

Consultation and Engagement



Redcatch Park Tennis Consultation

**Final Report
4 September 2023**



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1 Introduction

1.1 Context

The council consulted on a proposed change to how the tennis courts in Redcatch Park in Knowle are operated, maintained and paid for.

Currently, use of the tennis courts is free. . There is no way of booking the courts, people can turn up and if there is space they can play. The council continues to find itself in a difficult financial position and cannot afford to maintain the Redcatch Park tennis courts in the current way.

To provide a long-term sustainable plan for tennis at Redcatch Park, the council proposed that the courts in Redcatch Park would join the 'Parks Tennis Operating Model' (described below) that has been used in Eastville Park, St George Park, and Canford Park since 2019. This would mean that people pay to use the tennis courts and would book a court to be sure it is available. The sports charity Wesport, would be the tennis operator and would be responsible for the management and operation of the courts, and all repairs and maintenance costs.

1.2 The Bristol Parks Tennis Operating Model

To ensure that high quality tennis courts continue to be available in Bristol's parks, the council introduced a new way of managing its tennis courts in three parks in 2019. This is called 'the Bristol Parks Tennis Operating Model'. In the parks where this operating model is used, people pay to use tennis courts, and a tennis operator (the sports charity Wesport) is responsible for the management and operation of the courts. All repairs, maintenance and future resurfacing costs are the responsibility of the tennis operator.

The council's Parks Tennis Operating Model is already working successfully at Eastville Park, St George Park, and Canford Park. A fee-paying model also operates for tennis in Victoria Park and Greville Smythe Park, meaning there is a long-term sustainable plan for quality tennis provision across all these sites. Future improvements can be made at these sites at no cost to council budgets and are not reliant on limited external grant funding.

Out of all the council's tennis courts, Redcatch Park is now the only multi-court site in Bristol's parks which does not have a long-term sustainable plan for tennis. Under the current arrangements at Redcatch Park, Bristol City Council is required to pay for repair and maintenance of the tennis courts, and this is no longer affordable.

1.3 Redcatch Park tennis consultation

The Redcatch Park tennis consultation took place between 6 June 2023 and 18 July 2023.

The consultation set out the council's rationale for the proposal to adopt the Parks Tennis Operating Model at Redcatch Park tennis courts and sought views from local residents, stakeholders and tennis court users on the proposal.

The consultation set out the following aspects of the proposal to adopt the Parks Tennis Operating Model, starting in 2023:

- all courts would be jet washed and repainted with new line markings.
- floodlights would be added on two of the four courts so they can be used in the evening.
This would require planning permission. Floodlit courts would provide up to an additional

910 court hours per year (If the floodlighting is not possible, the Redcatch Park tennis courts could still join the Parks Tennis Operating model).

- an online booking system would be used to book use of the courts. You would have the option to book in advance or turn up and play. Further detail about booking courts is in the following section.
- A gate access system would be installed to ensure your booked court is available.
- You would pay to use the tennis courts. You can either pay and play for each booking or pay for annual membership for your household. A concessionary household membership would also be available.
- The courts would be regularly maintained by the operator, Wesport
- There would be an accessible and inclusive tennis programme which, in addition to public bookings, would include tennis coaching opportunities, community tennis initiatives and opportunities for free play. The details of the inclusive programme would be designed specifically for Redcatch Park, in consultation with the Friends of Redcatch Park and other stakeholders, to suit the community. At other parks tennis courts in Bristol, the inclusive programmes include holiday tennis activities, competitively-priced coaching (with qualified coaches) for children, sessions for refugees, and free tennis sessions and loan of equipment on the day for people who can't afford to pay.

The consultation also provided further details about how the operating model would work (see Appendix A1) and described other options that were considered but not proposed to take forward (see Appendix A2).

This consultation report describes the consultation methodology and the feedback received. The final decisions about the Redcatch Park Tennis Courts proposals will be taken by the Executive Director (People) in consultation with the Mayor during summer 2023. The decision will take into consideration responses to the Redcatch Park tennis consultation described in this report.

Decisions made will be shared on the council's [Consultation and Engagement Hub](#) and the [Tennis in Bristol website](#).

1.4 Structure of this report

Chapter 2 of this report describes the consultation methodology.

Chapter 3 presents the survey response rate and respondent characteristics;

Chapter 4 describes the feedback to the [consultation survey](#). This comprises quantitative data and analysis of free text comments from the survey responses.

Chapter 5 describes how this report will be used and how to keep updated on the decision-making process.

2 Methodology

2.1 Survey

2.1.1 Online survey

The Redcatch Park Tennis Consultation (www.ask.bristol.gov.uk/redcatch-park-tennis-2023) was available on the council's Ask Bristol Consultation & Engagement hub (<https://www.ask.bristol.gov.uk/>) from 6 June to 18 July 2023.

Survey information

The survey contained the following information as context for the survey questions:

- An overview of the current situation at Redcatch Park tennis courts and the financial challenge to continue maintaining the courts
- An overview of the Bristol Parks Tennis Operating Model and further information about specific aspects of the proposal and how this would impact users
- Further details about how the operating model would work, including details of charging, booking and the new tennis operator (see Appendix)
- Other options that were considered but not being proposed to take forward (see Appendix)

Survey questions

The survey sought information on the following:

- Views on the proposal to use the Parks Tennis Operating Model
- Views on different aspects of the proposal to adopt the Parks Tennis Operating Model for Redcatch Park
- Effect of the proposal on use of the courts
- Other comments or suggestions about the proposal to adopt the Parks Tennis Operating Model for Redcatch Park
- Respondents' use of different tennis courts

Respondents could choose to answer some or all of the questions in any order and save and return to the survey later.

2.1.2 Paper surveys

Paper copies of the survey with Freepost return envelopes were available on request by email and telephone.

2.1.3 Alternative formats

Alternative formats (braille, large print, audio, British Sign Language (BSL) and translation to other languages) were available on request.

2.2 Publicity and briefings

2.2.1 Objective

The following programme of activity was carried out to publicise the Redcatch Park Tennis Consultation. The primary objective was to seek views from local residents, stakeholders and tennis court users on the proposal to adopt the Parks Tennis Operating Model.

The information was shared across a wide range of channels reaching as broad a range of audiences as possible in order to maximise response rates and enable people to respond using their preferred method (online/print/telephone).

The consultation actively targeted people within the existing core catchment of Redcatch Park, although the consultation was open to an audience anywhere across the city and beyond.

2.2.2 Bristol City Council channels

Copy and electronic materials were shared via the Bristol City Council website and were emailed to more than 7,000 subscribers to the Ask Bristol e-bulletin.

2.2.3 Ward members, partners, stakeholders, voluntary and equalities organisations

Details of the consultation were shared by email with stakeholders and organisations inviting them to respond directly and share with their networks.

Council officers also directly contacted the Friends of Redcatch Park group to ensure that they were aware of the consultation and could discuss the proposal.

The consultation was shared widely by local groups and ward members.

2.2.4 Media engagement

A press release was published on the Newsroom of the Bristol City Council website on 6 June 2023 (<https://news.bristol.gov.uk/press-releases/e1862193-01ba-4996-b5a4-99e5e4746b65/have-your-say-on-proposals-on-how-redcatch-park-tennis-courts-are-run-and-paid-for>) This gave an overview of the financial challenge to continue maintaining the courts and set out the benefits of the proposed Parks Tennis Operating Model. This resulted in media coverage in Bristol Post, BBC Bristol News, and Bristol 24/7.

2.2.5 Social media – posts, outreach and advertising

Regular posts on Bristol City Council's social media channels (Twitter, Facebook, Nextdoor) were made for the duration of the consultation, encouraging responses to the consultation. Social media posts promoting the consultation were seen 17,900 times, with a total of 83 people clicking the link to the consultation.

2.2.6 Posters

Bristol City Council displayed 20 A4 posters promoting the consultation in Redcatch Park and the local community throughout the duration of the consultation. 10 posters were also displayed by Friends of Redcatch Park.

3 Survey response rate and respondent characteristics

3.1 Response rate to the survey

The Redcatch Park tennis consultation received 295 responses. Of these, 288 were completed online and 7 used printed surveys.

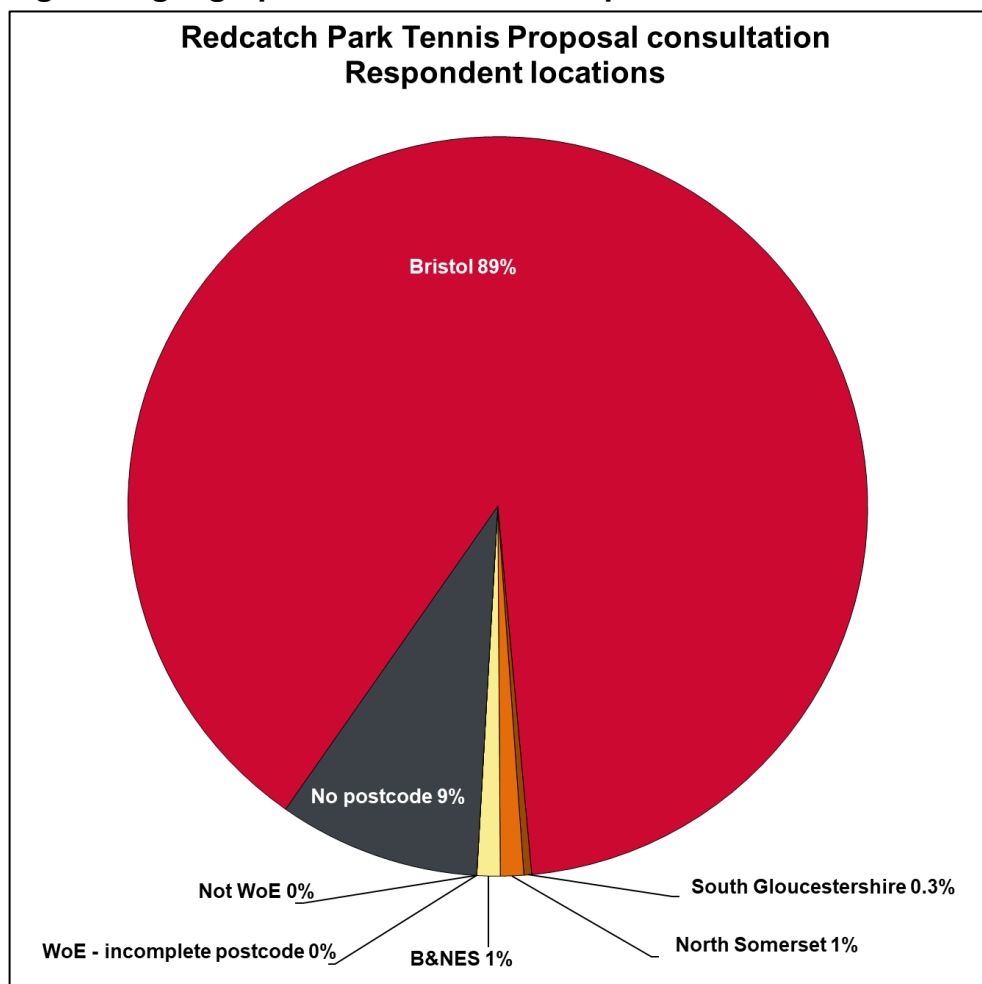
3.2 Geographic distribution of responses

262 (89%) responses were received from postcodes within the Bristol City Council area.

Three (1%) responses were from Bath & North East Somerset (B&NES), three (1%) were from North Somerset, and one (0.3%) was from South Gloucestershire.

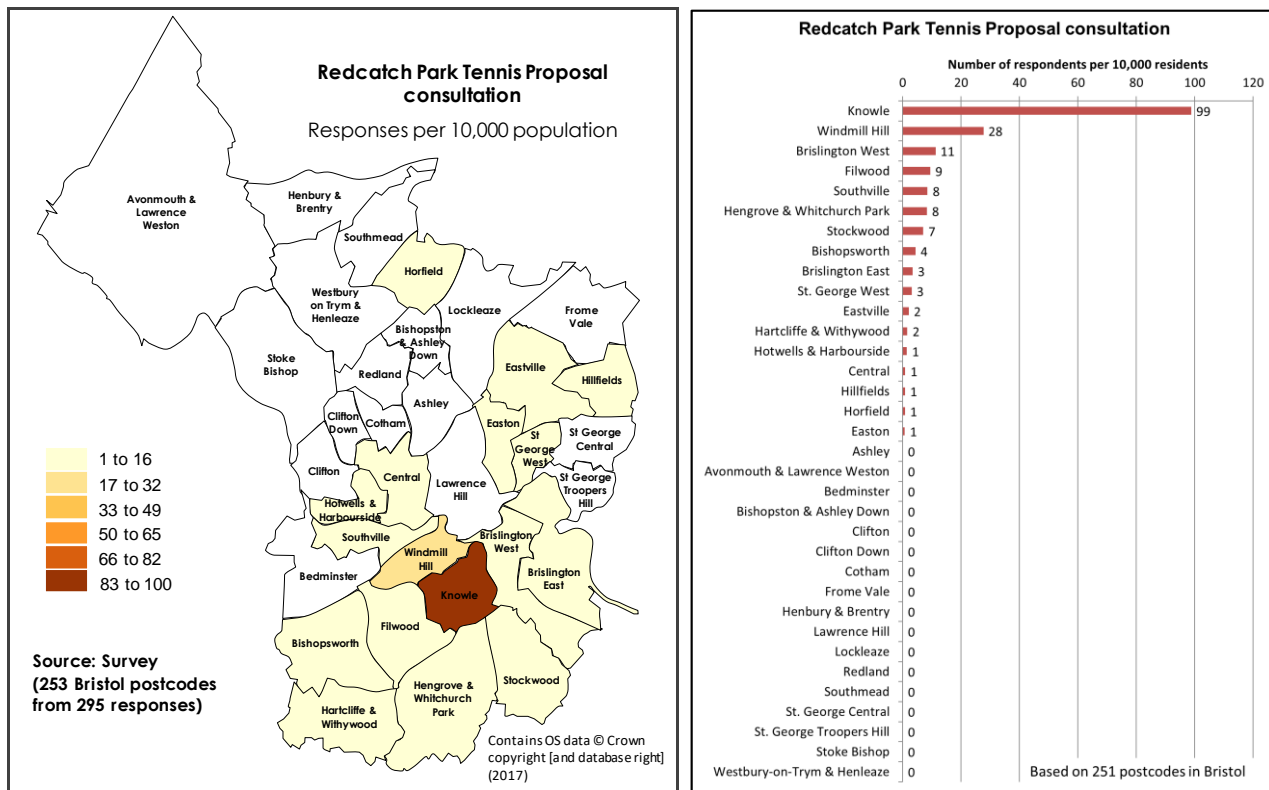
26 (9%) respondents did not provide an identifiable postcode.

Figure 1: geographic distribution of responses



Of the 262 respondents from within the Bristol City Council area, 253 provided full or partial postcodes from which the ward of origin could be identified (Figure 2).

Figure 2: geographic distribution of responses in Bristol



3.3 Response rate from areas of high and low deprivation

The home location of respondents in Bristol was compared with nationally published information on levels of deprivation across the city¹ to review if the responses received include a cross-section of people living in more deprived and less deprived areas.

The comparison looked at levels of deprivation in 10 bands (known as ‘deciles’) from decile 1 (most deprived) to decile 10 (least deprived).

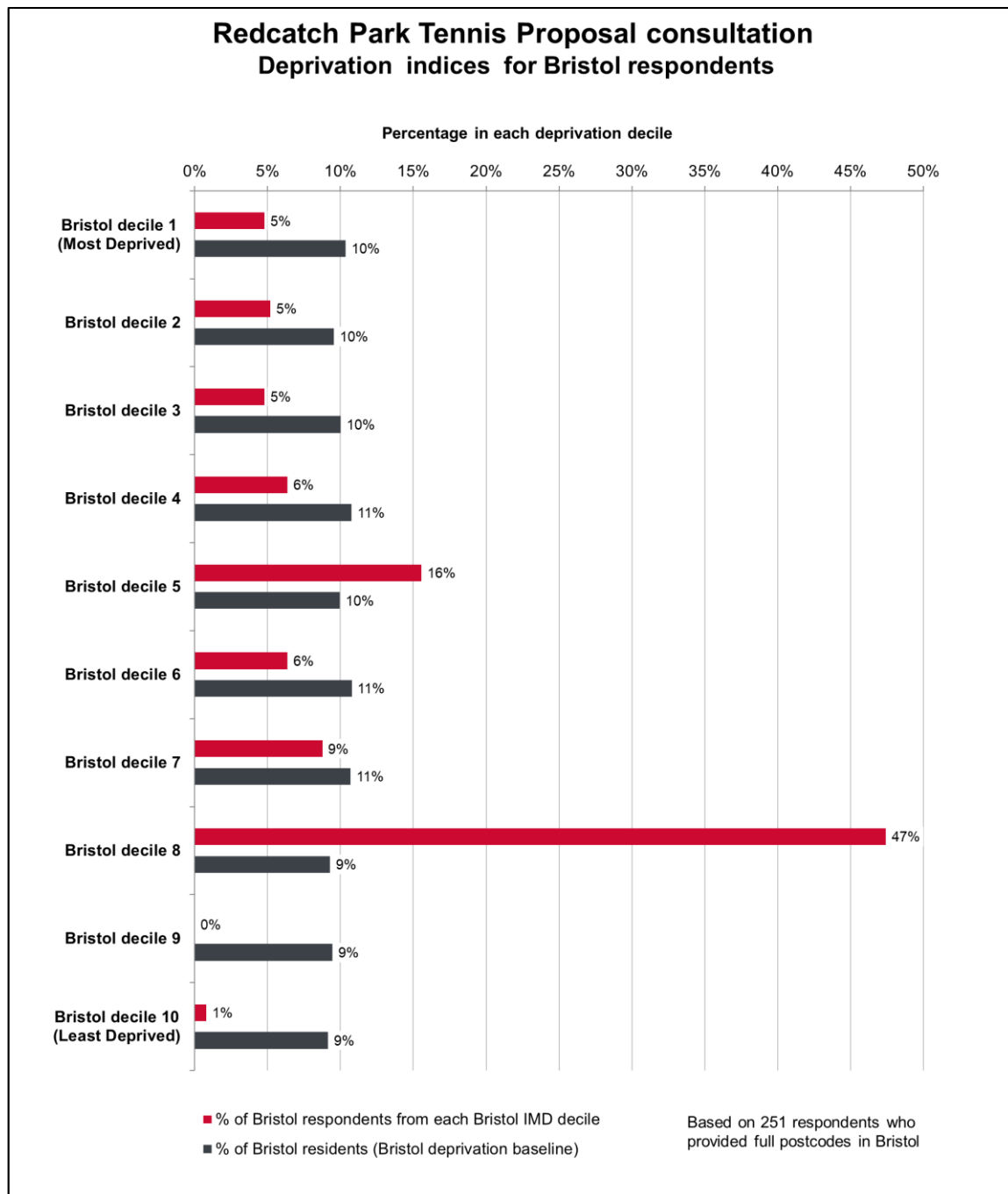
Figure 3 compares the percentage of Bristol respondents² living in each deprivation decile (red bars) to the percentage of all Bristol citizens who live in each decile (grey bars).

¹ The Office for National Statistics (ONS) publishes information about deprivation for 32,844 small areas - known as ‘Lower Super Output Areas’ (LSOAs) - throughout England. For each of these areas, a measure of deprivation is published called ‘Indices of Multiple Deprivation’ (IMD), which takes into account 37 aspects of each area that cover income, employment, education, health, crime, barriers to housing and services, and living environment. The postcodes provided by respondents to the consultation enabled each respondent to be matched to one of the 263 Lower Super Output Areas that cover the Bristol City Council area and thus to one of the deprivation deciles. Note that postcodes provide approximate locations; they are not used to identify individuals or specific addresses.

² Based on 253 respondents who provided full postcodes in the Bristol administrative area from which deprivation decile can be identified.

The chart shows that there was an under-representation in responses among the 40% most deprived areas of the city (deciles 1, 2, 3 and 4). Deciles 6, 7, 9 and 10 were also under-represented. Response rates from decile 5 and decile 8 were over-represented.

Figure 3: Comparison of response rate from areas of high and low deprivation



(Percentages in Figure 3 are given to the nearest integer. The length of bars in the chart reflects the unrounded percentage; hence bars shown as 10% may be slightly different in length.)

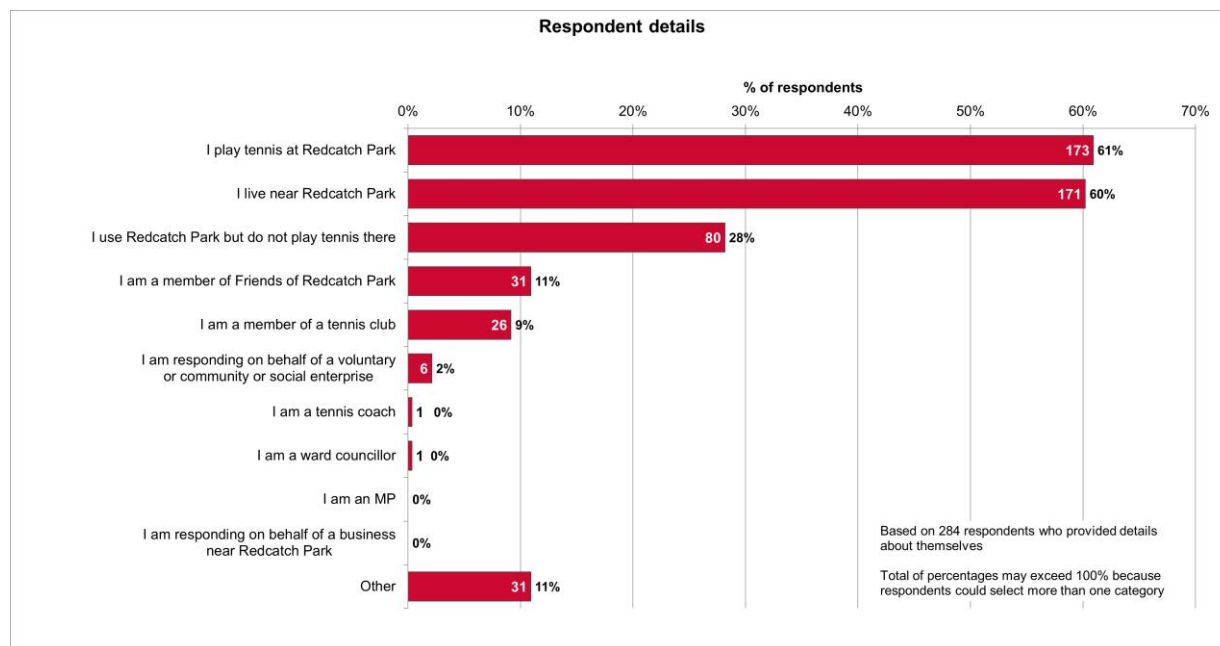
3.4 Respondent details

Respondents were asked what best described them:

- 173 (61%) of respondents stated they play tennis at Redcatch Park
- 171 (60%) of respondents said they live near Redcatch Park

- 80 (28%) respondents said they use Redcatch Park but do not play tennis there
- 31 (11%) respondents said they are a member of Friends of Redcatch Park
- 26 (9%) said they are a member of a tennis club
- 6 (2%) said they were responding on behalf of a voluntary or community organisation or social enterprise
- 1 (1%) said they are a tennis coach
- 1 (1%) said they are a ward councillor
- 31 (11%) listed their details as “Other”
- No respondents said they were an MP or responding on behalf of a business

Figure 4: Respondent details

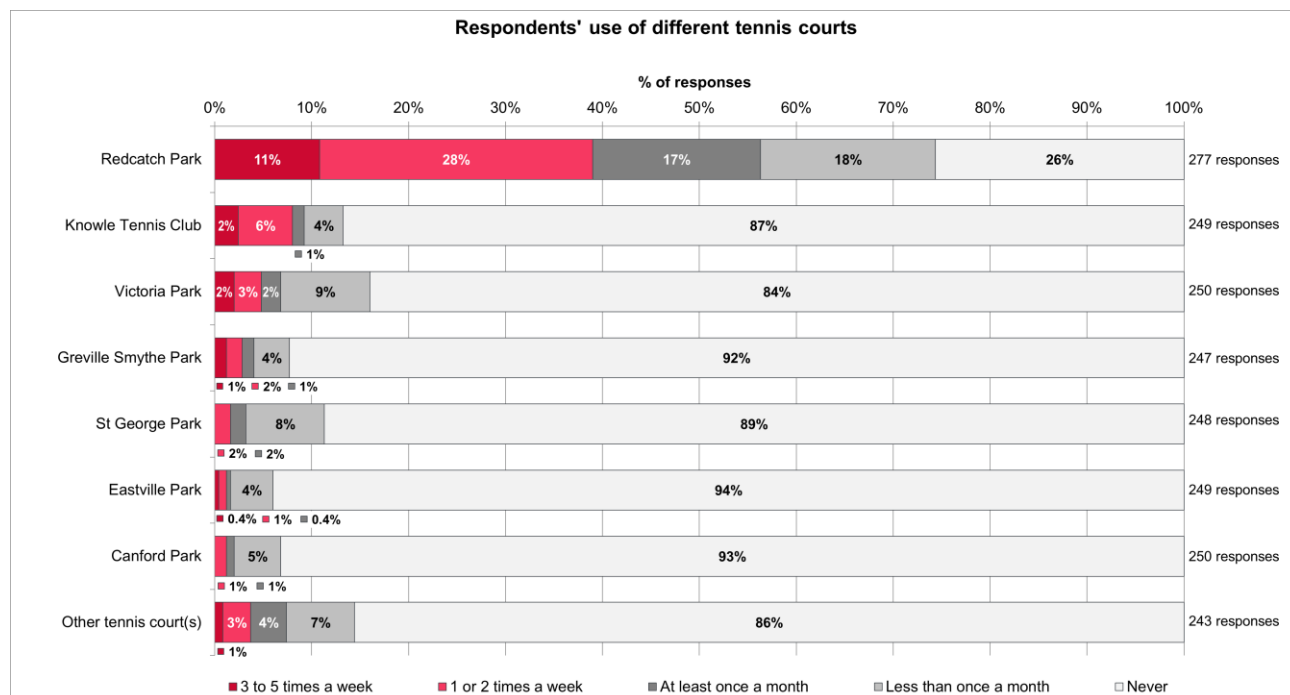


3.5 Respondents’ use of different tennis courts

Respondents were asked how often they use different tennis courts in Bristol:

- 108 (39%) said they use the Redcatch Park tennis courts at least once a week
- 98 (35%) said they use the Redcatch Park tennis courts less than once a week
- 71 (26%) said they never use the Redcatch Park tennis courts
- 18 respondents did not state if they use the Redcatch Park tennis courts

Figure 5: Respondents' use of different tennis courts



3.6 Characteristics of survey respondents

290 (98%) people answered one or more of the equalities monitoring questions. Respondent characteristics are summarised below. The charts compare:

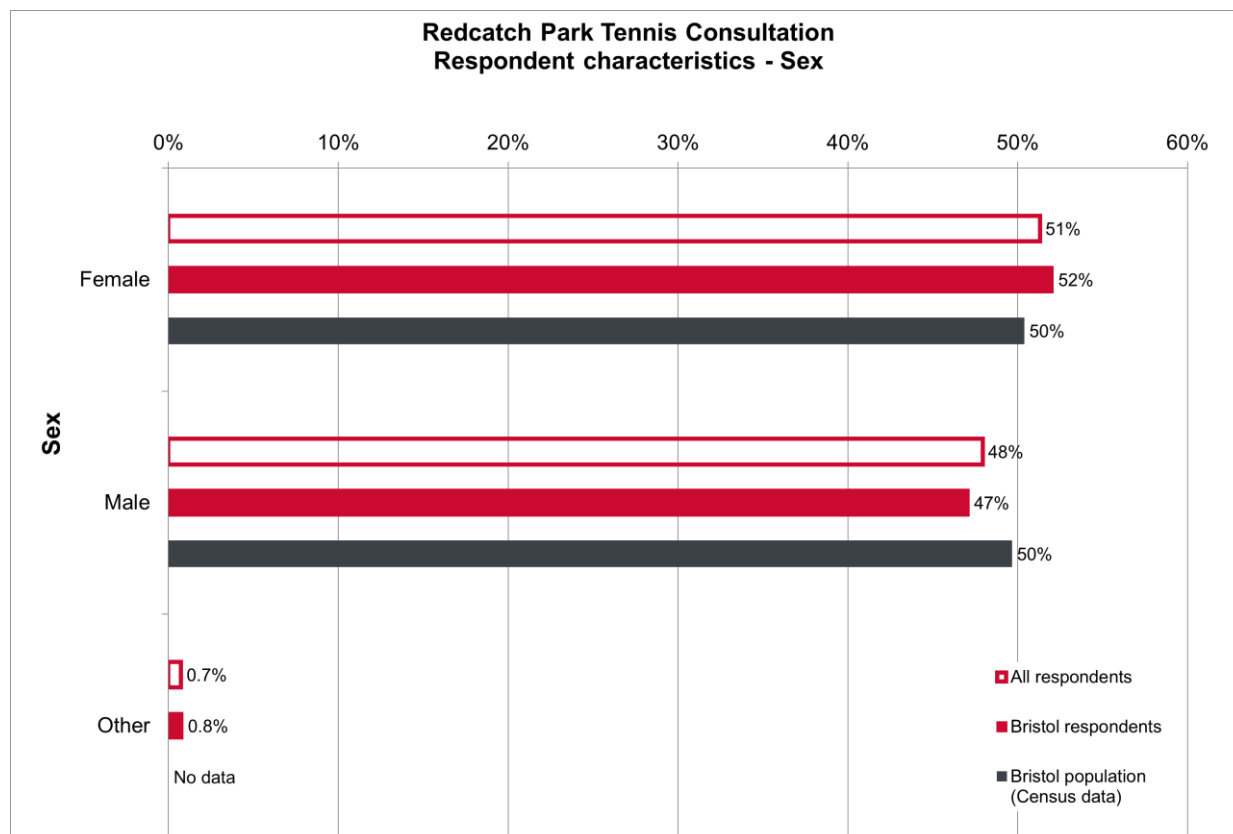
- characteristics for all respondents who answered the equalities questions
- characteristics of respondents who provided a Bristol postcode
- characteristics of Bristol’s citizens for five protected characteristics (age, sex, disability, ethnicity and religion/faith) for which population data are available from the latest available Census and subsequent updates

Note that many of the respondents who did not provide postcodes may also live in the Bristol administrative area, but are not included in figures for ‘Bristol respondents’

Sex

51% of all survey responses were from women and 48% were from men. 0.7% were from people who identified as ‘other’. These percentages exclude the 5% of respondents (5.4% of Bristol respondents) who answered ‘prefer not to say’.

Figure 6: Sex of respondents



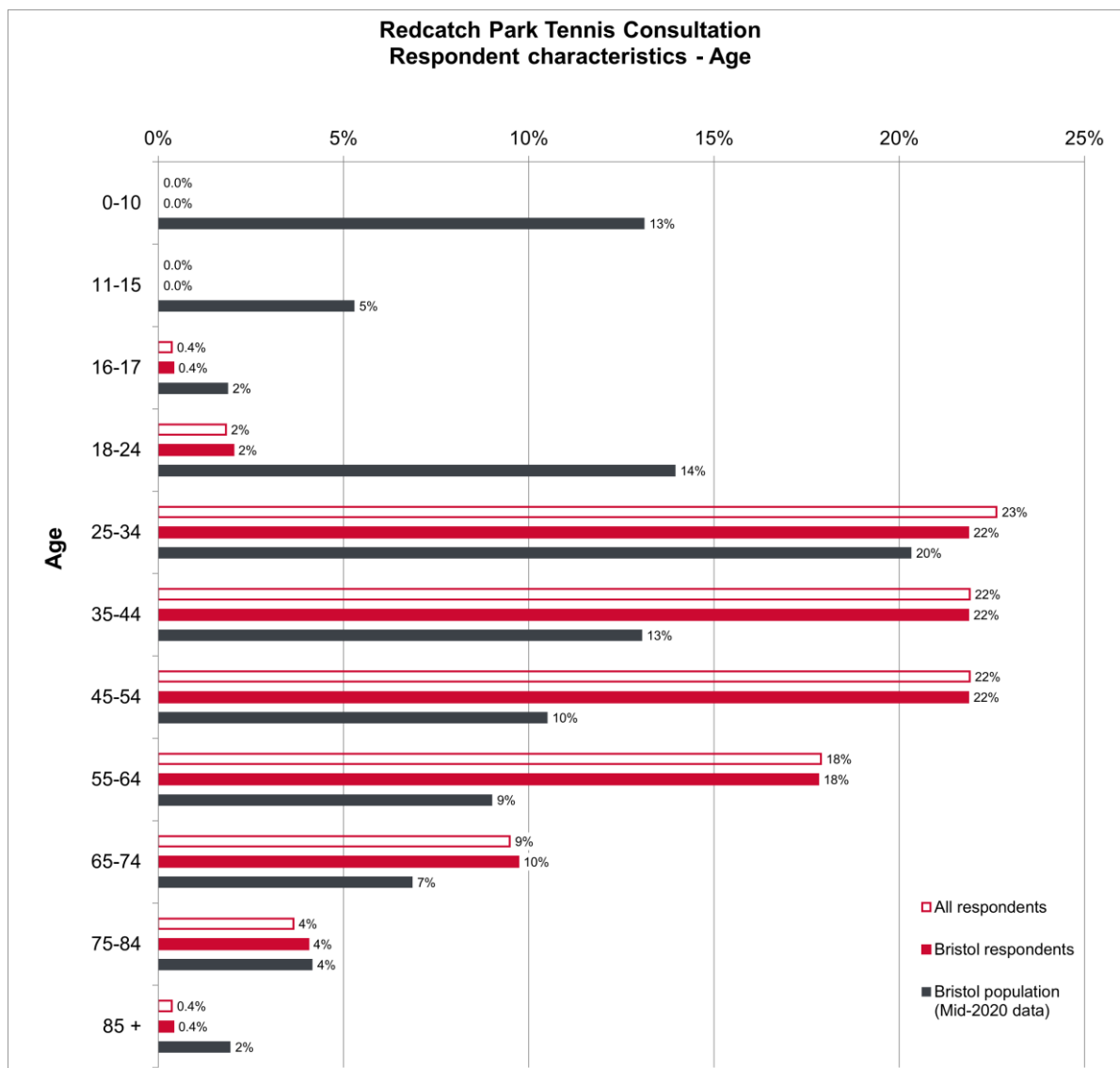
Age

The highest number of responses were from respondents aged 25-34 years (23%), followed by 35-44 (22%) and 45-54 (22%).

All age groups between 25 and 74 responded in higher proportions than these ages in the population. Response rates from people aged 75-84 years closely match the proportion of these age groups in Bristol’s population. Survey responses from children (under 18), young people aged 18-24 and people aged 85 and older were under-represented. These percentages exclude the 2.8% of respondents (2.7% of Bristol respondents) who answered ‘prefer not to say’.

In each age category, the proportions of ‘all respondents’ and ‘Bristol respondents’ were very similar.

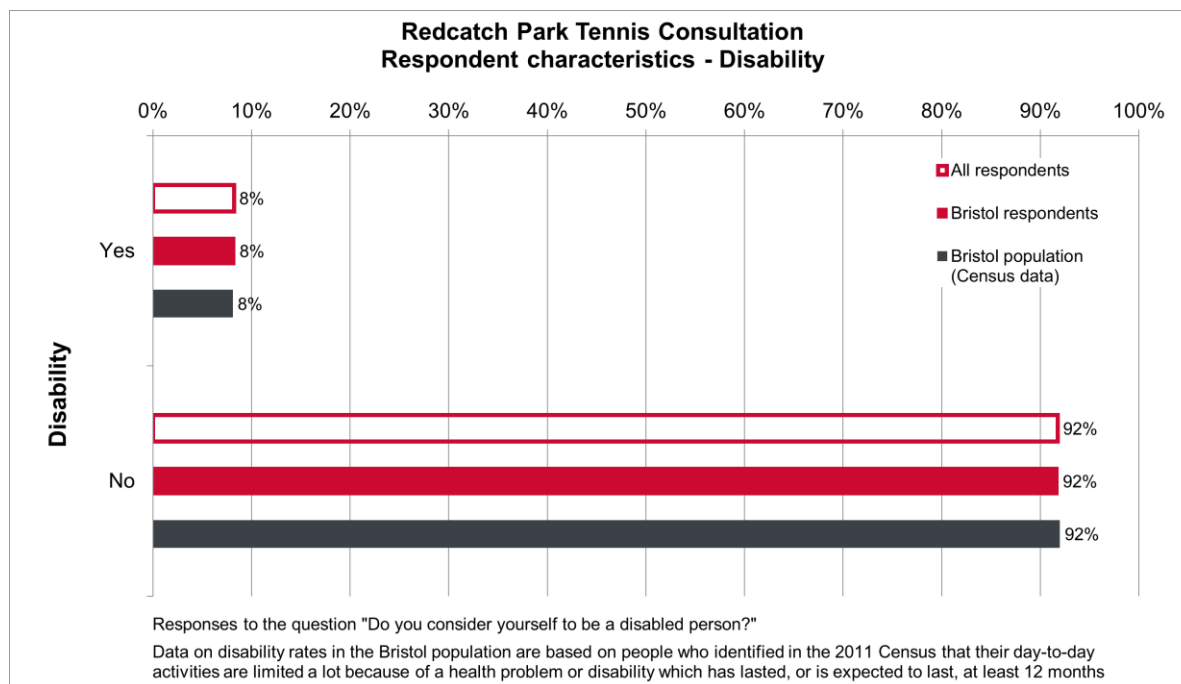
Figure 7: Age of respondents



Disability

The proportion of disabled respondents (8% of all respondents; 8% of Bristol respondents) matches the proportion of disabled people living in Bristol. These percentages exclude the 6% of respondents (6% of Bristol respondents) who answered 'prefer not to say')

Figure 8: Disability



Ethnicity

The response rate from White British respondents (84%) and White Irish respondents (1%) is higher than the proportion of these citizens in the Bristol population.

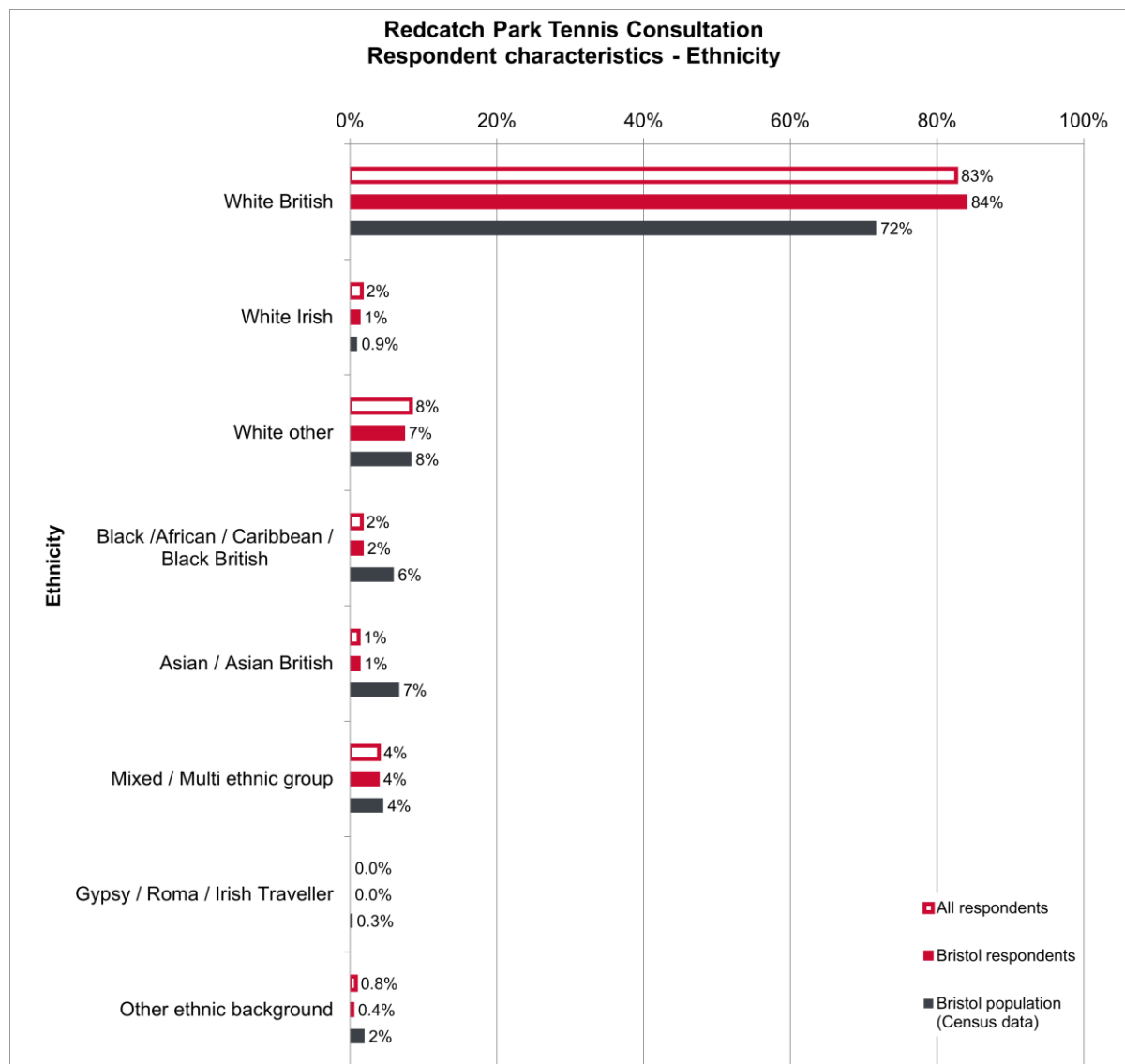
The proportion of Mixed / Multi Ethnic Group (4%) respondents matches the proportion of these citizens in the Bristol population.

The following ethnic groups were under-represented in the response rates compared to the proportion of people in each of these ethnic groups living in Bristol:

- Black / African / Caribbean / Black British (2% of respondents)
- Asian / Asian British (1%)
- Gypsy / Roma / Irish Traveller (0%)
- White Other (7%)
- Other ethnic background (0.4%)

These percentages exclude the 10% of respondents (10% of Bristol respondents) who answered 'prefer not to say'. Proportions of each ethnicity for all respondents are similar to respondents who provided a Bristol postcode.

Figure 9: Ethnicity of respondents



Religion/Faith

People with no religion (68% of respondents) responded in higher proportion than people of no religion in Bristol’s population (55%). Buddhists (1%) and people with ‘Other faith’ (1%) also responded in greater numbers than the proportions of these faiths in Bristol.

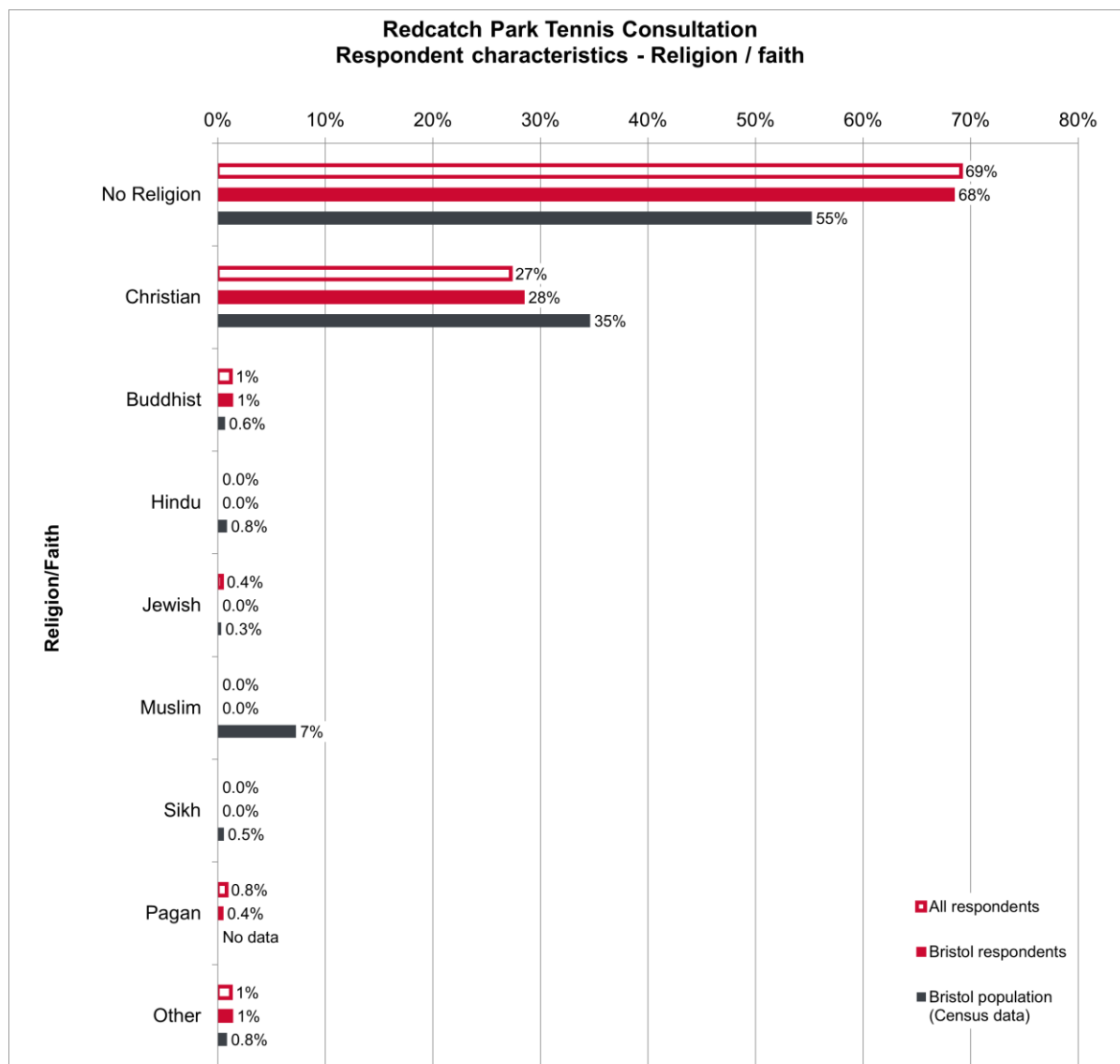
Christians (28%), Muslims (0%), Jews (0%), Hindus (0%) and Sikhs (0%) were under-represented compared to the proportions of these faiths living in Bristol.

0.4% of respondents are Pagan. There are no data from the Census for the proportion of Pagans living in Bristol.

These percentages exclude the 12% of respondents (12% of Bristol respondents) who answered ‘prefer not to say’.

The proportion of each religion/faith for all respondents closely matches Bristol respondents.

Figure 10: Religion/faith of respondents



Other protected characteristics and refugee/asylum status

The survey also asked respondents about three other protected characteristics (sexual orientation, gender reassignment, pregnancy and recent maternity) and if they are a refugee or asylum seeker.

Census data are not available for the proportion of people with these characteristics living in Bristol. Figures 9, 10, 11 and 12 show the proportions of all respondents and Bristol respondents for each of these characteristics. The proportion of each characteristic for all respondents closely matches the proportion for Bristol respondents.

Figure 11: Sexual orientation

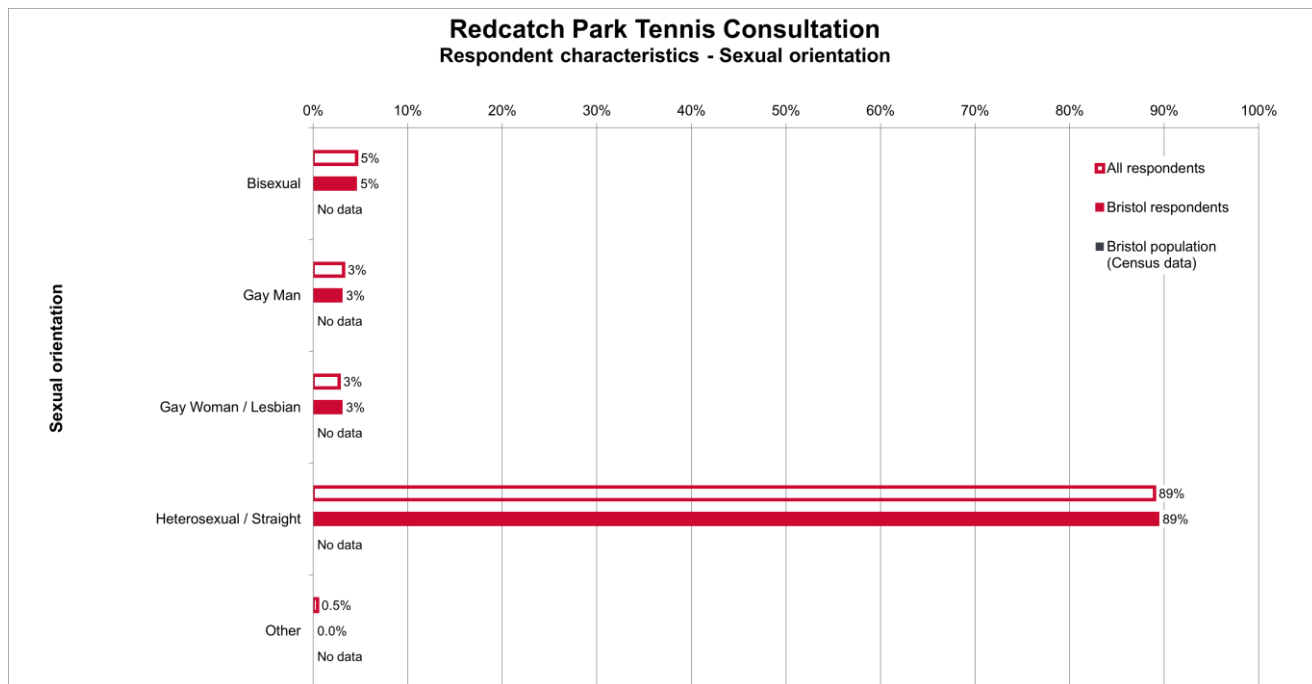


Figure 12: Gender reassignment

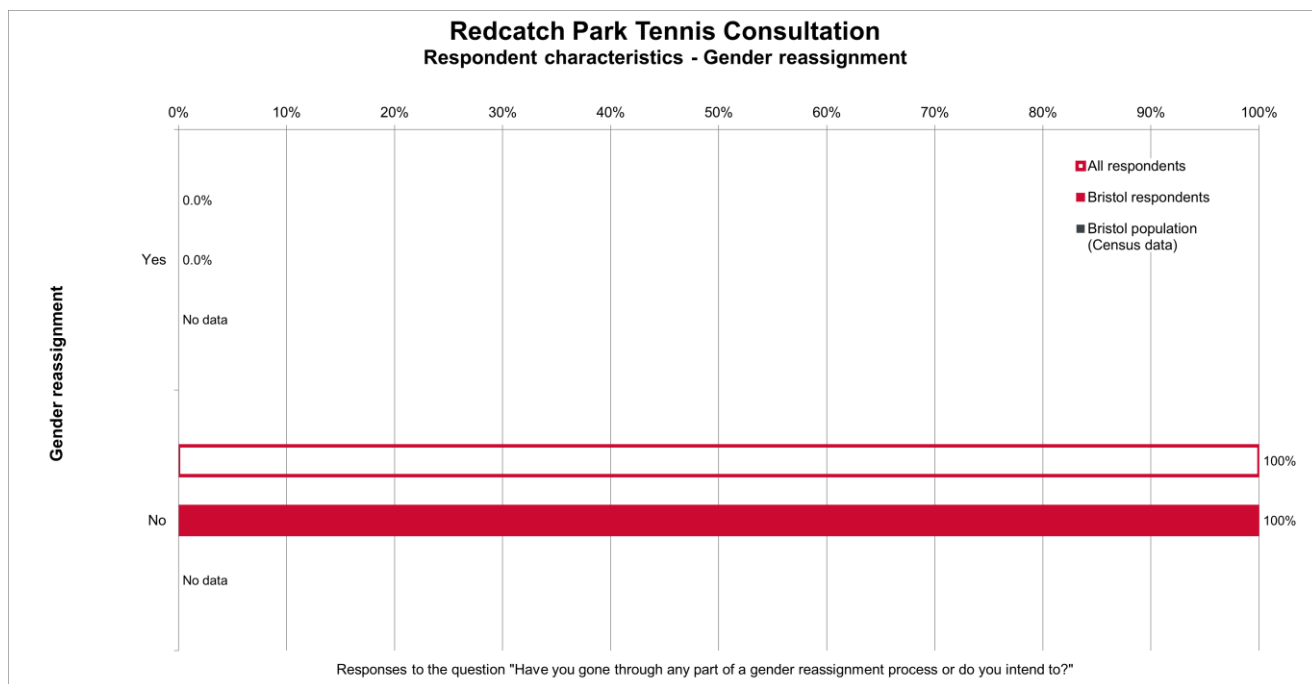


Figure 13: Pregnancy/Maternity

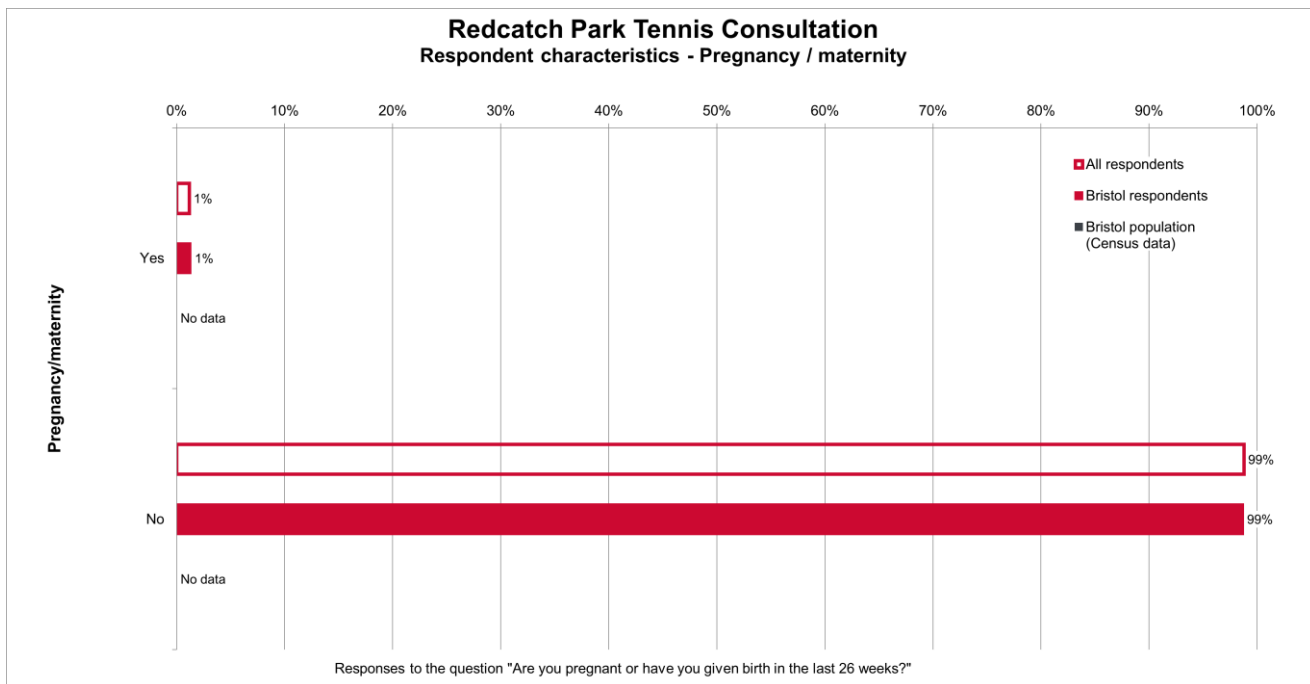
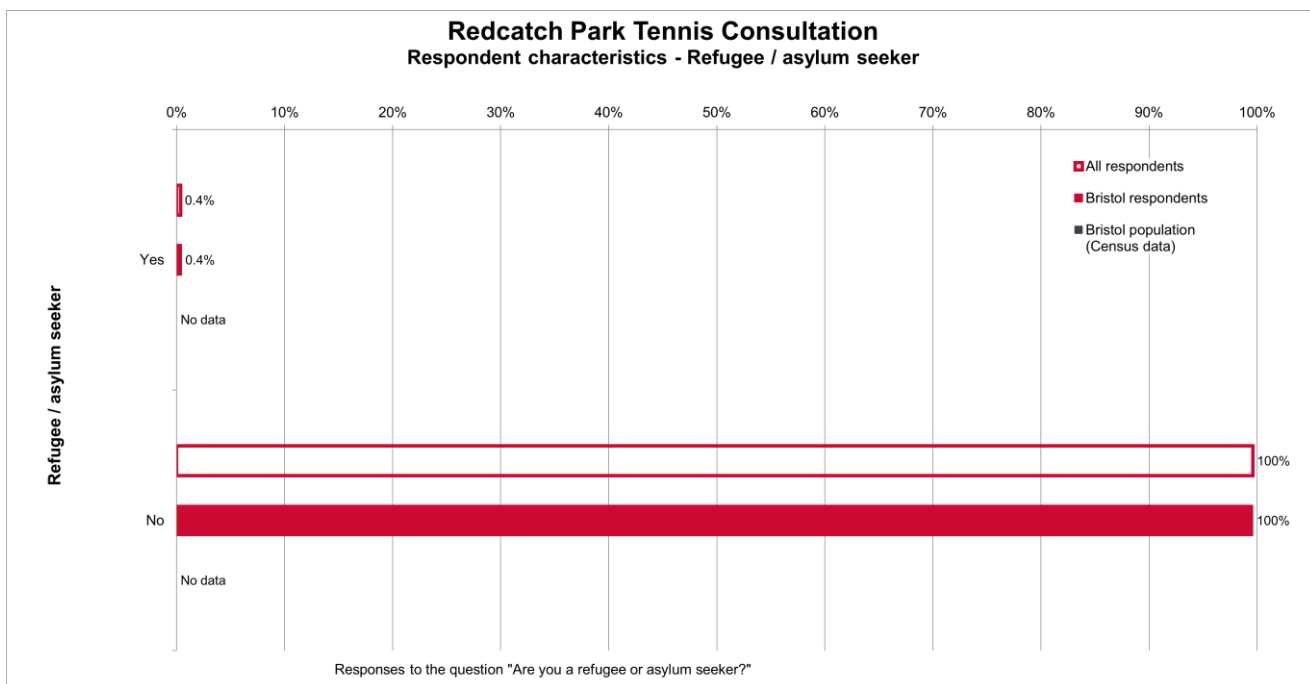


Figure 14: Refugee or asylum seeker



4 Survey results: views on the proposal to adopt the Parks Tennis Operating Model for Redcatch Park

4.1 Proportion of respondents who agree / disagree with the proposal to use the Parks Tennis Operating Model

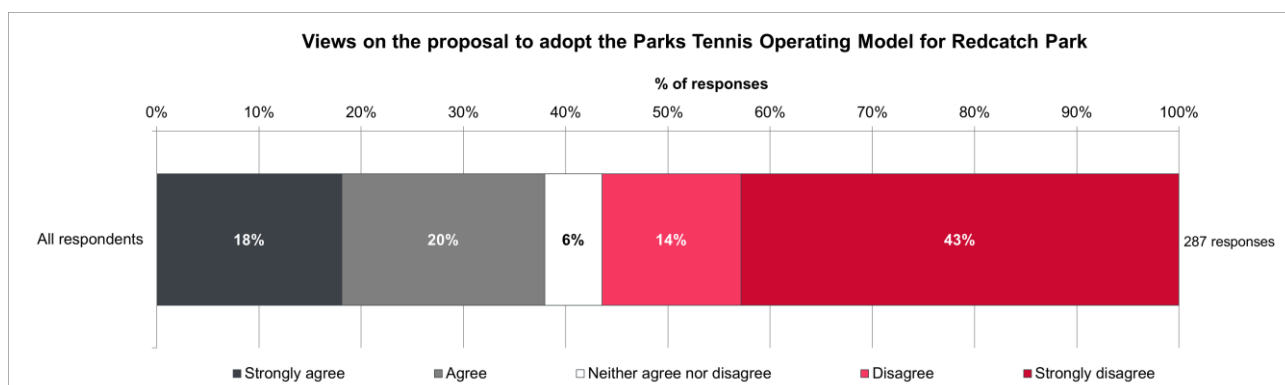
Respondents were asked whether they agree or disagree with the proposal to use the Parks Tennis Operating Model for the tennis courts at Redcatch Park, choosing on a five-point scale from strongly agree to strongly disagree (Figure 15).

A majority of respondents (56%) were opposed to the proposal to use the Parks Tennis Operating Model (selecting disagree or strongly disagree); 38% were in favour (agree or strongly agree); and 6% neither agreed nor disagreed.

Of the 295 respondents to the question:

- 123 (42.86%³) strongly disagreed with the proposal to use the Parks Tennis Operating Model
- 39 (13.59%) disagreed
- 16 (6%) neither agreed nor disagreed
- 57 (20%) agreed
- 52 (18%) strongly agreed

Figure 15: Views on the proposal to use the Parks Tennis Operating Model

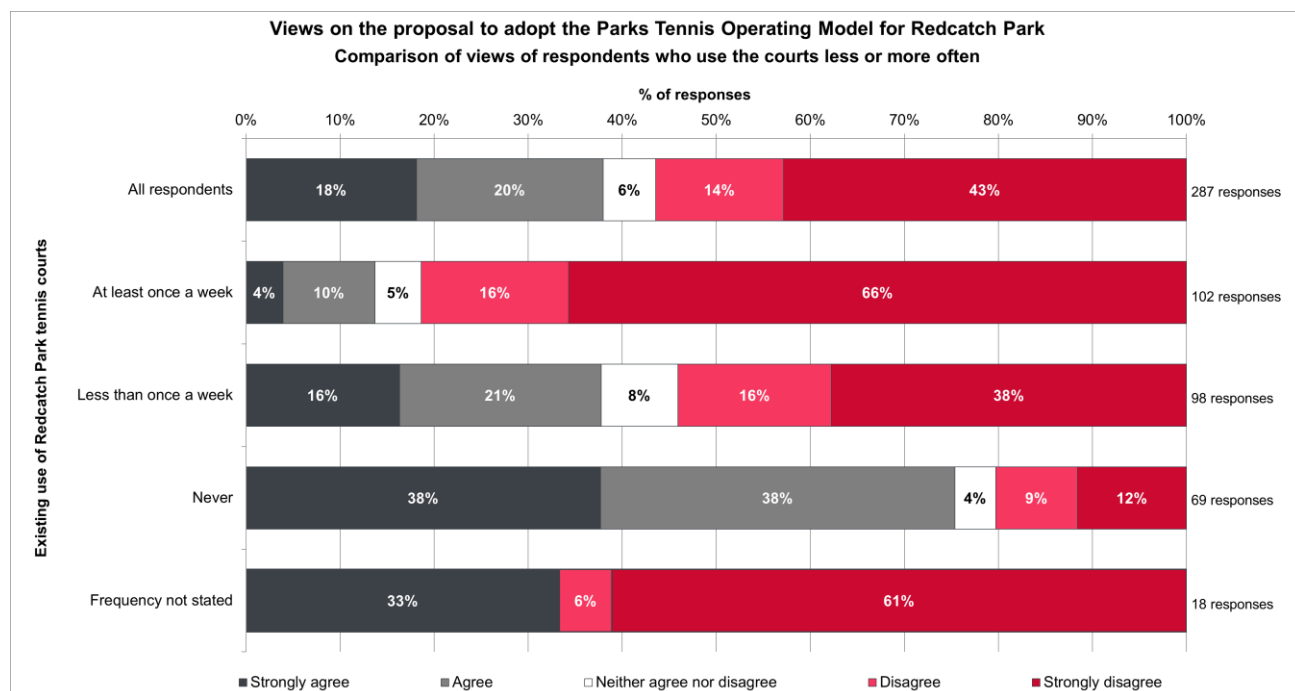


4.1.1 Comparison of views of respondents who use the courts less or more often

Respondents' views on the proposal to adopt the Parks Tennis Operating Model for Redcatch Park were compared with how often respondents said they use Redcatch Park tennis courts, to check if support for the proposal varies with use. The comparison used answers to question 6 ("how often do you use each of the following tennis courts?") to match each response to use of the courts (as described in section 3.5)

³ Figures are presented here to two decimal places to show the true total (56%), rather than the rounded total (57%), number of people who disagreed or strongly disagreed with the proposal to use the Parks Tennis Operating Model.

Figure 16: trends in support for the Parks Tennis Operating Model with existing use of the courts



There is a clear trend of reducing support with increased use of the courts. The results show:

- For the 108 respondents who currently play tennis at Redcatch Park **at least once a week** 14% selected agree or strongly agree, 81% selected disagree or strongly disagree, and 5% neither agreed or disagreed. 6 respondents did not provide a response.
- For the 98 respondents who currently play tennis at Redcatch Park **less than once a week** 38% selected agree or strongly agree, 54% selected disagree or strongly disagree, and 8% neither agreed or disagreed.
- For the 71 respondents who **never play tennis at Redcatch Park** 75% selected agree or strongly agree, 20% selected disagree or strongly disagree, and 4% neither agreed or disagreed. 2 respondents did not provide a response.

4.2 Proportion of respondents who agree / disagree with different aspects of the proposal to adopt the Parks Tennis Operating Model for Redcatch Park

Respondents were asked whether they agree or disagree with specific aspects of the proposal to use the Parks Tennis Operating Model for the tennis courts at Redcatch Park, choosing on a five-point scale from strongly agree to strongly disagree (Figure 17).

A majority of respondents were in favour (selecting agree or strongly agree) of:

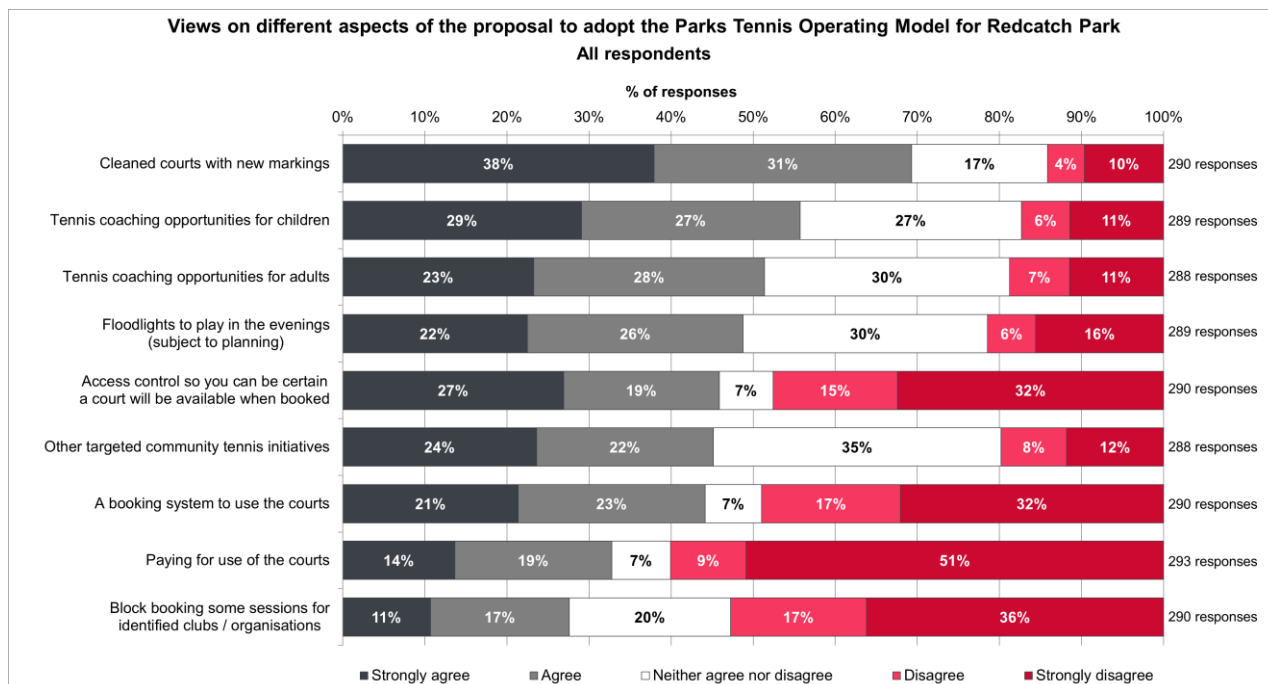
- **Cleaned courts with new markings** (69%)
- **Tennis coaching opportunities for children** (56%)
- **Tennis coaching opportunities for adults** (51%)

A majority of respondents were opposed (selecting disagree or strongly disagree) to:

- **Paying for use of the courts** (60%)

- **Block booking some sessions for identified clubs / organisations (53%)**

Figure 17: Views on different aspects of the proposal to adopt the Parks Tennis Operating Model



4.2.1 Comparison of views of respondents who use the courts at least once a week

Respondents’ views on the different aspects of the proposal to adopt the Parks Tennis Operating Model for Redcatch Park were compared to how often respondents said they use of the Redcatch Park tennis courts, to check if support for the proposals vary with use. The comparison used answers to question 6 (“how often do you use each of the following tennis courts?”) to match each response to use of the courts (as described in section 3.5)

For the 108 respondents who currently play tennis at Redcatch Park **at least once a week**, support was lower across all aspects of the proposal compared to those who use the courts less regularly (Figure 18).

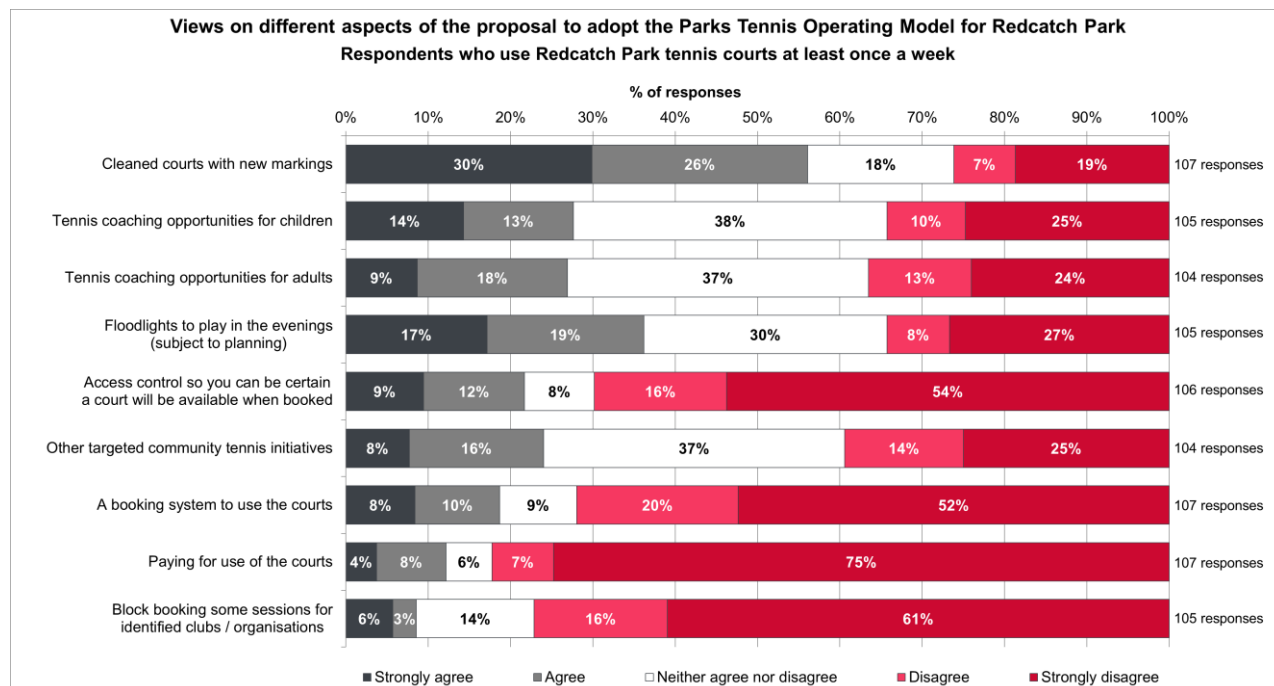
A majority were in favour (selecting agree or strongly agree) of:

- **Cleaned courts with new markings (56%)**

A majority were opposed (selecting disagree or strongly disagree) to:

- **Paying for use of the courts (82%)**
- **Block booking some sessions for identified clubs / organisations (77%)**
- **A booking system to use the courts (72%)**
- **Access control so you can be certain a court will be available when booked (70%)**

Figure 18: Views on different aspects of the proposal to adopt the Parks Tennis Operating Model by those who use the courts at least once a week



4.2.2 Comparison of views of respondents who use the courts less than once a week

For the 98 respondents who currently play tennis at Redcatch Park **less than once a week**, support for all proposals was higher than those who played at least once a week (Figure 19).

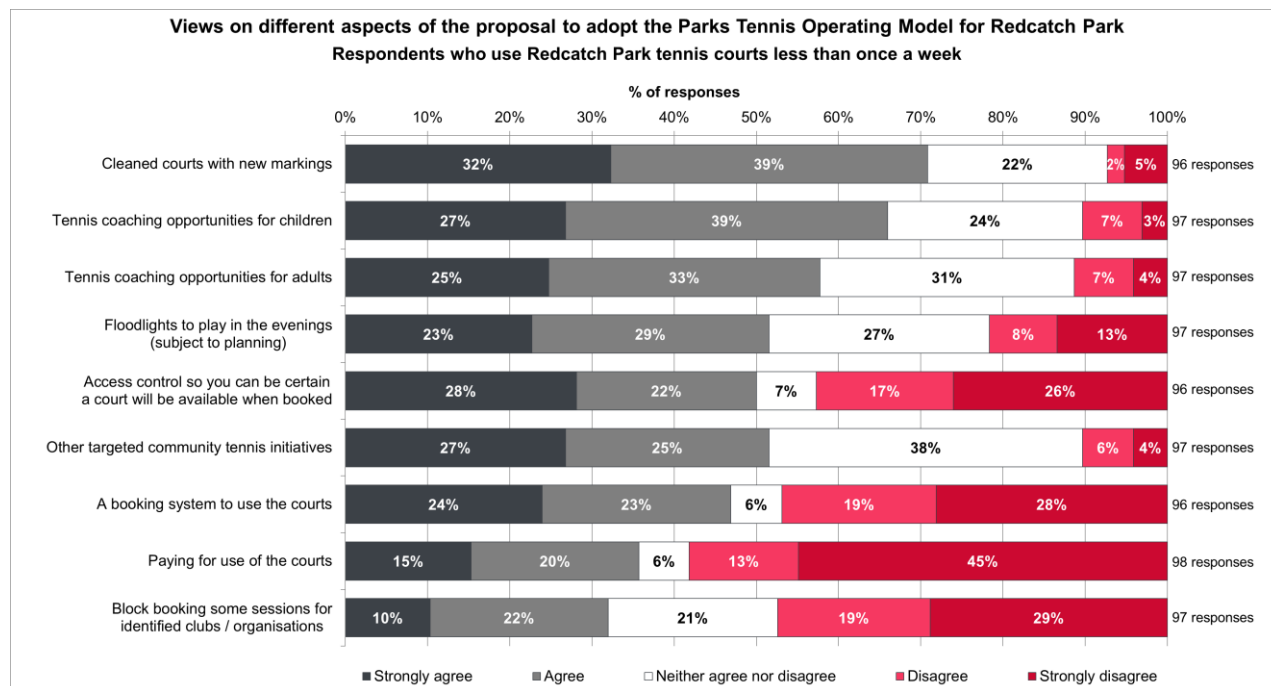
A majority of respondents were in favour (selecting agree or strongly agree) of:

- **Cleaned courts with new markings (71%)**
- **Tennis coaching opportunities for children (66%)**
- **Tennis coaching opportunities for adults (58%)**
- **Floodlights to play in the evenings (subject to planning permission) (52%)**
- **Other targeted community tennis initiatives (52%)**
- **Access control so you can be certain a court will be available when booked (50%)**

A majority were opposed (selecting disagree or strongly disagree) to:

- **Paying for use of the courts (58%)**

Figure 19: Views on different aspects of the proposal to adopt the Parks Tennis Operating Model by those who use the courts less than once a week



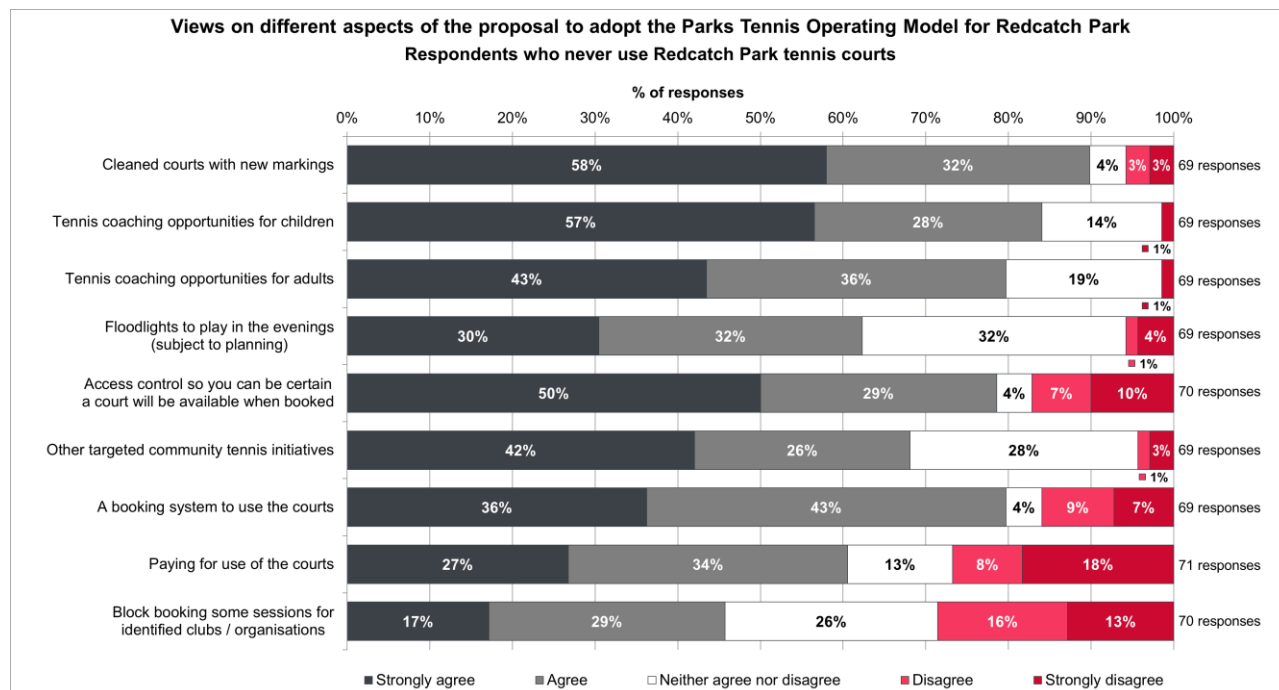
4.2.3 Comparison of views of respondents who never use the courts

For the 72 respondents who **never play tennis at Redcatch Park**, support was the highest across all proposals (Figure 20).

A majority of respondents were in favour (selecting agree or strongly agree) of:

- **Cleaned courts with new markings (90%)**
- **Tennis coaching opportunities for children (85%)**
- **Tennis coaching opportunities for adults (79%)**
- **Booking system to use the courts (79%)**
- **Access control so you can be certain a court will be available when booked (79%)**
- **Other targeted community tennis initiatives (68%)**
- **Floodlights to play in the evenings (subject to planning permission) (62%)**
- **Paying for use of the courts (61%)**

Figure 20: Views on different aspects of the proposal to adopt the Parks Tennis Operating Model by those who never use the courts



4.3 Proportion who would use the Redcatch Park tennis courts more or less if the Parks Tennis Operating Model was in place

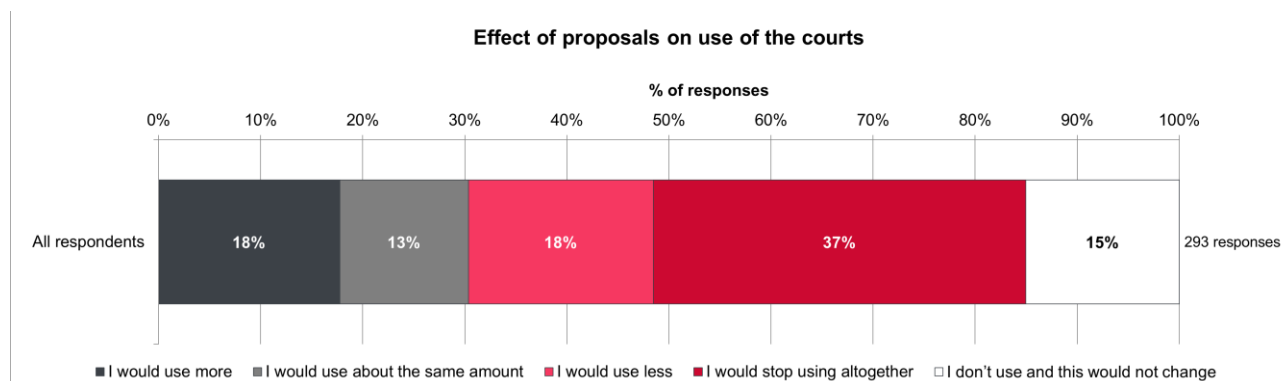
Respondents were asked whether the proposed charges and the improvements would change how often they use the Redcatch Park tennis courts, choosing on a five-point scale from 'I would use more' to 'I would stop using altogether' (Figure 21).

A majority of respondents (55%) stated that the proposals would have the effect of reducing their use of the courts (selecting 'I would use less' or 'I would stop using altogether'). 31% stated that the proposals would result in them using the courts the same amount or more (selecting 'I would use more' or 'I would use about the same amount').

Of the 295 respondents to the question:

- 107 (37%) said they would stop using Redcatch Park tennis courts altogether
- 53 (18%) said they would use Redcatch Park tennis courts less
- 52 (18%) said they would use Redcatch Park tennis courts more
- 44 (15%) said they don't use Redcatch Park tennis courts at the moment and this would not change
- 37 (13%) said they would use Redcatch Park tennis courts about the same amount

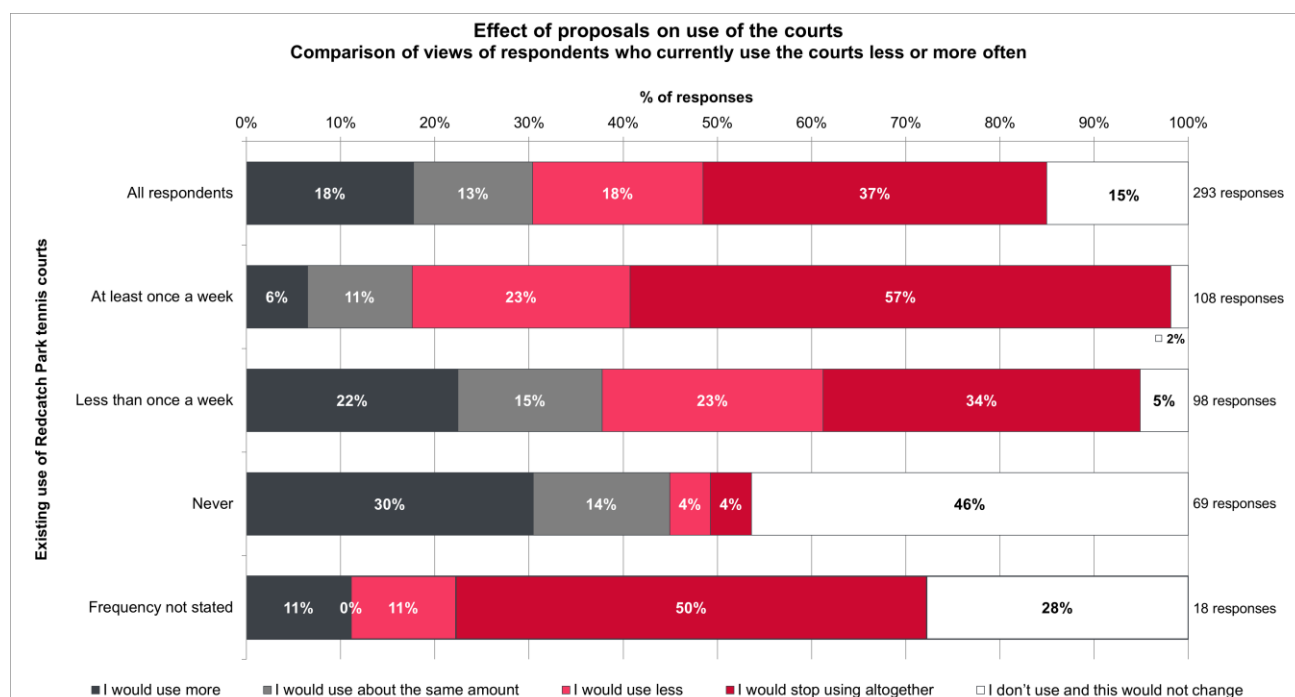
Figure 21: Effect of proposals on use of the courts



4.3.1 Comparison of views of respondents who use the courts less or more often

The responses to the effect of the proposals on use of the courts were compared for existing use of the Redcatch Park tennis courts, to check if the response varied with use. The comparison used answers to question 6 (“how often do you use each of the following tennis courts?”) to match each response to use of the courts (as described in section 3.5)

Figure 22: Effect of proposals on use of the courts for those who currently use the courts less or more often



There is a clear trend of respondents who currently use the courts more frequently saying that the changes will lead to them using the courts less, when compared to respondents who currently use the courts at a lower frequency.

- For the 108 respondents who currently play tennis at Redcatch Park **at least once a week**, 17% stated that the proposals would result in them using the courts the same amount or more (selecting ‘I would use more’ or ‘I would use about the same amount’), 80% stated that the proposals would have the effect of reducing their use of the courts

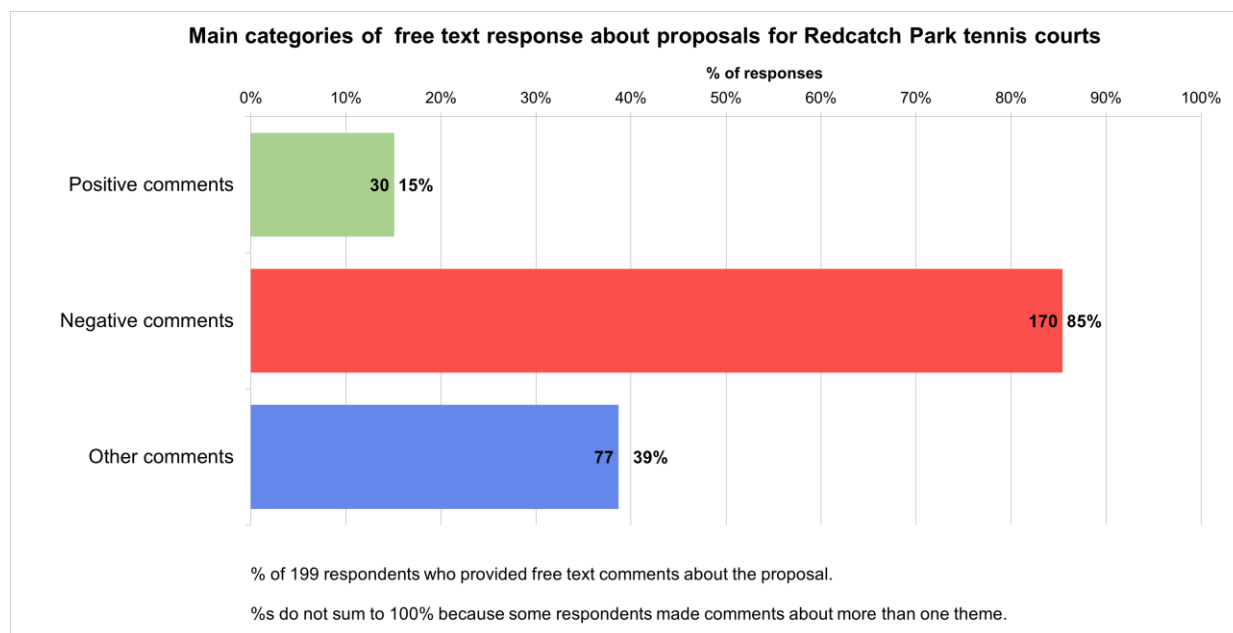
(selecting 'I would use less' or 'I would stop using all together') and 2% said they don't use the courts and this would not change.

- For the 98 respondents who currently play tennis at Redcatch Park **less than once a week** 37% stated that the proposals would result in them using the courts the same amount or more (selecting 'I would use more' or 'I would use about the same amount'), 57% stated that the proposals would have the effect of reducing their use of the courts (selecting 'I would use less' or 'I would stop using all together') and 5% said they don't use the courts and this would not change.
- For the 71 respondents who **never play tennis at Redcatch Park** 44% stated that the proposals would result in them using the courts the same amount or more (selecting 'I would use more' or 'I would use about the same amount'), 8% stated that the proposals would have the effect of reducing their use of the courts (selecting 'I would use less' or 'I would stop using all together') and 46% said they don't use the courts and this would not change. 2 respondents did not provide an answer to this question.

4.4 Other comments or suggestions about the proposal to adopt the Parks Tennis Operating Model for Redcatch Park

Respondents were invited to give their comments or suggestions about the proposal to adopt the Parks Tennis Operating Model for Redcatch Park or provide explanations to their other answers. 199 respondents (67% of 295 responses to the survey) provided their reasons as free text (Figure 23). Of these:

- 30 (15%) made positive comments about the proposals for Redcatch Park tennis courts (see section 4.4.2 for further details)
- 170 (85%) made negative comments about the proposals for Redcatch Park tennis courts (see section 4.4.3 for further details)
- 77 (39%) made other comments about the proposals for Redcatch Park tennis courts (see section 4.4.4 for further details)

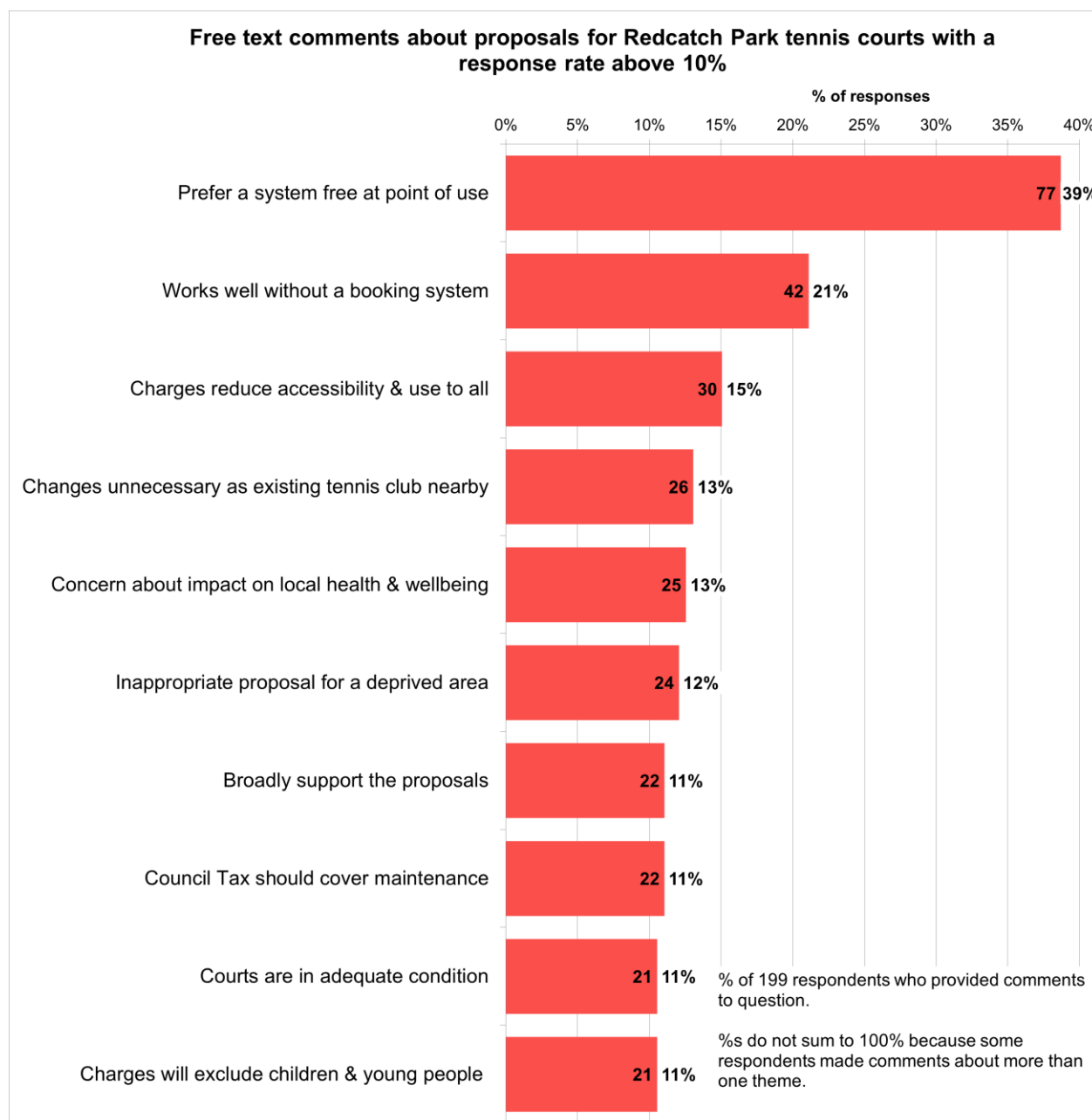
Figure 23: Categories of response specified in the free text

4.4.1 Top free text categories of response about the proposals for Redcatch Park tennis courts

Figure 24 shows the top themes identified by all 199 respondents (those with a response rate above 10%). The most popular theme was **preference for a system free at the point of use** (39%). The other top themes were mostly negative ones about the effects of the proposal, with only one positive theme featured: broad support for the proposals (11%). All top responses were as follows:

- Prefer a system free at point of use (39%)
- Works well without a booking system (21%)
- Charges reduce accessibility & use to all (15%)
- Changes unnecessary as existing tennis club nearby (13%)
- Concern about impact on local health & wellbeing (13%)
- Inappropriate proposal for a deprived area (12%)
- Broadly support the proposals (11%)
- Council Tax should cover maintenance (11%)
- Courts are in adequate condition (11%)
- Charges will exclude children & young people (11%)

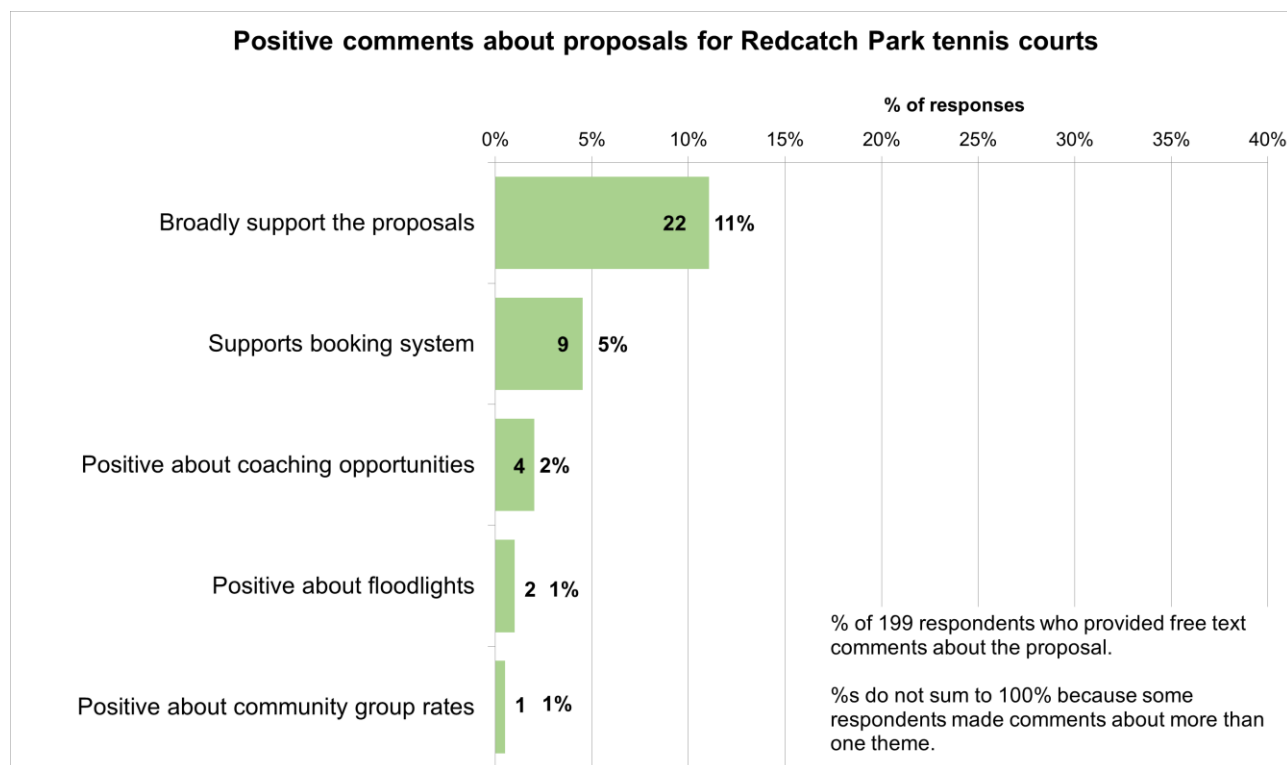
Figure 24: Comments about the proposals for Redcatch Park tennis courts with a response rate above 10%



4.4.2 Positive comments about proposals for Redcatch Park tennis courts

Figure 25 shows the themes identified by the 30 (15%) respondents who described positive aspects of the proposals for Redcatch Park tennis courts.

- 22 (11%) said they broadly support the proposals
- 9 (5%) said they support a booking system
- 4 (2%) were positive about coaching opportunities
- 2 (1%) were positive about floodlights
- 1 (1%) were positive about community group rates

Figure 25: Positive free text comments about proposals

4.4.3 Negative comments about proposals for Redcatch Park tennis courts

Figure 26 shows the themes identified by the 170 (85%) respondents who described negative aspects of the proposals for Redcatch Park tennis courts.

The largest number of comments was about **opposition to charging**:

- 77 (39%) said they prefer a system free at point of use
- 24 (12%) said it is an inappropriate proposal for a deprived area
- 15 (8%) said charges are too high
- 12 (6%) said it is an inappropriate proposal during cost of living crisis
- 7 (4%) said they disagree with charging but prefer it to losing the courts
- 3 (2%) said they disagree that charging is the only solution
- 2 (1%) said the floodlight fee is too expensive

Other comments cited that the **proposals are not needed**:

- 42 (21%) said it works well without a booking system
- 26 (13%) said the changes are unnecessary as there is an existing tennis club nearby
- 21 (11%) said the courts are in adequate condition
- 10 (5%) said that BCC do not maintain the courts anyway

Other comments cited **impact on use of the courts**:

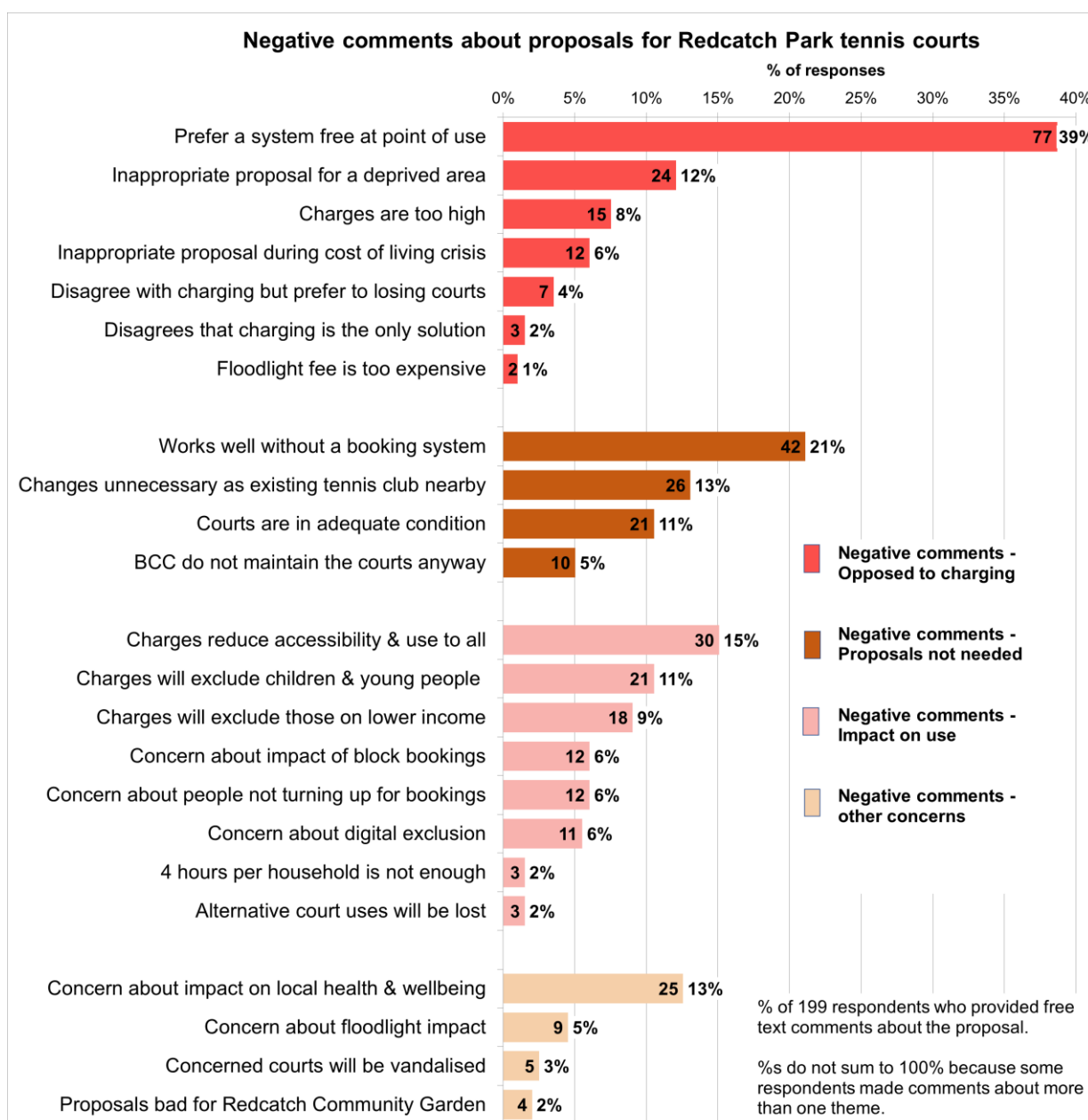
- 30 (15%) said that charges reduce accessibility & use to all
- 21 (11%) said charges will exclude children & young people

- 18 (9%) said charges will exclude those on lower income
- 12 (6%) cited concern about impact of block bookings
- 12 (6%) cited concern about people not turning up for bookings
- 11 (6%) cited concern about digital exclusion
- 3 (2%) said 4 hours per household is not enough
- 3 (2%) said alternative court uses will be lost

Other concerns were also cited:

- 25 (13%) cited concern about impact on local health & wellbeing
- 9 (5%) cited concern about floodlight impact
- 5 (3%) said they were concerned courts will be vandalised
- 4 (2%) said that proposals are bad for Redcatch Community Garden

Figure 26: Negative free text comments about proposals



4.4.4 Other comments about proposals for Redcatch Park tennis courts

Figure 27 shows the themes identified by the 77 (39%) respondents who made other comments about aspects of the proposals for Redcatch Park tennis courts.

The largest number of comments was about **suggestions of other funding options**:

- 22 (11%) said Council Tax should cover maintenance
- 11 (6%) said let community organisation/volunteers run it
- 7 (4%) said business community funds/local developers should fund it
- 7 (4%) said have a mix of free and pay for courts
- 6 (3%) said money could be found by less Council waste
- 5 (3%) said have an optional fee for court upkeep
- 5 (3%) said explore LTA funding and opportunities
- 2 (1%) said explore a partnership with nearby tennis club

Other comments were about **suggested concessions and mitigations**:

- 10 (5%) said more concession rates needed
- 6 (3%) said there should be discounted or free access for local residents
- 2 (1%) said there should be a trial period
- 1 (1%) said that the new model needs advertising properly

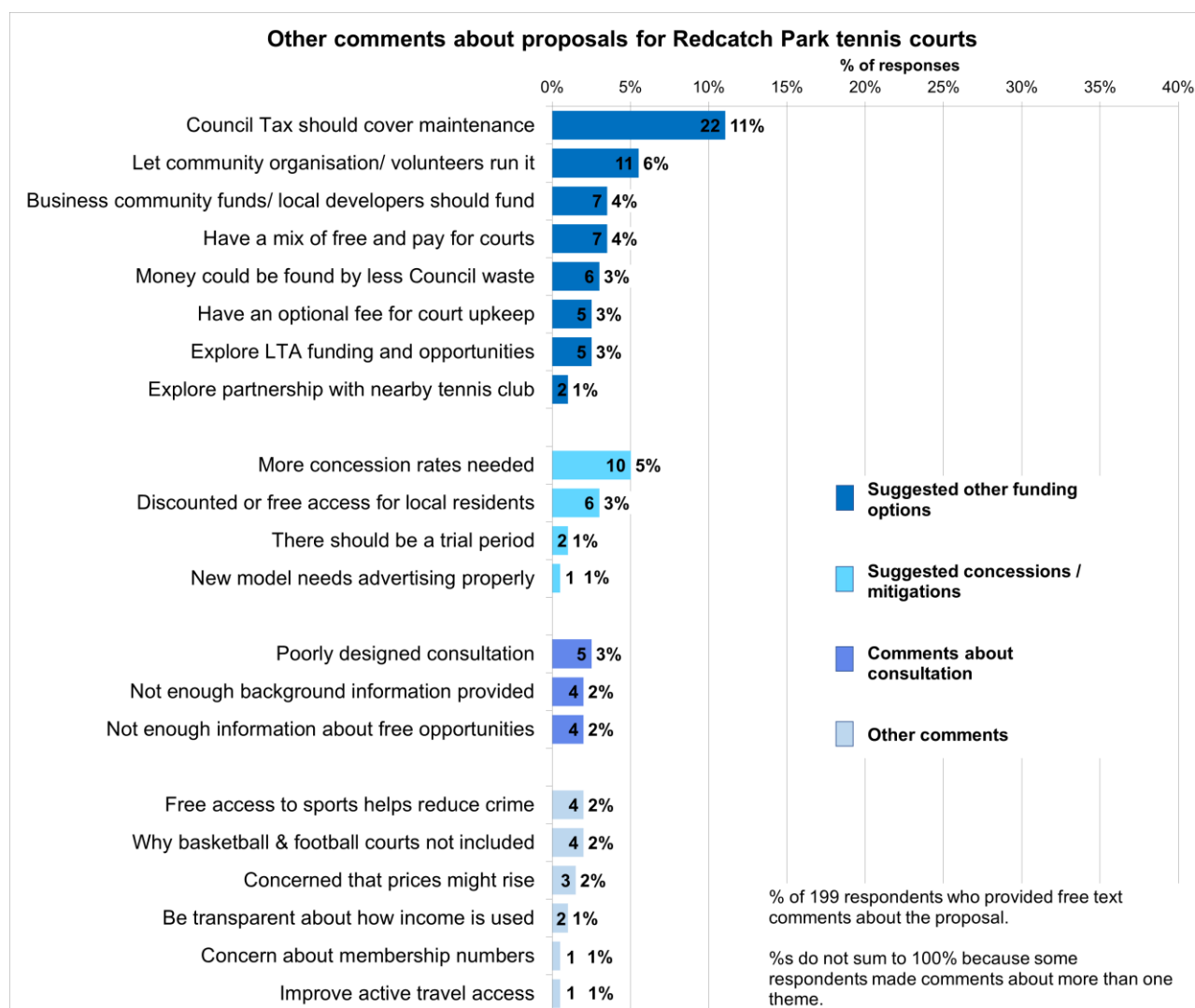
Comments about the consultation were also made:

- 5 (3%) said it was a poorly designed consultation
- 4 (2%) said there was not enough background information provided
- 4 (2%) said there was not enough information about free opportunities

Other comments were also cited:

- 4 (2%) said free access to sports helps reduce crime
- 4 (2%) asked why the basketball & football courts are not included
- 3 (2%) said they were concerned that prices might rise
- 2 (1%) said be transparent about how income is used
- 1 (1%) cited concern about membership numbers
- 1 (1%) said improve active travel access

Figure 27: Other free text comments about proposals



5 How will this report be used?

All responses to this consultation will be analysed and the feedback will help us develop final proposals for how we operate the tennis courts at Redcatch Park.

The final decisions about the Redcatch Park Tennis Courts proposals will be taken by the Executive Director (People) in consultation with the Mayor during summer 2023. The Executive Director (People) will take responses to the consultation into consideration when making their decisions.

How can I keep track?

You can find the latest consultation and engagement surveys online on the council's Consultation and Engagement Hub (<https://www.ask.bristol.gov.uk/>). You can also sign up to receive automated email notifications about consultations and engagement at www.bristol.gov.uk/askbristolnewsletter

Decisions made will be shared on the council's [Consultation and Engagement Hub](#) and the [Tennis in Bristol website](#).

6 Appendix

A.1 Further details about how the operating model would work

Further information about how the Parks Tennis Operating Model currently works at Eastville Park, St George Park and Canford Park is described below. This would apply in the same way to the tennis courts at Redcatch Park if they are included in the operating model.

Charges

Membership of Bristol Parks Tennis is £35 per household per year and entitles everybody who lives in your property to book a court free of charge at any of the parks that are part of the operating model. If the tennis courts at Redcatch Park become part of the operating model, members will be able to book any of the four courts at Redcatch Park and any of the 15 courts in Eastville Park, St George Park and Canford Park.

There is a concessionary membership at £25 per household per year for people who:

- receive Job Seekers Allowance, or
- receive Income Support, or
- receive Employment & Support Allowance, or
- are full-time carers.

For people who do not wish to purchase a membership, there is also a pay and play option which costs £5 per hour per court each time you play.

There are no cancellation costs if a booking needs to be cancelled.

There would be an additional charge for use of floodlighting, payable at the time of booking. We expect this would be in the range £3 to £4.

The Parks Tennis Operating Model is not a commercial profit model for either Wesport or Bristol City Council; membership and booking fees are used to maintain and operate the courts.

Booking a court

The online booking system allows you to book your court in advance through the [Bristol Parks Tennis website](#). The booking system is accessible 24 hours a day. Alternatively, you can make bookings by a phone call to Wesport. It is still possible to turn up and play and book your court on a mobile device, subject to availability.

A maximum of four one-hour sessions per week can be booked by any one household*. You can book two one-hour sessions in a row, so you can play for up to two hours.

*The limit on the number of bookings is to ensure no one household or individual can make large numbers of bookings, which could exclude other people from playing. It is possible for an individual to play more than four sessions per week, if they play with tennis members in other households who book the extra sessions, or if they pay £5 per hour to pay and play for the extra sessions.

There would be block booking opportunities for some sessions for identified local clubs/organisations.

Bookings are likely to be available from 7am through until 9pm during the summer, as is the case in other Bristol parks tennis courts. At other times of year, accessibility would be

subject to seasonal daylight hours. If the floodlights can be installed, seasonal use could be extended on the lit courts.

The tennis operator

The model is operated by Wesport, a sports charity, which is responsible for maintaining the courts and booking system, promotion of the courts, tennis coaching opportunities, and community tennis initiatives including opportunities for free play.

Wesport is a sports charity that is passionate about helping people become more physically active and enjoy the benefits that an active lifestyle can bring. Wesport covers the West of England and is one of 43 Active Partnerships across England.

Staff at Wesport are available to be contacted by phone or email about memberships and booking courts, or signing up to sessions in the inclusive tennis programme.

A.2 Other options we considered but do not propose to take forward

No change to the way we operate and maintain Redcatch Park tennis courts

We considered if Bristol City Council could continue to operate and maintain Redcatch Park tennis courts in the way we do now, with the council being responsible for the cost of maintaining the courts, and where people can turn up and play without paying or booking.

Going forwards this is no longer possible. Bristol City Council is facing a cost of operating crisis, due to rising costs of goods, energy and services, reduced government funding, and increasing demand for the services the council provides. The council cannot afford to operate and maintain the tennis courts to an adequate standard in the long term with the budgets available. Therefore, we have not proposed this as an option in this consultation.

Use other funds for a one-off maintenance, without adopting the Parks Tennis Operating model

We considered if the council could use one-off funds to clean and re-mark the tennis courts now, and not adopt the Parks Tennis Operating Model. This would mean no charges and no change to the way people can use the courts.

Although this approach would provide a one-off refresh of the court surface and markings, it would not provide long-term sustainable funding for future maintenance and repairs. Furthermore, it would not provide the following benefits that the Parks Tennis Operating Model can provide:

- certainty that a court is available. (The online booking system and access control ensures people can use the courts on the days and times they have booked)
- an inclusive and affordable tennis programme, such as coaching (with qualified coaches) for children, holiday tennis activities, sessions for refugees, and free tennis sessions and loan of equipment on the day for people who can't afford to pay.

Because this approach would not secure the long-term future of the tennis courts, nor provide the benefits of the Parks Tennis Operating Model described above, we have not proposed this as an option in this consultation.