

## 4.1 Harlow Residents' Household Survey

### A) Online Survey Findings

1002 online surveys were completed.

#### Value, Heritage and Benefits

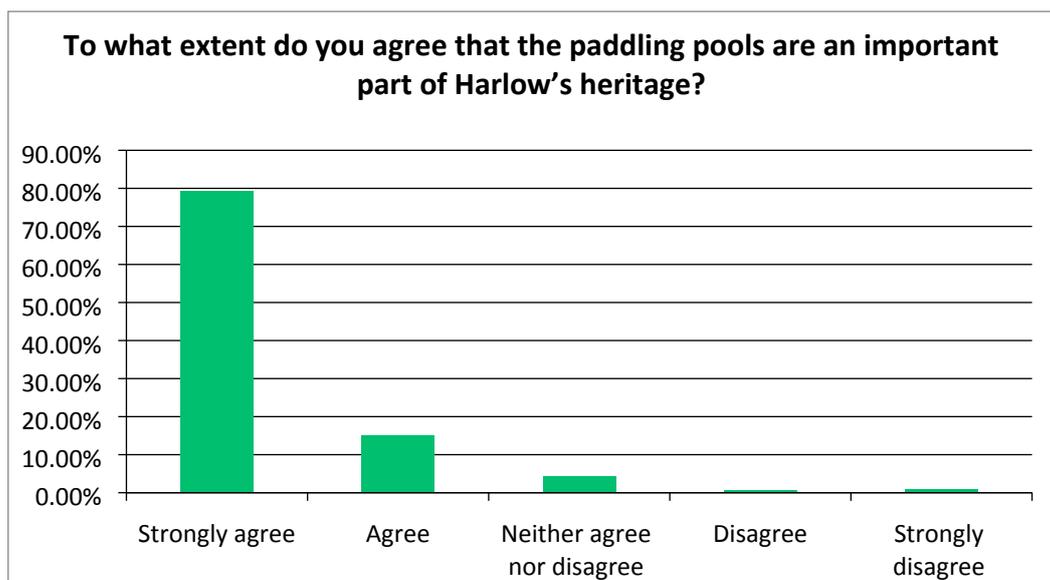
The survey asked "on a scale of 1-10: How important do you think the paddling pools and splash parks are for Harlow's children, young people, their families and the wider community (1 = Not Important, 10 = Very important).

The responses were as follows:

1	2	3	4	5	6	7	8	9	10
5	3	0	4	10	8	19	46	65	826

**The average rating was 9.6 overwhelmingly indicating that respondents believe that the paddling pools and splash park are very important for Harlow's children, young people, their families and the wider community**

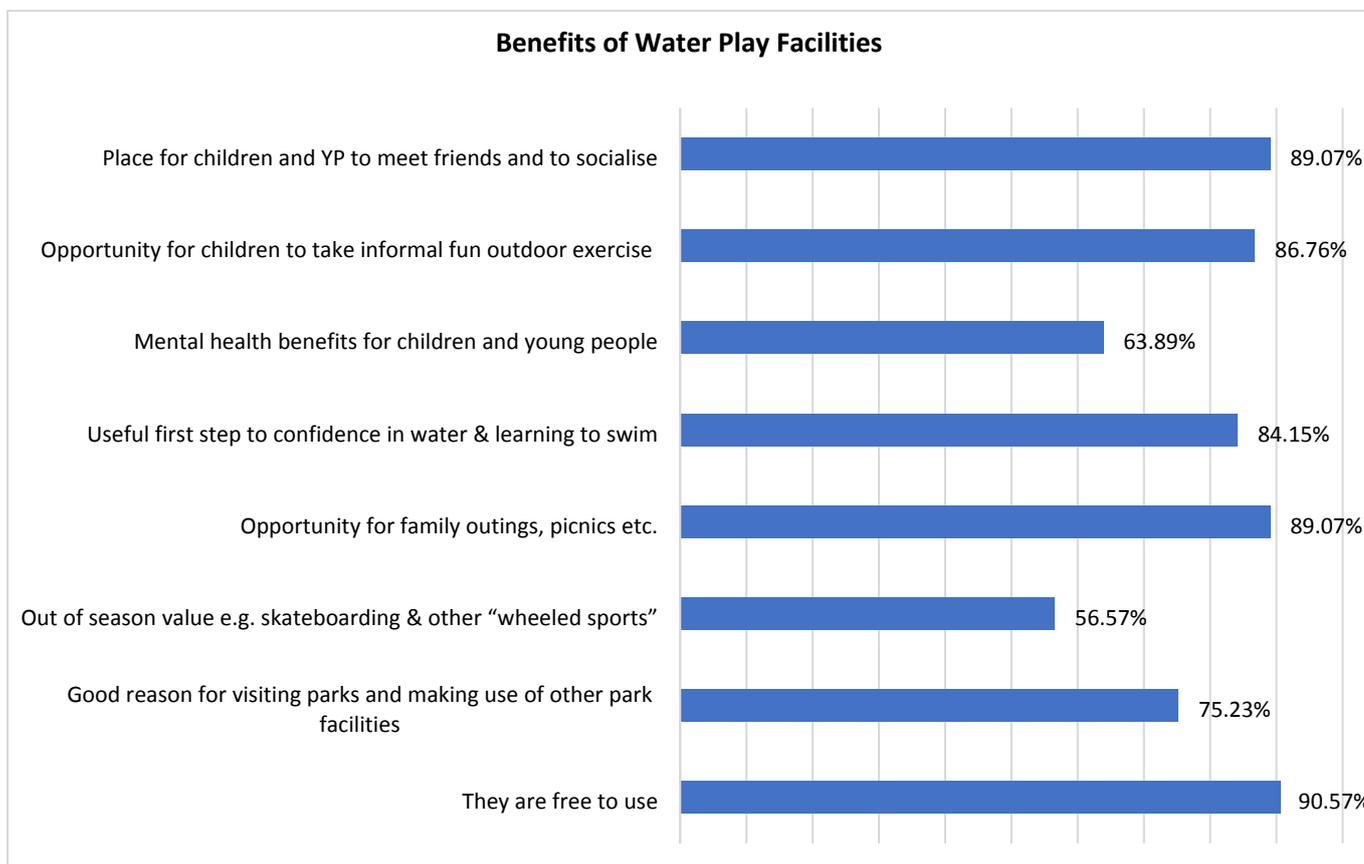
A further question asked "to what extent do you agree that the paddling pools are an important part of Harlow's heritage?"



**79.3% strongly agree and an additional 15% agree that that the paddling pools are an important part of Harlow's heritage.**

The survey also provided an opportunity for respondents to explain their responses to the above questions. The comments in full are provided in Appendix 1 and a random sample of responses are noted below:

The survey then asked "what do you think are the main benefits that the paddling pools and splash parks for local people?". The responses are summarised in the table below:



A clear majority of respondents highlighted all of the options as being important, most notably:

- They are free to use - 90.57%
- They provide a place for children and young people to meet friends and to socialise - 89.07%
- They provide a popular opportunity for family outings, picnics etc. - 89.07%
- They provide an opportunity for children to take informal exercise that is fun, in an outdoor environment - 86.76%

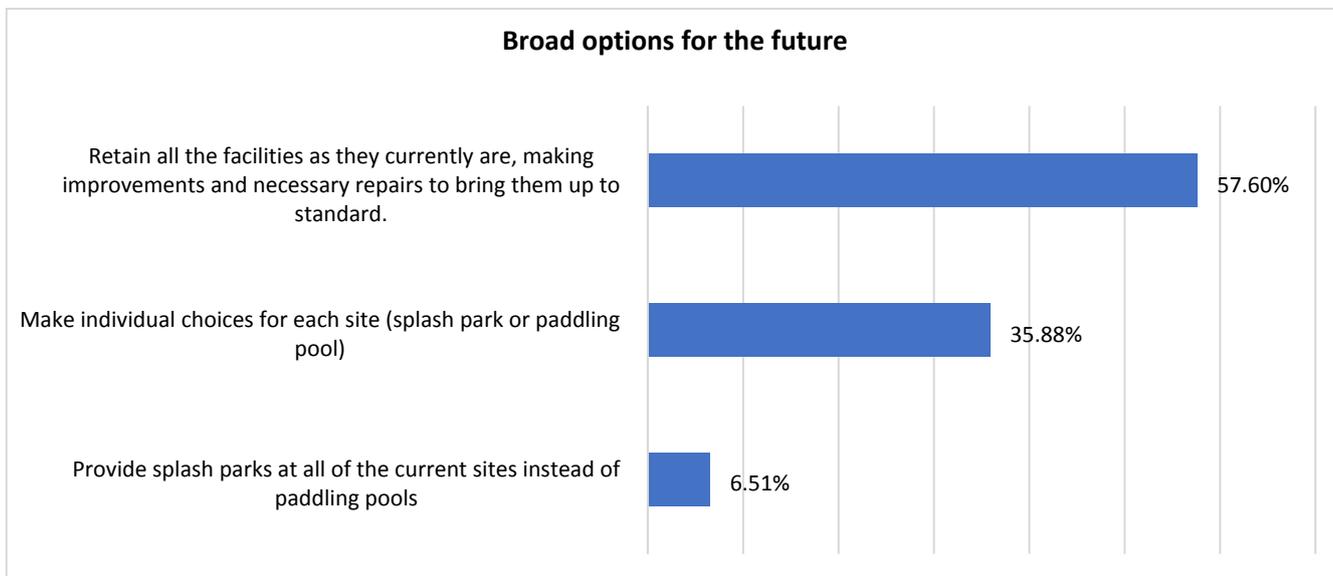
#### Other benefits

The survey also provided respondents with an opportunity to highlight other benefits – these can be found in full in Appendix 1. A sample of responses is provided below

### Future Development of Paddling Pools/Splash Parks

The project team noted that it was possible that some respondents may not have experience of splash parks or a clear understanding of what they are; or that their only experience of a splash park may be the local one at Potter Street which is quite a small/modest facility compared to what is possible. To mitigate against this issue the survey provided a link to view a larger more typical example of what may be possible while being clear that this should not be taken as an indication of any particular plans for any of the specific sites in Harlow.

The survey asked “in general, which of the following broad options would you prefer the Council to pursue?”

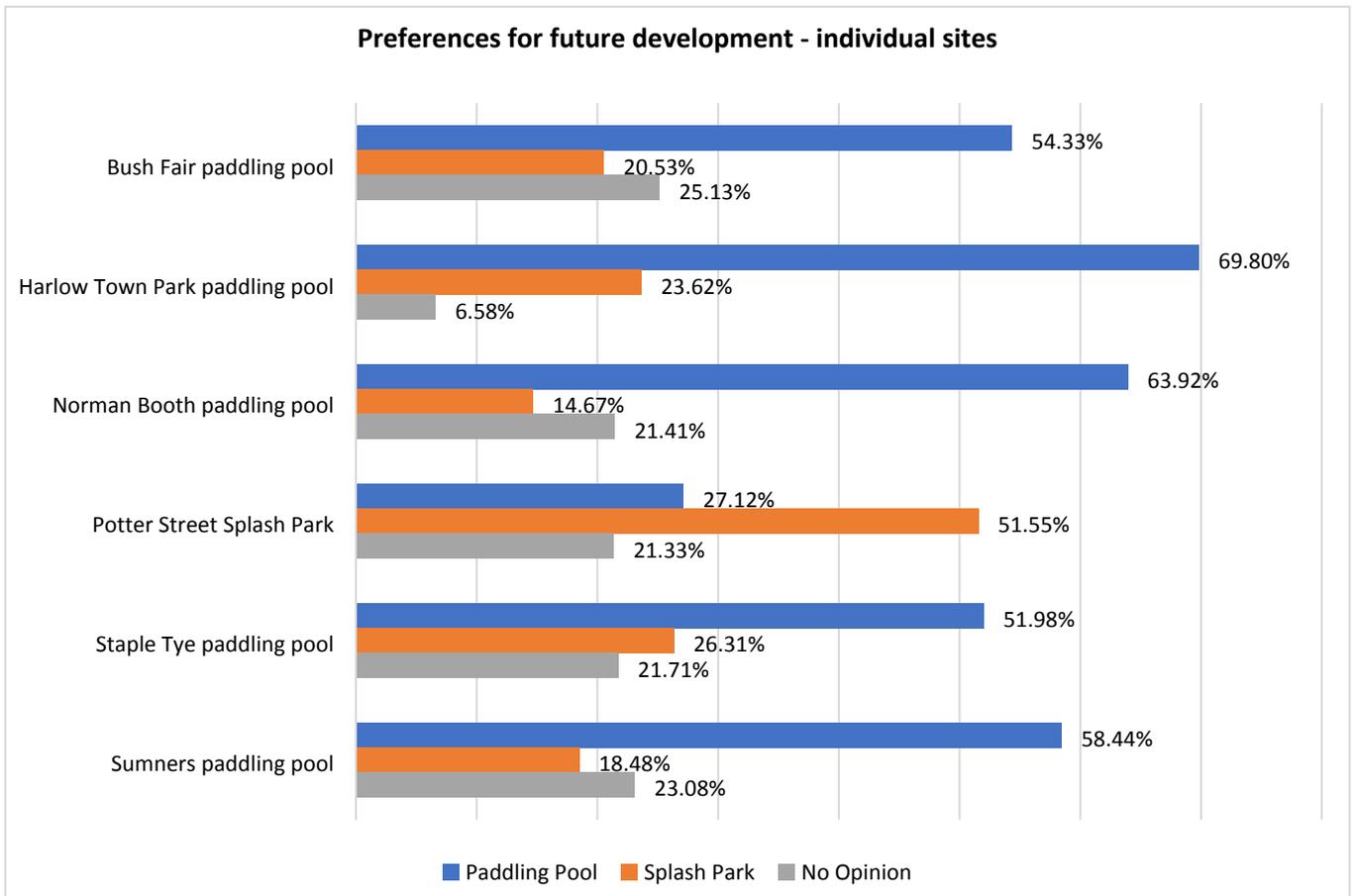


It can be seen that:

- A clear majority (57.6%) supported the view that the Council should “retain all the facilities as they currently are, making improvements and necessary repairs to bring them up to standard”.
- Only 6.51% thought that the Council should “provide splash parks at all of the current sites instead of paddling pools”.
- However, a significant minority (35.88%) thought that the Council should “make individual choices for each site”.

We also provided an opportunity to give suggestions or ideas on other general options or approaches. Many respondents provided views in response to this question with a number indicating that it may be possible to provide a facility which is combination of paddling pool/splash park. Others highlighted that at a “destination” facility such as the Town Park it may be possible to keep the paddling pool and provide an additional splash park facility. All the suggestions made are provided in Appendix 1.

The next question was “for the individual sites please indicate your preferences for future development”.



When asked about their view on the development of individual sites, other than for the Potter Street a majority of respondents noted that their preference was for a paddling pool facility, most notably for:

- Harlow Town Park (69.8%)
- Norman Booth (63.92%)
- Sumners (58.44%)

The exception was Potter Street where a majority (51.55%) reported their preference for a Splash Park

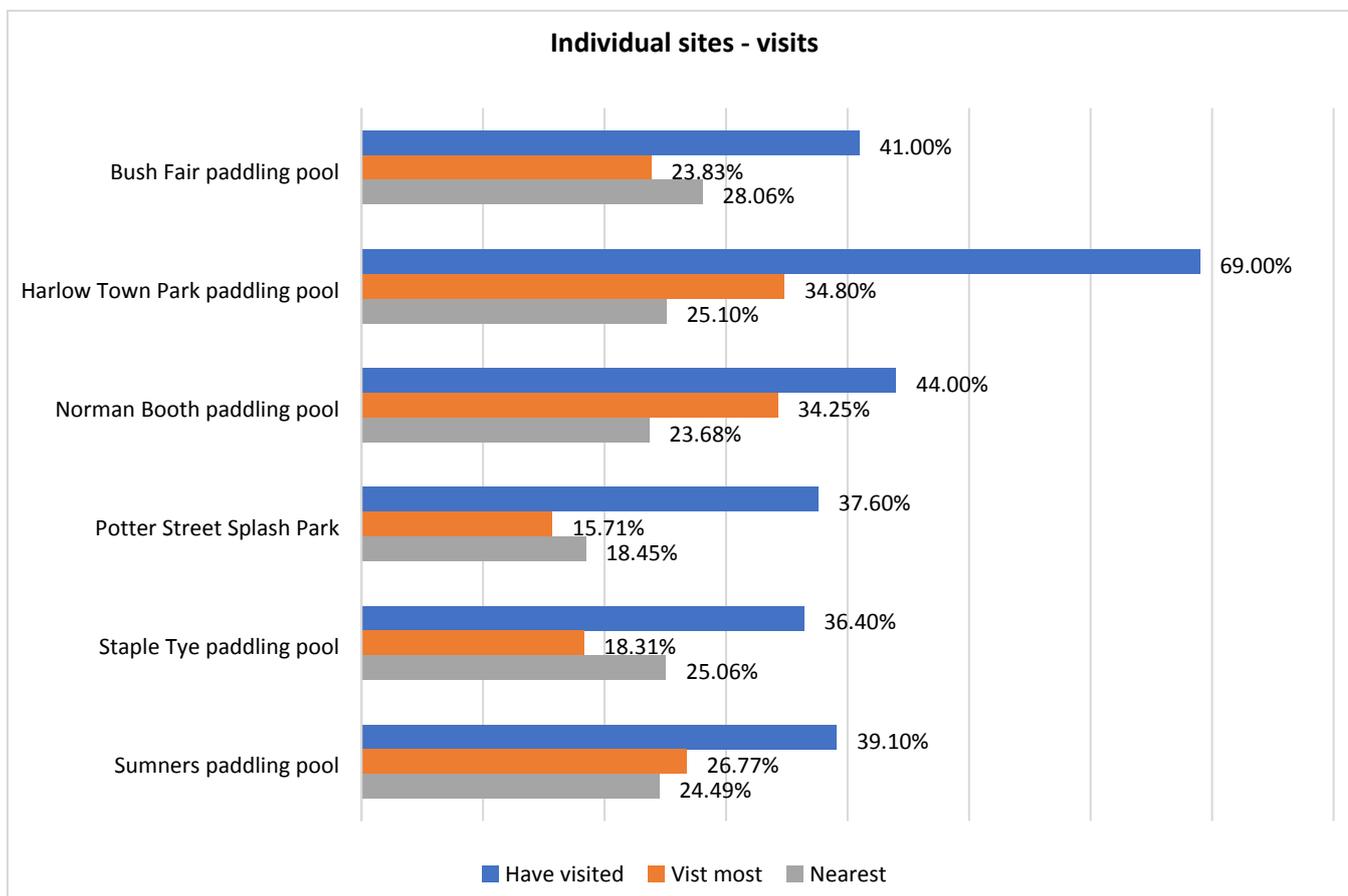
It is also of interest that for all individual sites around 20% said that they had no opinion on how the sites should develop in the future.

## Use of, Quality and Access

Residents were asked “do any members of your household visit or make use of any of Harlow’s paddling pools/splash park during the summer?”

**Over 92% of respondents reported that members of their household visit or make use of at least one of Harlow’s water play facilities during the summer.**

A supplementary question enquired “if yes, please tell us which one/s you visit (please tick ALL the facilities that you visit); which you visit most frequently; and the one that is nearest to you”.



It is interesting to note that over 75% of respondents who visited water play sites reported having made use of all of the different facilities at some point.

The sites that the greatest proportion of respondents reported having visited **most** were:

- Harlow Town Park Paddling Pool (34.8%)
- Norman Booth Paddling Pool (34.25%)
- Sumners Paddling Pool (26.77%)

In the main it is not surprising to learn that respondents generally reported that the site they used most was also their nearest but for three facilities this was not the case:

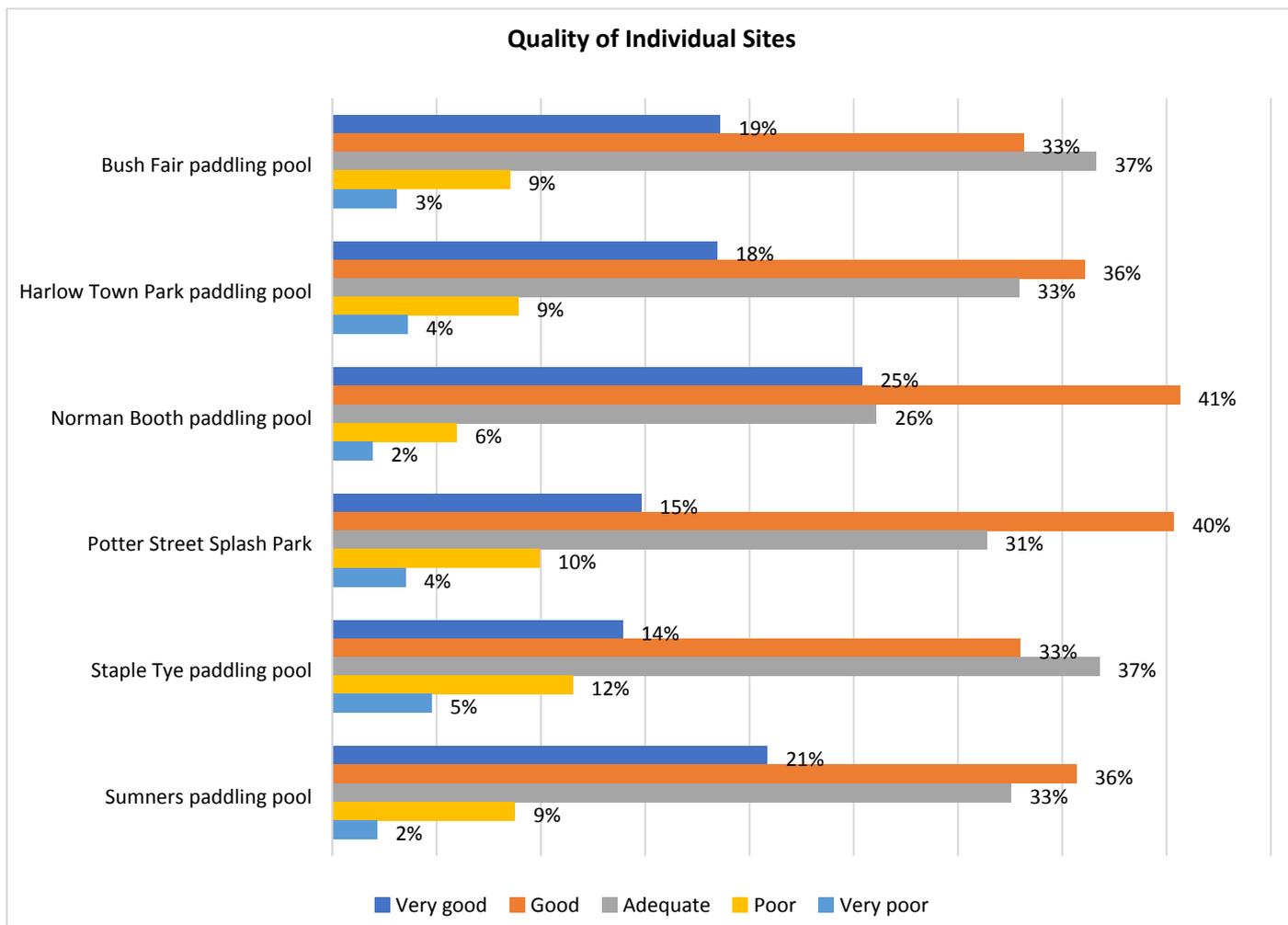
- Bush Fair Paddling Pool
- Staple Tye Paddling Pool
- Potter Street Splash Park

To provide a view on the reasons for this we went on to ask “if the facility that you visit/visited most frequently is not the one closest to where you live please tell us why?”

The specific reasons given by those who chose to explain why the site they visited most frequently was not the one closest to where they live can be found in Appendix 1. Examples of some of the reasons given are noted below:

## Quality

The survey asked residents “in general, how do you rate the quality of the individual facilities”.



Of those expressing an opinion on the quality of individual sites it can be seen that:

Four of the sites were rated quite highly in terms of quality:

- Norman Booth Paddling Pool – 66% rated quality as being good or very good (25% of those saying quality is very good).
- Sumners Paddling Pool - 57% rated quality as being good or very good (21% of those saying quality is very good).
- Potter Street Splash Park - 55% rated quality as being good or very good (15% of those saying quality is very good).
- Harlow Town Park Paddling Pool: 54% rated quality as being good or very good (18% of those saying quality is very good).

The two sites that were rated less well were:

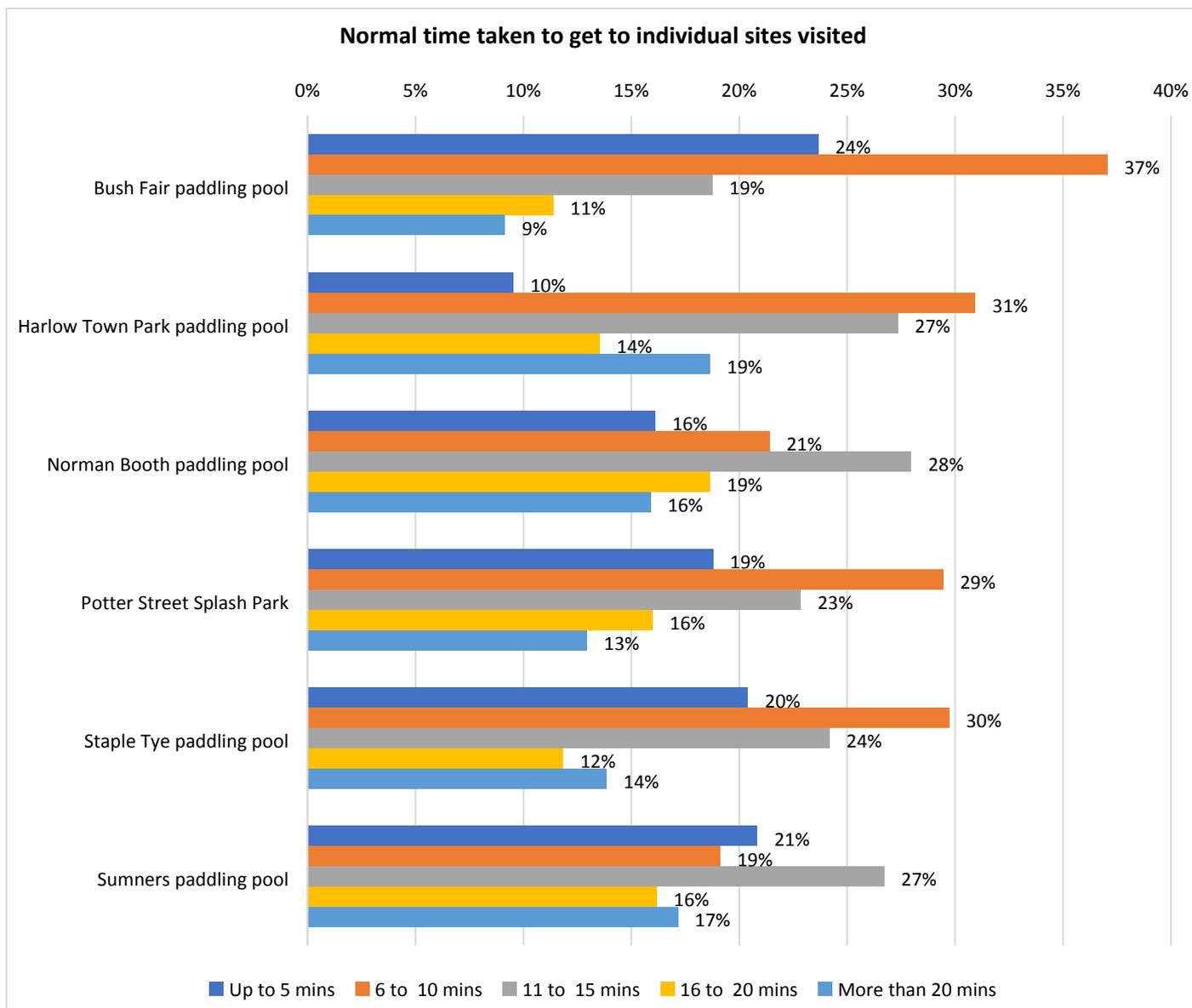
- Staple Tye Paddling Pool – 53% rated quality as being no better than “adequate”
- Bush Fair Paddling Pool - 49% rated quality as being no better than “adequate”

The survey provided respondent with an opportunity to provide comments about the quality of individual sites. The most common points raised related to the need for access to toilet and changing facilities and the general need for repairs, maintenance and improvements - including resurfacing the pools and

provision of shade and seating. Many respondents suggested portable toilets could be considered. Full comments on the Quality of sites can be found in Appendix 1.

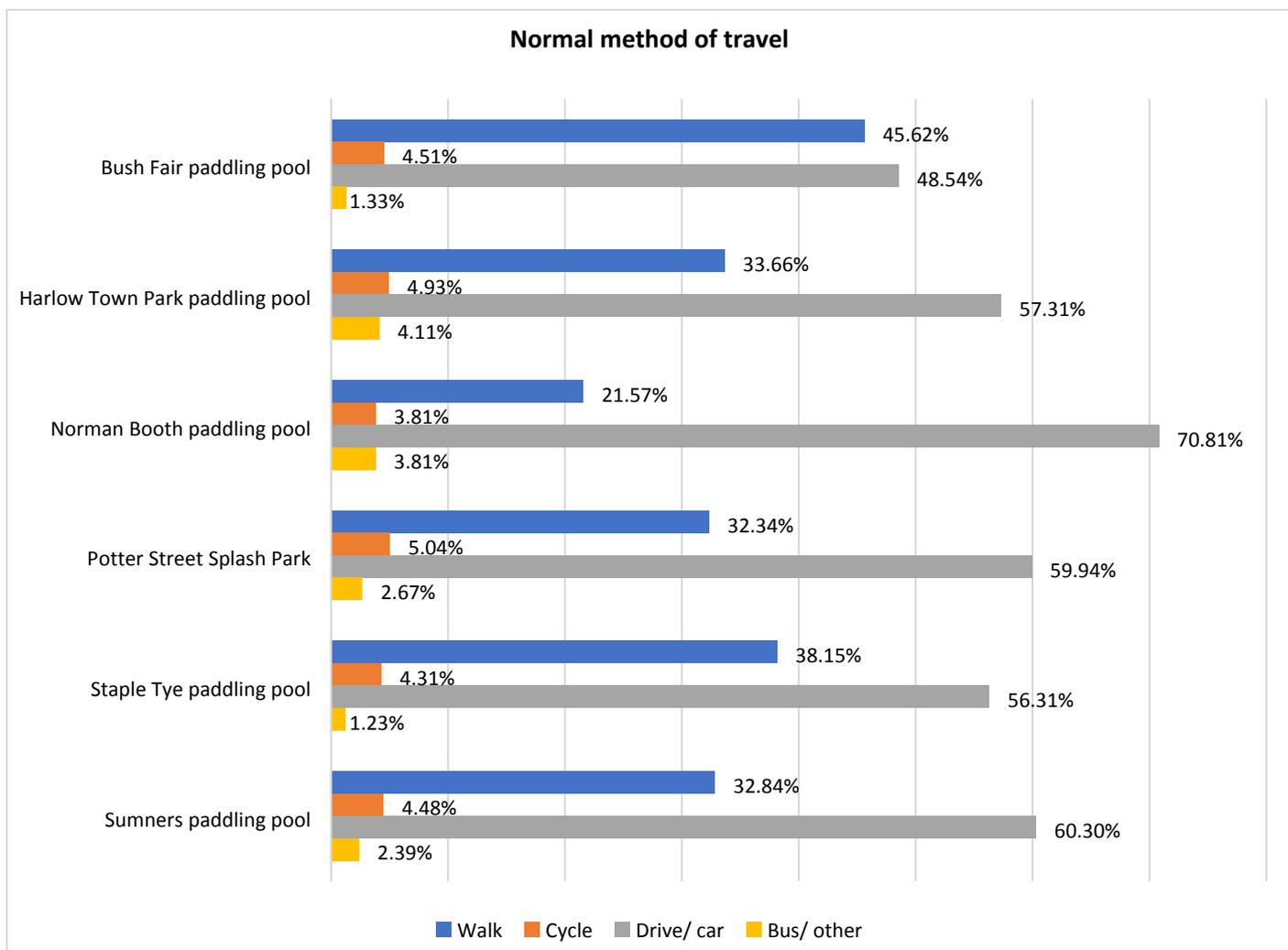
## Access

The survey asked “how long do members of your household travel to visit the facilities? Please also tell us whether you would usually walk, cycle, drive or use other forms of transport”.



Some notable points of interest arising from responses are:

- Users of the pools at Bush Fair and Staple Tye tend to be local to these pools – travelling 10 minutes or less to make use of the facilities. This is particularly clear for Bush Fair where 61% of users access the pool in 10 minutes or less (of these 24% travel less than 5 minutes).
- By contrast many users travel significantly further to make use of the pools at Norman Booth, Town Park and Sumners. For example, 35% travel 16 minutes or more to visit Norman Booth Paddling Pool; and 19% report that they travel more than 20 minutes to use the Town Park pool.
- Travel times to visit Potter Street splash park are more varied – 48% travel up to 10 minutes but 26% report travelling more than 15 minutes



Some points of interest as regards method of travel are:

- With the exception of Bush Fair, the majority of users report driving to visit the water play facilities. Our experience is that the most common method of accessing local play facilities is by foot/cycle and this tends to suggest that in general the parks with pools are “destination” facilities for family visits as well as play facilities visited independently by children and young people.
- Just over half of the visits to Bush Fair paddling pool are made on foot/by cycle and around 42.5% travel similarly to use the Staple Tye pool.

The survey went on to ask “is the distance and time needed to get to your nearest paddling pool/splash park a barrier to you making visits?”.

**Just over 87% of respondents reported that distance and time is not a barrier to making visits but 13% reported that it is.**

A supplementary question enquired “if it is a barrier do you think there is a need for a paddling pool/splash park nearer to where you live?”

**Of the 13% who said it was a barrier 74% nevertheless reported that this did not mean there is a need for a paddling pool/splash park nearer to where they lived.**

The most common areas where residents suggested there is a need for a more local water play facility were the Church Langley/Newhall areas.

The survey also invited those who indicated a need for additional pools to provide additional information. Full details are included in Appendix 1 and a sample of comments are noted below:

- A pool in Roydon would be great as poor transport links where we live. Larger community growing here now.
- Be nice to have one maybe at Maunds Hatch Park or anywhere along Commons Road area.
- Church Langley and Newhall are huge estates in Harlow and are unusual for the lack of paddling pools. Given the amount of kids these areas could really benefit from one.
- I think there is a need for an update to play park facilities (including splash parks/ paddling pools) near to Fennells.
- I do think there is an area close to me that could really benefit from a splash park. The big field between Northbrook's and the Hare Street area, which is near me, could really do with something like that for local families. There is a lot of space there for a splash park.
- Newhall should have its own splash park, possibly towards Mark Hall end or Central to estate.
- Please put one in Church Langley! There are so many families here who would absolutely love to use this. There is plenty of space by Tesco park! We don't really have much here in church Langley except a few small parks. We would love a splash park or paddling pool.
- The Stow field is an ideal location to have a splash park/paddling pool as it already provides a park for children and toilet facilities close by in the shopping centre.

The survey ended by thanking those who had completed the questionnaire and explained that "your responses will help the Council to plan effectively to improve paddling pool/splash park provision across Harlow in line with what local people think is most needed".

## B) Hard Copy Survey Findings

There were 374 hard copy surveys completed. Comments relating to a comparison with the online survey findings are noted after each question.

### Value and Heritage

The survey asked “on a scale of 1-10: How important do you think the paddling pools and splash parks are for Harlow’s children, young people, their families and the wider community (1 = Not Important, 10 = Very important).

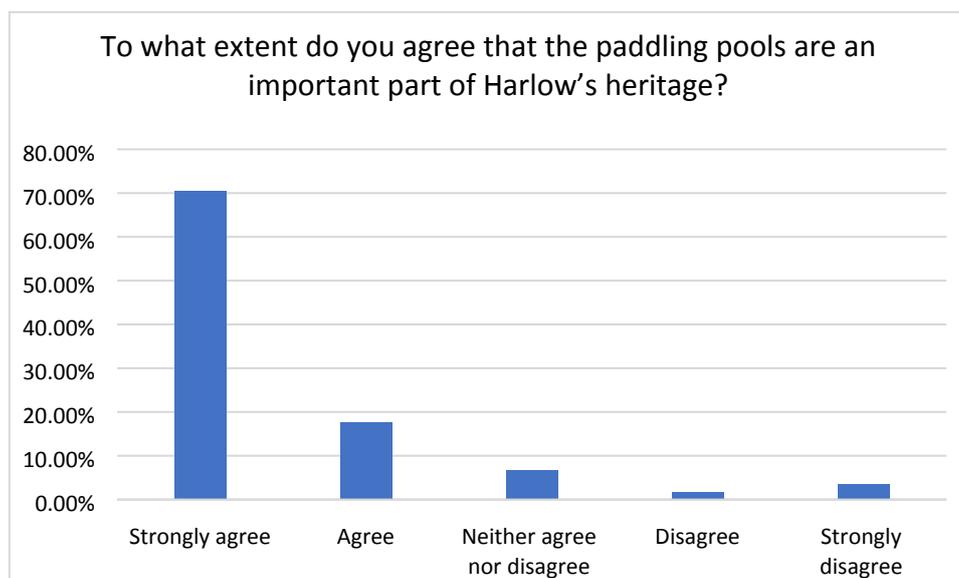
The responses were as follows:

1	2	3	4	5	6	7	8	9	10
2	2	0	0	3	2	14	23	26	302

**The average rating was 9.5 indicating that respondents believe that the paddling pools and splash park are very important for Harlow’s children, young people, their families and the wider community**

This is very similar to the online findings which reported an average score of 9.6

A further question asked “to what extent do you agree that the paddling pools are an important part of Harlow’s heritage?”



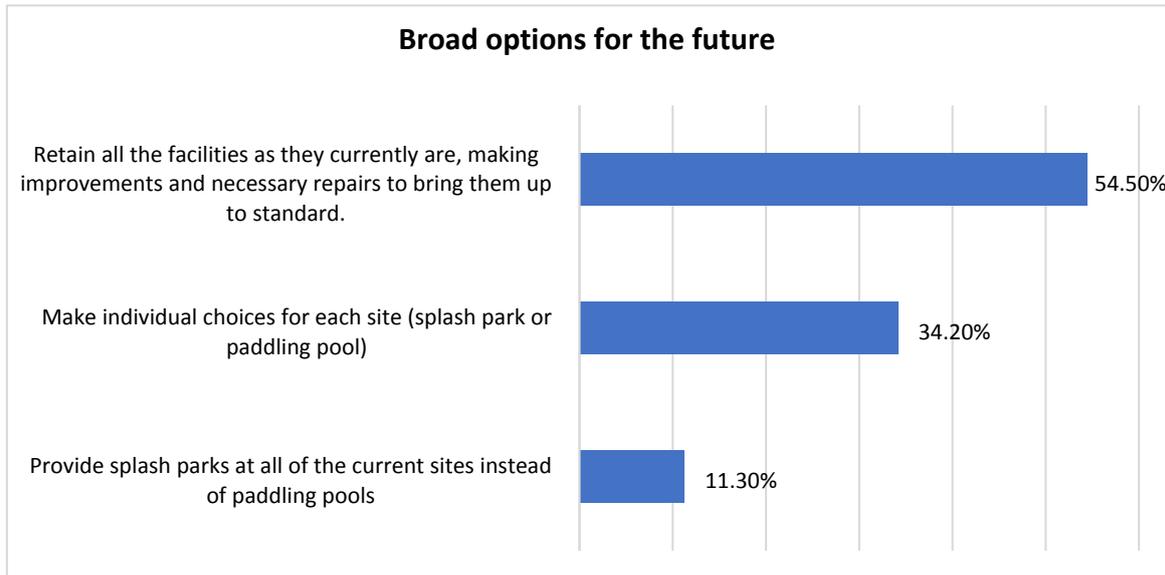
**70.5% strongly agree and an additional 17.7% agree that that the paddling pools are an important part of Harlow’s heritage.**

Both surveys show a very clear majority agreeing that that the paddling pools are an important part of Harlow’s heritage.

The survey also provided an opportunity for respondents to explain their responses to the above questions. The comments in full are provided in Appendix 2. The comments were similar to those expressed in the online survey.

## Future Development of Paddling Pools/Splash Parks

The survey asked “in general, which of the following broad options would you prefer the Council to pursue?”

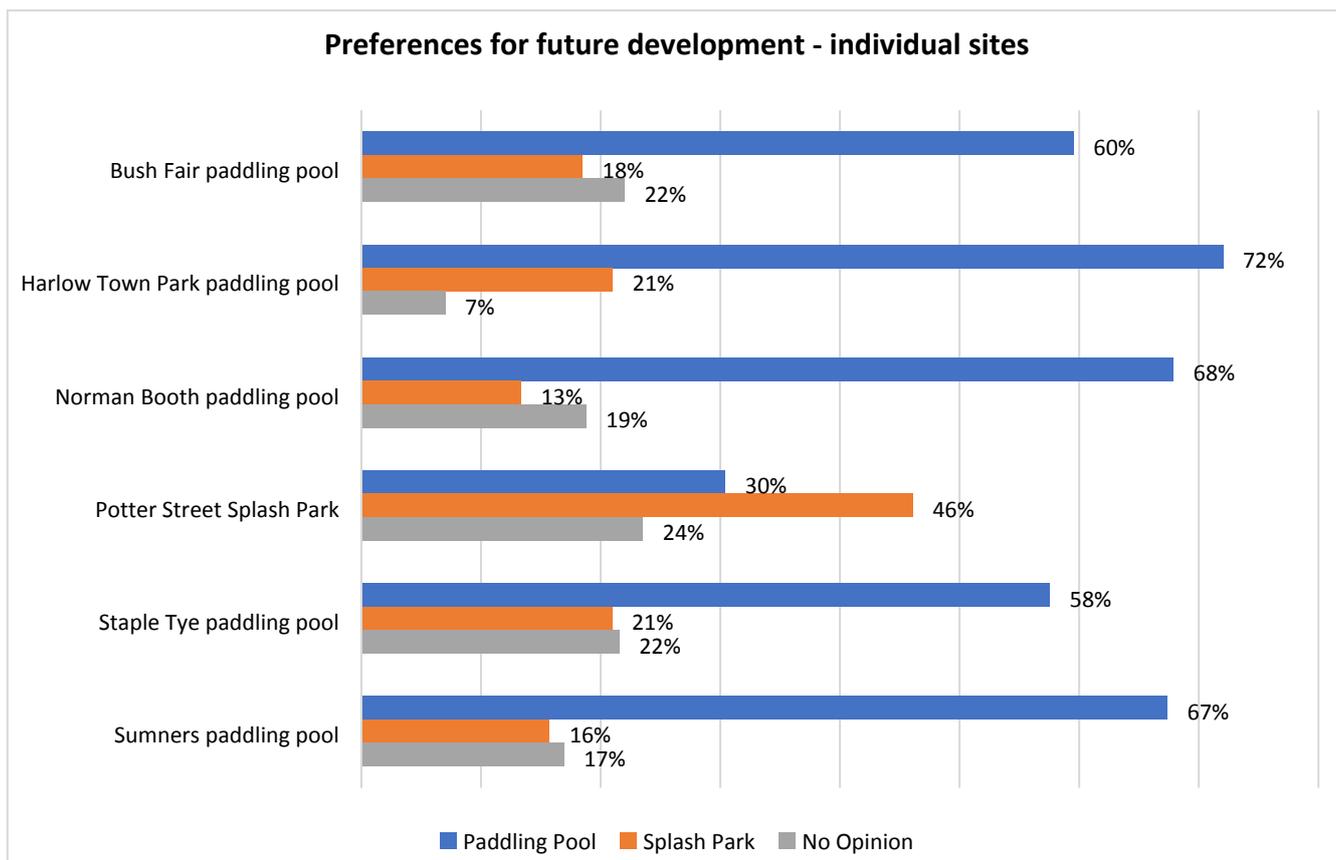


It can be seen that:

- A clear majority (54.5%) supported the view that the Council should “retain all the facilities as they currently are, making improvements and necessary repairs to bring them up to standard”.
- 11.3% thought that the Council should “provide splash parks at all of the current sites instead of paddling pools”.
- However, a significant minority (34.2%) thought that the Council should “make individual choices for each site”.

This is a similar finding to the online survey but a larger minority are in favour of providing splash parks at all of the current sites (11.3% compared to 6.5% from the online survey)

The next question was “for the individual sites please indicate your preferences for future development”.



When asked about their view on the development of individual sites, other than for the Potter Street a majority of respondents noted that their preference was for a paddling pool facility, most notably for:

- Harlow Town Park (72%)
- Sumners (67%)
- Norman Booth (68%)

The exception was Potter Street where considerably more respondents opted for a Splash Park (46%) than a paddling pool (30%).

It is also of interest that for all individual sites around 20% said that they had no opinion on how the sites should develop in the future (Potter Street had the largest proportion providing no opinion - 24%).

This is generally similar to the online survey findings with Harlow Town Park, Sumners and Norman Booth showing the clearest majority for retaining paddling pools and once again Potter Street is the exception where retaining a splash park is the preferred choice by most respondents.

A supplementary question invited respondents to provide additional comments regarding the future development of Harlow’s water play sites and these can be found in Appendix 2. In general responses were similar to those reported in the online survey.

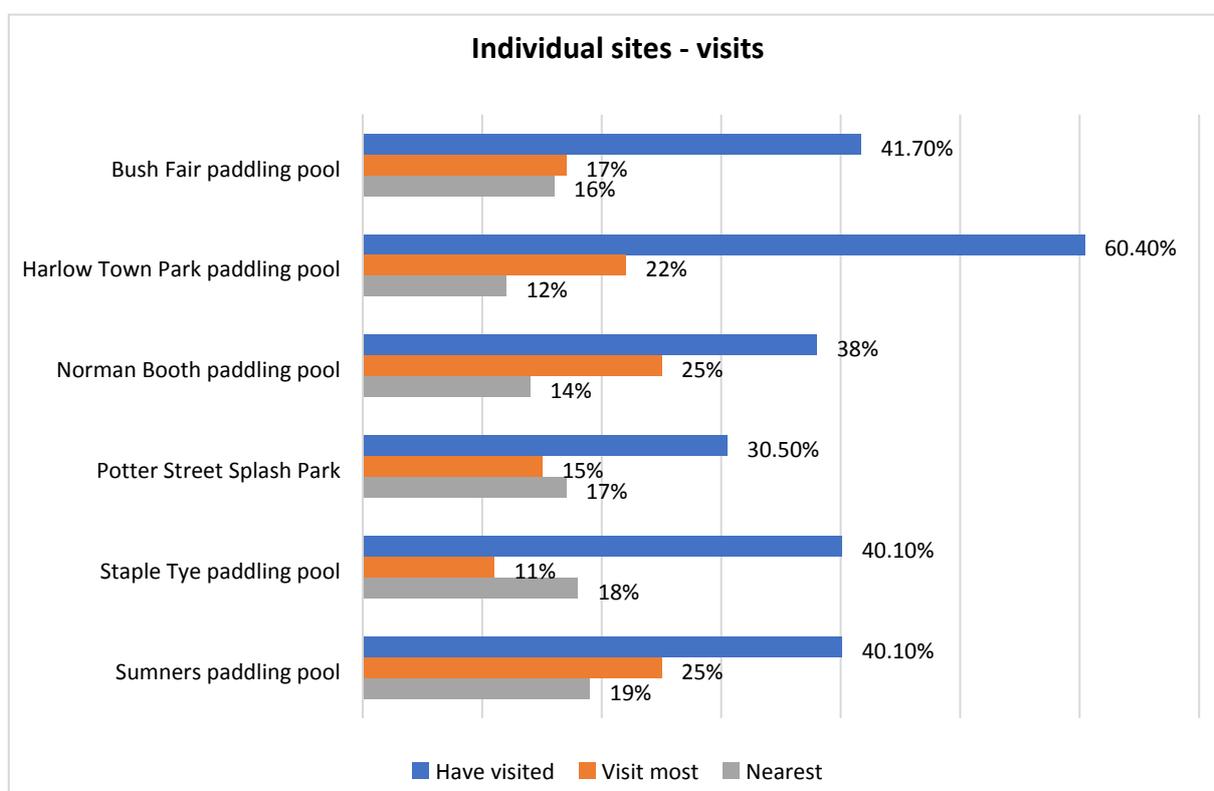
## Use of and Access

Residents were asked “do any members of your household visit or make use of any of Harlow’s paddling pools/splash park during the summer?”

**Over 94% of respondents reported that members of their household visit or make use of at least one of Harlow’s water play facilities during the summer.**

This is similar to the online survey findings where 92% reported that members of their household visit or make use of at least one of Harlow’s water play facilities during the summer.

A supplementary question enquired “if yes, please tell us which one/s you visit (please tick ALL the facilities that you visit); which you visit most frequently; and the one that is nearest to you”.



Over 30% of respondents who visited water play sites reported having made use of all of the different facilities at some point over the summer.

The sites that the greatest proportion of respondents reported using **most** are:

- Norman Booth Paddling Pool (25%)
- Sumners Paddling Pool (25%)
- Harlow Town Park Paddling Pool (22%)

In the main it is not surprising to learn that respondents generally reported that the site they used most was also their nearest but for two facilities this was not the case:

- Staple Tye Paddling Pool
- Potter Street Splash Park

This is similar to the findings of the online survey with respondents noting that Norman Booth, Sumners and the Town Park are the sites that the greatest proportion of respondents report having visited most.

**In summary – it can be seen that there is no significant variance between the findings of the hard copy survey and those of the online survey.**

#### **Other Comments**

The survey also provided an option for respondents to provide any other comments they wished to record. These are provided in Appendix 2.