

**COMMUNITY CENTRES
USAGE REPORTS
2018**

**COLLECTIVE DATA
SUMMARY**

(Reports for individual centres available)

The centres included in the survey are those which are managed by charitable community associations (see below) and participation in these data collection processes is a requirement of the Service Level Agreements between the Council and the Associations. Each centre's report is presented to the Association for discussion with the managing committee of Trustees and contributes to the SLA action plan for the coming year.

The data presented in the individual centres' reports and summarised in this report was collected in two parts:

User data and satisfaction by means of individual questionnaire forms distributed in all the centres during October 2018 (group forms were also supplied for young children's groups, to be completed by the group leaders) The total number of completed forms returned from all centres was 3,164

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 2018, provided by the Associations. The total number of recorded visits in 2018 was 561,340

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

Participating centres: Baffins Community Centre, Buckland Community Centre, Eastney Community Centre, Fratton Community Centre, Havelock Community Centre, Highbury Community Centre, Milton Village Hall, Stacey Community Centre, Stamshaw & Tipner Community Centre plus Anchorage Lodge

The centres vary in size from 2 to 12 spaces; the smaller centres being run entirely by volunteers, the larger centres employing staff. Details of the number and range of spaces are given in the individual centre reports.

Each space for hire 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 - including bank holidays etc. The percentage utilisation of spaces within the centres varies from 28% to 69% with an average utilisation of 47%.

Part of the SLA requirement is that Associations should provide or promote a 'broad and balanced programme of activities' and each centre's programme is analysed under the headings below. Some activities fall into more than one category but for 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.

The collective programme balance over all centres is:

- A. Formal/informal learning / skill development - 16%
- B. Physical activity - 29%
- C. Health promotion - 9%
- D. Social/recreational - 17%
- E. Community interaction/social inclusion - 18%
- F. Arts / creativity - 4%
- G. Individual or community well being - 2%
- H. Meetings - 3%
- I. Offices - 1%

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,

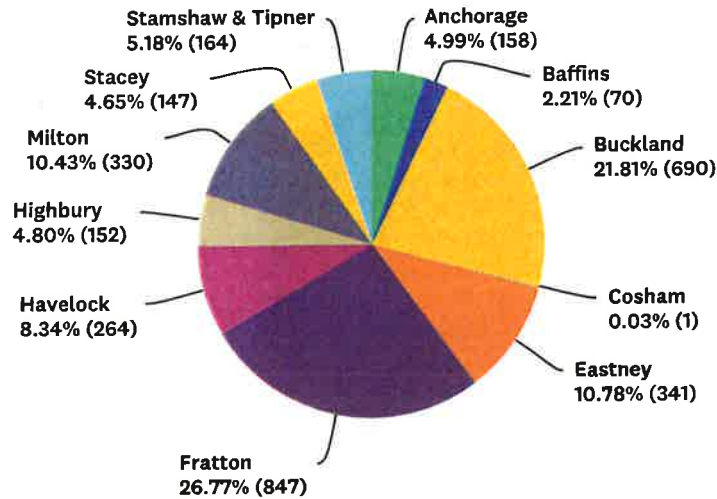
H. Meetings - committee or group meetings, AGMs - not public meetings which are included in **E**

I. Offices

Community Centres User Profile 2018

Q1 In which Community Centre are you completing the form?

Answered: 3,164 Skipped: 10

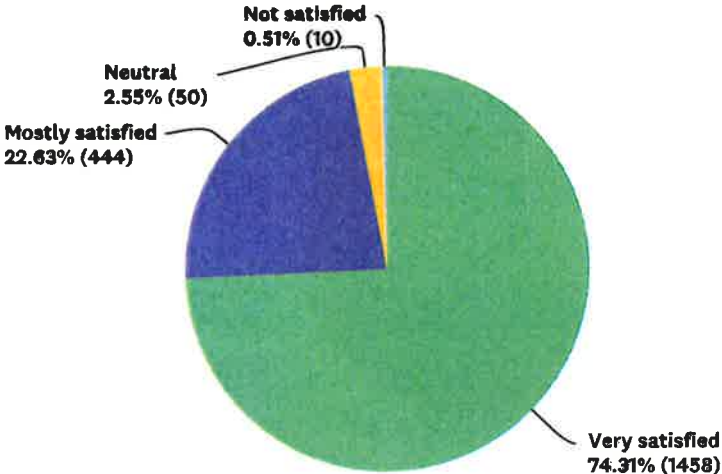


Q1 The numbers of users at each centre generally reflect the size of the centres, which vary from 2 to 12 rooms/spaces. However, there are variations in the percentage levels of usage and these are reported in the individual centre reports.

Community Centres User Profile 2018

Q2 Overall, how satisfied are you with your experience of this centre?

Answered: 1,962 Skipped: 1,212

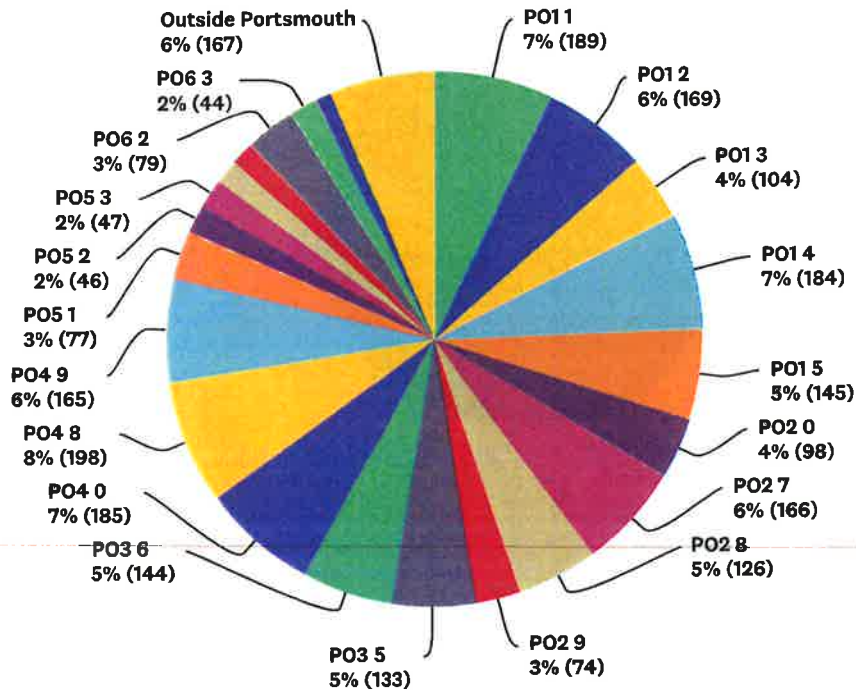


Q2 The level of satisfaction across all centres is gratifyingly high at 97% with overall only 0.5% of users expressing dissatisfaction.

Community Centres User Profile 2018

Q3 Which post code area do you live in. Please tick the one appropriate box to indicate the first 4 digits of your code?

Answered: 2,640 Skipped: 534

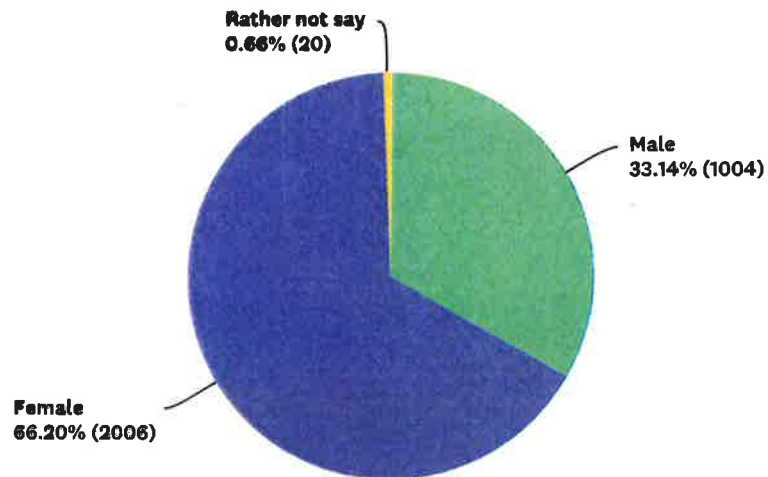


Q3 The spread of users is from across the whole city with only 6% being from outside the city boundaries.

Community Centres User Profile 2018

Q4 Are you male or female?

Answered: 3,030 Skipped: 144

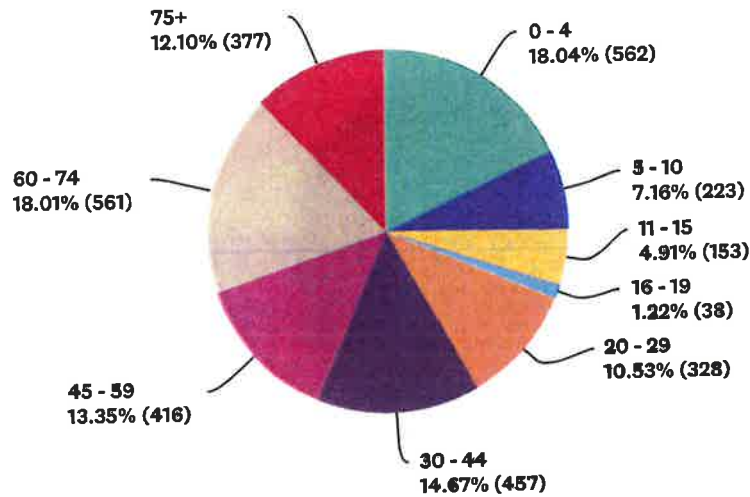


Q4 The preponderance of female users in centres in part reflects the high levels of usage by older people - amongst whom women are a higher percentage - and by young families - the mother still being the majority accompanying carer.

Community Centres User Profile 2018

Q5 How old are you?

Answered: 3,115 Skipped: 59

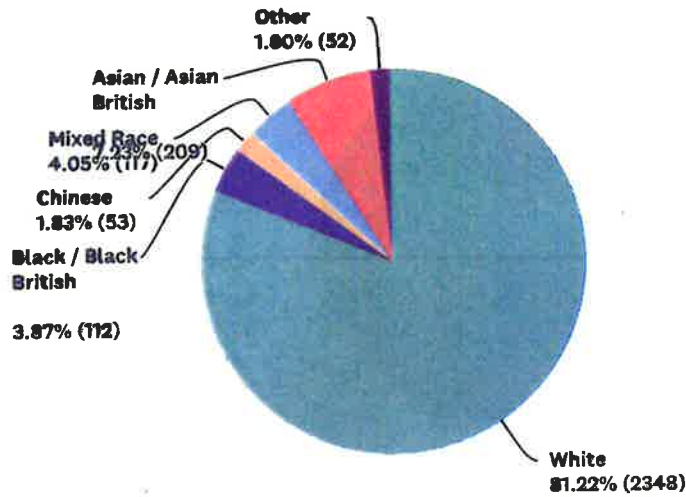


Q5 Under 5s and over 60s are very highly represented among centre users. The proportion of 0 to 4s in the city population is 6.6% and of centre users is 18%; 60+ residents are 20.4% of the city population and 30% of centre users.

Community Centres User Profile 2018

Q6 To which of these groups do you consider you belong?

Answered: 2 891 Skipped: 283

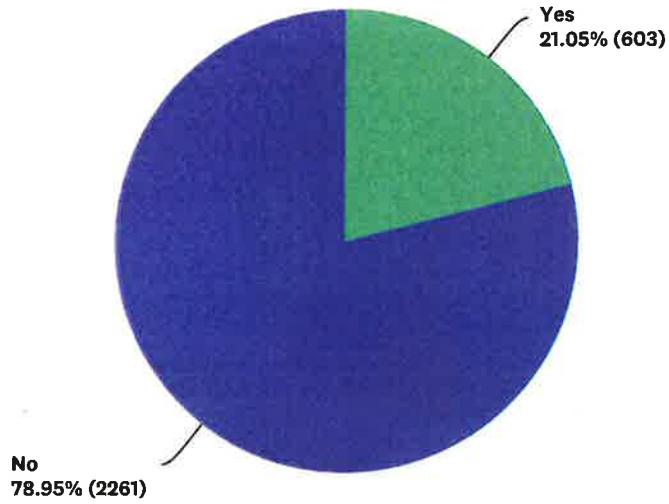


Q6 Black and minority ethnic residents are well represented among centre users, the proportion being **19%** whereas the city percentage is **16%**

Community Centres User Profile 2018

Q7 Do you have a disability?

Answered: 2,864 Skipped: 310

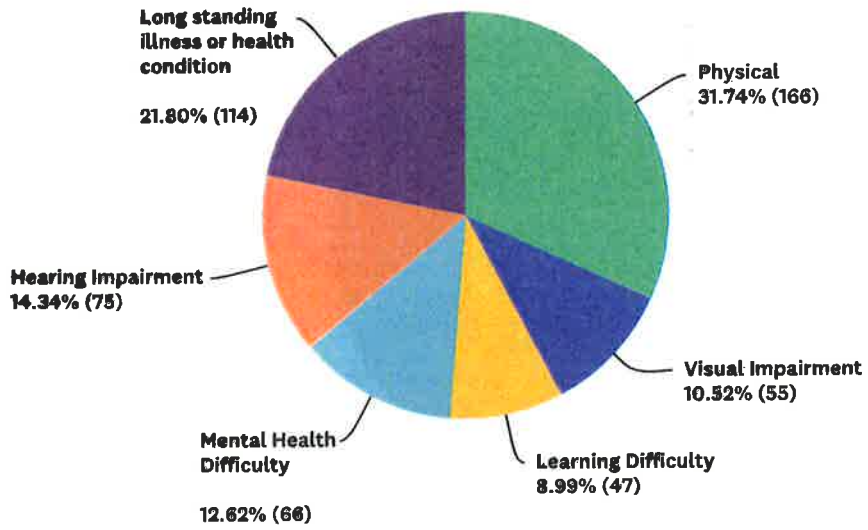


Q7 At **21%**, the proportion of centre users reporting a disability is significantly higher than the **11.6%** recorded across the city population.

Community Centres User Profile 2018

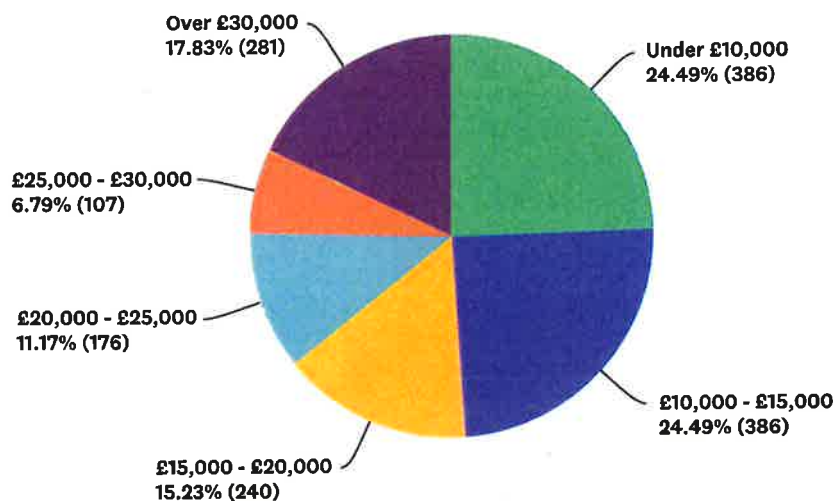
Q8 If yes, what is the nature of your disability?

Answered: 523 Skipped: 2,651



Q9 What is the approximate total annual income for your household?

Answered: 1,576 Skipped: 1,598



Q8 This question still proves sensitive to some users, although the survey forms are completely anonymous, but it is important to ensure that centres are catering for people on low incomes. Responses ranged from 51% to 85% of users over 16 at individual centres with an average of 67%, an increase on the previous survey. This analysis shows that the centres are successful in attracting / catering for people on low incomes.

