

FRATTON

COMMUNITY CENTRE

USAGE REPORT

2014

The data presented in this report was collected in two parts:

User data and satisfaction by means of individual questionnaire forms distributed in the centre during November 2014 (group forms were also supplied for young children's groups, to be completed by the group leaders) The number of responses received from this centre was 934.

User numbers, the percentage space utilisation and the balance of the centre activity programme by means of the bookings calendar for the year from January 1st to December 31st 2014, provided by the Association.

Participation in these data collection processes is a requirement of the Service Level Agreement between the Council and Fratton Community Association. The report is presented to the Association for discussion with the managing committee of Trustees and forms the basis of the SLA action plan for the coming year.

The co-operation of the staff and trustees in these processes is much appreciated.

The total number of visits to the centre in 2014 is recorded as 127,053 which includes 7,000 voting in the Romanian elections over one weekend.

This is an eleven room centre with sports hall, café, gym and offices, managed by Fratton Community Association.

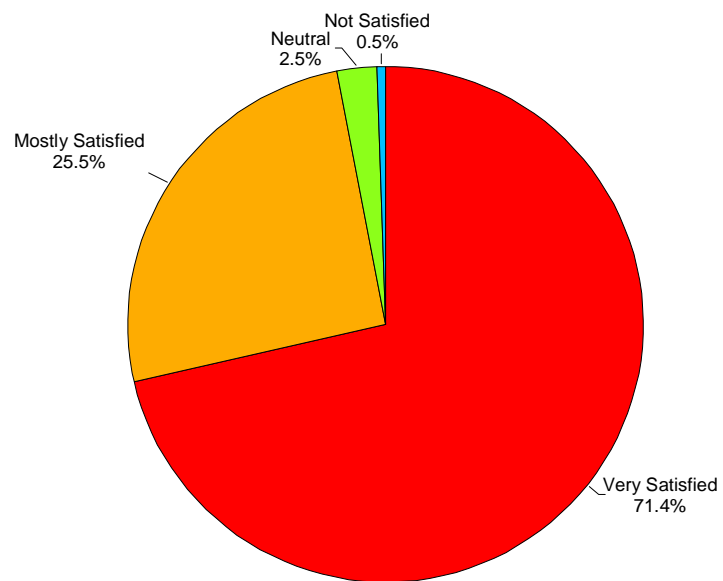
The centre has eleven spaces available for hire, including a sports hall, a gym and two small offices and has a café facility on site. Each space is deemed to be available for three sessions per day (morning, afternoon and evening) and the centre potentially available for use seven days a week all year round.

The percentage utilisation of spaces within the centre throughout 2014 was 69%

The balance of the programme is analysed below. Some activities fall into more than one category but for current and future comparative purposes, a primary category has been allocated to each. A guide to the allocation of activities is appended at the rear of the report.

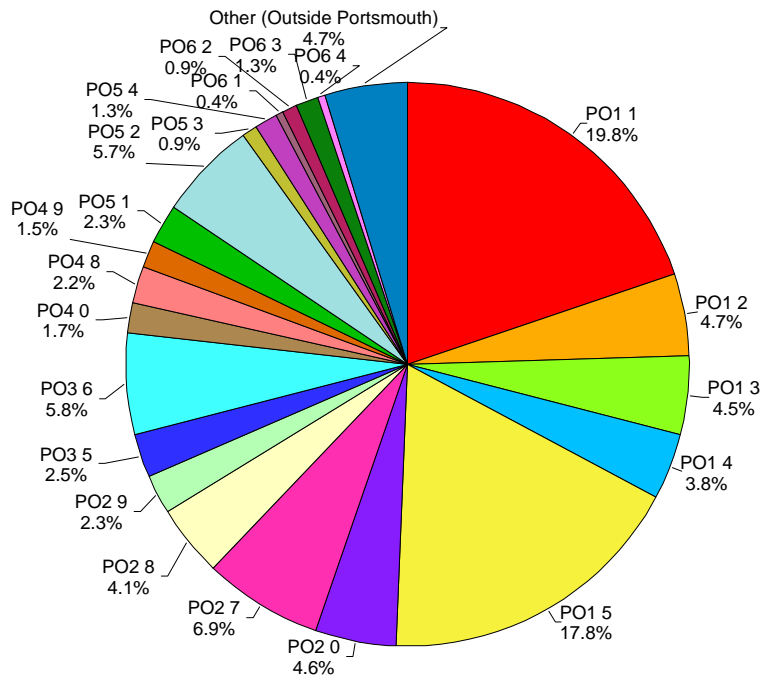
- A. Formal/informal learning / skill development 10%
- B. Physical activity 35%
- C. Health promotion 4%
- D. Social/recreational 6%
- E. Community interaction/social inclusion 16%
- F. Arts / creativity 10%
- G. Individual or community well being 3%
- H. Meetings 10%
- I. Offices 6%

Q1 - Overall, how satisfied are you with your experience of Fratton Community Centre?



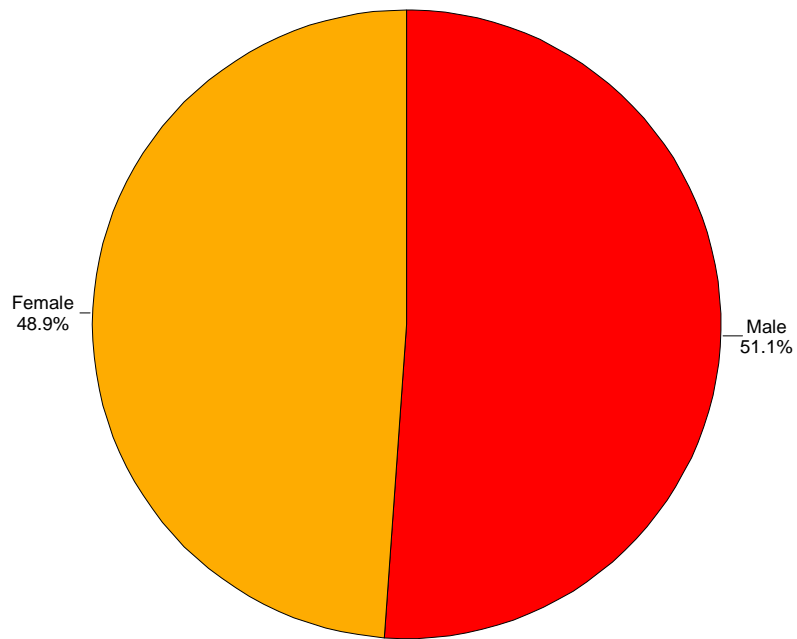
Satisfaction levels at this centre remain high at 97%

Q2 - Which Post Code Area do you live in?



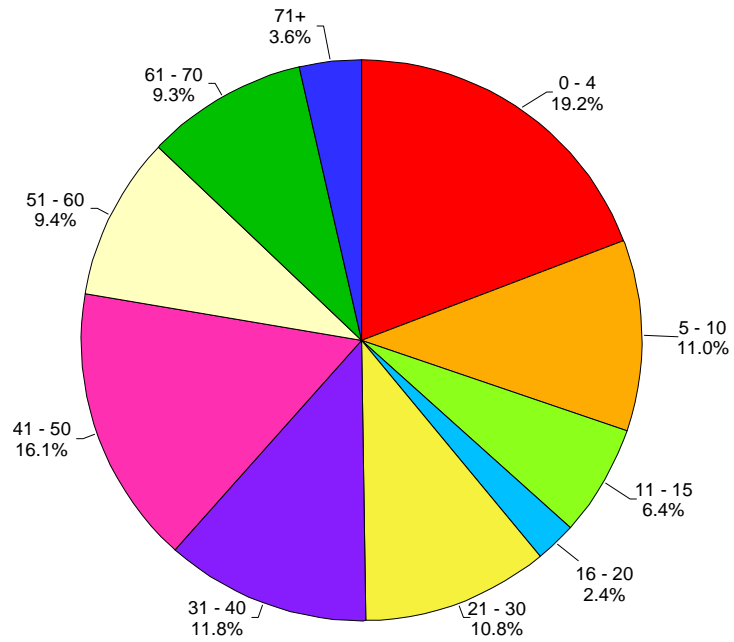
58% of respondents live in the post code areas surrounding the centre, 37% live elsewhere in the city and 5% live outside the city boundaries.

Q3 - Are you Male or Female?



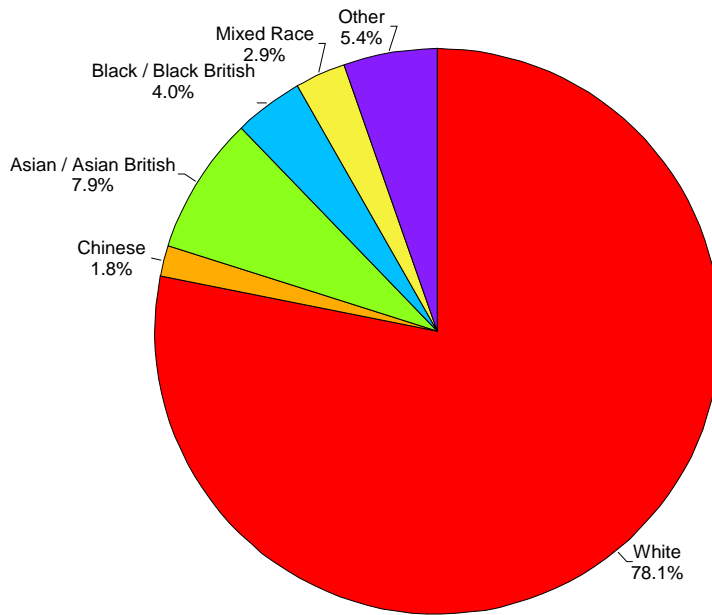
Almost half the users of this centre are male, up from 37% in 2012.

Q4 - How old are you?



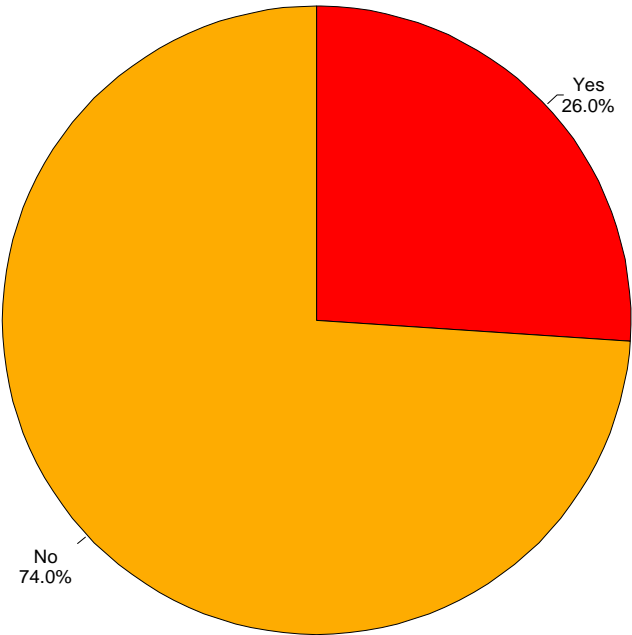
This centre has an excellent age spread of users, including 19% of under-5s, most of whom are users of the on-site pre-school

Q5 - To which of these groups do you consider you belong?



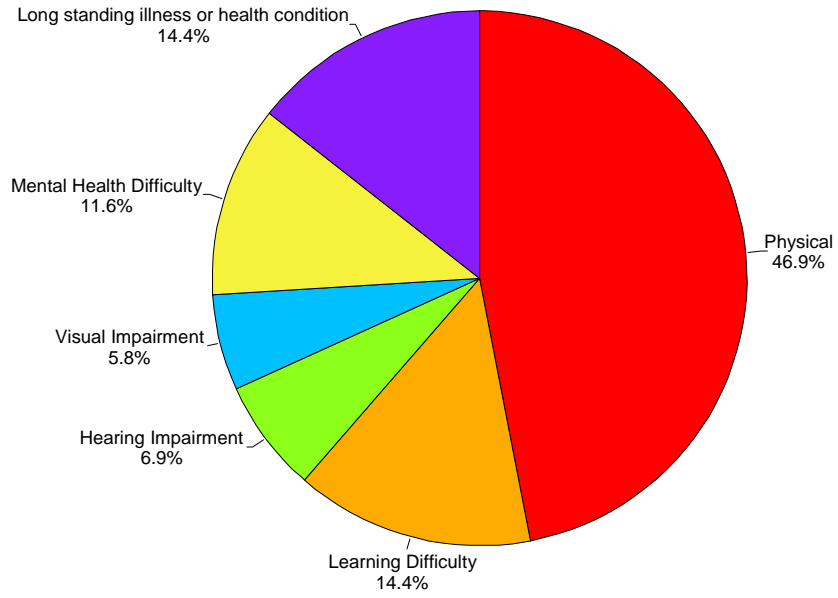
This centre has the highest proportion of BME users at 22%, up from 18% in 2012.

Q6 - Do you have a disability?



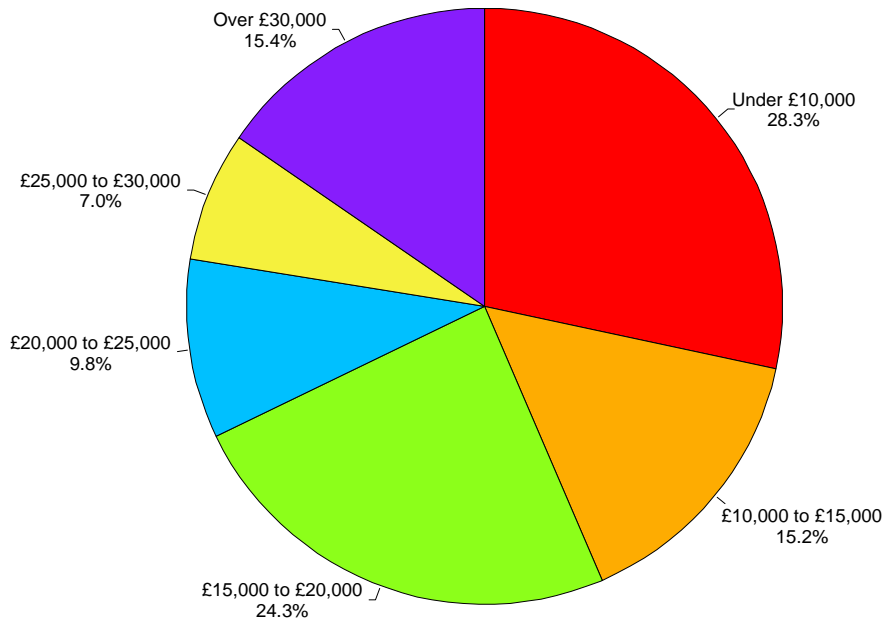
The centre has a 6% increase in users reporting a disability since 2012.

Q7 - What is the nature of your disability?



The responses show an increase in people reporting a physical disability and a decrease in those reporting a mental health difficulty.

Q8 - What is the approximate total annual income of your household?



Abstracting the under 16s, the proportion of respondents replying to this question is 73%

Community centre programmes analysis guide

A. Formal/informal learning / skill development - formal or informal classes with a stated learning aim eg adult education classes, U3A, supported IT sessions, BSL classes, dog training, pre-schools, language classes, Children's Centre groups,

B. Physical activity - all sport and exercise sessions from armchair aerobics to football and including dance sessions, walking groups

C. Health promotion - services such as smoking cessation, AA, drug recovery groups,

D. Social/recreational - parties, functions, trips, cafes, social clubs, hobby groups not included in **B** or **F**

E. Community interaction/social inclusion - opportunities for people to come together eg religious or political meetings, jumble sales, coffee mornings, public meetings, elections, targeted social groups eg day services groups

F. Arts / creativity - arts groups, craft groups, drama groups, performance groups, choirs etc,

G. Individual or community well being - services provided to improve people's lives eg advice services, blood donors, fundraising groups such as Lions/Rotary,

H. Meetings - committee or group meetings, AGMs - not public meetings which are included in **E**

I. Offices