



## Community Facilities Satisfaction Survey

# Composite Report

Date created: 24/09/2013

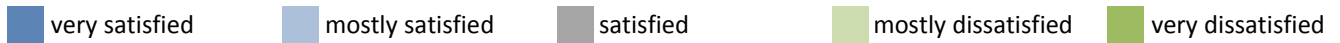
# Composite Results

Respondents: 326

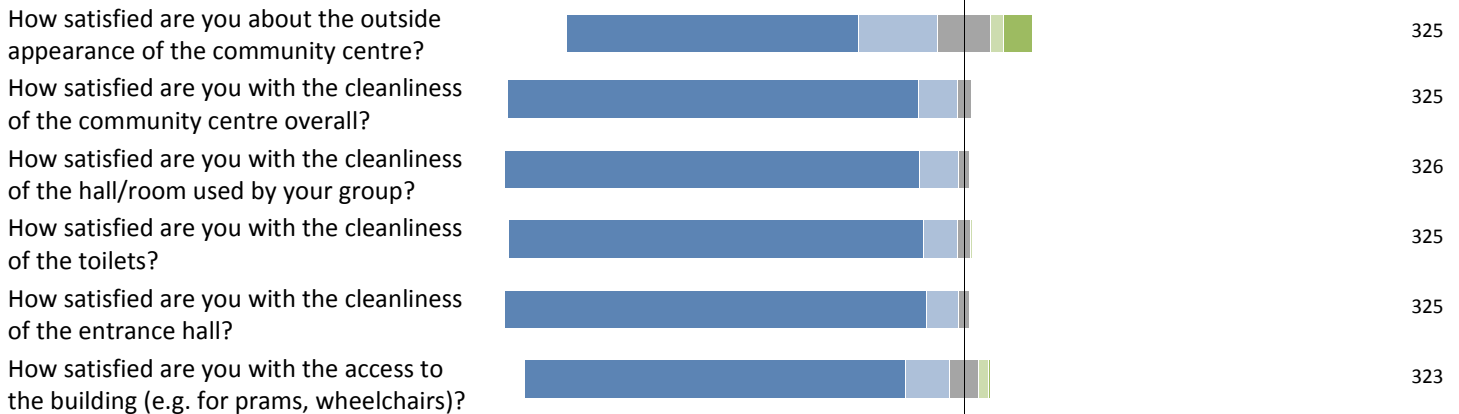
What activities do you provide?

Base: 326

Advice:	30	9.2	Afterschools:	35	10.7	Arts/Culture:	56	17.2
Children:	90	27.6	Community Development	43	13.2	Crèche:	12	3.7
Disability:	52	16.0	Education:	59	18.1	Employment:	5	1.5
Environment:	11	3.4	Ethnic Group:	23	7.1	Festival:	12	3.7
Fitness:	64	19.6	Health:	55	16.9	Housing:	8	2.5
Issue Based:	24	7.4	Men's Group:	31	9.5	Older People:	66	20.2
Partnership:	49	15.0	Parent and Toddler:	35	10.7	Preschool:	10	3.1
Recreation:	49	15.0	Seasonal Playschemes:	14	4.3	Sport:	42	12.9
Training/Development:	0	0.0	Unemployed:	15	4.6	Women's Group:	67	20.6
Youth:	40	12.3						
Other:	40	12.3						



## 1. The Building



## 2. Resources and Equipment



## 3. Booking System



## 4. Staff



	very satisfied	mostly satisfied	satisfied	mostly dissatisfied	very dissatisfied	Base:
<b>1. The Building</b>						
How satisfied are you about the outside appearance of the community centre?	203 (62.5)	55 (16.9)	37 (11.4)	9 (2.8)	20 (6.2)	325
How satisfied are you with the cleanliness of the community centre overall?	286 (88)	27 (8.3)	10 (3.1)	1 (0.3)	0 (0)	325
How satisfied are you with the cleanliness of the hall/room used by your group?	290 (89)	27 (8.3)	8 (2.5)	0 (0)	0 (0)	326
How satisfied are you with the cleanliness of the toilets?	289 (88.9)	24 (7.4)	9 (2.8)	1 (0.3)	0 (0)	325
How satisfied are you with the cleanliness of the entrance hall?	294 (90.5)	22 (6.8)	8 (2.5)	0 (0)	0 (0)	325
How satisfied are you with the access to the building (e.g. for prams, wheelchairs)?	263 (81.4)	31 (9.6)	20 (6.2)	7 (2.2)	1 (0.3)	323
<b>2. Resources and Equipment</b>						
How satisfied are you with the quality and condition of equipment provided by the community centre?	251 (78)	50 (15.5)	17 (5.3)	1 (0.3)	0 (0)	322
<b>3. Booking System</b>						
How satisfied are you with the booking system (How you book the hall/room)?	277 (88.8)	22 (7.1)	10 (3.2)	1 (0.3)	0 (0)	312
<b>4. Staff</b>						
How satisfied are you with the courtesy of staff?	306 (93.9)	16 (4.9)	3 (0.9)	0 (0)	0 (0)	326
How satisfied are you with your communication with staff?	307 (94.5)	11 (3.4)	6 (1.8)	0 (0)	0 (0)	325

Note: numbers may not add up due to the inclusion of non-responses. Percentages in brackets.