

Pools on the Park Health Suite consultation

There were 479 responses in total to this consultation.

Question 1

Are you a member of Feel Good Fitness?

Response	Number of Respondents	Percentage of Respondents
TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION	478	100%
Yes	282	59%
No	196	41%

Question 1: If "no", is there a reason?

Open response (free text) question

NUMBER OF RESPONDENTS ANSWERING "NO" AND ANSWERING THIS PART OF THE QUEST	153
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See separate tab called "Q1 reasons not a member" for full list of verbatims comments

THOSE WITH MEMBERSHIP

Question 2

How long have you been a member of Feel Good Fitness?

Those with membership	Number with membership	Percentage with membership
TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION	281	100%
1-3 months	33	12%
4-6 months	4	1%
7-12 months	6	2%

1-2 years	30	11%
3+ years	208	74%

Question 3

Which type of membership do you currently have?

NB Respondents were able to select more than one option, so percentages add up to more than 100.

Those with membership	Number with membership	Percentage with membership
TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION	280	
Direct Debit Membership	177	63%
Annual Membership	92	33%
Pay as you Go	12	4%
Other (please specify):	5	2%

Question 3 - Other (please specify below):

Open response (free text) question

TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION	5
Response	Number of Respondents
Corporate	1
Swim only	2
Student	1
Membership recently lapsed	1

ALL RESPONDENTS

Question 4

Do you currently use the Health Suite?

Response	Number of Respondents	Percentage of Respondents
TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION	479	100%
Yes	258	54%
No	221	46%

Question 4: If "yes", what do you use it for?

Open response (free text) question

NUMBER OF RESPONDENTS ANSWERING "YES" AND ANSWERING THIS PART OF THE QUESTION	239
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See separate tab called "Q4 uses" for full list of verbatim comments

Question 5

Which of the above options for the Health Suite would you prefer?

Option A: To replace the existing Health Suite with new environmentally sustainable facilities and to maintain the area as a Health Suite facility

Option B: To replace the Health Suite with a multi-purpose group exercise space, with the aim of:

- a) delivering activities to meet the currently un-met demand for group exercise
- b) delivering a new targeted programme of activities with key partners to encourage an increase in physical activity levels

Response	Number of Respondents	Percentage of Respondents
TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION	478	100%
Option A	371	78%
Option B	72	15%
Not sure/No preference	35	7%

Question 5

Which of the above options for the Health Suite would you prefer?

Option A: To replace the existing Health Suite with new environmentally sustainable facilities and to maintain the area as a Health Suite facility

Option B: To replace the Health Suite with a multi-purpose group exercise space, with the aim of:

- a) delivering activities to meet the currently un-met demand for group exercise
- b) delivering a new targeted programme of activities with key partners to encourage an increase in physical activity levels

Response	TOTAL	Member of Feel Good Fitness	NOT a member of Feel Good Fitness
Option A	78%	84%	68%
Option B	15%	12%	19%
Not sure/No preference	7%	4%	13%
	100%	100%	100%
TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION	478	281	196
Option A	371	236	134
Option B	72	35	37

Not sure/No preference	35	10	25
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Question 5	
Current Health Suite user	Non user
95%	57%
2%	30%
3%	13%
100%	100%
257	221
245	126
5	67
7	28

Question 6	
Do you have any further comments you would like to share with us?	
Open response (free text) question	
NUMBER OF RESPONDENTS ANSWERING THIS QUESTION [excluding "no" comments]	264
Response	Number of Respondents

See sheet called "Q6 further comments" for verbatim comments

Question 7

Do you currently take part in group exercise at Pools on the Park?

Response	Number of Respondents	Percentage of Respondents
TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION	479	100%
Yes	150	31%
No	329	69%

THOSE WHO TAKE PART IN GROUP EXERCISES

Question 8

Which of the following activities do you participate in?

NB Respondents were able to select more than one option, so percentages add up to more than 100.

Those who take part in group exercises	Number taking part in group exercises	Percentage taking part in group exercises
TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION	150	
Indoor Cycle	61	41%
Pilates	55	37%
Body Pump	53	35%
Legs, Bums & Tums	34	23%
Yoga Flow	34	23%
Aqua	29	19%
Hatha Yoga	29	19%

Zumba	27	18%
Functional Pilates	25	17%
Stretch & Flex	24	16%
Total Core	23	15%
Boxing Conditioning/Circuits	22	15%
Aerolatino	21	14%
Iyengar Yoga	21	14%
Insanity	19	13%
HIIT	18	12%
Dynamic Yoga	16	11%
Rumbalatina	9	6%
Tai Chi	9	6%
Cardio Step	5	3%

THOSE WHO DO NOT TAKE PART IN GROUP EXERCISES		
Question 9		
What prevents you from participating?		
<i>NB Respondents were able to select more than one option, so percentages add up to more than 100.</i>		
Those who do not take part in group exercises	Number not doing group exercises	Percentage not doing group exercises
TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION	293	
Time / date of the class	68	23%
Cost	47	16%
Lack of available space in the class	22	8%

Location of the Centre	19	6%
Other (please specify)	177	60%

Question 9: Other (please specify)
Open response (free text) question

NUMBER OF RESPONDENTS ANSWERING	197
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See separate tab called "Q9 Other" for full list of verbatims comments

RESPONDENT PROFILE

Question 10

Are you:

Response	Number of Respondents	Percentage of Respondents
TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION	476	100%
Male	175	37%
Female	284	60%
Prefer not to say	12	3%
Prefer to self-describe	5	1%

Question 11

What was your age last birthday?

Response	Number of Respondents	Percentage of Respondents
TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION	476	100%

19 and under	2	0%
20-24	9	2%
25-34	41	9%
35-44	93	20%
45-54	125	26%
55-64	114	24%
65-74	58	12%
75+	18	4%
Prefer not to say	16	3%

Question 12

Do you consider yourself to have a disability?

Response	Number of Respondents	Percentage of Respondents
TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION	476	100%
Yes	47	10%
No	403	85%
Prefer not to say	26	5%

Question 13

If you answered 'yes' to the previous question and consider yourself to have a disability, please provide details:

Those with a disability	Number of Respondents with a disability	Percentage of Respondents with a disability
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NUMBER OF RESPONDENTS SAYING 'YES' AND ANSWERING THIS PART OF THE QUESTION	47	
Long standing illness/health condition	19	40%
Physical impairment	17	36%
Mental health condition	11	23%
Sensory impairment	7	15%
Learning disability/difficulty	4	9%
Prefer not to say	2	4%
- Other (please specify below)	5	11%

Question 13: Other (please specify)		
Open response (free text) question		
NUMBER OF RESPONDENTS SAYING "YES" AND ANSWERING THIS PART OF THE QUESTION	5	
Clinical depression/ Noticeable deterioration in physical health and obesity since I stopped	1	
I have an impairment that can affect my speech and cognitive function	1	
ADHD - inattentive type	1	
asthma	1	
Prader willi syndrome	1	

Question 14		
How would you describe your ethnic group?		
Response	Number of Respondents	Percentage of Respondents
TOTAL NUMBER OF RESPONDENTS ANSWERING THIS QUESTION	470	100%
White	373	79%

Official

Mixed/multiple ethnic groups	24	5%
Asian or Asian British	16	3%
Black/African/Caribbean/Black British	4	1%
Prefer not to say	45	10%
Other ethnic group	8	2%

Question 1: If "no", is there a reason?

Open response (free text) question

NUMBER OF RESPONDENTS ANSWERING "NO" AND ANSWERING THIS PART OF THE QUESTION	153
Those answering "no"	Number of Respondents answering "no"
A bit expensive for a pensioner	1
Am about to become a member in September	1
annual subscription too expensive - waiting until I am 60!	1
Because today was my first visit to pools on the park and so I have only just become aware of FGF	1
Belong to another club with a pool	1
Closer ones available	1
Cost	3
Cost of membership at the Richmond site, more expensive than at other sites.	1
COVID-19	1
Currently a member elsewhere but might consider rejoining in future.	1
Currently trying to join but the new member process is very slow	1
Don't know what it is	1
Don't use regularly enough but still come a few times per month	1
due to varying workload i visit very often some months (ending up. sitting more than membership) abs very little other months, so i don't want to bother with the process of signing up for membership and cancelling	1
Expense Vs pay as you go for pool	1
Facilities not yet fully open eg changing rooms	1
Gave up membership at beginning of lockdown and never renewed it.	1
Gave up membership during lockdown but am considering restarting	1
Have been shielding under Covid	1
Have only recently moved to the area - paying as I go until I choose which facilities to purchase a membership for	1
Haven't joined yet as can't get through on the telephone number given. Constantly ringing and ringing.	1

Official.

Haven't renewed	1
Haven't got around to it	1
Haven't seen it advertised	1
Health Suite not yet open, I will rejoin as a member when Health Suite is open again	1
Health suite spa no available	1
I am a lapsed member who only used the health suite (under doctors orders) and have been waiting for the health suite to reopen and then renew my membership.	1
I am a member for swimming and health suits.	1
I am a member of Move GB so am able to use the facilities as part of my Move GB membership.	1
I am a member of Move GB so pre-Covid, I was able to use the facilities as a member but sadly this is has still not yet been reinstated.	1
I am a swimming only member of Pools on the park and use pay as you go for classes. I am a former annual member	1
I am swimming at Places Leisure/ New Malden where I pay £22/month only. Although, living in Kingston, and because we have no Leisure Centre here (Kingfisher leisure centre is closed), I would prefer to become a member with you in case you could provide a Health Suit (I have been dancing professionally for over 30 yrs, have gone through 3 operations- hip and shoulder and have a lot of arthritis). For the moment, I find the membership fee too high for swim only...	1
I attended "pools on the park" for many years, but stopped when my work situation changed and my son was born. Now that he is two I would very much like to restart visiting the pool.	1
I belong to Move GB which worked out cheaper	1
I cancelled my membership during the lockdown with the intention of renewing once lockdown ended.	1
I cannot attend regularly enough (due to school holidays, etc.) for it to make sense.	1
I currently only use the outdoor pool	1
I did not know about it. Just checked it out, it's too expensive for me	1
I do not like crowded places	1
I don't feel that the current facilities is worth the membership fee charged	1
I don't use the facilities frequently enough all year round to make it worth my while. Plus my children don't get any benefits by my adult membership i.e. priority access to outdoor pool in summer.	1
I have a Borough Swim Pass. Previous member at Pools and used health suite and sauna.	1
I have been a member in the past but now hold membership at a health club elsewhere	1
I have disability so I get free swim and pay to use the sauna	1
I have not been well enough for some time, so stopped being a member. However, I was hoping to join again this autumn.	1
I have other fitness memberships. I use Pools on the Park on a pay as you go basis	1

Official.

I left during covid and have not rejoined due to facilities like the spa not being open	1
I live out of the area and visit with a friend	1
I moved to this area during the pandemic	1
I only access the facilities occasionally.	1
I only go once a week so doesn't make sense paying for a membership as would pay more overall.	1
I only use swimming pool but would love to pay to use a thermal "suite" if one was available like in some other pools eg Wimbledon	1
I only use the pool, and currently don't attend frequently enough to make it worth the membership fee (1-2 times a week)	1
I only used the spa as a senior on set days.	1
I only user the swimming pool, sometimes	1
i pay as i go	1
I pay as you go	1
I prefer to use the pool and health suite on a pay as you go basis. Some months I prefer to do more outdoor sports and don't want to be tied into paying for something I'm not using.	1
I use only the health suite at pools in the park	1
I use pay as you go	1
I use the pool and health suite without membership.	1
I use the pool on a pay as you go basis	1
I used it on pay as you basis	1
I used to be a member but was not able to attend regularly for various reasons so cancelled my membership a couple of years ago	1
I used to be a member. However, because I primarily used the gym suite, I felt I was paying too much - £35. It would be great to have memberships for specific areas. Additionally I and alot of the PTs agreed there doesn't need to be more space for the gyms, it's the fact that the equipment was placed in inefficient places, better to have the free weights room as the bigger section, and swap the equipment around, rather than replacing the sauna rooms for more training areas.	1
I used to be but cancelled when the Covid pandemic struck.	1
I used to participate in various classes but with years found the facilities getting more and more neglected and not well cleaned. I'm using mostly outdoor pool now.	1
I was a long-term member of pools on the park going back to the 1980's. Gave up membership 2015/2016 due to caring responsibilities	1
I was a member for many years in the past and am looking to join again as soon as my daughter starts secondary school this September	1

Official.

I was a member for many years until the second wave of the COVID pandemic using the gym & the outdoor pool (when open) on an almost daily basis.. Due to the restrictions when the gym & pools reopened I decide to cancel my membership	1
I was a member for many years, around 10, but cancelled as the COVID restrictions meant I wasn't using the facilities	1
I was a member of the Bank of England Sports club but since its closure , I have been looking for another sports club, Pools on the Park is near me so keen to join in the future.	1
I was a member until Covid 19.	1
I was before Covid but haven't renewed yet	1
I was but cancelled it during lockdown	1
I was for 2 years before covid.	1
I was unaware of it until now but it is not of interest to me anyway	1
I wasn't using my membership so I now prefer 'pay as you go' at Teddington	1
I've just retired this month	1
I'm an instructor there	1
In short Covid. Until then I was a member for 15-odd years. I stopped my membership when Covid struck and I can tell you for certain that I have had a noticeable deterioration of my physical and particularly my mental health since then, mainly I put down due to no longer using the excellent steam room and the mental health benefit of having that relaxing space particularly in winter. The steam room is extremely good as it actually gets hot and produces a good sweat. I have to say it is far better than any waste-of-time steam room that I have used in England. Usually they are a waste of time but definitely not the Pools on the Park one. The sauna was never any good but I have resolved that I would pay the membership alone just for the steam room when it all opens up again, so this comes as a real shock and I would urge you please not to remove this little haven and highly effective steam room - yes it had got a bit tatty and has always been ugly but it did the job. PLEASE SAVE IT! Improve it and make it less industrial and more people would enjoy it. I and I am sure many others will be back. You can't close it down until long after Covid because how do you know how many people would be using it. It does seem like this is just an excuse to cut costs. I expect the membership fee should be reduced significantly if you cut such a vital resource, so just don't do it.	1
It is not affordable for me.	1
It works better for me to pay as I go.	1
Just had a tour and considering joining	1
Just moved to the area	1
Lapsed member since lockdown and closure of the spa	1
Location	1
Lockdown	1

Official.

Meant to join- but Covid shutdown .	1
Member else where but did swim during lockdown pools on the park and tacken a class in the past	1
Member of another gym	1
Membership expired during pandemic	1
Membership lapsed due to COVID	1
membership lapsed during covid lockdown	1
Membership was paused for medical reasons and then COVID came along and have not reinstated it.	1
Money	2
Moved to closer health suite. Previous member and very much enjoyed it	1
New resident	1
New to area	1
No	3
No cost benefit for the amount of visits I make.	1
No Spa and sauna facilities	1
No time as have a young family.	1
Nope	1
Not been going swimming due to Covid 19	1
Not cost effective for me	1
Not good enough quality	1
Not local enough to use more regularly. Yet.	1
Not practical and to expensive	1
Not really. I just swim and pay as I go.	1
Not well maintained	1
Only use the pool	1
Other gym	1
Pay as you go	1
Pay as you go - works with my Way of Life	1
Pensioner and swim only	1
Personal circumstances.	1
Postponed membership during lockdown	1
Prefer just to swim	1
Prefer pay as you go because I visit another pool facility regularly.	1
Prefer PAYG	1

Official.

prefer paying by card every month not standing order	1
Prefer to access the facilities by Pay As You Go.	1
Prefer to payg	1
Prefer to swim only	1
Previous membership has lapsed. Would consider renewing if price was favourable.	1
Price is too high for the value I would receive from it	1
prices to expensive	1
Process to join is unclear.	1
recently moved and centre were all closed due to covid	1
Response is on behalf of an organisation - The Old Deer Park Working Group The Old Deer Park Working Group (ODPWG) comprises representatives of The Richmond Society, The Kew Society, The Friends of Richmond Green, The Friends of Old Deer Park and The St Margaret's Estate Residents Association.	1
Small children, so no time to come.	1
Teddington Swimming Club	1
Too expensive	2
Too far	1
Too far to be convenient	1
Unaware of it but also not interested	1
Use pool regularly but due to covid not joined yet.	1
Waiting to register. Hadn't realised pools existed.	1
was a member for many years but got injured and stopped exercising.	1
Was a member for many years however very disappointed at the continuing decline of the gym,: sauna and steam room not working with continuous breakdowns: constantly overflowing gents urinals. The place became a tip. Despite writing to the Council the facilities continued to deteriorate thus are family have had no option but to refuse to renew our memberships.	1
Was a member previously, moved to another gym	1
Was a member stopped because attendance became overly regulated during covid and health suite unavailable.	1
We changed clubs a few years ago because the facilities at Feel Good - namely changing rooms and steam/sauna area - had become very shabby and outdated, and too many members loitering for hours in steam/sauna area chatting, et cetera.	1
We want to join as our old club closed and we want to use a sauna regularly. At the moment I use the centre for swimming and yoga. I think it is a wonderful place with very friendly staff. Please keep the health suite and sauna.	1
Works out about the same to pay as you go for how often i swim	1
You wouldn't accept my membership application during Covid.	1

Question 4: If "yes", what do you use it for?

Open response (free text) question

NUMBER OF RESPONDENTS ANSWERING "YES" AND ANSWERING THIS PART OF THE QUESTION	239
(Pre covid) Sauna, jacuzzi	1
A few minutes relaxation in the hot tub after a swim - especially in winter	1
A sauna is so nice to have.	1
After exercise I used the sauna, steam and jacuzzi regularly. I never sat around by the 'pit', that seemed a bit of a waste of space and energy.	1
All	1
All facilities	1
All facilities in Health suite present now	1
All facilities in order to relax	1
All the facilities it offers	1
As part of Teddington Swimming Club	1
Barre classes	1
Because it has been closed for COVID, I would have loved to use it though	1
But I used to be a member and loved its peace and tranquility area, sitting in the jacuzzi after a swim and using the steam room. It should be kept	1
But I would use it if I was a member	1
But not at the moment as it is closed. I have used it 4 days a week for the last 15 years and there is no alternative in Richmond. But the area has a multitude of meeting places like what is been proposed. The Spa should stay.	1
Classes a d gym	1
Cool down after workout	1
COVID	1
Essential relaxing after exercise. I would cancel my membership immediately if it wasn't there.	1
Everything	1
Everything. Love the steam & Jaccuzi after my mile swim each day. I feel lost without it.	1
Extensively when it was open.	1
Felt the health suite was poorly maintained and become unwelcoming	1
Fitness	1

Official.

Fitness classes, gym and sauna	1
Gym and Health Suite	1
Health & Wellbeing	1
health reasons	1
Hydromassage	1
I did daily until you closed it!	1
I did regularly when I was able to attend as a member of move gb (I have not been back to pools on the park since they have not allowed Move GB members to return) :(but when I attended pre-Covid - I used the spa (jacuzzi, steam room & sauna regularly - 4 to 6 times per week after almost every session, whether that be using the gym, going for a swim or accessing a class such as yoga or spinning. It was always my incentive to go & felt like my reward or treat after a hard day's work & still making it for a work out. There was also a lovely social element to being in the health suite and a nice opportunity to see people, relax, unwind / decompress from the day & catch up.	1
I did use it frequently when a member	1
I do not currently use the health suite as I cancelled my membership as set out in my answer to a previous question, but when I was a member I regularly used the sauna after my gym sessions.	1
I don't use it that often but it is nice to use after a class to relax	1
I have in the past when I was a member and I would like to again. I now have disabilities so hydrotherapy will benefit me after a swim session.	1
I have used it previously. The re-introduction of a daily/monthly fee to use the spa, sauna and showers would be beneficial and welcomed. Lots of exercise classes inc. Yoga, Tai-Chi are available elsewhere in Town Hall/community hall settings, as well as RHACC. These do not need to be expanded at Pools. Improve changing facilities and health suite provision. Keep the facilities as a swimming facility, not exercise classes!	1
I have used the Sauna and Jacuzzi	1
i joined to use the steam room when it gets fixed. cycling exercise bike, various weight machines	1
I joined this gym because of the health suite and I am looking forward to it being reopened. It is motivation to exercise.	1
I like active sports and leisure activities such as classes or swimming	1
I LOVE the sauna	1
I occasionally use the jacuzzi to relax after exercising.	1
I occasionally used to get a day pass to use the facilities (obviously has not been an option for a while due to Covid).	1
I use all the facilities at various times and consider they are an important part of membership conditions and perks.	1
I use all the facilities of the Health Suite at least once a week when it is open	1

Official.

I use it to relax and its a great social community setting.	1
I use the sauna, steam bath and jacuzzi.	1
I used it daily in the past - steam, sauna, jacuzzi. The only reason I would rejoin is to have access to this facility.	1
I used the sauna and jacuzzi every day. I use it for mental and physical health reasons!	1
I used to prior to the Pandemic. all facilities.	1
I used to use the facility before COVID on a routine basis. And now eager to go back as soon as possible. Me and my family are in favour of option A.	1
I used to, it was very nice, epart from the long repair times.	1
I want to use a sauna and steam room	1
I was told that it is not available...	1
I was using it daily it for health and well-being until it was closed. It was a wonderful place to warm up the muscles before and after swimming, to relax with friends, I met many new friends in the steam room. The steam room was good for my lungs and body detox and to relax. The sauna was also good to destress. The cold shower I loved as it is so good for the skin and immune system.	1
I was using it. Renewing my membership is contingent on the health suite reopening. I need the steam room and sauna to help manage my COPD in conjunction with swimming.	1
I would be using it if it was currently open. When it was open I used it after gym workouts in order to relax.	1
I would use all of the Heath suite facilities as a way to relax after a swim.	1
I wouldIf it worked! So would be sauna and steam	1
It has not been open for many months	1
It is closed, membership frozen.	1
It's an amazing facility, for Sauna and Spa and relaxation in World gone mad.... . Requires a full overhaul, with renewal of most bits, a possible redesign, but keeping it as a Spa and strength refurbishment to help it span another 30-50 years.	1
It's been closed for the duration of my membership..	1
It's hard to know what to answer here - I used the health suite prior to the pandemic so haven't used it for a couple of years. I used it for relaxing and socializing.	1
It's not working at the moment. When it worked, I used the Steam room and Sauna	1
Jacussi steam sauna	1
Jacuzzi	1
Jacuzzi and steam room	2
jacuzzi and steamroom after the gym for wind down and social activity	1
Jacuzzi and stream post gym or swim	1

Jacuzzi, sauna and social exchange round non working fire.	1
Jacuzzi, steam room, sauna	1
Jacuzzi; steam room.	1
Love the women only changing area, the hot showers, hairdryers, capacious lockers and the freedom. Closed since the pandemic but always used it before. Not interested in sauna, steam bath etc!	1
Mostly the Jacuzzi and Steam Room Occasionally the Sauna	1
Never knew you had one	1
No only because it's Very dated	1
Occasional relaxation after swim	1
Outdoor swim and teaching pool for lessons for daughter.	1
Physical and mental wellbeing. The facilities are good for maintaining physic health and the social aspect is good for mental health	1
Pool	1
Post exercise	1
Post exercise cool down, relaxation, general usage after every gym session, average 3 times a week.	1
Post workout relaxation	2
Primarily to relax and loosen muscles and tendons after evening gym and swim sessions, to alleviate pain and ensure some mobility in the following morning.	1
Prior to lockdowns which the use of Health Suite has since become unavailable to members my husband and I had been using and appreciating the facilities. I have been been a full member for 21 consecutively years. My husband recognised the benefits I have had and became a member a few years later. After gym sessions following by using sauna, steam room and spa pool for at least 5 days a week our health - physical as well as mental were at their optimum level. BTW we are 72 and 76 ! Interactions with other members and appreciation of friendly and most efficient staff as well as availabilities of high quality of classes,equipments,pools, accessibilities and location clearly explain why we have been members for so long. Please keep the Health Suite open. THANK YOU. members for so long.	1
Recovery and relaxation after swimming.Socialisation.	1
Regular swimming and occasionally sauna and steam room	1
relax after workout	1
relaxation	2
Relaxation & health	1
Relaxation after a workout	1

Official.

Relaxation and health	1
Relaxation and physical cleansing/ vascular stimulation	1
Relaxation and to meet friends.	1
Relaxation and wind down after exercising.	1
Relaxation helps de stress heat helps with muscular pains and jacuzzi helps with bad circulation	1
relaxation, a place to 'get away' from the hustle and bustle of the outside world, it's truly been beneficial to my physical and mental health	1
Relaxation, jacuzzi, sauna, steam room, cold shower	1
Relaxing	1
Relaxing after a swim.	1
Relaxing after gym sessions or a class, enjoying all of its facilities	1
Relaxing after the gym and exercise classes	1
Relaxing after working out	1
Relaxing after working out and sauna is good for the soul!	1
Relaxing in the jacuzzi or steam room	1
Relaxing in the steam room and sauna	1
Relaxing, respiratory issues, help with muscle recovery	1
Relaxing. Sauna. Jacuzzi. Steam room.	1
Sauna	8
Sauna & steam	1
Sauna and hot tub	1
Sauna and hot tub mainly. Sometimes the steam room.	1
Sauna and hydro massage	1
Sauna and jacuzzi	2
Sauna and jacuzzi post workout	1
Sauna and relax.	1
Sauna and steam	2
Sauna and steam room	6
Sauna at the end of my workout. The perfect end to the day.	1
Sauna jacuzzi steam	1
Sauna jacuzzi steam room, to compliment a good work out	1
Sauna plus steam room.Gentle exercise in both	1
Sauna Steam - really want this back	1

Official.

Sauna steam and pool after swimming and aqua fit	1
Sauna steam hot tub	1
Sauna steam jacuzzi	1
Sauna steam jacuzzi regularly after classes	1
Sauna steam room When covid permits	1
Sauna steam rooms.	1
Sauna steam, to ease pain in joints	1
Sauna stem room	1
SaunaSteamHydrotheraphy Pool	1
Sauna, steam room, jacuzzi, relaxation	1
Sauna, hot tub, steam room	1
Sauna, jacuzzi	1
Sauna, jacuzzi	2
Sauna, Jacuzzi and steam room	1
Sauna, jacuzzi and steam room. It is a vital part of my membership. As you get older it is important to be able to do stretches and extensions in a warm area.	1
Sauna, steam	1
Sauna, steam & jacuzzi	1
Sauna, steam and cold shower for health benefits and relaxation I have also made many friends through using this facility.	1
Sauna, Steam and Spa.	1
Sauna, steam room	3
Sauna, steam room and jacuzzi. I used after swimming to keep my muscles working.	1
Sauna, steam room and jacuzzi.... When is working	1
Sauna, steam room, Jacuzzi	1
Sauna, steam, jacuzzi	1
Sauna, steam, jacuzzi after a swim	1
Sauna, steam, jacuzzi essential for my well-being and mental health I have very much missed this.It is an asset to the centre.	1
Sauna, steaming room.	1
Sauna, whirlpool, steam room	1
Sauna,Steam, jacuzzi for general relaxation	1
Sauna,steam room	1
Shower, locker and hairdryer	1
Showering, sauna jacuzzi steam room.	1

spa and sauna	2
Spa bath	1
Spa on set days. Steam room. sauna etc and some swimming.	1
Spa, sauna and steam after a swim	1
Spa, sauna, steam room and to relax.	1
Spa, Sauna, Steam Room remains the most important element of being a member and remaining a loyal customer. It is a crucial element to creating overall well-being and key to maintaining mental health. There are numerous researches evidencing how the use of facilities of the health suite bring value to long term positive health outcomes including : Improves Cardiovascular Health, Aids Weight Loss, Removes Toxins From The Body, Elevates Brain Function, Boosts The Immune System, Supports Post-workout Recovery, Stress Relief, Improved Quality Of Sleep. All very crucial in the current COVID 19 reality and how this has a detrimental impact on people's mental health.	1
Steam	1
Steam + sauna	1
Steam room	2
Steam room and Jacuzzi	2
Steam room and sauna	2
Steam room and/ or jacuzzi after a long swim (especially after being in the outdoor pool in the winter).	1
Steam room mainly. Jacuzzi occasionally	1
Steam room, jacuzzi	1
Steam room, sauna after exercise.	1
Steam Room, Sauna and sometimes the Jacuzzi.	1
steam sauna	1
Steam, jacuzzi	1
Steam, sauna, jacuzzi after swimming/gym	1
Steam, Spa, Sauna and relaxation.	1
SteamroomSauna	1
Swim, steam etc	1
Swimming	4
Swimming and sports massage	1
Swimming and was expecting the steam room and sauna to be operational as part of my membership with the ongoing repairs	1
The jacuzzi and sauna to relax	1
The jacuzzi and the steam room.	1

The main reason I joined the Pool on the Park was to use the steam room and sauna to get relaxed.	1
The steam room	1
This is a trick question! Please don't fall for this answer. Obviously I can't use it because of Covid! Come on people fix it and make it attractive and a beautiful haven to sweat out life's toxins and relax away life's stresses. There is nowhere else to go and relax during the long winter. As above, my health has taken a significant dive both mentally and physically since Covid shut it down.	1
To detox and relax.	1
To feel good, for the sauna and steam room.	1
To improve my overall health, physical and emotional.	1
to relax	1
to relax after a swim	1
To relax after use of the gym.	1
To relax and chill out	1
To relax in jacuzzi	1
To use jacuzzi for back pains Also the steam rooms has great benefits, This is a welcome amenity when it was open the rest could be refurbished at a low cost, the fire with an electric log effect the steam with mosaic interior, For inspiration look at the spa at the Richmond gate hotel, I believe the upgrade could be carried out with thought for 50,000 Afterwards this would encourage more people to use it and pay for the upgrade.	1
Use jacuzzi for back pains also steam room	1
Use the health suite to relax all muscles after using the gym and doing classes. Also to relax	1
Used as a post-workout chance to relax. I use all the facilities on offer and have always been very grateful to have access to such great amenities as part of my local gym.	1
Used it but it became unavailable	1
Used pre lockdown to sauna and steam after swimming or gym.	1
Well I would if it was open! I used to use the sauna, steam room and jacuzzi spa twice a week after classes to relax.	1
Wellbeing	1
Wellness to support my body ,for relaxation, for my nervous system, muscles and it amazing for my body	1
When it is open I use it for the jacuzzi and steam roo	1
When it is open I use the changing rooms, showers , jacuzzi, steam and sauna	1
When it was open I used sauna, jacuzzi , and steam room but not gym	1

Official.

When it was open, the health suite was an important part of my recovery after each workout at the gym.I miss it ver much	1
When its open, for relaxation, rounding off a work out for 30-60 mins	1
When open for relaxation and recovery	1
When open I use the jacuzzi	1
when open, rest recovery relaxtion	1
Wind down and relax after a gym session	1

Question 6

Do you have any further comments you would like to share with us?

Open response (free text) question

NUMBER OF RESPONDENTS ANSWERING THIS QUESTION [excluding "no" comments]

264

Response

Number
of
Responde
nts

A sauna (for example) is a high cost low usage facility; personally I have always found such facilities exclusive and unwelcoming. A better use of funds would be to provide facilities of access to many more gym users and encourage non-users to visit

1

A Sauna, steam room, plunge pool and relaxation area combination would be fantastic.

1

A sauna? A steam room & a jacuzzi are proven ways of improving my mental health

1

Access to the private changing room was definitely an advantage of membership and would love to see that continue esp women only!

1

Adding extra group exercise space to increase exercise class programme would be welcome

1

Affordable group exercises including antigravity yoga would be very welcomed!

1

All changing area would benefit from refurbishment

1

always enjoyed the facilities after exercising

1

An extremely important resource for mental and physical wellbeing. Great for covid lung viral hangovers, lymphatic issues for the over 40's, lifts depression and suicidal moods and is a great community space to help mental health and loneliness for the old. It must reopen!

1

As I mentioned in 4, the main reason I joined was to use the Health Suite facility. The facility, however, has not been and will not be able for the foreseeable future. Are you therefore considering a refund of the joining fee to those whose main reason for joining was to use the Health Suite and have little use for other Pool on the Park facilities?

I understand we can suspend our membership by the continued paying of £6 per month but if the refurbishment of the Health Suite is to continue for some time, the ongoing £6 per month payment becomes unfair.

Alternatively, if a member leaves now to later rejoin when you decide upon the future of the Health Suite, will you at the time of rejoining, exempt the joining fees?

1

As overleaf, exercise classes, Yoga etc are available in many other venues, see RHACC, Kew Avenue Halls for instance. Sauna and spa useful after swimming. Possible introduction of (small) hydrotherapy pool on site? Improve and update changing facilities in main area. If more classes are deemed necessary, perhaps consider extending a unit in the grounds for this purpose, although a significant space (indoors) is already allocated for this use. It may be possible to recoup costs for updating the health suite by having 'pay as you go' timed bookings? This will attract more people to the facility.	1
Before its closure the health suite has truly been one of my favourite places for getting away, and relax. I used to go to the leisure centre more frequently because of it. Please replace and not remove.	1
better swim only membership price for residents	1
Bring back the Sauna and steam please	1
But if more people need better changing facilities too. Frequently v busy in changing room and not possible to use benches and lockers at same time. Will get worse if more people trying to.	1
Can you please at least have a trial of the old suite and do a consultation period once everyone has returned to the Fitness Club/ Health centre? Bear in mind too that it many more people would use it if it wasn't so tatty and run down. PLEASE SAVE IT!	1
Choice of option should depend on the numbers using each, the demand and the value for ratepayers. Has the council done any research on numbers using the current suite versus demand for option B? If so it would be helpful to share this info	1
Clean the rooms better, clean equipment, wash the windows in the studio, allow us to use the outdoor space , give us less notice time to cancel group classes, sauna and steam room are essential, i paid for the membership assuming it works. Review the backdoor entrance for the studio security.	
Two main things: sauna and using the outdoor space. Should be part of the membership.	1
Cleaning should be more rigorous	1
Come on folks, the health suite is a must have and what many people use after a hard session in the gym. One of the reasons i signed up years ago was the ability to use the health suite. It was always reasonably busy and yes, will cost to upgrade, but remember you sold memberships to people with this as a apart of the package. I now need to go elsewhere for a sauna and may just sign up for a private club if you cant offer this.	1
Didn't use facilities as run down & poorly maintained. This seemed bad management & inadequate staffing and could easily be fixed. Council run health spas are few and this facility should be renewed & maintained properly.	1

Didn't use the UNhealth suite as it was poorly maintained and the level of cleanliness was highly questionable.if a new health suite was installed and run as a separate enterprise that was chargeable with a dedicated professional staff with good clean facilities I'm sure that would appeal to some members and bring in some income but to go back to the same in covid times is pointless ..it used to stink in there ..and was totally disgusting.It was just a breeding ground for germs and the council has some health and safety responsibilities although as the changing rooms which are disgusting testify the council have no intention of investing any money in the place .. hence the numbers of members who are not returning speak for themselves.	1
Do what makes you the most money to keep the outside pool open all year round	1
Does not have to be environmentally friendly. Needs to be state or the art facilities and value for money.	1
Don't close the health suite! Loyal members of this gym who have been paying dues for years deserve to have this facility	1
During the pandemic, It has been difficult without the health suite but I have looked forward to its return. I hope you can return same. You are a great health club and much appreciated.	1
Environmental impact of health suite unacceptable. Limited health value. Benefits few people	1
Feel this an important part of our well being	1
Have really missed it during lockdown pre covid 3 times a week when everything was working	1
Having a sauna and jacuzzi was a big selling point to me becoming a member. Losing this will be a big disappointment.	1
Health suite and members changing facilities do need a significant upgrade.	1
Health suite was a great option. If unavailable will look to other facilities and cancell membership.	1
Health suite was brilliant before . Will be brilliant once again .	1
Healthy physical health and contented mind help residents of Richmond appreciating our existence and pride.	1
Heath suites are not as available as general fitness. Let's not lose this one.	1
How about a facility for elderly/disabled fitness?	1
I am a keen user of the outdoor swimming pool (Over 60s) & appreciate your efforts to keep it open throughout the year. Many thanks	1
I am assuming 'Health Suite' this the just the spa and sauna.	1
I am very concerned that the changing rooms are not currently available. Surely it would be possible to make the members changing facilities available while the consultation period is taking place. I am also concerned that we are being asked our opinion on the options offered without full information of the development of the Health Suite. Will the costs increase Will it be managed by the the current Pools in the Park management team and if not what proposal are in place. I would like to see the development plan for the Health Suite with information on the financial proposals for its ongoing use.	1

Official.

I became a member to use the facilities, if all facilities are unavailable, a discount should be applied	1
I believe it is a necessary facility for a health club to offer. Relaxation is an important element of well being.	1
I didn't really like the health suite when I was a member and rarely used it. even then it felt tired and didn't seem that popular. I think option B is likely to be much more useful and popular.	1
I dont use the health suite as i wasn't sure how clean it was and being mixed sex it felt a bit uncomfortable. I would be open to making it into a different space for more exercise classes as the classes get very full.	
Would be nice to have more yoga options available	1
I dont want it to go.	1
I feel that the sauna is my primary reason for maintaining a membership. I will likely leave if there is no sauna.	1
I feel the health suite is a very important part of my experience at pools on the Park and have missed it a lot during the last 15 months I use to swim every day and use the health before and after every swim. Steam before swimming is a good way to warm up the muscles and a good way to relax the muscles after swimming. Both steam and sauna are excellent for detoxing the body and skin which supports the organs. As well as giving the lungs a cleansing. So can breathe easier. The cold shower is also important after steam and sauna as it closes the pores of the skin and naturally invigorates the body. Wim hoff is a famous person to advocate the health benefits of cold showers. There is no where else as a member I can currently use these sorts of facilities and feel they are very important to the health and community in the borough of Richmond.	1
I have used it rarely due to the state of disrepair. Not nuce environment.	1
I joined this gym because it had the sauna, jacuzzi and dry room. If you take it away, I will join another gym that has it. The multi sports area replacement is just a terrible excuse. If you dont have the money to upgrade the suite, just be honest, but please dont give us this excuse. There are other parts of the estate that could be used for multisport. If you dont upgrade, I will move sad to move, but you will give me no option. I bought the memebership because it had the health suite included.	1
I know many members value these facilities	1
I may consider a different gym if the health suite isn't fixed!	1
I miss the health suite so much. It was a great place to relax and meet with members after a swim..	1
I need to know more about both options to make an informed choice	1

I never use the health suite. I think that sort of facility is better suited to a private health club where it can be very plush (it's always been a little bit shabby and so never appealed to me). For a public/Council managed centre I think focusing on the wider community would be better and so redesignating the space. I would happily continue to pay my membership without the Health Suite. It would be good in exchange if the flooring in the members changing areas could be replaced - it's old and hold dirt easily. The flooring in Teddington centre is much nicer and the lockers too.	1
i only visit the Pools on the park for the use of the health suit	1
I particularly enjoy the Jacuzzi facility after an intensive exercise regime(after a shower first of course), also the sauna	1
I pay £96 a month for joint membership. If you are going to take away this part of my package I would expect you to reduce your prices. I think a lot of people would. If you need extra space maybe you could look to build on some of your land. Do not think it is either / or. Also if you are looking to get rid of this space you would do better to expand your changing room space to be honest.	1
I personally have never used it so replacing with more exercise space makes sense for me	1
I prefer to have fully equipped health suite that the reasons i been a member for along time I will definitely cancell my membership if there is no health suite	1
I really appreciate having a place to switch off and relax. The bubbling spa has enabled my muscles to relax after a class, or after a busy week at work. Please save the spa!	1
I really appreciated an affordable spa experience that I could use on a non member basis.	1
I really enjoyed using the health suite occasionally, and would like the opportunity to continue doing so. I was only an occasional user, but I'm not aware of anywhere similar easy-access, good value sauna/hot tub/steam room etc in Richmond.	
While I can see that the space might be used more frequently if it was multi-purpose exercise space, I'm not sure how much demand there is for additional gym classes.	1
I really like having the health suite	1
I rely heavily on the Health Suit purely for my Health & Well-being & have kept my membership going hoping it would reopen..... it would be a terrible shame if it wasn't reopened & I would have to reconsider my membership	1
I see the Health Suite as a really positive part of my Annual Membership.	
I would probably look for another gym / swimming facility if there was no longer a Health Suite.	1
I swim and use the health suite. I have an over age 65 swim and spa membership and don't use the gym or do classes	1
I think a health suite is an essential part of your service.	
It would be a travesty if it were lost and not replaced	1
I think having the health suite is a bonus for Pools on the Park	1

I think instead of fixing what need fixing, the whole pools in the park compound should have a revamped especially the pools (indoor, outdoor and leisure), they are old and at times feel disgusting to use. The only time my daughter went to pools in the park, she came back with Veruca! Consider how much the council charge us for council tax, the leisure centre does not reflect well on Richmond Town and its council. Thanks	1
I think it is a real shame that Richmond Council are being so unambiguous with the Pools on the Park site - particularly given the UK's recent success at the Olympics - given the size of the site there is a real potential to create an amazing state of the art facility capitalising on the Sport England funding available, and the owner of the land (Crown Estates). This could be done sympathetically to the concerns raised on sight lines etc, and could also be a real environmental and community statement- how long are you going to let this leisure centre decay into obsolescence. I am passionate about what could be achieved in this site and would love the opportunity to discuss it.	1
I think it would be good to make something more of this and bring it up to date. I think it has been underutilized in the past however.	1
I think it's good to have a relaxing space as a privilege of membership.	1
I think people are not returning to classes because the standard of teaching has gone down. I believe your teaching wages are minimal and that there have been problems in the past with management. I want to continue but need skilled instructors. Good teaching brings in more members.	1
I think Sauna and steaming room are very useful for sport recovery and relaxation.	1
I think that it is important to retain the health suite. It provides a complementary facility to the gym, the pools & the studios.	1
I think the Burroughs needs more outdoor swimming facilities. Currently residents swim in the river when it gets hit and that is not safe. Especially around Ham, there is no alternative. Taking away an existing swimming facility, will only add to the problem	1
I think the gym should be refurbished but that the whole site needs updating with consideration to local environmental restrictions. In my Utopia there would be provision of an ice rink, bowling alley and skate park too.	1
I think the health suite added massive value to membership.	1
I think to loose 2 swimming pools in Richmond would be detrimental to our whole community : swimming is an essential life skill as well as a very popular competitive sport. There is so much demand for swimming that local swimming clubs are unable to meet the demand due to a shortage of pool time	1
I use the gym almost exclusively for group classes and even before Covid struggled to get a place in the most popular classes, particularly on weekends. Extra space for classes would set you apart from other gyms in the area and I think is 100% the best use of space	1

I used the suite when I was a member and if they weren't there it reduces the attraction of the club and whether I would be a member again	1
I view the Health suite as a really important part of Pools on the Park	1
I was not aware the health suite existed until this point.	1
I will be considering moving gyms if the health suit is closed permanently	1
I will cancel my membership if there is no health suite	1
I will definitely use the health suite. Please keep it!	
There are plenty of exercise spaces available in Richmond, but nowhere else nearby for sauna and steam!	1
I wish it was more affordable because I would like to use it regularly but cannot afford it.	1
I would be very sad to see the health suite go. It is an integral part of my physical and mental wellbeing.	1
I would like to have the option of using the studios to do my physiotherapy exercises as my house is not suitable. So far, there is not one leisure centre with an option that is affordable for people on benefits (ESA) as me- Places Leisure asked me for £40/hour to use their studio. I also find difficult to find a studio that has appropriate temperature for dancers, which should be between 21C and 18C, not bellow.	1
I would like to see classes for disabled young people in this area. As the pool is accessible this would be a great location for a suitable range of accesable classes	1
I would like to see more detail on what a "multi purpose group exercise space" is. It doesn't sound like a swimming pool. I think it is essential that the borough maintains publicly accessible and affordable swimming facilities. The alternative for local residents is to have to pay a heavy premium to use one of the local gym's (inferior) pools or to have to travel much further within the borough in order to find a council run pool. Swimming and water confidence is an essential life skill which all children should learn from a young age. I did not and I only learnt how to become confident in the water at pools on the park as an adult in my 30's. I will ensure that my child is not in the same position as I was and I'm confident that many other parents in the local area feel similarly.	1
I would like to use steam and sauna facilities. There are already good exercise facilities in the gym and weights room and the large room used for yoga etc	
The spinning room was too small and dark when I used to attend	1
I would like to use these facilities once Covid allows.	1
I would like very much for the health suite to replace	1
I would love to see a high class luxury spa with spa pools and Sauna (think The Sanctuary that used to exist) and a variety of treatments offered . Could sell potions and creams too .Maybe with healthy type restaurant and bar. Possibility to join or pay as you go whole days or half days .	1
I would prefer a female only space on occasions. The gym was mainly used by men which I found quite intimidating.	1

Official.

I would prefer a new jacuzzi and spa facility to replace the old ones. It's an important part of the centre which many users enjoy and I would consider joining another gym with these facilities if it were permanently closed.	1
I would use the health suite if the facilities were better, but it's been in such a poor state of repair that I haven't wanted to.	1
I'd also like spin to remain outdoors (covered for rain) as indoor classes were way too cramped and unhygienic.	1
I'd like to know possible classes available if alternative approved we need exercise classes for older people . The popularity of aqua fit shows the demand for these	1
I'm enjoying spinning being outdoors	1
I've been paying for access to this health spa as part of my annual membership. I appreciate that due to COVID it needed to be closed. But even before then, there were a lot of issues (steam room not working, jacuzzi spa was often unavailable). I find this very frustrating as I have effectively paid for membership if this facility but it was not available. I find the spa area was a factor in making my decision as to where to join. If you get rid of it I think you'll lose customers/members.	1
I've chosen option A because I would be more likely to use this than option B, but I don't have a particularly strong view either way.	1
I've never been able to use the health suite because of coronavirus but I'd love to be able to use it at some point in the future	1
I'd like to see a spa, sauna and health facilities at Teddington pool	1
If I knew there was a sauna, I would definitely go.	1
If Option A is adopted it should be separated from member changing rooms as the current arrangements makes the changing rooms too hot and damp.	1
If the Health Suite is beyond its natural life when will the pools be considered?	1
If the Health Suite is not replaced I will leave PoP and find an alternative. If the Council really wants to encourage fitness and well being in the community for an ageing population, the Health Suite is vital.	1
If the health suite Option A were updated I would be very tempted to rejoin the club, which is at a location much more convenient for me than the club I joined instead.	1
If the spa is retained, could we please have more than one shower. It would also be great if there could be periods when it's naturist like all the spas in Germany	1
if u do not open the spa i will leave	1
If you don't provide a health suite anymore I'm going to leave	1
If you remove the sauna/jacuzzi/both I hope we can look forward to a reduction in membership fees. The current facility, by the way, is perfectly adequate.	1
It has always felt like a treat after a work out to visit the health suite. I have enjoyed many hours in the steam room and Jacuzzi and it would be a real shame not to have it. It has always been well used when I have been there.	1

It has been closed since I joined die to the pandemic. I was very much looking forward to it reopening so I can use these facilities. I think without it, membership fees should be reduced.	1
It is a facility to use after a weights workout to help and aid muscle recovery and should remain or the membership will need to be reduced .	1
It is a valuable part of the offer, for which we pay. I would like it updated and restored.	1
It is fantastic to have these facilities available to paying non members... But it would be a real shame to lose them	1
It is important for me that sauna and steam room remains. This is mainly 70% reason I joined the Pools on the park. I won't see the reason to carry on with membership of sauna and steam room not back on working again. Regards, Elena Kochatok	1
It is important to have this facility in our borough	1
It is not quite clear to me whether option B includes keeping the swimming pools. I think keeping the pools is indispensable, as there aren't many swimming facilities anywhere in London. Making them more sustainable and environmentally friendly sounds like a great idea. If there is unmet demand for group exercise, surely it is a good idea to try to meet it, but I would not choose option B if it meant the pools would disappear.	1
It was great to see a municipal facility offering a spa for everyone to use at a reasonable price. I hope it can continue.	1
it would be a shame to lose the only affordable and accessible health suit in the borough	1
It would be great to have a larger, better ventilated space for spin classes	1
It's a valuable part if the offer to members, other good gyms in the area have this facility - you'd be less competitive without it. Also, the studio has spare capacity in the afternoons and at weekends, you don't need another studio until you've used this space. Final thought, the marquee has worked well for spin, you could make more of this idea if you need more space	1
It's an amazing facility, for Sauna and Spa and relaxation in World gone mad.... . Requires a full overhaul, with renewal of most bits, a possible redesign, but keeping it as a Spa and strength refurbishment to help it span another 30-50 years.	2
It's should still be the same as before but upgraded. They're is plenty of room for classes even outdoor. After a workout and classes work out, it's always good to relax in the healthy suite. Without it I would have to find another gym. Please update/upgrade the suite.	1
It's so important to have a health suit , sauna, jacuzzi and wet room to support our bodies wellness specially a place for our bodies to relax I don't think it's a great idea to take it away , it has saved my body so many time I wish for it to stay thank you	1
It's so nice to have a health suite to relax in & it makes my membership worthwhile. If it does have to go then a better spinning room would be good.	1

Its a awful set up. Needs complete refurb	1
It's been amazing to have the health suite as a part of our local gym, facilities which outshone many privately owned gyms. I would be devastated to lose it. And would most likely cease my membership.	1
It's so great to have an accessible health suite where you can go if you are not a member or with a friend who isn't a member. I feel that removing this would be a real loss. There are lots of other low cost gyms nearby where you can do indoor group exercise but there are no other health suites that i am aware of that can be accessed on a pay as you go basis for a reasonable cost.	1
It's the only place I can have a sauna without having to join a gym. I love it and find it beneficial for my motivation and general wellbeing especially in winter. Great place to meet my friends.	1
I've never used the suite in over 15 years as a member. I can't say I'd use it if it was refurbished.	1
Just to say this area could be refurbished	
Would be pleased to submit ideas	1
Keep sauna and steam it I am gone	1
Keep the health spa	1
Keep the outdoor pool.	1
Keeping both pools open all year round is essential for me. I'd like to participate in classes in cleaner and better ventilated facilities.	1
Make it a members club and make it a desirable club	1
Make use of the upstairs gym space first, then see if you need more training room, that is the best option.	1
Maybe you could have a fitness room and just a sauna?	1
More provision for Well being and fitness would be great. More yoga.	1
No health suite would force me join another club	1
Not at the moment	1
Part of the reason I joined as a member was to be able to use the health suite facilities. It's great to be able to have a swim or use the gym, then relax in the health suite. I find the jacuzzi is fantastic if I ever have back problems.	1
Part of the reason I use Pools on the Park is the Health Suite and I would be very disappointed if it was no longer available	1
Please do not get rid if the pool. We lost the one in Twickenham and was never or ever be replaced.	1
Please don't close it!!	1
PLEASE don't lose the Health Suite! It will be so many member's reasons to join and keep their membership. It will be a big mistake commercially for Feel Good Fitness.	1
Please install high power cold shower or deep plunge dip	1
Please keep a health suite facility. It really encouraged me to join and to exercise. I wouldn't rejoin if it wasn't available.	1
Please keep pools open	1

Please keep the health suite!!!	1
Please keep the pools!	1
Please keep the sauna	1
Please keep the sauna jacuzzi and steam room	1
Please open it as soon as possible. Not reopening is not an option .	1
Please please please keep the health suite. It's the reason I have membership with you and I'm missing it so much. There are so many spaces for people to exercise but health suites are few and far between. I would definitely be reconsidering my membership if it goes and I've been a member for a very long time. It's especially helpful for people of a certain age whose opinions in these matters are often overlooked	1
Please provide alternative suite for sauna/steam room, if both are replaced by other facilities.	1
Please replace the existing Health Suite with new environmentally sustainable facilities and to maintain the area as a Health Suite facility. It is the main reason I have been a member for the last eight years.	1
Pls keep the spa and steam room. I really miss it as it is part of my health Reg for many years	1
Pool Changing rooms need a refurb, hairdryers should be freely available showers need improvement and pool needs a deep clean	1
Prefer to maintain the availability of the health suite, but access to it needs to be held at an affordable cost so that all the residents of Richmond can enjoy enjoy its benefits	1
Previously, joining fees and membership was expensive for a council run facility. Although I live in Richmond, and am a key worker, I was told I was not eligible for discounted fees or membership, which seems unfair given I pay LBRUT Council Tax.	1
Promote it. Publicise it. Make parking costs easy to find as well as treatments. A big plus is one can park on site.	1
Provide at least one cold water power/drench shower	1
Relaxing is as important as being active. Please renovate facilities.	1
Sadly we consider that if the facilities are not refurbished to a high standard, bearing in mind the present lack of obtaining value for money membership, it would be better for the Council to terminate the present use of this site.	1
Sauna and steam room is absolutely necessary. Jacuzzi may be optional but expensive to maintain. Instead we may have ice cold plunge? Fireplace and relaxation area around was very good in the past.	1
Sauna is awesome	1
Senior friendly equipment or more exercise programmes targeted at seniors would be greatly appreciated.	1
Separate membership excluding the health suite would be good	1
Since the health suite hasn't been available- why am I still paying full price. The health suite was a major part of the reason I liked this facility.	1

Spa, Sauna, Steam Room remains the most important element of being a member and remaining a loyal customer. It is a crucial element to creating overall well-being and key to maintaining mental health. There are numerous researches evidencing how the use of facilities of the health suite bring value to long term positive health outcomes including : Improves Cardiovascular Health, Aids Weight Loss, Removes Toxins From The Body, Elevates Brain Function, Boosts The Immune System, Supports Post-workout Recovery, Stress Relief, Improved Quality Of Sleep. All very crucial in the current COVID 19 reality and how this has a detrimental impact on people's mental health. It is not cost effective to remove such facilities due to the long term negative impact on some of the health benefits areas mentioned above which have been recognised as an additional factor to people at risk of contracting COVID 19.	
You have now a great opportunity to demonstrate reactive and preventative forward thinking amongst the council. You also can secure long term strategy for the benefit of local population and inevitably show your leadership so much required in current times.	1
Steam /sauna help health issues like respiratory, musculoskeletal, arthritis, anxiety or just chilling out	1
Swimming is a valuable low impact exercise for many people when other exercise isn't suitable. Learning to swim is essential for children. The affordable spa is valuable for mental health and relaxation.	1
Thanks for asking our opinion, this is an excellent opportunity to improve your resources.	1
The area needs a viable swimming pool and even gym. The other options in Richmond are priced out of a lot of people's budget and it would be a shame to take this opportunity away from a large section of the community.	1
The area needs to be cleaned better and more regularly with spot checks.	
Changing rooms and health suite are near minimum for a health club.	1
The centre has been poorly run for over a decade/ many years and it is unclear why a better standard of facility, provision and management has not been/ isn't available to residents in the borough.	1
The cost and risk of replacement of this area should not under any circumstances restrict, or increase the cost of, any of the other facilities, or be a financial burden which restricts the future maintenance or improvement of the other facilities. Any new facility must have safe (aerosol, circulation and virus transmission) ventilation.	
There is sufficient space on the site to accommodate group exercise spaces based on a separate cost benefit analysis.	1
The council needs to identify cost, demand for and use of each option to ascertain the best value option which benefits most ratepayers	1
The existing studio does not seem overly busy. The main problem is people booking but not turning up. Change the app so one can cancel same day.	1

The facilities were well used in pre-Covid times, but it is true that they are getting old and rather run down. I believe the answer is to replace the existing facilities with new versions of the same. I for one would be happy to return to POTP if this was done.	1
The facility is a key part of post workout recovery and warm down	1
The facility is a wonderful way of relaxing and meeting friends. I would miss it very much were it to dissappear.	1
The health jacuzzi could be replaced with a mosaic surround if it needs replacing have detailed suggestions in previous box	1
The health suite added great value to my membership and the reason I joined. I use to go every morning and sometimes I would go other times of day and would enjoy meeting new people. It was always busy.	1
The health suite has always been used over the years and made a very positive difference I have been a member for over 10 years now and really value the added benefit of being able to relax in the sauna steam room jacuzzi after a work out	1
The Health Suite is a unique and invaluable facility. I feel its loss would be very regrettable, in view of the considerable contribution, as presently constituted, it makes to the mental health and general well-being of both members and guests.	1
The health suite is a very popular facility and it would be tragic if it was decommissioned At a time when peoples mental health is suffering it is a great meeting place for people to relax and chat. Please Please don't close it.	1
The Health Suite is a wonderful place to relax and to soothe the mind and body after exercise.	1
The health suite is a wonderful resource for the community. There are no alternative facilities apart from exclusive private health clubs which are unaffordable for many. Please please keep it.	1
The health suite is an essential part of the gym necessary for chilling and relaxing it would be a real shame to lose it.	1
The health suite is an imperative and very important part of peoples day for health , body and mind. It is especially good for those revisiting from sports injuries, mental fatigue etc..., depression and the older community who congregate and boost there immune systems there. Personally I use the sauna to aid my physical and mental health and to bring calm to my body and mind to aid with sleep. The health suite really has been a life line to me and many others. I am sure many suicides and mental issues could have been prevented if it had been open through the recent times. It will be an amazing resource for those recovering from the physical aspects of Covid and the mental repercussions of the Pandemic too for the local community. It is imperative that it is reinstated and at speed to save lives in our local community.	1
The health suite is one of the best parts of pools on the park. The gym is below average, the pools are excellent. If the health suite is not going to exist. It will be a huge loss and I will be not be continuing as a gold member	1

Official.

The health suite is one of the main attractions once we're able to access it again, even if numbers need to be limited or usage time managed / reserved due to possible social-distancing restrictions post-covid, if / while required? There already exists a large exercise space for classes and spinning room at the centre so I am unclear of the need for another one? The health suite has clearly had no improvements made for many years so it is understandable that this investment is now needed?	1
The health suite is one of the principle reasons I joined and its absence has left a massive gap for me. Membership has not been such good value without the facility.	1
The health suite is popular. I would pay a little more to use it in order to keep it	1
The health suite is the only non-private facility of its kind in the area, local and wider, as far as I'm aware, without which, accessibility will become incredibly limited to only those with private gym memberships. At a time where mental health is so important, the health suite provides a child free respite to relax and recharge around the increasingly busy and complex lives we lead	1
The health suite is very important for the members, especially the elderly who are not willing to use the studios or the space upstairs. The space is a big diferencial that Pools on the Park have in comparison to other gyms.	1
The health suite never seemed to be busy so assume not widely used by members. Additional classes will only appeal to some people so why not use the space to improve the current member changing facilities which are very poor at the moment. Then all members would benefit and we would feel like we are getting better value for money.	1
The Health Suite was one of the main reasons I joined this gym. It will leave a gap if it is removed.	1
The Health Suite was the best part of Pools on the Park and was the thing I missed the most during the lockdown	1
The health suite would compliment the pool very well, at present there is nowhere to unwind after a 45min swim, the pools are very popular, these facilities would also become just as busy.	1

<p>The health suite, although tired and dated, is a USP for the Pools on the Park. Adding another exercise space would be a cheap and lazy option as a use of the space. An exercise space is also not needed in the Pools as it does not fit with the swimming pool offer and would be better in a gym environment. A health suite can offer complementary services as well as a offer the type of health suite facilities which are only available on the Continent. This is a wonderful opportunity to upgrade and improve what is already offered and to enhance the swimming pool experience/offer.</p> <p>Emerging evidence suggests that beyond its use for pleasure, sauna bathing may be linked to several health benefits, which include reduction in the risk of vascular diseases such as high blood pressure, cardiovascular disease, and neurocognitive diseases; nonvascular conditions such as pulmonary diseases; mortality; as well as amelioration of conditions such as arthritis, headache, and flu. The beneficial effects of sauna bathing on these outcomes have been linked to its effect on circulatory, cardiovascular, and immune functions. It has been postulated that regular sauna bathing may improve cardiovascular function via improved endothelium-dependent dilatation, reduced arterial stiffness, modulation of the autonomic nervous system, beneficial changes in circulating lipid profiles, and lowering of systemic blood pressure.</p> <p>It is incumbent on the council to offer its residents these facilities at an affordable price which the private sector is unable or unwilling to do.</p> <p>Do not replace the health suite with a nondescript and unnecessary exercise area.</p>	<p>1</p>
<p>The health sweet at the moment is not very welcoming which is why I rarely use it . If it was a more relaxing and welcoming space I would use it every week to help me chill and de stress .</p>	<p>1</p>
<p>The Heath Suite, and Pools on the Park in general, is antiquated and not fit for purpose. The site is large enough to support a world class facility. A 33.3m pool belongs in the dark ages. Bite the bullet and replace the whole site, not just the sections that will obviously need to be upgraded time after time.</p>	<p>1</p>
<p>The options given are so nebulous and lacking details it's impossible to gauge what you are offering. Complete gobbledygook. For example, what are the so called "environmentally sustainable facilities", what are the "multi-purpose group exercises" and what are the "targeted group of activities".</p>	<p>1</p>
<p>The spa/health suite was great - I used it regularly before lockdown</p>	<p>1</p>
<p>The steam and sauna is a key area for people suffering from stress and should be replaced. In the Summer, more outdoor classes could occur. The lawn space around the open air pool could be used to provide another studio for tai chi, Pilates, Zumba etc.</p>	<p>1</p>
<p>The steam room and sauna are enjoyed by a great number of people, so there's no reason not to repair the existing facilities.</p>	<p>1</p>

The steam room and sauna basically swung my decision to become a member. As it has not reopened I have not rejoined. I know a number of people of the same opinion - the health suite is what puts Pools on the Park above other gyms in the area.	1
The swimming pool has been invaluable for me in maintaining my health and wellbeing during the pandemic. I passionately believe in exercise being available to all and so the proposal to increase the capacity to offer more group exercise is one I support. Although there might be people who love the sauna, overall the community will benefit more greatly from having greater opportunities to exercise.	1
The two pools are unique and so important to the community	1
There already is a group exercise area. Option B appears to be a low cost option for a space that is well used and a valuable and integral part of the centre.	1
There are already spaces for group exercise but if the spa were also given over to group exercise there would be no spa and three group exercise spaces.	1
There are few other Sauna facilities in the borough and they are important especially for the elderly and infirm. Saunas have a dramatic benefit for cardiovascular health. So I would suggest that the council not only renew the facility but may sure it's use is encouraged and the benefits recognised more widely. You should build them into every gym and sports centre.	
https://www.mayoclinicproceedings.org/article/S0025-6196(18)30275-1/fulltext	1
There are lots of spaces around the area that can be used for open hall type exercises, there is almost no health suites which the public can access therefore a health suite is what is needed.	1
There are lots of spaces for group exercise but no saunas in the area. Have you thought about more outdoor areas for exercise with permanent awnings.	1
There are plenty of class spaces in the area and there are less options to pay for a sauna/steam room within the borough	1
There are plenty of facilities and space for gym equipment but only one relatively small area for the sauna/ spa. This is a vital facility for those unable to afford expensive private health clubs	1

<p>There are plenty of improvements that I could suggest. A more detailed survey / consultation might be useful.</p> <p>I have not been using the centre because the spa has been closed.</p> <p>I as many people use the spa in conjunction with the other services. As a place to rest and soften the muscles between sessions.</p> <p>Not having a spa would make the whole center unworkable for me and I know many others.</p>	
<p>On the other hand a well thought out spa could enhance the entire center, the current setup is quite dated compared to other centres.</p>	1
<p>There is already an exercise studio which I also use and it's great although the yoga mats don't get washed and are smelly!</p>	1
<p>The sauna and steam are a great benefit especially in winter</p>	1
<p>There is already plenty of studio space and timings to increase availability of classes, especially at weekends.</p>	1
<p>There is no good local health suite which the public can access without paying a very expensive membership fee. If you really want to improve the health of the borough then a modern health suite with improved cheap access for all residents is what is needed. Group exercise can be done in any of the church or school halls available around the borough with a little improved access and is a cheap cost saving option to use the space with almost no investment but it will do almost nothing to improve the boroughs health. A good health suite is needed far more as it gives options which are currently not available, it could also be used by health professionals for community use with social prescribing for minor health conditions.</p>	1
<p>There is no other public Health Suite in LBRUT. The 490 bus service to the facility is indefensible benefit to all in the borough to the only Heath Suite which seniors can easily access,</p>	1
<p>There is no point being a member of pools on the park if health suite unavailable. I gave up membership during covid when health suite unavailable and joined a gym for 3rd of price. If there was a health suite I'd consider rejoining</p>	1
<p>There should be concessions for pensioners</p>	1
<p>Thermal spa circuit like in Wimbledon would be great</p>	1
<p>These facilities and the members only changing area are a key part of the membership for me. It will be very disappointing if they are not reopened when safe to do so</p>	1
<p>They are an Important part of membership perks , I hope our changing facilities will return one day too.</p>	1
<p>Thinking of the Borough's carbon footprint, could consideration be given to installing solar panels at Pools on the Park and a ground to air heat pump?</p>	1
<p>This an important facility for the provision of health and well being. The medical benefits of a regular sauna are well known, but the additional positive mental benefits of relaxing in a jacuzzi and providing a warm space for social interaction are even greater. This is a health asset that is easily justified and must not be removed</p>	1

This area would get more use if it was in better condition (and working!)	1
This facility has been well known within the community and hundreds of members use it to improve the general health. It would a shame to end the life of the health suite spa and certainly PoP will lose hundreds of members that are patiently waiting for the health spa open.	1
This is a key part of many gym memberships.	
Do not take it away from us	1
This is not just a health suite! This is a space were locals meet together and chat. We have "sauna club" and I still at this gym just because of it. Thanks for keeping a Richmond community	1
This is one of the very few available health suites in the borough and I think it is important to keep it available for all residents.	1
This is the only affordable Health Suite in the area and much used and much appreciated	1
This seems to retain the spa facilities.	1
To make the sauna and steam rooms bigger as less room is needed outside for sun loungers as not many people seem to use these.	1
True the facilities are dated and new complex is needed. The whole pools on the park must be profitable and will be profitable	1
Very keen for the health suite to return.	1
We currently have enough space at the gym for group sessions. Will be extremely disappointed if the health suite is removed. Would consider moving to another gym if that happens as there are a lot of competitors out there who want our membership fees	1
We do not have sufficient pools in our area - more should be made of their benefits and their use should be made easier too. Using a pool regularly is not just good for the body, but mental health too.	
"multi-purpose group exercise space" - what does this mean for Option B...!? That could cover a multitude of undesirable ideas, more explanation needed, would suggest.	1
We need more space for group exercises and a stronger profile of instructors. The standard is lower than before and no action has been taken to replace the popular body circuits class.	1
We should invest in our swimming pools. Invest in to keep the pools open for the future. Neither option you propose considers this. That is a dreadful shame. Can see this going the same way as the Ice rink to private developers.	1

When joining, I was told the sauna and steam room etc would be available to use again soon - which is one of the reasons I joined. If this is no longer the case, I can get considerably cheaper memberships elsewhere with just a gym - as it's impossible to book a swim session either.	1
While I do use all the facilities in the health suite, those most important to me are the two saunas. The loss of the hot tub would be lamented, but replacement with other facilities, such as perhaps an infra-red solarium, or larger saunas, would go a long way to keeping me a member.	1
Whilst the Old Deer Park Working Group have no preference in relation to the two options being put forward, we would wish to record our concern that whichever option is chosen to proceed, it will have the fullest regard to the listed status of the Pools-on-the-Park complex as a statutorily-listed building included on the National Heritage List for England, and its location within the heart of the Old Deer Park Conservation Area, and will serve to sustain the significance of both the complex and the conservation area as designated heritage assets. In this connection, we note that the Council has still not adopted and published a final and properly amended version of the draft Statement of Significance for the Pools-on-the-Park complex of September, 2017 to which specific reference is made in the Old Deer Park Supplementary Planning Document despite repeated requests made by the Old Deer Park Working Group to the Council's Planning Department since 2018 to remedy the significant deficiencies of the present draft document'.	1
Why does "environmentally sustainable" have to enter the conversation?	1
Will return to pools on the park when reopen the health suite spa	1
without the health suite i would see little point of continuing my membership. ok covid has caused things to be closed and i accept and understand but i need that suite the benefits to my health amazing, i like pools on the park, love the staff and the vibe but if forced to i will go	1
Without this facility there would be no differentiator to encourage me to rejoin.	1
Would be nice to have more space for classes	1
Would feel cheated if sauna and steam room were not part of membership. Hoping for swift re-opening	1
Would love the outdoor pool to be unheated and to connect to sauna facilities as I usually have to travel to Parliament Hill Lido (along with other friends from Richmond) for this service.	1
Yes, I feel it would be disgraceful if Richmond should lose this spa. PLEASE KEEP IT. There is no alternative in Richmond and people depend on it.	1

Official.

<p>Yes. The upkeep has fallen short of expected standards for a long time. Members' interests have been neglected and communication abandoned. A clear timeframe has to be offered and confirmed; the direct debit payment I am making factors in this facility being available and the repair / replacement could have been done many months ago. The delay and feet dragging witnessed so far is as unfair as it is symptomatic of a management strategy that is in poorer upkeep than the sauna / steam bath area.</p>	1
<p>You could have upgraded the health suite whilst we were all in lockdown. Why was this not done?</p> <p>This should have been upgraded years ago but has not and not much maintenance has been done to the health suite. Council should pay for this and no increases to membership fees</p>	1
<p>You should upgrade this to as high a spec as possible. The better it is the more demand and income it will generate</p>	1

Question 9: Other (please specify) Open response (free text) question	
NUMBER OF RESPONDENTS ANSWERING	197
Ability to exercise due to illness	1
Am considering joining	1
Am currently unable to participate due to childcare issues.	1
Barre classes	1
Can no longer shower and change in the men's changing rooms afterwards.	1
Come on people! We are in the middle of a pandemic! You can't be doing this now.	1
cost of parking should be included when paying to use your facility	1
Covid	3
COVID. Booking. Hassle.	1
COVID-19	1
Currently at another sports centre, but considering joining Pools on the Park	1
Currently recovering from an ongoing injury.	1
Did not renew my membership	1
Disability	4
Disinclination.	1
Dislike organised group exercise	1
Don't enjoy classes	1
Don't like group exercise	1
Don't like it!	1
Don't want to	2
Don't enjoy group classes/not the type of exercise I prefer	1
Don't need the classes. What We need is a proper spa centre in Richmond offering Sauna, jacuzzi, Ice cold tub, steam rooms that helps sport recoveries. There are already loads of group exercise classes available.	1
Due to the pandemic I was not comfortable participating in group exercise classes	1
Facilities	1
Frozen membership due to uncertainty about Covid	1

Official.

got injured now lack motivation.	1
Happy with what i do already	1
Have access via apps/Internet	1
Have been shielding under covid	1
Have only recently started using the pools and had not heard of group activities	1
haven't really considered it as an option, i tend to just swim	1
Health reason	1
Health reasons	1
Health suite spa is already a group exercise experience	1
I am a member of a gym already with classes included.	1
I am a member of a gym elsewhere, and use POTP to swim	1
I am a swimmer	1
I am no longer able to access the facility as a Move GB member, however, I previously attended & enjoyed yoga classes regularly and spinning & a few others sporadically.	1
I am not interested in group exercrise at Pools on the Park because I'm doing an exercise class (taichi) somewhere else	1
I am not interested in group exercises	1
I am thinking of my less able daughter who needs accesable classes for diabled people	1
I attend Swimfit in Teddington instead.	1
I attend the gym around 3 times per week but prefer to do my own workout rather than classes.	1
I do my own exercise elsewhere	1
I do not want to... I use the gym	1
I do pilates and yoga elsewhere	1
I don't enjoy classes	1
I don't enjoy group classes	1
I don't like exercising with people	1
I don't like people	1
I dont do group exercise	1
I don't enjoy it.	1

Official.

I don't particularly like indoor group exercise	1
I don't really enjoy this type of exercise.	1
I don't want to	1
I go the tedington for group exercise	1
I go to another gym for group exercise.	1
I had stopped using indoor facilities for exercise during Covid lockdowns. I have returned to swimming and I intend to return to group exercises but haven't yet.	1
I have a mobility difficulty and can only swim	1
I have a private pilates session in the gym	1
I have chronic fatigue.	1
I have not been well enough to join the various classes, although in the past a used to do yoga twice a weekk	1
I have swim membership only	1
I just swim and use the gym	1
I just use the spa but there is enough space already for group sessions. You can't replace the spa once it's gone.	1
I left POTP when Covid arrived. Before then I was an active user of the group classes.	1
I like really small classes	1
I like swimming and sauna/ steam	1
I like to do individual exercise and not in groups	1
I like to swim	2
I mostly attend Sheen gym.	1
I now have my personal trainer train me at home.	1
I only have membership for the pools and do those sorts of exercises at home now	1
I only use the health suite	1
I prefer having a swim	1
I prefer to exercise on my own.	1
I prefer to relax as I already exercise with my swimming sessions	1
I prefer to swim	1
I prefer to swim at my own pace.	1

Official.

I prefer weights, running and cycling	1
I run alone - play sports across England	1
I run alone. I play sports externally across England.	1
I swim & gym	1
I used to attend group training at PotP Richmond but not longer do. There is better provision elsewhere at similar cost.	1
I want to swim	1
I went to a beginners step once. Just once. As I was the only beginner abs felt mus sold and embarrassed	1
I went to one stretch class but prefer exercising on my own	1
I work too many hours, otherwise I would participate.	1
I'm not interested in group class, I like to exercise alone	1
I'm closer to the FGF gym in Sheen, and the times/dates of classes there suit me better	1
I'm not a classes person.	1
I'm not interested in group exercise	1
I'm working class, I'm working insane hours, I like to go and relax little in the pool when I have time	1
Injured knee and can only swim now	1
It doesn't seem sensible to do group exercise in a pandemic!	1
Just haven't been a member long enough, I will definitely start attending	1
Just not interested	1
Lack of imagination in delivery of classes	1
Lack of inclination due to other exercise options available to me	1
Lack of inclination to join such activities	1
Live outside of the borough and use health suite when visit friend	1
Low level of instruction	1
Member elsewhere	1
member of another health suite/gym	1
Membership includes other sites so use the one nearest to home. Occasionally use PoP classes	1
Membership remains too expensive for the appalling facilities.	1

Official.

My fitness activity and health is based on self discipline and is not dependant upon third party motivators or aggregative discipline.	1
Nearer places are available if I wanted to do a group activity	1
Never heard about the place	1
New resident	1
New to area	1
No interest	5
No options of	1
No preference for group sessions.	1
no reason beyond i haven't	1
No time currently	1
Noninterest	1
Not currently a member	1
Not enough time	1
Not interest	1
Not interested	6
Not interested in classes	2
not interested in group activities.	1
Not interested in group exercise	3
not interested in group exercise - gym, pool and health suite only please.	1
Not interested in that form of exercise	1
Not keen on group classes, Cost is also an issue.	1
Not my thing	3
Not my thing. Come to the gym to get away from	1
Not really interested in group exercise as I do a lot of running in Richmond park	1
Not something I am interested. Spa facilities on the other hand, I would be, given that it's clean!	1
Not something I want to do	1
Not sure if it would be beneficial for my recovery	1
Not yet a member	1
Only interested in swimming	1
Only just become aware of PotP	1

Official.

Only just realised they exist. Will be participating in future	1
Only swim	1
Only want to swim	1
Other focus	1
Other gym	1
Physically unable to take any	1
Poor experience in past. Come to swim because such a great pool.	1
Poor ventilation. Not very clean facilities.	1
Prefer individual training	1
Prefer other forms of exercise	1
prefer solitary exercise such as swimming as they help me focus on myself and practice mindfulness	1
Prefer solo gym. Not interested in group exercise	1
Prefer solo sessions	1
Prefer swimming and plenty of other places to do group exercise in Richmond.	1
Prefer swimming.... there are plenty of group exercisss online and other facilities in Richmond.	1
prefer the pools	1
Prefer to swim in own time	1
Prefer to swim only	1
prefer to train in the gym	1
Prefer to workout myself	1
Range of activities don't match what I would like to do eg new runners club, BMF style classes	1
Simply not interested	1
Suspended membership due to COVID - used to have Gold but now only swim	1
Swimming	1
Swimming only	1
Teddington pool	1
The run-down facilities.	1

Official.

The website is not very good and the pool always gives priority to serious swimmers	1
This is something I have access to via different means.	1
Time taken to get there	1
Unaware of offering	1
Use the facility for the pool mainly	1
Used to, but it's no longer v good	1
We are an organisation	1
What to do with the kids!	1
Will be accessing classes once a member. I hope available space in class isnt a issue	1
Will change when moving closer in sept	1
Work and family commitments	1
Work restrictions mean I'm unable to commit to classes in advance	1
Young family but should have more time soon	1