priority on how the total space for the leisure centre should be used. A significant proportion of residents thought it was more important to maximise the indoor facilities than provide outdoor water facilities. Comments provided alongside this reflect comments made throughout conversations: that the current indoor facilities are well used and residents would prefer to see more facilities to accommodate demand. They also cited the

weather and limited use of the lido facilities as a reason to not dedicate space to this purpose when demand for indoor facilities is great.

“The size of the leisure centre - sometimes no space now.”

“Swimming is essential for health and keeping us mobile. Facilities indoors are used more.”

“Size is important - big enough for children and adults.”

“Would prefer a bigger indoor leisure centre and more classes and studio space indoors. Would prioritise space indoors - would access this year-round but outdoor space is not usable/available all year round.”

Although fewer people stated a desire for both indoor and outdoor facilities, there were still people who would choose to have both, and it should be noted that this question was asked within the context of ‘like for like’ replacement offer amid a new residential scheme.

“Larger outdoor pool and have it open.”

“Balance between both.”

“Indoors is a priority. Outdoors is a bonus.”

“Indoor most important, if you can't do outdoors you would be disappointed. Old lido was only outdoor, not indoor [leisure centre]. We need indoor facilities.”

6.2.6 Gym facilities (board 6)

This board provided residents with potential options for the Gym facilities in a new leisure centre in order to ascertain their priorities, interests and use of gym facilities.

Q1. When it comes to indoor gym facilities, what are your priorities?

Residents were asked about their priorities for gym facilities in the new leisure centre and were given the following options to consider: cardio area, resistance area, strength area, and a functional area.

The majority of respondents felt that a gym should offer all these facilities and that they were equally important, even if they didn't personally use all of them. There were only a small number of people who mentioned only one or two particular priorities.

“Everything, use regularly, use as a break when working from home.”

There were a small number of people who mentioned that they don't use the gym, although there was no clear indication that anyone felt that the leisure centre should not contain a gym.

There were a number of ideas for improvements as well as suggestions to improve residents' access to and use of the gym that are worth noting. The majority of these were around needing more equipment as demand is high and having a good, well-equipped, gym is important. On this same

note, residents reported that equipment needs to be well maintained and fixed more quickly than it is now.

“Good all round gym. Replicated and better - right equipment but needs expanding.”

“More equipment/ have to book gym.”

“Equipment - there is too many out of order and positioning of equipment could be better.”

There were also some helpful comments that would make the gym more accessible and beneficial:

- Women-only session or gym
- Exercise classes
- Physio support
- Additional equipment (15m track, vibration plate)
- Outside gym
- Quiet and dimmed lighting sessions (reduce stimulus)
- Big windows and daylight

“Might go to specific only classes e.g. women's only. Not always fitness type, so even a smaller room for women only would prefer that.”

“Having gym quiet space, dimmed lighting, with a film plating, reduce extra stimulus.”

“Physio would help as it is really expensive and need longer support than you get from a GP for real benefits. So it would help to have a walk in clinic at the leisure centre to provide help and guidance to elderly and disabled to get fit and specialise so not just young and fit people.”

6.2.7 Classroom / studio facilities (board 7)

The seventh board provided options for a classroom or studio facility in the new leisure centre and some key questions were asked to ascertain how residents would like to use this facility.

Q1. There will be a studio provided in the new leisure centre for classes. Which types of classes will you be most likely to use in the new leisure centre?

When asking residents about the types of classes that they would be most likely to use in the new leisure centre, they had the following options to consider: spinning / cycling, mind and body, strength and conditioning, cardio, dance.

The majority of the responses mentioned their interest in ‘mind and body’ studio space, and specifically noted yoga and/or Pilates type classes. This was followed in popularity by dance, with the specific noting of Zumba. Spin, strength and conditioning, and cardio had similar levels of interest to each other, but were less popular than mind and body and dance. The majority of responses named more than one activity suggesting that residents are interested in the studio for different classes.

“Yoga/mind body, dance would be fun especially if getting rid of other local facilities as borough of fun.”

The demand for classes at present was expressed at the drop-ins and the most noted feedback for improvement was more classes and studio space, with perhaps dedicated purposes i.e., studio space for loud classes (spin) are not in spaces for more mind and body classes. Other suggestions included a wooden sprung floor, no dividing doors, chair yoga, and reformer Pilates.

“Too popular and hard to book. More classes, oversubscribed. Spin and strength and conditioning. Maybe 2 studios and spin area - best if flexible, maximise use of space.”

“Need more studio space. Designated spin area. Studio should be for classes.”

“Classes are never empty. Time doesn't work. Would use if times worked. I need to be flexible so need to be available all the time and can't book.”

6.2.8 Children and young people's facilities (board 8)

This board specifically focused on possible facilities specifically for children and young people to gather resident views on the interest and demand for these targeted facilities. It should be noted that although some young people's views were sought during this engagement, their participation in the drop-ins were very limited.

Q. 1 How important are the following possible uses for you?

Residents were asked to share which of the possible uses for children and young people are important to them. They were given three options: Soft play, adventure play, other ideas

The majority of respondents said that facilities for children and young people were important with adventure play, and specifically climbing walls, being cited most frequently followed by soft play. There was a sense from residents that activities and spaces for young people were important, with some connecting this to the proposed changes to the wider leisure park:

“Yes, important because if there is only a leisure centre on the site and not a leisure park then the leisure centre needs to provide more. Ideal for young people and amazing for them.”

“Need more facilities for children and young people in Barnet.”

“Should be provided and affordable for mixed ages.”

“Important for all facilities for kids to be included.”

“Not against it but if the same space [sqm], not at the expense of priority uses (swim and studio). Need to give proper new facilities.”

“Really important, would be amazing if here was another soft play area. Soft play and adventure play is important for younger siblings. We only have clown town, and there's only so many times you can take them to the same place - would be good to have this as part of the membership.”

Residents were also asked about any other uses and those provided include:

- Parties
- Gymnastics
- Trampolining
- Ice skating
- Zip line
- Balls and nets e.g. volleyball and badminton
- Football in grass area
- Platforms for jumping
- Soft play in the water
- Somewhere to hang out
- Archery
- Playground

6.2.9 Community facilities (board 9)

This Community Facilities Board suggested some additional possibilities for the new leisure centre that focus associated spaces within a leisure centre in order to understand residents' views on what a wider offer for the new leisure centre could entail.

Q 1 - How important are the following possible uses for you?

The last board asked residents about facilities for the community that could form part of a leisure centre offer. These ideas included a café, social areas, shared workspaces, multi-functional space, or other ideas.

The most popular response was a cafe. Residents felt that this was a good opportunity for the new leisure centre and could bring social opportunities, especially given the proposed changes to the wider leisure park and the loss of those facilities. There were comments about making this healthy and affordable, perhaps with some options of workspaces/charging points to combine the uses of this space, and community noticeboards.

“With extra floors it would be really nice. Especially if getting rid of restaurants not to the detriment of the other facilities. Would like local/independent businesses to promote local opportunities.”

“Interested in shared workspaces, like to swim in the middle of the day and work at the same time. Café would be nice with seating, in the cafe you can start socialising with people - it has a community connection benefits. Casual community feel and build.”

“Café is important. Copthall and New Barnet have one - it's a local business so a good example. Relax, combine social, meet different people, inclusive space and can create local employment... Well-being benefits as not to feel isolated, somewhere to sit together. Make the top floor community space/centre.”

The other options - social area, work spaces and multifunctional space (hall) - were equally popular with each other, although less popular than the cafe.

“These are lacking in the area - shared workspaces are important for the community.”

“Multifunctional space would be good for clubs and schools to use, charities could use it.”

“Multifunctional and social etc can all be together. Maybe no need for a workspace. Depends on if the environment is quiet enough.”

6.2.10 Considering inclusion, diversity, and protected characteristics

A new leisure centre will need to be compliant and consider equality impact assessment. To contribute to this assessment, residents were asked about any special considerations for the new leisure centre when thinking about the diversity and inclusion.

Accessibility - residents discussed the importance of accessibility in terms of getting to the leisure centre by car and public transport, moving around the leisure centre, and using the leisure facilities (changing facilities as well as the style of classes and activities provided)

“Ensure physically accessible, more showers and toilets, changing space outside the pool area as no private space as one open room. More friendly shower space. Toilets at pools are cramped. Lockers, toilet, shower and change together, especially if not going home. towel service would be nice.”

“Use accessible lift for the pool, changing places and toilets for multi-use for profound disabilities. Learner pool is important, women only session and disabled people sessions. Slow pool to take time swimming, quiet time.”

“Physio would help as it is really expensive and need longer support than you get from a GP for real benefits. So it would help to have a walk-in clinic at the leisure centre to provide help and guidance to elderly and disabled to get fit and specialise so not just young and fit people.”

“Chair yoga would be good to enable disabled users, new ideas for disabled users.”

Gender/sex-based spaces and classes - Residents discussed gender considerations in terms of access to the facility (safe public spaces) and improved privacy for changing rooms, which was raised both in terms of diversity needs, but also as a general comment (as identified in sections above). In addition to private changing facilities, residents also discussed a desire for female-only gym, swim, spa times and classes.

“Across all facilities there needs to be dedicated disabled facilities - changing rooms, classes, toilets, lifts, ramps.”

“Needed separate swimming spaces from the changing spaces, it was all too exposed, changing rooms to be for different groups, they didn't like the idea of sharing changing rooms, and that spaces for different age groups to change in would be better so it's more private.”

“Might go to specific only classes e.g. women's only. Not always fitness type, so even if a smaller room for women only would prefer that.”

Improving indoor water - providing equipment to make the water accessible, warmer water, lifeguards, low stimulation (noise and light) and slow swim sessions, and targeted classes for

disabilities, women, younger and older people were all suggested ideas to make the indoor water offer more inclusive.

“Mainly use lane swimming, move adult classes in the pool that are outside working hours. Very loud when swim classes are on. Separate lessons / play from core swimming, important for Neurodiverse people =. Quiet swim sessions. Come to relax.”

“Gendered sessions to accommodate different religions / ethnicities.”

“Would be good to have an adults-only pool.”

Low-stimulation sessions - providing quiet, low light was suggested as helpful to those with dementia as well as neurodivergent residents across the pool, gym, and studio spaces.

“Need a quiet area as it can be noisy and makes it hard to relax.”

Spaces for different age groups - in discussions with residents about different areas of the leisure centre, there were comments about the different ways that young people and children use the leisure centre. There were suggestions that programming could be reviewed to ensure that everyone has the ability to feel welcome and enjoy the facility in an age-appropriate way from the swimming pool to the gym and studio sessions (see also the section above specifically about children and young people). Of course, where possible, it was also suggested that indoor water could provide sections or different pools for different age groups as well.

“Dominated by children so don't come, need lots of adult only time and flexible schedule. Really hard to get it in the borough and to New Barnet, 20-minute drive, still demand there...age inclusive and reflect ageing population.”

“I swim at Kentish Town a lot - they have lane swimming, a pool for children and an additional pool (non-lane) for classes. This suits everyone and should be considered.”

“Age-appropriate programming in studio and variety.”

Community - although residents provided some feedback on how to make the new leisure centre more inclusive, residents also reflected that they felt that the current leisure centre was diverse and provided the opportunity to meet people from diverse backgrounds.

“Mixed culture here, so works for us, go swimming, mix with other people, make new friends from different cultures.”

“All cultures go to classes I go to - all get on and chat.”

It was also noted that the leisure centre model could be expanded to include a wider health and well-being service for the community.

“Expand the concept of a leisure centre into a health centre - GP surgery, community youth centre - association between leisure and health, sport and physio, antenatal classes, specialist services, treatment rooms.”

Other topics on inclusion raised by residents included:

- Affordability - residents mentioned the importance of this being an affordable space both in terms of using leisure facilities but also the cafe
- Quiet space for prayer
- Child care or creche facility and easy access around the centre, buggy parking
- Hosting community and charity events
- Providing open classes to help diverse local community to participate together in leisure activities
- provide rehab, physio and other health related services
- Use specific health warnings for those at risk (epileptics)
- Better promotion of the leisure centre for disabled users
- Notice boards within leisure centre so know about transport as well as ideas on what they can participate in

6.3 Drop-in summary

During the three drop-in sessions, 100 residents attended to find out more about the engagement and leave their feedback. These were the key findings:

- a. The leisure centre is an important affordable public asset that needs improving and investment as it provides local people access to health and well-being facilities as well as fun and family friendly leisure activities
- b. There are concerns about the wider proposal for the Great North Leisure Park into a residential area and the pressure this will put on the leisure centre, the loss of parking, and the loss of leisure facilities for local people, in particular young people
- c. They were supportive of improvements to the Glebelands that the new development would provide although it wasn't clear this would enhance their experience of the new leisure centre
- d. There were mixed views about the proposed new location for the leisure centre, with residents identifying some advantages (easier to access), but also some potential disadvantages such as losing the location alongside the Glebelands for a main road.
- e. The swimming pool and swimming were the main priorities for residents, followed by the leisure water and then learner pool. Many could see the advantages to providing all of these when considering residents' lifelong indoor water needs, and felt there was a demand for all of them
- f. The sauna and steam room were the most popular spa facilities however, residents wouldn't necessarily prioritise a spa if this meant limitations elsewhere in the leisure centre
- g. Residents valued an outdoor water facility for swimming mixed with some more casual swimming, recognising the more leisure benefits of an outdoor pool.
- h. The experience of the current outdoor water facilities shaped residents' views about the importance of outdoor water for a new facility and when asking them about whether they would choose to focus on indoor leisure facilities or using some of this space for outdoor water facilities, they were more keen to maximise the indoor offer due to the demand for indoor facilities already
- i. A gym was seen as a core requirement for the new leisure centre and should include all the facilities outlined
- j. A studio was also seen as a core requirement, with residents suggesting that two would be preferable
- k. There was a demand for facilities for children and young people specifically, with the adventure type facilities receiving the most support

- l. A cafe was very popular suggestion for residents, recognising the benefits this could bring for the community and well-being and social connections
- m. Residents provided some ideas for how to make the facility more inclusive, but also recognised that there are advantages to open sessions as well

7. Online Consultation Survey

The third method of engagement was through an online survey, which enabled residents to provide their feedback online. The public were invited to complete an online feedback form to help the council shape the priorities for a new leisure centre that works for everyone (please see **Appendix 3** for details of how the questionnaire was promoted). The online survey was open for over 6 weeks from 27 July until and including 8 September. The feedback form included equalities monitoring questions and the summary of these can be found in Appendix 9. A total of 383 online responses were received from members of the public. As questions were optional, the number of respondents to each question varies, and this is stated for each question in turn.

7.1 Consultation questions - analysis of responses

7.1.1 Question 1: type of leisure centre user

This question asked residents about what type of leisure centre user they were in order to ascertain whether the results on priorities reflected a mixed user group or not. This question (with its pre-selected options provided), was answered by 377 respondents and skipped by 6. The responses show that although the majority (two-thirds) of respondents are users of the current leisure centre, there was a good mix between members, occasional, and non-users, including those that no longer use the leisure centre. Some of those who ticked the option ‘Other’ specified that they would like to use the leisure centre but do not due to lack of privacy in the changing areas and the poor quality of the leisure centre and is not fully accessible to those with disabilities.

“The leisure centre was not fully designed and developed for electric wheelchair users so I have not been able to participate in all its events, facilities etc. that others are enjoying.”

Table 11 - Types of leisure centre users who responded to the survey

Are you completing this survey as: (Please select one option)		
Answer Choices	Responses	
An existing member of the leisure centre (all membership types apply)	28.12%	106
Occasionally use the leisure centre	22.28%	84
Not a member, but frequently use the leisure centre (such as pay and play)	18.04%	68
A past user of the leisure centre	17.77%	67
I do not use the leisure centre	7.43%	28
Other (please specify)	2.39%	9
Only use the leisure centre when the outdoor facilities are open	2.12%	8
On behalf of an organisation that currently uses the leisure centre (e.g. school, community group, local sports club)	1.06%	4
Don't know/not sure	0.80%	3
	Answered	377
	Skipped	6

7.1.2 Question 2: What most attracts you to using the existing leisure centre? (please select up to two options)

This question was answered by all respondents and what the results show is that the leisure centre is convenient to access and affordable. The most frequent response to the questions (46.7%) was that “it is convenient to access via parking /other modes of transport”, followed by “it is affordable” (41.78%) and “there are a range of facilities available both indoor and outdoor” (34.2%). The swimming and water-based facilities were the most common theme that residents specified in their answers. Of the 48 individuals who chose Other, 30 replied that the pools are the aspect that most attracts them to Finchley Lido Leisure Centre.

“Closest toddler friendly swimming pool.”

“Lido/outdoor pool in the most important.”

“It’s the closest swimming pool to my house that I can use whenever I want.”

“Swimming and sauna.”

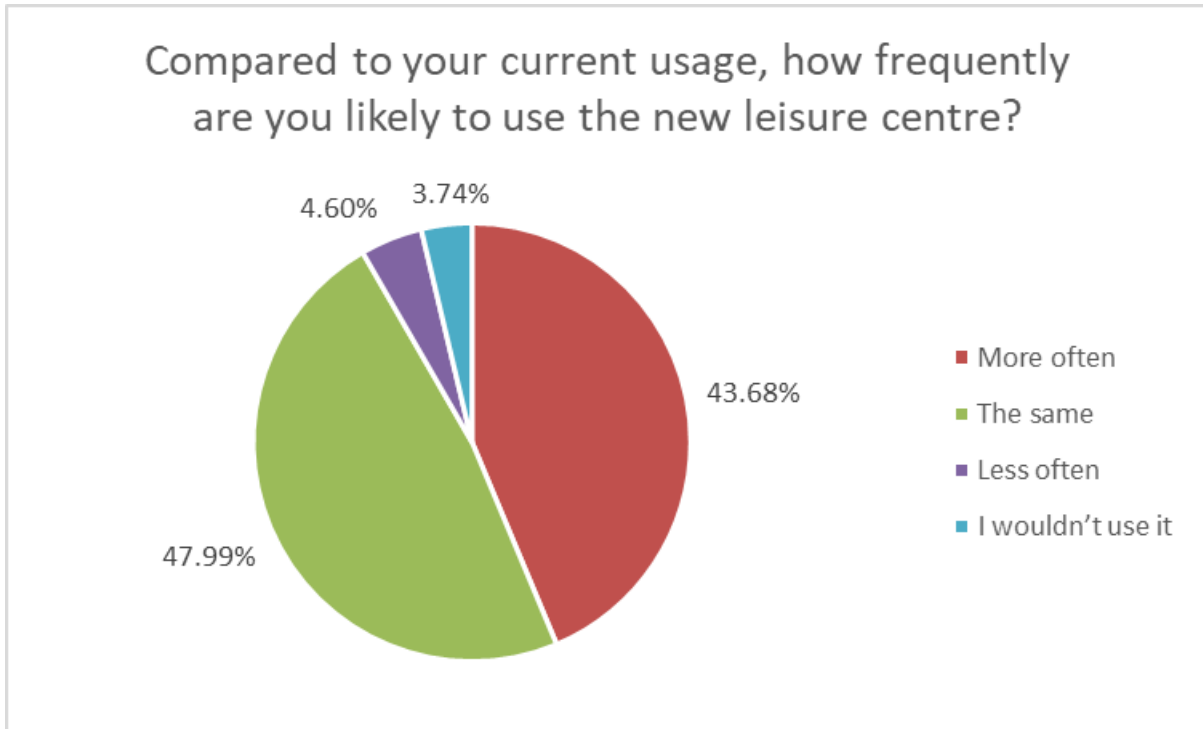
“Nearest affordable swimming pool.”

Table 12 - Resident attractions to the existing leisure centre

Answer Choices	Responses	
It is convenient to access via parking /other modes of transport	46.74%	179
It is affordable	41.78%	160
There are a range of facilities available both indoor and outdoor	34.20%	131
I can combine my visit with using other amenities	15.67%	60
Other (please specify)	12.53%	48
The programme of activities	8.88%	34
Don't know/not sure	5.22%	20
	Answered	383
	Skipped	0

7.1.3 Question 3: Compared to your current usage, how frequently are you likely to use the new leisure centre?

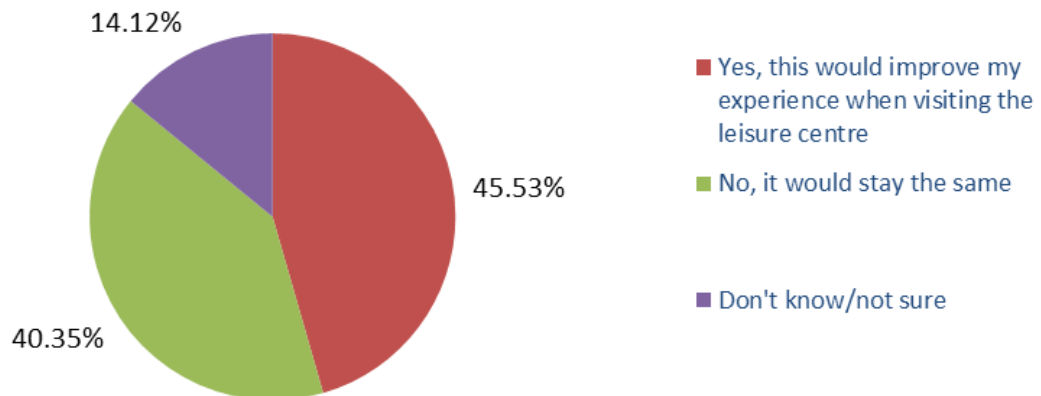
Of the 348 respondents (skipped by 35), the highest percentage of respondents (47.99%) answered that they would use the new leisure centre the same frequency, while 43.68% said that they would use it more often.



7.1.4 Question 4: The new leisure centre seeks to ensure good connectivity to Glebelands Open Space (for example, improved walking route), would this improve your experience when visiting the leisure centre?

This question was answered by 347 individuals and skipped by 36. The highest number of respondents (45.53%) answered “Yes, this would improve my experience when visiting the leisure centre” while 40.35% said “No, it would stay the same.”

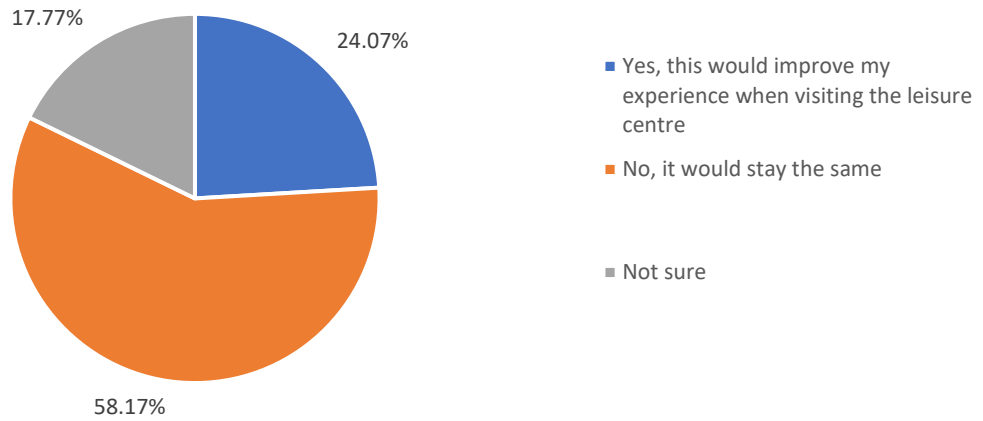
The new leisure centre seeks to ensure good connectivity to Glebelands Open Space (for example, improved walking route), would this improve your experience when visiting the leisure centre?



7.1.5 Question 5: Would the location of the new leisure centre at the front of the site improve your experience of the leisure centre?

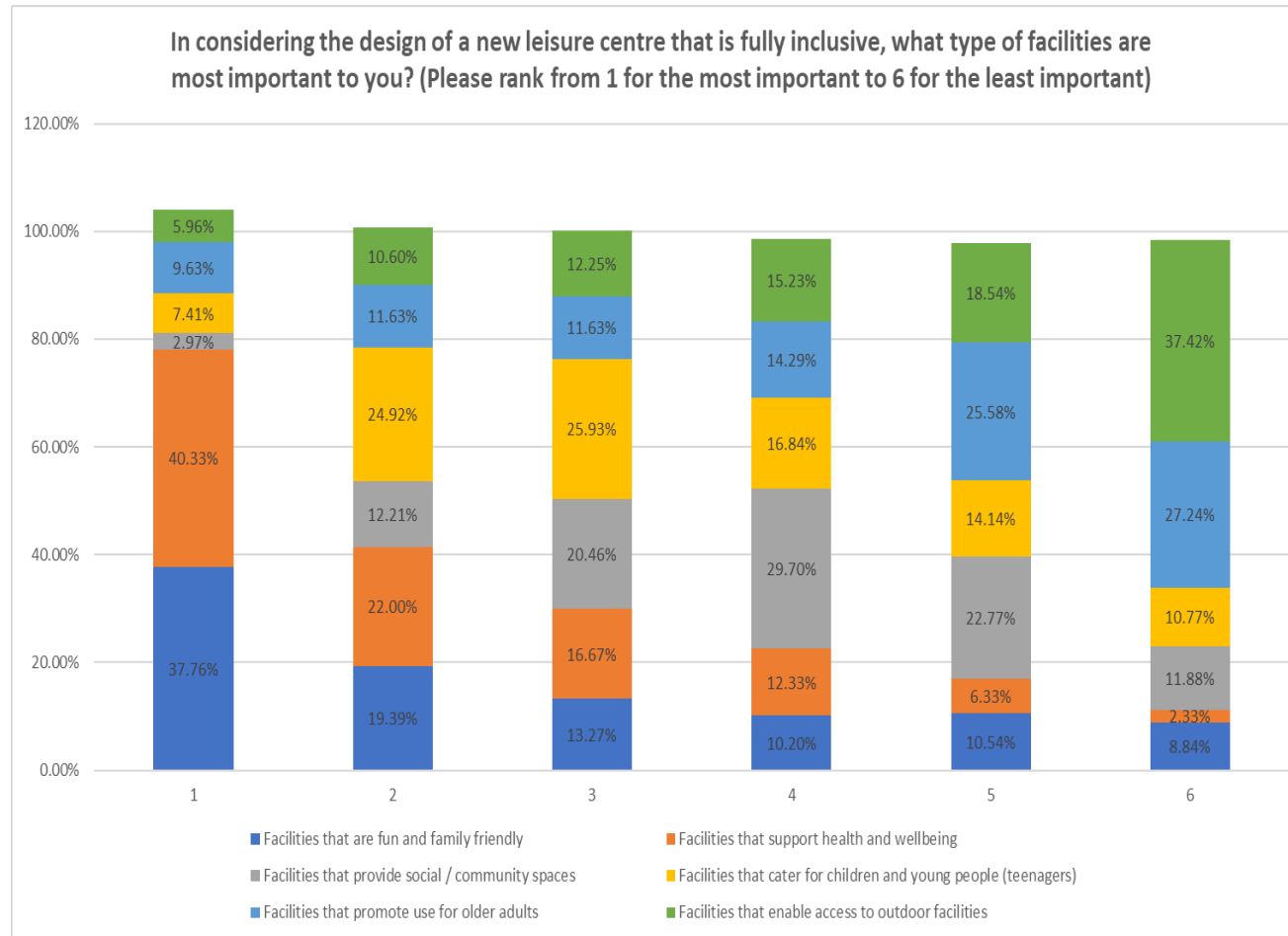
This question was answered by 349 people and skipped by 34. Most respondents (58.17%) felt that locating the leisure centre at the front of the site would not make a difference, responding, “No, it would stay the same.” Fewer respondents (24.07%) felt that it would improve their experience when visiting the leisure centre.

Would the location of the new leisure centre at the front of the site improve your experience of the leisure centre?



7.1.6 Question 6: In considering the design of a new leisure centre that is fully inclusive, what type of facilities are most important to you? (Please rank from 1 for the most important to 6 for the least important)

The most important facilities, and given the top rank, by respondents were “facilities that support health and wellbeing,”. This was followed by “facilities that are fun and family friendly”. The least important were facilities that promote use for older adults and facilities that enable access to outdoor facilities.



7.1.7 Question 7: Below is a list of facilities for potential inclusion. Please tick all options that you believe you would use

This question was answered by 295 people and skipped by 88. The most frequently chosen option was the 6-lane swimming pool (88.47%). Other facilities that were chosen by significant numbers of respondents included an indoor cafe with seating area (72.2%), a health and fitness gym (61.36%), leisure water with interactive water features (60%), and studio space (e.g. for dance, martial arts and exercise classes (57.29%). Spa facilities ((51.86%) and an outdoor pool (unheated) (51.53%) were also among the top choices. The fewest respondents chose soft play (pre-school and early years age groups).

Table 13 - Facilities residents said they would use

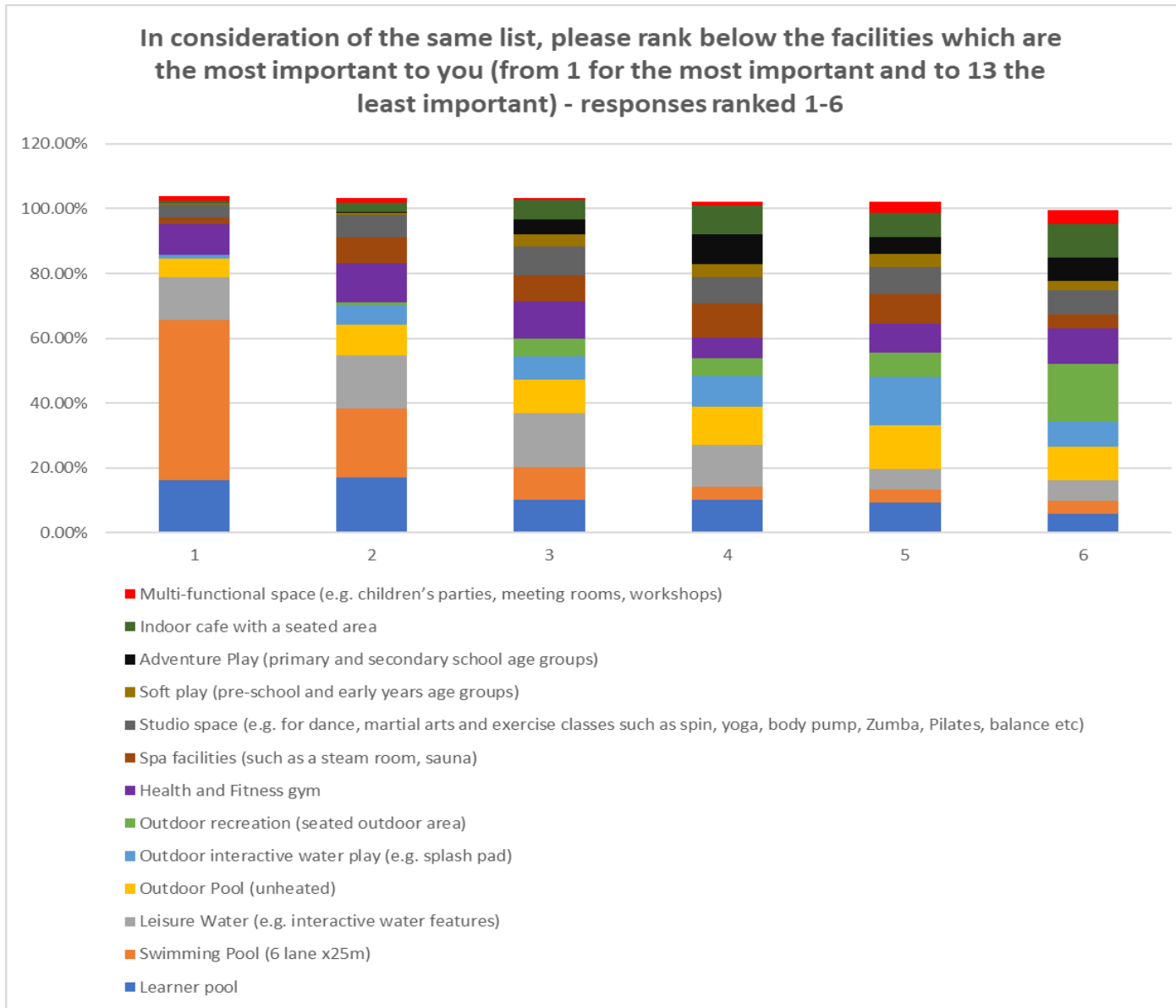
Answer Choices	Responses	
Swimming Pool (6 lane x25m)	88.47%	261
Indoor cafe with a seated area	72.20%	213
Health and Fitness gym	61.36%	181
Leisure Water (e.g. interactive water features)	60.00%	177
Studio space (e.g. for dance, martial arts and exercise classes such as spin, yoga, body pump, Zumba, Pilates, balance etc)	57.29%	169
Spa facilities (such as a steam room, sauna)	51.86%	153
Outdoor Pool (unheated)	51.53%	152
Learner pool	49.49%	146
Adventure Play (primary and secondary school age groups)	46.44%	137
Outdoor recreation (seated outdoor area)	44.75%	132
Outdoor interactive water play (e.g. splash pad)	43.39%	128
Multi-functional space (e.g. children’s parties, meeting rooms, workshops)	37.63%	111
Soft play (pre-school and early years age groups)	28.47%	84
	Answered	295
	Skipped	88

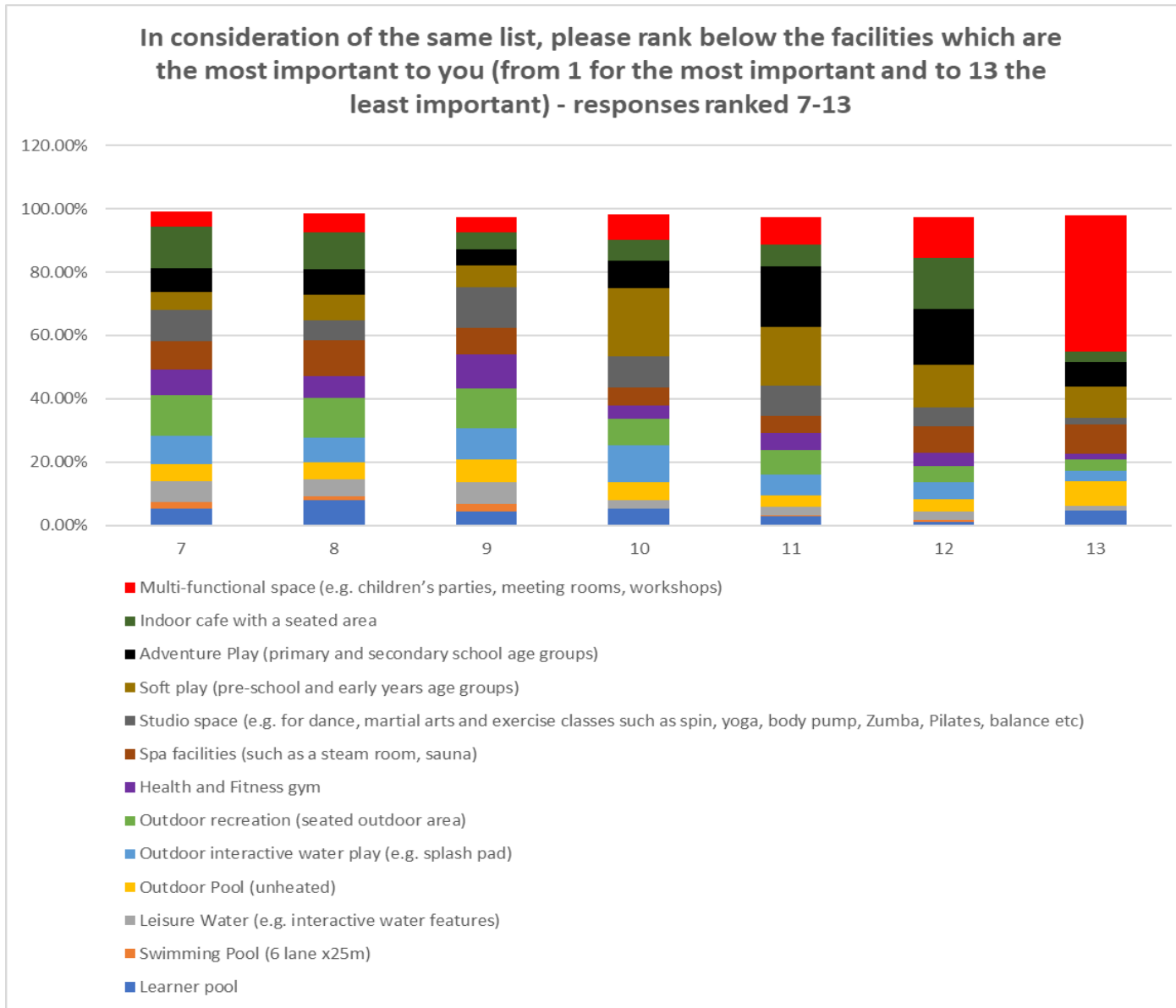
7.1.8 Question 8: In consideration of the same list, please rank below the facilities which are the most important to you (from 1 for the most important and to 13 the least important)

This question was answered by 296 people and skipped by 87. The facility ranked most important was a swimming pool (6 lane x 25m) for 49.48% of respondents. A learner pool and leisure water were also selected as most important with 16.19% and 13.19% respectively. The multi-functional space for children’s parties, meeting rooms and workshops was selected as the least important by 42.96%, significantly more than for any of the other options⁵. An outdoor unheated pool was

⁵ Please see appendix 7 for the full tabled results

selected as most important by only 5.73% of respondents. These results are not that dissimilar from question 7 about the facilities that respondents would use the most.





7.1.9 Question 9: When thinking about indoor water facilities, which of the following facilities are most important to you? (Please select up to three options)

This question was answered by 303 people and skipped by 80 people. “A facility that provides opportunities for lane/casual swimming” was chosen by 83.5% of respondents, followed by “a facility that provides opportunities for learning to swim (for children and adults)” at 62.71%. This question provided an opportunity for respondents to select the option Other and input an answer. Some of the responses included:

“Disabled ramp access”

“Diving board”

“Easy access, ramp as in French pools”

“A facility that is suitable for holding swimming competitions.”

“Adult swim coaching, not just for those learning to swim”

“An environment where noise is reduced so swimming can become a quiet meditative experience without instructors shouting at children all the time.”

Some respondents also submitted comments regarding the poor quality of the changing facilities.

“The most important thing is that there are excellent changing rooms separate for dry and wet changing. The showers need detachable hoses not fixed heads and there should be ample lockers for the gym that take £1 tokens.”

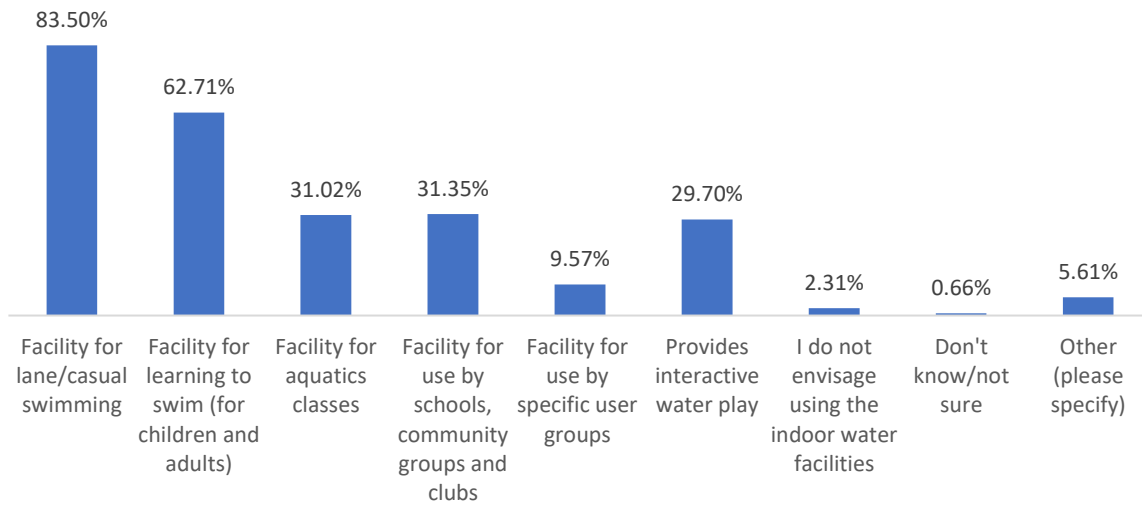
“Single gender changing room with access to hair dryer without entering a mixed sex area. (or hair dryer in private disabled changing room).”

Comments were also submitted under the other option about gender exclusive sessions despite the option to choose that as one of the options for this question, perhaps showing their concern over this issue or not understanding the question wording.

“Women only sessions with female lifeguard”

“In North Finchley area there are lots of women who can’t go to gym or swimming because of men and women togetherness.”

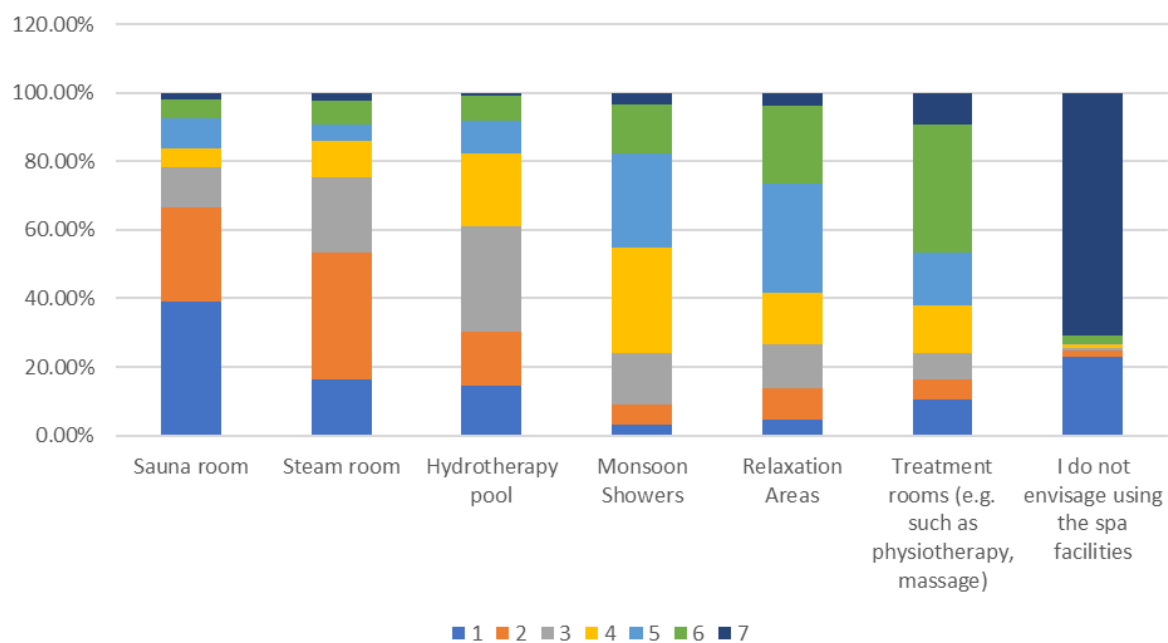
When thinking about indoor water facilities, which of the following facilities are most important to you? (Please select up to three options)



7.1.10 Question 10: Which of the following spa facilities are most important to you? Rank your answers from 1 for most important to 7 for least important

This question was answered by 288 people and skipped by 95. A sauna was chosen as the facility that was most important, followed by a steam room and a hydrotherapy pool was ranked in third place.

Which of the following spa facilities are most important to you? (Please rank your answers from 1 for most important to 7 for least important)



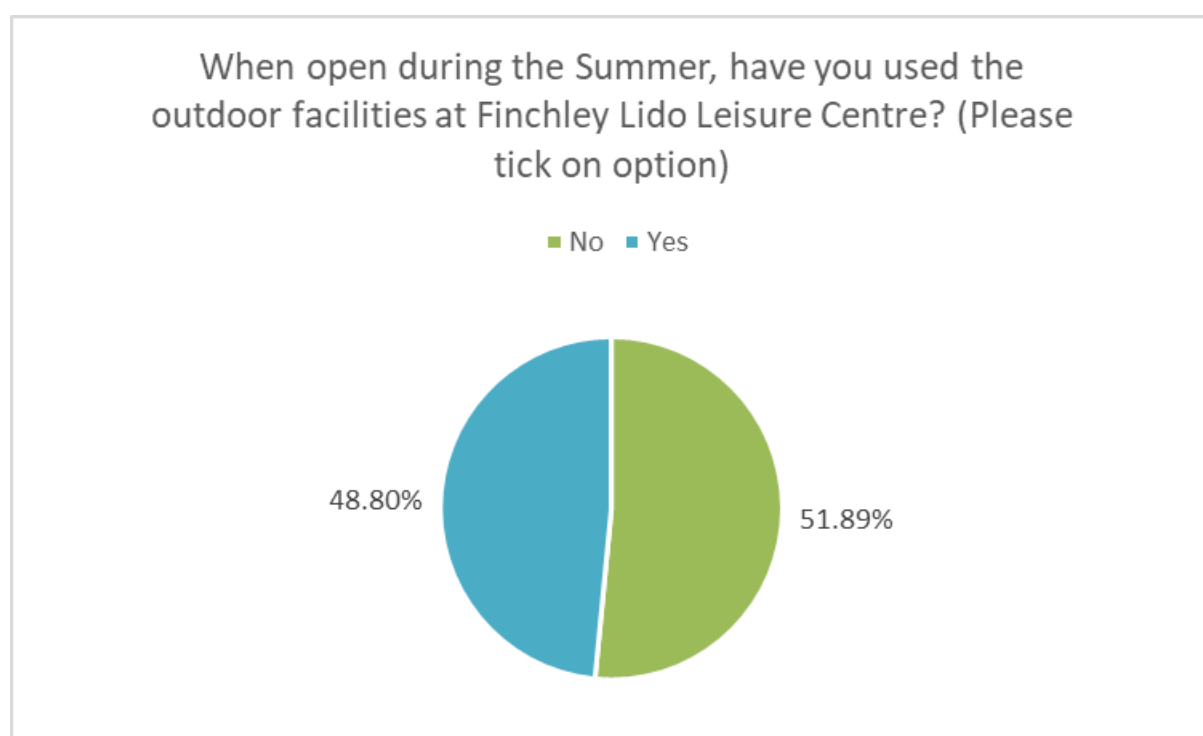
7.1.11 Question 11: When open during the summer, have you used the outdoor facilities at Finchley Lido Leisure Centre?

This question was answered by 291 people and skipped by 92.

Slightly more respondents answered No than Yes to this question.

Table 14 - Percentage of residents who have and haven't used outdoor facilities during summer

Answer Choices	Responses	
No	51.89%	151
Yes	48.80%	142
	Answered	291
	Skipped	92



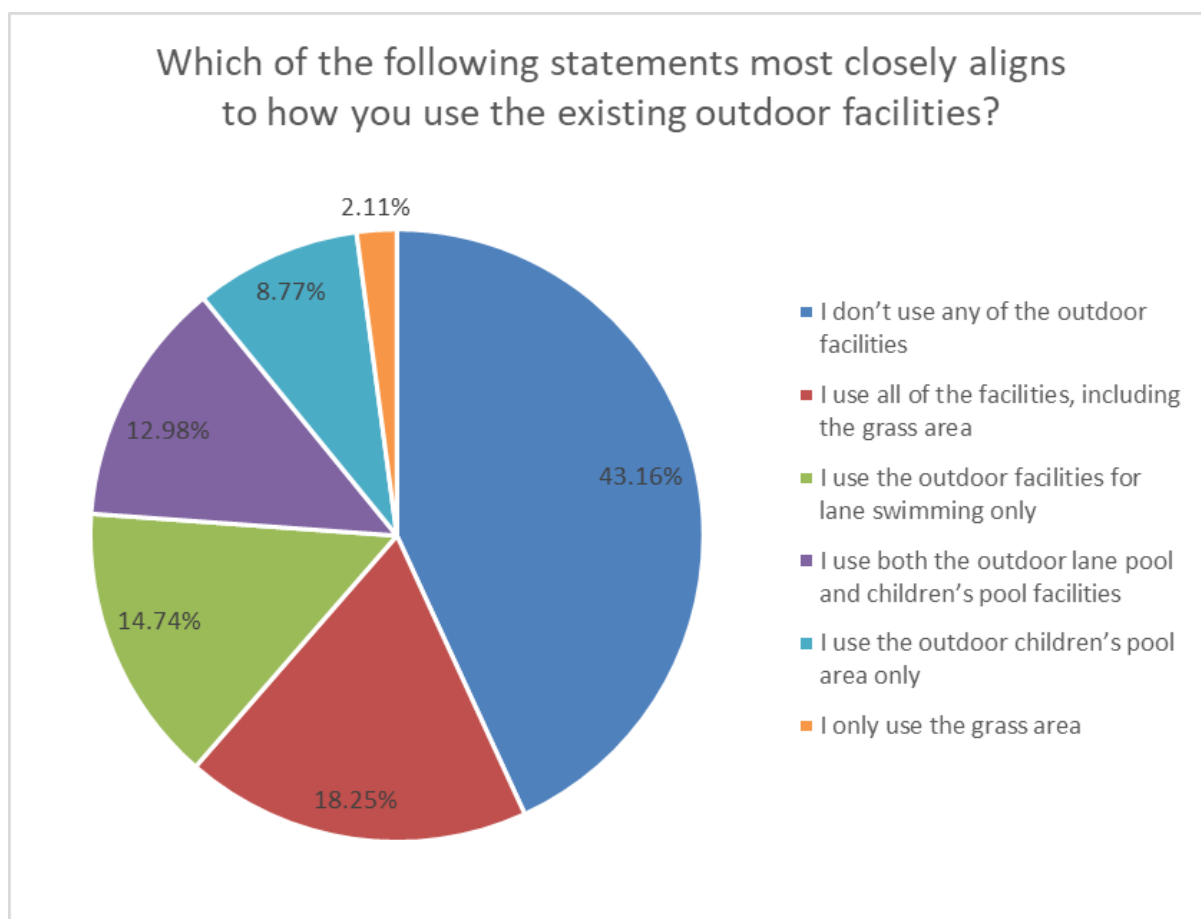
7.1.12 Question 12: Which one of the following statements most closely aligns to how you use the existing outdoor facilities? (One option only)

This question was answered by 285 people and skipped by 98. The most commonly chosen response was "I don't use any of the outdoor facilities" (43.16%). Of those who do use the outdoor facilities, the highest percentage responded, "I use all of the facilities, including the grass area" (18.25%) followed by "I use the outdoor facilities for lane swimming only" (14.74%).

Table 15 - Resident usage of outdoor facilities

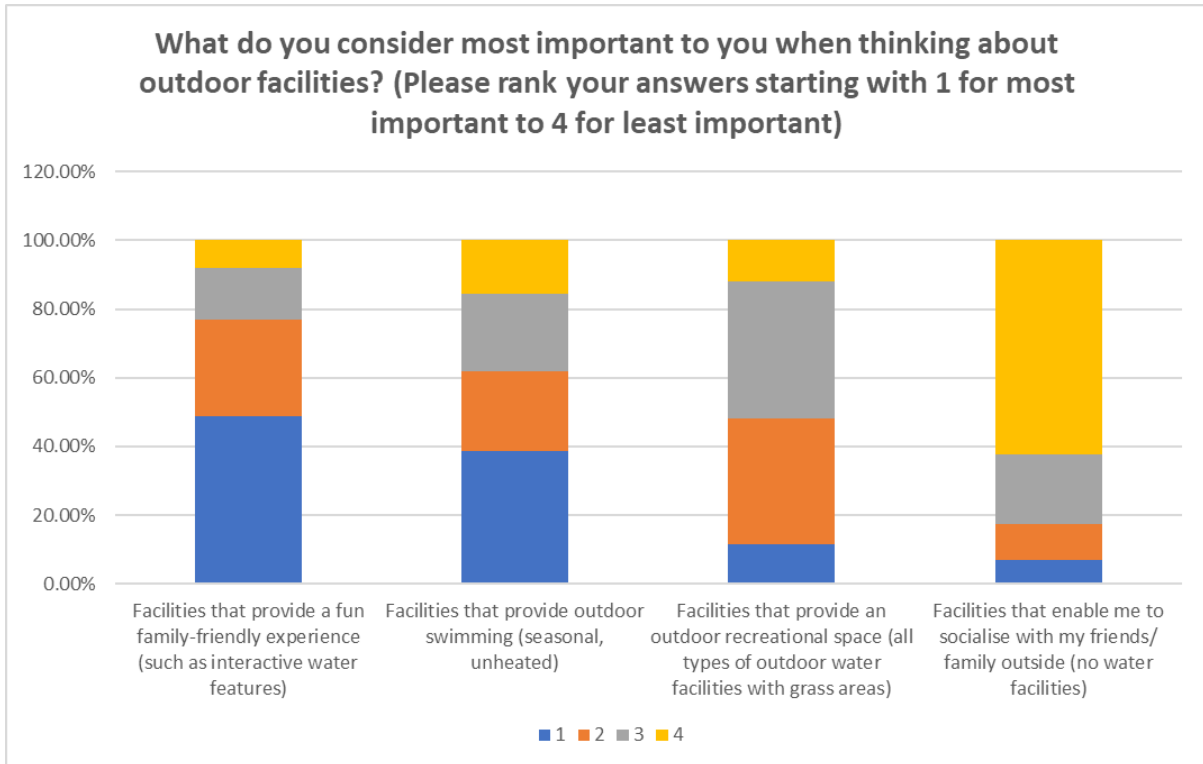
Answer Choices	Responses
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I don't use any of the outdoor facilities	43.16%	123
I use all of the facilities, including the grass area	18.25%	52
I use the outdoor facilities for lane swimming only	14.74%	42
I use both the outdoor lane pool and children's pool facilities	12.98%	37
I use the outdoor children's pool area only	8.77%	25
I only use the grass area	2.11%	6
	Answered	285
	Skipped	98



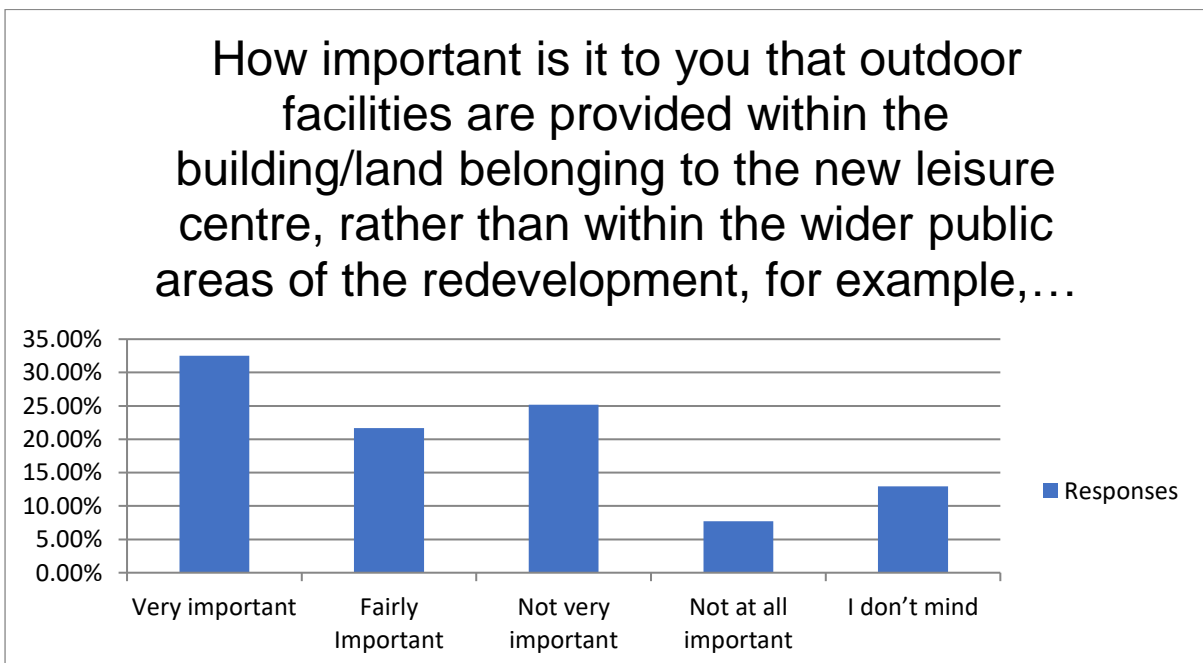
7.1.13 Question 13: What do you consider most important to you when thinking about outdoor facilities? (Please rank answers starting with 1 for most important to 4 for least important)

This question was answered by 270 people and skipped by 113. The option chosen as the most important was “facilities that provide a fun family-friendly experience (such as interactive water features)”. The option to choose “facilities that provide outdoor swimming (seasonal, unheated)” was chosen as second most important by respondents. The answer chosen as third most important was “facilities that provide an outdoor recreational space (all types of outdoor water facilities with grass areas)”. The least important option for fourth place was “facilities that enable me to socialise with my friends/ family outside (no water facilities)”.



7.1.14 Question 14: How important is it to you that outdoor facilities are provided within the building/land belonging to the new leisure centre, rather than within the wider public areas of the redevelopment, for example, next to Glebelands open space?

This question was answered by 286 people and skipped by 97. The highest percentage of respondents (32.52%) chose very important as their response, followed by not very important as the next highest choice (25.17%). These responses suggest that there are mixed views about the location of outdoor facilities in relation to the new leisure centre.

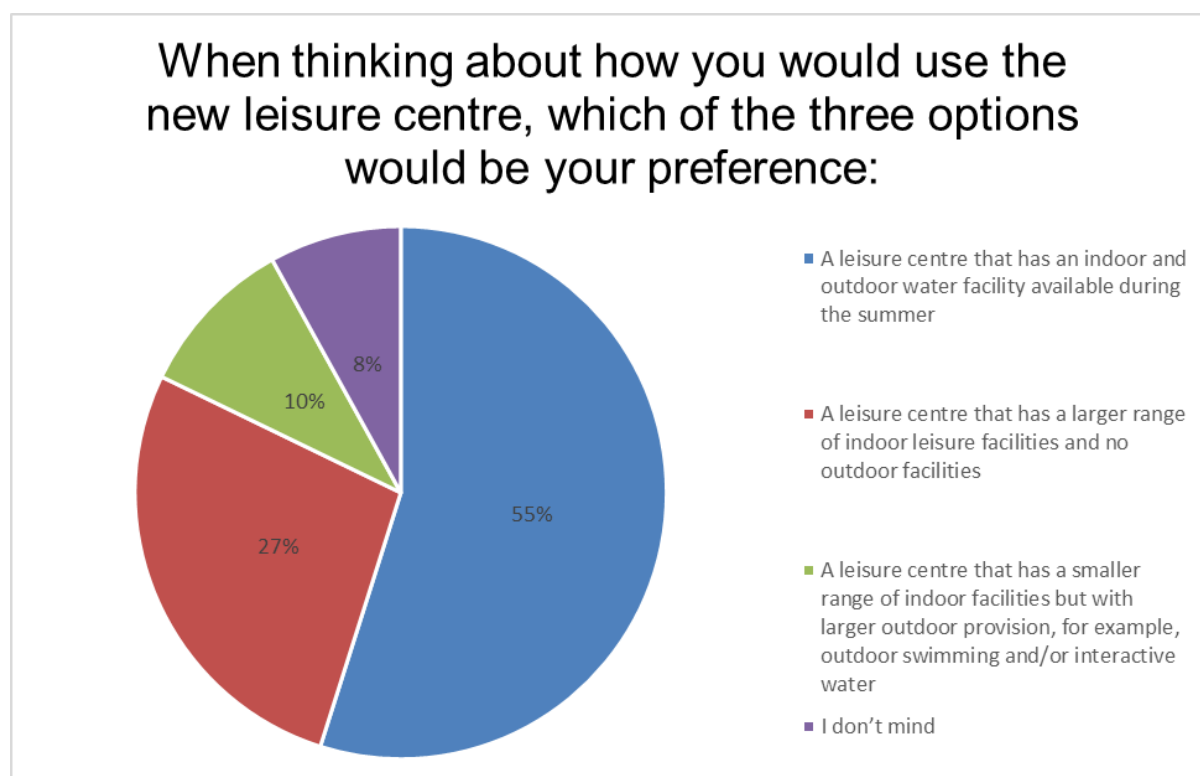


7.1.15 Question 15: When thinking about how you would use the new leisure centre, which of the three options would be your preference?

This question was answered by 286 people and skipped by 97. Respondents were provided with 4 answers to choose from (see table). The option chosen by the highest percentage of people was “A leisure centre that has an indoor and outdoor water facility available during the summer” (54.9%) followed by “a leisure centre that has a larger range of indoor leisure facilities and no outdoor facilities” (27.27%). This question shows that the priority for respondents is to maintain both indoor and outdoor facilities (water-based).

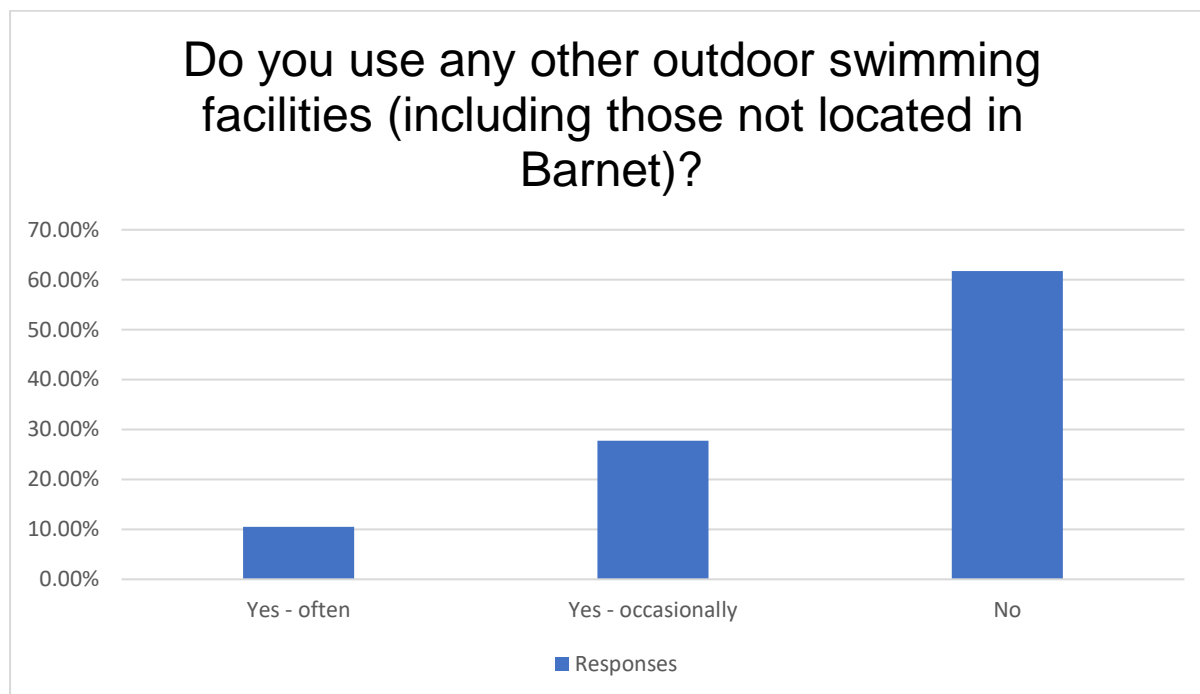
Table 16 - Resident preferences for a new leisure centre

Answer Choices	Responses	
A leisure centre that has an indoor and outdoor water facility available during the summer	54.90%	157
A leisure centre that has a larger range of indoor leisure facilities and no outdoor facilities	27.27%	78
A leisure centre that has a smaller range of indoor facilities but with larger outdoor provision, for example, outdoor swimming and/or interactive water	9.79%	28
I don't mind	8.04%	23
	Answered	286
	Skipped	97



7.1.16 Question 16: Do you use any other outdoor swimming facilities (including those not located in Barnet)?

This question was answered by 285 people and skipped by 98. The majority of respondents answered “No” to this question (61.75%) followed by “Yes - occasionally” (27.72%) and “Yes - often” (10.53%). Overall, 38% or 109 out of 285 replied Yes.



7.1.17 Question 17: If you answered Yes, please use the box below to state the location of these outdoor swimming facilities: (Please type in your answer)

Although this question was answered by 93 people and skipped by 290, it does reflect a similar number of respondents that stated that they used outdoor swimming facilities elsewhere. Please see the table below for details of the locations chosen. The most common responses to this question included:

Table 17 - Names of other outdoor facilities that residents reportedly use

Locations	Responses
Hampstead Heath ponds	25
Parliament Hill Lido	16
Park Road Lido, Crouch End	14
Oasis Leisure Centre, Camden	6
David Lloyd	5
Sea/beaches	5
London Fields Lido	4
Barnet Copthall	3

Please see Appendix 8 for a full list of locations listed by respondents.

7.2 Survey summary

In summary, a mixture of users and non-users of the leisure centre responded to the survey and the key findings were:

- a. The leisure centre is a valued asset and that it's affordability and convenient accessibility are of key importance to respondents
- b. When considering the new leisure centre, residents valued the benefits it would provide for their health and well-being followed by providing a fun and family friendly environment. This is reflected in how they would use the new facility which among the highest uses included swimming pool, cafe, and gym
- c. Respondents would continue to use the new leisure centre either the same amount or more and seemed to feel that the new location would not alter the frequency with which they use the leisure centre
- d. The improvements to the Glebelands would be welcomed by respondents as it would improve their experiences but not by a significant majority, with only slightly less stating that it would shape their experience
- e. The swimming pool is the most important indoor water asset, followed by the learner and leisure pool and similarly, casual and lane swimming were the most important activities that respondents used the indoor water for
- f. Sauna and Steam room are the priorities for the spa
- g. There is a mixture of those that use current outside water facilities and those that don't, with approximately two-thirds of respondents stating that they do not access outdoor water facilities elsewhere
- h. Outdoor water is valued primarily for its family-fun benefits, followed by swimming
- i. There are mixed views about whether the outdoor facilities need to be attached to the new leisure centre
- j. The majority of respondents had a preference for providing both indoor and outdoor facilities, which differs from the feedback at the workshops and drop-in sessions

7.3 Equalities monitoring questions

For a full breakdown of the answers to the Equalities Monitoring questions for survey respondents please see Appendix 9.

Appendix 1 – Community Conversations recruitment and attendance

Recruitment

Residents were invited to attend the workshops through a series of targeted emails, newsletters, and an e-flyer (see Appendix 1) that included a QR code linking to the registration form. As identified by Barnet Council, the following organisations were asked to share this e-flyer and consultation information with their stakeholders and members:

- Food Bank Hub (Young Barnet Foundation)
- Barnet VCFSE Environmental Network (part of Inclusion Barnet)
- Barnet Mencap
- Grange Big Local in East Finchley (social media and newsletter)
- Facebook groups such as Finchley Community and Finchley Friern Barnet Community
- The Archer Newspaper (East Finchley)
- Head teachers at secondary schools including the Archer, Compton, Christ College
- Local Whatsapp groups in the N2, N3, N12 and N10 areas
- Regal London July 2023 newsletter
- Mobilise Public Twitter account

Barnet Council shared the information through its social media channels and through partner organisations including:

- Fit and Active Barnet (FAB)
- GLL
- Other partner organisations (unconfirmed)

Through a link in the email link or a QR code contained in the attached flyer, residents were able to register their interest in a Google form, which collected some basic data to ensure that residents were signed up for the right workshop (e.g. young people) and that there was a diverse mix of attendance at each event (questions included age, gender, ethnicity, religion, sexual orientation, whether they are a regular user of the leisure centre, need for any access arrangements, and whether they consider themselves to have a disability). Postcodes were also requested to allow us to get a sense of geographical spread.

We selected Arts Depot as the location for two of the workshops as it is geographically close to the leisure centre, has good transport links, and is a well-known landmark for local residents. One venue was located slightly further away at a venue managed by Barnet Mencap in Hendon; this location was chosen in order to better involve some of their clients and ensure we captured feedback from those with learning disabilities or autism. The leisure centre was also used as the venue for one of the workshops.

The workshops were provided across the week, at different times and locations (all of which were accessible) to enable inclusive participation from residents. They included two general sessions for local residents (3 and 4 July), one specifically for members of the leisure centre (5 July), and one for young people aged 12-24 (6 July). Feedback from young people was identified as a gap in the previous survey consultation and seen as a priority to address during this round of consultation.

Alongside the Community Conversation workshops, a briefing to Finchley Lido Leisure Centre staff was also provided on 12 July from 3 – 4 pm at the leisure centre. They were identified as an important stakeholder for early engagement that would be beneficial for the staff and residents. The duty managers and SMT were informed about the current engagement and forthcoming consultation in August. This enables them to understand the purpose of the consultation and signpost any members of the public to attend. They were encouraged to communicate that the consultation matters and views shared will not identify individuals and will be considered by the council. The staff feedback was that the lido was universally popular and many members are unsure why it needs to go.

Attendance

Respondents were assigned to a workshop according to residents’ preferred session(s) while working toward achieving a diverse selection of individuals for each group. This included whether they were regular users, their postcodes and protected characteristics (gender, ethnicity, age, sexual orientation, and special needs and/or disabilities).

A total of 159 registrations were received between 24 June and 6 July and 106 residents were invited to the workshops. The workshops were attended by 33 residents. Those not invited to a session were contacted by email once the workshops were completed with information about how to attend a drop-in session and ways to give feedback on the consultation at the next stage.

We had one request to provide a British Sign Language interpreter but despite several attempts, we were unsuccessful in finding an available interpreter due to national strikes. This participant was unable to attend the workshops but in discussions, will complete the online survey over the summer instead.

The following tables capture the equalities data we collected for participants who attended the workshops:

Table 1 - Population demographics for workshop participants

Community Conversation - Workshop attendees		Total across four workshops
Age	12-24	3*
	25-50	8
	51-75	12
	76+	1
	Not provided	8
Gender	Male	17
	Female	15
Ethnicity	White British	17
	Not provided	5
	White Irish	2
	Asian-Indian	5
	Black Caribbean	2
	Asian Persian	1
Religion	Not provided	11
	Christian	10
	Hindu	2

	Sikh	1
	Jewish	4
	Muslim	
	None	4
Sexual Orientation	Not provided	12
	Gay or Lesbian	2
	Straight or heterosexual	18
Disability or SEND	Not provided	7
	Yes	6
	No	19
Regular User	Yes	29
	No	3
Postcode	N12	15
	N2	3
	N3	7
	N10	1
	Not provided	3
	N20	1
	EN5	1
	NW9	1

* One young person did not provide their age

Appendix 2 – Attendance at drop-in events

Residents attending the drop-in sessions were also asked how they would describe their ethnic origin, to provide their post codes (final session only), and whether they were happy to be kept updated as the project progresses. Twenty-five residents did not provide an answer to this question.

Table 2 - Resident ethnic origin

Ethnic origin	Number across 3 sessions
African	3
Arab	1
Arabic (Egypt)	1
Bangladeshi	1
Black	2
British	6
British Asian	4
British Irish	1
Chinese	4
English	1
European	1
French	1
Indian	4
Irish	1
Mixed other	1
Moroccan British	1
North African	1
South Asian	1
Turkish	1
West Indian	1
White	6
White British	31
White mixed	1
White other	1
No response	25

Attendance 30 August by postcode

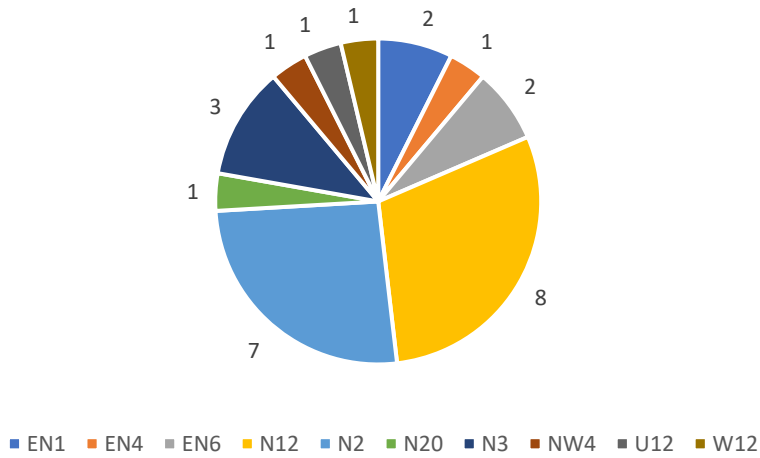


Table 3 – Resident postcodes

Post code	Number of residents
EN1	2
EN4	1
EN6	2
N12	8
N2	7
N20	1
N3	3
NW4	1
U12	1
W12	1

Appendix 3 – Promotion of consultation events and questionnaire

Leaflets and posters

A flyer was produced to provide details about how people could take part in the consultation and provide their views. A total of 3,750 leaflets were distributed between 25th and 28th of July promoting the drop-in consultation events at the Finchley Lido Leisure Centre. Flyers and posters were distributed to shops, restaurants, cafes and other businesses with a street level presence in East Finchley, North Finchley, Finchley Central and West Finchley and the businesses located at Great North Leisure Park.

The flyer and poster also directed people to the Engage Barnet website <http://engagebarnet.gov.uk>. A QR code was included on the flyers and posters to allow people to connect directly to the online survey hosted by Engage Barnet.

Posters were displayed in prominent positions in areas visited by the public in each town centre and at Barnet libraries in the vicinity of the Great North Leisure Park.

The following accepted posters to display in their window or community board:

- Barnet Mencap
- Arts Depot
- East Finchley Library
- Finchley Foodbank at GNLP
- Finchley Church End Library
- Friern Barnet Community Library
- North Finchley Library
- South Friern Library
- Green Man Community Centre
- Mr Trimmer
- Sainsbury's
- Amy's Homewares
- Cup of Joy cafe
- Black Gull Books
- Yasar Halim
- Top's dry cleaners
- Phoenix cinema
- Gurman
- Costa
- Ciao Restaurant
- Kurk Chicken bar
- Style Care
- Phone and Vape
- Piani
- West Finchley Hair Salon
- Finchley computer centre
- News agents
- Local food centre market

Engage Barnet

Engage Barnet is a central platform where all the council's public consultations, including major planning policy or regeneration consultations are published. The Engage Barnet site (www.engage.barnet.gov.uk) provided a dedicated page for the Finchley Lido Leisure Centre consultation. The details of the dates, times, and location for the in-person sessions were included. This page also included the following elements:

- Background on the site and current leisure centre
- How to have your say
- Link to the online survey to give feedback
- Dates and location of the three in-person events held throughout the consultation period allowing members of the community to drop in to view the exhibition boards, ask questions and provide feedback.
- Frequently Asked Questions (FAQs) document
- Link to the previous public engagement undertaken by the council to understand users' experience and gauge the public's views on a potential refurbishment, redevelopment, or relocation of the existing Finchley Lido Leisure Centre to North Finchley Town Centre.
- Contact details for the lead officer at the council for questions and queries

Council e-newsletters

The consultation was promoted in council e-newsletters to residents such as Barnet VCFSE Environmental Network and weekly inclusion in the Barnet First e-newsletter.



The image shows a screenshot of an e-newsletter article. At the top, there is a header with the text 'FINCHLEY LIDO LEISURE CENTRE' and a graphic with icons representing various leisure activities. Below the header, the article title is 'Finchley Lido Leisure Centre consultation'. The main text discusses the current state of the centre, the council's plans for a new facility, and the need for public consultation. It includes a call to action to complete a survey by Friday 8 September. At the bottom, there are logos for 'barnetfirst' and 'BARNET LONDON BOROUGH', along with contact information for feedback on the newsletter.

FINCHLEY LIDO LEISURE CENTRE

HAVE YOUR SAY WITH ENGAGE BARNET

Finchley Lido Leisure Centre consultation

Finchley Lido Leisure Centre, located at Great North Leisure Park (GNLP) 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 full family friendly and inclusive experience.

Earlier this year, we undertook public engagement to understand users' experience and gauge the public's views on a potential refurbishment, redevelopment, or relocation possibility of the existing Finchley Lido Leisure Centre to North Finchley Town Centre.

After considering the engagement findings, we have decided that the leisure centre will be replaced on the site of the GNLP and to help shape the mix of facilities to be included on the site we are undertaking the next phase of community consultation.

We welcome views from all our residents, as well as people who study, work, visit or have a business in the borough. We also welcome feedback from local organisations and community groups.

Please [complete the survey](#) by Friday 8 September

Caring for people, our places and the planet

barnetfirst
eNewsletter

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If you have any feedback on the Barnet First eNewsletter,
please email: barnet.first@barnet.gov.uk

Appendix 4 – Community Conversation session outline

The Community Conversations were designed to encourage and stimulate dialogue and discussion among residents and be inclusive. The session was therefore a mix of both listening, reading, and talking, aided by the use of visual images. Throughout the session they were asked to consider different user groups and any protected characteristics and how this might influence views about the facilities for the new leisure centre.

The sessions had three key parts.

1. Introduction and the new location of the new leisure centre

The introductory section set the context and give background to the consultation, including a brief overview of the previous engagement and consultation, Regal's acquisition of the GNLP site and plans for residential development, and the connection to North Finchley area development. We emphasised that the focus of the workshops would be on the mix of facilities for the leisure centre and resident priorities for these.

The location map within the Finchley area was shared and questions were posed to participants about the following:

- How they would describe the area around the leisure centre
- What they like or value about it
- Why some residents say they no longer or have never used the leisure centre
- Their vision for the new leisure centre

A site location map was then shared with residents, locating the proposed new leisure centre at the front of the site next to the A1000. They were asked questions including:

- Whether the location of the new centre at the front of the site provides improved access, experience and visibility
- Whether this would change their use of the leisure centre
- Any points about why you would use it more or less?

0. Facility mix for the new leisure centre

The second half of the workshop involved a visual card sort exercise looking at what facilities could be provided in the leisure centre to make the most of the opportunity to design a new leisure centre and explored residents' ideas beyond the information gathered from the previous consultation.

Participants were asked to prioritise the uses that are most important to them within each category – outdoor water, indoor water, health and fitness, spa, studio(s), soft play/adventure zone, and other community facilities such as a café, social area or multi-functional space. We asked participants to rank the cards in order by 'must have', 'nice to have', and 'don't need'.

The workshops also explored questions around outdoor space. These questions covered whether they used the existing outdoor facilities, their views about enhancing the internal offer v outside offer, and how important it is that outdoor water facilities are located next to the leisure centre.

0. Priorities for the new leisure centre

The next section of the workshops asked participants to choose their top 8 facilities and rank these in order.

They were then asked to indicate by a show of hand, when visiting the leisure centre, would they:

- . Only come to the leisure centre
- . Use the leisure centre and other spaces on the development (shops, restaurants, public spaces)
- . Use the leisure centre and the Glebelands park area
- . Use all the local spaces as well as the leisure centre

Participants were encouraged to leave feedback or questions on post-it notes (none were received). They were informed of the next steps of the consultation activities and opportunities to give feedback over the summer.

FINCHLEY LIDO LEISURE CENTRE PUBLIC CONSULTATION

SUMMER 2023



WHY WE ARE CONSULTING NOW

Earlier this year, Barnet Council undertook an initial public engagement to understand users' experience and gauge the public's views on a potential refurbishment, redevelopment, or relocation of the existing Finchley Lido Leisure Centre.



YOU SAID

Over 1,200 respondents (64%) said 'I would like a refurbished or a new leisure centre to remain at its current location within Great North Leisure Park'.

Over 1,400 (77%) strongly or tended to agree with the statement 'I would be encouraged to use the leisure centre' if the facility was refurbished or redeveloped'.

Barnet Council have committed that a new leisure centre will be built on the site of the Great North Leisure Park. Mobilise Public are supporting the London Borough of Barnet on the next phase of community consultation to help shape the mix of indoor and outdoor facilities that might be included.

The lease for the Great North Leisure Park has been bought by Regal London who are bringing forward plans for a mixed-use residential development on the site and are also consulting on this during the summer. The outputs of both consultations will feed into a detailed design process both for the future leisure centre and its setting within the masterplan for the wider Great North Leisure Park.

Images are for illustrative purposes only

PROJECT TIMELINE

SUMMER 2023

Barnet second consultation on leisure centre
Regal London consultation round 1 on Great North Leisure Park

AUTUMN 2023

Scope of new leisure centre agreed by Barnet Council
Regal London consultation rounds 2 & 3 on emerging masterplan for Great North Leisure Park

WINTER 2023

Design development for a new leisure centre with key stakeholders

SPRING 2024

Regal London submit planning application for Great North Leisure Park

2025

Commencement of construction programme

SUMMER 2027

New Leisure Centre opens (and existing leisure centre closes)

MORE INFORMATION

If you want to find out more about this consultation you can contact:

Mobilise Public
hello@mobilise.org
020 8090 4613

If you want to find out more about Regal London's consultation about the future of Great North Leisure Park you can contact:

info@gnlp-consultation.co.uk
0800 148 8911

engage.barnet.gov.uk

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FINCHLEY LIDO LEISURE CENTRE PUBLIC CONSULTATION

SUMMER 2023



PROPOSED LOCATION



Regal London is developing a masterplan for the future of the Great North Leisure Park as a residential led mixed use development with a leisure centre at the heart, new public realm spaces and some mixed uses for the local community.

The proposed location of the new leisure centre will be at the front of the development next to the High Road, the A1000. This will:

- Improve the leisure centre's visibility, creating a clear visual presence to the wider community from the main road
- Enable Regal London to deliver a leisure centre in the early phase of the development
- Help with practical residential and development logistics
- Enables the existing facility to remain open and accessible until a new facility has been built

We are interested in your views:

What most attracts you to use the existing leisure centre?

Would the location of the leisure centre at the front of the site improve your experience of the leisure centre?

The proposed development seeks to improve access to Glebelands Open Space (for example, improved walking route), would this impact your experience when visiting the leisure centre?

Will the proposed change to a residential area with public spaces and other amenities to serve the local community, change how frequently you use the leisure centre?

Map is for illustrative purposes only

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FINCHLEY LIDO LEISURE CENTRE PUBLIC CONSULTATION

SUMMER 2023



INDOOR WATER FACILITIES



YOU SAID

Over 1,500 respondents (69.5%) said they use the swimming pool on most visits with another 345 (23.3%) said they use it occasionally.

Over 500 respondents (41.2%) said they use the leisure pool (children's pool, water features and wave machine) on most visits, and 386 (30.2%) said they use it occasionally.

Of the 2,222 respondents, the top five facilities that were most important to include within the new leisure centre were:

- 91.3% selected swimming pool (25m main pool)
- 41.9% selected learner pool
- 51% selected leisure water (water features)

Thinking about the new leisure centre and its possible future options:

Which of the following are most important to you when it comes to indoor water facilities?



SWIMMING POOL

Six lane
• 25 metre



A LEARNER POOL



LEISURE WATER

What do you want to use the new indoor water facilities for?

- Lane swimming
- Swimming classes
- Aquatic classes
- School, clubs and group uses
- Specific user group sessions (e.g., gendered sessions)
- Interactive water fun

Is it important to you that non-swimmers (e.g., parents, carers) are able to view the swimming areas?

Thinking about the diversity of users, are there any specific considerations for the indoor water facilities?

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FINCHLEY LIDO LEISURE CENTRE PUBLIC CONSULTATION

SUMMER 2023



INDOOR SPA FACILITIES



YOU SAID

198 (15.6%) said they use the sauna on most visits and 300 (23.6%) said they use it occasionally.

Of the 2,222 respondents, the top five facilities that were most important to include within the new leisure centre, 966 (43.5%) selected 'Thermal Spa (such as steam or sauna)'.

Thinking about the new leisure centre and its possible future options:

Which of the following facilities are most important to you for an indoor spa?

Would you prioritise spa facilities for the new leisure centre?

Thinking about the diversity of users, are there any specific considerations for the spa facilities?



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FINCHLEY LIDO LEISURE CENTRE PUBLIC CONSULTATION

SUMMER 2023



OUTDOOR WATER FACILITIES



YOU SAID

163 (12.6%) said they use the lido (seasonal outdoor pool) on most visits to the leisure centre and 678 (52.5%) said they use it occasionally.

25 respondents explained they never use the outdoor pool due to its limited opening times.

15 complained that the lido is too cold, too small and not fit for purpose.

Some complained they had never been able to book a slot for the lido as when it is open it gets overcrowded.

Thinking about the new leisure centre and its possible future options:

When it comes to outdoor water facilities, what types of facilities are of most interest to you?



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How important is it to you that outdoor facilities are provided within the building/land belonging to the new leisure centre (rather than within the wider public areas of the redevelopment, for example, next to Glebelands Open Space)?

Which is more important to you - the size and facilities available in the leisure centre or the option of outdoor water facilities alongside the leisure centre?

Thinking about the diversity of users, are there any specific considerations for outdoor water facilities?

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FINCHLEY LIDO LEISURE CENTRE PUBLIC CONSULTATION

SUMMER 2023



GYM FACILITIES



YOU SAID

354 (26.5%) said they use the health and fitness suite (gym with cardiovascular and weights equipment) on most visits and 318 (23.8%) said they use it occasionally.

121 respondents (9.8%) said they use the cycling suite (in the gym) on most visits and 216 (17.5%)

Of the 2,222 respondents, the top five facilities that were most important to include within the new leisure centre, 1,213 (54.6%) selected 'Health and Fitness Suite'.

Thinking about the new leisure centre and its possible future options:

When it comes to indoor gym facilities, what are your priorities?



CARDIO AREA

E.g., treadmill, rower, cross trainers etc.



RESISTANCE AREA

Machinery to help you improve your strength that is adjustable such as chest press, leg extension



STRENGTH AREA

Such as benches, squatracks, platforms etc.



FUNCTIONAL AREA

E.g., equipment that works all muscles giving you an all-round functional training experience - medicine balls, punchbags etc.

Thinking about the diversity of users, are there any specific considerations for the gym facilities?

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FINCHLEY LIDO LEISURE CENTRE PUBLIC CONSULTATION

SUMMER 2023



CLASSROOM/STUDIO FACILITIES



YOU SAID

197 (15.6%) said they use the studio on most visits and 300 (23.6%) said they use it occasionally.

24 respondents suggested that the range of classes was not wide enough, or times were inconvenient, and some complained they had tried to book but classes were always full.

Of the 2,222 respondents, the top five facilities that were most important to include within the new leisure centre, 891 (40.1%) selected 'studios (group exercise and static cycling)'.

Thinking about the new leisure centre and its possible future options:

There will be a studio provided in the new leisure centre for classes. Which types of classes will you be most likely to use in the new leisure centre?

Thinking about the diversity of users, are there any specific considerations for classroom/studio facilities?



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FINCHLEY LIDO LEISURE CENTRE PUBLIC CONSULTATION

SUMMER 2023



CHILDREN AND YOUNG PEOPLE'S FACILITIES



We are considering facilities for children and young people that the community might like to use as part of their visits to the new leisure centre:

How important are the following possible uses for you?

Thinking about the diversity of users, are there any specific considerations for children and young people's facilities in the leisure centre?



SOFT PLAY

A range of colourful, interesting and stimulating equipment for (pre-school and early years age groups)



ADVENTURE PLAY

Facilities for primary and secondary school age groups such as a climbing wall



OTHER?

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FINCHLEY LIDO LEISURE CENTRE PUBLIC CONSULTATION

SUMMER 2023



COMMUNITY FACILITIES



We are considering other facilities that the community might like to use as part of their visits to the new leisure centre:

How important are the following possible uses for you?

Thinking about the diversity of users, are there any specific considerations for community facilities in the leisure centre?



CAFÉ



SOCIAL AREAS



SHARED WORK SPACES



MULTI-FUNCTIONAL SPACE

E.g., for party rooms, meetings, workshops



OTHER?

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Appendix 6 – Consultation flyer

**DELIVERING FOR BARNET
FINCHLEY LIDO
LEISURE CENTRE**

**PUBLIC
CONSULTATION**
SUMMER
2023

HELP SHAPE A NEW LEISURE CENTRE FOR FINCHLEY

GET INVOLVED

What would you like the mix of facilities for the new leisure centre at Great North Leisure Park to be?

Join us at the upcoming drop-in consultation sessions

Thursday 3 August from 1–4pm	Finchley Lido Leisure Centre
Saturday 12 August from 11am–2pm	Great North Leisure Park
Wednesday 30 August from 4–7pm	Finchley N12 0GL

Find out more on the Engage Barnet website and complete the online consultation form

engage.barnet.gov.uk

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Side 1 of flyer and poster

FINCHLEY LIDO LEISURE CENTRE PUBLIC CONSULTATION

SUMMER 2023



DELIVERING FOR BARNET
FINCHLEY LIDO
LEISURE CENTRE

We want to hear your views to help us shape a new leisure centre that works for everyone

The council has listened to the community's feedback and it has been decided that Finchley Lido Leisure Centre will be replaced on the site of the Great North Leisure Park.

HAVE YOUR SAY on the mix of facilities to be included as part of a replacement leisure facility.

Complete the online consultation form by
8 September 2023



engage.barnet.gov.uk

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Side 2 of flyer

Appendix 7 – Online Survey Question 8

Table 4 – Resident preferences for potential facilities

In consideration of the same list, please rank below the facilities which are the most important to you (from 1 for the most important and to 13 the least important either by changing the number or moving the option up or down)																										
	1		2		3		4		5		6		7		8		9		10		11		12		13	
Learn er pool	16.1 9%	4 5	16.9 1%	4 7	10.0 7%	2 8	10.0 7%	2 8	9.35 %	2 6	5.76 %	1 6	5.40 %	1 5	7.91 %	2 2	4.32 %	1 2	5.40 %	1 5	2.88 %	8	1.08 %	3	4.68 %	1 3
Swim ming Pool	49.4 8%	1 4 3	21.4 5%	6 2	10.0 3%	2 9	4.15 %	1 2	3.81 %	1 1	4.15 %	1 2	2.08 %	6	1.38 %	4	2.42 %	7	0.00 %	0	0.35 %	1	0.69 %	2	0.00 %	0
Leisur e Water	13.1 9%	3 6	16.4 8%	4 5	16.8 5%	4 6	12.8 2%	3 5	6.59 %	1 8	6.23 %	1 7	6.59 %	1 8	5.13 %	1 4	6.96 %	1 9	2.56 %	7	2.56 %	7	2.56 %	7	1.47 %	4
Outdo or Pool	5.73 %	1 6	9.32 %	2 6	10.3 9%	2 9	11.8 3%	3 3	13.2 6%	3 7	10.3 9%	2 9	5.38 %	1 5	5.38 %	1 5	7.17 %	2 0	5.73 %	1 6	3.58 %	1 0	3.94 %	1 1	7.89 %	2 2
Outdo or intera ctive water play	1.09 %	3	6.20 %	1 7	6.93 %	1 9	9.49 %	2 6	14.9 6%	4 1	7.66 %	2 1	8.76 %	2 4	8.03 %	2 2	9.85 %	2 7	11.6 8%	3 2	6.57 %	1 8	5.47 %	1 5	3.28 %	9
Outdo or recrea tion	0.00 %	0	0.72 %	2	5.73 %	1 6	5.38 %	1 5	7.53 %	2 1	17.9 2%	5 0	12.9 0%	3 6	12.5 4%	3 5	12.5 4%	3 5	8.24 %	2 3	7.89 %	2 2	5.02 %	1 4	3.58 %	1 0
Health and	9.54 %	2 7	12.0 1%	3 4	11.3 1%	3 2	6.36 %	1 8	8.83 %	2 5	10.9 5%	3 1	8.13 %	2 3	6.71 %	1 9	10.6 0%	3 0	4.24 %	1 2	5.30 %	1 5	4.24 %	1 2	1.77 %	5

In consideration of the same list, please rank below the facilities which are the most important to you (from 1 for the most important and to 13 the least important either by changing the number or moving the option up or down)																										
	1		2		3		4		5		6		7		8		9		10		11		12		13	
Fitness gym																										
Spa facilities	2.14 %	6	8.19 %	2 3	8.19 %	2 3	10.6 8%	3 0	9.25 %	2 6	4.27 %	1 2	8.90 %	2 5	11.3 9%	3 2	8.54 %	2 4	5.69 %	1 6	5.34 %	1 5	8.19 %	2 3	9.25 %	2 6
Studio space	3.89 %	1 1	6.71 %	1 9	8.83 %	2 5	8.13 %	2 3	8.48 %	2 4	7.42 %	2 1	9.89 %	2 8	6.36 %	1 8	12.7 2%	3 6	9.89 %	2 8	9.54 %	2 7	6.01 %	1 7	2.12 %	6
Soft play	0.36 %	1	0.73 %	2	3.65 %	1 0	4.01 %	1 1	4.01 %	1 1	2.92 %	8	5.84 %	1 6	8.03 %	2 2	6.93 %	1 9	21.5 3%	5 9	18.6 1%	5 1	13.5 0%	3 7	9.85 %	2 7
Adventure Play	0.00 %	0	0.36 %	1	4.71 %	1 3	9.06 %	2 5	5.07 %	1 4	7.25 %	2 0	7.25 %	2 0	7.97 %	2 2	5.07 %	1 4	8.70 %	2 4	19.2 0%	5 3	17.7 5%	4 9	7.61 %	2 1
Indoor cafe with a seated area	0.69 %	2	2.78 %	8	5.90 %	1 7	9.03 %	2 6	7.64 %	2 2	10.4 2%	3 0	13.1 9%	3 8	11.8 1%	3 4	5.56 %	1 6	6.60 %	1 9	6.94 %	2 0	15.9 7%	4 6	3.47 %	1 0
Multi-functional space	1.44 %	4	1.44 %	4	0.72 %	2	1.08 %	3	3.25 %	9	4.33 %	1 2	4.69 %	1 3	5.78 %	1 6	4.69 %	1 3	7.94 %	2 2	8.66 %	2 4	13.0 0%	3 6	42.9 6%	1 9
																						Answered	296			
																						Skipped	87			

Appendix 8 – Online survey question 17 on location of other outdoor swimming facilities

Table 5 – Full list of other outdoor facilities that residents reportedly use

Responses
The Serpentine Lido
Park Road
Park Lane, Arnos Grove Parliament Hill
Hampstead Ponds
Sea swimming, Oasis in Camden, ponds at Hampstead,
Park Road Leisure Centre
Park Road Lido
Parliament Hill Paddling Pool
Pools in other cities in UK and EU
Cologne Germany
Parliament Hill Lido
Beaches
Cophthall
Around England
Southgate, Aspire
Barnet Cophthall
Oasis Sport Centre
Pool
Finchley lido
Hampstead Heath Ladies Pond
Hampstead Ponds
Oasis (central london) plus intending to try london fields
I have done so previously kids love it
Hampstead
Hampstead ponds
King’s Cross main area
Park road pool
Sea
Hampstead Heath
Crouch End (park road), Parliament Hill
Cassiobury Park, Willen Lake, Verulamium Park
Barnet Cophthall.
Primrose Hill
Mill Hill Virgin
David Lloyd
Crouch End Lido
Hampstead ponds
Hampstead ponds, Parliament Hill Fields Lido, Park Road

Responses
Parliament Hill Lido
Ware Lido
Parliament Hill Lido
Women's Pond Hampstead Heath
Clissold Park, Gospel Oak Lido
Finsbury Park, Clissold park, London Fields Lido, Parliament hill
Better Lido in Hillingdon leisure centre very nice.
Hampsted Ponds, Parliament Hill lido
Park Road Leisure Centre
Hampstead
Haringey
Park Road pool
West Reservoir Centre in Hackney (Better Leisure).
Across all the London Borough's
Hampstead Ladies Pond
Any and all London outdoor swimming options (ponds, docks, lidos, reservoir)
West Reservoir, London, ATW Merchant Taylor's swimming Moor Park, Denham Lake swimming private club
Oasis, Camden
South of France
David Lloyd club
New Barnet Leisure centre, Waltham Forrest and Parliament Hill Lido
Hampstead ponds
New Barnet
Finchley Lido
Parliament Hill Fields Lido
Hampstead heath ponds, lido at Gospel Oak
David Lloyd
Germany
Oasis, London Fields Lido
Hampstead ponds, David Lloyd
Parliament Hill lido, Park Road Lido
Stanborough lakes splash pad
Hampstead Heath. I don't understand why no option is given for a heated outdoor swimming pool available all year round, like London Fields Lido. I'd definitely use that...
Hampstead Ponds
Parliament Hill Lido, Hampstead Ponds, London Fields Lido
The Hampstead ponds
Brixton lido, St Albans and beaches

Responses
Park Road lido
The sea (outside London)
Hitchin
Park Road Lido, Crouch End
Mostly seaside
Hampstead
Hampstead heath
Finchley Lido center
Germany
Lido near Hove and Reading, splash parks x2 in Watford
Hampstead
Crouch end
Camden swimming pools
Hampstead Heath
Hampstead Heath Ponds, Oasis Leisure Centre Camden
Splash pads and paddling at Cassiobury park in Watford
David Lloyd

Appendix 9: Equalities monitoring responses

Question 18: Are you responding as: (Please tick one option only)

Table 6 – who responded to the survey

Answer Choices	Responses	
A Barnet resident	93.33%	168
A person who works in the London Borough of Barnet area	2.22%	4
A Barnet resident and a business	1.67%	3
Other (please specify)	1.67%	3
A Barnet business	0.56%	1
Representing a public-sector organisation	0.56%	1
Representing a voluntary / community organisation	0.00%	0

Question 19: Please specify the type of stakeholders or residents your community group or voluntary organisation represents: (Please write in your answer)

One respondent replied “Test”.

Question 20: Please specify the type of public sector organisation you are representing: (Please write in your answer)

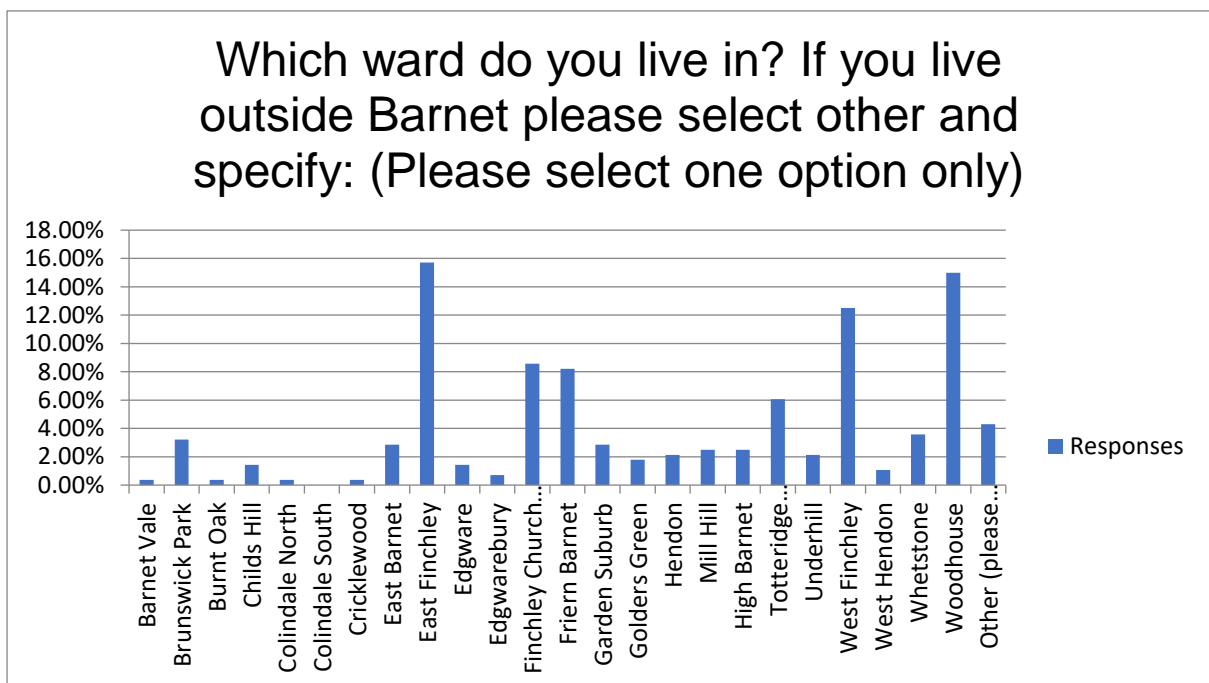
One respondent replied: “Accounting firm”.

Question 21: Which ward do you live in? If you live outside Barnet please select other and specify: (Please select one option only)

Table 7 – What wards respondents are from

Answer Choices	Responses	
Barnet Vale	0.36%	1
Brunswick Park	3.21%	9
Burnt Oak	0.36%	1
Childs Hill	1.43%	4
Colindale North	0.36%	1
Colindale South	0.00%	0
Cricklewood	0.36%	1
East Barnet	2.86%	8
East Finchley	15.71%	44
Edgware	1.43%	4
Edgwarebury	0.71%	2
Finchley Church End	8.57%	24
Friern Barnet	8.21%	23
Garden Suburb	2.86%	8

Answer Choices	Responses	
Golders Green	1.79%	5
Hendon	2.14%	6
Mill Hill	2.50%	7
High Barnet	2.50%	7
Totteridge Woodside	6.07%	17
Underhill	2.14%	6
West Finchley	12.50%	35
West Hendon	1.07%	3
Whetstone	3.57%	10
Woodhouse	15.00%	42
Other (please specify)	4.29%	12
	Answered	280
	Skipped	103

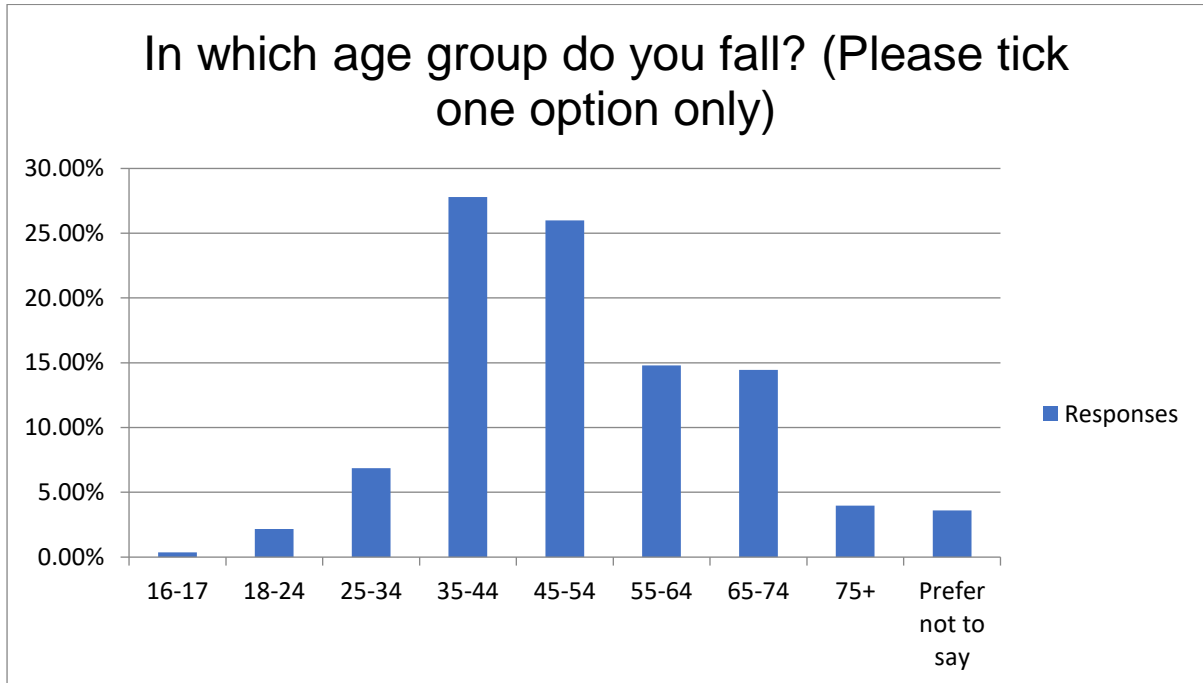


Question 22: In which age group do you fall? (Please tick one option only)

Table 8 – Age of respondents

Answer Choices	Responses	
16-17	0.36%	1
18-24	2.17%	6
25-34	6.86%	19
35-44	27.80%	77
45-54	25.99%	72
55-64	14.80%	41
65-74	14.44%	40
75+	3.97%	11

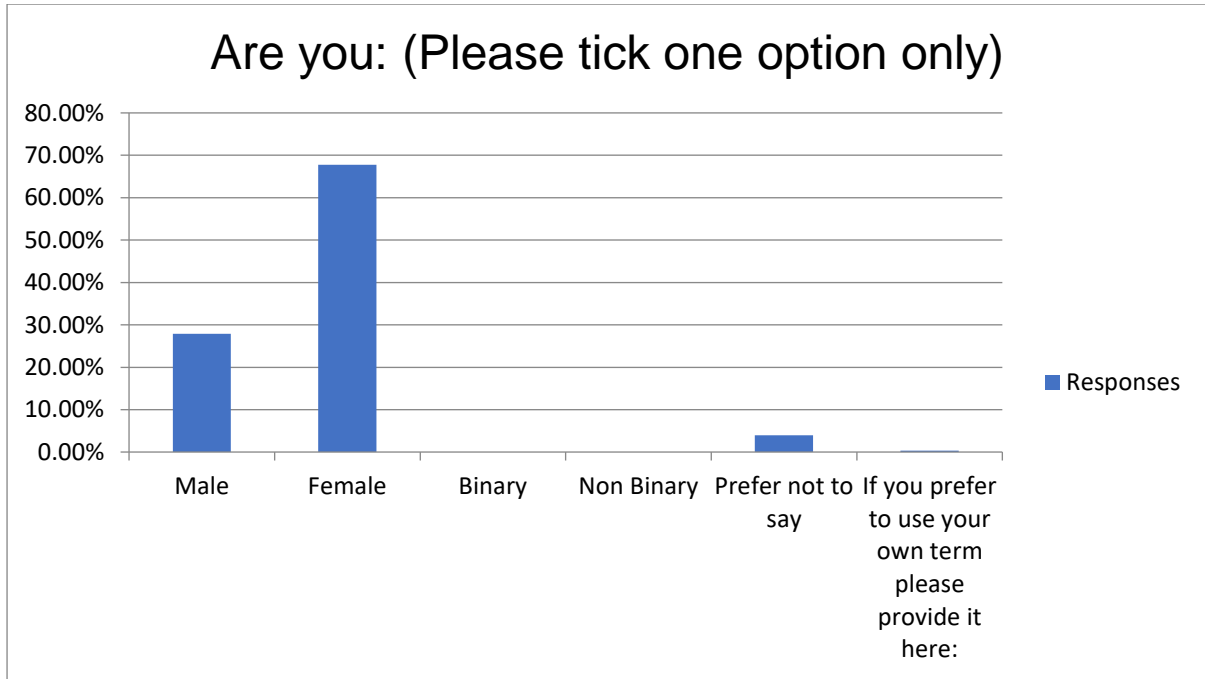
Answer Choices	Responses	
Prefer not to say	3.61%	10
	Answered	277
	Skipped	106



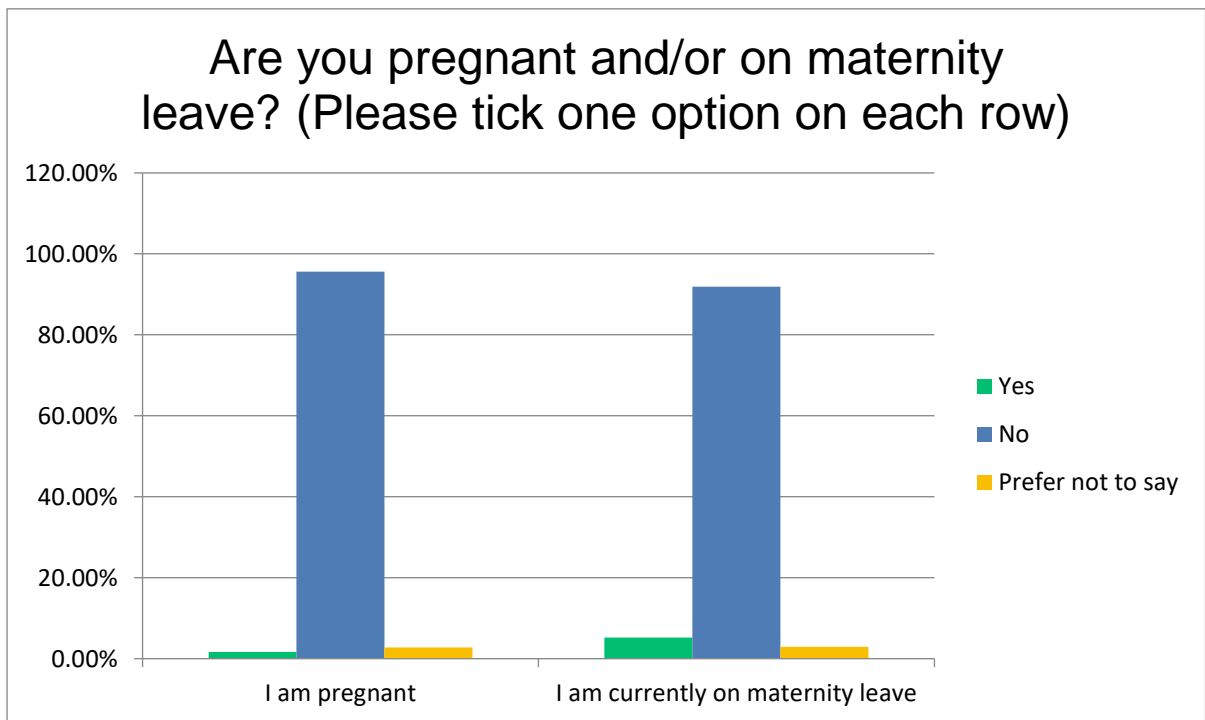
Question 23: Are you: (Please tick one option only)

Table 9 – Gender of respondents

Answer Choices	Responses	
Male	27.90%	77
Female	67.75%	187
Binary	0.00%	0
Non Binary	0.00%	0
Prefer not to say	3.99%	11
If you prefer to use your own term please provide it here:	0.36%	1
	Answered	276
	Skipped	107



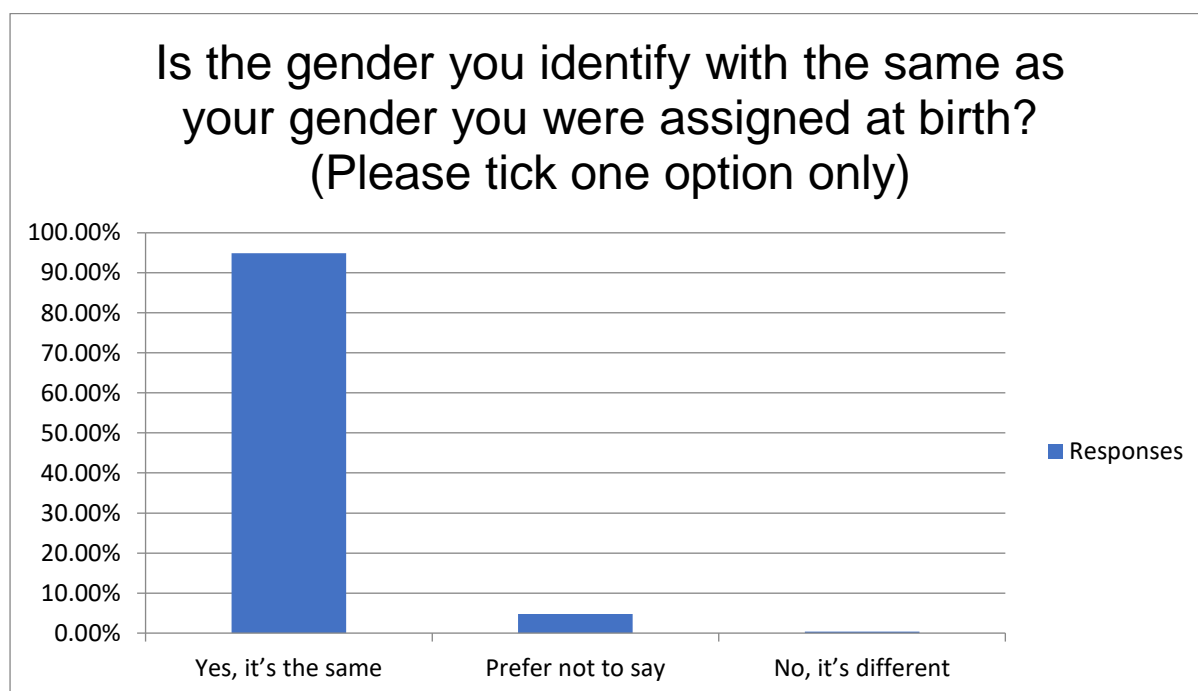
Question 24: Are you pregnant and/or on maternity leave? (Please tick one option on each row)



Question 25: Is the gender you identify with the same as your gender you were assigned at birth? (Please tick one option only)

Table 10 – Gender identity of respondents

Answer Choices	Responses	
Yes, it's the same	94.89%	260
Prefer not to say	4.74%	13
No, it's different	0.36%	1
	Answered	274
	Skipped	109



Question 26: If you answered no, please enter your gender identity: (Please type in your answer)

One person answered this question “I can’t answer question 23 as my sex was observed female at birth.”

Question 27: What is your ethnic group?

Table 11 – Ethnicity of respondents

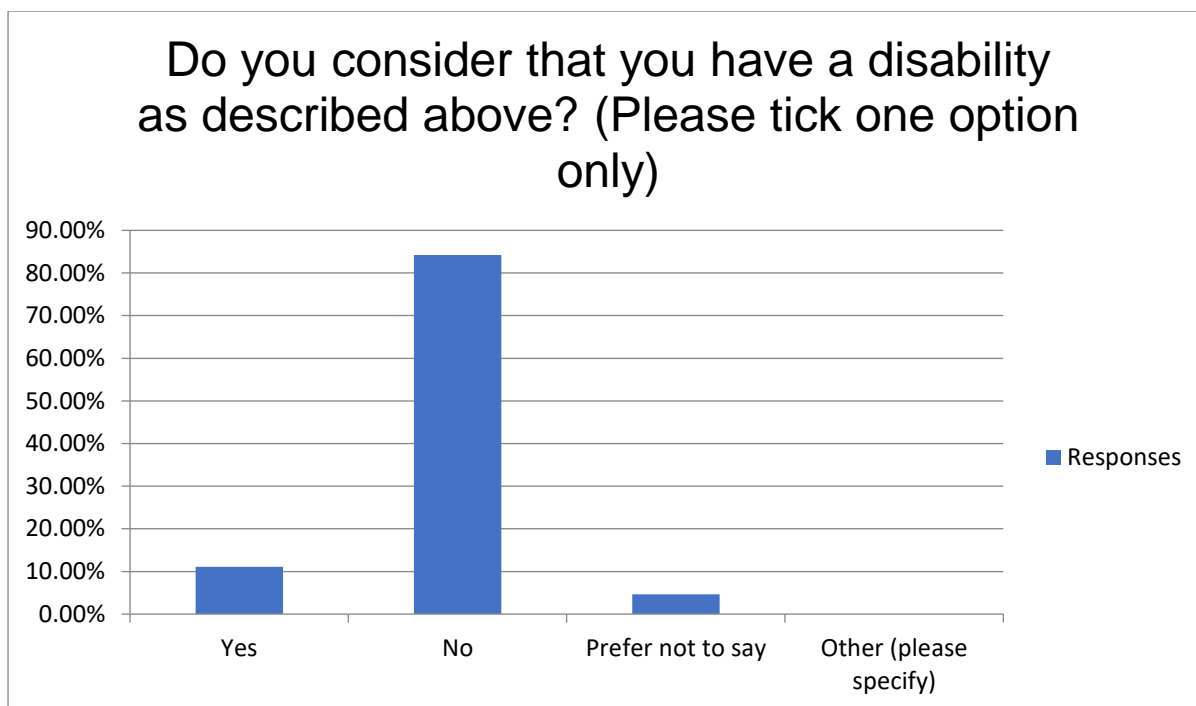
Answer Choices	Responses	
Asian - Bangladeshi	0.36%	1
Asian - Chinese	1.46%	4
Asian - Indian	5.84%	16
Asian - Pakistani	1.46%	4
Any other Asian background (please specify below)	0.00%	0
Black - African	0.73%	2

Answer Choices	Responses	
Black - British	0.73%	2
Black - Caribbean	1.46%	4
Any other Black / African / Caribbean background (please specify below)	0.36%	1
Mixed - White and Asian	1.09%	3
Mixed - White and Black African	0.73%	2
Mixed - White and Black Caribbean	0.73%	2
Mixed - any other Mixed / Multiple ethnic background (please specify below)	1.09%	3
White - British	48.54%	133
White - Greek / Greek Cypriot	0.73%	2
White - Gypsy or Irish Traveller	0.00%	0
White - Irish	4.01%	11
White - Turkish / Turkish Cypriot	1.09%	3
White - any other	14.60%	40
Prefer not to say	10.95%	30
Any other ethnic group (please specify)	4.01%	11
	Answered	274
	Skipped	109

Question 28: Do you consider that you have a disability as described above? (Please tick one option only)

Table 12 – Respondents with a disability

Answer Choices	Responses	
Yes	11.11%	31
No	84.23%	235
Prefer not to say	4.66%	13
Other (please specify)	0.00%	0
	Answered	279
	Skipped	104



Question 29: Please select the definition/s from the list below that best describes your disability/disabilities: (Please tick all that apply)

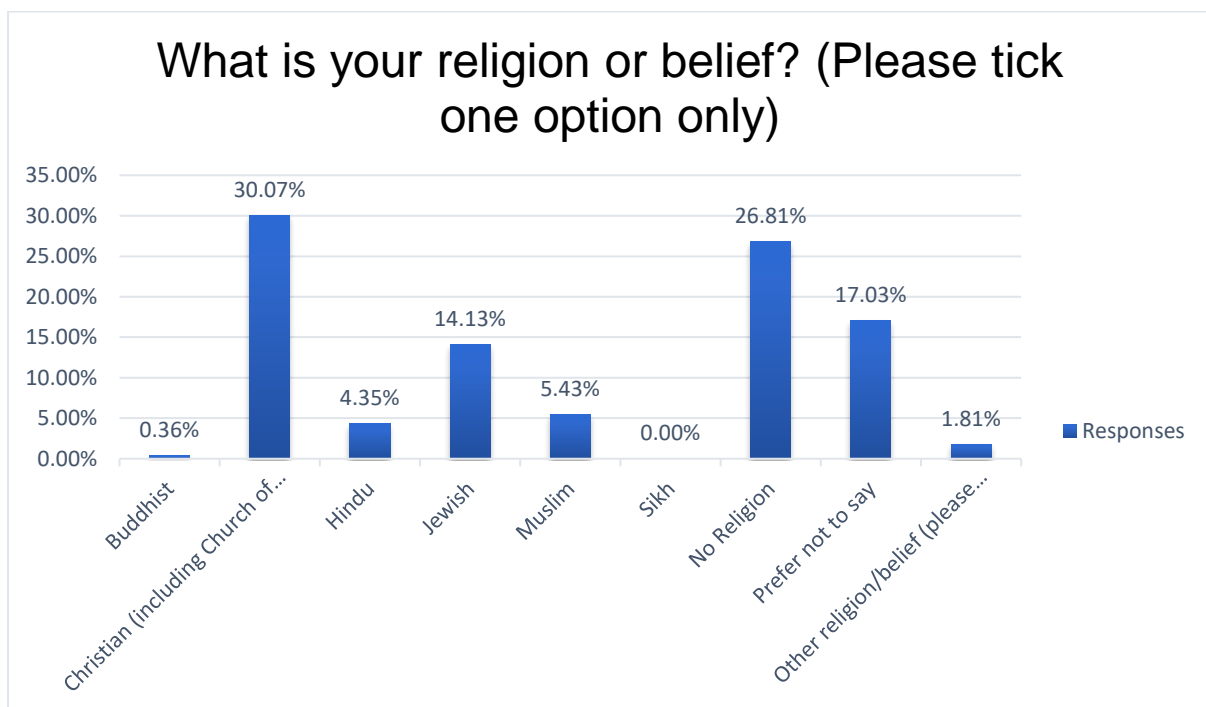
Table 13 – Disability descriptions

Answer Choices	Responses	
Hearing (such as deaf, partially deaf or hard of hearing)	10.00%	3
Vision (such as blind or fractional/partial sight. Does not include people whose visual problems can be corrected by glasses/contact lenses)	6.67%	2
Speech (such as impairments that can cause communication problems)	3.33%	1
Mobility (such as wheelchair user, artificial lower limb(s), walking aids, rheumatism or arthritis)	36.67%	11
Physical co-ordination (such as manual dexterity, muscular control, cerebral palsy)	13.33%	4
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)	53.33%	16
Severe disfigurement	0.00%	0
Learning difficulties (such as dyslexia)	26.67%	8
Mental illness (substantial and lasting more than a year, such as severe depression or psychosis)	16.67%	5
Prefer not to say	6.67%	2
Other (please specify)	13.33%	4
	Answered	30
	Skipped	353

Question 30: What is your religion or belief (tick one option only)

Table 14 – Religion and beliefs of respondents

Answer Choices	Responses	
Buddhist	0.36%	1
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	30.07%	83
Hindu	4.35%	12
Jewish	14.13%	39
Muslim	5.43%	15
Sikh	0.00%	0
No Religion	26.81%	74
Prefer not to say	17.03%	47
Other religion/belief (please specify)	1.81%	5
	Answered	276
	Skipped	107

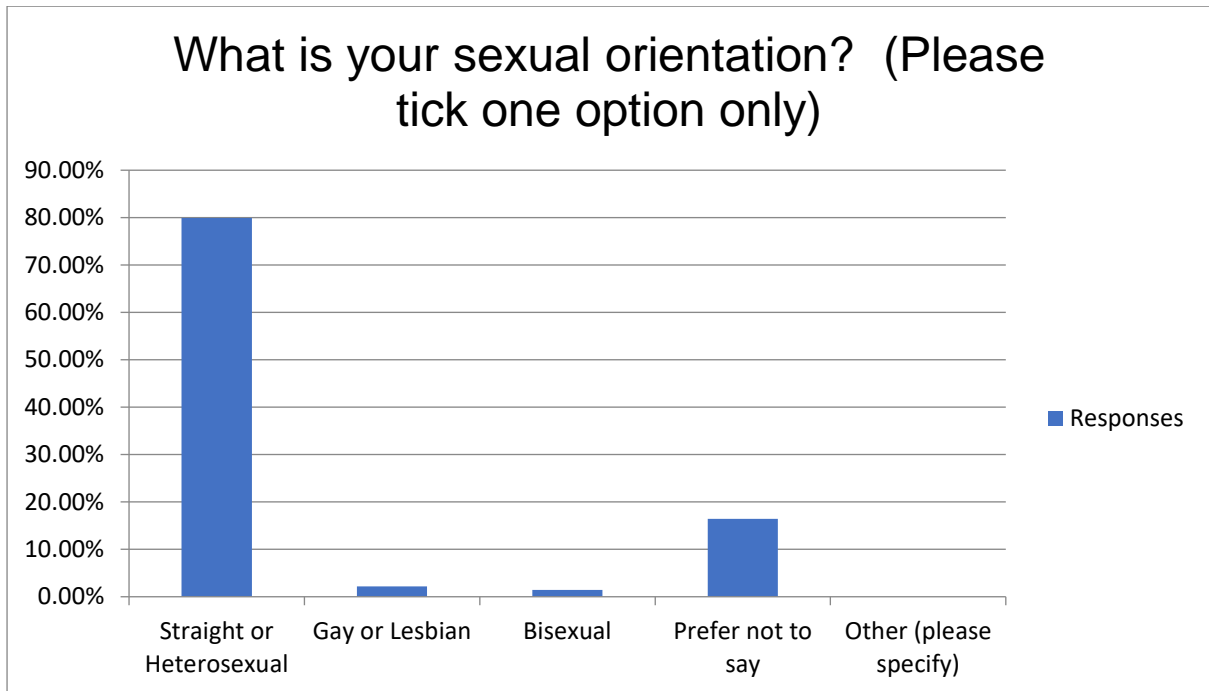


Question 31: What is your sexual orientation? (Please tick one option only)

Table 15 – Respondents' sexual orientation

Answer Choices	Responses	
Straight or Heterosexual	79.93%	219
Gay or Lesbian	2.19%	6
Bisexual	1.46%	4

Answer Choices	Responses	
Prefer not to say	16.42%	45
Other (please specify)	0.00%	0
	Answered	274
	Skipped	109



Question 32: What is your legal marital or registered civil partnership status? (Please tick one option only)

Table 16 – Respondents’ legal marital or civil partnership status

Answer Choices	Responses	
Never married and never registered a civil partnership	15.81%	43
Married	59.56%	162
In a registered civil partnership	1.47%	4
Separated, but still legally married	1.47%	4
Separated, but still legally in a civil partnership	0.00%	0
Divorced	4.78%	13
Formerly in a civil partnership which is now legally dissolved	0.00%	0
Widowed	1.84%	5
Surviving partner from a registered civil partnership	0.00%	0
Prefer not to say	15.07%	41
	Answered	272
	Skipped	111

What is your legal marital or registered civil partnership status?

