

Whitchurch Swimming and Leisure Centre Public Engagement Report

August 2022



Background

Monday 6th June saw the start of an 8 week consultation designed to engage the community, partner organisations and other interested groups and organisations in the future of Whitchurch Swimming and Leisure Centre. The consultation set out the proposals for the new centre and encouraged feedback following agreement to consult by Shropshire Council's Cabinet on the 27th April 2022.

Shropshire Council announced the permanent closure of Whitchurch Swimming Centre in June 2021 following the discovery of extensive structural issues that were identified during the closure of the facility due to coronavirus. It's now a priority of Shropshire Council to provide a new facility for the community in Whitchurch with a projected opening in Autumn 2025.

Business case modelling and a facility mix study have been undertaken as part of a detailed feasibility study (led by Strategic Leisure Ltd) to provide a replacement facility in Whitchurch that will have the following core aims:

- Improve the health and wellbeing of Whitchurch residents through more physical activity/sport.
- Invest in a high-quality leisure facility in the town centre which provides accessible and inclusive activities for all.
- Engage people who may not traditionally engage in leisure and physical activity.
- Be operationally sustainable and environmentally sustainable with carbon neutral targets, and encourage users to adopt 'active travel' – cycling and walking.

As set out within the consultation survey, the proposed new facility will include:

- 6 lane x 25m swimming pool with a moveable floor for flexibility.
- 35 station fitness suite.
- A large multi-purpose room divisible into 2 studio areas for dance, fitness and youth activities.
- changing village plus dry side changing, incorporating a Changing Places facility to make the facility fully accessible.

- Reception/servery
- Café/vending area
- Outdoor activity area

Shropshire Council recognised the old centre had some limitations and was missing an accessible reception, adequate accessible toilet provision, good access through doorways and the building. As a result accessibility was a strong theme through the engagement and specific questions were included to try to ensure needs of all members of the community can be met. The feasibility study suggested the following accessible facilities:

- Accessible changing room
- Changing places (wet and dry access)
- Accessible toilet facilities
- Lift to first floor

The extensive feasibility work undertaken also highlighted issues of location. The preferred location for the new facility is on the site of the now closed Whitchurch Swimming Centre and the proposals are that the new centre will utilise the footprint of the also closed Enterprise North-East Youth Centre.

The engagement feedback is presented within this report and the findings of the public engagement will inform decision making. Views were sought on location, facility mix, design requirements and any other community needs. This report brings together feedback from:

- Emails and letters provided as part of the public consultation exercise.
- Survey responses gathered between 6th June and the 31st July 2022.
- Feedback from 7 engagement workshops and meetings (including Whitchurch Town Council, local businesses, schools and local sports and leisure groups).

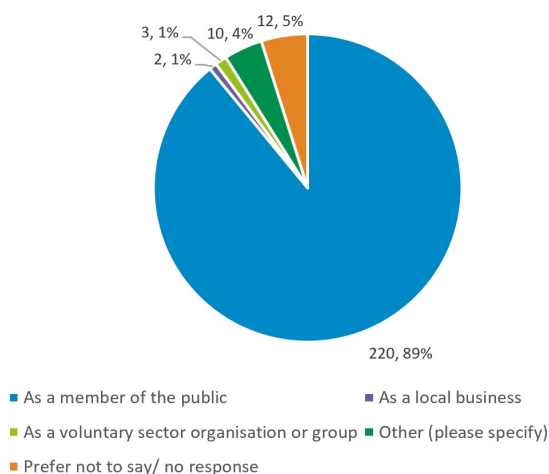
The next section of the report looks more closely at the survey response and the respondent characteristics.

Feedback response

The survey resulted in 274 responses and 12 written consultation responses were received. Important additional feedback was provided through workshops and meetings (all of which were written up to ensure key issues and feedback has been captured and will be considered in the next stage of work). Overall the combination of these methods has provided a lot of information to help Shropshire Council better understand priority issues and common themes.

Information about respondent characteristics was collected for the survey (allowing anonymous responses) but was not appropriate for the other forms of information gathering. Understanding the characteristics of survey respondents is helpful and can determine whether feedback is representative of the wider community or limited to people who share similar characteristics or backgrounds. Core questions are asked (these are all optional). The results highlighted that 80% of survey respondents were members of the public and only 15 surveys were completed by people representing businesses, voluntary and community sector groups and organisations and other bodies. Those who gave their group or organisation name included a range of local community groups and sports groups.

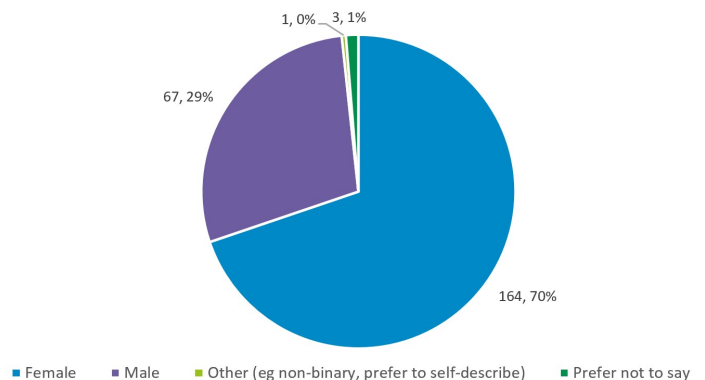
Type of survey respondent



The survey resulted in more responses from females compared to males and the comments highlighted that many women were keen to represent the needs of their children.

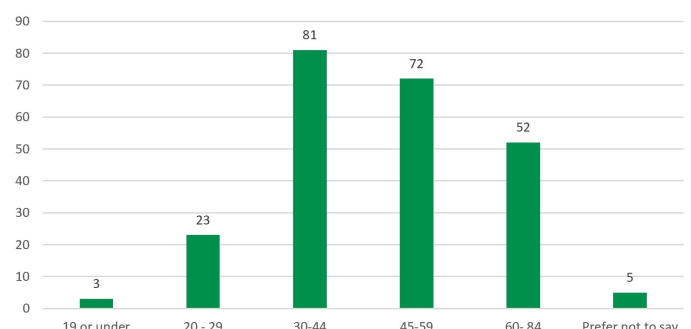
Overall 70% of feedback was from females and the comments highlighted that not only did more women describe the needs of their children but they also had more concerns about changing facilities, privacy and opening times (some commented on school holidays and sessions after school). There were also comments relating to children learning to swim and the needs of women with babies/ children in prams and pushchairs.

Gender of survey respondents



The survey was responded to by people from a range of age groups but the largest group was 40-44 year olds (34%). There was also a very good response from 45-59 year olds (31%) and 60-84 year olds (22%). Often the age group of survey respondents for Shropshire Council surveys is slightly older, on average, so this may again reflect the response from parents who wished to feedback for the whole family. All age groups were represented and it was encouraging to see responses from younger people. 38 of the survey respondents chose not to answer the question.

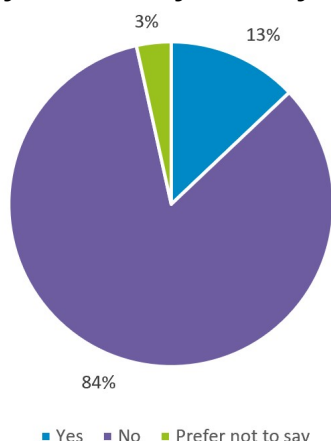
Survey respondent age groups



The survey respondents were asked about their ethnic background and the results show that 92% were from White British backgrounds. There was a helpful comment included from someone conscious of the different needs people may have depending on religion and belief. The comment made suggested women only swimming sessions and highlighted the importance of culturally sensitive sessions including hair products. This is something that could be explored further in future engagement as work progresses. Comments like this are helpful and sometimes more informal feedback methods or trial sessions may be planned to test demand once facilities are open.

Survey respondents were also asked 'Do you have any long-standing illness or disability that limits your daily activity?' 13% of the survey respondents answered 'yes'. Representation from people with different levels of mobility is particularly important within a consultation of this nature. Specific questions were included about accessibility but positively it was a theme that was included within earlier comments without prompting. The results suggested widespread community support for design that will meet a wide range of needs and this is explored in more detail later in the report. Within the comments there were survey respondents who also mentioned suggestions to meet the needs of dependents, relatives and friends.

Do you have any long-standing illness or disability that limits your daily activity?



The survey explained that Shropshire Council undertakes equality, social inclusion and health impact assessments (ESHIA) and asked for any comments on diversity, equality or social inclusion. Example comments are shown in the blue box.

Equality, Social Inclusion and Health Impact

Gender needs and changing facilities

- *“Please take into account that for many women, including those of particular religions, or women who might have experienced sexual or domestic violence, sharing changing facilities with men is unnerving and for some a complete barrier to attending fitness facilities. Whilst the village changing facilities are great for families, there is quite a bit of evidence that women can experience unwanted attention in these types of changing rooms. Please take into account the wishes of some women to have a female only space.”*
- *“Baby changing facilities in male changing rooms as well as in female changing rooms. Different membership options e.g. off peak use, gym only, swim only, gym and swim. Pay as you go or annual payment.”*
- *“Family change areas.”*
- *“Women only classes.”*
- *“Provide family changing areas to meet their social, cultural and privacy needs.”*
- *“Toilet facilities should possibly have male/female/other I don't feel children should mix in these facilities and parents are not always going to be with them.”*

Physical and sensory needs

- *“Provisions for accessibility for sensory processing and over stimulation individuals.”*
- *“Include all children in sensory sessions. Not just those who have an official diagnosis as that's a very long drawn out process.”*
- *“Kids, especially hypermobile ones, run around. Don't make the new centre too compact. They need space to move away from doors and desks!”*
- *“I have osteoarthritis but can't see that on this survey. Affects my mobility..”*
- *“I think having different sections dependent on level of experience in regards to fitness/gym would be a real benefit for those who feel self conscious or inexperienced. One of the common fears of people I spoke to within the community is participating in fitness around those who are experienced and that it deters them from going. I think having something to combat this would draw the most vulnerable in to feel safe and included.”*
- *“Please consult local adults with learning disabilities directly as this online survey is unlikely to be accessible to them.”*

The next page shows some more comments covering other issues of equality across a wider range of themes including location.

Equality, Social Inclusion and Health Impact cont.

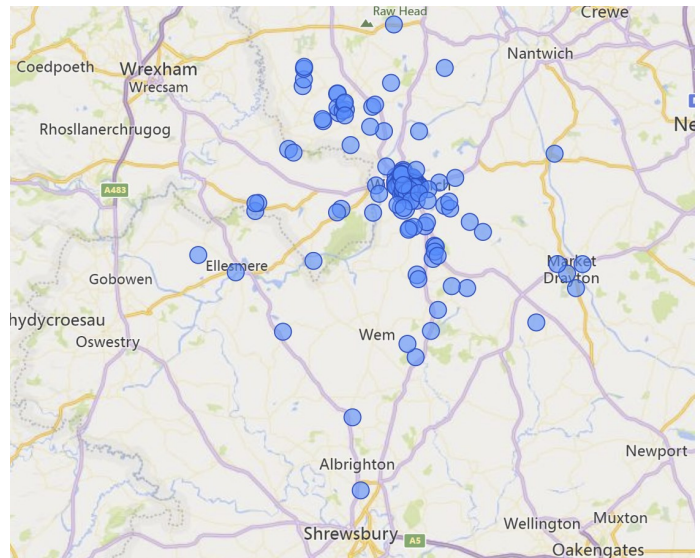
Other equality issues

- *“Just don’t forget those who are not part of the protected characteristic. They do get excluded sometimes.”*
- *“I think you’ve done enough. You need to make it work for the majority.”*
- *“The use of payment for lockers and car parking: Many young people no longer carry coins, which can make some lockers difficult to use. For example, my partner often has to take money out from a bank machine, then buy something in a shop, just to get change in order to use a locker at the swimming pool they go to. Many older people aren’t confident using non-cash technology (such as contactless payments). The parking arrangements and locker arrangements should be easily usable by everyone.”*
- *“Clear bias towards younger, fitter members of population i.e. active travel. Young mothers & older population will be main users of facility during the day. Location of facility should be on ring road.”*
- *“Think the council needs to start thinking about Equity rather than equality. Equality means that each individual or group is given the same resources or opportunities. Equity recognises that each person has different circumstances or starting points and therefore different resources and opportunities are needed to reach an equal outcome.”*
- *“No equality between money spent on Shrewsbury residents compared to Whitchurch. Older residents in Whitchurch not considered yet population demographics shows town has older residents. Know of people moving out of the county due to lack of leisure facilities. School leisure centre appropriate for younger residents only.”*
- *“This can’t happen soon enough. It’s a much needed centre for all in Whitchurch. Whitchurch is almost a forgotten town.”*

The responses to the question on equalities show real diversity of views as well as the importance of understanding a broad range of issues beyond the protected characteristic groupings. This information can be used to update the Equality, Social Inclusion and Health Impact Assessment for the Whitchurch Swimming and Leisure Centre as work progresses and it may also be helpful information for the staff members who will run the service when it opens.

There were two more important questions included in the survey: where people live and how often they used to visit the old swimming and leisure centre before it closed. The feedback can inform an understanding of catchment area and demand for the facility when it opens. The map below shows where the survey respondents live (approximate locations mean no one can be identified from the map shown and dots do not represent any accurate location/address).

Map of survey respondent locations (approximate)

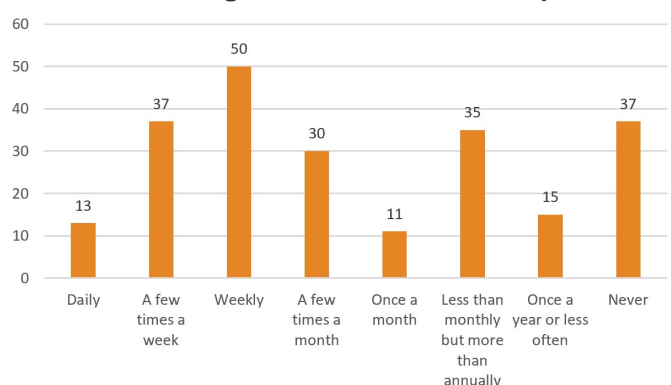


Map image based on Microsoft Bing Maps and MapPoint Web Service

The survey respondents predominantly live within driving distance of Whitchurch. Of the 214 survey respondents who provided a postcode, 167 (78%) live in the SY13 postcode area.

All survey respondents were asked how frequently they had visited the old swimming centre and the results are shown below (some commented they had moved to Whitchurch more recently). Of those who had used the old centre, there were a mix of responses with weekly being the most common (22%).

How frequently did you use the old Whitchurch Swimming Centre when it was open?

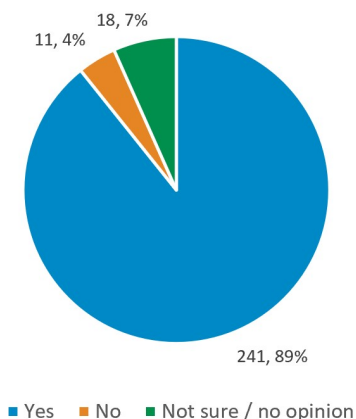


Location

Finding the right location for the swimming and leisure centre in Whitchurch is incredibly important. The feasibility studies undertaken highlighted that the preferred location for the new facility is on the site of the now closed Whitchurch Swimming Centre and the also closed Enterprise North-East Youth Centre. Understanding whether members of the public agree with this proposal was a key objective of the consultation.

The chart below illustrates the results of the survey question on location. A huge majority (89%) agree that the current site is the best location for the new centre to be built. Only 11 survey respondents (4%) disagreed and 18 were not sure or didn't have an opinion.

Do you believe this to be a suitable location for a replacement swimming pool and centre in Whitchurch?



The survey provided space for comments on the proposed location of the site. The table highlights the main themes from the comments and examples are also included. 41% of the comments included some concerns about the site, including size, water voles, access from the road and parking space. Many comments didn't necessarily suggest concern about the location but there were comments highlighting that the size of the plot is limited so may not be able to accommodate everything. Many of the stakeholder workshops highlighted questions about the location. There were suggestions that Sir John Talbot's School, the Rugby Club and a site off the ring road could be alternative locations.

The feasibility study had highlighted challenges with other sites. The advantages of a Shropshire Council owned site were also a focus. The overall feedback from the survey and workshops suggests that although there are some size concerns and other suggestions, the majority recognise the benefits of a central, town location. Some feedback referenced the opportunity to consider youth facilities (replacing the old Enterprise North-East Youth Centre).

Theme from comments	Count	%
Concern about road and access to site	3	4
Site too small	6	8
Need adequate car parking	8	11
Suggest alternative location e.g. ring road, school	5	7
Concern: water vole impact	7	10
Importance of active travel to site	4	6
Support for proposed location/current site	23	32
General support	2	3
Importance of public swimming and leisure facilities	9	13
Opportunity to develop/combine the Youth Centre	2	3
Other comments	2	3
Total	71	100

Survey responses - Example comments

- "Would benefit from being somewhere else in Whitchurch with plenty of parking."
- "I'm not sure because I wonder if the site is big enough, as you mention Gym as well. I moved to Whitchurch in May 2019, and haven't used the old facility so can't imagine the pool is too large..."
- "Yes, if there is enough space for a gym, 25m pool and learner pool with viewing area for swim galas. If not, an alternative site should be sought."
- "The new centre needs to be considerably larger than the current pool. The population of Whitchurch and surrounding areas are far, far greater than when the original pool was designed and built."
- "Near bus station and shops so multi journey for a family."
- "It needs to be central and accessible by public transport, cars and local pedestrians. This is the best site."
- "Good central location that people can walk to. If it is further out of town people will drive. Being in town it will encourage people to use other local services."

Ecology was not a theme included within the consultation questions but the survey and written consultation responses highlighted significant community concerns over the impact the build could have on water voles living in the brook adjacent to the site. 7 of the 12 written responses focused on the issue (see extracts below).

Written consultation responses - Extracts

- *“In the brook, right where your cafe steps and again underneath your children’s play area, live a colony of water voles. Water voles are a legally protected species and you are not allowed to impact on their habitat. I and many others have been monitoring these water voles for nearly 20 years and have logged over 400 sightings. The colony has featured on Springwatch and West Midlands Today, and is well known and loved by many townfolk. Please revise your plans so that they leave the water voles in peace and no laws are broken.”*
- *“I am very concerned about your proposal to concrete part of the bank for a new swimming pool in Whitchurch which is occupied by water voles, including the children’s play area over the top of another section..... It is crucial that the design of the swimming pool is changed so that the brook’s wildlife, including the water voles, can thrive. To have a population of water voles in Whitchurch at such a critical time is admirable, they need your protection.”*
- *“Please urgently take into consideration impact on wildlife in all your proposals but impact on waterways in particular and their precious fragile habitats for rare mammals and invertebrates- the future of our ecology is in your hands and it’s destruction is a large price to pay for human’s ‘leisure’ pursuits.”*
- *“Whilst I like the design of the building and am delighted at the prospect of a swimming pool again in Whitchurch I am exceedingly worried about the area on the drawing over the stream which depicts plans for a children’s play area and cafe steps. This will impact negatively on the legally protected water voles in that area.”*
- *“...the brook which runs along the Tesco car park has been a breeding stronghold for Water Voles for at least 15 years and is a critical habitat for this nationally declining protected UK species.... I would like to know what is the proposed mitigation for the protected species on site?...”*

9 of the 274 survey respondents included comments about the water voles in their survey responses. Some example comments are below.

Survey responses - Example comments

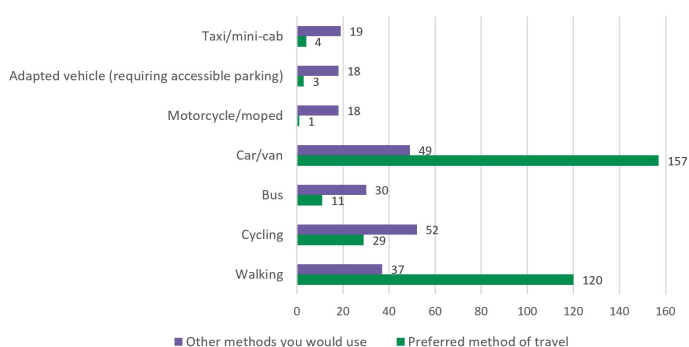
- *“I would just like to ensure the development does not impact the water voles in anyway. I would use this facility having a 3 year old son but I think it’s more important to him to grow up around wildlife which is conserved and protected.”*
- *“The brook adjacent to the site supports an important and well known colony of water voles [a protected species]. The brook and its banks need protection from disturbance both during construction and afterwards. The artist’s impression does not take account of this!”*
- *“...This is a well known habitat of protected species - Water Voles. The construction period must protect their habitat and no ‘management’ of the banks of the brook so the water voles are not disturbed Please plant more trees around all sides of the site.”*
- *“Development here would seriously impact an endangered species that is already on the Red List for England & UK.”*
- *“The current plans will impact the water voles in the stream. It looks as if you plan to concrete part of the bank and put a children’s play area over the top of another section. Please can you re think this to protect the water voles’ habitat.”*
- *“Impact on water voles will be an enormous worry for me if the proposed play area over the stream goes ahead. It is really vital also to ensure that they are not affected during construction.”*

Responses included feedback from people living much further away from Shropshire. The artists impression of the site caused concern with regards to the location of tiered decking over the brook to the south of the site. Although comments were made that Shropshire Council had not conducted an ecological survey, a preliminary ecological appraisal of the site was undertaken in December 2021 as part of the initial feasibility study. Shropshire Council officers will continue to take appropriate expert advice and ensure more detailed surveys are undertaken during subsequent stages of the project, with the aim of proceeding sensitively to take full consideration of the need to safeguard the water voles inhabiting the brook.

Travel and active travel

Travel to the new Whitchurch Swimming and Leisure Centre was a theme explored through the engagement and consultation. It had been highlighted as an important issue within previous engagement and the consultation provided the opportunity to explore the theme further and to build in active travel considerations. The survey asked how people would most likely travel to the centre and the results are shown below.

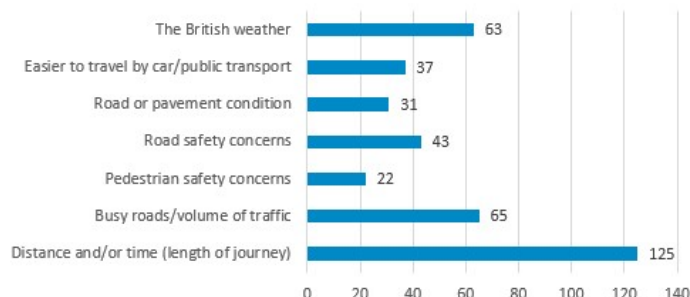
What forms of travel are you most likely to use to get to the centre?



Of the preferred methods of travel the car is the top choice with 48% of all responses followed by walking at 37%. The results suggest clear preference towards the car or walking but there were quite a few comments in the survey about cycle use and it was the third top preferred method of travel (9%). There were 11 other suggestions including electric car options, the train and the need for an accessible vehicle. 3 of the 11 comments highlighted lack of available public transport and 4 commented that car is the only option for those living further from the site.

The next question asked whether people would experience any barriers to prevent walking or cycling to the new centre (recognising the health, environmental and other benefits of active travel). A number of suggestions were provided within the question but there was also an opportunity to add other suggestions and comments. The results show that distance or time/length of journey was the main barrier and many commented that they live in surrounding villages. Busy roads/traffic and the weather were other top barriers.

Are there any barriers that would prevent you from walking/cycling to the new centre?



There were 55 comments provided in relation to travel and access, each was read and categorised into themes shown in the table below. The theme with the most comments was that the centre would be well located for walking and cycling, followed by concerns about the availability of buses and travel other than car. There were also comments about the need for parking space.

Theme from comments	Count	%
Active whilst at the centre	5	9
Mobility issues/accessibility important	1	2
Limited options other than car/lack of public buses	9	16
Awareness of travel options limited	1	2
Live too far away for active travel	5	9
Great location/ able to walk or cycle	13	24
Improve local cycle routes and facilities	4	7
Safety concerns	5	9
Provide electric car charging	1	2
Importance of adequate parking space	7	13
Other comments	4	7
Total	55	100

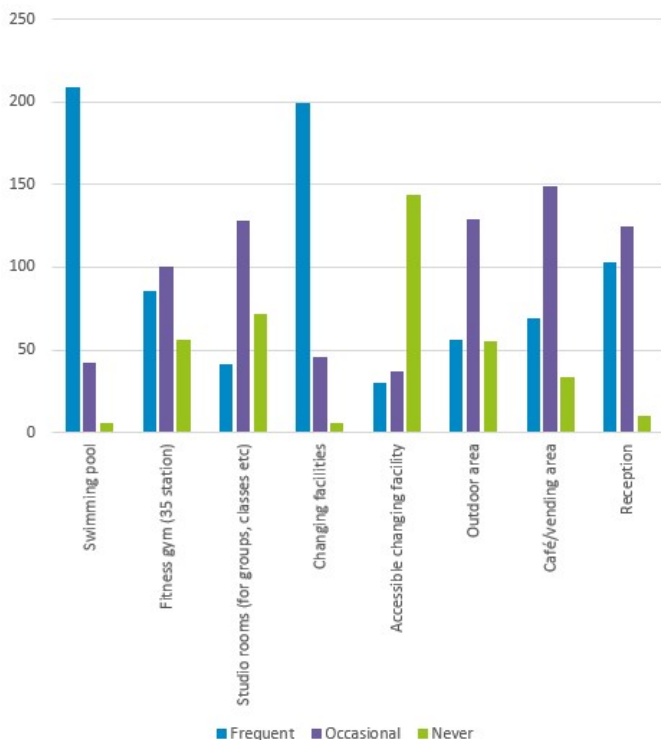
Survey responses - Example comments

- “Active travel not particularly relevant if users are going to be swimming or participating in fitness. Discriminatory policy for those who have an impairment of disability.”
- “Improve cycle routes and likely more people will cycle!”
- “If you live in town, with the proposed location it’s pretty easy to get to.”
- “It is central an easily accessible by active transport and by having a facility of the proposed standard should improve fitness, health and active transport likelihood of residents.”
- “The site is very close to the bus station and has ample parking too I can’t see any issues.”

Facilities

The survey and workshops gathered information on the facilities people would like to see at the new centre (the written responses tended to be more focused on particular issues and are incorporated into other themes within this report). The survey included a question which read ‘Thinking about this proposed provision, which facilities do you think members of your household would be likely to use, and how frequently?’ The chart below displays the results.

Anticipated use of centre facilities



The feedback shows that the swimming pool and changing rooms are the main priority for the survey respondents and they anticipate far greater use of this than the gym, studios or outdoor space. Most survey respondents expect to use the café/vending area more occasionally. 11% of the survey respondents suggested that they will need to use the accessible changing facility.

The next question within the survey asked whether the proposed facility mix was adequate and whether there were any other facilities people would like to see included. There were 89 comments in response. Some people provided comments covering more than one theme (these

were counted separately). The table below shows how diverse the feedback was and how many themes were covered. A shallow learning pool and warmer children pool was a common request and this was highlighted throughout the whole survey, suggesting this is important to many people. Other common requests included sauna/whirlpool and therapy facilities, sports courts and a larger pool.

Theme from comments	Count	%
Learning pool/ warmer children's pool	18	19
More thought to studio room proposals	2	2
Changing facilities for women and children/ privacy	4	4
Community meeting rooms or multi-use large space	3	3
Sauna, whirlpool, therapy and meditation space	9	9
Outdoor splash space and youth activity areas	4	4
Children's swimming slides/fun space/ equipment	6	6
Library facilities at the centre	2	2
Focus on the pool/provide larger pool	8	8
Gym facilities and free weights	4	4
Spectator area for the pool	5	5
Climbing wall	2	2
No gym space needed/ gym facilities elsewhere in town	6	6
Running track, triathlon training space	3	3
Courts: squash, badminton, tennis, indoor cricket etc.	8	8
Other comments and suggestions	11	12
Total	95	100

Survey responses - Example comments

- “I think you have the plans right.”
- “Whitchurch could do with a meeting room (say for 12-15 people) that voluntary organisations and local charities could book and use for free. The town is very short of such places since both the Wheatsheaf and the Dodington Lodge closed.”
- “An outdoor splash park/pool for children.”
- “Training pool/toddler pool.”
- “Slides, diving boards, fun swimming elements to encourage younger generations.”
- “Will there be a separate learner pool or one for young Children? A 6 lane pool is not very big for swimming if there are groups of children and parents and adult only times are usually limited.”

Example comments continued...

- *“Centre North east was a dedicated Youth Centre. This new development gives the opportunity to incorporate dedicated space not a shared space which has to be packed away after every session. The young people of Whitchurch deserve a better focus....”*
- *“The youth centre (what was Centre North East) could have space there too, and like in other areas a football/games area could be on top on the roof to maximise space.”*
- *“More focus on making the best possible pool. What about slides? Paddling area or pool for early swimmers. I'd sacrifice other uses for a more attractive swimming facility. Cafe great idea and outdoor area too. We have the civic and other rooms to hire elsewhere. There are gyms already. We don't have and never have had an amazing swimming pool!!”*
- *“Larger pool. Fitness gym not necessary there are several other facilities in the town.”*
- *“Viewing gallery for spectators for swimming galas.”*
- *“Please ensure segregated changing facilities but also family changing areas for parents with babies/ young children.”*
- *“Perhaps a small suite for a sauna and whirlpool to encourage a quiet space for mental health. Mental health facilities should be considered in today's society to coincide with physical health.”*
- *“The provision of an accessible warm pool that could be used for hydrotherapy/aquatic therapy would give you a facility that would benefit a large proportion of Shropshire residents who struggle to access these facilities. The Oval in Bebington is an excellent example of a truly accessible pool set up for those with disabilities.”*
- *“Small lockup to secure road bikes. Triathlon training. (Out of pool onto road bike.)”*
- *“Tarmac running track.”*
- *“The gym needs to have a range of pin and plate weight machines, as well as free weights, squat racks, deadlift stations. A variety of barbells and plenty of plates so people of all abilities can progressively overload.”*
- *“Flexible Sports hall where people can use facility during the day e.g. badminton, indoor cricket, netball, table tennis. Town's population has to travel outside the town currently which is ridiculous.”*
- *“No gym or dance studio needed. We currently have 5 gyms in town all competing to keep head above water. Same as dance studios 4 in town already!”*
- *“Sports courts are severely lacking in the area due to the school being the only location to hire and being unavailable quite often. A multi use indoor sports court would be of benefit as well and possibly the addition of outdoor courts as well.”*

The stakeholder workshops included a focus on facility mix and local groups and organisations were encouraged to highlight their priorities. Some example issues, themes and extracts have been pulled together below to give a flavour of the comments made. To retain anonymity, comments have not been attributed to the workshops or groups/organisations represented but the contributions of young people are helpful to consider separately in order to meet needs so those have been highlighted separately.

Stakeholder workshops - Facilities requested

- A shallow learner pool.
- A competition size pool.
- Design to allow hosting of galas.
- Spectator area and seating.
- Poolside storage.
- Adjustable starting blocks, electronic timing and display board.
- Question over moveable floor—will it be slow to move between sessions, unreliable and prevent diving?
- Swimming-specific training equipment in suites.
- An outdoor activity area to compliment the facility.
- A nursery/child area.
- A café is preferred to a vending area.
- Concerns about enough parking.
- A question of whether the fitness offer is big enough?
- Provision for youth sessions in the programme.
- Covered Multi Use Games Area with good lighting and drainage.

Requests from children and young people

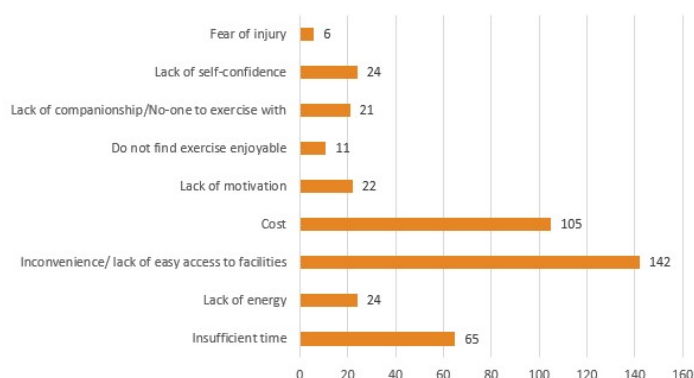
- An area for young people in the Gym.
- A skateboard park by the new centre and a covered bench.
- Retain and improve the Multi Use Games Area (MUGA)
- A slide.
- Inflatables.
- A higher diving board.
- Car parking space was also mentioned in the feedback from young people.

The workshop feedback reflects the survey feedback and there are some common requests across the two sets of data. Centre facilities are also referred to in some of the following sections of the report. The next section covers facilities and services in relation to health and wellbeing.

Health and wellbeing

Through the consultation and different forms of engagement, the aim to improve the health and wellbeing of the community through physical activity and sport was communicated. The survey encouraged people to think about how the new centre could support improved health and a question was also included to better understand existing barriers limiting participation in sport and physical activity. The results are shown below.

Do you experience any barriers that limit your current levels of physical activity/sport?



The main barrier highlighted by 52% of all the survey respondents was a lack of easy access to facilities and inconvenience. The second main barrier highlighted by 38% of survey respondents was cost, followed by insufficient time (24% of all respondents). The barriers that may be considered more personal such as lack of self-confidence, no one to exercise with, lack of energy and lack of motivation were not selected in large numbers. This feedback suggests that barriers are much more practical than emotional and through provision of the new centre some of these barriers may be overcome.

An open comment box was included to encourage survey respondents to describe any other barriers limiting their current levels of physical activity. There were 53 comments provided and the comments covered a wide range of themes. The themes are all shown in the table with common comments describing that the centre has been closed, cost concerns, injury/health and disability barriers and comments calling for longer opening times.

Theme from comments	Count	%
No barriers - very active	7	13
Childcare facilities/ Mum and child activity	2	4
Access to a gym	1	2
Need extended opening times	5	9
Would like activities, classes, pool for older people	2	4
Need improved facilities and amenities	3	6
Sports centre has been closed - too far to travel elsewhere	11	21
Injury, mobility, disability and health	8	15
Cost issues important - need affordable facilities	8	15
Other comments	6	11
Total	53	100

Survey responses - Example comments

- *"There isn't a sports centre! It shut 2 years ago."*
- *"No swimming pool is very limiting, there is nowhere to train for triathlons."*
- *"No classes or sports available for age. What is the significance of concentrating of youth activities when there are plenty in Whitchurch via school and attached leisure centre and the town has an older population?"*
- *"My arthritic hips and knees like gentle exercise like swimming. I don't like walking far especially in cold winter so warm pool is ideal."*
- *"Gyms are expensive and not for everyone due to self confidence, whereas swimming is enjoyable and a cheap alternative to be able to do twice a week."*
- *"Local' swimming pools are in privately run clubs which are too expensive and usually require membership rather than 'pay and swim'."*
- *"There is no general gym in Whitchurch at a reasonable cost. "*
- *"Have long opening times as a lot of people work and there needs to be a lot of flexibility so people find time to use it."*
- *"I have my child with me at all times so we need to be able to exercise together."*
- *"Nothing in town for a disabled person."*
- *"Many of the council run facilities could be open later due to long / late hours in work I struggle to reach some places before closure."*

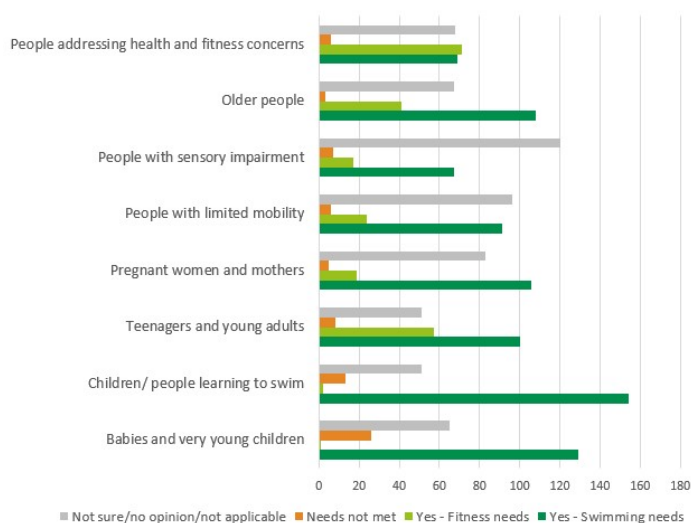
The next section on community use further builds on the theme of health and wellbeing.

Community use

Health and wellbeing continued as a theme through the survey when people were asked if there were any opportunities they'd like to see developed at the new centre to increase wider community use. There was more feedback received from the written consultation responses and the stakeholder workshops and that has been incorporated.

Survey respondents were asked to consider if the proposals for the new centre were likely to meet the different needs of all ages and all abilities. The results are shown in the chart below.

Do you feel the swimming and fitness needs of different age groups and members of the community can be met by the proposed new centre and its facilities?



The feedback suggest that survey respondents believe the proposed new centre can meet the swimming needs of children, people learning to swim and babies/very young children. There is also some confidence that the swimming needs of other groups can be met including pregnant women and mothers, older people and teenagers and young adults. There is less confidence over whether the new centre will meet fitness needs but the comments suggest that more detail on the provision of activities is needed before people can have a more informed opinion. The orange column suggests concerns over whether needs will be met. On average only 9 people have concerns for

each group listed but there were more concerns about whether the needs of babies and young children could be met by the centre than for any other group (this may reflect the fact that a smaller proportion compared to other groups will be able to swim, and swimming is more dependent on the engagement of parents and carers). The comments are much more helpful in describing the views of the survey respondents. 96 comments were provided and exercise on prescription and social prescribing were commonly suggested followed by more specific suggestions for community groups use, sessions designed for older people and consideration of use by schools and young people.

Theme from comments	Count	%
All ability classes	4	4
More activities for young children	2	2
Exercise on prescription and social prescribing	18	19
Sessions designed for older people	10	10
Mental health support and facilities	5	5
Space for therapists, coaches and alternative health	6	6
Mother and baby sessions	3	3
Swimming Club	2	2
Youth sessions and access for schools	9	9
Swimming lessons for all ages	4	4
Ideas for community groups and use	12	13
Accessibility and disabled swimming	6	6
Lane swimming	2	2
Affordable/ season tickets	4	4
Other comments	9	9
Total	96	100

Survey responses - Example comments

- "There could be facilities for chair exercise groups to get the folks who are lethargic to move and get healthier. Line dance groups, Pilates."
- "Exercise classes with a social aspect to improve mental health and loneliness, supported to achieve a healthy group mentality."
- "Older adult/ disability accessible and appropriate fitness classes and groups."
- "More clubs for the retired to use."
- "Definitely exercise on prescription."
- "Managing anxiety classes for mental health, relaxation etc."

Survey responses - Example comments cont...

- *“A mental health hub or rooms to rent for wellness coaches to operate out of.”*
- *“Having someone to coach and motivate.”*
- *“The usual classes but for all levels of ability.”*
- *“Classes that encourage all abilities to attend. Some can be seen as very competitive e.g. spinning & a gentle intro. to such classes may encourage more to attend.”*
- *“Children's and adults exercise/fun sessions such as gymnastics, dance, cheerleading etc. An indoor recreational area to include table tennis, pool etc.”*
- *“Activities for teenagers are desperately needed. A more attractive, fun pool would mean more of them visiting. If we must have a gym and rooms to hire, put on youth sessions for kids of all ages to benefit.”*
- *“Youth Boxing facility was discussed some time ago, linked to the possible renovation of Centre North East. This could now be part of the new development.”*
- *“Mother and baby classes. 'Walking' sports. Charity events. After school clubs. Soft play.”*
- *“It would be a good base for the local running club to meet and organise runs from.”*
- *“A home for Whitchurch Swimming Club.”*
- *“Design to allow swimming galas and competitions to be run effectively, including poolside space for teams and sufficient spectator/ viewing space and electronic timing equipment. Facilities to allow other water sports such as scuba diving, kayaking, water polo, inflatables, parties.”*
- *“I think learning from what Crewe has done is key. The facilities there are excellent except parking. They also do disability classes which my elderly father loves, for social and health reasons. It will certainly improve things for us as I won't have to travel to Crewe. They also link with the local CCG and provide exercise for health.”*

The written consultation responses and the workshops also included very helpful feedback on the theme of community use. Some extracts and key points from discussions have been used to illustrate the comments made. The feedback demonstrates a strong interest in maximising the opportunities offered by the new centre and working to ensure as many needs of the local community and groups can be met as possible (including health needs). The feedback also emphasises the importance of inclusion and working to ensure members of the community are not excluded on issues such as travel, cost, age or fitness. The next page includes more feedback on the theme of inclusivity gathered through the survey.

Written consultation responses - Extracts

- *“...in the context of the redevelopment of this site, Shropshire Council would propose to consider incorporating meeting rooms and exhibition facilities in this scheme, perhaps in a quasi self contained context ,to provide for use by different local cultural organisations...”*
- *“...I feel sorry for the children deprived at the moment of fun and the opportunity to learn to swim. Swimming is such a good way to keep them slim and healthy.”*
- *“I am SO happy to hear of proposed plans. I used the old pool two or three times a week as my arthritic hips and knees respond well to non impact exercise . Now that I cannot walk as far as I could when younger, I rely on swimming for my main exercise....Without a pool, I felt bereft. Not just for physical exercise but also for the mental health benefits.”*
- *“I absolutely appreciate that a development of this nature can't be everything to everybody. I also believe mental health and physical wellbeing go hand in hand. We're dealing with some big topics which with a genuinely caring holistic approach could make this concept pound for pound a fantastic facility for everyone in Whitchurch and become a really worthwhile investment for Shropshire Council at a time when money is very thin on the ground and we have growing needs with poverty in the mix.”*

Stakeholder workshops - Community use

- Multiple stakeholder groups highlighted the importance of making the centre affordable to use.
- Specific consideration was requested for low income groups. Ensuring people are not excluded from the centre on the basis of affordability.
- It was suggested that the centre could offer a community meeting place for free activities/groups to use to benefit low-income families.
- An opportunity for children to connect with others, keep fit and have a base for community activities.
- Stakeholders commented on the importance of providing some facility for a nursery/child area to allow mothers and parents to exercise.
- There were some concerns about anti-social behaviour locally and the need to offer young people opportunities for more positive activities.
- School use of the centre was raised in stakeholder workshops as an important issue.
- Although stakeholders main focus was on local residents, there were questions whether the centre could attract people from across Shropshire, North Wales and Cheshire.
- The needs of the wider swimming community and ability to host visiting swimming groups etc. for galas was highlighted.

The survey stated 'We want to consider the needs of all ages and all abilities when working to implement the new centre. Do you feel the swimming and fitness needs of different age groups and members of the community can be met by the proposed new centre and its facilities?' There were 60 comments provided. The table below summarises the main themes from the comments. Some of the issues highlighted elsewhere in the survey were repeated but there were also other themes highlighted such as privacy, safety, membership and many comments about the importance of everyone having the opportunity to learn to swim at any age. Many comments related to the needs of different age groups. Example comments are shown to illustrate some of the points raised.

Theme from comments	Count	%
Privacy and safety issues	4	7
Lane swimming options	2	3
Design for Mums, babies and small children	2	3
Links to GP, Social Prescribing and health support	2	3
Age group designed sessions (young people, older people etc.)	9	15
Learner and small child pool	11	18
Accessibility (e.g. moving floor, hoist, ramp, non-slip)	6	10
Swimming lessons	6	10
Fitness classes and sessions	3	5
Opening hours, membership and information	5	8
Other comments	10	17
Total	60	100

Survey responses - Example comments

- "Good online information about what's available, pricing, booking and opening hours."
- "Open 7 days a week. Early open times (E.g. 6am) and late closing times (E.g. 10pm) to fit around working lives."
- "Warmer toddler pool for babies and young children learning to swim - allows the main pool to be used simultaneously."
- "Movable floor or learner pool with viewing area to encourage competitive swimming and help out Whitchurch on the map for future Olympic hopefuls. The Tri club has European champions as members who are currently unable to swim in the town!"
- "Structured swimming sessions for children who can swim well but don't want to be competitive."
- "Walk in pool (as like the sea shallow to deep), small pool for toddlers/babies and a slide/wave pool something for the older children."

- "Please make sure there is a deep end for diving and free diving training - potentially scuba dive training. The current local pool while the swimming centre is closed does not have a deep end and it's very limiting in terms of sports/higher end fitness training."
- "I have visited other centres that allow schools to use the pool to do swimming classes during the day. This allows variation for the children on exercise and gives them the ability to have swimming lessons parents may not be able to afford."
- "More swimming lessons with smaller class sizes and consistent teachers. Swimming club Masters swimming Aqua aerobic classes Baby and toddler swimming Youth swimming and fitness classes."
- "Gym time for children over 12 years. Single sex and age graded times for swimming and gym use."
- "One centre I used to live near had a couple of gym sessions for youngsters 15 to 17 at a slightly cheaper rate to get them interested in going."
- "Make it fun for children after missing out for so long it would be nice if it was actually worth the wait."
- "Viewing area poolside needs to be open so parents can reassure young children during lessons. Market Drayton is good. Vibration machines are great for rehabilitation from injuries and improving general fitness; include one in the gym please. Make sure the cafe serves healthy options!"
- "Please ensure that when the children are on half term break that it's open. Other local baths keep to normal timetables and it means it's empty when you could get children active and bring in money."
- Aqua natal, swimming lessons for children with appropriate temperature of pool, good swimming slots for just younger children. Healthy snacks available as a lot of gyms have just vending machines with sugary snacks. Appropriate changing facilities for babies."

In the same way as previous responses to the survey, people used the open comment box to highlight the request for a learner pool or pool suitable for smaller children. Other common issues mentioned within the comments included activities and sessions designed to meet the needs of different age groups, the importance of providing swimming lessons for the community, and the need to open the centre at a range of different times to allow people with different lifestyles to visit. Providing membership/payment options and good information about available activities was also highlighted. Another issue mentioned within this question response was the importance of privacy and feeling safe (mention was given to concerns such as mixed changing rooms and large windows allowing people to look in).

Accessibility and design

The importance of accessibility was raised throughout the consultation, through survey feedback, written responses and the stakeholder workshops. The survey had included a question to prompt feedback but the comments throughout the survey highlighted that members of the public were already very aware of the importance of accessibility in design and a wide range of very helpful suggestions were provided. The main question included read 'Are there any other specific design requirements you'd like to see considered in relation to accessibility and inclusivity of use of the facility (for example hearing and acoustics)?' There were 70 comments.

The comments have each been read and categorised into themes shown in the table below. Themes included the need for changing areas to allow family changing, and accessible design for wheelchair access, pool and changing access and non-slip surfaces. Lifts, hoists and other alternatives were also commented on. Other comments covered noise issues including design for people with hearing impairment and design for Autistic Spectrum Disorder (such as quiet sessions). The example comments are a more helpful way of understanding the accessibility issues expressed.

Theme from comments	Count	%
Hearing needs considered (e.g. minimise echo)	6	9
Wheelchair access pool and changing, non-slip surfaces	9	13
Pushchair and buggy access and spaces	3	4
Baby changing for men and women	5	7
Quiet sessions and autism awareness	7	10
Lift/hoist or equivalent facilities to allow access	6	9
Spectator area	3	4
Light and visual impairment aware design	4	6
Family changing	9	13
Gender neutral changing	2	3
Private changing facilities, men/women/family	5	7
Other comments	11	16
Total	70	100

Survey responses - Example comments

- *"I suggest consulting with a range of service users who have various access needs to ensure these facilities are sufficiently designed and positioned."*
- *"Disabled inclusivity in the grounds and facility areas."*
- *"Quiet swimming/quiet gym/class periods for those who are over stimulated by competing sounds e.g. those of a busy pool/loud music for a class."*
- *"Consideration of noise... Autism friendly."*
- *"Clear Tannoy. Audio loop."*
- *"Acoustics are very important for people with mild to moderate hearing loss. Hearing loop availability for exercise classes, not just at reception."*
- *"Less echo the better; should be calming not stressful."*
- *"Lighting and colour schemes suitable for people with compromised vision. As much natural light as possible."*
- *"Lighting, my daughter would not use the old pool due to 'scary' dark environment."*
- *"Hoist, autism friendly noise absorbing cladding, graded entry."*
- *"Lifting equipment into the pool for disabled accompanied swimmers."*
- *"Appropriate equipment to help less able people in and out of the pool."*

Written consultation responses - Extracts

- *"I am writing to ask if steps down into the water can be included as a ladder is OK for the fit and healthy but steps are the very thing that is needed as we all get older, when young you never think of these things. I have had to have a knee replacement and had to travel to Chirk twice a week for water aerobics.... A hoist is great for those who need it but many do not..."*

The Feasibility Study contained a robust focus on accessibility and inclusivity but this will need to remain a focus through the next stages of work, drawing on advice from experts, as more detailed designs are prepared and moved forward. The feedback obtained through the consultation was varied and a helpful addition to the work that has taken place to explore good practice examples from elsewhere in the UK and available guidance.

Environmental design

The stakeholder and community engagement carried out as part of the consultation highlighted the aim to ensure the new centre will be operationally and environmentally sustainable with carbon neutral targets. This aim was strongly supported in the feedback received and there was a lot of interest in the opportunity to apply sustainability through the design. Members of the public and other stakeholders made some very helpful suggestions and those are summarised below.

There were 80 comments provided within the survey. Some comments covered the issues that are most important to people (such as the facilities, ecology, private changing areas, accessibility and car parking) but a wide range of environmental considerations were also highlighted, as shown in the table below, such as energy efficiency and solar power, natural planning and low impact methods to clean the water and centre, recycling, healthy/local food provision and many other suggestions. Some comments related to the active travel theme covered earlier in the survey.

Theme from comments	Count	%
Electric car charging points	4	5
Easy to book classes and sessions (Inc. walk in)	6	8
Quality refreshments with local produce (not vending)	6	8
Environmental design and energy efficiency e.g. solar power	13	16
Plants, natural, clean environment (ozone treated water)	9	11
Recycling	4	5
Affordable	3	4
Consideration of ecology (water voles)	4	5
Garden space and outdoor facilities	2	3
Cycle parking	5	6
Disabled swimming and good accessibility	5	6
Private, clean showers and changing facilities	4	5
Central location, easy to get to	2	3
Car parking space	3	4
Other comments	10	13
Total	80	100

Survey responses - Example comments

- “Ozone treated water rather than chlorine. Better for us and the environment.”
- “Exeter Council have just delivered a Passivhaus level swimming pool. Please ensure you learn from their experience to achieve a similar result. The building itself should be designed to limit carbon emissions in the build fabric, and the use of Passivhaus will ensure you have a low carbon building operationally...Suggest use of ground source heat pumps for maximum COP gain with the heating you will still need.”
- “I would appreciate visible measures of how the centre is performing against its environmental targets....consideration should be taken with regards to future proofing the car park for more electric charging points to be installed (i.e. placing the infrastructure in the ground now, so it's easier/cheaper to add more charging points in the future).”
- “I would like to see heat pumps used to cool the gym areas and heat the swimming pool water, drives me mad to see so many gyms cooled with outside units dumping energy into the atmosphere when the pool water is an ideal heat sink. Roof should be covered with solar panels. I would not go for carbon neutral as it will just mean throwing money at tree planting of dubious quality, but go for good logical long term carbon and cost reducing solutions as above. You could consider working with the local supermarket to take away the waste heat from their fridges and freezers which normally goes into the atmosphere too.”
- “Provide recycling bins for customers and staff.”
- “Adequate bike storage, not just prioritising cars.”
- “It should be economically viable as well as environmentally sustainable - environmentally sustainable but not at the cost of residents who are already taking a hit from fuel and energy price hikes.”
- “Any Cafe/food outlet to support local producers.”
- “Low impact ventilation. Solar. Indirect lighting. No cash environment.”
- “Grass roof wildlife area, recycled water system.”

The feedback from the written survey responses and stakeholder workshops is considered on the next page.

The written (email and letter) responses to the consultation included some comments about the environment and suggestions for environmental design. Some extracts are shown below to illustrate the main points made.

Written consultation responses - Extracts

- *"I am very concerned about your proposal to concrete part of the bank for a new swimming pool in Whitchurch.."*
- *"...Some ideas to share:*
 - *External living Green Walls*
 - *A Grass Roof*
 - *Use of Wood and Glass in the Structure*
 - *Tree planting and imaginative seating giving a real welcome to the Building and connecting to the Outdoor area, stream etc*
 - *Possible public Art..*
 - *Imaginatively designed Recycling Bins which could continue out into the Town centre.*
 - *A cycling hub that offers both safe bike parking for folk to go shopping in town whilst connecting to the Towns Cycle routes (These are very underused and could form part of an holistic mental health/well being plan revitalising the routes so folk use their bikes more.*
 - *There's also a network of walks around Town.*
 - *These were being monitored by an Organisation involved with the LCWIP who look at Town Centre Walking and Cycling Networks.*
- *"....green walls. They're great for absorbing CO2 but also other particulates that can be damaging to our health. If this were introduced to the Swimming Complex....I've seen examples in London and other places they completely change a place. Greening our Towns and Villages is vital going forwards..."*

The stakeholder workshops touched on the importance of the environment and sustainability. It wasn't a main theme, because more attention was paid to community use and facilities, but where issues were raised these have been summarised in the following box.

The main points included energy efficiency and heating, protecting the surrounding environment (reflecting the section covered previously on the water voles living in the brook), and a range of comments about the location of the new centre and the benefits that would bring for active travel (comments included looking at more opportunities to improve cycle provision in the area).

Stakeholder workshops - Environmental design

- The stakeholder feedback highlighted the history of the area including some geology and environmental issues. These issues are known from feasibility work, but remain helpful feedback for the build phase, and emphasise the value and importance of local stakeholder involvement.
- The feedback from stakeholder workshops and meetings included the suggestion of primary heat source from either Air Source Heat Pumps or Ground Source Heat Pumps. These options will be explored within the more detailed design phase and work will take place with experts to understand the options - most appropriate for the site in terms of capital cost and operational benefits.
- The stakeholder workshops included comments on the value of PV cells to make use of solar power. This was also a common suggestion from survey respondents.
- Stakeholders suggested that the exterior of the new centre could add to wellbeing and suggested the idea of green walls.
- The stakeholders also highlighted the concerns from members of the community relating to the impact on the environment, particularly the book and its water voles.
- Active travel and cycle provision were commented upon in the workshops and opportunities for improved cycle provision on and off site were mentioned.

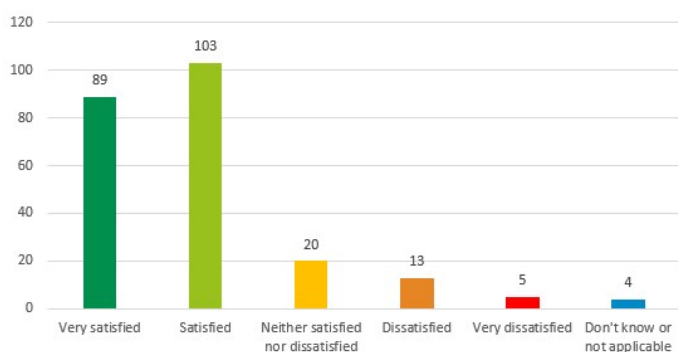
The next section of the report covers more general feedback. The survey was designed to gauge overall views and also included an open comment box at the end to gather any other feedback members of the community and stakeholders wished to highlight.



Overall views

The feedback obtained through the consultation was very constructive and appeared very positive overall, however, to test overall opinion, the survey asked 'Overall, how satisfied are you with the proposals for the new swimming and fitness centre in Whitchurch?' The chart below shows the result. The response shows that 82% of survey respondents were very satisfied or satisfied with the proposals. 8% were dissatisfied or very dissatisfied and the remainder felt neutral or did not have an opinion/didn't know. This is a very positive result.

Overall, how satisfied are you with the proposals for the new swimming and fitness centre in Whitchurch?



Closer analysis suggests that there are two main concerns held by those dissatisfied: concerns about the impact on water voles (including the assumption that an ecological survey hadn't been carried out) and concerns that more attention needs to be paid to maximising swimming pool provision rather than additional facilities such as the café, studio rooms, gym and other proposed facilities.

The last survey question was 'Are there any further comments or observations you'd like to make about the proposed new facility?' There were 96 comments and the table displays the main themes. The comments included comments that a café and gym may not be needed because these facilities exist elsewhere in the town. Another common comment focused on delivering the new centre as soon as possible and without delay.

Theme from comments	Count	%
Open centre as soon as possible	22	23
More information/engagement/updates	6	6
No external management e.g. Serco	3	3
Missed old pool	3	3
Water Voles and ecological impact	8	8
Need affordable use	6	6
Too small/larger competitions pool	6	6
Additional facilities e.g. gym/weights, running track, courts	5	5
Environmental design	2	2
Accessibility	2	2
Don't need a gym and/or café	8	8
Focus on children and youth	6	6
Healthy food, drinks and vending	2	2
General positive comments	7	7
Concerns and negative comments	3	3
Other comments	7	7
Total	96	100

Survey responses - Example comments

- "Swimming pools are never made long enough for fitness swimming 100ft is a good length."
- "My only concern is that the proposed site is quite small, limiting any future expansion ... open outdoor area for football, running, tennis, other sports and even community sport events that would be better."
- "A gym and a cafe isn't needed when we have both a 2 minute walk away."
- "We really don't need another gym or dance studios Why waste the money when it could all be spent on a fabulous swimming centre to save family travelling miles out of town every time. i.e. Wrexham swimming baths and Plas Madoc etc."
- "Keep it affordable for everyone, concessions for lower income/pensioners/disabled and local users of the facilities."
- "Can't wait to see the new facilities up and running, cannot come soon enough."
- "We desperately need this. In whatever form it takes. Our community and particularly our children have missed out on so much because of Covid and our old pool closing...."
- "I think it is a vital need in the town and the whole community would benefit from this proposal."
- "An excellent proposal. Great to hear of something so positive in the pipeline for the local community. Well done to all concerned!"
- "So far everyone I have spoken to is optimistic, encouraged and excited about the proposal."

Summary

The responses consultation were very helpful and despite some concerns, very described and communicated, most comments were positive and optimistic about the prospect of swimming facilities returning to Whitchurch.



Engagement: Feedback was provided from 274 survey respondents, 12 written consultation responses and 7 stakeholder meetings and workshops.



Location: 89% of survey respondents agree with the proposed location covering the existing site and closed Enterprise North-East Youth Centre. The stakeholder meetings and workshops included some suggestions for a larger out of town site.



Ecology: 7 of the 12 written responses and 9 of the 274 survey respondents highlighted significant concerns over the impact the build could have on water voles living in the brook on the site. These concerns were reflected in conversations with stakeholders.



Travel: Survey respondents' preferred method of travel to the location is the car (48%) followed by walking at 37%. Cycle use was the third top preferred method of travel (9%). Active Travel was commented on throughout the engagement with stakeholders highlighting opportunities to improve cycling facilities on site and throughout the local area. Parking facilities were also commonly mentioned.



Facility mix: Feedback calls for a learner/child pool, large pool, private changing, family changing and child/youth facilities as priorities. There are mixed views on the gym and café.



Health: The main barrier to physical activity highlighted by 52% of all the survey respondents was a lack of easy access to facilities and inconvenience. 38% of survey respondents cited cost, followed by insufficient time (24%). The feedback included a wide range of suggestions for facilities and activities to address health and wellbeing.



Community: There was strong support for new opportunities to encourage wider community use of the new centre. Exercise on prescription, social prescribing community groups, sessions designed for older people and consideration of use by schools and young people were all highlighted within the suggestions from the survey and at stakeholder workshops.



Accessibility: 70 survey respondents and more workshop/meeting attendees highlighted the importance of accessibility. Comments covered wheelchair access, pool and changing access, non-slip surfaces, lifts, hoists moveable floors etc. Other comments covered noise issues including design for people with hearing impairment and quiet sessions design for sensory needs and Autistic Spectrum Disorder.



Environment: 80 survey respondents and more workshop/meeting attendees highlighted the importance of sustainability and minimising climate impact. Suggestions covered energy efficiency, solar power, heat pumps, green walls, recycling, natural planning and low impact methods to clean the water and centre, and healthy/local food provision.



Overall views: 82% of survey respondents were satisfied with the proposals and additional support was voiced by stakeholders. The feedback overall was very positive.

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