

# Resource Centre User Survey 2016

What our users think of Resource Centre services

## Headline results: 100% satisfaction

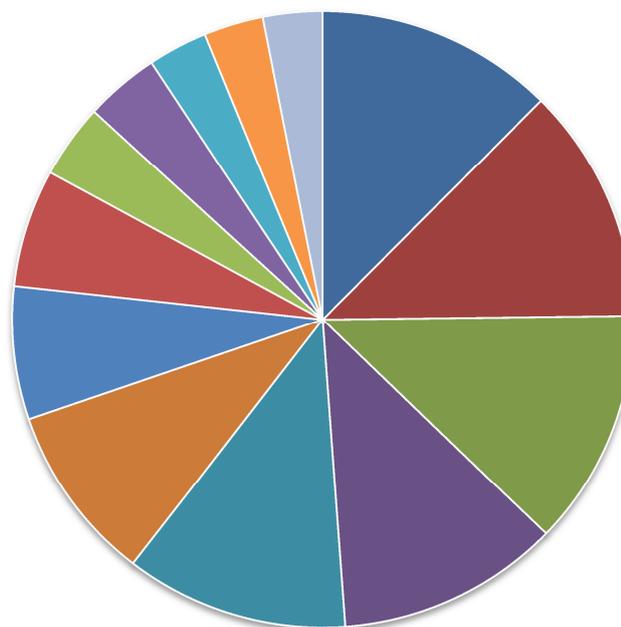
- 97% of our users were very satisfied with the service they received. The remaining 3% were satisfied.
- 100% of respondents agree that the Resource Centre makes life easier for their group.
- For most of our user groups, we are the only support agency they use.
- The work of our user groups benefits everyone in the city.

We are grateful to everyone who took the time to respond to our 2016 survey. We received responses from 133 separate groups. 51% of the groups who visited the Centre during July returned the survey.

A fantastic service, which we would be lost without!

*Coldean Residents' Association*

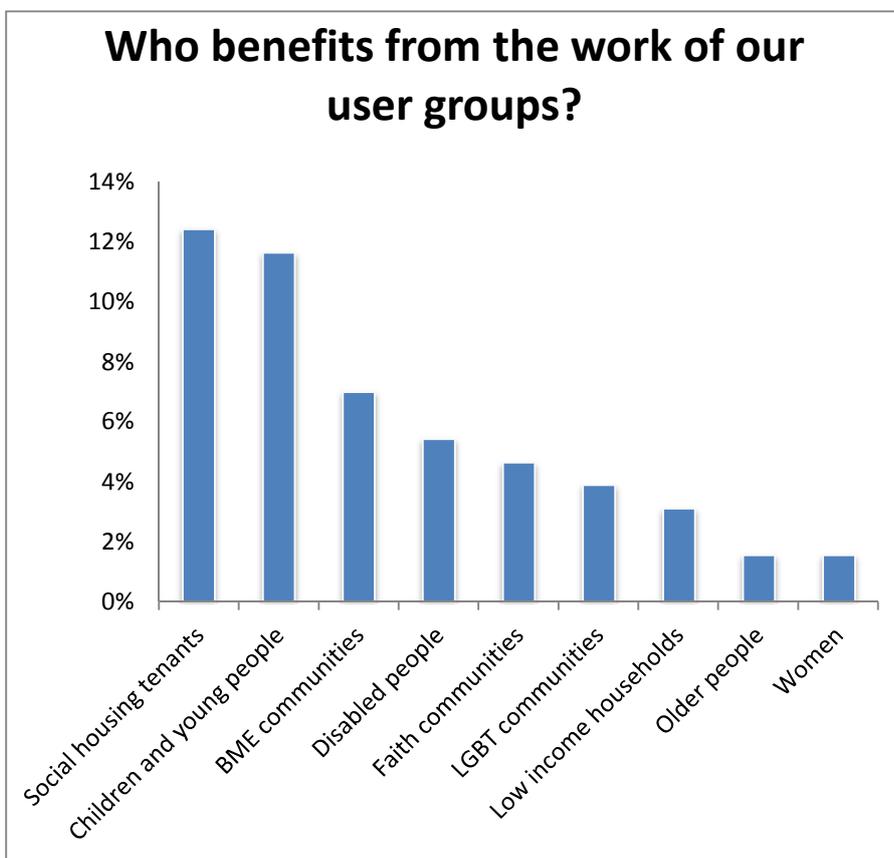
### What our user groups do



- |                         |                               |
|-------------------------|-------------------------------|
| ■ Education             | ■ Neighbourhood-based groups  |
| ■ School PTA            | ■ Campaigning                 |
| ■ Self-help and support | ■ Arts                        |
| ■ Community events      | ■ Community centres and cafes |
| ■ Fundraising           | ■ Sports                      |
| ■ Green spaces          | ■ Youth/kids clubs            |
| ■ Other                 |                               |

# Who uses the Resource Centre?

83% of our user groups are run mainly by volunteers. Their diverse activities make a contribution to community life all over the city and beyond. We asked groups to describe what they do in their own words and have grouped their answers into 12 broad categories (see chart on page 1).



Most of our user groups benefit everyone in their local area or the general public.

Just under half are particularly of benefit to specific communities, some of which intersect (see chart, left).

57% of groups have fewer than ten people regularly attending their organising meetings. Over a third of these (21% of the total) are run by fewer than five core organisers.

68% of user groups based in Brighton & Hove had not received a grant from Brighton & Hove Council in the previous year.

On average, the activities of our user groups benefit over 280 people per group. When multiplied by the total number of groups who use the centre each year, this gives a figure of over 260,000 people whose lives are enhanced by the work of hundreds of small groups of volunteers.

I've been using the Resource Centre for various different groups and projects for at least 20 years now and it is an absolutely invaluable resource and we are incredibly lucky to have it in Brighton. People travel quite long distances from other towns to be able to use the Resource Centre - we shouldn't take it for granted!

*Craggers outdoor activities group*

## How useful are our services?

- 100% of respondents agree that the Resource Centre makes life easier for their group.
- 56% of our user groups had not received support from any other local agency in the past year.
- 85% agree that the Resource Centre is the only place they can get the equipment they need.
- 76% of groups who used our information found it "very useful" and the other 24% found it "useful".
- Of groups who received advice or support from our staff, 100% found it "very useful".

The Resource Centre provides a unique and excellent service. It is indispensable to small groups with a limited budget.

*Bricycles*

## Where could we improve?

Overall, groups were very satisfied with the current service. However, we are always looking to improve and update our services, so we asked for feedback and suggestions as part of the survey.

Excellent organisation. We would find it difficult to run without them.

*St. George's Roman Catholic Church, Hove*

We received 200 comments in total. Of these, 94 were positive comments about the service overall or specific aspects of it. A further six expressed a wish for the Centre to be better funded or more widely known about.

Of the remaining 100 comments, 26 were specific suggestions for new items of equipment, requests for upgrading of specific pieces of equipment that are becoming worn out, and ways we could improve our systems or the accessibility of our building and website. We will follow up each of these suggestions, within the limits of our funding and the physical space we have available.

There were three comments on our pricing – two suggesting we should lower prices and one suggesting that they should be higher! When asked elsewhere in the survey if prices at the Centre are affordable, 89% of groups strongly agreed and the remaining 11% agreed, so we feel this is not a major area of concern for users overall.

The two biggest issues raised by groups in their comments were our location (and the associated difficulty in parking) and our opening hours.

29 comments mentioned either parking or the location of the centre, or both. Without a large increase in funding, we are unable to contemplate moving to a new building. In any case, it seems unlikely that a building with good public transport links, at the bottom of a hill and with plenty of free parking spaces is going to become available in Brighton & Hove any time soon.

25 comments requested some kind of extension to our opening hours. Again, our ability to respond to this is limited by our funding, but we will look again at our staffing rotas and consider whether any changes are possible.

We will produce a further report by July 2017, detailing how we have responded to all the specific comments raised in the survey.

The staff are all highly informed. Being able to communicate with them directly is invaluable.

*ADHD Aware*

## Distribution and response rate

We asked everyone who visited the Centre during July 2016 to fill in a survey, either on paper or online. We added a link to the online survey to all the emails we sent during July and the survey was prominently featured on the front page of our website for the month.

Because the survey was distributed so widely, it is difficult to calculate a direct response rate. However, we are confident that the responses are representative of our user groups, because a high proportion of the groups who used us during July did return the survey.

We received responses from 133 separate groups, including 8 anonymous responses. Of the groups who gave their names, 105 had used services at the Centre during July. The total number of user groups in July was 207, so 51% of the groups who used us during July responded to the survey.

It has been a lifeline for us as we are setting up a social and educational provision after being made redundant after all provision for Adults with Learning Disabilities being removed from the college we worked in (Trafford College).

Your documents on how to set up as an Unincorporated Association, constitution, public liability insurance and risk assessments (to name a few) have really supported and guided us through this process of becoming self employed teachers for the good of a disadvantaged and vulnerable community.

We have felt really comforted by the easy way the information has been put across to us in layman's terms and through that have felt that we can achieve our goal to provide a service for our students.

You are the only source of information out there understanding what we want to achieve. Thank you so much.

*One to One (Trafford)*