

Consultation and Engagement



# **Dingle Close Tennis Consultation**

**Final Report  
19<sup>th</sup> January 2024**



## Contents

1	Introduction .....	4
1.1	Context.....	4
1.2	The Bristol Parks Tennis Operating Model.....	4
1.3	Dingle Close tennis consultation .....	4
1.4	Structure of this report.....	5
2	Methodology .....	5
2.1	Survey.....	5
2.1.1	Online survey.....	5
2.1.2	Paper surveys.....	6
2.1.3	Alternative formats .....	6
2.2	Publicity and briefings .....	6
2.2.1	Objective.....	6
2.2.2	Bristol City Council channels.....	7
2.2.3	Ward members, partners, stakeholders, voluntary and equalities organisations <b>Error! Bookmark not defined.</b>	
2.2.4	Media engagement .....	7
2.2.5	Social media – posts, outreach and advertising .....	7
2.2.6	Posters .....	7
3	Survey response rate and respondent characteristics .....	8
3.1	Response rate to the survey .....	8
3.2	Geographic distribution of responses.....	8
3.3	Response rate from areas of high and low deprivation .....	9
3.4	Respondent details .....	10
3.5	Respondents’ use of different tennis courts .....	11
3.6	Characteristics of survey respondents .....	13
4	Survey results: views on the proposal to adopt the Parks Tennis Operating Model for Dingle Close.....	21
4.1	Proportion of respondents who agree / disagree with the proposal to use the Parks Tennis Operating Model .....	21
4.1.1	Comparison of views of respondents who use the courts less or more often .....	22
4.2	Proportion of respondents who agree / disagree with different aspects of the proposal to adopt the Parks Tennis Operating Model for Dingle Close .....	22
4.2.1	Comparison of views of respondents who use the courts at least once a week...	23
4.2.2	Comparison of views of respondents who use the courts less than once a week	24
4.2.3	Comparison of views of respondents who never use the courts.....	25
4.3	Proportion who would use the Dingle Close tennis courts more or less if the Parks Tennis Operating Model was in place.....	26

4.3.1	Comparison of views of respondents who use the courts less or more often .....	27
4.4	Other comments or suggestions about the proposal to adopt the Parks Tennis Operating Model for Dingle Close.....	28
4.4.1	Top free text categories of response about the proposals for Dingle Close tennis courts .....	
	<b>Error! Bookmark not defined.</b>	
4.4.2	Positive comments about proposals for Dingle Close tennis courts.....	<b>Error!</b>
	<b>Bookmark not defined.</b>	
4.4.3	Negative comments about proposals for Dingle Close tennis courts .....	<b>Error!</b>
	<b>Bookmark not defined.</b>	
4.4.4	Other comments about proposals for Dingle Close tennis courts	<b>Error! Bookmark not defined.</b>
5	How will this report be used? .....	31
6	Appendix.....	32
A.1	Further details about how the operating model would work .....	32
A.2	Other options we considered but do not propose to take forward .....	33

# 1 Introduction

## 1.1 Context

The council consulted on a proposed change to how the tennis courts in Dingle Close in Sea Mills are operated, maintained, and paid for.

Currently, use of the tennis courts is free, and people can turn up and play. There is no way of booking the courts. The council cannot afford to maintain Dingle Close tennis courts in the way it currently is.

To provide a long-term sustainable plan for tennis at Dingle Close, the council proposed that the courts in Dingle Close 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. A tennis operator (the sports charity Wesport) 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, Dingle Close is now the only multi-court site in the parks which does not have a long-term sustainable plan for tennis. Under the current arrangements at Dingle Close, Bristol City Council is required to pay for repair and maintenance of the tennis courts, and this is no longer affordable.

## 1.3 Dingle Close tennis consultation

The Dingle Close tennis consultation took place between 27 October 2023 and 10 December 2023.

The consultation set out the council's rationale for the proposal to adopt the Parks Tennis Operating Model at Dingle Close 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 Dingle Close 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 Dingle Close, in consultation with the Friends of Dingle Close 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).

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 Dingle Close Tennis Consultation (<https://www.ask.bristol.gov.uk/dingle-close-tennis-2023>) was available on the council's Ask Bristol Consultation & Engagement hub (<https://www.ask.bristol.gov.uk/>) from 27 October June to 10 December 2023.

#### Survey information

The [survey](#) contained the following information as context for the survey questions:

- An overview of the current situation at Dingle Close 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 Dingle Close
- Effect of the proposal on use of the courts
- Other comments or suggestions about the proposal to adopt the Parks Tennis Operating Model for Dingle Close
- 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 Dingle Close 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 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 Dingle Close, 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 Media engagement**

A press release was published on the Newsroom of the Bristol City Council website on 1 November 2023 (<https://news.bristol.gov.uk/press-releases/b678211e-0c15-43f3-8f00-a091ce2c4922/have-your-say-on-how-dingle-close-tennis-courts-are-run-and-paid-for-in-the-future>). 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 World, Bristol Live, MSN, Yahoo Sports and Bristol 24/7.

## **2.2.4 Social media – posts, outreach, and advertising**

Regular posts on Bristol City Council's social media channels (Twitter, Facebook) were made for the duration of the consultation, encouraging responses to the consultation. Social media posts promoting the consultation were seen 4,700 times, with a total of 36 people clicking the link to the consultation.

## **2.2.5 Posters**

Bristol City Council displayed 20 A4 posters promoting the consultation in Dingle Close and the local community throughout the duration of the consultation.

### 3 Survey response rate and respondent characteristics

#### 3.1 Response rate to the survey

The Dingle Close tennis consultation received 137 responses, all of which were completed online.

#### 3.2 Geographic distribution of responses

118 (86%) responses were received from postcodes within the Bristol City Council area.

No responses were received from Bath & North East Somerset (B&NES) or South Gloucestershire. One response (0.7%) was from North Somerset.

18 (13%) respondents did not provide an identifiable postcode.

**Figure 1: geographic distribution of responses**

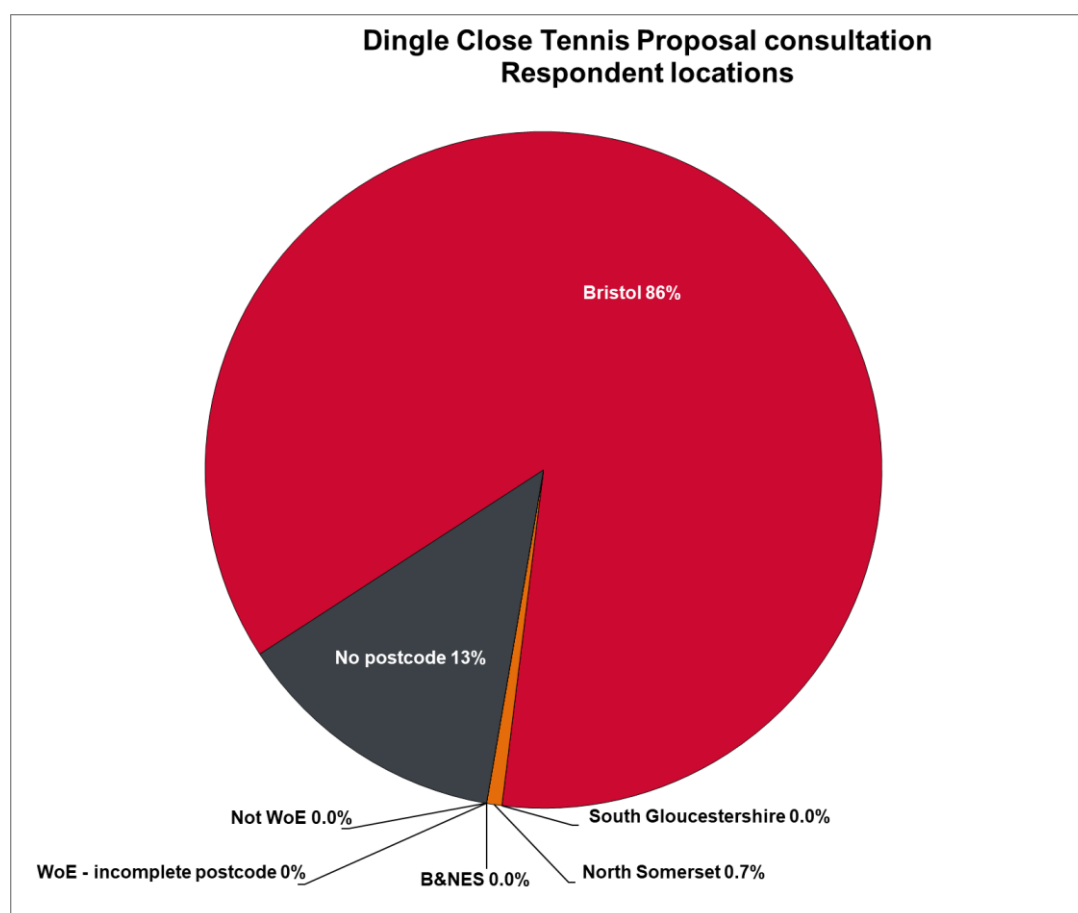
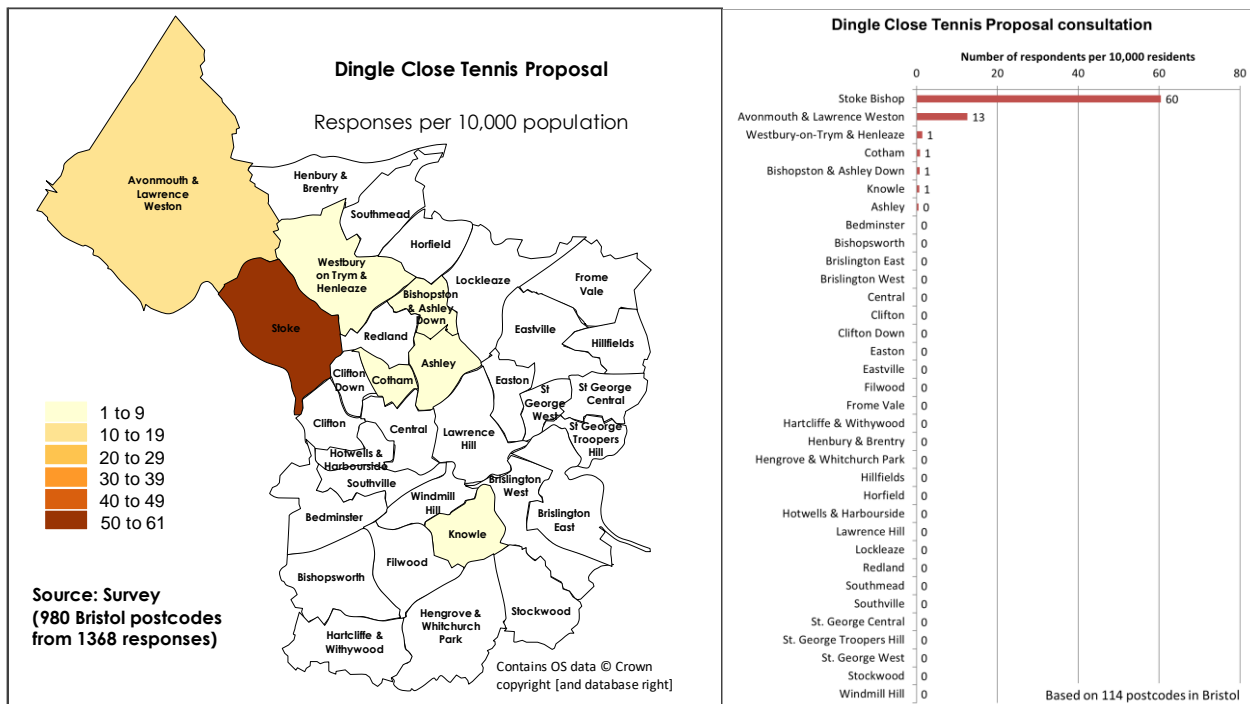


Figure 1

Of the 118 respondents from within the Bristol City Council area, 114 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 city<sup>1</sup> 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).

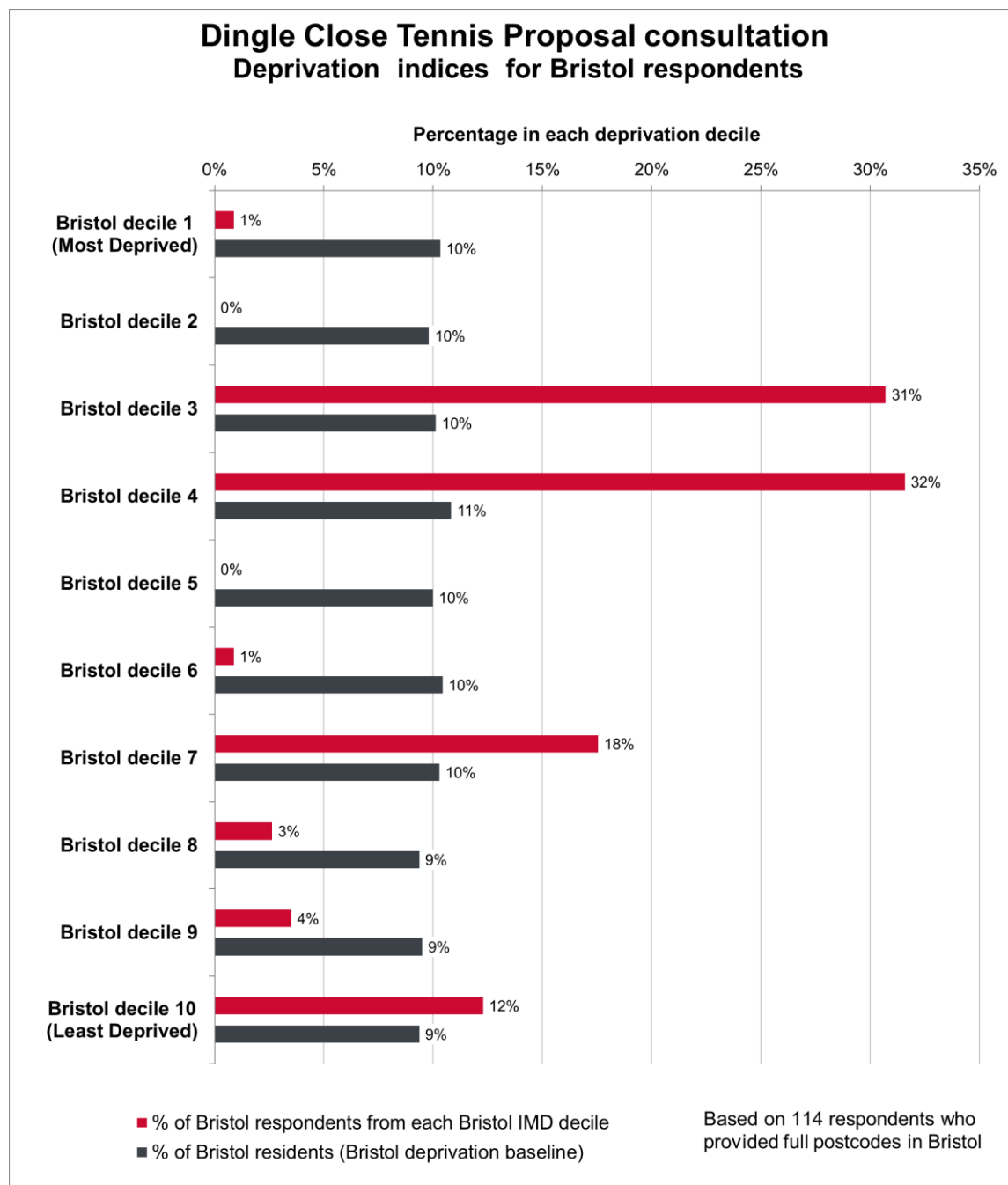
Figure 3 compares the percentage of Bristol respondents<sup>2</sup> living in each deprivation decile (red bars) to the percentage of all Bristol citizens who live in each decile (grey bars).

<sup>1</sup> 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.

<sup>2</sup> Based on 114 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 20% most deprived areas of the city (deciles 1 and 2). Deciles 3 and 4 were overrepresented. Deciles 5, 6 and 9. were also under-represented. Response rates from decile 7 and decile 10 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.)

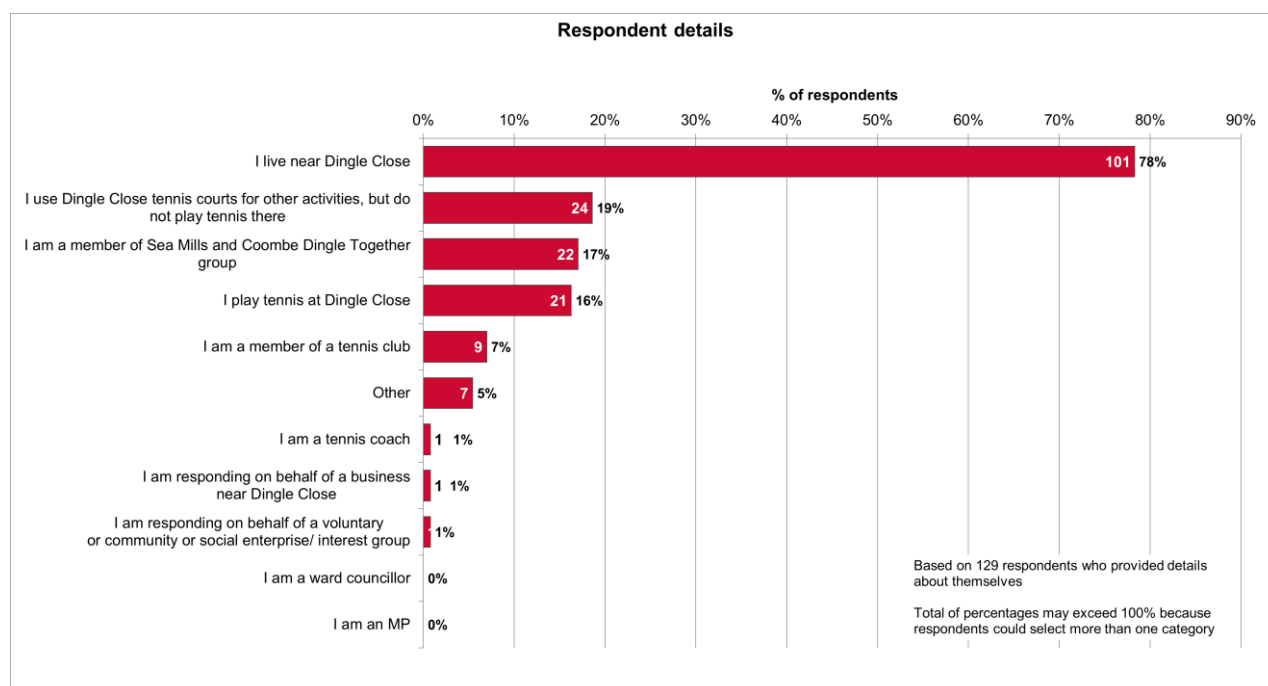
### 3.4 Respondent details

Respondents were asked what best described them:

- 101 (78%) said, "I live near Dingle Close".

- 24 (19%) said, "I use Dingle Close tennis courts for other activities, but do not play tennis there".
- 22 (17%) said, "I am a member of Sea Mills and Coombe Dingle Together group".
- 21 (16%) said, "I play tennis at Dingle Close".
- 9 (7%) said I am a member of a tennis club
- 7 (5%) said "Other".
- 1 (1%) "I am a tennis coach."
- 1 (1%) "I am responding on behalf of a business near Dingle Close".
- 1 (1%) "I am responding on behalf of a voluntary or community or social enterprise/ interest group."
- No one said they were an MP or Ward Councillor.

**Figure 4: Respondent details**



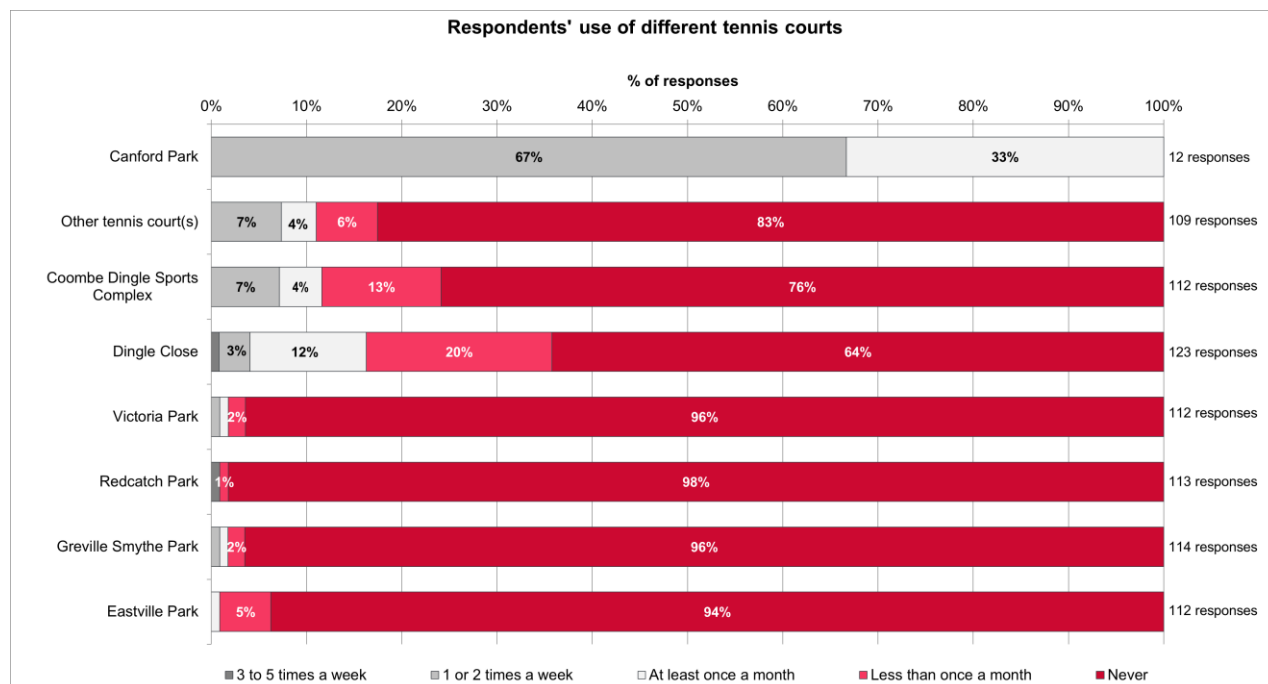
### 3.5 Respondents' use of different tennis courts

Respondents were asked how often they use different tennis courts in Bristol. Of the 123 respondents to the question:

- 1% said they use the Dingle Close tennis courts 3-5 times per week.
- 3% said they use the Dingle Close tennis courts 1 or 2 times per week.
- 12% said they use the Dingle Close tennis courts at least once per month.
- 20% said they use the Dingle Close tennis courts less than once per month.
- 64% said they never use the Dingle Close tennis courts.



**Figure 5: Respondents’ use of different tennis courts**



### 3.6 Characteristics of survey respondents

128 (93%) people answered one or more of the equalities monitoring questions. Respondent characteristics are summarised below. The charts compare:

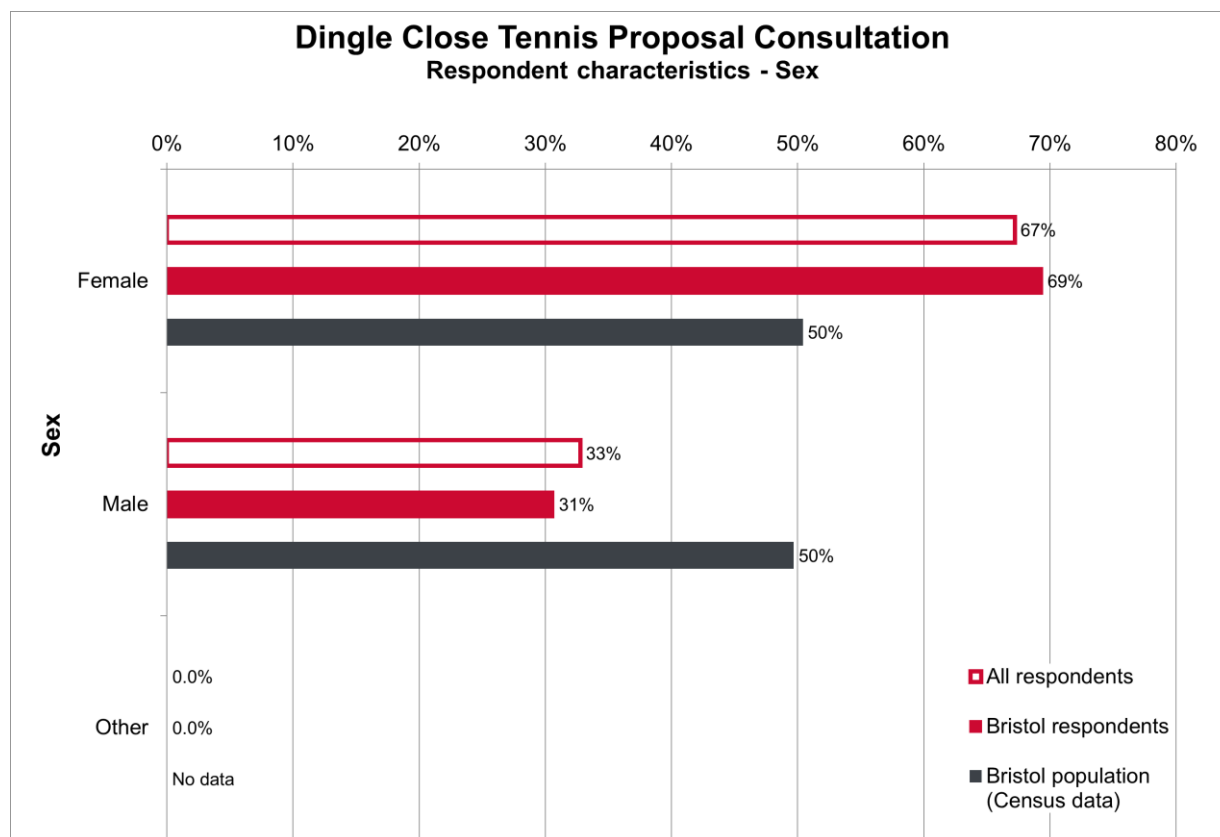
- characteristics for all respondents who answered the equalities questions.
- characteristics of respondents who provided a Bristol postcode.
- characteristics of Bristol’s citizens for five protected characteristics (age, sex, disability, ethnicity, and religion/faith) for which population data are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

67% of all survey responses were from women and 33% were from men. No responses were received from people who identified as ‘other’. These percentages exclude the 5% of respondents (5.1% of Bristol respondents) who answered, ‘prefer not to say’.

**Figure 6: Sex of respondents**



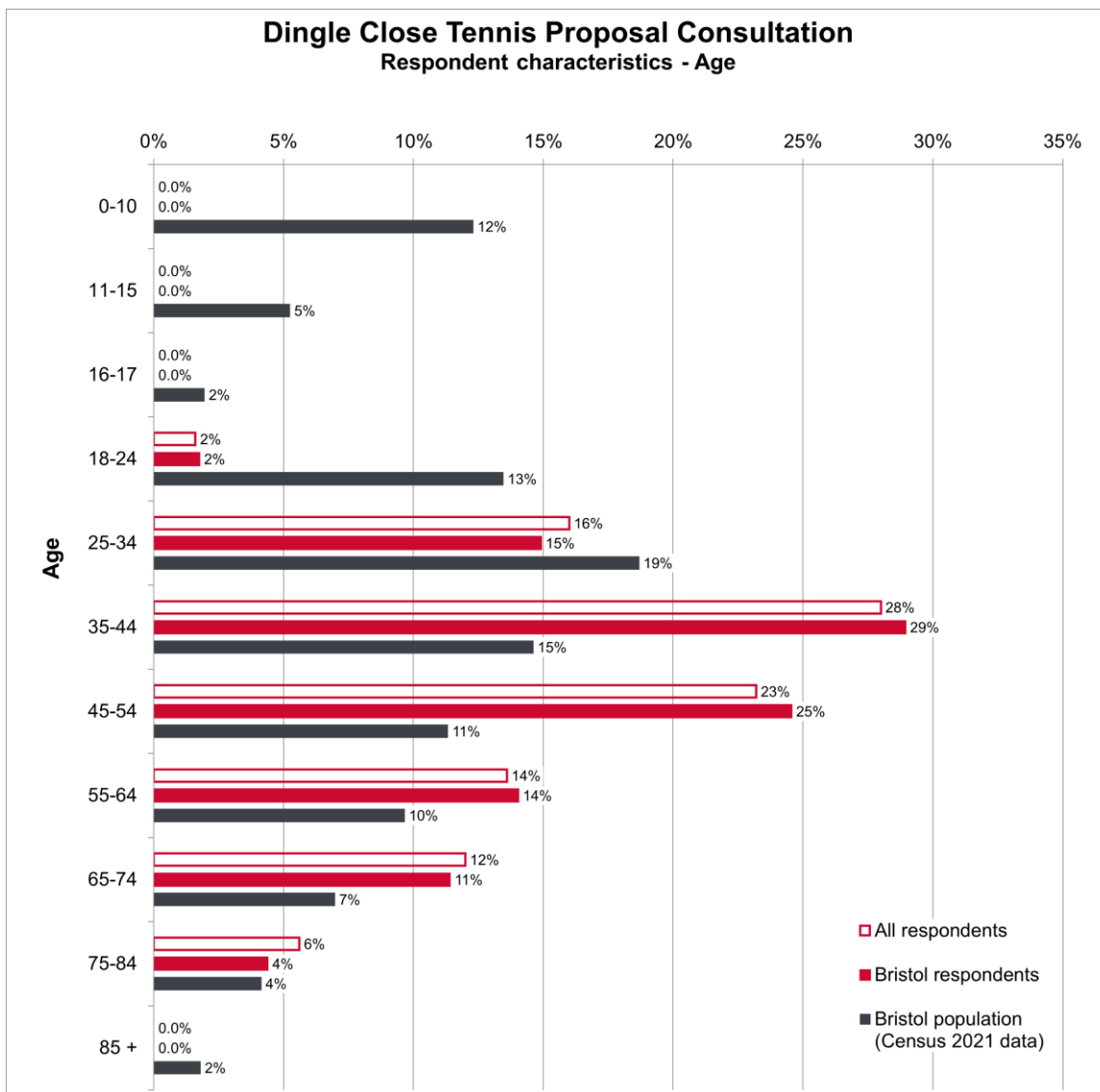
### Age

The highest number of responses were from respondents aged 35-44 (29%), followed by 45-54 (25%) and 25-34 years (15%).

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 0.7% of respondents (0.8% of Bristol respondents) who answered, 'prefer not to say'.

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

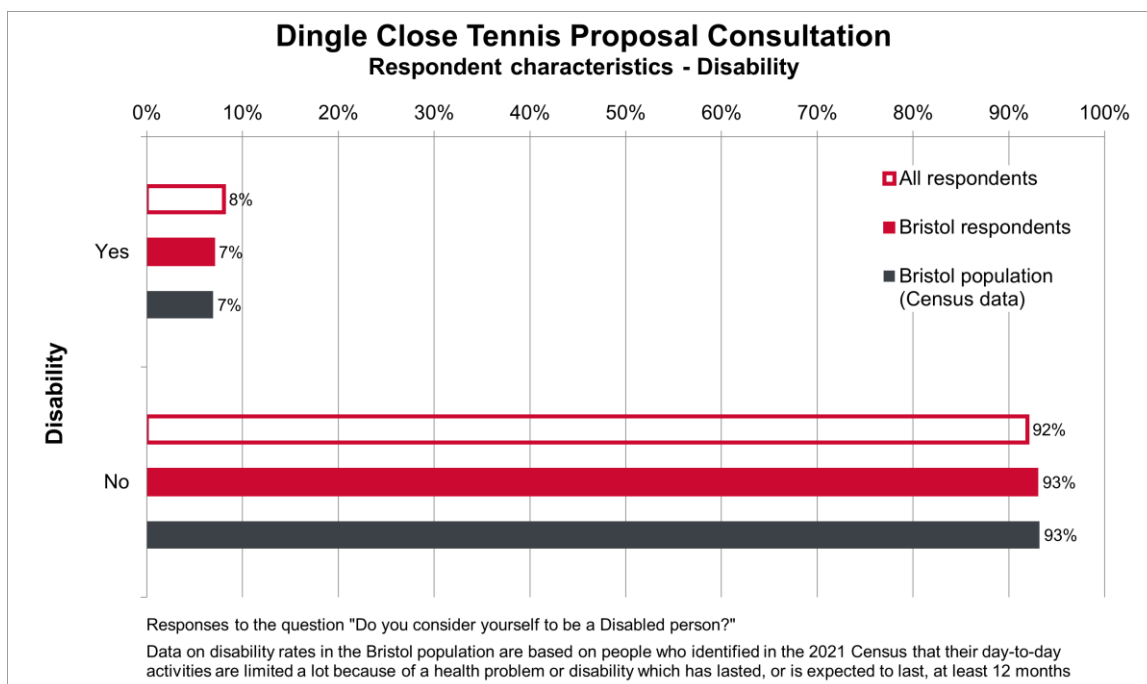
**Figure 7: Age of respondents**



**Disability**

The proportion of disabled respondents (8% of all respondents; 7% of Bristol respondents) matches the proportion of disabled people living in Bristol. These percentages exclude the 2.9% of respondents (2.5% of Bristol respondents) who answered ‘prefer not to say’.

**Figure 8: Disability**



### Ethnicity

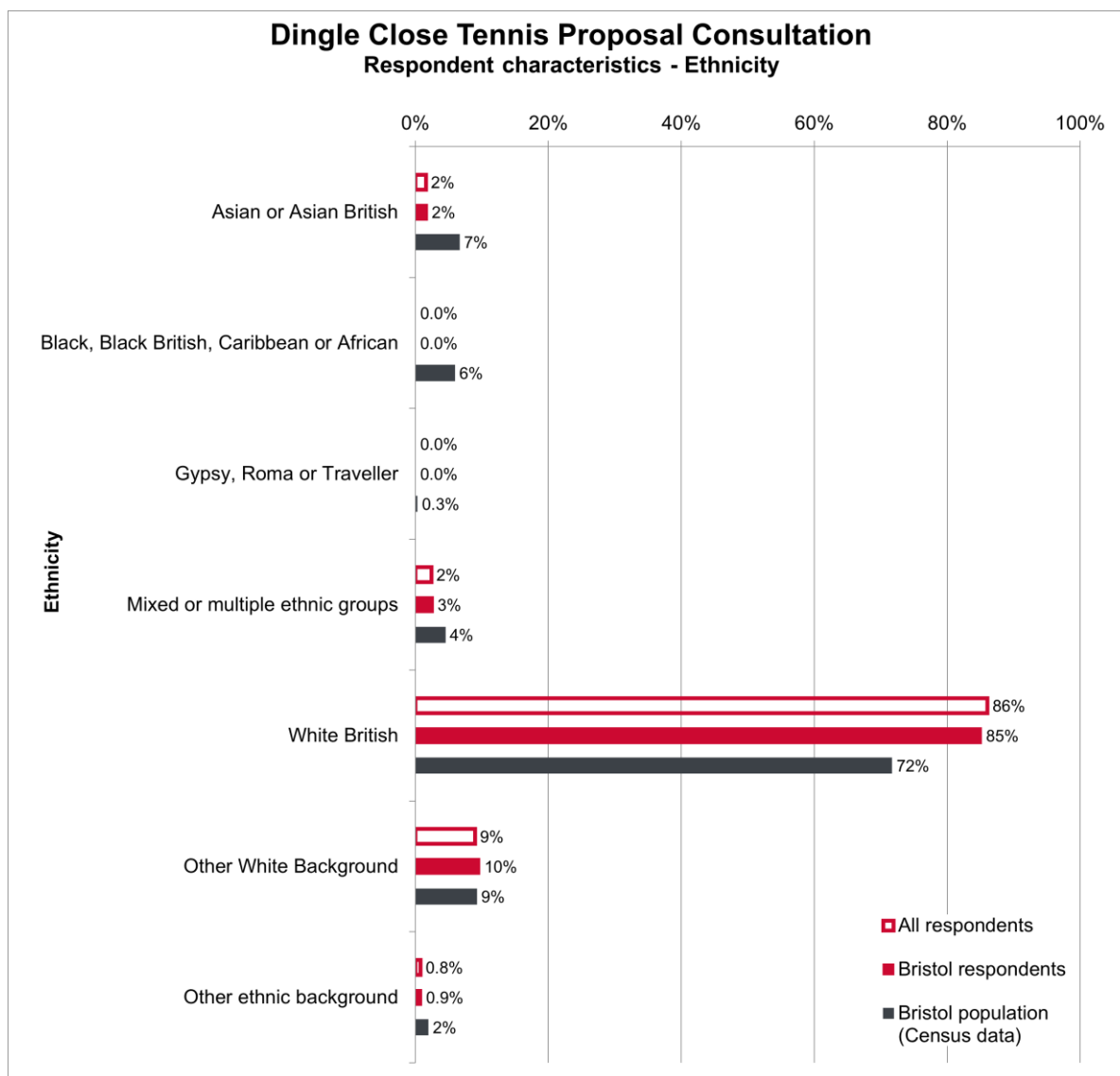
The response rates from White British respondents (86%) White Other respondents (10%) are higher than the proportion of these citizens in the Bristol population.

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 (0% of respondents)
- Asian / Asian British (2%)
- Gypsy / Roma / Irish Traveller (0%)
- Mixed / Multi-ethnic Group (3%)
- Other ethnic background (0.9%)

These percentages exclude the 3.6% of respondents (2.6% 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 (45% of respondents) and Christians (51%) responded in higher numbers than the proportion of those people in Bristol’s population. People with ‘Other faith’ (2%) also responded in greater numbers than the proportion of people in Bristol.

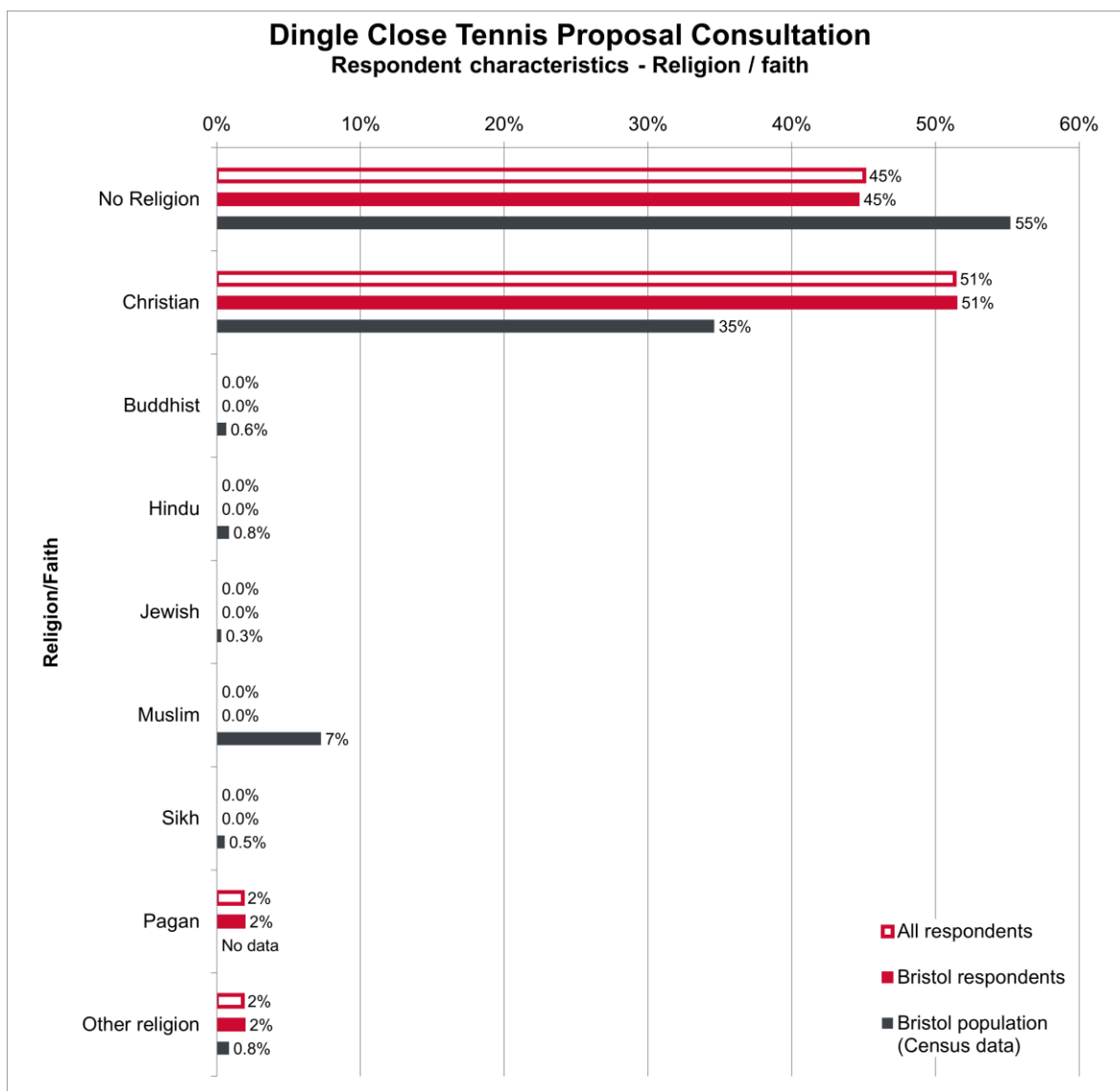
Muslims (0%), Jews (0%), Hindus (0%), Buddhists (0%) and Sikhs (0%) were under-represented compared to the proportions of these faiths living in Bristol.

2% of respondents are Pagan. There is no data from the Census for the proportion of Pagans living in Bristol.

These percentages exclude the 12.6% 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**

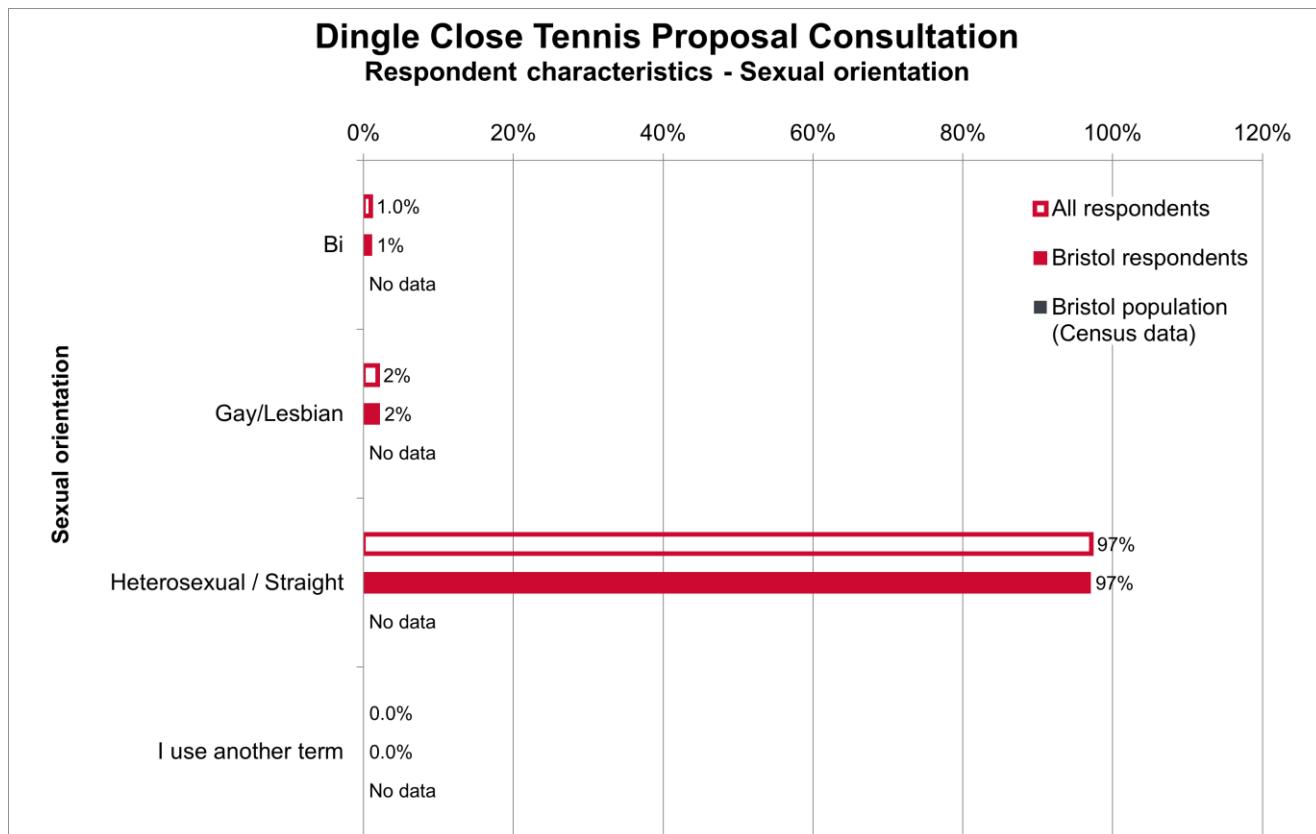


**Other protected characteristics and refugee/asylum status**

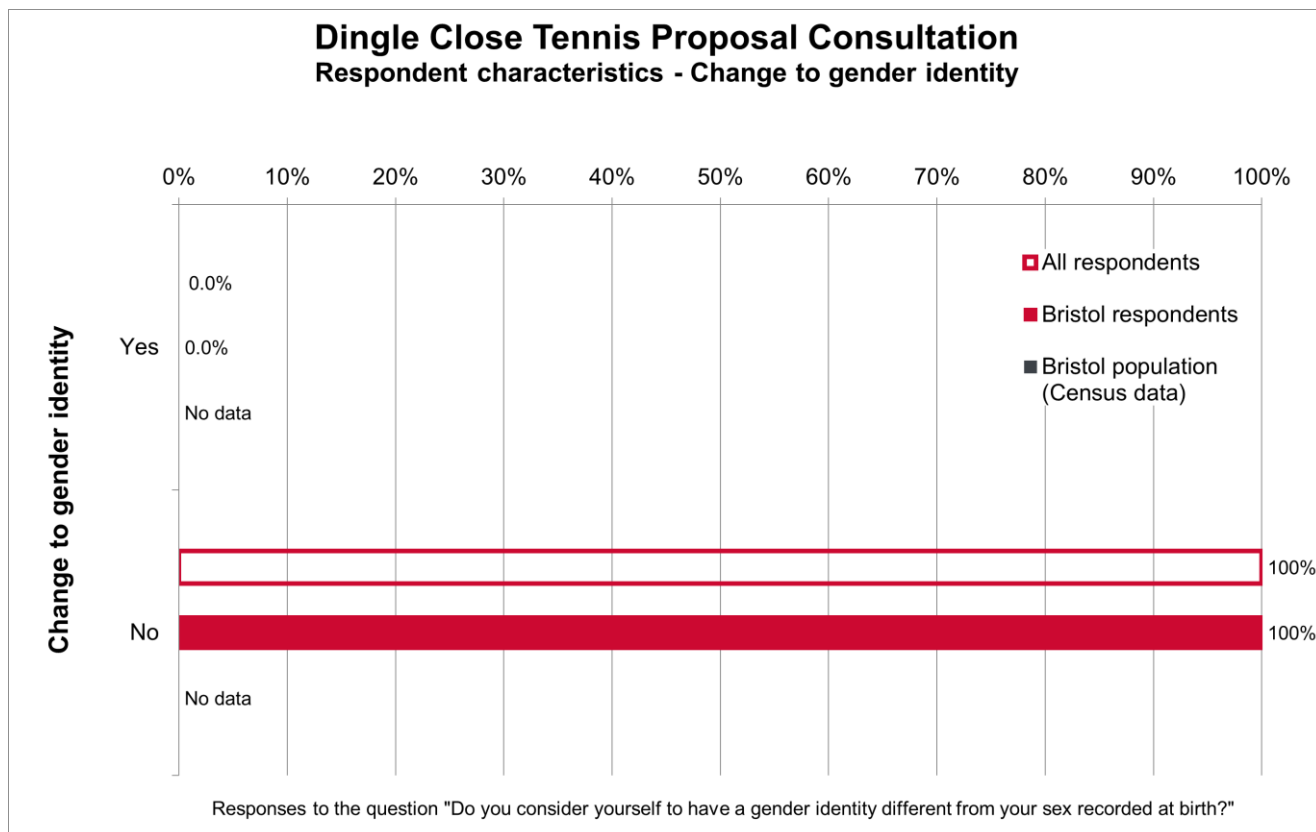
The survey also asked respondents about three other protected characteristics (sexual orientation, gender reassignment, pregnancy and recent maternity) and if they are a refugee or asylum seeker.

Census data is not available for the proportion of people with these characteristics living in Bristol. Figures 11, 12, 13 and 14 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.

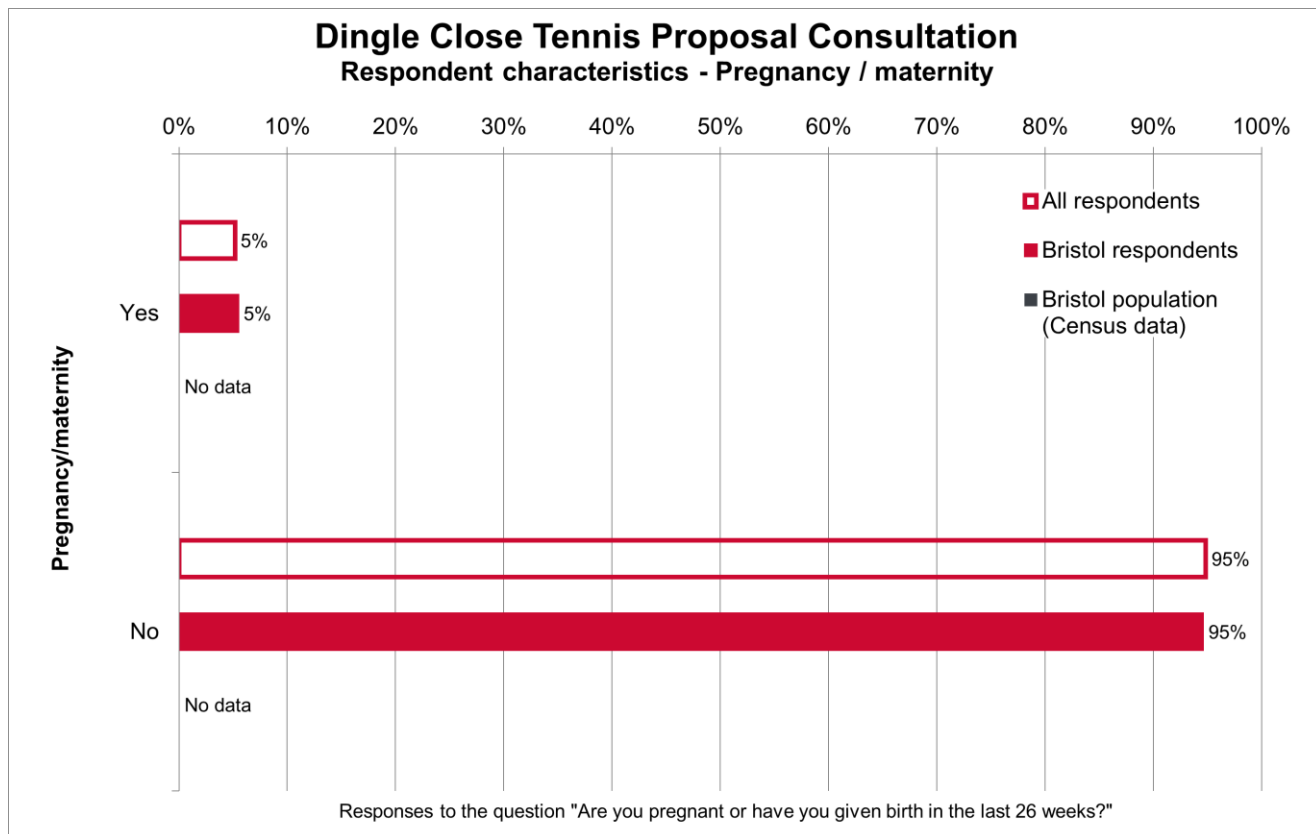
**Figure 11: Sexual orientation**



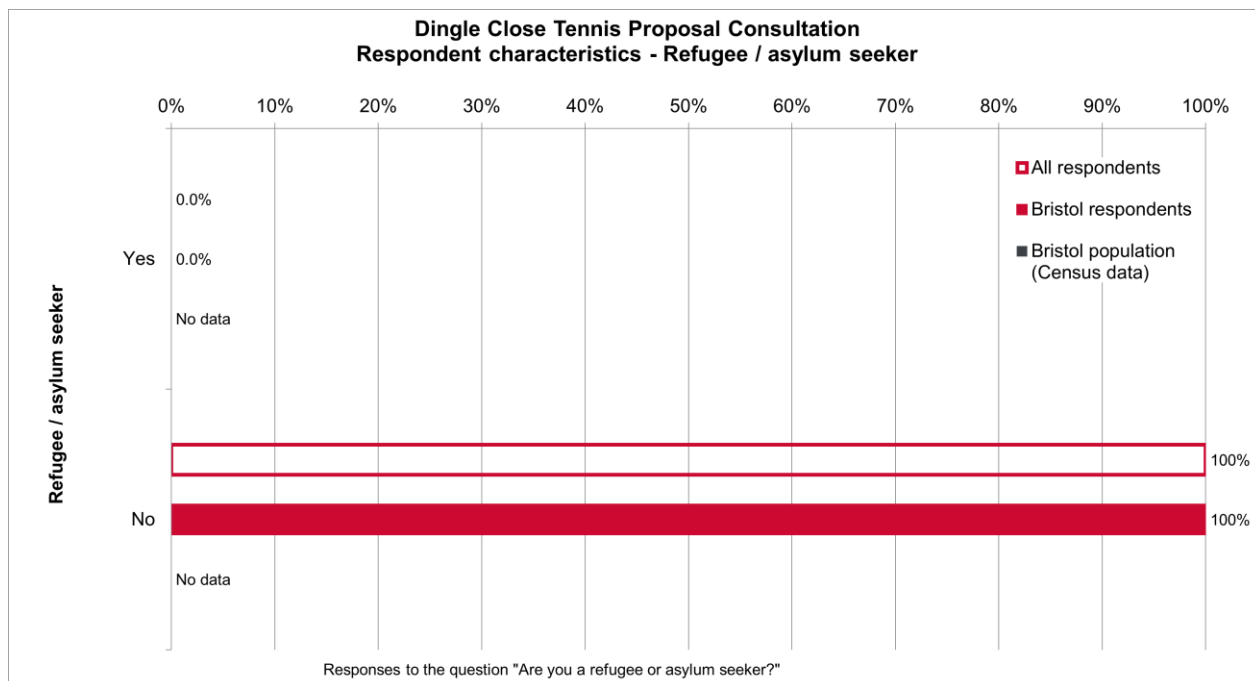
**Figure 12: Gender reassignment**



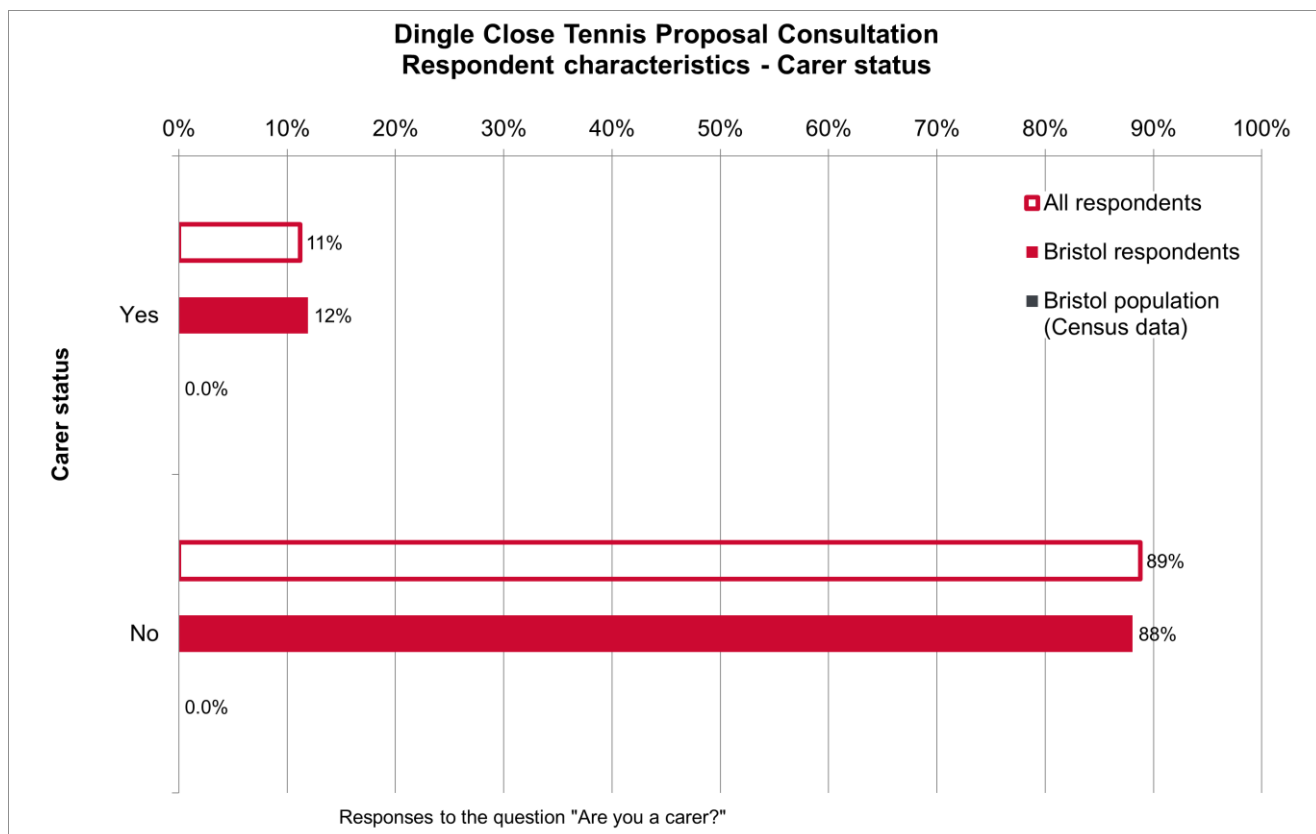
**Figure 13: Pregnancy/Maternity**



**Figure 14: Refugee or asylum seeker**



**Figure 15: Carer Status**



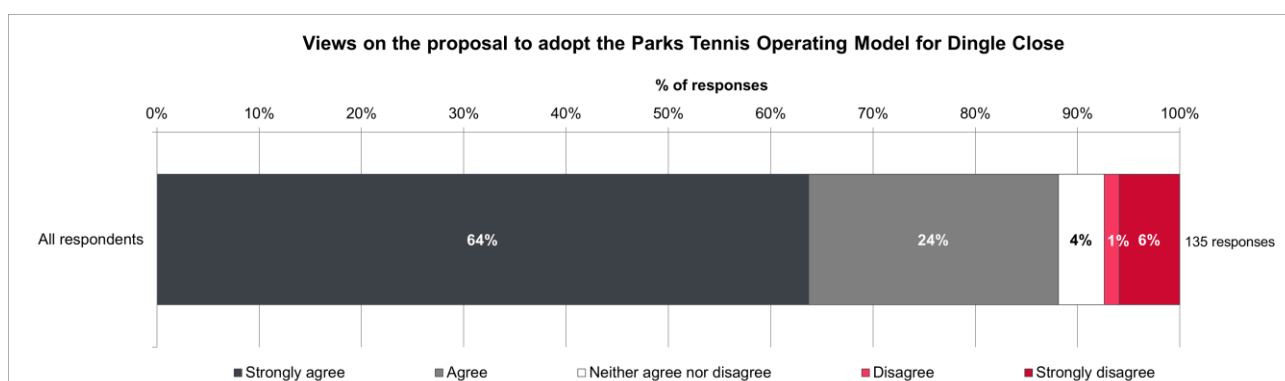
## 4 Survey results: Views on the proposal to adopt the Parks Tennis Operating Model for Dingle Close

### 4.1 Proportion of respondents who agree / disagree with the proposal to use the Parks Tennis Operating Model for the tennis courts and Dingle Close

Respondents were asked whether they agree or disagree with the proposal to use the Parks Tennis Operating Model for the tennis courts at Dingle Close, choosing on a five-point scale from strongly agree to strongly disagree (Figure 16).

Of the 135 respondents to the question, a majority of respondents (88%) supported the proposal to use the Parks Tennis Operating Model (selecting agree or strongly agree); 7% were opposed (disagree or strongly disagree); and 4% neither agreed nor disagreed.

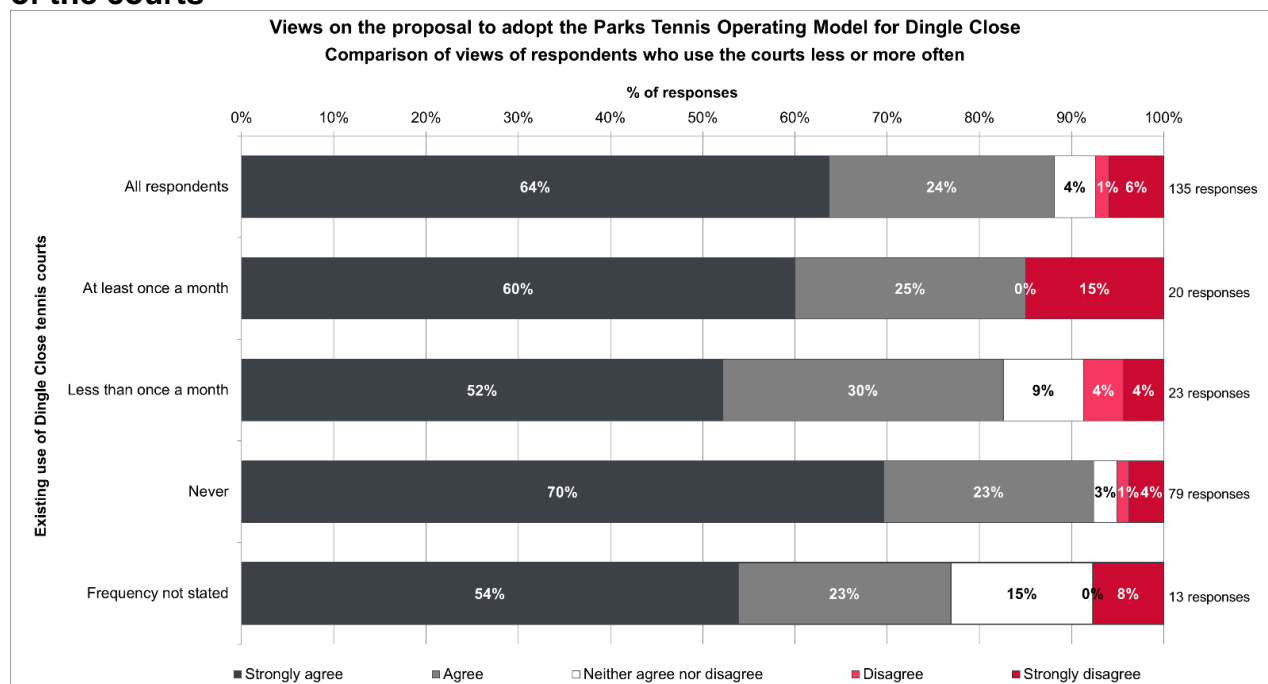
**Figure 16: Views on the proposal to use the Parks Tennis Operating Model**



#### 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 Dingle Close were compared with how often respondents said they use Dingle Close 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)

**Figure 17: Trends in support for the Parks Tennis Operating Model with existing use of the courts**



The results show:

- For the 20 respondents who currently play tennis at Dingle Close **at least once a month** 85% selected agree or strongly agree, 15% strongly disagree, none selected disagree and 25% neither agreed nor disagreed.
- For the 23 respondents who currently play tennis at Dingle Close **less than once a month** 82% selected agree or strongly agree, 8% selected disagree or strongly disagree, and 9% neither agreed nor disagreed. One respondent did not provide a response.
- For the 79 respondents who **never play tennis at Dingle Close** 92.4% selected agree or strongly agree, 5.1% selected disagree or strongly disagree, and 2.5% neither agreed nor disagreed.

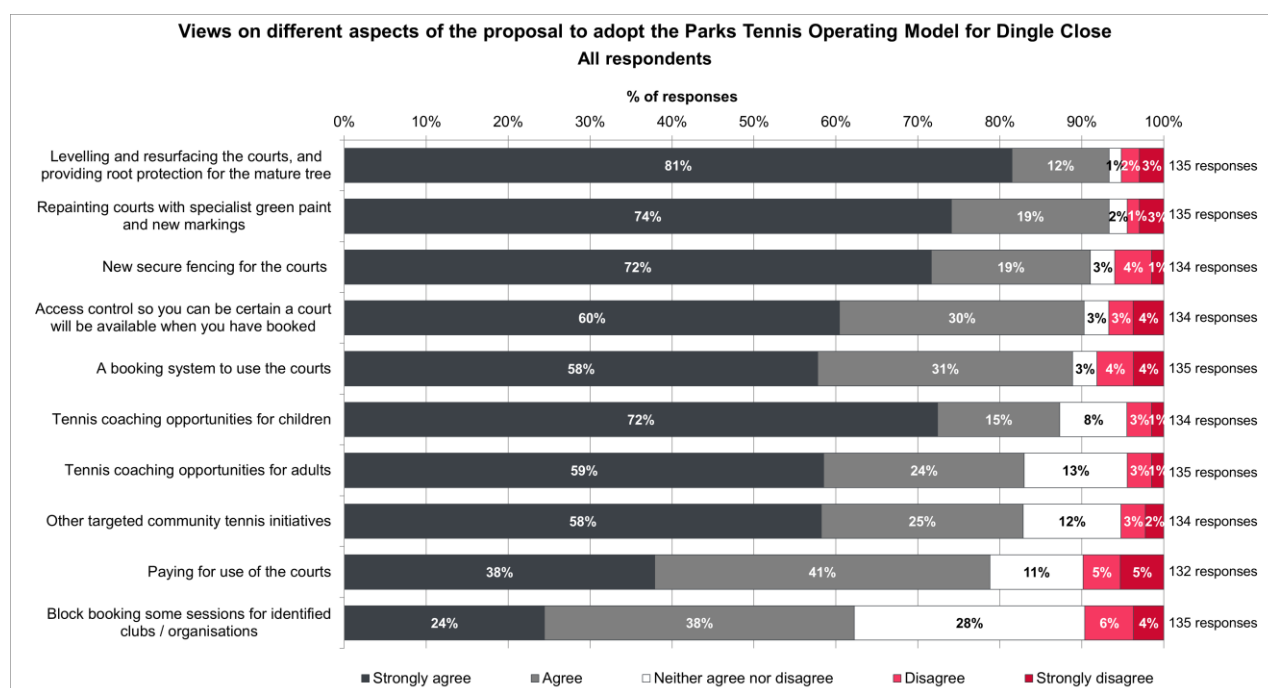
#### 4.2 Proportion of respondents who agree / disagree with different aspects of the proposal to adopt the Parks Tennis Operating Model for Dingle Close

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 Dingle Close, choosing on a five-point scale from strongly agree to strongly disagree (Figure 18).

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

- Levelling and resurfacing the courts and providing root protection for the mature tree (93%).
- Repainting courts with specialist green paint and new markings (93%).
- New secure fencing for the courts (91%).
- Access control so you can be certain a court will be available when you have booked (90%).
- A booking system to use the courts (89%).
- Tennis coaching opportunities for children (87%).
- Tennis coaching opportunities for adults (83%).
- Other targeted community tennis initiatives (83%).
- Paying for use of the courts (79%).
- Block booking some sessions for identified clubs / organisations (62%).

**Figure 18: 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 month.**

Respondents’ views on the different aspects of the proposal to adopt the Parks Tennis Operating Model for Dingle Close were compared to how often respondents said they use of the Dingle Close 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).

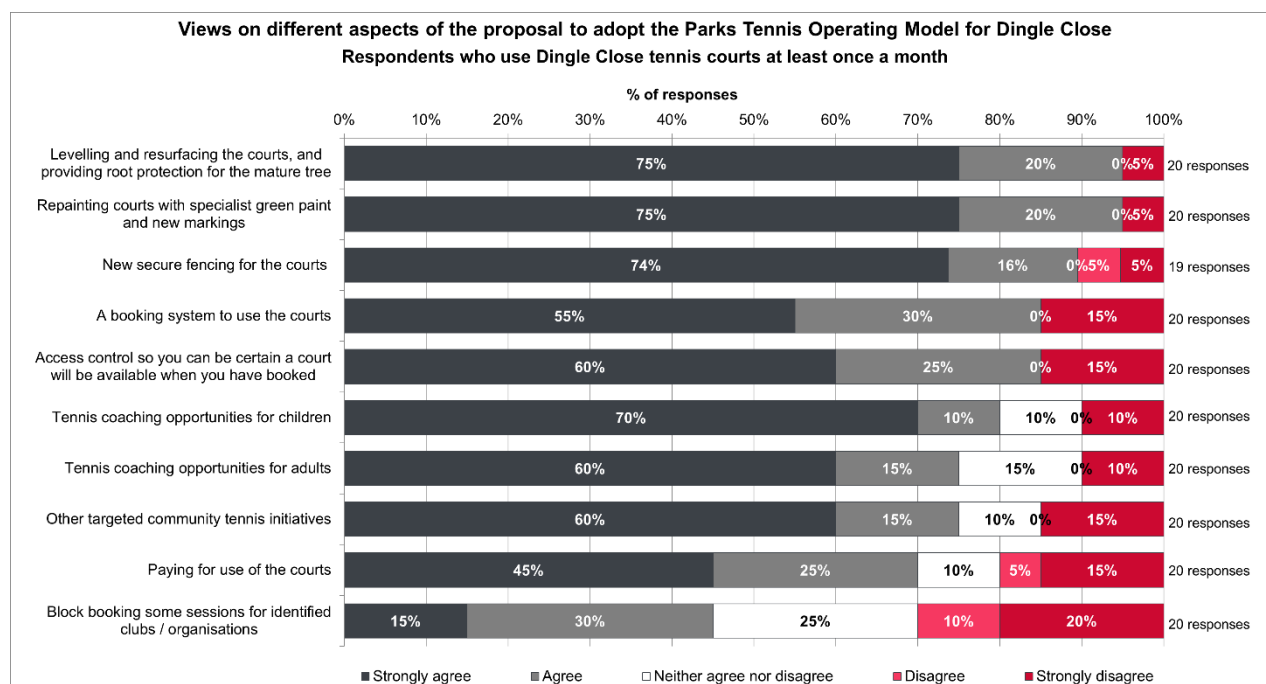
For the 20 respondents who currently play tennis at Dingle Close **at least once a month**, support was lower across all aspects of the proposal compared to those who use the courts less regularly (Figure 19).

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

- Levelling and resurfacing the courts and providing root protection for the mature tree (95%).
- Repainting courts with specialist green paint and new markings (95%).

- New secure fencing for the courts (89%).
- A booking system to use the courts (85%).
- Access control so you can be certain a court will be available when you have booked (85%).
- Tennis coaching opportunities for children (80%).
- Tennis coaching opportunities for adults (75%).
- Other targeted community tennis initiatives (75%).
- Paying for use of the courts (70%).
- Block booking some sessions for identified clubs / organisations (45%).

**Figure 19: Views on different aspects of the proposal to adopt the Parks Tennis Operating Model by those who use the courts at least once a month.**



#### 4.2.2 Comparison of views of respondents who use the courts less than once a month.

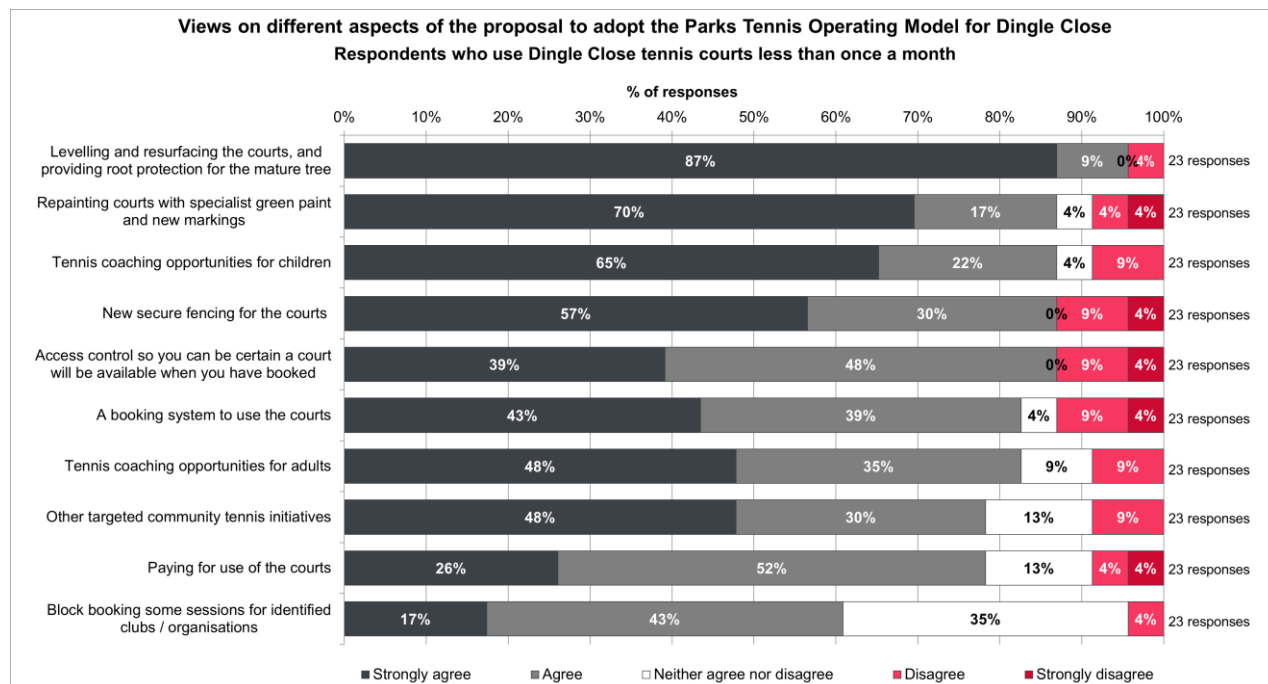
For the 23 respondents who currently play tennis at Dingle Close **less than once a month**, support for all proposals was higher than those who played at least once a week (Figure 20).

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

- Levelling and resurfacing the courts and providing root protection for the mature tree (96%).
- Repainting courts with specialist green paint and new markings (87%).
- Tennis coaching opportunities for children (87%).
- New secure fencing for the courts (87%).
- Access control so you can be certain a court will be available when you have booked (87%).
- A booking system to use the courts (83%).
- Tennis coaching opportunities for adults (83%).
- Other targeted community tennis initiatives (78%).
- Paying for use of the courts (78%).

- Block booking some sessions for identified clubs / organisations (61%).

**Figure 20: Views on different aspects of the proposal to adopt the Parks Tennis Operating Model by those who use the courts less than once a month.**



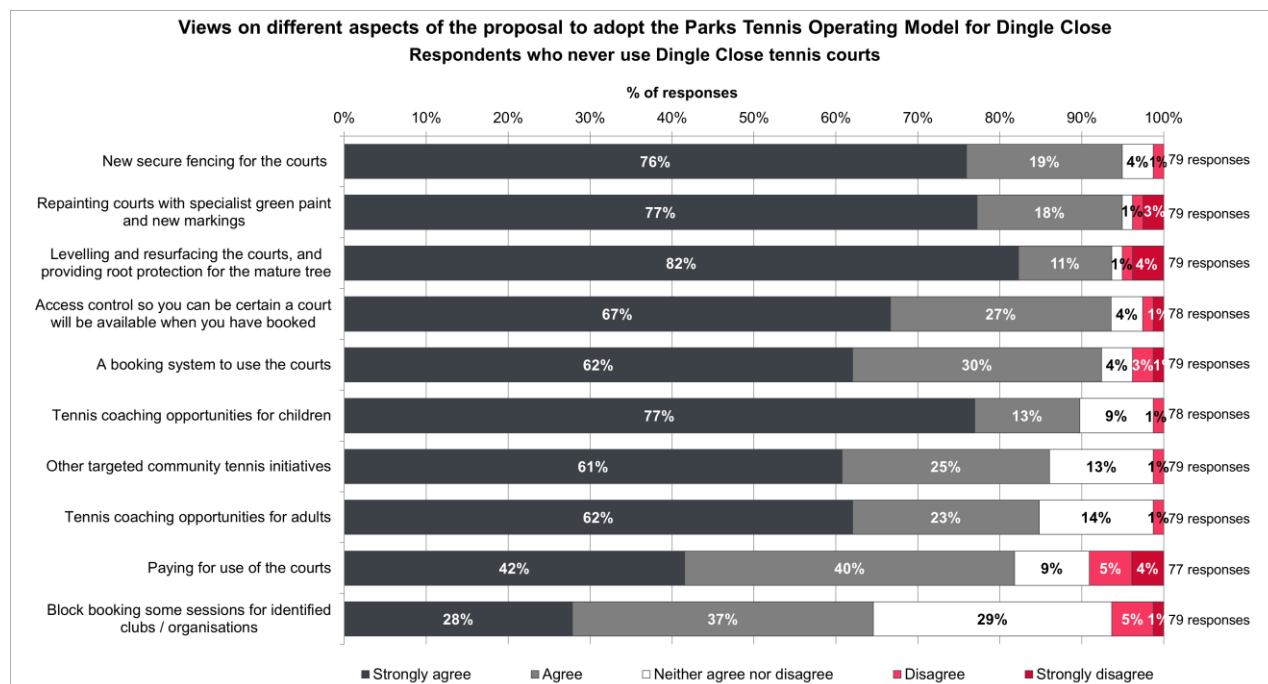
#### 4.2.3 Comparison of views of respondents who never use the courts.

For the 79 respondents who **never play tennis at Dingle Close**, support was the highest across all proposals (Figure 21).

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

- New secure fencing for the courts (95%).
- Repainting courts with specialist green paint and new markings (95%).
- Levelling and resurfacing the courts, and providing root protection for the mature tree (94%).
- Access control so you can be certain a court will be available when you have booked (94%).
- A booking system to use the courts (92%).
- Tennis coaching opportunities for children (90%).
- Other targeted community tennis initiatives (86%).
- Tennis coaching opportunities for adults (85%).
- Paying for use of the courts (82%).
- Block booking some sessions for identified clubs / organisations (65%).

**Figure 21: Views on different aspects of the proposal to adopt the Parks Tennis Operating Model by those who use the courts less than once a month.**



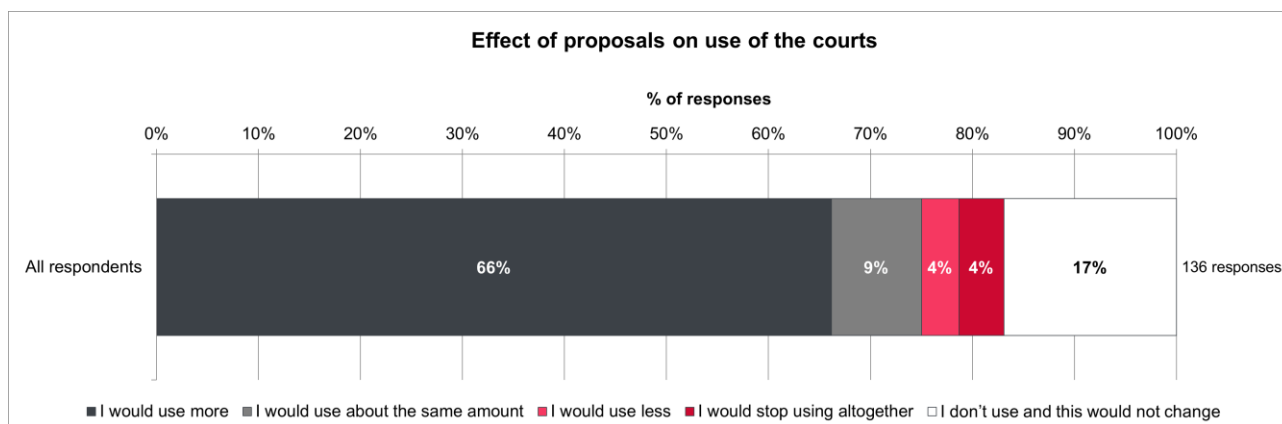
**4.3 Proportion who would use the Dingle Close tennis courts more or less if the Parks Tennis Operating Model was in place.**

Respondents were asked whether the proposed charges and the improvements would change how often they use the Dingle Close tennis courts, choosing on a five-point scale from ‘I would use more’ to ‘I would stop using altogether’ (Figure 22).

Of the 136 respondents to the question:

- A majority of respondents (66%) stated that the proposals would have the effect of increasing their use of the courts (selecting ‘I would use more’).
- 9% said they would use the courts about the same amount.
- 4% said they would use the courts less.
- 4% said they would stop using the courts altogether.
- 17% said they do not currently use the courts, and this would not change.

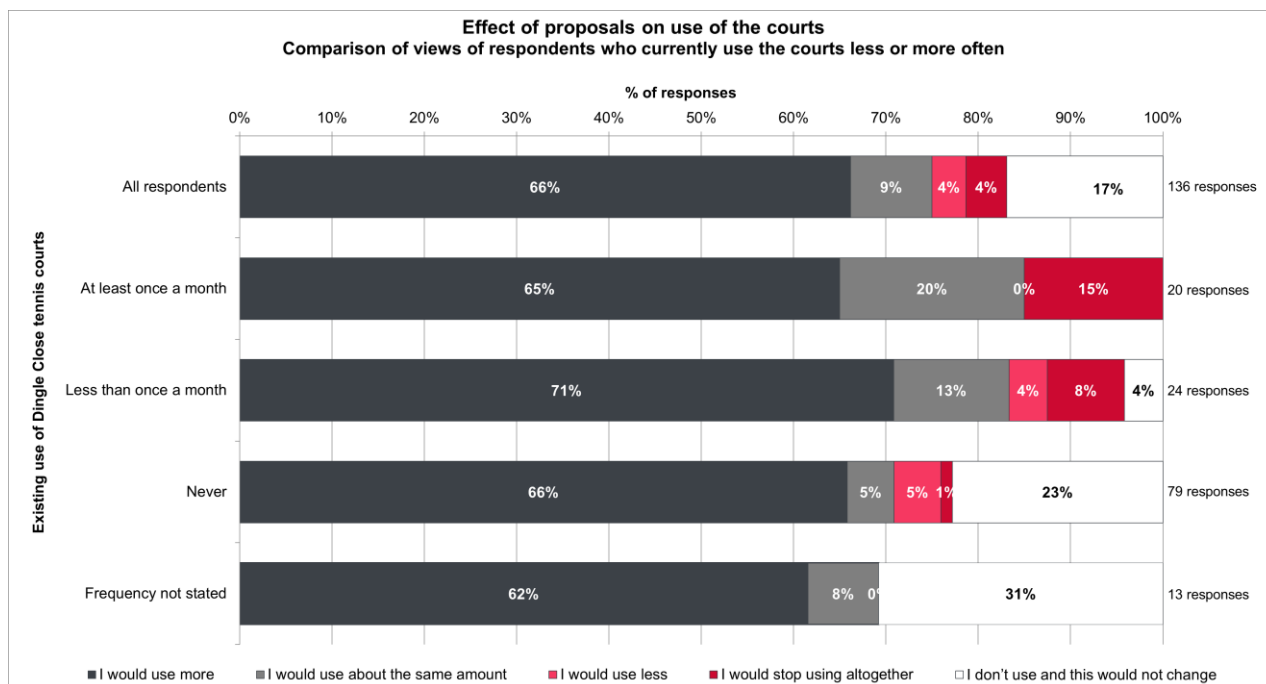
**Figure 22: Effect of proposals on use of the courts**



**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 Dingle Close 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 23: 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 saying that the changes will lead to them using the courts more, when compared to respondents who do not currently use the courts.

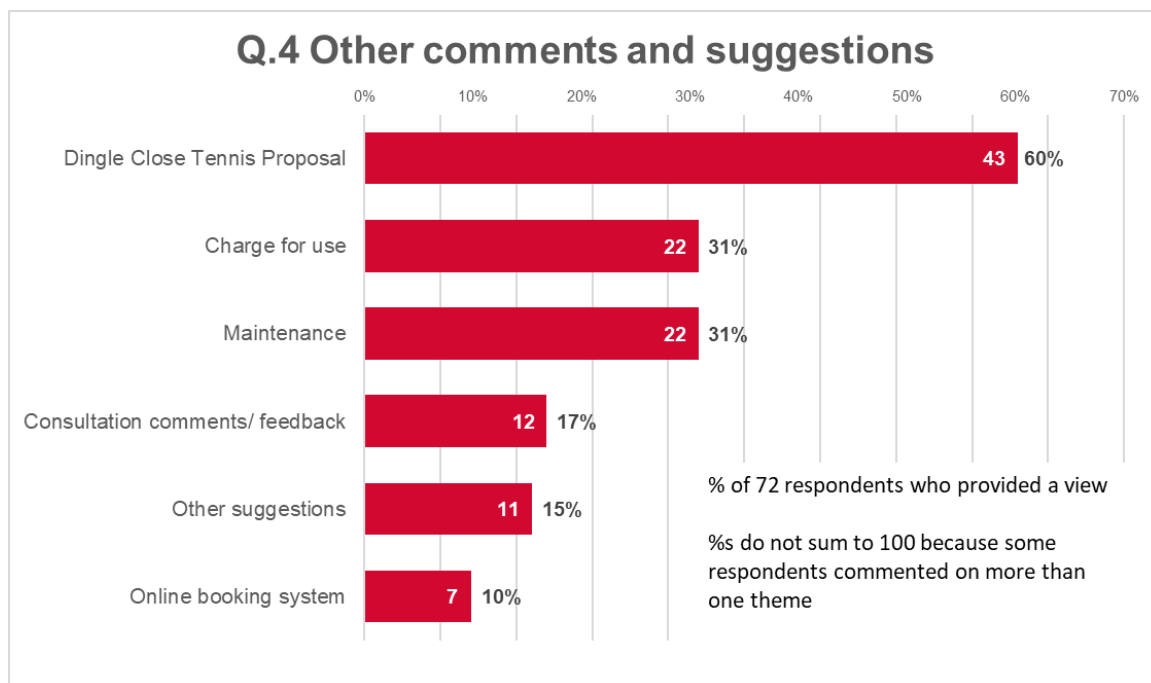
- For the 20 respondents who currently play tennis at Dingle Close **at least once a month**, 85% stated that the proposals would result in them using the courts the same amount or more (selecting ‘I would use more’ or ‘I would use about the same amount’) and 15% stated that the proposals would have the effect of reducing their use of the courts (selecting ‘I would use less’ or ‘I would stop using all together’).

- For the 24 respondents who currently play tennis at Dingle Close **less than once a month**, 84% 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’), 12% 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 4% said they don’t use the courts and this would not change.
- For the 79 respondents who **never play tennis at Dingle Close**, 71% 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’), 6% 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 23% said they don’t use the courts and this would not change.

#### 4.4 Other comments or suggestions about the proposal to adopt the Parks Tennis Operating Model for Dingle Close

Respondents were invited to give their comments or suggestions about the proposal to adopt the Parks Tennis Operating Model for Dingle Close or provide explanations to their other answers. 72 respondents (53% of 137 responses to the survey) provided their reasons as free text. Figure 24 shows the broad themes of respondents answers to question 4.

**Figure 24: Categories of response specified in the free text.**



- 43 (60%) respondents directly addressed their views on the overall proposal.
- 22 (31%) respondents made comments about charging for the use of the court.
- 22 (31%) respondents made comments about the maintenance of the court.
- 12 (17%) respondents gave feedback on the consultation process.
- 11 (15%) respondents made other suggestions.

- 7 (10%) respondents made comments about an online booking system for the courts. The themes “Dingle Close proposal”, “charge for use”, “maintenance” and “online booking system” are further broken down in Figure 24- 27 below.

Figure 25 shows a breakdown of the 43 (60%) respondents who said something within the theme of the “Dingle Close proposal”. Of these:

- 29 (40%) respondents are broadly in support of the proposal. A consistent theme was how the courts would be an “asset to the community” and that it would potentially attract interest from younger people to tennis.
- 11 (15%) respondents made other comments about the proposal. This included the concern about the current lack of parking in the area.
- 7 (10%) respondents are broadly against the proposal. Reasons included the courts being too close to homes and that improvements are not necessary.

**Figure 25**

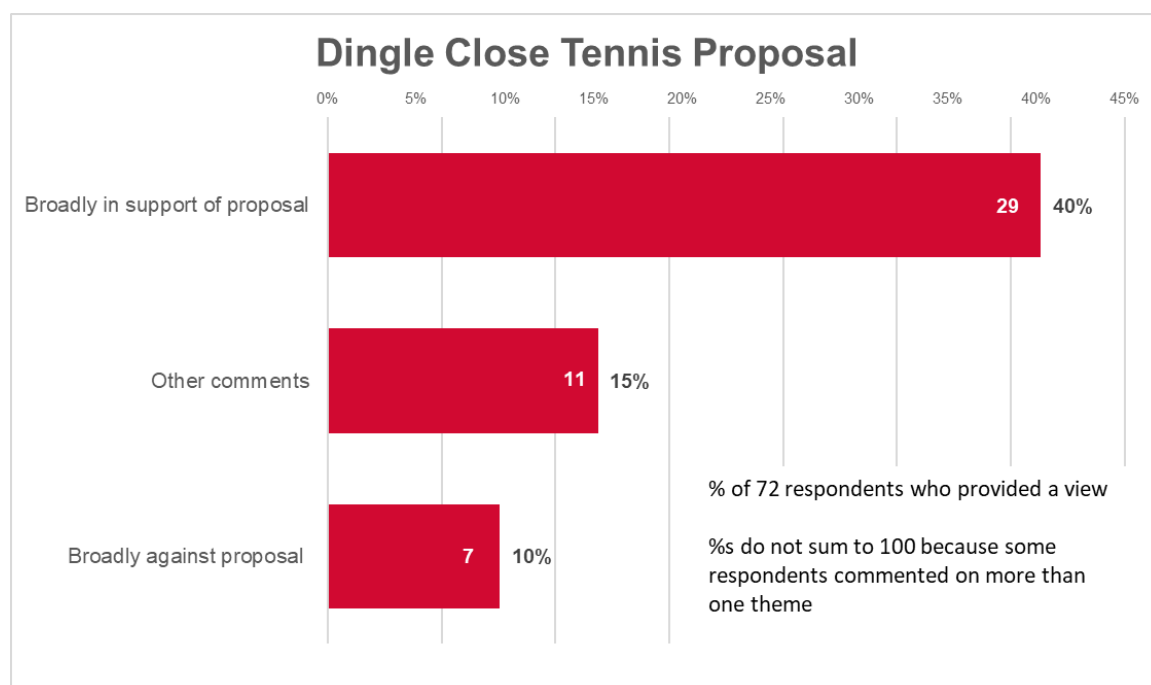


Figure 26 shows a breakdown of 22 (31%) respondents who said something within the theme “charge for use”. Of these:

- 11 (15%) respondents are happy to pay for the use of the courts. It was highlighted by some respondents that an annual fee was understandable for the restoration and use of the courts.
- 8 (11%) respondents do not want to pay for use of the court. As part of this, respondents said it was not affordable and that they should remain free.
- 4 (6%) respondents suggested how to manage the court payments. This included concessionary rates and a one-off grant to renovate the courts.

**Figure 26**

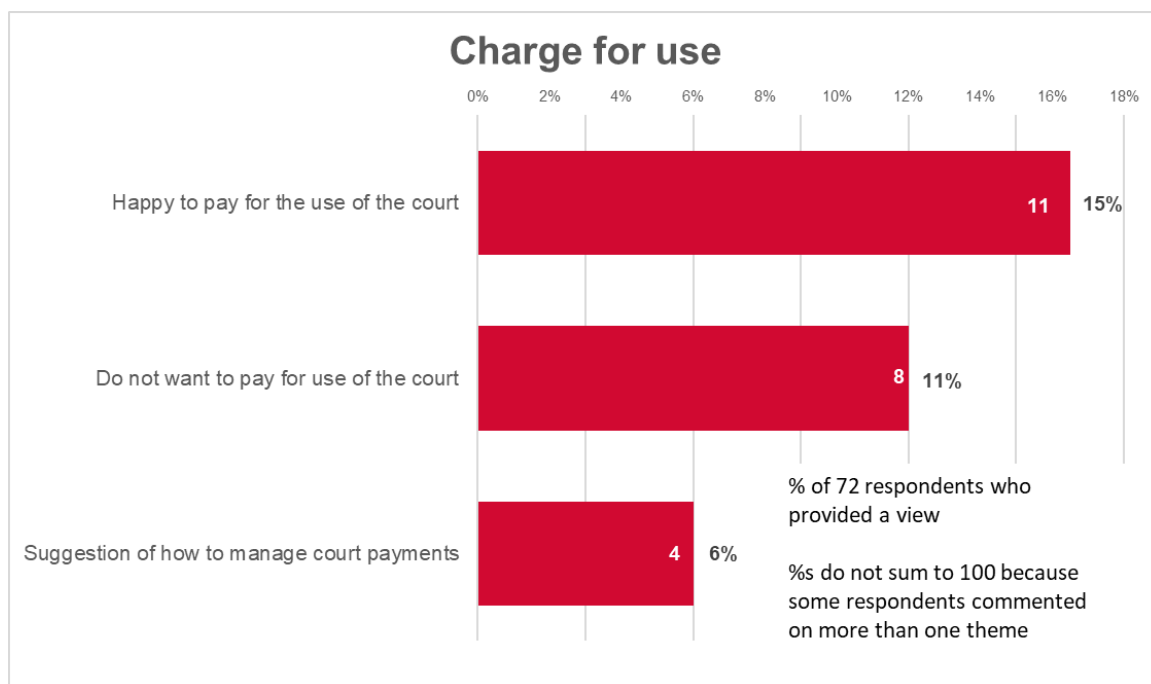


Figure 27 shows a breakdown of 7 (10%) respondents who said something about the theme “online booking system”. Of these:

- 4 (6%) respondents said they would be happy to use an online booking system.
- 3 (4%) respondents said they do not want to use a booking system.
- 1 (1%) respondent made other suggestions for the online booking system.

**Figure 27**

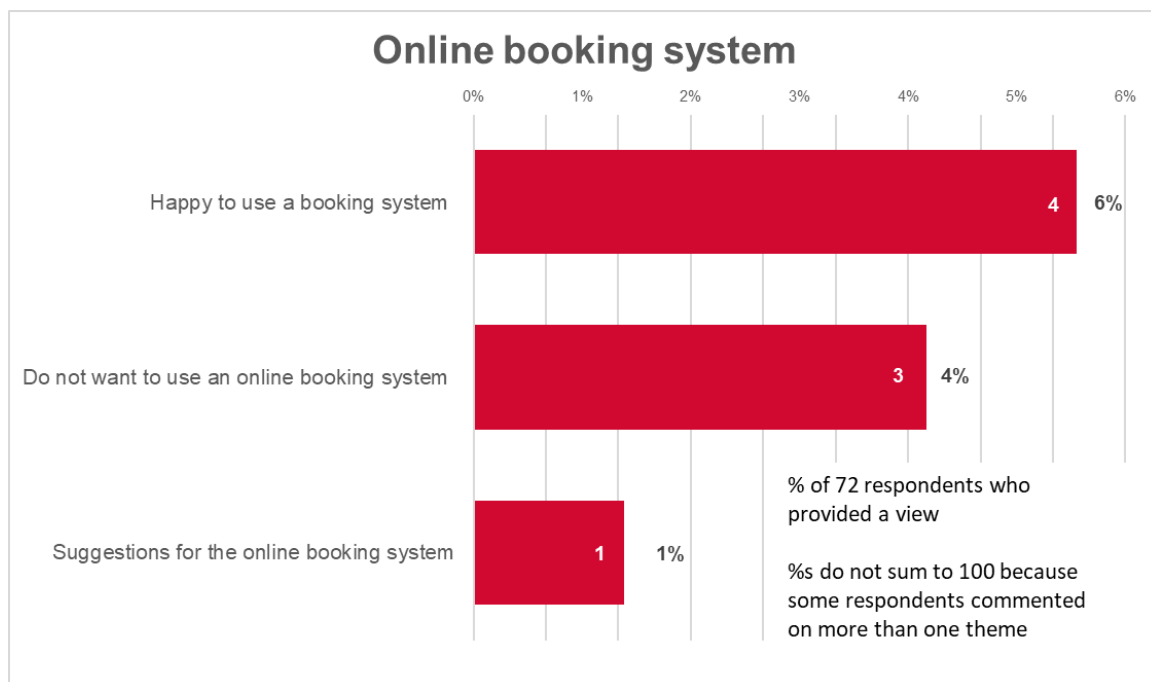
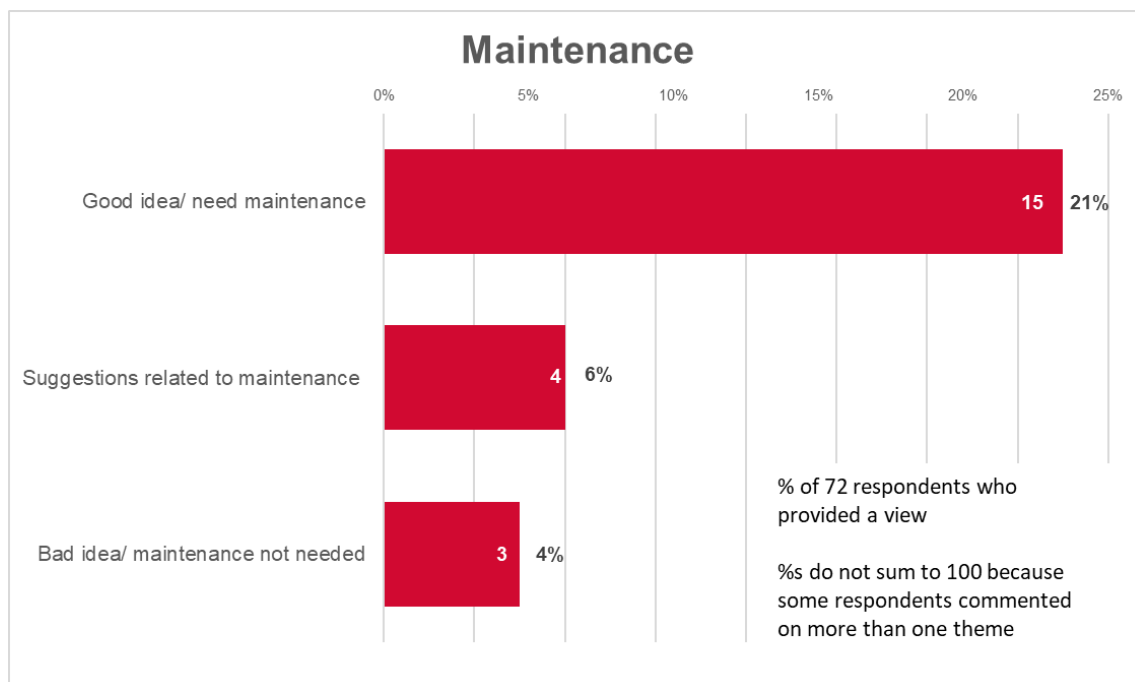


Figure 28 shows a breakdown of the 22 (31%) respondents who said something about the theme “maintenance”. Of these:

- 15 (21%) said that the courts need maintenance. This included how updating the courts would be a positive change for the local area and how they are not useable currently.

- 3 (4%) said that the court maintenance was unneeded.
- 4 (6%) respondents made suggestions about the maintenance of the courts including building in a keypad and extra care being taken when it comes to fencing.

**Figure 28**



## 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 Dingle Close.

### 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](http://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 Dingle Close 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 Dingle Close become part of the operating model, members will be able to book any of the four courts at Dingle Close 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 Dingle Close tennis courts.**

We considered if Bristol City Council could continue to operate and maintain Dingle Close tennis courts in the way that it is currently done, 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.