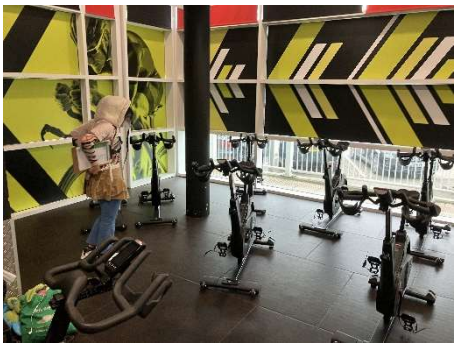
# Young inspector report

| Date | Venue | Young inspector |
|---|---|---|
| 18 September 2026 | Aqua Vale | Ashley |

## What's going well?

- The venue is very spacious, clean and bright.
- Staff are very nice and create a safe environment.
- Chilled atmosphere at the time we attended (weekday 2-4pm).
- Gym equipment is nice and easy to use.
- Changing facilities are accessible and a nice size.
- Good, inclusive signage with positive language and some braille.
- Free period pads available in toilets and toilets.
- Fitness cards are available in the gym showing example exercises.
- Photos and bios of staff and personal trainers are helpful.



| Small wins | Big wins |
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| Create and publish and online information sheet on what to expect from the gym. | Further develop signage with more visuals and more braille. |
| Add a sign by the pool and gym to inform people about the sudden temperature change. | Swim signs to be bigger with more visuals |
| Add labels to the sides of the lockers showing the locker numbers to help people find their locker. | More advertisement of quiet rooms and what is available for people with SEND including timings for SEND sessions – for example a designated part on the website, and physical posters in the venue. |
| Add bold colours to stairs to help people see the next step. | More staff training on SEND and mental health, including how to support and what is available at the venue. |
| Refresh the info board at the entrance – make it less wordy, add more visuals and colour. | |

# Accessibility

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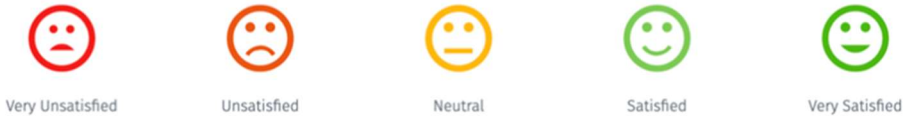
| How did the environment make you feel? | <br>1 2 3 4 5 6 **7** 8 9 10<br>Nice and chilled, it was a nice time to come but it would be good to advertise when it would be busy and quiet for others to know. |
| How were the facilities at the location? | <br>1 2 3 4 5 6 7 **8** 9 10<br><br>• The gym equipment was nice and good diagrams to show what you can do.<br>• Fitness workout cards are very helpful.<br>• I liked the spin room a lot.<br>• Good visuals on the treadmill.<br>• All easy to use. |
| How was the experience accessing the location? | <br>1 2 3 4 5 6 **7** 8 9 10<br>All good, lifts, ramps and use of stairs, lot of room to move around. Just the stairs need brighter marked. |

# Staff and communication

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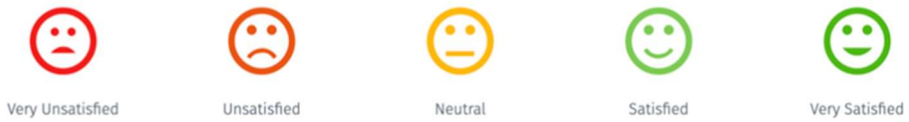
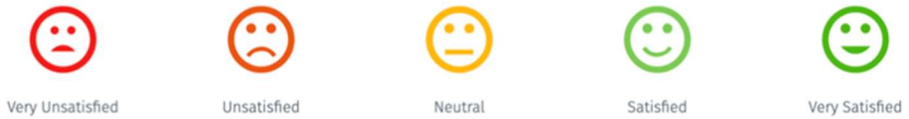
| How was the staff understanding to support with SEND? | <br>1 2 3 4 5 6 7 8 9 10<br><br>Staff where nice but took a long time to get the key for the toilet and hard to find someone to get the key, also some staff did not about the SEND timings of the gym. |
| How was the inclusive signage? | <br>1 2 3 4 5 6 7 8 9 10<br><br>Some signs did well with braille, but others did not have it.<br>Some visuals on the poster but could do with more for explaining the rules.<br>Great sign saying “Inclusive changing space “!!<br> |
| Accessible leaflets/displays? | <br>1 2 3 4 5 6 7 8 9 10<br><br>The info board to too wordy, not many icons and visuals. Very black and white, would be good with more colour contrast and bigger text<br> |

# Atmosphere and inclusion

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| **Did the activity / venue feel safe and inclusive?**<br>**Yes/ no / some**<br><br>• Clear pathways, no mess, good "no entry signs".<br>• The staff questioned us when we were taking photos around the pool area. | **Did you enjoy the visit?**<br>**Yes/ No / Some**<br><br>I thought the staff were very nice, good sense of humour with the gym staff. The venue is very spacious, clean and bright. |
| **Was the Website accessible and easy to use**<br><br>**Yes/No/some**<br><br>Good to book sessions but very wordy and hard to find some info on the booking for SEND<br><br><br>Accessibility<br>At this centre we provide the following facilities to make the centre accessible to everyone.<br>More information would be helpful and on its own part of the website – this is not the easiest to find | **Did you get all the information you needed from the website?**<br><br>**Yes/No/Some**<br><br>Good sections on the website, some info like ages you had to look for and would be good to have a section on accessibility at the gym |
| **Would you recommend this location to someone else?**<br>**Yes/No**<br><br>I would recommend the time we went 2-4 when it is quiet if someone needs a quiet gym / swim. | **What did you enjoy most?**<br><br>• I like the spin room the most as it nicely spaced out.<br>• The gym community wall (photos and bios of staff), it is very warm and friendly. |

**"Thank you so much for having me, I have really enjoyed talking to the staff about how we can improve accessibility at Aqua Vale as well as hearing about the lovely work they do 😊 "**