

Equalities Monitoring – Services

Appendix H – Leisure

Annual Report - 2016-17



Published: January 2018

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1. Introduction

The leisure group provides a wide range of leisure activities. The group includes three sport and leisure centres, a leisure pool, golf complex and discovery science centre. However it should be noted that the leisure pool (Coral Reef) was closed for refurbishment throughout 2016-17 and two of the sports and leisure centres were operating under direct Council management for the last time. Edgbarrow and Sandhurst sports centres ceased to operate as public leisure facilities on 31st March 2017.

To access four of these sites, Bracknell Leisure Centre, Edgbarrow and Sandhurst Sports Centres and The Downshire Golf Complex, residents and visitors to the area can apply for an e+ smartcard that acts as a membership card. Each time the card is used to purchase activities a transaction is recorded to enable usage to be monitored.

The purpose of equalities monitoring is to ensure the Council is providing a fair and equitable service to all residents.

To ensure the service is fair and equitable, monitoring has been undertaken in terms of:

- Access to the service
- Satisfaction with the service
- Performance

It has been analysed by the following equality groups:

- Age
- Race
- Sex
- Religion

When sufficient data for analysis is available for the other protected groups in the Equality Act 2010, these will also be included.

The data below has been taken from:

E+ smartcard database – enrolments and transactions for leisure (1/04/16 to 31/03/17).

Survey data – undertaken at three leisure sites (Bracknell Leisure Centre, Downshire Golf Complex and The Look Out) from February 2017.

Office for National Statistics (ONS) population estimates unit published tables. Crown copyright.

Office for National Statistics (ONS) - Census 2011.

2. Access to the service

Access to the leisure service can be measured by enrolments and transactions using the e+ smartcard at four of the leisure sites. Although people who do not use the e+ card may also use the service, the e+ card numbers are sufficiently high to make this a viable measurement of access to leisure services.

As people may enrol for the e+ card but not use it, transactions have also been analysed. These tables show the age, sex and ethnicity of those who are using the leisure facilities.

All data is for residents of Bracknell Forest only. Enrolments for access to leisure facilities by non-residents were 479 in the year; transactions were 19,115 in the year.

Table 1 – Enrolments by age

Enrolments in e+ card - Leisure 01/04/2016 - 31/03/2017 (Bracknell Forest residents only)					
Age Range	Enrolments in e+ card	E+ card %	Bracknell Forest population Mid-2016	Bracknell Forest population Mid-2016 %	Variance
Under 18	397	25%	28174	24%	1%
18 to 34	523	33%	24707	21%	12%
35 to 49	358	22%	27260	23%	0%
50 to 64	226	14%	22637	19%	-5%
65 to 79	90	6%	12362	10%	-5%
over 80	5	0%	4307	4%	-3%
Total	1,599	100%	119447	100%	

N.B Percentages may not sum due to rounding

Table 2 – Transactions by age

Transactions - Leisure 01/04/2016 - 31/03/2017 (Bracknell Forest residents only)					
Age Range	Leisure transactions	Leisure transactions %	Bracknell Forest population Mid-2016	Bracknell Forest population Mid-2016 %	Variance
Under 18	5,851	5%	28174	24%	-19%
18 to 34	25,651	21%	24707	21%	0%
35 to 49	33,985	28%	27260	23%	5%
50 to 64	30,952	25%	22637	19%	6%
65 to 79	23,419	19%	12362	10%	9%
over 80	1,871	2%	4307	4%	-2%
Total	121,729	100%	119447	100%	

N.B Percentages may not sum due to rounding

Comments

The proportion of enrolments in comparison to population is significantly higher in the age group 18-34. As with previous years it is felt this is most likely the result of residents in that age group using the e+ card as a proof of age card. Enrolments are slightly lower in the 50-80+ groups but not significantly so.

Transactions are considerably reduced in the under 18 age group in comparison to the population, whilst groups 35-79 are slightly elevated. This is a continuation of the trend from the previous year as many of the transactions for the under 18 age group are often one-off course enrolments as opposed to pay-as-you-go transactions and the statistics can therefore appear to be skewed.

Table 3 – Enrolments by Race

Enrolments in e+ card for Leisure - Race 01/04/2016 - 31/03/2017 (Residents of Bracknell Forest only)					
	Resident	% (exc. 'unknown')	BF pop. Census 2011	BF pop. Census 2011 %	Variance
White	560	86%	102,554	91%	-5%
Mixed	20	3%	2303	2%	1%
Dual Heritage	0	0%	0	0%	0%
Asian	51	8%	5664	5%	3%
Black	21	3%	2189	2%	1%
Other	0	0%	495	1%	-1%
Not known	947				
Total (exc. not known)	652	100%	113,205	100%	

*N.B Percentages may not sum due to rounding
Non-specific data included under 'not known'*

Table 4 – Transactions by Race

Transactions for Leisure using e+ card - Race 01/04/2016 - 31/03/2017 (Residents of Bracknell Forest only)					
	Leisure transactions	Leisure transactions % (exc. unknown)	BF pop. Census 2011	BF pop. Census 2011 %	Variance
White	54222	93%	102,554	91%	3%
Mixed	390	1%	2303	2%	-1%
Dual Heritage	203	0%	0	0%	0%
Asian	2931	5%	5664	5%	0%
Black	219	0%	2189	2%	-2%
Other	225	0%	495	1%	0%
Not known	62939				
Total (exc. not known)	58190	100%	113,205	100%	

*N.B Percentages may not sum due to rounding
Non-specific data included under 'not known'*

Comments

Enrolments and transactions using the e+ card are broadly in line with the population, with the only noticeable variance occurring within the 'White' population with a -5% and the 'Asian' population with +3% in terms of enrolments.

Table 5 – Enrolments by Sex

Total enrolments by Gender for Leisure Service 01/04/2016 - 31/03/2017 (Bracknell Forest Residents only)					
Gender	Resident	Leisure transactions % (exc. unknown)	Bracknell Forest population Mid-2016	Bracknell Forest %	Variance
Female	790	52%	60,147	50%	2%
Male	724	48%	59,300	50%	-2%
Unknown	85				
Total	1,599	100%	119,447	100%	

N.B Percentages may not sum due to rounding

Table 6 – Transactions by Sex

Transactions - Leisure 01/04/2016 - 31/03/2017 (Bracknell Forest residents only)					
Gender	Leisure transactions	Leisure transactions % (exc. unknown)	Bracknell Forest population Mid-2016	Bracknell Forest %	Variance
Female	56,204	59%	60,147	50%	8%
Male	39,791	41%	59,300	50%	-8%
Unknown	25,734				
Total	121,729	100%	119,447	100%	

N.B Percentages may not sum due to rounding

Comments

Enrolments are broadly in line with the population. However, more women than men are completing transactions with the e+ card; this is a continuing trend from previous years.

Table 7 – Enrolments by Religion

Enrolments in e+ card - Leisure 01/04/2016 - 31/03/2017 (Bracknell Forest residents only)					
Religion	Enrolments in e+ card	E+ card %	Bracknell Forest population Census 2011	Bracknell Forest population Census 2011 %	Variance
Christian	264	48%	68,524	65%	-17%
Buddhist	2	0%	825	1%	0%
Hindu	18	3%	1,824	2%	2%
Jewish	1	0%	176	0%	0%
Muslim	9	2%	1276	1%	0%
Sikh	5	1%	455	0%	0%
Other religion	1	0%	490	0%	0%
No religion	250	45%	32184	30%	15%
Prefer not to say	1,049		7451		0%
Total	550	100%	105,754	100%	0%

N.B Percentages may not sum due to rounding

Non-specific data included under 'prefer not to say'

Table 8 – Transactions by Religion

Transactions - Leisure 01/04/2016 - 31/03/2017 (Bracknell Forest residents only)					
Religion	Leisure transactions	E+ card %	Bracknell Forest population Census 2011	Bracknell Forest population Census 2011 %	Variance
Christian	11,263	49%	68,524	65%	-16%
Buddhist	62	0%	825	1%	-1%
Hindu	704	3%	1,824	2%	1%
Jewish	204	1%	176	0%	1%
Muslim	152	1%	1276	1%	-1%
Sikh	60	0%	455	0%	0%
Other religion	56	0%	490	0%	0%
No religion	10,546	46%	32184	30%	15%
Prefer not to say	98,682		7451		0%
Total	23,047	100%	105,754	100%	0%

N.B Percentages may not sum due to rounding

Non-specific data included under 'prefer not to say'

Comments

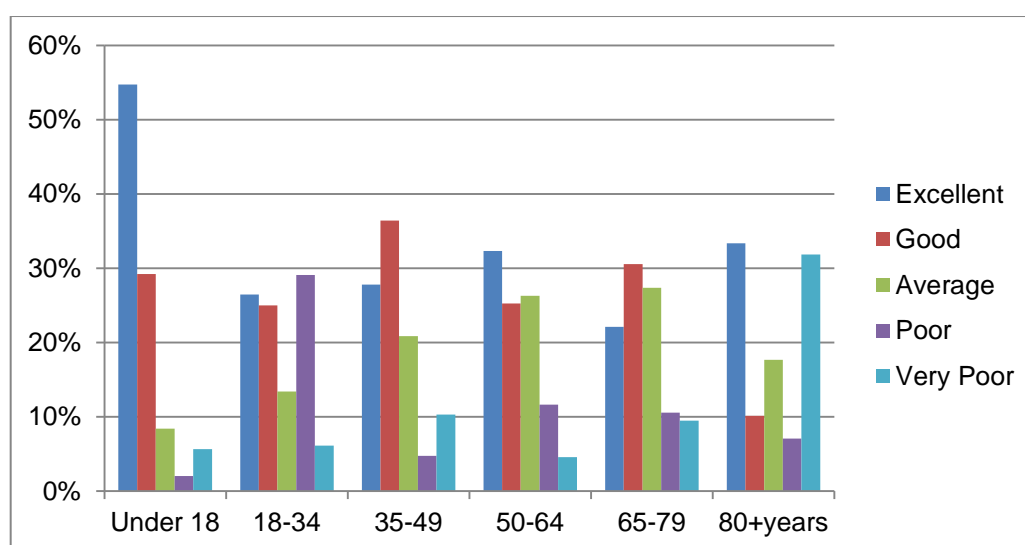
Religious group enrolments and transactions using the e+ card are broadly in line with the population, with only a negative variation with regards to the Christian population and conversely a positive variation for those with no religion.

3. Satisfaction Survey Results

This year's data source included the survey results from three of Bracknell Forest Council's leisure sites; Bracknell Leisure Centre, Downshire Golf Complex and the Look Out Discovery Centre. A total of 3,711 respondents took part in this year's surveys. They provided a representative view about customer satisfaction ratings of the leisure facilities. All three surveys included a specific question regarding "overall level of satisfaction." In total there were 2,323 responses to "customers' overall level of satisfaction" with 2,203 respondents going on to answer the questions about equalities monitoring. It should be noted that the age range brackets have been changed for 2016-17 which makes direct comparisons with the previous year hard to draw. This change was made so that the age ranges matched the council's adopted ranges.

Satisfaction – by age

The table and chart below show how satisfied people were by age group.



Satisfaction	Under 18	18-34	35-49	50-64	65-79	80+years
Excellent	55%	26%	28%	32%	22%	33%
Good	29%	25%	36%	25%	31%	10%
Average	8%	13%	21%	26%	27%	18%
Poor	2%	29%	5%	12%	11%	7%
Very Poor	6%	6%	10%	5%	9%	32%

N.B Percentages may not sum due to rounding

Comment

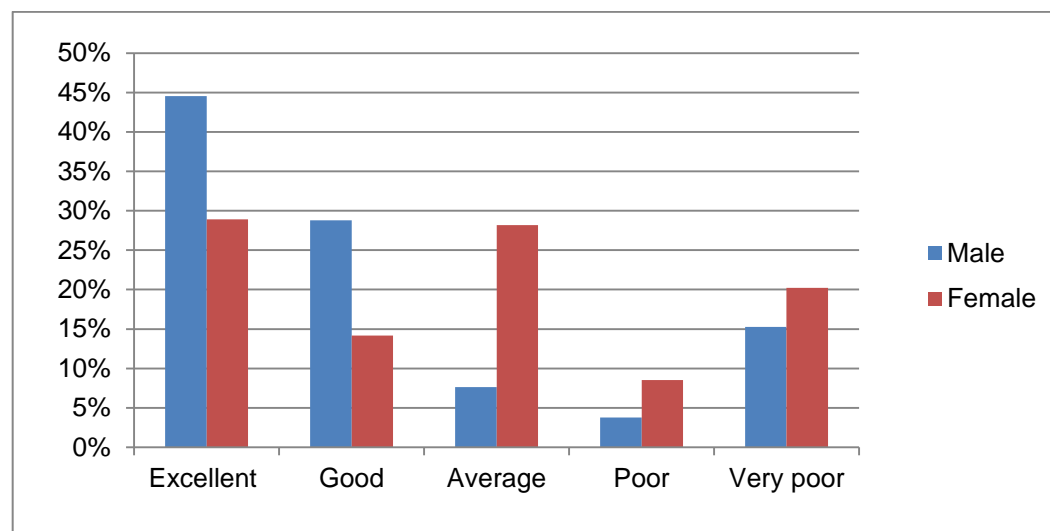
The chart and table represent a total of 2,136 respondents' answers. The most significant observation from the data shows that the "excellent" rating is fairly consistent across all categories, with the exception of the under 18 category which similarly to previously years remains noticeably higher than the other categories. More than 50% of all respondents in all age groups have rated their satisfaction as either good/excellent with the one exception of the 80+ group. The 80+ age group shows a split between the ratings at opposite ends of the scale with 33% saying excellent and 32% saying very poor. There may however be some uncertainty over

the validity of data as there was seemingly double the number of 80+ participants than those aged 65-79, a slightly surprising outcome from leisure related facilities. The breakdown of total replies by age group is shown in the table below. The biggest percentage of replies came from the “under 18’s”. The pattern is similar to last year for all of the age groups.

Age - Results Breakdown	
Under 18	941
18-34	344
35-49	360
50-64	198
65-79	95
80+ years	198

Satisfaction rates – by gender

The table and chart below show satisfaction rates by gender.



Satisfaction	Male	Female
Excellent	45%	29%
Good	29%	14%
Average	8%	28%
Poor	4%	9%
Very poor	15%	20%

N.B Percentages may not sum due to rounding

Comment

A total of 1,445 respondents answered this question. As can be seen on the chart the major satisfaction rating for both males & females was ‘excellent’ with men generally more satisfied than women.

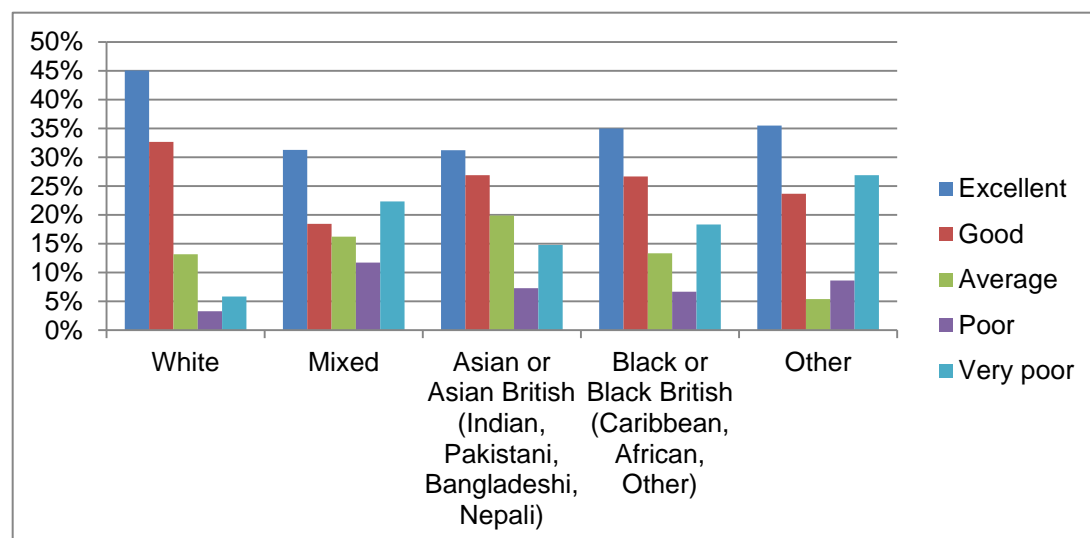
There has been a noticeable shift in the level of female satisfaction compared to last year with 71% rating satisfaction as “Excellent, Good or Average” compared to 91% for these three top ratings last year. There is also a similar trend with the male results, although not so significant. There are no particular indications as to why this shift has occurred. It could potentially be linked to a different venue mix compared to previous years surveys (i.e. no data from Coral Reef this year).

The breakdown of total replies by age group is shown in the table below.

Gender - Results Breakdown	
Male	983
Female	462

Satisfaction rates – by ethnicity

The table below shows satisfaction rates by ethnicity.



Satisfaction	White	Mixed	Asian or Asian British (Indian, Pakistani, Bangladeshi, Nepali)	Black or Black British (Caribbean, African, Other)	Other
Excellent	45%	31%	31%	35%	35%
Good	33%	18%	27%	27%	24%
Average	13%	16%	20%	13%	5%
Poor	3%	12%	7%	7%	9%
Very poor	6%	22%	15%	18%	27%

N.B Percentages may not sum due to rounding

Comment

A total of 2,009 respondents answered this question. When satisfaction is examined by ethnicity “excellent” is the main response across all groups. It would appear that the largest population (White) with 1,305 (64%) responses were generally more satisfied than the other ethnic groups.

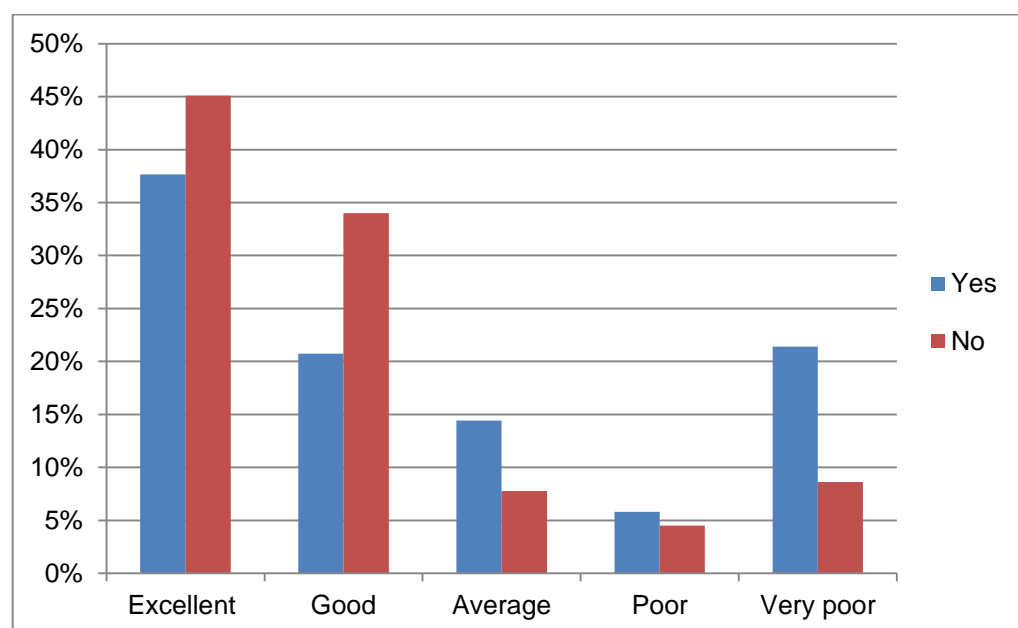
Both “Mixed” (White & Black Caribbean, White & Black African, White & Asian and any other mixed background) from a total of 179 responses (9% of the sample) and “Other” from a total of 93 responses (4% of the sample) displayed a split with responses at opposite ends of the scale between excellent and poor.

The breakdown of total replies is shown below. As with last year White British respondents represented the clear majority.

Ethnicity - Results Breakdown	
White – British	1305
Mixed	179
Asian or Asian British (Indian, Pakistani, Bangladeshi, Nepali)	372
Black or Black British (Caribbean, African, other)	60
Other ethnic group	93

Satisfaction rates – by disability

The table and chart below shows satisfaction rates by those who considered themselves to have an impaired ability or a long term condition.



Satisfaction	Yes	No
Excellent	38%	45%
Good	21%	34%
Average	14%	8%
Poor	6%	5%
Very poor	21%	9%

N.B Percentages may not sum due to rounding

Comment

A total of 1,891 respondents answered the question “do you consider yourself to have any impaired ability or long term physical or mental health issues?” 603 people (32%) declared themselves as having impaired ability or a long term health issue –

significantly higher than last year when the result was 18%. It should be noted that the national average is around 19%. Regardless of ability, most people rated their satisfaction as either “excellent” or “good”.

However, there were also 21% who responded with “Very Poor” ratings which is disappointing. This pattern is reflected from all three sites’ surveys and is a continuing trend from last year.

Further analysis shows that the figure for those who stated they had a disability and responded “Very Poor” is made up of 129 individual responses out of a total of 1,891 (6%).

Leisure services implement high levels of Disability Discrimination Act (DDA) compliance across all sites. This result can possibly be explained by how busy the facilities get during holiday periods.

The breakdown of total replies is shown below.

Impaired Ability - Results Breakdown	
Yes	603
No	1288

4. Performance

Leisure Saver Scheme

The Leisure Saver Scheme is free to join and offers considerable savings (on average 70%) off the cost of specific activities at Bracknell Leisure Centre, Edgbarrow Sports Centre, Sandhurst Sports Centre and Downshire Golf Complex.

In order to qualify for the Leisure Saver Scheme applicants must live in the borough of Bracknell Forest and be in receipt of one or more of the following:

- Housing Benefit
- Council Tax Benefit
- Income Support
- Jobseeker’s Allowance (income based)

LO20 – Number of People enrolled in the Leisure Saver Scheme

Ind Ref	Short Description	2014/15	2015/16	2016-17
L020	Number of people enrolled in the Leisure Saver Scheme (Quarterly)	544	560	480

The total number of enrolments decreased by 80 compared to the previous year.

5. Actions from last year’s report

There were no specific actions arising from last year’s report other than ensuring that customer views were sought from a range of facilities given that Coral Reef would be closed. Hence data in this report was sourced from Bracknell Leisure Centre, Downshire Golf Complex and The Look Out Discovery Centre.