

PARISH HALL REFURBISHMENT CONSULTATION QUESTIONNAIRE

SUMMARY OF RESPONSES

RESPONSE LEVEL

Parish Hall refurbishment consultation questionnaires were delivered to 91 groups/organisations in the local vicinity. In addition, the questionnaires were also delivered to 243 households within Yate South West Ward. A total of 334 questionnaires were distributed.

44 responses were received. At just over 13% of the total distributed, this was an excellent result. Responses were received from the following:

NAME	PERCENTAGE	NUMBER OF LEAFLETS
The Avenue	-	-
Chatterton Road	4.5	2
Crantock Road	4.5	2
Eggshill Lane	2	1
Lyndale Road	4.5	2
Mow Barton	4.5	2
Station Road	2	1
Village Close	-	-
Wellstead Avenue	4.5	2
TOTAL	26.5	12
Groups/Organisations	73	32
TOTAL	73	32
TOTAL PERCENTAGE/ NUMBER OF LEAFLETS	99.5%	44

26.5% of the total responses were received from householders. This means that only 5% of households that received a consultation questionnaire actually replied. No responses were received from households in The Avenue or Village Close.

Of the 91 groups/organisations that received a consultation questionnaire, a third replied. This is a very high response rate.

One householder from Mow Barton returned an uncompleted questionnaire but expressed support for any improvement to the Parish Hall which would benefit users. To ensure clarity of the analysis, I have discounted this questionnaire from the total number of responses.

QUESTION 1A

IS YOUR GROUP/ORGANISATION CURRENTLY LOOKING FOR A VENUE TO HIRE? (Question only applicable to groups/organisations)

OPTION	PERCENTAGE	NUMBER OF LEAFLETS
Yes	28	9
No	72	23
TOTAL	100%	32

Almost a third of the groups/organisations that responded to the consultation are actively seeking a venue to hire.

QUESTION 1B

WE WOULD LIKE TO KNOW THE TYPE OF VENUE THAT APPEALS TO USERS. PLEASE PUT YOUR TOP FIVE REQUIREMENTS FOR A VENUE IN ORDER OF PREFERENCE. (1 – HIGH PRIORITY, 5 – LOW PRIORITY)
(Applicable to all respondents)

TOTAL OF RESPONSES RECEIVED

OPTION	1	2	3	4	5	TOTAL
Large Rooms	10	3		1		14
Number of rooms				2	2	4
Disabled facilities	2	2	3	6	2	15
Kitchen facility		4	8	7	4	23
Toilet facilities	2	10	4	4	5	25
Storage facilities			1			1
Equipment quality			1	1		2
Ample parking	2	2	5	5	2	16
Location	3	2	3	2	2	12
Appearance	1	2			2	5
Cleanliness	4	8	4	3	4	23
Cost of hire	9	1	4	2	9	25
Other comments	None.					
SUB TOTAL						165 (33 leaflets)
Incomplete/incorrectly completed questionnaires.						10
TOTAL						43 leaflets

Of the responses received, the most important requirements for users when using a venue are large rooms and toilet facilities. Cost of hire, cleanliness, kitchen facility and ample parking are also highly ranked. In comparison, equipment quality, storage facilities and number of rooms are not deemed as essential requirements for a venue.

Of the 43 respondents, eight incorrectly completed the questionnaire, either by giving all options a rating between 1 and 5 or by ranking five options as the most important. Two respondents did not complete the question. These ten responses have been discounted.

Below, I have broken down the results into the following categories to see if there is any variation in requirements for a venue.

1. Groups/Organisations
2. Groups actively seeking a venue
3. Householder responses.

RESPONDENTS: GROUPS/ORGANISATIONS

OPTION	1	2	3	4	5	TOTAL
Large Rooms	9	2		1		12
Number of rooms				1	3	4
Disabled facilities	2	2	2	4	1	11
Kitchen facility		4	7	3	2	16
Toilet facilities	1	7	3	4	4	19
Storage facilities			1			1
Equipment quality			1			1
Ample parking	2	2	4	3	1	12
Location	1	2	2	2		7
Appearance	1	1			1	3
Cleanliness	3	4		3	3	13
Cost of hire	4		2	2	8	16
Other comments	1. Cost of hire is also a factor. 2. Inhouse services – bar facilities/catering.					
SUB TOTAL						115 (23 leaflets)
Incomplete/incorrectly completed questionnaires.						9
TOTAL						32 leaflets

Groups/organisations rank a variety of options highly including large rooms and toilet facilities. Although cost of hire, kitchen facility, ample parking and cleanliness are important factors, they are not the highest priorities when choosing a venue. Storage facilities and equipment quality do not rank highly.

Nine questionnaires out of the thirty two groups/organisations that replied were incorrectly filled in. On seven of the questionnaires, **all** items were given a ranking between 1 and 5. Inclusion of this data would not ensure consistency of the analysis as it is unclear which factors are the **most** important when choosing a venue for hire. Two respondents did not rank any of the options at all.

**RESPONDENTS: GROUPS/ORGANISATIONS LOOKING FOR A VENUE
TO HIRE**

OPTION	1	2	3	4	5	TOTAL
Large Rooms	3	1				4
Number of rooms					1	1
Disabled facilities	2			1	1	4
Kitchen facility		2	2		1	5
Toilet facilities		2		2	1	5
Storage facilities						0
Equipment quality						0
Ample parking			3	1		4
Location			1	1		2
Appearance						0
Cleanliness		1			1	2
Cost of hire	1			1	1	3
Other comments	1. Parking & costs are also considerations. 2. Disabled facilities are also important.					
SUB TOTAL						30 (6 leaflets)
Incomplete/incorrectly completed questionnaires.						3
TOTAL						9 leaflets

Groups/organisations actively seeking a venue to hire rank large rooms, disabled facilities and kitchen facility as important factors. In juxtaposition, storage facilities, equipment quality and appearance do not rank highly.

Three questionnaires were incorrectly filled in, as all items were given a ranking between 1 and 5. Inclusion of this data would not ensure consistency of the analysis.

RESPONDENTS: HOUSEHOLDERS

OPTION	1	2	3	4	5	TOTAL
Large Rooms	1	1				2
Number of rooms						0
Disabled facilities			1	2	1	4
Kitchen facility			1	4	2	7
Toilet facilities	1	3	1		1	6
Storage facilities						0
Equipment quality				1		1
Ample parking			1	2	1	4
Location	2		1		2	5
Appearance		1			1	2
Cleanliness	1	4	3	1	1	10
Cost of hire	5	1	2		1	9
Other comments	None.					
SUB TOTAL						50 (10 leaflets)
Incomplete/incorrectly completed questionnaires.						1
TOTAL						11 leaflets

Householders do not rank number of rooms, storage facilities and equipment quality as important factors but feel that hire cost, toilet facilities and cleanliness are essential factors when choosing a venue.

One questionnaire was incorrectly completed, with items being ticked instead of ranked. Inclusion of this data would not ensure consistency of the analysis.

QUESTION 1C

DO YOU THINK THE PARISH HALL SHOULD BE A TWO STOREY BUILDING?

NAME	YES	NO	UNSPECIFIED	TOTAL
Householders	2	9	-	11
Groups/Organisations	8	16	8	32
Other Comments	Upper floor use could disturb ground floor users. We prefer ground floor rooms. If it's needed. Undecided. No opinion. Does not matter. Upstairs might be useful for storage.			
TOTAL	23%	58%	19%	100%

Over half of the people whom responded to the questionnaire do not think the Parish Hall should be a two storey building.

The opinions of those currently looking for a venue to hire were split, as below:

NAME	YES	NO	UNSPECIFIED	TOTAL
Groups/Organisations currently looking for a venue to hire.	22.2%	33.3%	44.4%	99.9%

QUESTION 2A

DO YOU USE THE PARISH HALL?

OPTION	PERCENTAGE	NUMBER OF LEAFLETS
Yes	40	17
No	60	26
TOTAL	100%	43

QUESTION 2B

WHAT DO YOU LIKE ABOUT THE PARISH HALL? (Only applicable to those who use the Parish Hall.)

Of those who currently use the Parish Hall, factors which are liked include the location, cost and facilities. Comments have been categorised as follows:

Location

1. Closeness of location to where I live; it's very local. Also, I like its location on Station Road – easy to locate and get to.
2. Good location.
3. Good location. Easy to find.
4. Location.
5. Central location.
6. Location – easy to find.
7. Convenient local position. Normally quiet.
8. Its position on Station Road and access to children's playing field.

Facilities/Room Size/Equipment

1. Large hall with kitchen and bar facility with toilets in a good location.
2. Good size main rooms – plenty of main tables. Seating.
3. Small, intimate hall ideal for smaller functions, children's parties, shows, fundraisers. If you want a larger hall, there is always the Community Hall.
4. Handy kitchenette.

Disabled Facilities

1. It is wheelchair accessible.

Cost

1. Price.
2. Price.
3. Reasonable hire charge.
4. Reasonably priced.
5. It is well used by many groups and keeps the cost down. If it is improved, it will be too expensive for their use.

Miscellaneous

1. Friendly staff.
2. Suitable venue for our courses.
3. Suitability for our requirements.
4. A very nice hall.
5. Convenience.
6. Availability.
7. Smartness – looks good.

QUESTION 2C

WHAT DO YOU DISLIKE ABOUT THE PARISH HALL? (Only applicable to those who use the Parish Hall.)

Of those who currently use the Parish Hall, factors which are disliked include the appearance, parking and kitchen facilities. Comments have been categorised as follows:

Appearance

1. The sombre outward appearance. It needs a good facelift with a brighter and more inviting appearance. It is forbidding to look at – it looks rather ugly.
2. Tatty windows and décor.
3. Décor and equipment have seen better days.
4. Could be updated.
5. It is outdated.
6. Generally in need of a facelift.
7. Just needs updating!
8. Very basic.

Facilities

1. Facilities too poor for the use of a luncheon club.
2. No cooker in the kitchen.

Location

1. The location is not always suitable for some events we organize.

Parking

1. Restricted parking.
2. Not enough parking.
3. Poor parking.
4. Could have more car parking spaces.

Making a Booking

1. Needs to be easier to book.

QUESTION 3A

WHY DO YOU NOT USE THE PARISH HALL FACILITY? PLEASE RATE THE TOP FIVE REASONS. (1 – MAJOR FACTOR, 5 – MINOR FACTOR)

(Only applicable to those who do not use the Parish Hall.)

OPTION	1	2	3	4	5	TOTAL
Parking spaces	1	2	1		1	5
Kitchen facility				1	1	2
Room size		1	1			2
Toilets			1	1	2	4
Building appearance			1			1
Lack of storage space						0
Quality of equipment				1		1
Disabled facilities			1			1
Cost	1	3			1	5
Not sure how to book the venue	3			1		4
Other comments:						
<ol style="list-style-type: none"> 1. Already hire Church Hall on Moorland Road. 2. Another location already set up for use. 3. My organisation is currently satisfied with its accommodation. Have not considered using the Parish Hall. Information concerning charges, bookings & facilities would be useful. Could be advertised in local paper or Focus. 4. Our organisation uses Dodington Parish Hall. 5. We use our own venue for all of our club functions. 6. Never been necessary to look into this venue. 7. Currently using Poole Court for fortnightly. 8. Other organisations booking earlier time slots cannot be relied upon to vacate the premises on time. We experienced this and moved to Poole Court. 9. Occasion not arisen. 10. We have not needed it yet but might consider it in the future if it compares favourably with our existing venue. 11. Rarely have need of it. 12. The need hasn't arisen. 13. Do not normally require to hire the facility. 14. Have no need to. 15. Often, we need one off bookings and have thought the Parish Hall is usually always booked. 16. No availability on Tuesday evenings. 17. Sometimes you need rooms of different sizes for one event. 18. We don't know the Parish Hall. 19. Unaware could use it. 20. Not sure of when events are being held there. 21. Have only recently moved into the area. Not sure of its relevance to us. 						
TOTAL						25

Five of the twenty five respondents outlined their reasons for not using the Parish Hall. The most common reasons for non-use are lack of parking and not being aware of how to book the venue.

Twenty one respondents provided explanatory comments outlining the reasons why they do not use the Parish Hall; the most common reason being that another venue is used.

QUESTION 3B

HOW DO YOU THINK THE PARISH HALL COULD BE IMPROVED?

The responses indicate that the Parish Hall could be improved if the facilities were generally updated.

Location

1. New location. New building.
2. I have very limited knowledge concerning the current premises, but the location is a drawback.

Parking

1. Improved parking.
2. Parking in B&Q car park. Move close to centre car parks.
3. More parking space.
4. Needs to be sited in area affording easy access with ample parking.
5. Better parking.

Kitchen/Toilet/Disabled Facilities

1. Although I haven't used this hall for a long time, I have been told the kitchen facilities are not particularly good. Also, the overflow at the side is constantly dripping which is probably damaging the building.
2. Improve the kitchen and equipment.
3. Fridge and cooker – enlarge kitchen.
4. Unfamiliar with venue but would not use if no disabled access/toilets/kitchen facilities.
5. Disabled toilet.
6. Better toilets and disabled facilities.
7. The main hall to be larger/longer if possible, but with plenty of windows for natural light.
8. New windows.
9. More comfortable seating.
10. Comfortable seating.
11. Should be geared up to enable provision of workshops etc.
12. Small rooms suitable for smaller group meetings.
13. Loop system for the deaf. More electric sockets.
14. Some staging.
15. The facilities and the environment are excellent. Difficult to offer ideas.

Appearance

1. To look more modern.
2. General refurbishment and decorating.
3. General updating.
4. Updating.
5. Updating.

6. Updated to make it more attractive (to more than the jumble sales and election people). Parties, dinners and corporate functions.
7. Interior modernised.

Miscellaneous

1. Do not really know what it is like now.
2. If it was a two storey building, there would be more space to let for different events.
3. Does it have a stage area?
4. Advertise more centrally. Make known the availability and cost of rental.
5. Possibly, range of events.
6. Leave it as it is. An original building of old Yate.

QUESTION 3C

WOULD YOU USE THE PARISH HALL IF THESE CHANGES WERE MADE? (Only applicable to those who do not use the Parish Hall.)

OPTION	PERCENTAGE	NUMBER OF LEAFLETS
Yes	36	9
No	24	6
Possibly	24	6
Incomplete	16	4
TOTAL	100%	25

Potentially, if improvements were made to the Parish Hall, Yate Town Council could attract 15 new user groups to the Parish Hall.

QUESTION 3D

IF YOU ANSWERED YES OR POSSIBLY TO QUESTION 3C, HOW OFTEN WOULD YOU USE THE PARISH HALL? (Only applicable to those who do not use the Parish Hall.)

OPTION	PERCENTAGE	NUMBER OF LEAFLETS
Weekly	20	3
Fortnightly	-	-
Monthly	20	3
Every few months	7	1
Annually	13	2
One off usage	40	6
TOTAL	100%	15

If the 15 new user groups were attracted to the Parish Hall, one fifth would use the venue on a weekly basis. 40% would use the venue at least once a month.

QUESTION 3E

IF YOU ANSWERED YES OR POSSIBLY TO QUESTION 3C, WHAT WOULD YOU USE THE PARISH HALL FOR? (Only applicable to those who do not use the Parish Hall.)

The responses indicate that most of the new users would use the Parish Hall for meetings and social events. Comments are set out below:

Meetings

1. Public meetings and lectures.
2. Lectures/social events.
3. Training events.
4. Meetings (if hall would accommodate 100 plus, with a kitchen.)
5. To hold meetings/training sessions.
6. Depending on suitability; small and larger meetings.
7. Meetings.
8. Meetings/AGM.

Social Events

1. Family get togethers.
2. Maybe a party. (Eg, 30th, 60th etc)
3. Celebration.
4. Party.

Miscellaneous

1. Training majorettes team.
2. Youth activities.
3. Playing bridge.
4. Music group practices, youth group activities, seminars etc.
5. Dancing lessons and use for young people to keep them entertained.
6. Fundraising event.
7. Don't know its uses.
8. Dependent on events which may attract me.

QUESTION 4

IF YOU HAVE ANY OTHER COMMENTS YOU WISH TO BE CONSIDERED, PLEASE ENTER THEM IN THE SPACE BELOW.

Many respondents made additional comments, as set out overleaf.

Additional Facilities

1. Although we have a leisure centre – provide facilities for exercise and equipment as necessary.
2. Bar facilities would be a consideration.

General Comments

1. The Parish Hall is simply that. User groups each have specific needs therefore difficult to cater for. As a meeting place, Parish Hall is in competition with other venues offering in house services.
2. We meet monthly for discussion and presentations by a cross section of speakers. Because of previous experience of having to wait for other organisations to vacate the premises, we would not use the Hall.
3. I visited the Parish Hall before completing this form and decided that there are too many alterations to make it a feasible venue. There is not enough space for car parking and the Hall is being used most of the time. It would benefit from improvements in toilet facilities and an improved kitchen.
4. A two storey building would have some advantages. But putting in a lift could be expensive to make it accessible for the disabled.
5. When training a large group, space is a priority.
6. We would appreciate the opportunity to book the Parish Hall on a regular weekly basis.
7. I would be interested of being advised of developments regarding the Hall.
8. There are no clubs in the area for the young and this is an ideal spot for some sort of youth club.
9. I think the Parish Hall should remain a single storey building, in keeping with the two buildings either side and to retain its character.
10. As there are three halls together, it would be sensible not to have them all alike – target different events.
11. Parish Hall is part of our heritage and should remain so.
12. I am very glad to read of the proposals to improve the Parish Hall – long overdue. I'm pleased to see money being put to this excellent venture.