



POOL SURVEY 2025

In early 2025 Settle Area Swimming Pool conducted a survey of users. More than 260 people responded, 256 of them on line and a further ten on paper. The principal purpose of the survey was to inform our business plan for the period 2025 -2030. That plan, has now been published and can be read here. <https://www.settleswimmingpool.co.uk/about-us/sasp-business-plans/>

A full analysis of the responses follows but before going into detail here are some of the key issues and our responses (*in italics*)

KEY ISSUES

YOU LIKE US

You told us you liked the location, the light airy building, friendly staff, the welcoming atmosphere and friendly clean environment. You also commented on the warm changing village and good choice of sessions available. The Calm and Inclusive sessions were particularly popular. The fact we now have a café was also mentioned.

Your support is welcome and the following responses to points made in the survey should be seen in that context.

PRICES

A number of respondents made unfavourable comparisons between our prices and those of other pools and leisure centres.

Most of the pools with which we are being compared are run by or for local authorities and benefit from a substantial public subsidy that is reflected in their prices. In overall terms our income from admissions and membership covers less than half our running costs. The only reason we are able to keep going is because of the income from our charity shops. We try to keep our prices as low as we can and review them regularly. This spring, despite rising costs, we have not raised our prices. Our full accounts are presented to the annual meeting, open to all users and supporters and are available on the charity commission website at <https://register-of-charities.charitycommission.gov.uk/en/charity-search/-/charity-details/5091677>

POOL TEMPERATURE

Some of you said that the pool water was too cold.

Not having a separate learner pool, we have to try to keep the pool at a temperature that meets the needs both of young children learning to swim and competent swimmers wanting to swim lengths. What we can't do, for practical, financial and environment reasons, is alter the temperature between sessions. We are committed to ensure the temperature is between 32C and 28C and aim for between 29C and 30C. That is generally in line with Swim England recommendations for a pool like ours. It should also be noted the survey took place at a time when we had a particular problem and the water was generally cooler than usual.

TIMETABLE CHANGES

A number of you made comments about the timetabling of sessions

We try to offer something for everyone, be they learners or competent swimmers, elderly or disabled, parents with toddlers, or families who want to have fun. The addition of fitSpace and our gym increases the range of our offer, but we know we can't meet everyone's needs all the time. School lessons have always been an important part of our programme and so sessions will need to change between term time and holidays. Factors, such as the availability of teachers and session leaders will impact on the programme and we do try to bring in new sessions when we can. The booking system and website listings helps keep users informed but we recognise that we won't always get things right for everyone and do welcome specific comments: making changes where there is demand – eg following last year's consultation we changed the early morning lane swims from two one hour sessions to one two hour session.

BIG AMBITIONS AND INCREMENTAL IMPROVEMENTS

We asked what new facilities you would like. Your responses ranged from the big ambitions for a sauna, steam room, toddler pool, climbing wall and padel court to the modest request for a costume dryer and longer running showers.

On the big ambitions, we would love to add the facilities that you mention but unfortunately we have neither the finances nor the space to do so at present. But looking further ahead we should have paid off the costs of the redevelopment in a few years and we are looking to see what plans North Yorkshire Council have for the old Middle School site, so yes we share your ambitions but don't hold your breath.

On the practical, we hope to get a costume dryer shortly and are costing making changes to the showers. Please do keep raising specific issues with us and we will respond as best we can.

CAR PARK

Some of you told us of difficulties parking – a particular problem for those with young children.

The car park is owned by North Yorkshire Council and we share it with the college, who use it for parking school transport buses. We are introducing an honesty box, in the hope of discouraging use by those who are not using the pool. But the park is not ours to enforce any rules.

COMMUNICATIONS

You told us you wanted better communications and want to know more about what we do – especially regarding the trustees.

The names of the trustees and minutes of our meetings are all on the website (in the 'about us' section). We will shortly be putting names and photographs of trustees and senior staff on a noticeboard at the pool. We publish newsletters for users and supporters twice a year (the spring 2024 issue included responses to the points made at that winter's public meeting) and we make extensive use of social media. We also send stories to the Craven Herald and there is news from the pool in each issue of the Settle and District Community News. As part of the new business plan we are looking to improve our communications and marketing.

Please continue to give us feedback on how we are doing through the suggestions and comments box and through social media and raise specific points where you think we could be doing better.

THE RESPONSES IN DETAIL

Question 1) How often do you visit Settle Pool

Several Times a Week:	78	23%
Once a Week:	93	28%
Several Times a Week:	40	12%
Once a Month:	19	6%
Less than once a month:	81	25%
Never:	18	5%

Question 2) Which facilities have you or your family used at the pool within the past 2 months?

Swim:	237	45%
Water Based classes or lessons:	88	16%
fitspace Classes:	58	11%
The Gym:	22	4%
The Café:	91	17%
Other:	30	6%

Question 3) Why do you use Settle Pool?

For Fitness/health:	249	57%
For Fun:	105	24%
To acquire a new skill:	40	9%
To meet people:	45	10%

Question 4) What do you like about Settle Pool?

We had 263 responses in total. Summary of responses is very positive, like the location, Light airy building, friendly staff atmosphere welcoming and friendly clean environment. Warm changing village, good choice of sessions available. Calm and Inclusive sessions were popular. The fact we now have a café was mentioned.

Question 5) What can we do to improve what we offer?

We had 198 responses in total.

More hair dryers in the pool.

Responses about more general sessions early evening at 6:00pm but difficult due to school swimming,

price of the pool being too expensive came up.

Showers being too hot and the changing village being too cold.

Three responses about the blue lights in the fitspace during a class causing a migraine.

Social event days wanted for 60+s.

Two wanted the table tennis back

Two for more kids sessions canoeing and snorkelling. Bacon Butties to be sold in the Café.

Question 6) Are there any new facilities you would like to see at the pool?

We had 132 Responses in total general answer was No most said they were happy with what we offer.

Requests were for an automatic spin dryer for wet Swim clothes,
a 24 hour coffee machine,

Six Requests for a Steam and Sauna room.

Suggestions for children & adults fun races in the pool, mini challenge sessions,
 stamina relays in gym,
 Tai Chi Classes,
 Climbing Wall,
 Crazy Golf.

Question 7) We are committed to make the pool more environmentally friendly. How important is that to you?

Very Important:	117	44%
Quite Important:	119	45%
No Important for me:	28	11%

Question 8) Do you support the pool in any of the following ways?

As a member:	94	17%
Donate money to the pool:	47	8%
Donate Items to the charity shop:	183	33%
Buy items from charity shop:	157	28%
Volunteer at charity shop/container:	11	2%
Host/run fundraising events:	5	1%
Attend fundraising events:	33	6%
Other (please specify):	29	5%

Question 9) Gender?

Male:	58	21%
Female:	212	79%

Question 10) Age?

Under 18:	0	
18 – 29:	5	2%
30 – 39:	31	11%
40 – 49:	44	17%
50 – 59:	50	19%
60 – 69:	91	34%
70 and over:	46	16%
Prefer not to say:	3	1%

Question 11) Do you regard yourself as disabled?

Yes:	27	9%
No:	229	89%

Question 12) How far do you live from Settle Pool?

Less than a mile:	105	39%
Between one and five miles:	70	26%
Between five and ten miles:	60	22%
More than ten miles:	35	13%

Question 13) How do you travel to Settle Pool?

On Foot:	84	31%
By Bicycle:	3	1%
By Car:	173	64%
By Public Transport:	8	3%

Other Comments

There were, generally, a large number of positive responses.

There were many thanks to the friendliness and helpfulness of staff and management team a large number of positives with the pool being very much appreciated by the local customers.

The negatives involved the pool being too cold, more hairdryers again although one response said we had improved the type of hairdryers in the changing village. Shower on run time is too short, not having enough parking in the evenings during children's lessons and an issue about pricing for entering the pool and raising of the pension age, which we have had before. Four responses have said they like the café but would like it to be open for longer.

A couple of requests about the price of pool parties going up too much.

Four requests for the Table Tennis back.

Two requests for more adult only sessions.

Three requests for pictures of all the trustees and their roles somewhere in reception.

One comment on the value of the survey itself.

If you made a comment and it has not been addressed here please do let us know, either in writing at the pool reception or by email at info@settleswimmingpool.co.uk