

Facility:

Good morning / afternoon, we are conducting research on behalf of Harrow Council and would be grateful if you could spare 5 minutes to answer a few questions about your use of this facility today. Your answers will be treated in the strictest confidence and the research findings will help contribute towards the development of Council services in the future.

Q1. What sport or exercise activities have you taken part in at this facility today?

IF SPECTATING ONLY, WRITE 'SPECTATOR'

1. _____
2. _____
3. _____
4. _____

Q2. Do you own a 'Harrow Leisure Card'?

No ₀

Yes ₁

Q3. Thinking about today and other similar occasions when you visit sports facilities to take part in your main activity, how important would each of the following aspects be to the overall rating of your visit?

PLEASE MARK ONE BOX FOR EACH STATEMENT

	Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant	Don't know / not applicable
ACCESSIBILITY						
Availability of activities at convenient times	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
AVAILABILITY OF FACILITIES						
Availability of car parking on site	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Availability of crèche facilities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Availability of food / drink	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Availability of up-to-date equipment	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
The range of activities on offer	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
CLEANLINESS						
Cleanliness of reception area	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Cleanliness of changing rooms	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Cleanliness of café / bar area	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
STAFFING						
Helpfulness of reception staff	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Helpfulness of coaching staff	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Friendliness of staff generally	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
VALUE FOR MONEY						
Value for money of sporting activities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Value for money of food / drink	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Value for money of other activities / services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Value for money overall	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉

Q4. How satisfied are you with each of these aspects of your visit to this facility today?

PLEASE MARK ONE BOX FOR EACH STATEMENT

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not used / not applicable
ACCESSIBILITY						
Availability of activities at convenient times	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
AVAILABILITY OF FACILITIES						
Availability of car parking on site	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Availability of crèche facilities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Availability of food / drink	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Availability of up-to-date equipment	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
The range of activities on offer	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
CLEANLINESS						
Cleanliness of reception area	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Cleanliness of changing rooms	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Cleanliness of café / bar area	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
STAFFING						
Helpfulness of reception staff	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Helpfulness of coaching staff	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Friendliness of staff generally	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
VALUE FOR MONEY						
Value for money of sporting activities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Value for money of food / drink	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Value for money of other activities / services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
Value for money overall	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉
OVERALL						
Your visit today overall	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉

Q5. What was the main method of transport you used to get here today? (i.e. The means by which you travelled the LONGEST DISTANCE)

- | | | | |
|--------------------------------------|---------------------------------------|--------------------|---------------------------------------|
| Car / van | <input type="checkbox"/> ₁ | Walked all the way | <input type="checkbox"/> ₂ |
| Motor cycle | <input type="checkbox"/> ₃ | Bicycle | <input type="checkbox"/> ₄ |
| Public bus | <input type="checkbox"/> ₅ | Train | <input type="checkbox"/> ₆ |
| Other (please mark box and write in) | <input type="checkbox"/> ₇ | _____ | |

Q6. From where did you come here today?

- | | | | |
|--------------------------------------|---------------------------------------|---|---------------------------------------|
| Straight from home | <input type="checkbox"/> ₁ | Straight from shopping | <input type="checkbox"/> ₂ |
| Straight from work | <input type="checkbox"/> ₃ | Straight from holiday accommodation | <input type="checkbox"/> ₄ |
| Straight from school or college | <input type="checkbox"/> ₅ | Straight from a relative or friend's home | <input type="checkbox"/> ₆ |
| Other (please mark box and write in) | <input type="checkbox"/> ₇ | _____ | |

Q7. How far have you travelled to be here today? (i.e. The distance for the one-way, single journey, NOT the round trip)

miles(s)

Q8. How long did this journey take today?

hour(s) minutes

