



Sports Industry research project

Free swimming initiative analysis

By Diana Heinsalu

1707520

1. Aim and objectives

The aim of this study is to critically evaluate the impact of reducing the free-swimming initiative (FSI) on older adult participation at the National Pool in Swansea.

The first objective is to analyse the participation numbers of the older adults at National Pool Swansea – pre and post cuts.

Identify the physical and mental benefits of taking part in swimming – older adult perspective.

Furthermore, to analyse the impact of changing the free-swimming scheme on the following: participation (area specific), perceived challenges with the social, physical and health (including mental).

2. Contact details of school

University of Wales Trinity St. David's
Swansea Business Campus
Swansea High St.
SA1 1NE

3. Contact details of organisation

Wales National Pool Swansea
Sketty Lane, Sketty
Swansea
SA2 8QG

4. Consent forms and transcripts

4.1 Consent forms

Consent form 1

 **Y Drindod Dewi Sant**
UNIVERSITY OF WALES
Trinity Saint David

Cyfranogwr Rhif Adnodedig: 304
Participant Identification Number:

FFURFLEN GANIATÂD CYFRANOGIAD **PARTICIPATION CONSENT FORM**

TEITL Y PROSIECT / PROJECT TITLE: Free-swimming analysis in WNPB

Name of Researcher: Dana Heinsalu

Please initial box

- I confirm that I have read and understand the information sheet dated 11/11/20 for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily. ☒
- I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. ☒
- I understand that any information given by me may be used in future reports, articles or presentations by the research team. ☒
- I understand that my name will not appear in any reports, articles or presentations. ☒
- I agree to take part in the above study. ☒

Llewelyn Dafydd 11.12.20 Llewelyn Dafydd
Name of Participant Date Signature

Dana Heinsalu 11.01.2020 [Signature]
Researcher Date Signature

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When completed, please return in the envelope provided (if applicable). One copy will be given to the participant and the original to be kept in the file of the research team at: **WNPB**

Consent form 2



PRIFYSGOL CYMRU
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David

Cyfrangwyl Rhif Adnabod
 Participant Identification Number: 1201

FFURFLEN GANIATÂD CYFRANGWYLAD PARTICIPATION CONSENT FORM

TEITL Y PROSIECT / PROJECT TITLE: Free-exercise analysis in WMPs

Name of Researcher: Diana Heinrich

Please initial box

1. I confirm that I have read and understand the information sheet dated 11/01/20 for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily. ☒
2. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. ☒
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4. I understand that my name will not appear in any reports, articles or presentations. ☒
5. I agree to take part in the above study. ☒

Barbara Calvert
Name of Participant

11-2-20
Date

[Signature]
Signature

Diana Heinrich
Researcher

11-02-2020
Date

[Signature]
Signature

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Consent form 3

 **PRIFYSGOL CYMRU**
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David

Cyfeirnodwr Rhif Adbodur: 154
Participant Identification Number:

FFURFLER GANIATÂD CYFRANGODD **PARTICIPATION CONSENT FORM**
TEITL Y PROECT / PROJECT TITLE: *Free-swimming analysis in WMPs*

Name of Researcher: *Olwen Harris*

Please initial box

- I confirm that I have read and understand the information sheet dated XXXX for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily. ☒
- I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. ☒
- I understand that any information given by me may be used in future reports, articles or presentations by the research team. ☒
- I understand that my name will not appear in any reports, articles or presentations. ☒
- I agree to take part in the above study. ☒

Olwen Harris 11.2.2020 *MRS MARGARET E. REYNOLDS*
Name of Participant Date Signature

Olwen Harris 11.02.2020 *[Signature]*
Researcher Date Signature

You may decline to participate in this study. You may end your participation in the study at any time. If you decide to remain anonymous, safeguarding your anonymity will be a priority and every practical precaution will be taken to disguise your identity. If you prefer anonymity, there will not be any identifying information on audiotapes or transcripts of this or any interview. No one will hear any audiotapes or see any transcripts without your prior consent. All materials generated from this or any interview will remain confidential.

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Consent form 4

 **PRIFYSDOL CYMRU**
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David

Cyfraniogwr Rhif Adnabod:
Participant Identification Number: 54

FFURFLEN GANIATAD CYFRANOGIAD **PARTICIPATION CONSENT FORM**
TEITL Y PROSECT / PROJECT TITLE: Free-swimming analysis in WMPS

Name of Researcher: Diana Henshaw

Please initial box

- I confirm that I have read and understand the information sheet dated 10/10/20 for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily. ☒
- I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. ☒
- I understand that any information given by me may be used in future reports, articles or presentations by the research team. ☒
- I understand that my name will not appear in any reports, articles or presentations. ☒
- I agree to take part in the above study. ☒

E. Thomas 10/10/20 [Signature]
Name of Participant Date Signature

Diana Henshaw 10/10/20 [Signature]
Researcher Date Signature

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11.1.2020

Consent 5

 **Y Drindod Dewi Sant**
UNIVERSITY OF WALES
Trinity Saint David

Cyfrinogwr Rhif Adnabod:
Participant Identification Number: 24th

FFURFLEN GANIATÂD CYFRANOGIAD **PARTICIPATION CONSENT FORM**
TEITL Y PROSECT / PROJECT TITLE: Free-swimming analysis in WNPS.

Name of Researcher: Diana Heinsalu

Please initial box

1. I confirm that I have read and understand the information sheet dated 18.01.2020 for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily. ☒
2. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. ☒
3. I understand that any information given by me may be used in future reports, articles or presentations by the research team. ☒
4. I understand that my name will not appear in any reports, articles or presentations. ☒
5. I agree to take part in the above study. ☒

 18.01.2020 Roy Marior
Name of Participant Date Signature

 18.01.2020 Diana Heinsalu
Researcher Date Signature

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WNPS

Consent form 6

 **PRIFYSGOL CYMRU**
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David

Cyfranogwr Rhif Adnabod: 646
Participant Identification Number:

FFURFLEN GANIATAD CYFRANOGIAD **PARTICIPATION CONSENT FORM**
TITL Y PROSIECT / PROJECT TITLE: Free-swimming analysis in WNPS

Name of Researcher: Diana Heinsalu

Please initial box

1. I confirm that I have read and understand the information sheet dated 18.2.2020 for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily. ☒

2. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. ☒

3. I understand that any information given by me may be used in future reports, articles or presentations by the research team. ☒

4. I understand that my name will not appear in any reports, articles or presentations. ☒

5. I agree to take part in the above study. ☒

Dan Emyr 18.2.2020 J. Evans
Name of Participant Date Signature

Diana Heinsalu 18.2.2020 [Signature]
Researcher Date Signature

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Consent form 7

 **PRIFYSGOL CYMRU**
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David

Cyfranogwr Rhif Adnabod:
Participant Identification Number:

FFURFLEN GANIATÂD CYFRANOGIAD **PARTICIPATION CONSENT FORM**
TEITL Y PROSECT / PROJECT TITLE: Free-swimming analysis in WNPS

Name of Researcher: Diana Hemsley

Please initial box

1. I confirm that I have read and understand the information sheet dated 03/03/2020 for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily. ☒ Yes

2. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. ☒ Yes

3. I understand that any information given by me may be used in future reports, articles or presentations by the research team. ☒ Yes

4. I understand that my name will not appear in any reports, articles or presentations. ☒ Yes

5. I agree to take part in the above study. ☒ Yes

 3.03.2020
Name of Participant Date Signature

Diana Hemsley 3.03.2020
Researcher Date Signature

You may decline to participate in this study. You may end your participation in this study at any time. If you decide to remain anonymous, maintaining your anonymity will be a priority and every practical precaution will be taken to disguise your identity. If you prefer anonymity, there will not be any identifying information on audiotapes or transcripts of this or any interview. No-one will hear any audiotapes or see any transcripts without your prior consent. All materials generated from this or any interview will remain confidential.

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2

Consent form 8

 **PRIFYSGOL CYMRU**
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David

Cylranogwr Rhif Adnabod:
Participant Identification Number: 844

FFURFLEW GANIATÂD CYFRANOGIAD **PARTICIPATION CONSENT FORM**

TEITL Y PROSIECT: / PROJECT TITLE: Free-swimming analysis in WNFS

Name of Researcher: Diana Hensalu

Please initial box

- I confirm that I have read and understand the information sheet dated 09/03 for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily. ☒
- I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. ☒
- I understand that any information given by me may be used in future reports, articles or presentations by the research team. ☒
- I understand that my name will not appear in any reports, articles or presentations. ☒
- I agree to take part in the above study. ☒

ESTHER 3/3/20 D. Richards
Name of Participant Date Signature

Diana Hensalu 09/03/2020 [Signature]
Researcher Date Signature

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When completed, please return in the envelope provided (if applicable). One copy will be given to the participant and the original to be kept in the file of the research team at: WNFS

estrichards@aol.com

Consent form 9

 **PRIFYSGOL CYMRU**
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David

Cyfranger Rhif Adnabod: Participant Identification Number: 534

FFURFLEN GANIATÂD CYFRANOGIAD PARTICIPATION CONSENT FORM

TEITL Y PROSIECT / PROJECT TITLE: Free-swimming analysis in WHPD

Name of Researcher: Diana Hersaku

Please initial box

1. I confirm that I have read and understand the information sheet dated 11/05 for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily. [initials]

2. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. [initials]

3. I understand that any information given by me may be used in future reports, articles or presentations by the research team. [initials]

4. I understand that my name will not appear in any reports, articles or presentations. [initials]

5. I agree to take part in the above study. [initials]

Gwyneth Roberts-Walsham 13/3/20 [Signature]
Name of Participant Date Signature

Diana Hersaku 12/05/2020 [Signature]
Researcher Date Signature

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2

5. Interview transcripts

5.1 Interview with Don Evans 18.02.2020

Researcher: Yeah. So, as I said, I'm just going to ask you 10 questions if you're happy with that. Yeah. So how often do you use to facility?

Participant: Twice a week.

Researcher: Any particular days?

Participant: Yeah. Tuesdays and Thursdays.

Researcher: Yeah. That's what most people say. Yeah.

Participant: Sometimes on Sunday evening. Yeah. For the free sessions.

Researcher: what are your main factors for taking part in swimming?

Participant: oh, its fitness and flexibility.

Researcher: Anything else? Do you meet any friends?

Participant: Oh yeah, yeah, I meet my friend Trey. And another was two people. So, I am meeting my friends every week, when I come swimming here.

Researcher: Have you changed your swimming since changing the free-swimming scheme in October, 2019? Yeah. Have you changed your days when you were coming swimming before?

Participant: Not really, no.

Researcher: has it made any impact on your general wellbeing and health?

Participant: Yes. It helps me with my breathing. I've got a bit asthma so when I swim it helps me with it.

Researcher: Right. Do you feel that wales national offers you range of free-swimming times?

Participant: yes, they're not too bad, not too early or too late.

Researcher: Have you taken out this silver membership scheme?

Participant: No. No. Why? What is it?

Researcher: And this one is the 17 pounds a month silver membership for the over 60s.

Participant: Oh right, no I haven't

Researcher: Do you feel that price is fair or their membership?

Participant: yeah, I do think that is fair.

Researcher: How likely will you be using this facility in the future?

Participant: Yes, will be using it for long time, as long as I can.

Researcher: Is there any other physical activities you take part in?

Participant: Yeah, I do go to gym as well about twice a week and then swimming twice a week.

Researcher: Very good. Yeah. Um, do you recommend this facility for the others? Are there any changes you would like to add or anything you feel lack of?

Participant: No, I think I am quite happy with the situation, can't fault it at all. Staff are very friendly, the facilities are good, the showers are good. Hygiene and cleanliness are up to standards. And its nice place for meeting people as well. Here is café and place where to relax after swimming.

Researcher: Okay that was it, thank you very much for your time.

5.2 Interview with Ester Richards

Researcher: So, thank you very much for taking part in why you're here today. Um, so basically, I'm doing analysis of their changing the scheme for the over 60s swimming. Okay. And I'm going to be asking you 10 questions, so you're all happy with that. Uh, how often do you use the facility?

Participant: Unfortunately, only once or twice a week.

Researcher: Any particular days?

Participant: Monday, Tuesday. It depends on parking.

Researcher: So, you don't use the free session days?

Participant: No, because of my life is difficult to get here on the Thursday and the Sunday morning, I think it is, isn't it?

Researcher: Yeah. So, Sunday one to nine. It's like in the afternoon and then Thursday morning.

Participant: Yeah. I live outside Swansea so I have to time it with other times.

Researcher: Okay. What are your main factors for taking part in swimming?

Participant: Uh, health benefits. How. Makes me feel good.

Researcher: Anything else, you see anyone?

Participant: I socialize. I see people here, but I don't make arrangements. I always do it independently. Okay, so you don't want to be together? No, no, no. I do it because I enjoy it. I've done it most of my life saying, Oh, okay, that's it.

Researcher: How long have you been swimming?

Participant: Swimming most of my life. Yes. I used to swim five times a week here at the old pool at the university, and uh, then I retired and I live outside, so when I was working it was easy for me to get in. I been swimming since my teens. No even earlier

Researcher; Um, have you changed your training since they changed the scheme in October, 2019?

Participant: No. Nothing that hasn't influenced any changes in my scheme. My health has influenced things, but not the scheme.

Researcher: If it has changed, um, what impact has it made on your health and wellbeing?

Participant: None. Because changing the scheme hasn't affected me.

Researcher: Um, do you feel that the Wales national offers you range of free times to take part in swimming?

Participant: Yes. So it is, the free times are only on that Thursday morning and the Sunday afternoon. As I said, that's not an issue with me, so I just didn't, I, I appreciate the facilities that are here. Yeah. Okay. The times that I can find to come here rather than if you say you are going to use.

Researcher: You said Monday, Tuesday, when you have to pay then?

Participant: I don't use the free sessions, no. They don't work around my timetable. Absolutely.

Researcher; Um, have you taken out the silver membership scheme? And if no, why?

Participant: Because I don't come often enough to warrant it. Yeah. Simple as that really. You got to be coming around three times a week to make it worth, yes and I'm away for two months of the year on holiday. So, for all of those reasons.

Researcher; Yeah. Um, do you feel that the price is fair for the membership?

Participant: Yes.

Researcher; How likely will you be using this facility in the future?

Participant: Oh, ongoing. Very, extremely likely. Definitely long time. As long as I can.

Researcher; um, do you take part in any other physical activities?

Participant: Yes, Tone and groan. It's an exercise class in bold, high impact. I do Pilates and I walk my dog every day for two or three hours. And I've got some issues, so there's some things I can do and some things I can't do. Okay. So, on

those different days I am not available myself because I do other things. Yes. And I've gone hunting dog and he needs a lot of walking.

Researcher: Is there any minimum days of like activities you have for the day, like you're going to be doing let's say hour of dog walking.

Participant: Okay. Every day I walk, once week I do Pilates and my exercise class and then swimming twice a week. So, I think I do quite a lot.

Researcher: Yeah definitely that is more than most young people would do. Uh. Would you recommend this facility for the others?

Participant: I do.

Researcher: And is there any changes you would like to add or anything that you feel lack of?

Participant: I tell you what I feel lack of specially for older people. Most people over certain age had problems, had surgery, I've had breast cancer myself and I had radiotherapy so I need to do different things and I think some people who have had surgery would say they need to work on their back or their lower areas. I would appreciate a small chart saying specific exercise you could do in the pool to help with those problems. Or if you have problem with my upper body for example, so they could give general advice like your physio tells you should do this, but if there were charts here like targeted exercises for people, with general problems. You see people going in to do leg exercises, they have the floats and everything, but I think lot of people are just copying what others are doing. Because you got some exercises for water in the far end of the pool, but I think if they would have some simple charts which wouldn't be difficult to put together with physio.

Researcher: Like they have in the gym? They would have someone qualified for the exercise referral scheme on the gym floor?

Participant: Yeah it's like my physio told me how to increase my upper body mobility and strength. Then try doing this in the water and if there were some visual that you could see. I just think that could be very good idea.

Researcher: Yeah that's a very good idea. Because people are afraid to ask and older people especially and most of people already have got kind of issue either lower or in upper body. Yeah and you would have to come in certain times for example recreation times, when people are not swimming lanes.

Participant: Well this is something you could do in the lanes too, for example to do more leg exercises. Ok that's easy do have some easy posters for the exercises to do in the water.

Researcher: That was all my questions. Thank you very much for taking part.

5.3 Interview with Herbert Bill 03.03.2020

Researcher: Thank you very much over taking part in my interview today, Um, so the first question is how often do you use to facility?

Participant: Once a week? Yeah.

Researcher: Did you use it more often before?

Participant: No, it's been once a week.

Researcher: Okay. Um, what are your main factors for taking part in swimming?

Participant: Well I suffer from osteoarthritis. I know. It's one of the best ways you can get exercise is by swimming. It's the best exercise for me at the moment.

Researcher: Okay. Um, the question is, have you changed your swimming since the free-swimming scheme changed in October? Um, but since you said that you only used it once a week, so it hasn't changed, but it's always the same day for you. Always Tuesday is it?

Participant: Yeah. Nope. Nope. I usually come on Thursday, for the free session, but I changed day this week since I have hospital appointment.

Researcher; right okay so normally you would come on Thursday. So, Thursday is the free one, but Tuesday you would have to pay, did you know that yeah?

Participant: I know that now, they should have told me this by desk before.

Researcher: But, um, so the next question leads to, um, has it made any impact on your general health, the wellbeing?

Participant: swimming? Oh yeah, it helps with my back. I swim and walk in the pool.

Researcher: So, do you feel that the Wales national pool offers you a range of free-swimming sessions? It is only Thursday and Sunday; do you feel that is enough for you?

Participant: Yes.

Researcher: Um, have you taken out the silver membership? Do you know what it is? It is a membership for over 60s, where you can use the pool more often and it is £17 pounds a month.

Participant; No, I have just been using my over 60s card.

Researcher; And why you don't want to take it out?

Participant: I only come once a week, so it's not needed.

Researcher; As I told you just now, the cost of this membership, do you think that is fair price for it?

Participant: Yeah, I would think of, if you are using it more often. So, people who come every day it would be less than 50 pence a session.

Researcher: how likely will you be using this facility in the future?

Participant: Every week if I can.

Researcher: Okay. Is there any other physical activity take part in?

Participant: No only walking. I try to walk every day. It's part of my physio training for my back issues. I try to do about half an hour walking session at the time. Minimum about 2h a day if I can.

Researcher: Um, what would you recommend this facility for the others?

Participant: Yes.

Researcher: And any changes you would like to add?

Participant; not really no, I am happy with the facilities they are at the moment.

Researcher: And how long have you used this facility? How long, how long have you been using this?

Participant: oh, 15 years. I've been here since I retired, which was about 20 years ago. When I was working, I used to go to swimming pool down in Gorseinon, but when I retired, I started going here.

Researcher: Do meet anyone, when you come here, any friends?

Participant; no, I know, there is group on Monday morning, who always come here at same time, but no I come on my own.

Researcher; Okay, thank you very much for taking part in my survey.

5.4 Interview with Jill Williams 12.03.2020

Researcher: Thank you very much for taking part in this interview with me today. So, I be asking you 10 questions today about your participation. First how often do you use the facility?

Participant: About two-three times a week.

Researcher: Um, what are your main factors for coming swimming?

Participant: Uh, well, just to keep myself happy, really and do a little bit of, you know, swimming and, yeah. Yeah. For socializing as well. Yeah. To come and get getting out of the house. Yeah.

Researcher: Do you meet anybody else in here or.

Participant: Yes, I have done, I've made quite a few friends here.

Researcher: would you say that. Something has to change for swimming since they changed the scheme in October 2019? Have you changed your training schemes, or days you were swimming before?

Participant: The thing is I had problem in December. I was swimming and this man hit me in the pool accidentally off course and damaged my shoulder. So, for 7 weeks I couldn't swim and I went to the hospital. So that changed because of my injury otherwise it wouldn't have made any difference. I was coming then 5-6 times a week, but they told me to stop because they damaged the ligaments. And his still doing it now knocking into me. I didn't say anything because I didn't want to make bad friends, but it's getting to situation where he could do it do someone else. I started coming early in the morning to avoid him. I was leaving house at 8 clocks to avoid him but he seems to be there, when I am going there and halfway through, he starts again. So, when I am in the pool now you can't miss him really, because he makes such a noise when he is swimming and splashing everywhere. So, when I can see him about yard away, I put my feet up, so he can't hurt me again.

Researcher; Oh. has it made any impact on your general wellbeing and health?

Participant: Yes. I've lost about stone and a half since I started swimming and now, I got much more energy in about three years ago. What happened I lost my mum and then I lost my husband within three weeks of each other. So, for three months I didn't come out the house. And then one of my friends said that I used to liked swimming, why I don't go anymore? I was coming one time 6-7 times a week because I loved it so much. And this man has spoilt it for me now, I can't to the swimming now. Its awkward as well, as you know on Sunday its free. Say I wanted to stop now, because I pay for the membership, but I can't come on Sundays and some days there are events on. If I wanted to stop paying, I would only have one day free. I Think that should be sorted.

Researcher: my next question that do you feel that WNPS is offering you range of free times, to take part in swimming? So that's Thursday and Sunday, do you think that is enough?

Participant: Well no because Sunday very often I can't come. Its not fair really you should give another day in a week so it would be three days. Because its free I would come, because what's point in paying if you can't use the facilities. Then on Sunday can't use it anyway because there are events on.

Researcher: um, you know, you said you take the bus as well to come here?

Participant: yeah, I take the bus on other days, but on Sunday I come with a car. I don't think it's fair and I know we can go to other pools, but there is nothing close by me. I live in Pennard and take two busses to get here.

Researcher: yeah, I know there is Penlan, and I think LC, but they don't have proper pool. Yeah, I don't know in that area in Pennard. Bishopston haven't got pool too, otherwise wouldn't be so bad. So, have you taken out their silver memberships?

Participant: Yeah. But I don't know whether I'm going to stop it because of my shoulder and I don't come as often I did before and now, I have also got cataract in my eye. So, I cannot swim and I am paying the membership, not being able to come for few weeks. So, I have to see if I can cancel it.

Researcher: Yeah, with direct debit its month notice if you want to cancel.

Participant: If I can pay each month and be able to say look, I can't come for the next few weeks because I am having cataract done. I wouldn't have to pay then. If I could just pay one month and see whether can come next month or no.

Researcher: Do you think that the price is fair for the membership?

Participant: Yes, I do. I think it's very good yeah, I think so. If you are going to use 3-4 times a week, even better is 5-6 times a week, then it's very good.

Researcher: So, you don't think it has made any impact at all before, when it was free? Because then anyone could come and now it's only those people, who really want to swim. They're not just doing it because it's free, they do it because they love it and they are used to doing it. So, its bit quitter now as well. Because I remember I was really busy in the mornings, and it's not as busy anymore.

Participant: I suppose lots of people can't afford to pay for it, with taking parking off it is £2.40 for the session. So that what I mean, there may be people, who can afford it but there are people who can't. For monthly £17 pounds is fair to pay and can use it as much they want.

Researcher: How likely you will be using the facility in the future?

Participant: well hopefully when I get my shoulder sorted it out as long as I can. I have asked if its possible for me to have month in lieu, because I can't come for 7 weeks. I did ask but no one hasn't come back to me.

Researcher: Yeah, I'm not sure, not working their full time anymore, not sure what is procedure for that, but have you spoken to Sian Gilles, maybe she could do something?

Participant: What happened I ask in the desk and the manager wasn't here, so they said to come after swimming but I had to get home because my daughter was working, so I had to go straight and couldn't see the manager then. I spoke to someone else then, they said they give me ring but no one has.

Researcher: Oh ok, do you take part in any other physical activities?

Participant: Not really. I just swimming and they go for walks if I can. And I walk occasionally by the beach. And I'm looking after my grandchild twice a week. So that's keeps me busy.

Researcher: Would you recommend this facility to the others? And are there any changes you would like to add.

Participant: yeah only if I could have time in lieu, if I'm ill or something, that's only thing I would change. They told me to get doctors paper, which is £40 pounds I was told, so there is no way I would do it. I would lose money then, might as well leave it as it is.

Researcher: Thank you very much that was my last question.

5.5 Interview with Richard Picard 18.02.2020

Researcher: Okay. So, as I've already mentioned, we're doing an interview and just finding out if there's any changes of changing after the free-swimming scheme being changed. Um, so I've got 10 questions to answer. Okay. Um, so the first one would be how often do you use the facility?

Participant: Twice a week Tuesday and Thursday, Yeah.

Researcher; What are your main factors for coming swimming?

Participant; Health and fitness, and my wife drags me along

Researcher; Well, that's good, so it's for socialising too.

Participant: Socializing. Yeah. Don't tell her that I told you that.

Researcher; Yeah, I won't ha-ha.

Okay, so has anything changed since they changed the swimming scheme in 2019 October, like your days when you were coming to make, or have you had to change any of your training schedule at all?

Participant: We come on same days? Yeah, we pay on a Tuesday now instead.

Researcher; So, for you it's just you now, you just have to pay extra on that day.

Participant: Yeah.

Researcher: Do you feel it has made any impact on your general wellbeing and health?

Participant: Definitely, it has definitely made an impact

Researcher: What sort of impact?

Participant: Positive impact. I have problems with my legs and they have eased a lot since I been swimming. I do exercises as well and walking.

Researcher; Okay. Um, do you feel that Wales national pool offers you a range of free time to take part in swimming and is there anything you would like to add or change?

Participant: We would like Tuesday to be free again instead of Sunday. Sunday is busy family day for most of us, so it is hard to attend.

Researcher; Uh, have you taken out the silver membership?

Participant; No, I haven't. Because we always been using pool twice a week and of that price, you should be using pool more often to make it worth.

researcher; Not sure if you know how much it is, but its £17 pounds a month, do you feel like this is fair price for it?

Participant: yeah if you use it often enough and if you can afford it. Well idea for free swimming is for those, who are less well-off and to get people exercising.

Researcher: will you be using Wales National Pool in future?

Participant: yes, as long as I can.

Researcher; Is there any other physical activities You take part in?

Participant: A lot of walking about an hour a day.

researcher: good. Um, would you recommend this facility to the others? And is there anything you would add or you feel in here is lack off?

Participant: we'd like to use the gym next door as well.

researcher; So, it's good that the pool and gym are in same place yeah? Anything else you would like to add?

Participant: No, I don't think so, can't think of anything.

researcher: Lovely, thank you very much for taking part in this interview today.

5.6 Interview with Ray Mellor 18.08.2020

Researcher: Okay. That's fine. Next one is just an interview with Ray swimming teacher here. Um, so basically, you've been swimming teacher here for how long?

Participant: Well, basically in the National Pool since it opened, probably about 12 years. Prior to that, I was working part time in steel industry. Following my retirement from the Steel industry. I was teaching swimming at Penlan swimming pool doing a couple of sessions per week.

Researcher: So, when did you retire?

Participant: when I retired, I had various contracts started with the trend, two hour a week fun track. Now I do just teach adults on an ad hoc basis covering the holidays, teaching others.

Researcher: So obviously discussion is about changing the swimming scheme of the over 60s. Do you have few points about that you want to discuss?

Participant: Yes. My initial thoughts were regarding the health benefits defined exercise should be encouraged on, of course, swimming is the go-to, uh, activity for them. Especially for elderly, low way impacting on joints and all those reasons and many more. Thoughts, turn to sort of mental benefits for the retired. Uh, you know, people want to see, uh, you got something to do as a hobby and socializing, all these aspects are beneficial for people, who have retired.

Researcher: So, you obviously know quite a few people who come for the over 60s swim. You said you've had that discussion about and how they feel about what you have as a feedback for that.

Participant: Well, most of the people I speak to, I really disappointed that the supplement for them is being taken away disappointed has been changed. Yeah. There's, some of them are fine than it but some who have limited income to attend in the future because of the cost.

Researcher: the cost is too much then for some people, is that what you are saying? Do you know anyone who hasn't come at all because of that?

Participant: yes, one day in the reception there was a gentleman who could use his card as he's done before, prior to the change, he would come when everyone could, you know, when it was convenient for him. And he was at the reception and he was asked to pay. I didn't have any money on him. Um, I felt kind of obliged to help him pay for it to come in because he felt so disappointed and down, I don't know where he lived, but I can imagine he had to pay for parking too.

Researcher: Yeah, some make day out of it and do their plans around it. They come in and now have to pay, and they have money only for the parking so can imagine how they would feel about it if they are turned away.

Participant: On the other side of the story I do know people that decided because free swim is taken away to pay, I think is about £17 pound a month, is that the concessionary rate?

Researcher: Yeah that is the rate now, depending how often they use its less than £5 a week.

Participant: That's even less than five pounds for a hobby. There's some, some people I spoke to have said, yeah, that's fair price for it. And some people don't take it out because they just come Thursday, which is free, and then Tuesdays, which they pay extra. So, then it is £3.50 to pay for each session.

Participant: Maybe people are less encouraged and now when it's taken away, they think, why should I do it? Then, you know, maybe they're not so much interested anymore. That is from a teaching point or see people come into classes as I take the

adult groups. There's a whole range of different age groups, a lot of people with sort of aches and pains and so by a knee that is not functioning correctly and many other medical reasons. And it is beneficial for these people to come on a regular basis. And I think they would come more regularly if it was free. So, you would think that yes.

Commented [DH1]:

Because if something is free, people would more regularly to make the effort to come. I think it's called an effort for an adult to come to learn, swim without any obstacles. Yeah so, the easier you make it to people the better. I think if you have the facilities and you have the time, then why you can have it, you know? Because a few people I spoke to said, because it's still Thursday and Sunday, all day Sundays, people are not available on Sundays.

Participant: Yes. Okay. So, its Thursday morning 9-1 and then Sunday all day. Then this does cause a bit of a bottleneck. Actually. Let's go all the free swimmers coming nine to one plus the general public as well plus there are classes in the pool at that time, reducing the lanes. There are five lanes, probably around five, but there are 8 lanes is total and 3 are taken away by the swimming classes. Then you got everybody plus the general public, over 60s, only using 6 lanes. Some of them which are allocated for faster, medium and slow swimmers. Now variably on Thursday morning between 9-1 yeah, she, you essentially, you've got the older people I would suggest in two lanes and they are not happy cause it's congested, when they are used to coming with clear water in front of them. Yeah. And Sundays, a lot of people have said that Sunday is sort of a family day.

Researcher; You don't feel like you want to go out because people do train normally Monday to Friday, I am assuming so and then Sunday is sort of relaxing day. Do you think could change Sunday to different day, like Tuesday for example.

Yeah. Well, I mean, at the moment I've been to interviewing only few people. I've got a questionnaire too, so I'm going to look to see what sort of feelings are there. There are both sides. One side is Okay with the change the terms and like that and that they have to pay and they say they've taken memberships; they use it daily and its not problem for them and I haven't spoken to that side that they haven't come in anymore. So, I would like to Speak to maybe those people. I haven't personally come across anybody who was said, I'm not coming now because they have to pay. I know that lot of people were quite upset.

Participant: Yes. When you do start the rationalize it, um, since we last spoke, I'd be doing that because, Oh, they've taken away the free swimming is just disgraceful. So, when, I heard about this I was shocked.

Researcher; Do you know anyone feeling really upset about it?

Participants: Um, a couple of people. Yeah. There's a group of people, a group of old man I've got on the record. I think he's met some of them. They're quite opinionated as well, you know, so I suppose the concept is that government is taken away something from them, let me break it down to find out where the money is allocated from the way in which all works. But at the end of the day, it is £ 17 a month. The group of people we're talking about with opinions people and support

would come funding to do this. So, I mean, just five pounds in less than front pound a week for a hobby and you can come in every day, which is powerful argument.

Researcher: I spoke both times as you said, like there are people, like you said, that there are people who might be not able to afford it, you know, and that's why they're not coming as often anymore. Made any impact for their health? Maybe because the inconvenience would be the squeezed into a narrow lane so nobody likes that, but today I can come whenever I want.

Participant; I noticed these sessions are very busy, when I am standing in the pool side teaching, when the pool is absolutely full.

Researcher; Do you know Sundays same busy or Sunday seems to quieter?

Participant: I come on Sunday myself and occasion come because it's quiet, but if you come at the right time, you can find the quiet time to come. But the two things, my main choose them, the fact that the health benefits, I would have that the government responsible for the funding should have a positive viewpoint on people going swimming, since its being free and now it is taken away, when people could come whenever they want it, and it has great benefits. The other thing is when people who have had an injury or something like were thinking they can go and have therapy in the pool and enjoy that. In the other words I am not going to the doctors I am going to the pool and this would cost less for the NHS overall. Swim England have done some sort of assessment and worked out how much were they saving and it was something £360 million pounds a year because of free swimming. I'm not sure if it still is free in England?

Researcher; yeah, its still free in England as well. I think the argument was they reduced the funding because it went to the grassroots instead, to get them into swimming and that older population can afford to pay little extra for their swimming. The Welsh Government did the funding before but this year there was carried out research in Sport Wales, were they found out that it wasn't fit for purpose anymore and people all over the Wales weren't using it as much anymore and they wanted to get kids more active. That's basically were people's opinions on it and how people thinking about it.

Participant: Have they asked people, how this has affected them?

Researcher; no, it's just happened, I worked in the pool at that time, when this was going on. It was all the sudden next day there in no swimming anymore. About two weeks before the notices of changing the scheme came out, but we didn't inform the general public then.

Participant; the argument is how this was implemented was wrong. People, who made this assessment didn't really have the viewpoint of the general public, it would appear, other than some sort of research. You know how far reaching that has been, not very far. I would have thought that I may have found out about it before.

Researcher; yeah, they could have done survey prior to the change, to see how people would actually feel about change like that, but they didn't and there we are now and that what I am trying to find out, is how it has affected people.

Participant; I think it has affected them negatively, from teaching point of view. Doctors are often recommending and sometimes get referrals to individual patient to go swimming. It has great health benefits. I know it's not lot to pay for hobby but when its free, then people would more regularly do it and its deferring people, who haven't possibly never swim before.

Researcher; So that's a good point, because when it was free, people would try it and even take swimming classes to learn to swim. Some even took the over 60s membership out before and then booked on to adult lessons classes. They said I need to learn to swim first but because its free I will have the membership. You had more people interested, who weren't swimmers and that another good point.

Participant; So just as another thing learn to swim is hard and I admire them, because it's quite steps into something they don't know about. Maybe when they were younger, they tried to swim and failed and they don't have happy memories for coming to the pool.

Researcher; So, in your career in teaching, have you had many over 60s who have come to you to learn to swim?

Participant: As I was saying variably, people come in with aches and pains, they could have knee or back problem, or a neck problem, they are not encouraged to do sport because there is strain on the body. So, the water is ideal exercise for them especially if you are over 60.

Researcher: So yeah defiantly for the elderly swimming is the best exercise.

Participant: Yeah, they have done a lot of research on it, maybe they could look Swim England research and speak to them.

Researcher; yeah, I'm not too sure on that, but definitely there is great health benefits and its saving country lot of money.

Participant: Yeah there was article on Facebook, that I read. And it was saying how it saving money for NHS and specifically for older people about £350 million a year.

Researcher: We are aging population, where people live longer than ever, so we need to keep those people active and healthy as long as we can, so they wouldn't be burden on society in the future. So, taking away what was free before, when people could use it anytime, they wanted and now they have to pay. I think that is negative effect and discouraging people to go swimming. People, who are already swimmer and people who coming swimming. Discouraging this activity for the over 60s.

Participant: The Welsh Government should be promoting swimming.

Researcher; yes definitely that's what they did in 2003, when the scheme started, when they first implemented for swimming and since then and it was free 2005 onwards in anytime Wales, but obviously that every location has the facilities for it and the other issue was that the people weren't using it as much, because of the lack of facilities. But here in Swansea we have many facilities and people using it all

the time, so its not the same as all over Wales and Swansea. I'm not sure on Cardiff, Neath and Port Talbot But I guess it's the same, I probably have the facilities there too, but in rural areas people just can't get access to it, and they see they no one is using it and taking it away.

Participant; I can't think of any other reasons, but in my opinion taking it away is a bad thing. For my experience people who come to me to learn to swim. I think its going to have a negative effect.

Researcher: Yeah thank you very much Ray. I appreciate your opinions and your thoughts.

6. Questionnaires- Questionnaire 1

FSI QUESTIONNAIRE



Dear Participant:

My name is Diana Heinsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary so you can withdraw from the questionnaire at any stage.

Our questionnaire should take about 10 minutes to complete, but there is no time constraint. There are also no right or wrong answers. Attached to this letter along with the questionnaire is a consent form as this is a new project, your feedback is also important to us and we would be much obliged if you could also complete the feedback sheet along with the questionnaire. We understand that your time is at a premium but your opinions are very valuable to us.

After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☒ 2x3 times a week
- ☐ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☒ Yes
- ☐ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me

☐ Add what times could be better for you

4. Have you taken out Silver membership?

- ☐ Yes
- ☒ No

FSIQ QUESTIONNAIRE



Dear Participant:

My name is Diana Heinsalu and I am studying in the School of Wales University Trinity St. David.

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Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☒ 2x3 times a week
- ☐ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☒ Yes
- ☐ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☐ Add what times could be better for you

4. Have you taken out Silver membership?

- ☐ Yes
- ☒ No

☐ Not yet

5.If you have do you feel that it is a fair price for it?

☐ Yes it is

☒ No, I could be less

☐ Other

6.How highly would you rate the WNPS availability for the sessions?

1 ☐

2 ☐

3 ☐

4 ☒

5 ☐

7.Any changes/services you would like to add to the facility?

☐ No

☒ Yes

☐ Other

8.If you answered yes can you specify, what would you add?

┌

9.What are your main factors for taking part in swimming?

FITNESS

┌

10.What other physical activity you take part in?

WALKING

┌

Many thanks for taking part in survey, I can assure you that all the answerers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Questionnaire 2

FSI QUESTIONNAIRE

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Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☒ 2x3 times a week
- ☐ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☒ Yes - Now have to pay
- ☒ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☐ Yes- plenty of times for me to come
- ☒ No- the times are not suitable for me
- ☐ Add what times could be better for you mid-day

4. Have you taken out Silver membership?

- ☒ Yes
- ☐ No

☐ Not yet

5.If you have do you feel that it is a fair price for it?

☐ Yes it is

☒ No, I could be less

☐ Other

6.How highly would you rate the WNPS availability for the sessions?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5 - for silver

7.Any changes/services you would like to add to the facility?

☐ No

☐ Yes

☐ Other

8.If you answered yes can you specify, what would you add?

9.What are your main factors for taking part in swimming?

Health benefits - has chronic condition
maintain mobility diagnosis
socialising

10.What other physical activity you take part in?

Golf
- cycling

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Questionnaire 3

FSI QUESTIONNAIRE

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We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☒ 3x4 times a week
- ☐ 2x3 times a week
- ☐ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

☐ Other

☒ Yes *more time to swim*

☐ No

3. Are you satisfied with the range of free-swimming sessions you have now?

☐ Yes- plenty of times for me to come

☒ No- the times are not suitable for me

☐ Add what times could be better for you

4. Have you taken out Silver membership?

☒ Yes

☐ No

☐ Not yet

5. If you have do you feel that it is a fair price for it?

☐ Yes it is

☒ No, I could be less

☐ Other

6. How highly would you rate the WNPS availability for the sessions?

1 ☐

2 ☐

3 ☐

4 ☐

5 ☒

7. Any changes/services you would like to add to the facility?

☒ No

☐ Yes

☐ Other

8. If you answered yes can you specify, what would you add?

9. What are your main factors for taking part in swimming?

Health benefits - Post CVA

10. What other physical activity you take part in?

*walking
darts*

Many thanks for taking part in survey. I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

☐ Not yet

5. If you have do you feel that it is a fair price for it?

☒ Yes it is 0.14 for working people but a bit high for many pensioners

☐ No, I could be less

☐ Other

6. How highly would you rate the WNPS availability for the sessions?

1 ☐

2 ☐

3 ☒

4 ☐

5 ☐

7. Any changes/services you would like to add to the facility?

☐ No

☒ Yes The car parking is sometimes difficult

☐ Other

8. If you answered yes can you specify, what would you add?

9. What are your main factors for taking part in swimming?

Health

10. What other physical activity you take part in?

walking,

exercises at home

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Questionnaire 4

Dear Participant:

My name is Diana Heinsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary so you can withdraw from the questionnaire at any stage.

Our questionnaire should take about 10 minutes to complete, but there is no time constraint. There are also no right or wrong answers. Attached to this letter along with the questionnaire is a consent form as this is a new project, your feedback is also important to us and we would be much obliged if you could also complete the feedback sheet along with the questionnaire. We understand that your time is at a premium but your opinions are very valuable to us.

After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☒ 2x3 times a week
- ☐ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☒ Yes *I am about £200 per year worse off*
- ☐ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☐ Yes- plenty of times for me to come
- ☒ No- the times are not suitable for me *Saturday or Sunday*
- ☐ Add what times could be better for you

4. Have you taken out Silver membership?

- ☒ Yes
- ☐ No

☐ Not yet

5. If you have, do you feel that it is a fair price for it?

☐ Yes it is

☒ No, I could be less

☐ Other

6. How highly would you rate the WNPS availability for the sessions?

☒ 1

☐ 2

☐ 3

☐ 4

☐ 5

7. Any changes/services you would like to add to the facility?

☐ No

☐ Yes

☒ Other

8. If you answered yes can you specify, what would you add?

9. What are your main factors for taking part in swimming?

To keep fit at 79 years of age, & avoid
unnecessary hospital/doc. visits!

10. What other physical activity you take part in?

walking, etc

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Questionnaire 5

Dear Participant:

My name is Diana Hinesalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary so you can withdraw from the questionnaire at any stage.

Our questionnaire should take about 10 minutes to complete, but there is no time constraint. There are also no right or wrong answers. Attached to this letter along with the questionnaire is a consent form as this is a new project, your feedback is also important to us and we would be much obliged if you could also complete the feedback sheet along with the questionnaire. We understand that your time is at a premium but your opinions are very valuable to us.

After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☐ 2x3 times a week
- ☒ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☒ Yes
- ☐ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☐ Yes- plenty of times for me to come
- ☒ No- the times are not suitable for me

☐ Add what times could be better for you

4. Have you taken out Silver membership?

- ☐ Yes
- ☒ No

THURS ✓ / TUES ✓ / ~~WED~~ / ~~FRI~~

☐ Not yet

5.If you have do you feel that it is a fair price for it?

☒ Yes it is

☐ No, I could be less

☐ Other

6.How highly would you rate the WNPS availability for the sessions?

1☐

2☐

3☐

4☐

5☒

7.Any changes/services you would like to add to the facility?

☒ No

☐ Yes

☐ Other

8.If you answered yes can you specify, what would you add?

9.What are your main factors for taking part in swimming?

Health, Social

10.What other physical activity you take part in?

walk daily for over 1 1/2 hrs

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Questionnaire 6

Dear Participant:

My name is Dama Helmsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary so you can withdraw from the questionnaire at any stage.

Our questionnaire should take about 10 minutes to complete, but there is no time constraint. There are also no right or wrong answers. Attached to this letter along with the questionnaire is a consent form as this is a new project, your feedback is also important to us and we would be much obliged if you could also complete the feedback sheet along with the questionnaire. We understand that your time is at a premium but your opinions are very valuable to us.

After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project. We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1.How often do you use the pool?

- ☒ 5x6 times a week
- ☐ 3x4 times a week
- ☐ 2x3 times a week
- ☐ less than twice a week

2.Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☐ Yes
- ☒ No

3.Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☐ Add what times could be better for you

4.Have you taken out Silver membership?

- ☒ Yes
- ☐ No

☐ Not yet

5. If you have do you feel that it is a fair price for it?

☐ Yes it is

☐ No, I could be less

☐ Other

6. How highly would you rate the WNPS availability for the sessions?

1 ☐

2 ☐

3 ☐

4 ☐

5 ☒

7. Any changes/services you would like to add to the facility?

☐ No BETTER SHOWERS

☐ Yes

☐ Other

8. If you answered yes can you specify, what would you add?

9. What are your main factors for taking part in swimming?

I ENJOY AND FEEL BETTER FOR A SWIM.

10. What other physical activity you take part in?

WINE DANCING

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project, if you have any other enquiries please feel free to contact me.

Questionnaire 7

Dear Participant:

My name is Diana Henequén and I am studying in the School of Waiau University Tūwharetoa, St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming initiative on older adults at the National Pool in Swanssea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swanssea-pre and post out. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and will be able to make a difference. Your participation in this study is completely voluntary as you can withdraw from the questionnaire at any stage.

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After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project. We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☒ 3x4 times a week
- ☐ 2x3 times a week
- ☐ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☒ Yes
- ☐ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☐ Add what times could be better for you

4. Have you taken out Silver membership?

- ☒ Yes
- ☐ No

Questionnaire 8

Dear Participant:

Dear Participant:

My name is Diana Heinsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary as you can withdraw from the questionnaire at any stage.

Our questionnaire should take about 10 minutes to complete, but there is no time constraint. There are also no right or wrong answers. Attached to this letter along with the questionnaire is a consent form as this is a new project, your feedback is also important to us and we would be much obliged if you could also complete the feedback sheet along with the questionnaire. We understand that your time is at a premium but your opinions are very valuable to us.

After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1.How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☒ 2x3 times a week
- ☐ less than twice a week

2.Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☐ Yes
- ☒ No

3.Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☐ Add what times could be better for you

4.Have you taken out Silver membership?

- ☒ Yes
- ☐ No

☐ Not yet

5.If you have do you feel that It is a fair price for it?

☐ Yes it is

☒ No, I could be less

☐ Other

6.How highly would you rate the WNPS availability for the sessions?

1 ☐

2 ☐

3 ☐

4 ☐

5 ☒

7.Any changes/services you would like to add to the facility?

☒ No

☐ Yes

☐ Other

8.If you answered yes can you specify, what would you add?

9.What are your main factors for taking part in swimming?

10.What other physical activity you take part in?

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Questionnaire 9

Dear Participant:

My name is Diana Heinsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming Initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary so you can withdraw from the questionnaire at any stage.

Our questionnaire should take about 10 minutes to complete, but there is no time constraint. There are also no right or wrong answers. Attached to this letter along with the questionnaire is a consent form as this is a new project, your feedback is also important to us and we would be much obliged if you could also complete the feedback sheet along with the questionnaire. We understand that your time is at a premium but your opinions are very valuable to us.

After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☐ 2x3 times a week
- ☒ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☒ Yes
- ☐ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☐ Yes- plenty of times for me to come
- ☒ No- the times are not suitable for me

☐ Add what times could be better for you

4. Have you taken out Silver membership?

- ☒ Yes
- ☒ No

Tues 10-12 am. Thurs 2-5pm

☐ Not yet

5. If you have, do you feel that it is a fair price for it?

☐ Yes it is

☐ No, I could be less

☒ Other *Depends how many times a week you use pool.*

6. How highly would you rate the WNPS availability for the sessions?

1 ☐

2 ☒

3 ☐

4 ☐

5 ☐

7. Any changes/services you would like to add to the facility?

☒ No

☐ Yes

☐ Other

8. If you answered yes can you specify, what would you add?

9. What are your main factors for taking part in swimming?

Keep fit - healthy heart & lungs

10. What other physical activity you take part in?

Golf. Walking

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Questionnaire 10

Dear Participant:

My name is Diana Heinsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming Initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pm and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary so you can withdraw from the questionnaire at any stage.

Our questionnaire should take about 10 minutes to complete, but there is no time constraint. There are also no right or wrong answers. Attached to this letter along with the questionnaire is a consent form as this is a new project, your feedback is also important to us and we would be much obliged if you could also complete the feedback sheet along with the questionnaire. We understand that your time is at a premium but your opinions are very valuable to us.

After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project. We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☒ 5x6 times a week ✓
- ☐ 3x4 times a week
- ☐ 2x3 times a week
- ☐ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☐ Yes
- ☒ No ✓

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☐ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☐ Add what times could be better for you

4. Have you taken out Silver membership?

- ☐ Yes
- ☒ No ✓

not relevant I come swimming to keep me mobile - I have MS

☐ Not yet

5. If you have do you feel that it is a fair price for it?

☐ Yes it is

☐ No, I could be less.

N/A

☐ Other

6. How highly would you rate the WNPS availability for the sessions?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

7. Any changes/services you would like to add to the facility?

☐ No

☒ Yes

☐ Other

8. If you answered yes can you specify, what would you add?

That the water temperature is 28° or a little warmer.

9. What are your main factors for taking part in swimming?

Health reasons

10. What other physical activity you take part in?

I belong to the Uni. Gym.

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Questionnaire 11

☐ Not yet

5. If you have, do you feel that it is a fair price for it?

☐ Yes it is

☒ No, I could be less

☐ Other

6. How highly would you rate the WNPS availability for the sessions?

1 ☒

2 ☐

3 ☐

4 ☐

5 ☐

7. Any changes/services you would like to add to the facility?

☐ No

☒ Yes

☐ Other

8. If you answered yes, can you specify, what would you add?

MORE FREE TIME

9. What are your main factors for taking part in swimming?

EXERCISE, MEET FRIENDS

10. What other physical activity do you take part in?

LINER DANCING

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Questionnaire 12

Dear Participant,

My name is Diana Heinrich and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary so you can withdraw from the questionnaire at any stage.

Our questionnaire should take about 10 minutes to complete, but there is no time constraint. There are also no right or wrong answers. Attached to this letter along with the questionnaire is a consent form as this is a new project, your feedback is also important to us and we would be much obliged if you could also complete the feedback sheet along with the questionnaire. We understand that your time is at a premium but your opinions are very valuable to us.

After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.
We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1.How often do you use the pool?

- ☐ 5x6 times a week
☐ 3x4 times a week
☐ 2x3 times a week
☒ less than twice a week

2.Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
☒ Yes
☐ No

3.Are you satisfied with the range of free-swimming sessions you have now?

- ☐ Yes- plenty of times for me to come
☒ No- the times are not suitable for me

☐ Add what times could be better for you

4.Have you taken out Silver membership?

- ☐ Yes
☐ No

☐ Not yet

5.If you have do you feel that it is a fair price for it?

☒ Yes it is

☐ No, I could be less

☐ Other

6.How highly would you rate the WNPS availability for the sessions?

1☒

2☐

3☐

4☐

5☐

7.Any changes/services you would like to add to the facility?

☒ No

☐ Yes

☐ Other

8.If you answered yes can you specify, what would you add?

9.What are your main factors for taking part in swimming?

EXERCISE

10.What other physical activity you take part in?

WALKING

Many thanks for taking part in survey, I can assure you that all the answerers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Questionnaire 13

Dear Participant:

My name is Diana Hensalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming Initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary as you can withdraw from the questionnaire at any stage.

Our questionnaire should take about 10 minutes to complete, but there is no time constraint. There are also no right or wrong answers. Attached to this letter along with the questionnaire is a consent form as this is a new project, your feedback is also important to us and we would be much obliged if you could also complete the feedback sheet along with the questionnaire. We understand that your time is at a premium but your opinions are very valuable to us.

After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1.How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☐ 2x3 times a week
- ☒ less than twice a week

2.Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☒ Yes
- ☐ No

3.Are you satisfied with the range of free-swimming sessions you have now?

- ☐ Yes- plenty of times for me to come
- ☒ No- the times are not suitable for me
- ☐ Add what times could be better for you

4.Have you taken out Silver membership?

- ☐ Yes
- ☒ No

☐ Not yet

5.If you have do you feel that it is a fair price for it?

☐ Yes it is

☒ No, I could be less

☐ Other

6.How highly would you rate the WNPS availability for the sessions?

1 ☒

2 ☐

3 ☐

4 ☐

5 ☐

7.Any changes/services you would like to add to the facility?

☒ No

☐ Yes

☐ Other

8.If you answered yes can you specify, what would you add?

9.What are your main factors for taking part in swimming?

EXERCISE

10.What other physical activity you take part in?

LINE DANCING

Many thanks for taking part in survey, I can assure you that all the answerers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Questionnaire 14

Dear Participant:

My name is Diana Heinrich and I am studying in the School of Wales University, Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary so you can withdraw from the questionnaire at any stage.

Our questionnaire should take about 10 minutes to complete, but there is no time constraint. There are also no right or wrong answers. Attached to this letter along with the questionnaire is a consent form as this is a new project, your feedback is also important to us and we would be much obliged if you could also complete the feedback sheet along with the questionnaire. We understand that your time is at a premium but your opinions are very valuable to us.

After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☐ 2x3 times a week
- ☒ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☒ Yes
- ☐ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☐ Yes- plenty of times for me to come
- ☒ No- the times are not suitable for me
- ☐ Add what times could be better for you

4. Have you taken out Silver membership?

- ☐ Yes
- ☒ No

Questionnaire 15

Dear Participant:

My name is Diana Heinrich and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary so you can withdraw from the questionnaire at any stage.

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After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☐ 2x3 times a week
- ☒ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☐ Yes
- ☒ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☐ Add what times could be better for you

4. Have you taken out Silver membership?

- ☐ Yes
- ☒ No

☐ Not yet

5.If you have do you feel that it is a fair price for it?

☐ Yes it is

☐ No, I could be less

☒ Other

6.How highly would you rate the WNPS availability for the sessions?

1☒

2☐

3☐

4☐

5☐

7.Any changes/services you would like to add to the facility?

☐ No

☐ Yes

☐ Other

8.If you answered yes can you specify, what would you add?

9.What are your main factors for taking part in swimming?

KEEPING ACTIVE.

10.What other physical activity you take part in?

CYCLING, WALKING.

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. if you have any other enquiries please feel free to contact me.

Questionnaire 16

Dear Participant:

My name is Diana Heinealy and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming Initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary as you can withdraw from the questionnaire at any stage.

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We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☒ 5x6 times a week
- ☐ 3x4 times a week
- ☐ 2x3 times a week
- ☐ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☐ Yes
- ☒ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☐ Add what times could be better for you

4. Have you taken out Silver membership?

- ☒ Yes
☐ No
☐ Not yet

5. If you have do you feel that it is a fair price for it?

- ☐ Yes it is
☐ No, I could be less
☐ Other

6. How highly would you rate the WNPS availability for the sessions?

- ☐ 1
☐ 2
☐ 3
☐ 4
☒ 5

7. Any changes/services you would like to add to the facility?

- ☒ No
☐ Yes
☐ Other

8. If you answered yes can you specify, what would you add?

At 7/1 Keeping fit

9. What are your main factors for taking part in swimming?

cycling, walking, Hu walking

FREE BECAUSE I
AM A VETERAN
CARD HOLDER

10. What other physical activity you take part in?

see above

7

Many thanks for taking part in survey, I can assure you that all the answerers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other, enquiries please feel free to contact me.

Could you please leave the completed form in the reception for me.

Questionnaire 17

FSI QUESTIONNAIRE

Dear Participant:

My name is Diana Helisalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

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After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1.How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☒ 2x3 times a week
- ☐ less than twice a week

2.Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☐ Yes
- ☒ No

3.Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☐ Add what times could be better for you

4.Have you taken out Silver membership?

- ☒ Yes
- ☐ No

☐ Not yet

5.If you have do you feel that it is a fair price for it?

☐ Yes it is

☒ No, I could be less

☐ Other

6.How highly would you rate the WNPS availability for the sessions?

1☐

2☐

3☒

4☐

5☐

7.Any changes/services you would like to add to the facility?

☒ No

☐ Yes

☐ Other

8.If you answered yes can you specify, what would you add?

9.What are your main factors for taking part in swimming?

KEEP FIT

10.What other physical activity you take part in?

WALKING

Many thanks for taking part in survey, I can assure you that all the answerers will be kept secure and will only be discussed with my tutor and in my research project, if you have any other enquiries please feel free to contact me.

Questionnaire 18

Dear Participant:

My name is Diana Heinatlu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming Initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

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After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☒ 2x3 times a week
- ☐ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☐ Yes
- ☒ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☐ Add what times could be better for you

4. Have you taken out Silver membership?

☒ Yes

☐ No

☐ Not yet

5. If you have, do you feel that it is a fair price for it?

☒ Yes it is

☐ No, I could be less

☐ Other

6. How highly would you rate the WNPS availability for the sessions?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

7. Any changes/services you would like to add to the facility?

☐ No

☐ Yes

☐ Other

8. If you answered yes, can you specify, what would you add?

CONCESSIONS FOR OAPS

9. What are your main factors for taking part in swimming?

EXERCISE

10. What other physical activity do you take part in?

RIDING A BIKER

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Could you please leave the completed form in the reception for me.

Questionnaire 19

Dear Participant:

My name is Diana Heinsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming Initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary so you can withdraw from the questionnaire at any stage.

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We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☒ 3x4 times a week
- ☐ 2x3 times a week
- ☐ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☒ Yes
- ☐ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☐ Add what times could be better for you

4. Have you taken out Silver membership? **YES**

- ☒ Yes
☐ No
☐ Not yet

5. If you have, do you feel that it is a fair price for it?

- ☒ Yes it is
☒ No, I could be less
☐ Other:

6. How highly would you rate the WNPS availability for the sessions?

- 1 ☐
2 ☐
3 ☒
4 ☐
5 ☐

7. Any changes/services you would like to add to the facility?

- ☒ No
☐ Yes
☐ Other:

8. If you answered yes, can you specify, what would you add?

9. What are your main factors for taking part in swimming?
KEEP FIT, NOSE HEIGHT, KEEP JOINTS MOVING

10. What other physical activity do you take part in?

WALKING

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Could you please leave the completed form in the reception for me.

Questionnaire 20

Dear Participant:

My name is Diana Heinsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

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After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☒ 2x3 times a week
- ☐ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☒ Other
- ☐ Yes
- ☐ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☐ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☒ Add what times could be better for you

4. Have you taken out Silver membership?

☒ Yes

☐ No

☐ Not yet

5. If you have, do you feel that it is a fair price for it?

☐ Yes it is

☐ No, I could be less

☒ Other

6. How highly would you rate the WNPS availability for the sessions?

1 ☐

2 ☐

3 ☐

4 ☐

5 ☒

7. Any changes/services you would like to add to the facility?

☐ No

☒ Yes

☐ Other

8. If you answered yes, can you specify, what would you add?

More available time / accurate information on Website!

9. What are your main factors for taking part in swimming?

To keep alive!

10. What other physical activity you take part in?

Walking

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Could you please leave the completed form in the reception for me.

Where is the box for 'Other'?

Free swimming has been taken away for over 60's which is an absolute scandal. See my answer to Q9!!!

Questionnaire 21

Dear Participant:

My name is Diana Heinsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming Initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

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After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1.How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☒ 2x3 times a week
- ☐ less than twice a week

2.Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☒ Yes
- ☐ No

3.Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☐ Add what times could be better for you

4.Have you taken out Silver membership?

- ☐ Yes
☒ No
☐ Not yet

5.If you have do you feel that it is a fair price for it?

- ☐ Yes it is
☒ No, I could be less
☐ Other

6.How highly would you rate the WNPS availability for the sessions?

- ☐ 1
☐ 2
☒ 3
☐ 4
☐ 5

7.Any changes/services you would like to add to the facility?

- ☒ No
☐ Yes
☐ Other

8.If you answered yes can you specify, what would you add?

9.What are your main factors for taking part in swimming?

EXERCISE - SOCIAL CONTACT

10.What other physical activity you take part in?

Gym

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other, enquiries please feel free to contact me.

Could you please leave the completed form in the reception for me.

Questionnaire 22

Dear Participant:

My name is Diana Heinsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming initiative on older adults at the National Pool in Swansea.

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We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x5 times a week
- ☐ 3x4 times a week
- ☐ 2x3 times a week
- ☒ ~~1x2~~ twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☒ Yes I now have to pay
- ☐ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☐ Yes- plenty of times for me to come
- ☒ No- the times are not suitable for me
- ☐ Add what times could be better for you Mon to Wed mornings

4. Have you taken out Silver membership?

No.

- ☐ Yes
☒ No
☐ Not yet

5. If you have, do you feel that it is a fair price for it?

- ☐ Yes it is
☐ No, I could be less
☐ Other

6. How highly would you rate the WNPS availability for the sessions?

- 1 ☒
 2 ☐
 3 ☐
 4 ☐
 5 ☐

7. Any changes/services you would like to add to the facility?

- ☒ No
☐ Yes
☐ Other

8. If you answered yes, can you specify, what would you add?

9. What are your main factors for taking part in swimming?

I started swimming forty years ago to lose weight
 & try to keep fit

10. What other physical activity do you take part in?

None. I am 84 years old & have rheumatism in every
 joint in my body, so swimming helps as in the
 water it takes the strain off the joints

Many thanks for taking part in survey. I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Could you please leave the completed form in the reception for me.

Questionnaire 23

Dear Participant:

My name is Diana Heinsale and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary so you can withdraw from the questionnaire at any stage.

Our questionnaire should take about 10 minutes to complete, but there is no time constraint. There are also no right or wrong answers. Attached to this letter along with the questionnaire is a consent form as this is a new project, your feedback is also important to us and we would be much obliged if you could also complete the feedback sheet along with the questionnaire. We understand that your time is at a premium but your opinions are very valuable to us.

After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1.How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☒ 2x3 times a week
- ☐ less than twice a week

2.Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☐ Yes
- ☒ No

3.Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☐ Add what times could be better for you

4.Have you taken out Silver membership?

☒ Yes

☐ No

☐ Not yet

5.If you have do you feel that it is a fair price for it?

☐ Yes it is

☐ No, I could be less

☒ Other

6.How highly would you rate the WNPS availability for the sessions?

1 ☒

2 ☐

3 ☐

4 ☐

5 ☐

7.Any changes/services you would like to add to the facility?

☐ No

☐ Yes

☒ Other

8.If you answered yes can you specify, what would you add?

9.What are your main factors for taking part in swimming?
fitness only

10.What other physical activity you take part in?
cycling

Many thanks for taking part in survey, I can assure you that all the answerers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other, enquiries please feel free to contact me.

Could you please leave the completed form in the reception for me.

Questionnaire 24

Dear Participant:

My name is Ciana Heinsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming Initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary so you can withdraw from the questionnaire at any stage.

Our questionnaire should take about 10 minutes to complete, but there is no time constraint. There are also no right or wrong answers. Attached to this letter along with the questionnaire is a consent form as this is a new project, your feedback is also important to us and we would be much obliged if you could also complete the feedback sheet along with the questionnaire. We understand that your time is at a premium but your opinions are very valuable to us.

After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☒ 1x3 times a week
- ☐ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☐ Yes
- ☒ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☐ Yes- plenty of times for me to come
- ☒ No- the times are not suitable for me

☐ Add what times could be better for you *between 11 am to 1 pm, Monday to Friday*

4. Have you taken out Silver membership?

☒ Yes

☐ No

☐ Not yet

5. If you have, do you feel that it is a fair price for it?

☒ Yes it is

☐ No, I could be less

☐ Other

6. How highly would you rate the WNPS availability for the sessions?

1 ☒

2 ☐

3 ☐

4 ☐

5 ☐

7. Any changes/services you would like to add to the facility?

☐ No

☒ Yes *changing rooms being open on time i.e. 12 AM*

☐ Other

8. If you answered yes, can you specify, what would you add?

as above

9. What are your main factors for taking part in swimming?

staying healthy + agile, physically + mentally, also the social aspect i.e. meeting people

10. What other physical activity do you take part in?

cycling

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Could you please leave the completed form in the reception for me.

Questionnaire 25

Dear Participant

My name is Diana Heinsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming Initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at **NO** time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary so you can withdraw from the questionnaire at any stage.

Our questionnaire should take about 10 minutes to complete, but there is no time constraint. There are also no right or wrong answers. Attached to this letter along with the questionnaire is a consent form as this is a new project, your feedback is also important to us and we would be much obliged if you could also complete the feedback sheet along with the questionnaire. We understand that your time is at a premium but your opinions are very valuable to us.

After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☒ 2x3 times a week
- ☐ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☒ Yes
- ☐ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☐ Yes- plenty of times for me to come
- ☒ No- the times are not suitable for me
- ☐ Add what times could be better for you

4. Have you taken out Silver membership?

- ☒ Yes
☐ No
☐ Not yet

5. If you have, do you feel that it is a fair price for it?

- ☐ Yes it is
☒ No, it could be less.
☐ Other

6. How highly would you rate the WNPS availability for the sessions?

- 1 ☐
 2 ☒
 3 ☐
 4 ☐
 5 ☐

7. Any changes/services you would like to add to the facility?

- ☒ No
☐ Yes
☐ Other

8. If you answered yes, can you specify, what would you add?

9. What are your main factors for taking part in swimming?

I have always enjoyed swimming but also I have heart problems so the exercise is good for me and social contact is a positive part of my life.

10. What other physical activity do you take part in?

I walk and attend a Tai chi class.

Many thanks for taking part in survey. I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Could you please leave the completed form in the reception for me.

Questionnaire 26

Dear Participant:

My name is Diana Heinsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming Initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

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We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1.How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☐ 2x3 times a week
- ☒ less than twice a week

2.Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☐ Yes
- ☒ No

3.Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☐ Add what times could be better for you

4.Have you taken out Silver membership?

- ☐ Yes
☒ No
☐ Not yet

5.If you have do you feel that it is a fair price for it?

- ☐ Yes it is
☐ No, I could be less
☐ Other

6.How highly would you rate the WNPS availability for the sessions?

- ☐ 1
☐ 2
☐ 3
☐ 4
☒ 5

7.Any changes/services you would like to add to the facility?

- ☒ No
☐ Yes
☐ Other

8.If you answered yes can you specify, what would you add?

9.What are your main factors for taking part in swimming?

FITNESS

10.What other physical activity you take part in?

YOGA GOLF

I think most people can afford to pay for swimming but if not there are sessions available -

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other, enquiries please feel free to contact me.

Could you please leave the completed form in the reception for me.

Questionnaire 27

Dear Participant:

My name is Diana Heinsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming Initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

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After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1.How often do you use the pool?

- ☐ 5x6 times a week
- ☒ 3x4 times a week
- ☐ 2x3 times a week
- ☐ less than twice a week

2.Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☒ Yes
- ☐ No

3.Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me.
- ☐ Add what times could be better for you

4.Have you taken out Silver membership? ☒

☐ No

5.If you ha

☐ Yes, it is

No, I co

Other

6. How high

15 ✓

25

3

45

5

☒ No☐ Yes

Other:

8. If you a

9. What a

10 What

Could you

Could you please leave the completed form in the reception for me.

Questionnaire 28

Dear Participant:

My name is Diana Heinsalu and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming Initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea-pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

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Our questionnaire should take about 10 minutes to complete, but there is no time constraint. There are also no right or wrong answers. Attached to this letter along with the questionnaire is a consent form as this is a new project, your feedback is also important to us and we would be much obliged if you could also complete the feedback sheet along with the questionnaire. We understand that your time is at a premium but your opinions are very valuable to us.

After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1.How often do you use the pool?

- ☐ 5x6 times a week
- ☒ 3x4 times a week
- ☐ 2x3 times a week
- ☐ less than twice a week

2.Has anything changed for you since the free-swimming scheme changed?

- ☒ Other
- ☐ Yes
- ☐ No

3.Are you satisfied with the range of free-swimming sessions you have now?

- ☒ Yes- plenty of times for me to come
- ☐ No- the times are not suitable for me
- ☐ Add what times could be better for you

4.Have you taken out Silver membership?



Yes



No



Not yet

5.If you have do you feel that it is a fair price for it?



Yes it is



No, I could be less



Other

6.How highly would you rate the WNPS availability for the sessions?

1 ☒

2 ☐

3 ☐

4 ☐

5 ☐

7.Any changes/services you would like to add to the facility?



No



Yes



Other

8.If you answered yes can you specify, what would you add?

THE LARGE CHANGING ROOMS ARE SOMETIMES CLOSED

9.What are your main factors for taking part in swimming?

FITNESS AND COMPANY SOCIAL

10.What other physical activity you take part in?

NONE

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project, if you have any other, enquiries please feel free to contact me.

Could you please leave the completed form in the reception for me.

Questionnaire 29

Dear Participant:

My name is Diana Heinsale and I am studying in the School of Wales University Trinity St. David.

I would like to invite you to participate in my research project. This project will analyse the participation for taking part in swimming and aims to evaluate the impact of reducing the Free-swimming Initiative on older adults at the National Pool in Swansea.

*Attached to this letter is a short questionnaire developed by me which will assess the participation numbers in older adults at National Pool Swansea pre and post cuts. I believe your opinions will be extremely helpful to me.

Through your participation in the questionnaire and/or interviews, I hope to ascertain good understanding of the main factors for you to take part in swimming and if changing the swimming scheme has made any negative impact on your health and wellbeing.

All questionnaires will be kept strictly confidential to the researchers involved and at NO time will individual questionnaires be released to the general public. This gives you a chance to express your views on your programme a confidential and anonymous forum and still be able to make a difference. Your participation in this study is completely voluntary so you can withdraw from the questionnaire at any stage.

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After careful and precise analysis of the data obtained from this questionnaire, I will be happy to provide you with a copy of the findings at your request. The results of this questionnaire will hopefully enhance my understanding of the swimming scheme changes and impacts and will be stored on my laptop. The results of the research will be fed back to tutor and rest of the University staff involved in the project.

We thank you in advance for your time and participation. If any questions do arise, feel free to contact me at your convenience.

Questionnaire for the free-swimming scheme

1. How often do you use the pool?

- ☐ 5x6 times a week
- ☐ 3x4 times a week
- ☐ 2x3 times a week
- ☒ less than twice a week

2. Has anything changed for you since the free-swimming scheme changed?

- ☐ Other
- ☐ Yes
- ☒ No

3. Are you satisfied with the range of free-swimming sessions you have now?

- ☐ Yes- plenty of times for me to come
- ☒ No- the times are not suitable for me
- ☐ Add what times could be better for you

Sunday not suitable
Tuesday morning
No

4. Have you taken out Silver membership?

☐ Yes

☒ No

☐ Not yet

5. If you have, do you feel that it is a fair price for it?

☐ Yes it is

☐ No, I could be less

☐ Other

6. How highly would you rate the WNPS availability for the sessions?

1 ☐

2 ☐

3 ☒

4 ☐

5 ☐

7. Any changes/services you would like to add to the facility?

☒ No

☐ Yes

☐ Other

8. If you answered yes, can you specify, what would you add?

9. What are your main factors for taking part in swimming?

To keep fit

To get exercise

10. What other physical activity do you take part in?

Golf

Many thanks for taking part in survey, I can assure you that all the answers will be kept secure and will only be discussed with my tutor and in my research project. If you have any other enquiries please feel free to contact me.

Could you please leave the completed form in the reception for me.

3. Participants spreadsheet for the memberships

Free Swim initiative income and membership take up over 60's

	August	September	October	November	March	April	May	June	July
New members									
Up front	0	1	35		6	2			
DD	0	25	169		10	9			
Total members									
Up front		1	36		37	39			
DD		35	168		176	177			
Members cancelled/expired									
Up front		0	0		0	0			
DD		0	0		2	1			
Silver Swim Participants**									
Thursday	0		468		428	201			
Sunday	0	3214	130		154	161			
 No hrs Free Swim		284.5	44		48	44			
 Participants per hour		11	14		12	8			