

# **6.0 LISTEN AND DISCOVER: E-QUESTIONNAIRE**

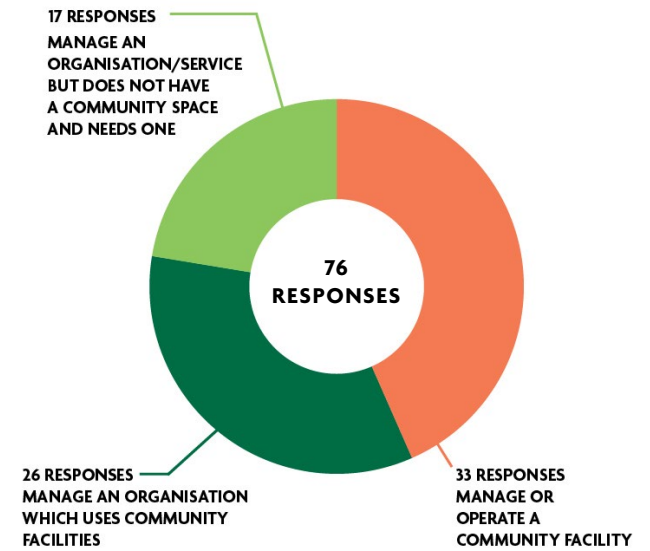
## 6.0 LISTEN AND DISCOVER: E-QUESTIONNAIRE

### 6.1. E-QUESTIONNAIRE METHODOLOGY

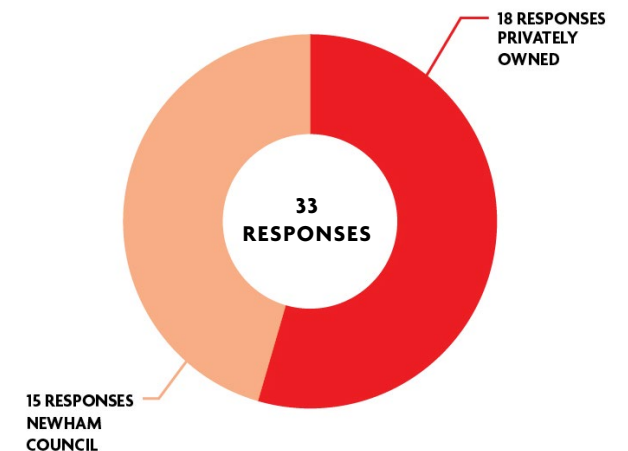
- 6.1.1. Publica and LBN developed an e-questionnaire for people who manage or operate a facility to provide detailed information on the design, use and management of facilities across the borough which would form part of the audit. The e-questionnaire also provided opportunity for managers and leads of VCS and services in the borough to provide information on the type of services they provide and how they use and engage with facilities, as well as any unmet need across the borough.
- 6.1.2. The e-questionnaire ran from the 1st February to the 8th March (5 weeks) and was a key source of information for the audit. Initial feedback from the questionnaire created an immediate change to include a set of questions to address unmet need across the borough – i.e. organisations who do not have space in a facility, but need one.
- 6.1.3. The e-questionnaire was organised to cover a number of themes as set out in the diagram opposite. Certain themes applied to both people who manage or operate a facility and applied to organisations. Certain themes were tailored for each group. Questions were a mix of multiple choice, multiple selection and open questions to provide opportunity for more detailed responses or to provide further information.
- 6.1.4. There were 76 responses in total:
- **33 (43%) responses who manage or operate a facility.**
  - **26 (34%) responses who manage an organisation that used a facility.**
  - **17 (22%) responses who manage an organisation but did not currently have a facility and was in need of one.**
- 6.1.5. The infographics on this page show the breakdown of the responses by typology, geography, service area and ownership. The answers have formed the basis for analysis and information for the audit. (Full set of responses are included in the Typeform report in Appendix C).



Diagram to show the structure of the e-questionnaire



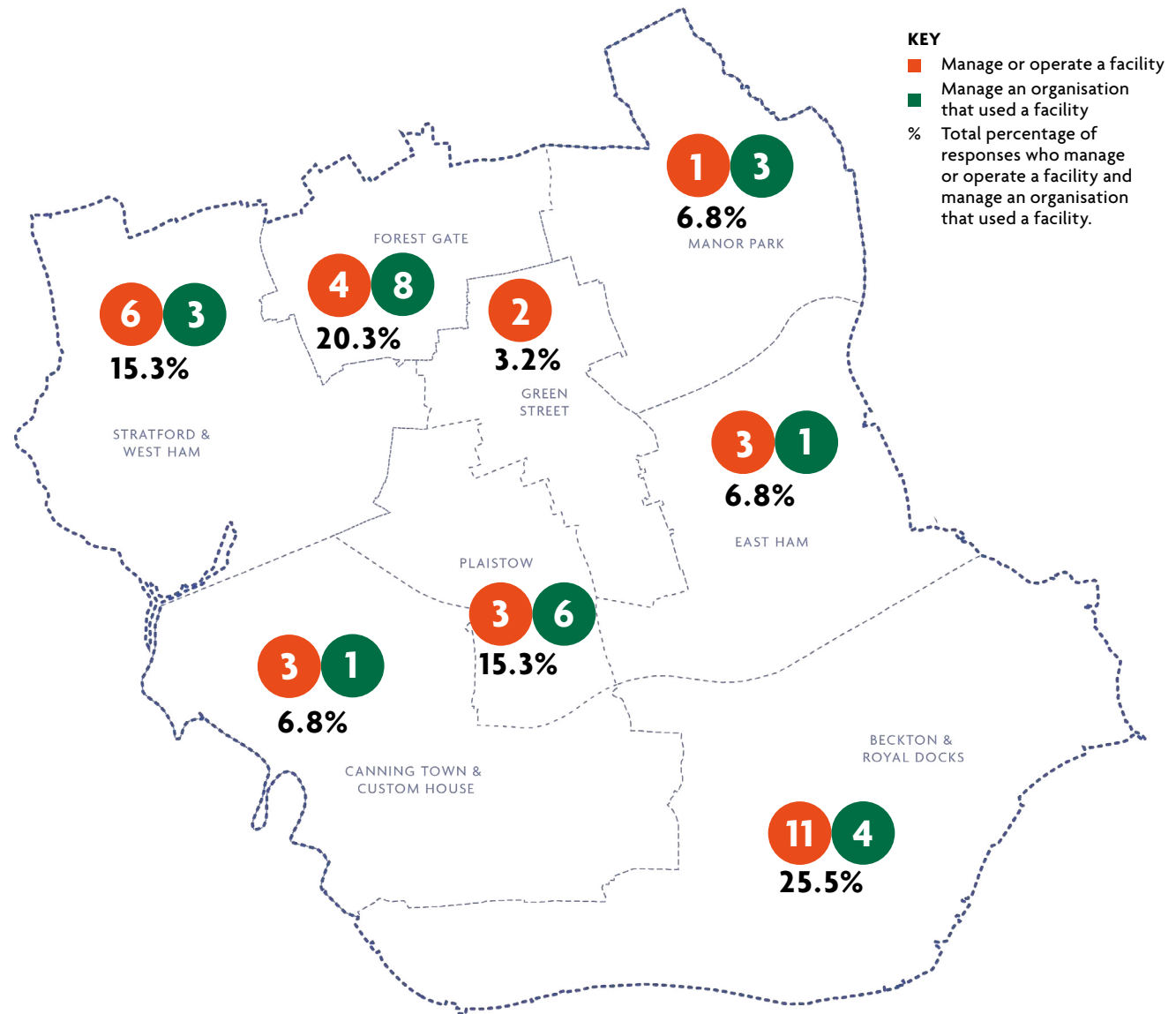
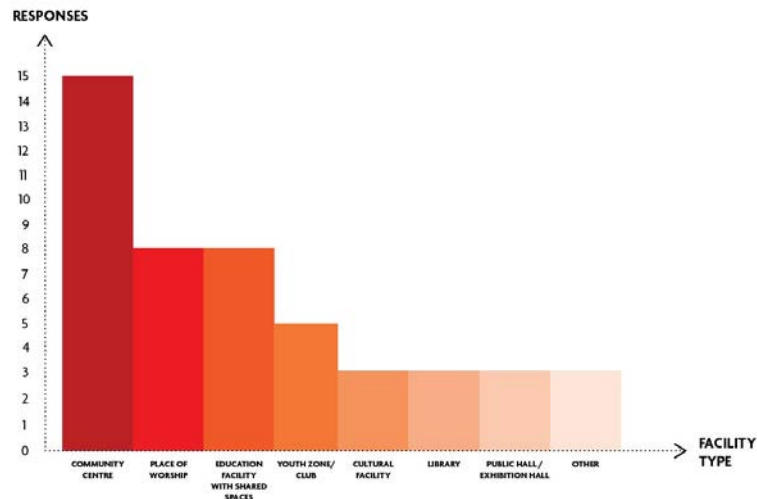
WHO OWNS THE COMMUNITY FACILITY?  
33 RESPONSES



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6.1.6. The map shows the geographical split of the responses to the e-questionnaire. For those who manage or operate a community facility, the split by typology is shown in the pie-chart below. Respondents were able to select multiple options and 8 considered themselves to be more than just one, regardless of use class.

WHAT TYPE OF COMMUNITY FACILITY IS IT?  
33 RESPONSES



### KEY

- Manage or operate a facility
- Manage an organisation that used a facility
- % Total percentage of responses who manage or operate a facility and manage an organisation that used a facility.

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### 6.2. PROVISION OF SPACE

6.2.1. The e-questionnaire asked people who manage or operate a facility to select the different functions, activities and services that were accommodated within the facility and if they met the needs of users.

- The most frequent type of spaces within facilities were meeting rooms, multi-purpose halls, kitchen and food preparation, spaces for hire and reception spaces.
- When asked if spaces meet the needs of users, majority of people who manage or operate a facility responded yes, however when asked to further comment, additional space or larger spaces were required. Several noted the need for ancillary spaces such as storage or shower rooms and parking.
- Other common provisions included ancillary and external spaces; baby changing, car parks, outdoor space, cycle racks and playground.
- 21 respondents stated they were lacking provision which included storage, kitchen and catering facilities, additional space for food banks and youth activities.

### WHAT ACTIVITIES/SERVICES ARE AVAILABLE AT THE FACILITY?



The size of the words represents the numbers of that type of space within the facilities (see also table below)

EXISTING SPACES	RESPONSES	EXISTING SPACES	RESPONSES
Meeting Rooms	24	Workspace/Hot desks	11
Multi-purpose Hall	22	Garden/Growing Space	9
Kitchen/Food Preparation	22	Cafe	8
Spaces For Hire	20	Foodbank	7
Reception (desk)	17	ICT Suite	7
Offices	13	Showers	6
1-to-1 Meeting Space	12	Storage Space	6
Performance Space	12	Indoor Play Area	4
Rehearsal Spaces	12	Other	2
Worship Space	12	Bar	1

## 6.0 LISTEN AND DISCOVER: E-QUESTIONNAIRE

### 6.3. PROVISION OF SERVICES

- 6.3.1. The e-questionnaire asked organisations to select the different spaces that were most commonly used for their services and if they met the needs of users.
- The top most frequently used spaces by organisations were multi-purpose halls, kitchen and food preparation, toilets, worship spaces and meeting rooms.
  - 16 respondents stated the facility was lacking provision which included storage, food storage and generally additional space for larger capacities.
  - Comparably, for organisations who do not have a community facility but need one, the top required spaces multi-purpose halls, meeting rooms/ offices and storage spaces.
  - The top services bring provided across the borough are education and skills, events, social clubs, religious and volunteer opportunities. Social care, campaigning, advisory and legal services, and mentoring ranked lowest.
  - Worship and prayer spaces were stated as being too small, particularly, Muslim worship.
  - When asked if any additional services were planned, responses predominantly included leisure and health activities as well as those targeted for younger people.

### WHAT TYPE OF SPACES ARE USED MOST FREQUENTLY FOR YOUR SERVICES?



The size of the words reflect the types of spaces most commonly used by services within the facilities (see also table below)

EXISTING SPACES	RESPONSES	EXISTING SPACES	RESPONSES
Education, training, workshop	32	Counselling, mental health support	17
Events	28	Community development	16
Social clubs/groups (e.g.: coffee mornings, playgroups, youth clubs)	28	Performance, exhibitions	15
Religious meetings/services	27	Mentoring	14
Volunteer opportunities/services	23	Interest clubs/groups (e.g.: bird watching, gardening)	12
Physical health: Well-being and mental health	22	Uniformed groups	10
Food services (foodbanks, food clubs, community cafe, shopping, etc.)	21	Advocacy, legal services	9
Community buildings/spaces	19	Other	9
Information, advice, guidance	19	Resources, equipment	5
Support groups	19	Campaigning	4
		Social care	2

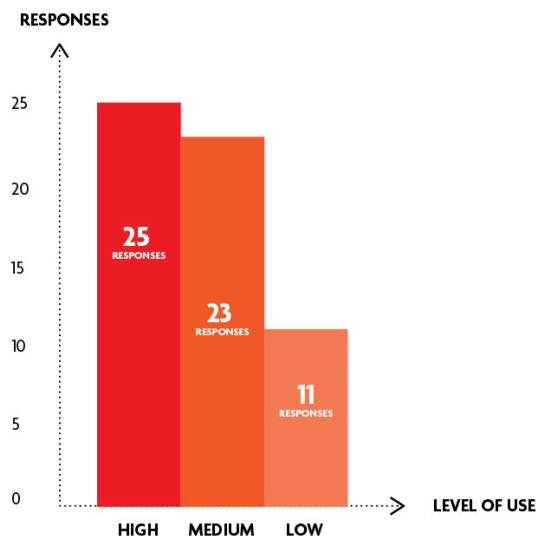
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### 6.4. LEVEL OF USE

6.4.1. The e-questionnaire asked people who manage or operate a facility and organisations about the level of use and user groups.

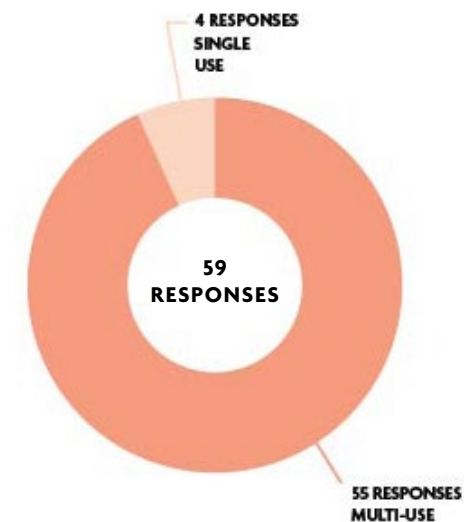
- 25 (42%) respondents stated that the facilities were in high use, 23 (39%) stated medium use. Facilities operating on high level of use were prominently community centres, youth zones and places of worship. Facilities operating on low level of use were prominently schools with shared facilities and their primary function being education during school hours.
- Facilities had the highest capacity during the afternoon, in the evenings or was evenly distributed over the day. Facilities were predominantly used at weekends.
- When asked if there was any space within the facility that was unusable or underused the majority of respondents stated 'no' or there was a venue space or cultural space within the building that was temporally closed due to covid restrictions.
- 55 out of 76 of the total respondents stated that the facilities they managed or used were multi-use.
- 8 facilities stated that they provided specific services and activities for gender, LGBTQ and religions. Note that it was possible to tick all stated.
- 19 (59%) respondents stated that there was a particular group or demographic that was particularly dependent on the facility or service provided. The elderly, younger people and religious communities requiring space for prayer were the majority of groups stated.

WHAT IS THE LEVEL OF USAGE OF THE COMMUNITY FACILITY?  
59 RESPONSES

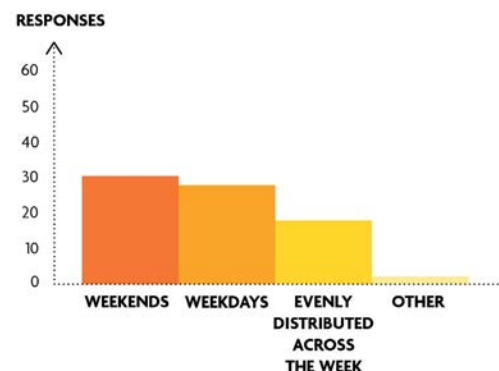


HIGH: The facility is in use for the majority of the time  
 MEDIUM: The facility is in use for roughly half of the time  
 LOW: There is considerable availability most of the day

IS THE FACILITY USED FOR SINGLE OR MANY ACTIVITIES?  
59 RESPONSES



WHEN IS THE COMMUNITY FACILITY AT PEAK USE DURING THE WEEK?  
58 RESPONSES



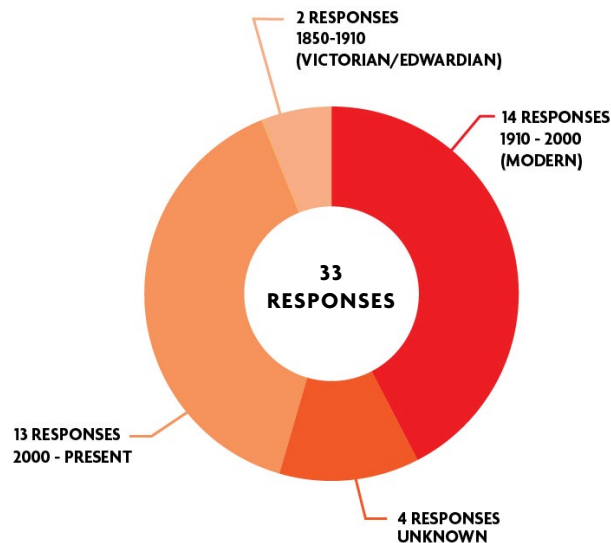
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### 6.5. DESIGN OF FACILITIES

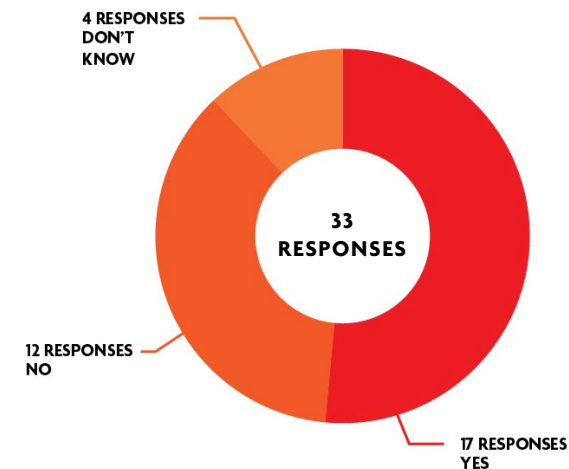
6.5.1. The e-questionnaire asked people who manage or operate a facility and organisations about the existing spatial challenges, opportunities and management requirements of facilities in the borough.

- 14 respondents stated that the facility was built between 1910-2000 and 17 respondents stated the building was built since 2000. 2 people who manage or operate a facility represented buildings built between 1850 and 1910.
- Out of 33 respondents who managed a facility, 17 people stated that there had been a renovation to the building. When asked to describe what renovations had taken place, 8 facilities had extensive works including extensions and new accommodation added to the existing structure. Other works included re-wiring or general maintenance and decoration. 2 facilities had a change of use from a church and retail unit to a community facility.
- When asked if there were plans to undertake improvements to the facility or planning applications for refurbishment or development, responses included refurbishments and maintenance to roof structures and expansions to increase capacity, 2 of which were into car parking areas.
- 28 out of 33 facility managers stated that the facilities were fully accessible. 17 out of 26 organisations stated that the facility they used was fully accessible.
- Key managerial and spatial considerations from multi use spaces were highlighted including the practical logistics such as storage space, security, circulation and exits and entrances for safeguarding purposes.

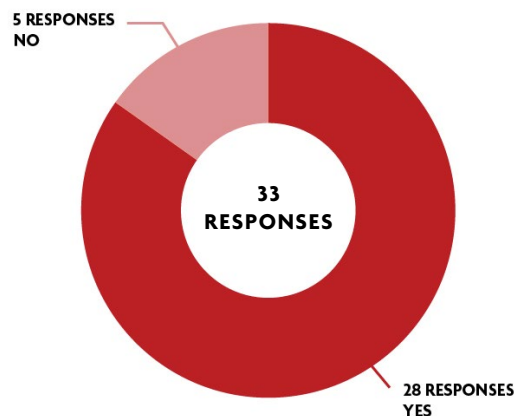
WHAT YEAR WAS THE COMMUNITY FACILITY BUILT?  
33 RESPONSES



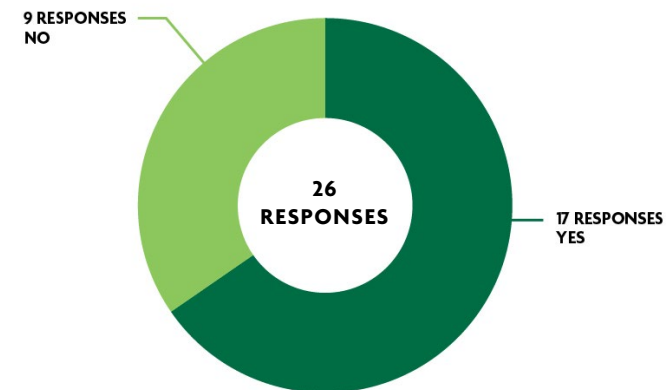
HAVE THERE BEEN ANY RENOVATIONS TO THE BUILDING?  
33 RESPONSES



IS THE FACILITY FULLY ACCESSIBLE?  
33 RESPONSES



IS THE FACILITY FULLY ACCESSIBLE?  
26 RESPONSES

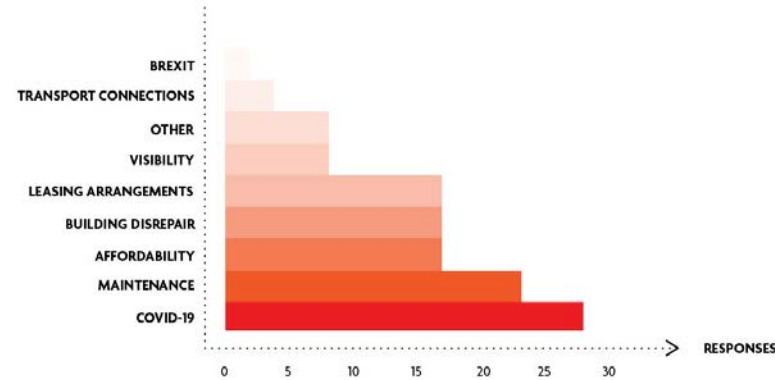


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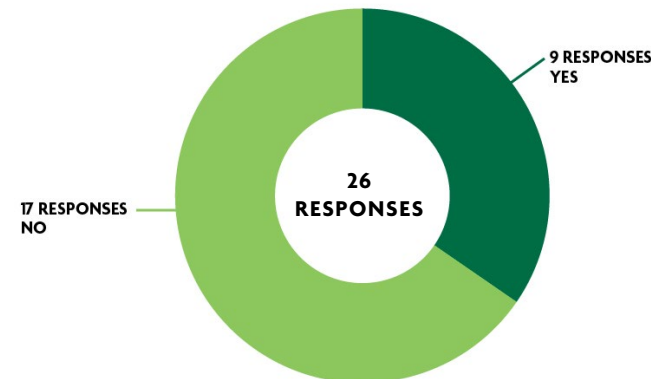
### 6.6 RISKS AND BARRIERS

- 6.6.1. The e-questionnaire asked people who manage or operate a facility and organisations about the challenges, opportunities and risks of providing services and community facilities.
- When asked to select what the key challenges were for organisations and people who manage or operate a facility, the most common were; Covid-19, maintenance, affordability, building disrepair and leasing arrangements.
  - 28 out of the 59 respondents, cited Covid-19 as a key challenge and the impacts on management included reduction in capacity due to social distancing regulations and perception of safety, staff sickness and more recently a hesitancy to return to facilities, particularly for elderly residents.
  - 2 respondents stated Brexit as a challenge or risk to the function and operation of the facility. It was noted that cultural facilities and pubs were altering supply chains between Europe and UK and looking to source more locally which has sustainability and local economic benefits however adds significant cost.
  - 9 organisations noted there were external factors that negatively impacted the facility, and the top issues were its location in the borough and a lack of visibility from the street.
  - There are a range of operational and managerial requirements for facilities and services across the borough. Safeguarding, risk assessments, staffing and resource and coordination of services were highlighted as core considerations for shared spaces in facilities.

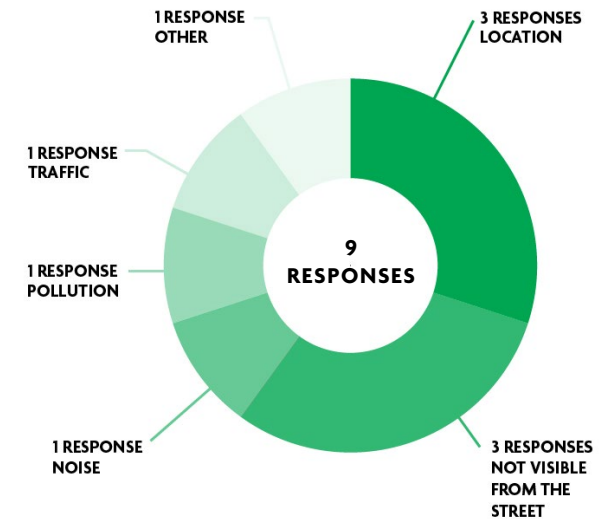
#### ARE THERE ANY IDENTIFIED RISKS TO THE FUNCTION AND OPERATIONS OF YOUR COMMUNITY FACILITY, SERVICE OR ORGANISATION? 59 RESPONSES



#### ARE THERE EXTERNAL FACTORS THAT NEGATIVELY IMPACT THE FACILITY? 26 RESPONSES



#### FOLLOW UP QUESTION 9 RESPONSES





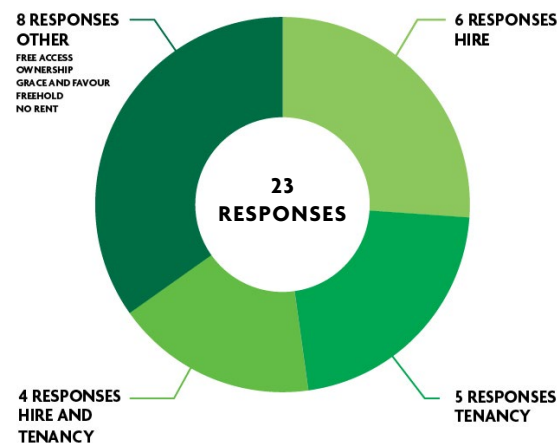
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### 6.7. AFFORDABILITY

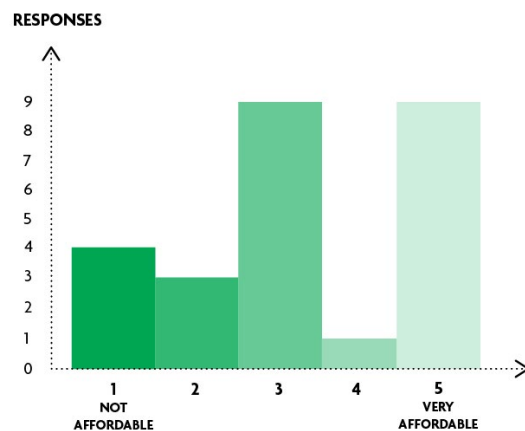
6.7.1. The e-questionnaire asked organisations what rental agreements they have and their perceived affordability of using facilities in the borough.

- 11 organisations who responded to the e-questionnaire, hired or leased a facility to provide their service. 4 people stated they did both at multiple properties. Out of the 8 who stated 'other', reasons were stated that included the private ownership of spaces and gaining the space free of charge through grace or favour.
- All 26 organisations responded to the question about perceived affordability of the facility they hire or lease, however 9 respondents stated 3 on a scale of 1 (not very affordable) to 5 (very affordable).
- Those that responded with 'very affordable' were predominantly organisations who obtained space for free or relied on subsidy's and grants. Factors relating to affordability were costs associated with utilities and repair.
- Respondents that selected 'Manage an organisation/ service but does not have a community space and needs one" stated that affordability and availability of space were the key limiting barriers for them.

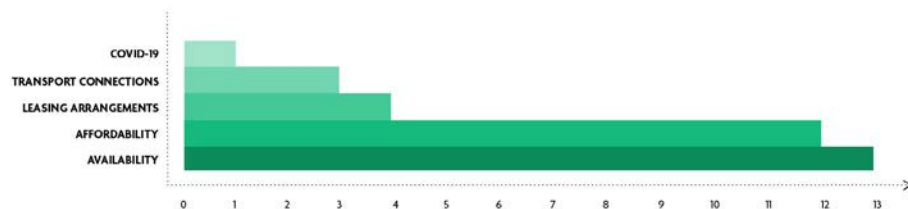
WHAT RENTAL AGREEMENT DO YOU HAVE?  
23 RESPONSES



HOW AFFORDABLE DO YOU CONSIDER THE COMMUNITY FACILITY?  
26 RESPONSES



WHAT FACTORS ARE LIMITING YOU FROM OBTAINING A COMMUNITY SPACE?  
17 RESPONSES



## 6.0 LISTEN AND DISCOVER: E-QUESTIONNAIRE

### 6.8. PHYSICAL AND SOFT NETWORKS

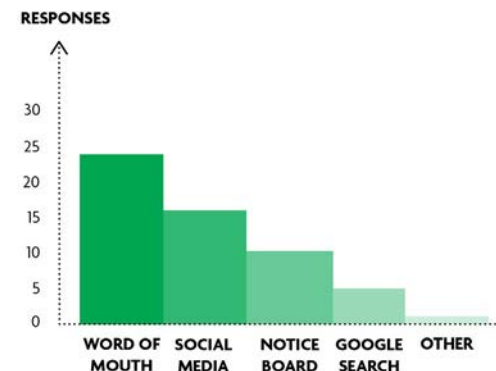
**6.8.1.** The e-questionnaire asked people who manage or operate a facility and organisations how the facilities were accessed both physically and by whom and how facility spaces were made visible in the borough.

- Borough-wide visibility was stated as a key opportunity for most community facilities with services being discovered through word of mouth and/or by social media.
- 38 of 76 respondents stated their users were from within the neighbourhood area.
- 23 respondents stated that over 75% of their users were within a 15-minute walking distance to the facility.

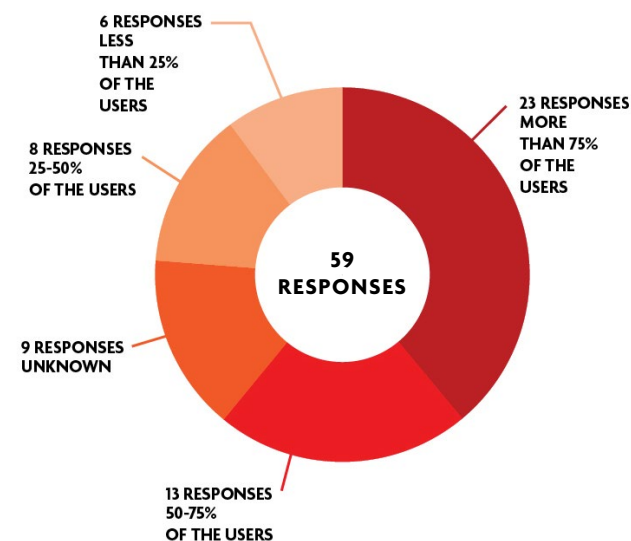
**6.8.2.** When asked if the facility or organisation partnered or worked with any other community facilities, services, or organisations in the borough many responded that they were connected to a number of organisation and facilities through existing relationships or via word of mouth. In the LBN Local Plan Refresh document, The Well Community Centre was highlighted as a positive case study for strengthening relationships and networks between facilities and services in the borough. Through desk-based research, the network has been represented in the diagram overleaf. The network also demonstrates the feedback and responses in the engagement and e-questionnaire for this study, to include:

- Organisations use multiple facilities to enable them to deliver a multitude of services which cater for a range of activities, for different user groups.
- In some cases, places of worship are linked or have community facilities.
- These organisations may also be linked to LBN community facilities and services such as libraries and the Foodbank Alliance.
- Networks stretch borough-wide as well as locally to the neighbourhood area.

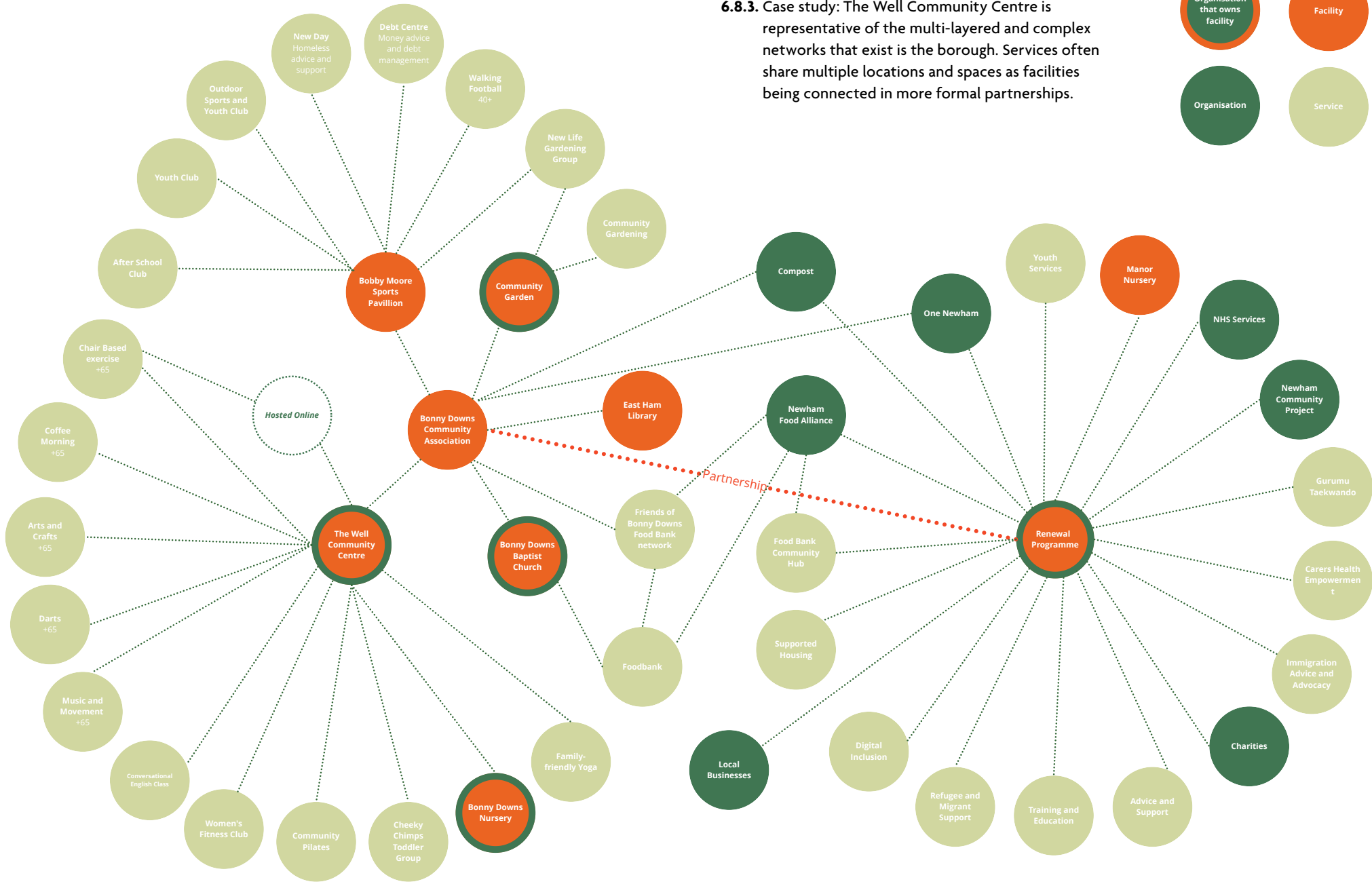
### HOW DO USERS GET INVOLVED WITH YOUR SERVICES? 25 RESPONSES



### WHAT PERCENTAGE OF USERS ARE FROM THE LOCAL NEIGHBOURHOOD (WITHIN 15 MINUTES WALK)? 59 RESPONSES



**6.8.3. Case study: The Well Community Centre is representative of the multi-layered and complex networks that exist in the borough. Services often share multiple locations and spaces as facilities being connected in more formal partnerships.**



## 6.0 LISTEN AND DISCOVER: E-QUESTIONNAIRE

### 6.9. SOCIAL INTEGRATION

6.9.1. The e-questionnaire asked people who manage or operate a facility and organisations to comment and provide details about ways they support the community, encourage participation and provide feedback on any barriers to participation. Common themes emerged from the answers, stated below.

6.9.2. **How do the services/ activities encourage people to become more involved in their local community?**

- Visibility of the activities at the facility determines the community understanding of resources and services available and actively encourages people to become more involved in their local community.

6.9.3. **Are there additional services/facilities that could be provided to support relationships, participation and equality?**

- Additional accessible, affordable and more flexible space to expand would support relationships, participation and equality.
- Skills and advisory services for users and activities targeted at men, ethnically diverse groups and youth were stated as activities which would support participation.
- Multi-generational and inter-generational programme helps facilitate activities for multiple groups.

6.9.4. **How do the services/activities enable interactions between people from different backgrounds?**

- Provision of inclusive, open and affordable activities at facilities provide opportunities for social integration
- Activities and services which do not rely on English as their first language to encourage participation
- To run activities and services for different user groups concurrently creating opportunities for groups to meet

How do the services/activities enable interactions between people from different backgrounds?

'Our services are all designed to bring people from different backgrounds together in a space of reciprocity and mutual learning about how best we can work collaboratively to address polarisation, mistrust and the climate crises.'

How do the services/activities enable interactions between people from different backgrounds?

'We deliver adult education classes (ESOL, Maths, IT, Conversational English) that all help to bring local people together. Our community hub offer seeks to bring people together to socialise and break down barriers. We also have a volunteering programme that actively encourages participation by all.'