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INTRODUCTION: WHAT WE LEARNED FROM THE SURVEY

“The Resource Centre is a valuable resource.
I have used the centre for approximately 17 years and have used the facilities and equipment on numerous occasions. It is brilliant!”
Kidzone

Listening to our users is a central part of the Centre’s ethos. We believe that our success is directly related to the fact that over the years we have taken care to find out what groups need and what they think about our existing services.

We believe users recognise the fact that we take their views so seriously and that this accounts for the fact that our surveys consistently have very high response rates. We are grateful that so many groups take the time to respond and that many make the effort to write detailed responses.

We are also pleased that so many users obviously value our work so highly! Once again the central thing that emerges from the survey is that the results are overwhelmingly positive:

- 100% of the survey respondents said the Centre was **useful** or **very useful** to their group.
- Over 90% of the respondents were **very satisfied** with the service they received from the Centre
- Groups rated the support they received from our staff team extremely highly, and 100% found the staff **helpful** or **very helpful**.

The survey also makes clear that we are successful in our aim to prioritise small grass roots groups, and those groups which receive no support from elsewhere.

- A large majority of the groups responding were small, volunteer-run groups, with no grant funding.
- For over two-thirds of those responding, the Resource Centre was the only infrastructure agency from which they were receiving support.
- Over two-thirds of those responding said the Centre was the only place they can get the equipment they need.

Two practical lessons also emerge from these results:

- Where we are able to raise the funds to bring in new equipment this results in an increase in usage by groups. This is clear from the response of users to the new print equipment, and the colour photocopier in particular.
- That continuing to put time and money into maintaining equipment is still very important. The many comments about the high quality of equipment available, plus the handful where people were unhappy about the state of repair, bear out how important this is to groups.

METHODOLOGY AND STRUCTURE OF THE SURVEY

“The staff are wonderful. It’s an organisation unique to Brighton and now without the RC Brighton wouldn’t cope.”
Hampshire and Malthouse Residents Association

The survey findings are based on the responses of 108 groups, 50% of those we distributed surveys to.

A full numerical summary of the results is available for those interested. In this report we summarise the main themes and try and draw out points of interest, including some of the comments made by groups.

Where we asked groups to say how satisfied they were with an aspect of our service, or how useful they found it, we have expressed their responses as numbers, which can then be combined to give an overall satisfaction rating. In each case, 3 represents the highest score and 1 the lowest, so an overall score of over 2 would be considered good, and an overall score of over 2.5 would be excellent.

All the comments and suggestions made by groups are also listed at the end of the report.

We gave the survey forms to groups while they were using the Centre. Groups were invited to return the surveys immediately or supplied with stamped addressed envelopes with which to return them by post. We also produced an electronic version of the paper survey that could be downloaded from the website or sent to groups together with information we were providing by email. These could then be filled in on screen and returned to us by email. We opted not to survey groups who contacted us by telephone.

Each group was offered the opportunity to respond anonymously. The purpose of asking for names was to allow follow-up discussions on comments. A copy of the survey form is included at the end of this report.

We used the same questions as in the 2008 survey in the main but made slight alterations to the format of the questions this year in the sections about the website’s design and organisation, and about how groups feel about the Resource Centre’s services and usefulness.

The survey form was divided into six parts:

1. Your use of the Resource Centre
2. Hiring equipment
3. Printing at the Resource Centre
4. The Resource Centre’s information service
5. What you think of the Centre
6. About your group

Response rates

In total we gave out 217 survey forms. Of these, 108 (50%) were returned. Only 4 forms were returned by email of the 30 that were sent out (13%), while the return rate for paper surveys was 56%.

Aside from an over-representation of groups hiring equipment in the sample (see discussion on page 9), we are confident that the results can be taken as representative of our users in general.

RESULTS

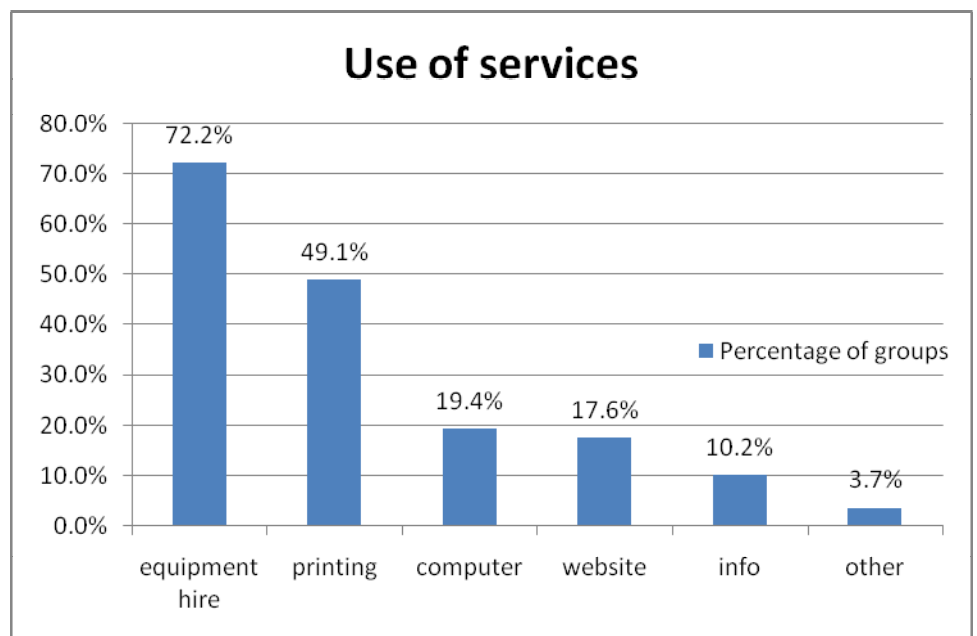
Patterns of usage

“Extremely valuable to groups like ours (community newsletter). Have not been able to match service and price elsewhere for printing.”

Hollingdean News

Groups were asked which Resource Centre services they had used in the past year, and which of our services they were aware of before reading the survey.

- As in 2008, over 70% of respondents had hired equipment in the last 12 months. Our usage statistics over the whole year indicate that around 60% of front desk user groups use the equipment hire service. The higher level in the



survey is a result of the seasonal pattern of usage of a lot of the hire equipment.

Carrying out the survey in July enables us to capture the views of groups who use our hire service only once a year, for summer fundraising events, but does mean that these groups are slightly over-represented in the results.

- 49% of respondents had used the community print room. This reflects the pattern of usage across the whole year, with the print room being used by just over half our front desk user groups.
- Slightly less than 20% of respondents had used the computers.
- Nearly 18% of groups used information services on our website, a slight decrease from 2008.
- Use of information services at the Centre itself remained practically the same in the two most recent surveys. Although it remains the least used of our services (10% of groups), 51% of groups are aware that the resource exists.

- 37% of groups had used more than one service.
- Once again, the majority of groups who used only one service in the past year were users of the equipment hire service.
- 78% of groups were aware of more than one service being available at the Centre and 32% were aware of all the services available.

Hiring equipment

“[The] equipment was in excellent condition. The process was very easy and well organised and everyone at the Resource Centre was extremely helpful. Also, the prices were very reasonable.”

Friends of St Peters Community Infants School

Only groups who had hired equipment in the last year were asked to complete this section of the survey. Percentages given are of those who answered the question (78 groups).

86% of groups who had hired equipment were “very satisfied” with the equipment and the service overall, and the remaining 14% were “satisfied”.

Comments given in this section (see p.21) reflect this high level of satisfaction with the service. In particular, there were many positive comments about the helpfulness of our staff, the efficiency of our systems and the low prices.

Five groups made specific remarks about the state of repair of some items of equipment. One group mentioned the unavailability of an item they wanted to hire. We are aware of both these recurrent issues, which highlight the need for a rolling programme of investment in our stock of equipment for hire. This continues to be a priority for our fundraising.

Printing at the Resource Centre

“We are delighted with the introduction of colour printing/photocopying last year. This was a real breakthrough and has enabled us to print attractive posters and programmes for our events.”

Clifton, Montpelier Powis Community Alliance

56 groups had used the print service, and these groups were asked to rate a range of aspects of the service, such as ease of use, quality of the printing and help received from staff.

Overall satisfaction ratings for all aspects of the print service were within the range we would consider excellent¹, with, once again, support from staff receiving the highest ratings.

Below is the breakdown of these ratings:

- Quality of printing: 2.88
- Range of paper stock: 2.85
- Help received from staff: 2.93
- Ease of use of the equipment: 2.76
- Price: 2.83

As in 2008, we continued to monitor whether groups were using printing facilities other than at the Centre and for what reasons.

39% of the groups surveyed didn't use any print service in their work.

Of those that did need print, more than half (52%) found the Resource Centre filled all of their print needs.

32 groups (30% of the total respondents) had used other services. 22 of these were also users of our printing facilities.

The reasons given for using other print services (see p.24) fell into four main categories:

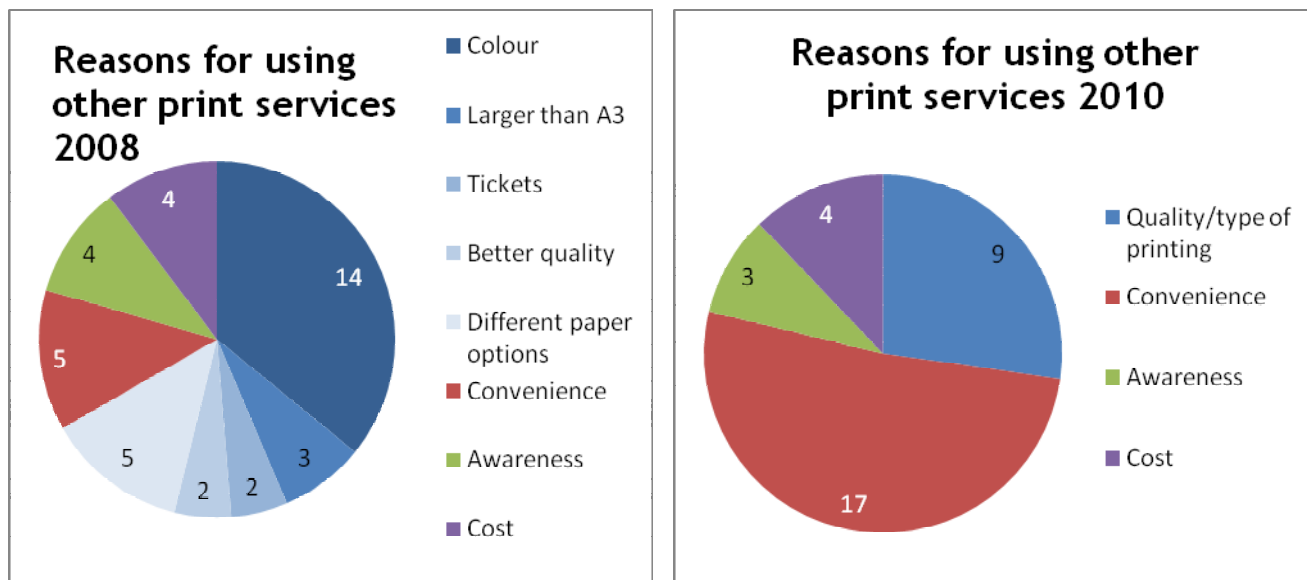
- convenience
- quality and type of printing available
- cost
- awareness

More than half of the 30 groups that commented mentioned *convenience* as their reason for choosing other printing facilities, mostly to do with locality. Nine groups mentioned *higher grade printing* ('professional leaflets & publications', 'postcard-style printing', 'glossy design

¹ 3 represents the highest score and 1 the lowest, so an overall score of over 2 would be considered good, and an overall score of over 2.5 would be excellent.

print’, ‘professional art prints’, ‘books & digital printing’) as the reason for using other print facilities; and only three mentioned *cost* (two of which mentioned the internet as the source of cheaper printing); three said they were unaware of the printing facilities at the Resource Centre.

Compared to the responses in 2008, when quality and type of printing (especially colour printing) accounted for a large majority of groups needing to print elsewhere, this reason is now given by less than a third of the groups.



The Resource Centre’s information service

“The fact sheets for setting up community groups and on the roles and responsibilities of management committees were really helpful.”

Starfish Kids Club

Groups who had used our information services on the website or at the Centre were asked what they had used and how useful they had found it. We also asked groups to rate the design and ease of use of our website.

Only 28 groups responded to the questions in this section, compared to the 56 groups in the previous survey. Although this is a big decrease from 2008, it is higher than the 20 who answered the same questions in 2006. The decrease is also reflected in uses of information services recorded on our database during both periods (in July 2008, this was a total of 267; in July 2010, a total of 182).

All the information resources were rated within the 'excellent' range when groups were asked to rate their usefulness², with Beachcomber receiving the lowest rating of 2.54. The library's average rating has gone up to a 3, compared to below 2.5 in 2008. Overall, the ratings were higher than in 2008 (2.8 compared to 2.6), but we should bear in mind that we also only had half the number of respondents.

We have recently evaluated the usefulness of Beachcomber to groups in its current form and it is now being reorganised, and will eventually become incorporated into a wider umbrella of information available to groups via the website.

Website

34 groups responded to questions about the website. 12 of the groups who responded to questions about the website had not ticked to say they had used any of the information services on the site or the Centre, so we can assume they used the website for equipment hire and other services. Usage of these aspects of the site is not monitored, so it is especially interesting to have feedback from these users.

97% of groups said they had found the information they were looking for on our website.

The formulation of the questions regarding the design and organisation of the website was changed from 2008. This year, groups were asked whether they agreed or disagreed with a given statement (4= strongly agree; 3= agree; 2=disagree; 1=strongly disagree; 0=not used).

- 97% said information on the website was easy to find
- 91% found the site search facility was good; 3% didn't; 6% had not used it
- 94% did *not* find there was too much information on the website
- 94% found the website to be a useful reference source; 6% had ticked 'not used'
- 53% did *not* find the monitoring form annoying, although nearly 16% did and 31% had not used it.

The results and comments (see page 25) are useful feedback for the work we are currently undertaking to improve our website.

² As on the previous page, 3 represents the highest score and 1 the lowest; an overall score of over 2 would be considered good, and an overall score of over 2.5 would be excellent.

What you think of the Centre

“Very satisfied is an understatement. The suggestions and efforts were creative, attractive, clear and simple, eye-catching and perfectly expressed. The staff actually listen, they also hear and come up with hard-earned wisdom when asked. They were available, non-intrusive, sensitive to difficult situations. Every town and city should have one like ours.”

Clarke Court and 385 Kingsway RA

In the last 12 months prior to the survey, just over 50% of groups had visited the Centre three or more times.

As in previous years, satisfaction ratings for the Centre overall were in the ‘excellent’ category, 97 of 105 groups having ticked ‘very satisfied’. No groups indicated that they were ‘not very satisfied’.

The section rating the Resource Centre’s usefulness and services was redesigned to make it easier for groups to respond, following the 2008 survey report. As with the questions about the website, in this part of the survey, groups were asked to agree or disagree with a given statement.

- 100% found the staff to be very helpful (percentage is of 107 groups who answered this question)
- 87% did *not* think they had to wait too long at the front desk if they needed help from staff; (percentage is of 100 groups who answered this question)
- 99% said that having equipment hire, printing and information services in one place is valuable for groups like theirs (percentage is of 95 groups who answered this question)
- 92% said that they did *not* find it difficult to get through on the phone; (percentage is of 87 groups who responded to this question)
- 100% said that prices are affordable (percentage is of 104 groups who answered this question)
- 83% said that the Resource Centre is the only place they can get the equipment they need (percentage is of 88 groups who answered this question)
- 100% said that email enquiries receive a prompt response (percentage is of 39 groups who answered this question)
- 100% said that the Centre is very useful to them

As with previous surveys, it is clear that **cheapness and helpful staff** are the two highest rated aspects of the Centre and all groups believe that the Centre is **very useful** to them.

Of the 82 different groups who took the time to write their own comments in the survey, there were over 30 comments that specifically mentioned the helpfulness or friendliness of the staff.

Accessibility

We asked the groups how accessible they found the centre, and 97% reported no problems with access. Of those who did find problems, all the comments related to either the current American Express building works (6 mentions), parking (5 mentions), location (4 mentioned the hill, 2 mentioned getting lost/not finding the RC, 1 mentioned proximity to public transport) or heaviness of the equipment (1 mention). There was no mention about our opening hours, which had been an issue in the past.

While we are aware that these issues cause problems for some of our users, it is difficult for us to make changes in any of these areas.

Parking has always been and is likely to always be an issue. However, over the years, we have lobbied the local authority to introduce short-term and disabled parking in the street, and both of these are now in place.

Finally, in this section, we asked for general comments about our service. These are listed on page 26. Where there were specific suggestions for improvements, we have noted these for future discussion.

About your group

“The Resource Centre is fantastic! Finding out that such a place existed was great, and has done wonders for our organisation.”

Young Hanoverians

Size of groups

We asked groups to tick boxes in a table, indicating approximately how many people were involved in their group at each of four different levels:

- Core members
(e.g. committee members, people who come to organised meetings)
- Volunteers
- Members (e.g. on the mailing list)
- Beneficiaries (e.g. people who use the services you provide, or who come along to the public events you organise)

We also asked if groups employed paid staff, if they were based in Brighton & Hove and whether they had received grant funding from Brighton & Hove Council in the past year.

The results indicate that:

- For 68% of our user groups, the number of core members is less than 10 (73% in 2008)
- For 87% of the groups, the number of core members is less than 25 (92% in 2008)
- 68% of groups had no paid staff (66% in 2008)
- 76% were without funding from the local authority (83% in 2008)
- 79% of the groups responding to the survey were based in Brighton & Hove (86% in 2008)
- 21% of groups said they benefited more than 1000 people; this is a significant increase from just 12% in 2008. 79% of groups benefit over 100 people; 21% benefit between 1 and 100 people.

We also calculated that nearly 30% of groups based in Brighton and Hove had received grant funding from the Council.

The overall results of this section of the survey show that we continue to successfully reach the type of groups which benefit most from our services - the hundreds of small, unfunded groups, run entirely by volunteers, which form the front line of a community and voluntary sector whose work benefits everyone in the city.

Groups' activities

We kept the same categories as in the previous three surveys, in order to make it easier to track changes over time. As in 2004, 2006 and 2008, groups were invited to tick as many boxes as they felt applied to their work. 99 of 108 groups filled in this section.

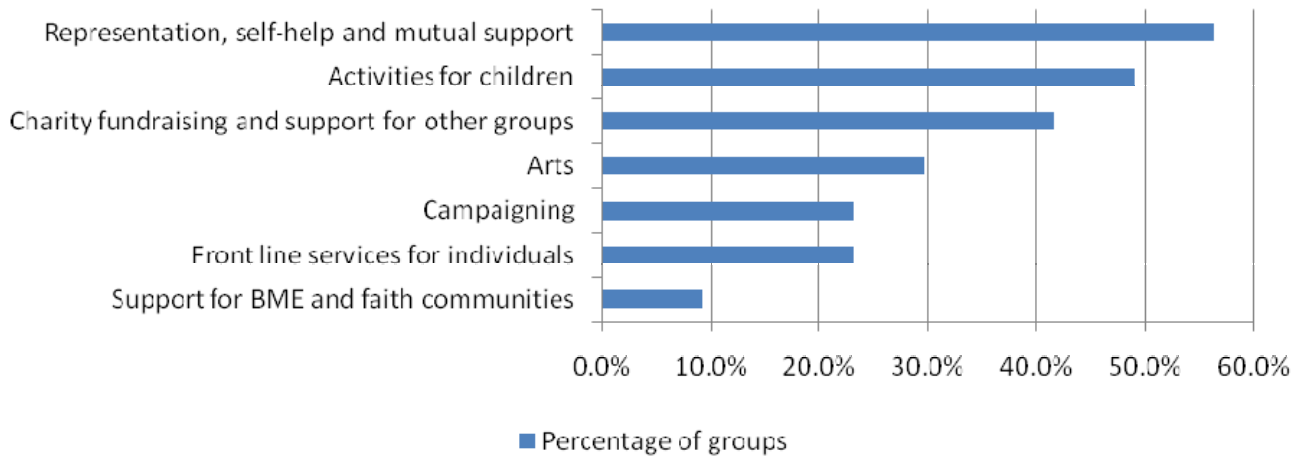
The most popular category in 2010 was “organise social/play activities for children/young people” (45% of groups). 39 of the 45 groups who ticked this category also ticked other categories, which indicates that organising social and play activities for children/young people is not necessarily the sole or primary purpose of the groups.

Five other main categories were each ticked by over a quarter of the groups. These were:

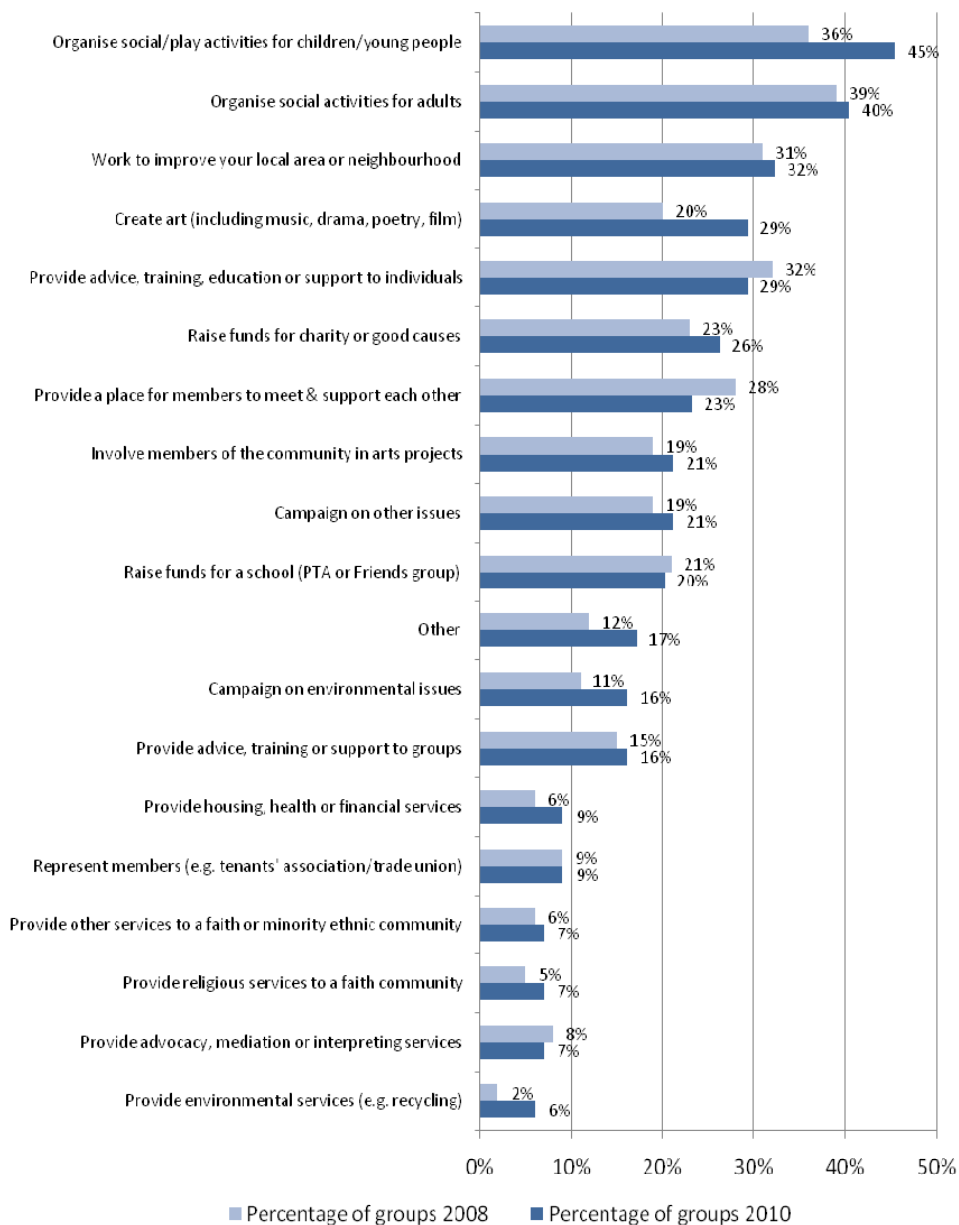
- Organise social activities for adults (40%)
- Work to improve local area (32%)
- Create art (music drama poetry film) (29%)
- Provide advice, training, education or support to individuals (29%)
- Raise funds for charity or causes (26%)

As can be seen from the charts on page 17, community groups have a powerful impact on the life of the city, in a wide range of different ways.

Activities of Groups in Broader Categories



Groups' Activities 2008 and 2010 compared



As well as providing direct services, such as training, advocacy, social opportunities or childcare, groups enrich and benefit their neighbourhoods (and hence also the city) by improving the environment, involving people in the arts and culture, raising funds and campaigning for change. Involvement in voluntary and community activity also improves the quality of the lives of those who take part, and thereby also reduces issues of isolation and alienation so prevalent in cities. The prominence of social, play and mutual support activities in this list is indicative of the personal value of community life for thousands of individuals across the city.

Other support for groups

In the final section of the survey, we asked groups to tell us which other support agencies they had used in the past year. We found that for 69% of the groups, we were the only infrastructure support agency they had received support from.

Among those who had received support from other agencies, the most common source of other support was the Working Together Project, who had supported 18% of the groups surveyed. This was closely followed by Community Base who had supported 15% of the groups. Other agencies mentioned by more than 5% of the respondents were Community and Voluntary Sector Forum (11%), Novas Scarman (Can do) (10%), Volunteer Centre (8%), Business Community Partnership (6%), Sussex Community Internet Project (5%).

Of the 34 groups who had used other support services, 41% had paid staff, whereas in the survey as a whole, this figure was 32%.

CONCLUSION

Fantastic service, really useful and we use you whenever we need something.

Brighton Carnival

Once again, we have been overwhelmed by the level of response and the positive and constructive comments given by groups.

We are reassured that our services are valuable and appropriate for the needs of community and voluntary groups in Brighton & Hove and surrounding areas.

Where the survey results indicate room for improvement, we will be taking action to respond over the coming months. For example, we hope that those groups who felt they had to wait too long for attention at the front desk, or that it was difficult to reach us by phone will have a more positive experience in future, now that we have an additional member of staff on the team.

We look forward to continuing to work with our user groups to improve the services available at the Centre, and welcome feedback and comments throughout the year.

Resource Centre staff team
November 2010

APPENDIX 1: COMMENTS AND SUGGESTIONS

Comments about hiring equipment

Falun Dafa: Excellent, affordable prices for charities and communities (NGO).

Name Not Given 26: Helpful and convenient.

Serendipity: Great service, much needed.

St Luke's School PTA: Very efficient service.

Early Explorers / Amigos: Staff are really helpful.

St Nicholas School Portslade PTA: very helpful

It Skills For Rural Kenya: The camera equipment has not always met our needs due to the older cameras not being fully compatible and/or meeting requirements needed for sound checking.

Name Not Given 23: Easy to work with, very helpful.

Saltdean Primary School: Very easy

Cottesmore St Marys School: Great service, great equipment, would like more on the list.

Friends of Queens Park: Very easy.

St Peters School PTA, Ardingly: Very efficient getting equipment from centre but machine stopped working during our summer fair and unable to use.

Name Not Given 18: Very easy and inexpensive.

Name Not Given 19: Excellent, worked perfectly, staff very helpful and flexible.

Friends of Downsview School: Everyone is always helpful and it enables us to hire the equipment without purchasing it, allowing us to use our funds for the school.

Name Not Given 16: Ball in bucket game had no stand on one of the boards. Apart from that it was very good.

Name Not Given 15: Well organised, easy to use and access.

Brighton Vineyard Church: Easy/parking etc. W[eb] info is good. Friendly, helpful staff. Cost is good.

Isfield and Little Horsted Bonfire Society: Easy to do.

Name Not Given 14: Lovely staff, very friendly and helpful. Excellent value for money.

Hollingbury Hello/Hollingbury Active Parents for Park Improvement: Very useful.

Royal British Legion: Excellent service and quality.

All Different All Equal: They're very reasonably priced for their hire for local community groups.

Starfish Kids Club: The service is excellent.

All Different All Equal: The service is excellent. Helpful explanations, checking

equipment and then good instructions, and very affordable too. Good range of equipment.

Name Not Given 13: Would have borrowed money aprons but none were available. Could have done with instruction sheet/suggestions for mousetrap game.

Turnerland Youth Project: I hire with confidence, knowing everything is closely and carefully monitored.

Friends of St Marys Church, Stoughton, W. Sussex: Very helpful staff. Relatively easy access for pick up.

Lesbian Link Brighton: Not always sure about what is on offer - always more than I had imagined.

Name Not Given 9: Very good value for money.

Peasmarsh School Association: Great prices.

Stafford School: We didn't think the clown striker was particularly brilliant but everything else was fine.

First Seaside Scouts: Very helpful staff, excellent equipment, very good prices.

Name Not Given 7: Generally very good and simple to complete paperwork required. This was my first experience. I did not realise the complete range of facilities at the centre.

Clifton, Montpelier Powis Community Alliance: It is very easy to hire equipment and the staff are always extremely helpful about explaining how it works etc.

Brighton Quakers: Always amazed at the range of equipment and the quality of the equipment.

Brighton Carnival: Fantastic service, really useful and we use you whenever we need something.

Name Not Given 2: Fantastic service.

West Sussex Association for Disabled People: It is very reasonable and the length of time you hire it for is very adequate.

Name Not Given 3: Very good value.

Creative Kids Club: The equipment we hired helped make our Christmas Fair a success. We raised over £300.

Parade Bowls Club Eastbourne: Sadly, the buzz wire was intermittent and we could not use it. The coconut shy was a little sad but could be used. All other hired equipment was more than satisfactory.

Royal Agricultural Benevolent Society: Excellent resource, clear instructions.

Name Not Given 4: Very helpful staff and all organised. No problems with equipment.

Bevendean Activities Group: Would like organisations to be able to keep a deposit cheque with you as opposed to writing one each time.

Name Not Given 6: Equipment was in excellent condition. The process was very easy and well organised and everyone at the Resource Centre was extremely helpful. Also, the prices were very reasonable.

Comments about printing at the Centre

Falun Dafa: Excellent, very impressed.

Name Not Given 26: Need more colour printers.

Socialist Party: Very useful/helpful and pleasant staff.

Serendipity: Excellent.

Name Not Given 25: Very quick machines and staff always lovely and really willing to help, even when busy.

Peach Melba: It's great.

Name Not Given 24: Very helpful staff

Narolc's World: The centre facilitates every step of the process in a helpful, friendly way.

Friends of Queens Park: Wish I'd listened more to the instructions!

Nascent Publications/Westhill Community Centre: Excellent!

Mosaic: An enjoyable experience.

New Larchwood Activities Group: Great service, friendly, helpful staff.

Name Not Given 17: Greater range of paper from sustainable sources would be good - mixed FSC, recycled, unbleached etc.

Sussex Action for Animals: It's great

Young Hanoverians: The Resource Centre is fantastic! Finding out that such a place existed was great, and has done wonders for our organisation.

Hollingbury Hello/Hollingbury Active Parents for Park Improvement: Need more

font choice and inform groups of fonts available.

All Different All Equal: Very reasonable

Starfish Kids Club: We have used the printing service monthly for the last year. Not only is the quality excellent but we get great advice on how best to print documents and how to improve quality.

All Different All Equal: Again, an excellent service - clear instructions, always on time, great quality for the price.

Lesbian Link Brighton: The new machines are very good but often complex to use.

Clarke Court and 385 Kingsway RA: Very satisfied is an understatement. The suggestions and efforts were creative, attractive, clear and simple, eye-catching and perfectly expressed. The staff actually listen, they also hear and come up with hard-earned wisdom when asked. They were available, non-intrusive, sensitive to difficult situations. Every town and city should have one like ours.

Name Not Given 6: Really helpful and so cheap.

Clifton, Montpelier Powis Community Alliance: We are delighted with the introduction of colour printing/ photocopying last year. This was a real breakthrough and has enabled us to print attractive posters and programmes for our events.

Coldean Colts: Excellent helpful staff.

Cowley Club: Very useful resource.

The Ukulele Research and Development Society: The quality of the printing is good but ideally could look more professional. Often it's a bit fuzzy and the colours are a little dull. I don't really use many different

types of paper so don't know about the above.

Sail Boat Project: It's great, good help, minimises waste.

Reasons for using other print services

Socialist Party: Large print runs for postcard style leaflets not done at the Resource Centre.

Early Explorers / Amigos: Special offers from internet.

It Skills For Rural Kenya: The university is very competitive and some of our volunteers use them to print out letters.

It Skills For Rural Kenya: The cost is lower than RC for colour printing per sheet and it is nearer to our office.

Name Not Given 25: Sometimes too busy to come and do it myself.

Name Not Given 22: Unaware of services here.

Saltdean Primary School: Done at school as part of PTA.

Lewes New School: Our school is in Lewes and we use someone nearer.

Brighton Film Makers Coalition: Didn't know about printing here.

Lewes Amnesty Group: More local in Lewes for smaller print jobs.

Name Not Given 15: Local photocopy shop and post office in hove (as I live in Hove).

Brighton Vineyard Church: Don't know about service.

Name Not Given 14: We print professional leaflets and publications. I don't think the Resource Centre offer the same service.

Sussex Action for Animals: Laminating.

Young Hanoverians: Only very occasionally - sometimes I'll print stuff at work or in a newsagents if the RC is closed or I'm in a rush.

All Different All Equal: We use Blow Up for colour printing if we have A3s or a lot of leaflets.

Tarnerland Youth Project: Flyers, posters, glossy design print.

Name Not Given 11: More local.

Friends of Brighton and Hove High School: This is available in-house to us within our own organisation.

BHV: For our leaflets and volunteer packs which are printed in colour and on high quality paper.

BAHFC: If quantity required is less, I print at home.

First Seaside Scouts: Resource Centre not local to me - I live in Eastbourne.

Sussex Centre for Complementary Therapists: Design services available for the publicity and cheap to use (Vistaprint) and all this accessible online.

Brighton Quakers: Books and digital printing that is not available at the Resource Centre.

Cowley Club: Occasional photocopying.

The Ukulele Research and Development Society: To get a really professional (print quality) art prints made.

Name Not Given 6: I sometimes print at Sussex University for small amounts of printing.

Clarke Court And 385 Kingsway RA: Because there are occasions when an

instant notice is needed and then I have used my computer (we are flats and occasional notices have been needed in the past).

Brighton & Hove U3A: Easier for people in Hove to use local printing for small jobs (but more expensive).

Brighton & Hove Amnesty: photocopying mostly for short runs - somewhere nearer where I live.

Sail Boat Project: Random expensive corporate stuff.

Comments about our information service or website

Name Not Given 26: It's OK.

Serendipity: Excellent! Kept well updated.

Saltdean Primary School: Very easy to find info and hire.

Sussex Action for Animals: Very useful.

Isfield and Little Horsted Bonfire Society: Very easy to use - find phoning easier.

Starfish Kids Club: The fact sheets for setting up community groups and on the roles and responsibilities of management committees were really helpful.

Parkinsons UK: Clear, simple, very easy to use. Excellent!

All Different All Equal: Again, excellent - roles of committee especially useful - couldn't find a simple business plan though.

Responses to the question: Do you find the Centre accessible?

Falun Dafa: Just the hill.

Serendipity: Parking and its cost is the only issue £1.60 per time etc.

Early Explorers / Amigos: It is hard to park, specially with road closure.

Name Not Given 22: Despite current roadworks and getting lost!

Cottesmore St Marys School: Parking is an issue.

St Peters School PTA, Ardingly: Due to the current building works it's hard to park outside the centre due to building vans and the equipment was heavy.

Hampshire and Malthouse Residents Association: Tell Amex to stop blocking the entrance with their lorries.

Name Not Given 15: Once I knew where the RC was it is easier to get to by car and there is always a parking space outside.

Friends of Brighton and Hove High School: Only because I drive and can park. I would struggle to use the service to hire equipment without transport of my own.

Parkinsons UK: Simply because of the nearby building works - the road was closed. However, that is temporary. But for equipment hire it took a while for equipment to be checked and forms to be filled in which I hadn't anticipated and would have paid to park if I had known it would take 10 minutes. I kept worrying about a parking ticket. I thought I'd only be there for a few minutes. Maybe tell hirers beforehand hiring process takes 10 minutes so may want to pay to park.

West Sussex Association for Disabled People: Centre is accessible, however changes to the road have made it confusing recently trying to work out how to get to the Centre. But that's not your fault.

Bevendean Activities Group: Must be driven to. Could be closer to a bus route for those without cars but otherwise good

Name Not Given 6: I live on another side of Brighton so ride there. It's slightly annoying to get to as it's on top of a hill but if I need to go there, that won't deter me.

Name Not Given 7: However, road closures are unavoidable.

Clarke Court And 385 Kingsway RA: I cannot say you are exactly inaccessible because you provide parking - a great help. I gave up my car and use buses etc. It can be a bit difficult if the ability to walk is not too great. Yes, we can use taxis. Even for all the comments I have just stated, it (the RC) has a centrality for the whole city. At least, I found it so.

Holiday Club, Dorset Gardens Methodist Church: Easier to park and turn than it was when I last came, several years ago.

Friends of West Hove Infants School: But parking is difficult.

Other comments about our services

Falun Dafa: Excellent, friendly service. Thanks for a wonderful service.

Name Not Given 26: It's great.

Name Not Given 24: Invaluable resource and very helpful, thank you.

Cottesmore St Marys School: This is a valuable service for the school PTA events as we can't afford to purchase the great equipment the centre provides.

Mosaic: Very helpful.

New Larchwood Activities Group: I wish more people would visit from Coldean - I'm still working on it.

Hampshire and Malthouse Residents Association: The staff are wonderful. It's an organisation unique to Brighton and now without the RC Brighton wouldn't cope.

Lewes Amnesty Group: Excellent. A godsend for our group. Enables us to campaign to the extent we need to without worrying about cost.

Brighton and Hove Filipino Community: I forgot my laptop in my laptop bag and the

staff secured it for me. Very trustworthy and reliable persons.

Young Hanoverians: Bravo! Keep up the good work! We mostly use the Resource Centre for printing but have got our eye on hiring some of the equipment at some point and will certainly come here if we need any of the other services.

Hollingbury Hello/Hollingbury Active Parents For Park Improvement: Great resource, thank you.

All Different All Equal: Staff are always very helpful and polite and help to find an alternative if they cannot help with what you want.

Starfish Kids Club: We are a not for profit group providing childcare to over 70 children and families daily and to six schools across the city. The support the Resource Centre provides and the flexibility and scope of its service has been invaluable to our group. The Resource Centre should be a national project, it helps us provide good quality affordable childcare across the city.

Bricycles: We greatly appreciate the printing and folding facility. Staff are always helpful and knowledgeable.

Lesbian Link Brighton: Always fine, staff helpful and patient.

Friends of Brighton and Hove High School: the hiring equipment service is wonderful for organisations such as ours. It really adds value to the range of activities and stalls we can run at our summer and Christmas fair.

Clifton, Montpelier Powis Community Alliance: Quite simply, we could not run the CMP festival - a community arts festival

- without the Resource Centre. It is also invaluable for equipment hire during the festival and throughout the year for CMPCA meetings.

Kidzone: The Resource Centre is a valuable resource. I have used the centre for approximately 17 years and have used the facilities and equipment on numerous occasions. It is brilliant!

West Sussex Association for Disabled People: I came to the Centre mainly to use the trust fundraising database which is really useful to me but too expensive for the organisation to subscribe to. It is really helpful to access it for a few pounds for an afternoon or morning.

Hollingdean News: Extremely valuable to groups like ours (community newsletter). Have not been able to match service and price elsewhere for printing.

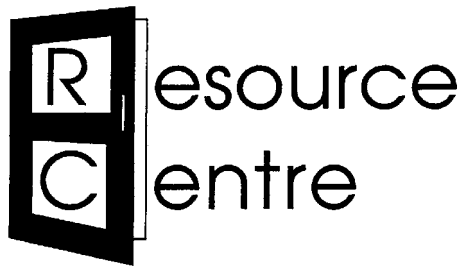
Clarke Court And 385 Kingsway RA: The Centre provides for meetings. Each time they have provided, not only does the meeting go well, but the staff are supportive, on hand, non-invasive but with a wealth of information for the meeting leaders. As you have probably understood, I cannot recommend them too highly. The accounts advice and audits also on offer. The minutes and 'magazines' they have helped produce, the meetings facilities are all excellent. Thank you very much for being who, what and how you are and for just being there.

Brighton & Hove Amnesty: There is nowhere else where staff would be so understanding of problems which face non-experts using equipment.

BMEYPP: Good service, great staff.

Sail Boat Project: It's great.

APPENDIX 2: SURVEY QUESTIONS 2010



User Satisfaction Survey 2010

Thank you for taking the time to complete this survey. The information you give will help us to improve our service and to make sure we are offering the equipment and help that groups need. If there are any questions that don't apply to you or don't make sense, please leave them blank.

1) Your use of the Resource Centre

1.1 Which of these Resource Centre services have you used in the past 12 months? (Tick any that apply)

- | | | | |
|------------------------|--------------------------|---|--------------------------|
| Printing/photocopying | <input type="checkbox"/> | Information services at the Resource Centre | <input type="checkbox"/> |
| Computers/internet | <input type="checkbox"/> | Information services on the website | <input type="checkbox"/> |
| Equipment hire | <input type="checkbox"/> | | |
| Other (please specify) | | | |

1.2 Which Resource Centre services did you already know about before reading this survey?

- | | | | |
|-----------------------|--------------------------|---|--------------------------|
| Printing/photocopying | <input type="checkbox"/> | Information services at the Resource Centre | <input type="checkbox"/> |
| Computers/internet | <input type="checkbox"/> | Information services on the website | <input type="checkbox"/> |
| Equipment hire | <input type="checkbox"/> | | |

2) Hiring equipment

2.1 Have you hired equipment from the Centre in the last 12 months?

Yes No

If the answer to question 2.1 is **No**, please go on to **Section 3: Printing at the Resource Centre**.

2.2 What equipment did you hire?

2.3 How satisfied were you with the equipment you hired?

- Very satisfied
- Satisfied
- Not very satisfied

2.4 Do you have any comments about hiring equipment from the Centre?

3) Printing at the Resource Centre

3.1 Have you used our printing or photocopying equipment in the last 12 months?

- Yes
- No

If the answer to question 3.1 is **No**, please answer **question 3.4** and then go on to **Section 4: Information services**.

3.2 How satisfied were you with these aspects of our printing service?

	Very satisfied	Satisfied	Not very satisfied
Quality of the printing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range of paper stock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help received from staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of use of the equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.3 Do you have any comments about printing at the Centre?

3.4 Do you use printing services other than the Resource Centre?

Yes No

If the answer to question 3.4 is **Yes**, please tell us why:

4) The Resource Centre's information service

4.1 Have you used any of our information services in the last 12 months (either at the Centre or on the website)?

- Beachcomber
- Information sheets
- Library
- Favourite Funders
- Trustfunding.org.uk website

If you haven't used any of these services, please go on to **Section 5: What you think of the Centre**

4.2 How useful did you find the information services you used?

	Very useful	Useful	Not very useful
Beachcomber	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information sheets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Favourite Funders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trustfunding.org.uk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.3 Have you used the Resource Centre website in the last 12 months?

Yes No

If the answer to question 4.3 is **No**, please go on to **question 4.6**.

4.4 Did you find the information you were looking for on our website?

Yes No

4.5 What did you think of the way our website is designed and organised?
 Please tick one box in each row to indicate how strongly you agree or disagree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Not used
Information on the website is easy to find	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The site search facility is good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is too much information on the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The website is a useful reference source	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The monitoring form is annoying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.6 Do you have any comments about our information services or website?

5) What you think of the Centre

5.1 How often have you visited the Centre in the last 12 months? (Please tick one box only)

- Once
- Twice
- Three times
- More than three times

5.2 How satisfied did you feel about the service you received from the Centre? (Please tick one box only)

- Very satisfied Satisfied Not very satisfied

5.3 How helpful is the Resource Centre for your group?

Please tick one box in each row to indicate how strongly you agree or disagree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Can't comment
The staff are very helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We have to wait too long at the front desk if we need help from staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having equipment hire, printing and information services in one place is valuable for groups like ours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's difficult to get through on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The prices are affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is the only place we can get the equipment we need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email enquiries receive a prompt response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Centre is very useful to our group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5.4 Do you find the Centre accessible?

Yes No

If you answered **no** to question 5.4, please say why:

5.5 Do you have any other comments about our service?

6) About your group

6.1 Name of group (if happy to give)

6.2 In most groups, people can be more or less involved, from the core organisers through to the people who receive services or attend events. Please tick one box in each row that applies to you, to give us an idea of roughly how many people fit into these different categories in your group.

	1- 10	11- 25	26- 100	101- 500	501- 1000	1000+
Core members <i>eg committee members, people who come to organising meetings</i>						
Volunteers <i>eg people who are usually willing to help out if asked, people who take turns on a work rota</i>						
Members <i>eg people who are on the mailing list</i>						
Beneficiaries <i>eg people who use the services you provide, people who come along to public events you organise</i>						

6.3 Do you have paid staff?

Yes No

6.4 Has your group received a grant this year from Brighton & Hove City Council?

Yes No

6.5 Is your group based in Brighton & Hove?

Yes No

6.6 What does your group do? (tick all that apply)

- Work to improve your local area or neighbourhood
- Represent members (eg Tenants' association, Trade union)
- Provide a place for members to meet and support each other
- Organise social activities for adults
- Organise social/play activities for children/young people
- Raise funds for a school (eg PTA or Friends group)
- Raise funds to give to charity or good causes
- Provide advice, training, education or support to individuals
- Provide advice, training or support to groups
- Provide housing, health or financial services
- Provide advocacy, mediation or interpreting services
- Provide environmental services (eg recycling)
- Provide religious services to a faith community
- Provide other services to a faith or minority ethnic community
- Campaign on environmental issues
- Campaign on other issues
- Create art (including music, drama, poetry, film)
- Involve members of the community in art projects
- Other _____

6.7 In the last 12 months, have you been helped by any of these other agencies? (Please tick any you have used)

- | | |
|--|---|
| Working Together Project <input type="checkbox"/> | Community Base <input type="checkbox"/> |
| Novas Scarman Group (Can Do) <input type="checkbox"/> | Impact Initiatives <input type="checkbox"/> |
| Community and Voluntary Sector Forum <input type="checkbox"/> | East Brighton New Deal for Communities Partnership (ebndc) <input type="checkbox"/> |
| Sussex Community Internet Project (SCIP) <input type="checkbox"/> | Black & Minority Ethnic Community Partnership <input type="checkbox"/> |
| Business Community Partnership/ProHelp <input type="checkbox"/> | Spectrum <input type="checkbox"/> |
| Volunteer Centre <input type="checkbox"/> | Brighton & Hove Federation of Disabled People <input type="checkbox"/> |
| Trust for Developing Communities <input type="checkbox"/> | |
| Impetus (Performance Development Service/Capacity Building Project) <input type="checkbox"/> | |
| Other _____ | |

Thank you for your comments.

Please put your completed survey in the box at the front desk or use the envelope provided to return this form to the Resource Centre, Prior House, Tilbury Place BN2 0GY (Tel: 606160/Fax: 673663) **by Friday 27th of August.**

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info@resourcecentre.org.uk



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