

Resource Centre Survey 2018

The Resource Centre gives great weight to feedback from users: it is the main way in which we have developed our services over the years. A central plank of this feedback is the survey we carry out every two years. Most recently we surveyed all groups who used us between 19th June and 13th July 2018. Of the 220 user groups in the period 122 responded, a very high response rate of 55%.

Group responses are tabulated below. Here we just want to pull out some of the central points.

Meeting our aims

The central aim of the Resource Centre is to encourage stronger communities by making it easier for people to organise in their community. We particularly aim to support people working in small grass roots groups. Four key findings from the survey tell us we are succeeding in this.

Most significantly, in 'reasons for using the service', everyone who responded agreed we are making things easier for their group with 94% strongly agreeing.

In terms of the kind of groups we are supporting the figures show that 85% of groups are run by volunteers and 55% have 10 or fewer organisers. In addition 88% have not received a grant from Brighton and Hove City Council and for two thirds we are the only support agency.

So, not only are we making the work of small groups easier, for many of them we are the only source of outside support.

Hire of equipment and the impact in the city

Two questions this year were aimed at giving us more information about how our hire equipment was used by groups. This showed that each event using our equipment was attended, on average, by 353 people and that, where the event was a fundraising event, the average raised was just under £2,000 a group.

We are not claiming credit for the success of these events or for all the money raised but it is clear from these figures that our hire service makes a significant contribution to the activities and fundraising capacity of groups in the city.

In conclusion – an amazingly positive response

The most striking thing is the massively positive response we get from users. Looking at the 'Satisfaction with services' table we see that all users are 'very satisfied' or 'satisfied' with 98% being 'very satisfied'. Similarly, looking at our various services – equipment, print, information and advice – all groups are satisfied with them or find them useful (the question varies) with around 90% of groups being *very* satisfied or finding them *very* useful.

Almost all groups find our staff helpful, our prices affordable and say we make their life easier. 80% say we are the only place they can get the equipment they need.

While we are never complacent we have good reason to be pleased with the response.

Resource Centre - summary of survey results 2018

Satisfaction with services

Service	Number of user groups	Very satisfied	Satisfied	Not very satisfied
Overall service	122	118	2	0
<i>Equipment service</i>				
Satisfaction with booking process	87	84	3	0
Satisfaction with quality of equipment	87	75	8	0
Print service	66	65	1	0
		<i>Very useful</i>	<i>Useful</i>	<i>Not very useful</i>
Information service	43	38	5	0
Advice service	25	24	1	0

Reasons for using service

	Strongly agree	Agree	Disagree	Strongly disagree
The staff are helpful	117	3		
The prices are affordable	113	6		
The Resource Centre makes life easier for our group	112	7		
It's the only place we can get the equipment we need	80	18		

Use of hire equipment

Service	Number of user groups	Total reported as attending or raised by all groups responding	Average per responding group
Number of people attending meeting	64	22,608	353
Amount raised (if fundraising meeting)	39	£76,914	£1,972

Groups – organisers and beneficiaries

How many people regularly come to your organising meetings?		How many people benefit from the work your group does?	
1-5	27	1-25	8
6-10	38	25-100	22
10-25	22	101-500	41
More than 25	28	More than 500	44

Group location, composition and support

	Number of user groups	Yes	No
Is your group based in Brighton & Hove?	120	106	14
Is your organisation mostly run by volunteers?	117	99	18
Has your group received a grant from Brighton & Hove City Council in the last 12 months?	109	13	96
Has your group received support from any agency other than the Resource Centre in the last 12 months?	106	38	68