

# Equalities Monitoring – Services

## Appendix H – Leisure

**Annual Report - 2017-18**



Published: January 2019

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## 1. Introduction

The leisure group provides a wide range of leisure activities. The group includes one sport and leisure centre, a leisure pool, golf complex and discovery science centre. However it should be noted that the leisure pool (Coral Reef) was closed for refurbishment until end of September 2017.

To access two of these sites, Bracknell Leisure Centre 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 or Belief

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 (1/04/17 to 31/03/18).

Survey data – undertaken at two leisure sites (Bracknell Leisure Centre and The Look Out Discovery Centre) from April 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 33,240 in the year.

**Table 1 – Enrolments by age**

| <b>Enrolments in e+ card - Leisure 01/04/2017 - 31/03/2018 (Bracknell Forest residents only)</b> |                              |                  |   |   |                 |
|--|------------------------------|------------------|---|---|-----------------|
| <b>Age Range</b>   | <b>Enrolments in e+ card</b> | <b>E+ card %</b> | <b>Bracknell Forest population Mid-2017</b> | <b>Bracknell Forest population Mid-2017 %</b> | <b>Variance</b> |
| Under 18   | 754                          | 33%              | 28071                                       | 23%   | 10%             |
| 18 to 34   | 683                          | 30%              | 24763                                       | 21%   | 9%              |
| 35 to 49   | 484                          | 21%              | 27199                                       | 23%   | -2%             |
| 50 to 64   | 300                          | 13%              | 23261                                       | 19%   | -6%             |
| 65 to 79   | 82                           | 4%               | 12712                                       | 11%   | -7%             |
| over 80  | 6                            | 0%               | 4371  | 4%  | -4%             |
| <b>Total</b>   | <b>2,309</b>                 | <b>100%</b>      | <b>120377</b>                               | <b>100%</b>                                   |                 |

*N.B Percentages may not sum due to rounding*

**Table 2 – Transactions by age**

| <b>Transactions - Leisure 01/04/2017 - 31/03/2018 (Bracknell Forest residents only)</b> |                             |                               |   |   |                 |
|---|-----------------------------|-------------------------------|---|---|-----------------|
| <b>Age Range</b>  | <b>Leisure transactions</b> | <b>Leisure transactions %</b> | <b>Bracknell Forest population Mid-2017</b> | <b>Bracknell Forest population Mid-2017 %</b> | <b>Variance</b> |
| Under 18  | 8,342                       | 4%                            | 28071                                       | 23%   | -19%            |
| 18 to 34  | 37,699                      | 20%                           | 24763                                       | 21%   | -1%             |
| 35 to 49  | 49,776                      | 27%                           | 27199                                       | 23%   | 4%              |
| 50 to 64  | 49,621                      | 27%                           | 23261                                       | 19%   | 8%              |
| 65 to 79  | 37,899                      | 20%                           | 12712                                       | 11%   | 9%              |
| over 80   | 3,294                       | 2%                            | 4371  | 4%  | -2%             |
| <b>Total</b>  | <b>186,631</b>              | <b>100%</b>                   | <b>120377</b>                               | <b>100%</b>                                   |                 |

*N.B Percentages may not sum due to rounding*

## Comments

The proportion of enrolments in comparison to population is notably higher in the under 18 and 18-34 age groups. As with previous years it is felt this is most likely the result of those residents e+ card as a proof of age card. Enrolments are slightly lower in comparison to the population 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 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**

| <b>Enrolments in e+ card for Leisure - Race 01/04/2017 - 31/03/2018 (Residents of Bracknell Forest only)</b> |                 |                                   |                                |                                  |                 |
|--|-----------------|-----------------------------------|--------------------------------|----------------------------------|-----------------|
|  | <b>Resident</b> | <b>%<br/>(exc.<br/>'unknown')</b> | <b>BF pop.<br/>Census 2011</b> | <b>BF pop.<br/>Census 2011 %</b> | <b>Variance</b> |
| <b>White</b>   | 417             | 89%                               | 102,554                        | 91%                              | -2%             |
| <b>Mixed</b>   | 5               | 1%                                | 2303                           | 2%                               | -1%             |
| <b>Dual Heritage</b>   | 0               | 0%                                | 0                              | 0%                               | 0%              |
| <b>Asian</b>   | 36              | 8%                                | 5664                           | 5%                               | 3%              |
| <b>Black</b>   | 9               | 2%                                | 2189                           | 2%                               | 0%              |
| <b>Other</b>   | 2               | 0%                                | 495                            | 1%                               | -1%             |
| <b>Not known/Prefer not to say</b>   | 1840            |                                   |                                |                                  |                 |
| <b>Total (exc. not known)</b>  | 469             | 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**

| <b>Transactions for Leisure using e+ card - Race 01/04/2017 - 31/03/2018 (Residents of Bracknell Forest only)</b> |                             |  |                                |                                  |                 |
|---|-----------------------------|--|--------------------------------|----------------------------------|-----------------|
|   | <b>Leisure transactions</b> | <b>Leisure transactions %<br/>(exc. unknown)</b> | <b>BF pop.<br/>Census 2011</b> | <b>BF pop.<br/>Census 2011 %</b> | <b>Variance</b> |
| <b>White</b>  | 70298                       | 92%  | 102,554                        | 91%                              | 1%              |
| <b>Mixed</b>  | 782                         | 1%   | 2303                           | 2%                               | -1%             |
| <b>Dual Heritage</b>  | 322                         | 0%   | 0                              | 0%                               | 0%              |
| <b>Asian</b>  | 3693                        | 5%   | 5664                           | 5%                               | 0%              |
| <b>Black</b>  | 1162                        | 2%   | 2189                           | 2%                               | 0%              |
| <b>Other</b>  | 416                         | 1%   | 495                            | 1%                               | 0%              |
| <b>Not known/Prefer not to say</b>  | 109,958                     |  |                                |                                  |                 |
| <b>Total (exc. not known)</b>   | 76673                       | 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 split.

The number of people choosing not to state their race is notably higher than previous. With such a low proportion of card holders choosing to state their race, it is difficult to draw many conclusions in this area.

**Table 5 – Enrolments by Sex**

| <b>Total enrolments by Gender for Leisure Service 01/04/2017 - 31/03/2018<br/>(Bracknell Forest Residents only)</b> |                 |  |   |                           |                 |
|---|-----------------|--|---|---------------------------|-----------------|
| <b>Gender</b>   | <b>Resident</b> | <b>Leisure transactions %<br/>(exc. unknown)</b> | <b>Bracknell Forest population Mid-2017</b> | <b>Bracknell Forest %</b> | <b>Variance</b> |
| Female  | 1,169           | 51%  | 59,868                                      | 50%                       | 1%              |
| Male  | 1,121           | 49%  | 60,509                                      | 50%                       | -1%             |
| Unknown   | 19              |  |   |                           |                 |
| <b>Total</b>  | <b>2290</b>     | <b>100%</b>                                      | <b>120,377</b>                              | <b>100%</b>               |                 |

*N.B Percentages may not sum due to rounding*

**Table 6 – Transactions by Sex**

| <b>Transactions - Leisure 01/04/2017 - 31/03/2018 (Bracknell Forest residents only)</b> |                             |  |   |                           |                 |
|---|-----------------------------|--|---|---------------------------|-----------------|
| <b>Gender</b>   | <b>Leisure transactions</b> | <b>Leisure transactions %<br/>(exc. unknown)</b> | <b>Bracknell Forest population Mid-2017</b> | <b>Bracknell Forest %</b> | <b>Variance</b> |
| Female  | 89,841                      | 57%  | 50,868                                      | 50%                       | 7%              |
| Male  | 68,044                      | 43%  | 60,509                                      | 50%                       | -7%             |
| Unknown   | 28,746                      |  |   |                           |                 |
| <b>Total</b>  | <b>157,885</b>              | <b>100%</b>                                      | <b>120,377</b>                              | <b>100%</b>               |                 |

*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**

| <b>Enrolments in e+ card - Leisure 01/04/2017 - 31/03/2018 (Bracknell Forest residents only)</b> |                              |                  |  |  |                 |
|--|------------------------------|------------------|--|--|-----------------|
| <b>Religion</b>  | <b>Enrolments in e+ card</b> | <b>E+ card %</b> | <b>Bracknell Forest population Census 2011</b> | <b>Bracknell Forest population Census 2011 %</b> | <b>Variance</b> |
| Christian  | 41                           | 39%              | 68,524   | 65%  | -26%            |
| Buddhist   | 2                            | 2%               | 825  | 1%   | 1%              |
| Hindu  | 2                            | 2%               | 1,824  | 2%   | 0%              |
| Jewish   | 1                            | 1%               | 176  | 0%   | 1%              |
| Muslim   | 3                            | 3%               | 1276   | 1%   | 2%              |
| Sikh   | 2                            | 2%               | 455  | 0%   | 2%              |
| Other religion   | 0                            | 0%               | 490  | 0%   | 0%              |
| No religion  | 53                           | 51%              | 32184  | 30%  | 21%             |
| Prefer not to say  | 2,205                        |                  | 7451   |  |                 |
| <b>Total</b>   | <b>104</b>                   | <b>100%</b>      | <b>105,754</b>                                 | <b>100%</b>                                      |                 |

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

**Table 8 – Transactions by Religion**

| <b>Transactions - Leisure 01/04/2017 - 31/03/2018 (Bracknell Forest residents only)</b> |                             |                  |  |  |                 |
|---|-----------------------------|------------------|--|--|-----------------|
| <b>Religion</b>   | <b>Leisure transactions</b> | <b>E+ card %</b> | <b>Bracknell Forest population Census 2011</b> | <b>Bracknell Forest population Census 2011 %</b> | <b>Variance</b> |
| Christian   | 15,165                      | 51%              | 68,524   | 65%  | -14%            |
| Buddhist  | 100                         | 0%               | 825  | 1%   | -1%             |
| Hindu   | 907                         | 2%               | 1,824  | 2%   | 0%              |
| Jewish  | 122                         | 0%               | 176  | 0%   | 0%              |
| Muslim  | 39                          | 0%               | 1276   | 1%   | -1%             |
| Sikh  | 71                          | 0%               | 455  | 0%   | 0%              |
| Other religion  | 5                           | 0%               | 490  | 0%   | 0%              |
| No religion   | 13,190                      | 46%              | 32184  | 30%  | 16%             |
| Prefer not to say   | 157,032                     |                  | 7451   |  | 0%              |
| <b>Total</b>  | <b>29,599</b>               | <b>100%</b>      | <b>105,754</b>                                 | <b>100%</b>                                      | <b>0%</b>       |

*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 the key negative variation relating to the Christian population, and conversely a positive variation for those with no religion.

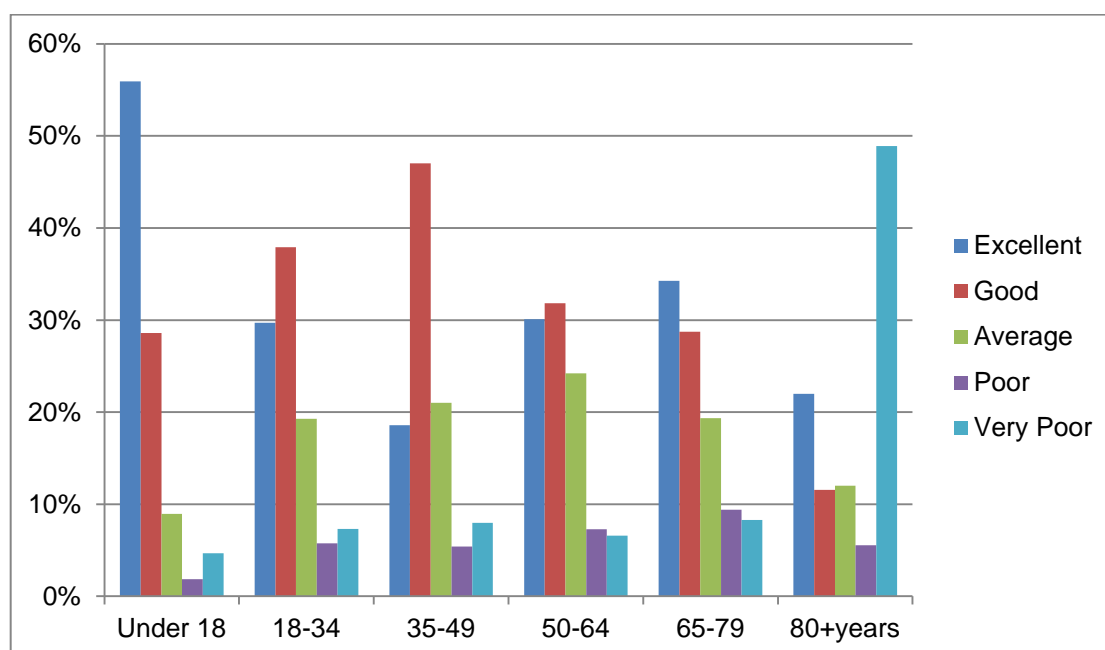
As with the statistics for Race, it is worth noting that increased numbers are choosing not to state their religion.

With such a low proportion of card holders choosing to state their religion, it is difficult to draw many conclusions in this area.

### 3. Satisfaction Survey Results

This year's data source included the survey results from two of Bracknell Forest Council's leisure sites - Bracknell Leisure Centre and The Look Out Discovery Centre. A total of 3,811 respondents took part in this year's surveys. They provided a representative view about customer satisfaction ratings of the leisure facilities. Both 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.

#### Satisfaction – by age



| Satisfaction | Under 18 | 18-34 | 35-49 | 50-64 | 65-79 | 80+years |
|--------------|----------|-------|-------|-------|-------|----------|
| Excellent    | 56%      | 30%   | 19%   | 30%   | 34%   | 22%      |
| Good         | 29%      | 38%   | 47%   | 32%   | 29%   | 12%      |
| Average      | 9%       | 19%   | 21%   | 24%   | 19%   | 12%      |
| Poor         | 2%       | 6%    | 5%    | 7%    | 9%    | 6%       |
| Very Poor    | 5%       | 7%    | 8%    | 7%    | 8%    | 49%      |

*N.B Percentages may not sum due to rounding*

#### Comment

The chart and table represent a total of 3,594 respondents' answers. The most significant observations 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 previous years remains notably higher than the other categories.



From 80+ years there is a split between the ratings at opposite ends of the scale with 22% (10% less than last year) saying excellent and 49% saying very poor (an increase of 17% on last year).

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                | 1685 |
| 18-34                   | 451  |
| 35-49                   | 538  |
| 50-64                   | 289  |
| 65-79                   | 181  |
| 80+ years               | 450  |

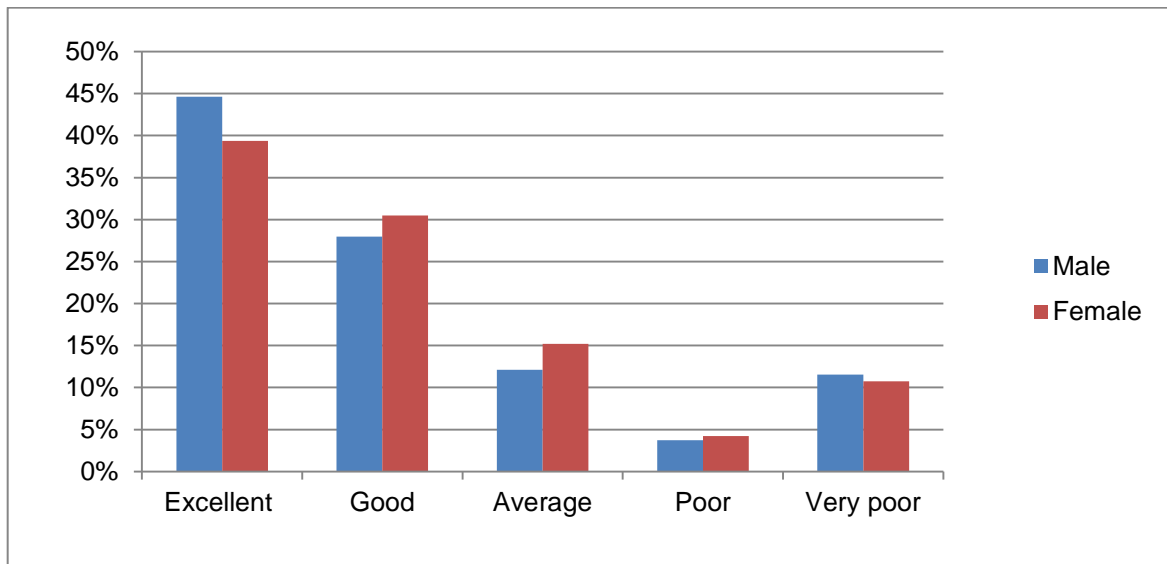
As an observation, the number of respondents that have indicated they are aged 80+ seems very high in comparison to the other age brackets, and is more than double the number of 80+ respondents last year. Whilst the survey software quarantines suspicious responses (so that they are excluded from analysis), this number seems excessive and should be viewed with some caution.

The 49% of 80+ respondents that rated their satisfaction as Very Poor is likely an example of why these figures should be viewed with some caution. 57% of 80+ respondents at Bracknell Leisure Centre, and 33.3% of 80+ respondents at The Look Out rated their satisfaction as Very Poor (leading to the 49% combined outcome). As mentioned in the previous paragraph the total number of respondents indicating they are in the 80+ age group is disproportionately high. This could lead to concerns that a number of these responses are not entirely genuine. Furthermore, there are no identifiable service reasons as to why Satisfaction levels would be so markedly different in comparison to the 65-79 age group. If there were aspects of the service which were particularly influencing such high levels of dissatisfaction, we would expect to see this trend also influencing the satisfaction levels of the 65-79 age group. However this is not the case, as this age group shows similar satisfaction levels to the remaining age groups.

In future we need to ensure that methods of data collection are as robust as possible in order to reduce the risk of false data. We will also look to introduce a mechanism whereby respondents that rate their satisfaction as Poor or Very Poor are then asked to provide some detail to accompany their score. This will then give more specific feedback to the service which in turn can help ensure that any service deficiencies are tackled.

### **Satisfaction rates – by gender**

The table and chart below show satisfaction rates by gender.



| Satisfaction | Male | Female |
|--------------|------|--------|
| Excellent    | 45%  | 39%    |
| Good         | 28%  | 30%    |
| Average      | 12%  | 15%    |
| Poor         | 4%   | 4%     |
| Very poor    | 12%  | 11%    |

*N.B Percentages may not sum due to rounding*

### Comment

A total of 3,811 respondents answered this question. As can be seen on the chart the major satisfaction rating for both males & females was 'excellent' with men just slightly more satisfied than women.

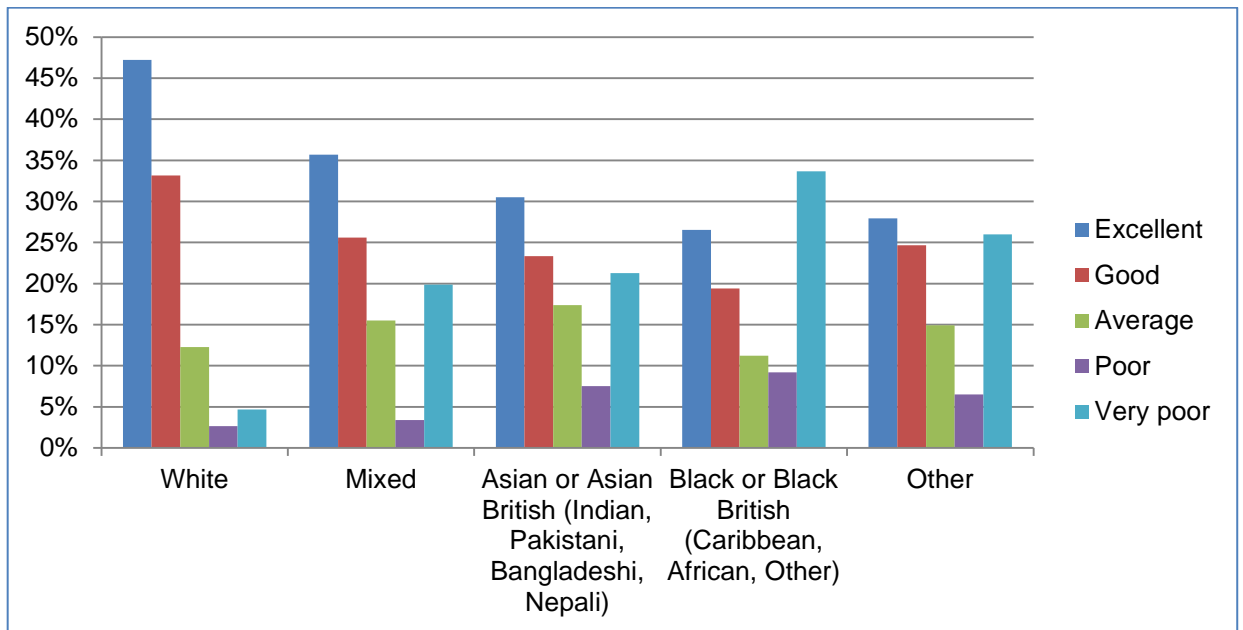
There has been a considerable shift in in the level of female satisfaction compared to last year with both the Excellent and Good ratings increasing (69% combined compared to 43% combined last year), with all of the average, poor and very poor ratings reducing since last year.

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

| Gender - Results Breakdown |      |
|----------------------------|------|
| Male                       | 1799 |
| Female                     | 2012 |

### Satisfaction rates – by race

The table below shows satisfaction rates by race.



| Satisfaction | White | Mixed | Asian or Asian British (Indian, Pakistani, Bangladeshi, Nepali) | Black or Black British (Caribbean, African, Other) | Other |
|--------------|-------|-------|---|--|-------|
| Excellent    | 47%   | 36%   | 31%   | 27%  | 28%   |
| Good         | 33%   | 26%   | 23%   | 19%  | 24%   |
| Average      | 12%   | 15%   | 17%   | 11%  | 16%   |
| Poor         | 3%    | 3%    | 8%  | 9%   | 6%    |
| Very poor    | 5%    | 20%   | 21%   | 34%  | 26%   |

*N.B Percentages may not sum due to rounding*

### Comment

A total of 3,517 respondents answered this question.

Excellent and Good ratings have increased, and Poor/Very Poor decreased compared to last year with regard to the White/Mixed groups.

However, Excellent & Good ratings from the remaining groups have decreased, with corresponding increases of Poor/Very Poor ratings being evident. There have been no identifiable service changes that would specifically explain this negative trend when compared to last year. As with comments made earlier in the report, future surveys will ask respondents that give a Poor or Very Poor response to give reasons behind their score. This will then help the service area to identify any changes that can be made.

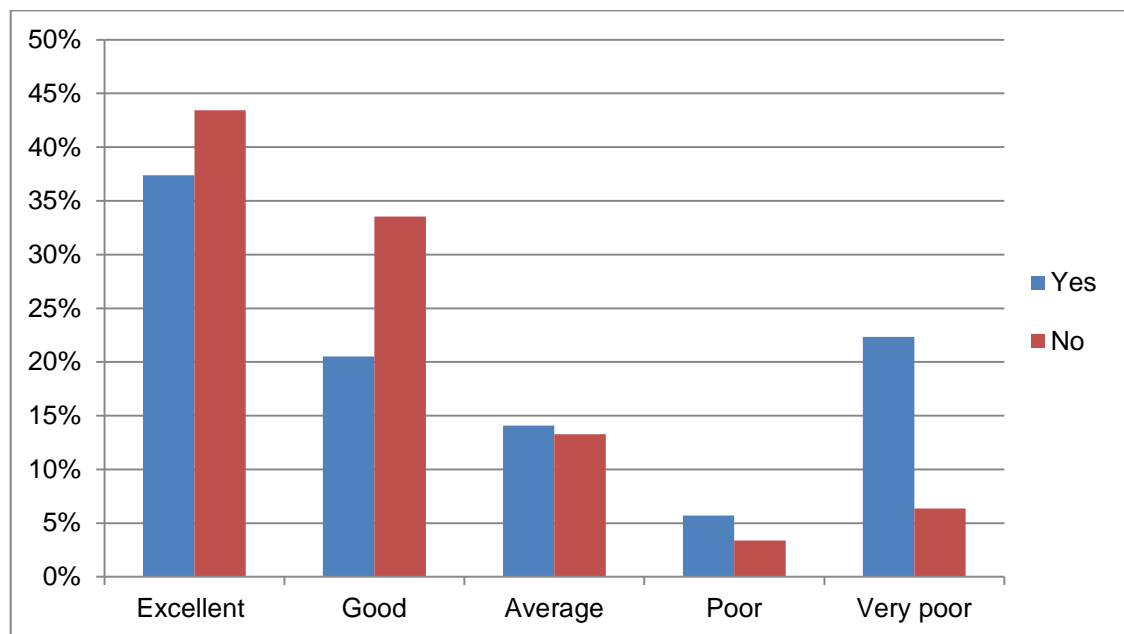
The breakdown of total replies is shown below. As with last year White British respondents represented the clear majority with 66% (65% last year).

| Race - Results Breakdown  |      |
|---|------|
| White – British   | 2329 |
| Mixed   | 297  |
| Asian or Asian British (Indian, Pakistani, Bangladeshi, Nepali) | 639  |

|  |     |
|--|-----|
| Black or Black British (Caribbean, African, other) | 98  |
| Other ethnic group                                 | 154 |

### Satisfaction rates – by disability

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



| Satisfaction | Yes | No  |
|--------------|-----|-----|
| Excellent    | 37% | 43% |
| Good         | 21% | 34% |
| Average      | 14% | 13% |
| Poor         | 6%  | 3%  |
| Very poor    | 22% | 6%  |

*N.B Percentages may not sum due to rounding*

### Comment

A total of 3,445 respondents answered the question “do you consider yourself to have any impaired ability or long term physical or mental health issues?” 931 people declared themselves as having a disability or a long term health issue. Regardless of ability, most people rated their satisfaction as either “excellent” or “good, a similar set of results to last year.

The breakdown of total replies is shown below.

| Disability - Results Breakdown |      |
|--------------------------------|------|
| Yes                            | 931  |
| No                             | 2514 |

## 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 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   | 2015/16 | 2016/17 | 2017/18 |
|---------|---|---------|---------|---------|
| L020    | Number of people enrolled in the Leisure Saver Scheme (Quarterly) | 560     | 480     | 488     |

The total number of enrolments increased by 8 compared to the previous year.

## 5. Actions from last year's report

There were no specific actions arising from last year's report.