



Customer Engagement Survey – Cardigan

Ceredigion County Council

Customer Engagement Survey

Ceredigion County Council are looking for people to share what they would like to see as part of a potential Wellbeing Centre development in Cardigan that serves the south of the county.

The Council has appointed Alliance Leisure Ltd to help their planning and to understand what the local community would like to see as part of the potential Wellbeing Centre development. We are looking for people who are currently active and non-active to share their opinions on what provision they think would be a good addition to the Wellbeing Centre and help improve their Health & Wellbeing.

The survey will take between 5 and 10 minutes to complete.

As well as the survey, the Council and Alliance Leisure will be hosting focus groups for residents and stakeholders. These groups will give residents and stakeholders the opportunity to discuss the future plans with the Council and will be a great chance to share opinions. Attendees will receive a £20 Amazon voucher. After showing interest in the focus groups, people will be chosen at random to attend. Any e-mails given will only be used as part of this exercise, however, you should note you may be contacted by the Council or by Alliance Leisure Ltd.

This feasibility study is funded in partnership with Welsh Government via the Health and Social Care Integration and Rebalancing Capital Fund Programme and as part of the wider West Wales Regional Partnership Board Capital Programme.

1. Do you currently participate in any moderate physical activity for a 30-minute period more than twice a week? (Moderate intensity activity will raise your heart rate, and make you breathe faster and feel warmer than normal)

- Yes
- No (Please skip to Q27)

2. Do you live within 5 miles of Cardigan?

- Yes
- No

3. How often do you currently participate in being active? (Please tick one box only)

- Less than once per week
- Once a week
- Twice a week
- Three times a week
- More than three times a week

4. If you travel to a facility to be active how long does it take you to travel, there? (Please tick one box only)

- Less than 5 minutes
- 5-10 minutes
- 10-15 minutes
- 15-20 minutes
- 20-25 minutes
- 25-30 minutes
- More than 30 minutes

5. How do you travel to the facility? (Please tick one box only)

- Walk
- Cycle
- Public transport
- Car
- Other (please specify)

6. What facilities do you use to be active? (Please tick all that apply)

- Leisure Centre
- Swimming pool
- Community Sports Club
- Private Gym
- Artificial Turf Pitch
- Other (please specify)

7. When was the last time you completed any type of moderate activity?

**(Moderate intensity activity will raise your heart rate, and make you breathe faster and feel warmer than normal)
(Please tick one box only)**

- Within the last week
- Within the last month
- More than a month ago
- I don't do any moderate exercise

8. Why do you choose to be active? (Please tick all that apply)

- Improve fitness
- Maintain/Improve health
- Pain Management
- Improve sports performance
- Increase strength
- Manage my weight
- Increase flexibility
- Gain confidence
- Increase mobility
- Improve mental wellbeing
- Social interaction
- Meet up with friends
- I am not active
- Other (please specify)

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**9. What stops you doing more exercise than you do now?
(Please tick all that apply)**

- Nothing I'm active enough
- Cost
- Access to facilities
- Transport issues
- No motivation
- Lack of time
- Don't want to exercise on my own
- Confidence
- Don't know how to get started
- Not fit enough to get started
- Other (please specify)

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10. Are you currently a member or user of any Leisure Centre, Swimming Pool, fitness, or community sports clubs?

- Yes
- No

11. If yes, which one/s?

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12. If there was a purpose-built facility with different options to support health and wellbeing, would it encourage you to visit more often?

- Yes
- Not sure
- No

13. Please explain your answer to Question 12.

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14. How would feel about accessing NHS healthcare appointments such as physiotherapy or diabetes reviews within this purpose-built facility?

- Yes, I would like that
- Not sure
- No, I would not want that

15. Please explain your response to Question 14.

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**16. Which of the following would you like to see as part of the facility?
(Please tick all that apply)**

- Gym
- Group Exercise Studio
- Group Cycling Studio
- Mind & Body Activities (Yoga/Pilates)
- Dance
- These are not important to me
- Other (please specify)

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**17. SWIMMING: Which of the following would you like to see as part of the facility?
(Please tick all that apply)**

- Main Pool
- Learner Pool
- Adult Lane Swimming
- Family Swimming Sessions
- Swimming Clubs
- Learn to Swim
- Water-based classes
- These are not important to me
- Other (please specify)

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18. FAMILY: Which of the following would you like to see as part of the facility? (Please tick all that apply)

- Soft Play
- Sensory Play (such as sensory lights/music therapy/activities)
- Dance
- Water Based Inflatables
- Creche
- Children's Parties
- Library
- Parent & Child Activities
- Social & Group Activities
- Meeting space for community groups
- These are not important to me
- Other (please specify)

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19. ACTIVE SENIORS: Which of the following would you like to see as part of the upgrade to the leisure centre? (Please tick all that apply)

- Power Assisted Equipment/Toning
- Water Based Activities
- Strength & Core Stability
- Seated & Standing Dance
- Managed long term health conditions (e.g. heart, lungs, bones, diabetes)
- Social and Group Activities
- These are not important to me
- Other (please specify)

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20. MULTI-PURPOSE SPACES: Which of the following would you like to see as part of the upgrade to the leisure centre? (Please tick all that apply)

- Multi skills workshop area
- Private interview room
- Agile working spaces / hot desk area
- Suitable space for group dance & singing sessions
- Mixed use space for arts and crafts activities (i.e. dry and wet materials)

21. SOCIAL/COMMUNITY SPACES: Which of the following would you like to see as part of the upgrade to the leisure centre? (Please tick all that apply)

- Cafe
- Meeting Rooms
- Library
- Small group meeting space
- IT provision – WiFi – video call booth
- Social events
- Flexible events
- These are not important to me
- Other (please specify)

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22. HEALTH PROVISION: Which of the following would you like to see as part of the upgrade to the leisure centre? (Please tick all that apply)

- Health Management (e.g. diabetes reviews, nutritional advice)
- Physiotherapy / Rehabilitation / Pain Management
- Mental health and wellbeing
- Health Promotion and Support (e.g. weight management, stop smoking services)
- These are not important to me
- Other (please specify)

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23. Would you prefer activities delivered through the Welsh language?

- Yes
- No
- I don't mind

24. Having answered Questions 14 to 23, if there was a purpose-build facility with different options to support health and wellbeing, would it encourage you to visit more often?

- Yes
- I'm not sure
- No

25. Please explain your answer to Question 24 and why it may differ to Question 13

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26. Do you have any additional comments to add? (Open text box)

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PLEASE SKIP TO Equality Monitoring Questions (Q45)

27. When did you last visit a local leisure facility or swimming pool? (Please tick one box only)

- Last week
- A few weeks ago
- A month ago
- A few months ago
- 6 months ago
- A year ago
- I have never used a centre

28. Do you live within 5 miles of Cardigan?

- Yes
- No

29. If you were to use a leisure facility or swimming pool, how would you get there? (Please tick one box only)

- Less than 5 minutes
- 5-10 minutes
- 10-15 minutes
- 15-20 minutes
- 20-25 minutes
- 25-30 minutes
- More than 30 minutes

30. If you were to use a leisure facility or swimming pool, how would you get there? (Please tick one box only)

- Less than 5 minutes
- 5-10 minutes
- 10-15 minutes
- 15-20 minutes
- 20-25 minutes
- 25-30 minutes
- More than 30 minutes

31. When was the last time you completed any type of moderate exercise/activity at your local centre? (Moderate intensity activity will raise your heart rate, and make you breathe faster and feel warmer than normal) (Please tick one box only)

- Within the last week
- Within the last month
- More than a month ago
- I don't do any moderate exercise

32. Why would you choose to be active? (Please tick all that apply)

- Improve fitness
- Maintain/Improve health
- Pain Management
- Improve sports performance
- Increase strength
- Manage my weight
- Increase flexibility
- Gain confidence
- Increase mobility
- Improve mental wellbeing
- Social interaction
- Meet up with friends
- I am not active
- Other (please specify)

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33. What stops you from being active? (Please tick all that apply)

- Nothing, I'm active enough
- Cost
- Access to facilities
- Transport issues
- Lack of motivation
- Lack of time
- Don't want to exercise on my own
- Confidence
- Pain
- Don't know how to get started
- Not fit enough to get started
- Other (please specify)

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34. Are you currently a member of any other swimming pool, fitness or community sports clubs?

- Yes
- No

35. If yes, which one/s?

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36. If there was a purpose-built facility with different options to support health and wellbeing, would it encourage you to visit more often?

- Yes
- Not sure
- No

37. Please explain your answer to Question 36.

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38. How would you feel about accessing NHS healthcare appointments such as physiotherapy or diabetes reviews within this purpose-built facilities?

- Yes, I would like that
- Not sure
- No, I would not want to

39. Please explain your answer to Question 39.

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40. FITNESS: Which of the following would you like to see as part of a proposed facility? (Please pick all that apply)

- Gym
- Group Exercise Studio
- Group Cycling Studio
- Mind & Body Activities (Yoga/Pilates)
- Dance
- These are not important to me
- Other (please specify)

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41. SWIMMING: Which of the following would you like to see as part of a proposed facility? (Please pick all that apply)

- Main Pool
- Learner Pool
- Adult Lane Swimming
- Family Swimming Sessions
- Swimming Clubs
- Learn to Swim
- Water Based Classes
- These are not important to me
- Other (please specify)

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42. FAMILY: Which of the following would you like to see as part of a proposed facility? (Please pick all that apply)

- Soft Play
- Sensory Play (such as sensory lights/music therapy/activity)
- Dance
- Water Based Inflatables
- Creche
- Children's Parties
- Parent & Child activities
- These are not important to me
- Other (please specify)

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43. ACTIVE SENIORS: Which of the following would you like to see as part of a proposed facility? (Please pick all that apply)

- Power Assisted Equipment/Toning
- Water Based Classes
- Strength & Core Stability Classes
- Seated & Standing Dance
- Managing long term health condition (e.g. heart, lungs, bones, diabetes)
- Social and Group Activities
- These are not important to me
- Other (please specify)

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44. MULTI-PURPOSE: Which of the following would you like to see as part of a proposed facility? (Please pick all that apply)

- Multi-skills workshop area
- Private interview room
- Agile working spaces / hot desk area
- Suitable space for group dance & singing sessions
- Mixed use space for arts and crafts activities (e.g. dry and wet materials)

45. SOCIAL/COMMUNITY SPACES: Which of the following would you like to see as part of a proposed facility? (Please pick all that apply)

- Cafe
- Meeting Rooms
- Library
- IT provision – WiFi/video call booth
- Small group meeting space
- Social Events
- Flexible Working
- These are not important to me
- Other (please specify)

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46. HEALTH PROVISION: Which of the following would you like to see as part of a proposed facility? (Please pick all that apply)

- Health Management (e.g. diabetes reviews, nutritional advice)
- Physiotherapy / Rehabilitation / Pain Management
- Mental health and wellbeing
- Health Promotion and Support (e.g. weight management, stop smoking services)

47. Would you prefer activities delivered in the Welsh language?

- Yes
- No
- I don't mind

48. Having answered Questions 38 to 47, if there was a purpose-built facility with different options to support health and wellbeing, would it encourage you to visit more often?

- Yes
- Not sure
- No

49. Please explain your answer to Question 48 and why it may differ to Question 37.

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50. Do you have any additional comments to add?

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Equality Monitoring Questions

51. How old are you?

- 0-15
- 16-24
- 25-44
- 45-64
- 65+
- Prefer not to say

52. What gender do you identify as?

- Male
- Female
- Non-Binary
- Transgender
- I prefer to use another term
- I prefer not to say

53. Which of the following best describes how you think of yourself?

- Heterosexual/straight
- Gay, Lesbian or Queer
- Bisexual
- Another sexual orientation
- I prefer not to say

54. How would you describe your national identity?

- British
- Cornish
- English
- Northern Irish
- Scottish
- Welsh
- Another national identity
- I prefer not to say

55. How would you describe your national identity?

- Asian, Asian British or Asian Welsh
- Black, Black British, Black Welsh, Caribbean or African
- Mixed or Multiple ethnic
- White
- Another ethnic group
- I prefer not to say

56. What is your religion or belief?

- Christian
- Muslim
- Buddhist
- Jewish
- Sikh
- Hindu
- No religion
- I prefer not to say

57. Do you have a long term physical or mental health condition or illness that reduces your ability to carry out day-to-day activities?

- Yes, my day-to-day activities are limited a lot
- Yes, my day-to-day activities are limited a little
- No
- Prefer not to say

58. What is your preferred language?

- Welsh
- English
- I prefer not to say

59. Can you understand, speak, read or write Welsh?

- Understand spoken Welsh
- Speak Welsh
- Read Welsh
- Write Welsh
- None of the above
- I prefer not to say

60. Please provide the first part of your postcode, up to the first four characters as per example 'SA43'

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61. Would you be interested in attending a Focus Group as mentioned at the top of the survey?

- Yes
- No

62. Would you prefer the Focus Group to be in person or online?

- In person
- Online
- I don't mind

63. Please leave your email address below and someone will be in touch should you be selected to be part of a focus group. (Please note all email addresses will only be held and used for Focus Group purposes and will be deleted afterwards)

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Thank you for completing this survey. Active Insight (Alliance Leisure) is collecting this data on behalf of Ceredigion County Council. You can see our privacy policy regarding your data at <https://leisure-net.org/privacy-policy/>