

Milborne St Andrew Village Hall

Regular Users Questionnaire Findings.

Those highlighted in green are achieved

October 2006

MAJOR USERS SURVEYED

MSA Beavers and Cub Scouts (no response to-date)

MSA Food and Wine Society

MSA Horticultural Society

MSA Ladybirds Pre-School Group (no response to-date)

MSA Women's Institute

MSA Youth Club (no response to-date)

Line Dancers

The Milborne Players

Parish Council

P.C.C.

The following letters relate to the groups undertaking the questionnaire:

- A) Horticultural Society
- B) Parish Council
- C) Line dancing group
- D) P.C.C.
- E) W.I.
- F) Milborne Players.
- G) Food and Wine Society

1. What facilities do you use, and how do you rate them?

	Facility	Excellent	V. Good	Good	Adequate	Poor
1.1	Main Hall		B	CDE	AG	F
1.2	Committee Room		B		DG	AF
1.3	Kitchen	B	DE	AC	F	G
1.4	Toilets			B	C	ADEFG
1.5	Storage facilities				C	ABDEFG
1.6	Car Park	E	B	CD	A	FG
1.7	Play Area (Swings etc.)		D	AC	G	
1.8	Recreation Area			CD	AG	

General Comments

- A) B) C) E) No comment.
- D) Nice sprung floor is appreciated and is well cared for.
- E) Dated and jaded
- G Kitchen and toilets need updating

2. How do you rate the following aspects of the hall?

	Aspect	Excellent	V. Good	Good	Adequate	Poor
2.1	General environment		DE	BC	AG	F
2.1	Availability for Hirers		ABE	CDFG		
2.3	Access	E	BD	CG	AF	
2.4	Heating	E	AB	CDG	F	
2.5	Lighting		BE	ACG	D	F
2.6	Security			C	BDE	AFG
2.7	Equipment (e.g. Chairs, tables etc)			C	BE	ADFG
2.8	Health & Safety			BCDE		AFG
2.9	Facilities for the disabled				DE	ABCFG

General Comments

- A) Everyone who hires it makes the best of a bad job.
- B) C) D) E) F) No Comments.
- G No facilities for disabled

3. What NEW facilities do you NEED immediately?

- A) New toilets and disabled facilities, Secure storage, More space, Better tables, Better seating and seating storage, Removable stage, More power points.
- B) C) E) No comments.
- D) Extra disabled facilities especially disabled loo.
- F) Storage, a full stage (wall-to-wall), improved curtains, comfortable seating, toilet facilities for dressing room (committee room), improved size of committee (dressing) room, improved lighting to dressing room, sound proofing to CM and MH, lighting and sound box for production team.
- G) New toilets, larger committee room, commercial type dish washer, new cups and saucers with matching plates.

4. What NEW facilities would you ideally like to have?

- A) Telephone landline, Internet access.
- B) C) No Comments.
- D) Marked bays in the car park with a couple of disabled bays near door.
- E) More comfortable chairs, a screen for slides, new tables, disabled access for ladies toilet.
- F) Comments as mentioned in (3)
- G) New hall

5. Any other comments you would like to make

- A) An improvement in the general security of the site, Problems of cleanliness in hall, kitchen, loos and committee room.
- B) C) D) E) G) No Comments.
- F) Health and safety issues need to be improved immediately (ie) toilets. The serving hatch to kitchen is too small for use when larger numbers of people are attending.

ACHIEVED DURING 2007

6. How often do you visit/use the hall at present?

Visit/Use frequency	No.
More than once a week	F
Once a week	BC
Twice a month	
Once a month	A EG
Less than once a month	D
Never	

7. Do any members of your group have a physical disability? Y / N

Sight Y / N : Hearing Y / N : Mobility Y / N : Other Y / N

Member/s with physical disability: A D E F

Sight: A F

Hearing: A D E F

Mobility: A D E F

Other: A F

B) G) No member with a physical disability.

C) No response.

8. Have members of your group ever hired the hall for a private event?

Birthday party

Wedding reception D) Golden wedding

Other party

Other event E) Funeral reception.

Please give brief details

A) B) C) F) G) No response

9. Please tell us of any reason directly related to the hall that made you /them decide NOT to use the hall for a private event.

A) Other halls in the village look more attractive but they are in conveniences by their location and size.

B) C) F) G) No response.

D) General appearance of hall a bit off-putting.

E) Having to clean up afterwards.

10. Please consider any activity that you are involved in at the hall, or one that you would like to participate in, if the hall were a different size.

Hall too small: A B E F G (Y)

Hall about right size: D (Y)

Hall too large:

C) No response.

- 11 The Trustees have thought about the hall as it is today – now here are a few ideas about other activities that might be offered if they appealed to sufficient people (and people could be found to organise and run them!) The list is not in any sense a complete one, and you will be able to suggest other ideas later. Please tick each idea below that you might be interested in.

Activity	
After School club	B
Holiday Club	
Brownies/ Guides	B
Children's Music Group	F
'Drop in' Coffee Shop	B D
Film Society	D F G
Computer /Internet Club	B D
WEA/U3A Study Group	A B D E F G
Art/Painting Group	AB
Music Appreciation	ADF
Music Performance	ABDFG
Over 60's Lunch Club	AD
Photography/digital picture editing	A
Exhibition display area	ABF
Farmers Market	ABG
Keep fit group	BG
Others: A) Short mat bowls F) Amateur dramatics	

C) No response.

In the previous survey conducted in 2002, respondents made a number of comments to support their assessments and also to give their views. Please tick the box if you think these are still relevant.

Sell some of the existing land to raise capital to improve it	ABDEFG
A bigger stage	ABFG
Poor decor, toilets unacceptable, it all needs updating	ACDEFG
Colour of outside, location of gents toilets – smelly	AFG
Modern stage facilities and changing rooms	ABDFG
A larger hall could have moveable partitions to create different size rooms	AFG
Better utilization of the overgrown area at back –	ABDEFG
Hall old fashioned, outdated	AFG
Kitchen facilities totally inadequate and far too small.	FG
Would like to see the outdoor areas enlarged to provide better children’s play area and a communal BBQ facility available to hire	G
Storage facilities are completely inadequate for use by clubs, which inhibit regular use.	ABDFG
A united effort by the whole village with fundraising ideas for a new Village Hall would help the whole community achieve a more modern hall with better facilities	ABDFG
Enlarge Car Park	ADFG
However hard you try to make people give ideas, putting them into practice will never be easy. Unfortunately it is a fact of life that these days there will never be a strong community spirit. I commend you for trying to save the Hall and improve the facilities.	BF
Outside facilities are poor and inadequate	ABFG
Tennis court on an all weather play surface. The top field could be a wildlife garden with picnic benches, barbeque area and Youth Club shelter	ABE
Why not repaint the Hall, was the paint “knocked off”, were the causeway residents consulted beforehand, who did choose it – were they colour blind	F
Groups from further a field might be interested in hiring the hall for, e.g. craft workshop if facilities were better. Lacks adequate power points for this.	ADFG
The hall is very out of date, smaller rooms required for smaller activities. Kitchen very bad, strange smell in the Hall	FG
It would be great if the hall was put forward for use for adult education courses, as some of the courses in Blandford, Poole, Ferndown etc is not convenient to travel to.	ABD
I am reluctant to take my daughter to play area because of the disgusting graffiti – could the playground be moved onto the field where it is not hidden from view.	ABFG
Better use of the apparent waste ground at the back of the village hall	ABDFG
A new Village Hall would not only be practicable but also aesthetically pleasing, modern outdoor facilities such as all weather surfaces and flood lighting would make it appeal to youngsters more.	ABG
I feel the hall should make its priorities, facilities for stage performances, catering for larger parties/groups	FG
I think developing part of the hall land for social housing and using the money to build a completely new hall is the best solution.	ABFG
We think a new hall is required rather than spend money on the existing hall, selling part of the existing grounds to developer could fund this.	ABFG
An all weather surface for the children would be better than existing field	BG
I know very little of the details of the Trust Deed and financial position but feel the need for a properly funded maintenance and refurbishment schedule.	AF

Back Page for general observations to the questions overleaf

Question No	Observations / Comments
	<p>A) Would a much better hall price local organisations out of using it? If so, what steps could be taken to give village users preferential treatment?</p> <p>B) D) E) G) No comments.</p> <p>C) Reference to the comment made regarding a “bigger stage”. Since the extension has been built it has reduced the amount of floor space for dancing in turn this will reflect on whether we could consider the hall for future larger events.</p>

Comments on responses:

Q1) A wide spread of responses for this question, mainly ranging from Very Good to Adequate (middle of range offered). Noticeable that toilets and storage facilities did get a strong POOR rating.

Q2) responses encouragingly positive but a strong POOR rating for equipment (chairs, tables) and disabled facilities.

Q3) main items as reflected in Q2 above: toilets, disabled facilities and storage.

Q4) Responses for telephone/internet connection, comfortable chairs, new tables and storage provision.

Q5) Comment on improving security although no specific details provided, improving cleanliness in hall/kitchen/toilets/committee room. Health and safety issues.

Q6) Wide range in frequency of use by people responding.

Q7) Nearly all groups had members with a physical disability.

Q8) Few private hirers. Reasons given with Q9 appearance of hall not inspiring, need to arrange clearing up after event.

Q10) Hall too small drew a significant majority of responses.

Q11) Wide range of events that could be offered with WEA/U3A Study Group getting a very high response.

Comments from the Regeneration Report - 2002

Appendix D the areas where the respondents felt that the Hall provides a disincentive to use the facilities. The areas of greatest dissatisfaction being: (item 6)

Lack of Storage 41%	State of the Toilets 34%	Stage Area * 31%
Kitchen 25%	Kitchen Equipment 25%	Heating 21%

Appendix D The additional facilities attracting the greatest support and where the trustees should be targeting their resources (8,9,10)

Multi Purpose Play Area (tennis 40; netball 9; basketball 18; 5 a side 12; volley ball 2);

Short mat bowls* 46 Music Appreciation/performance * 46; Computer club 40;

Film society* 37; Holiday Club 24; Drop in Coffee shop 19

*Item creating the greatest negative impact is the current fixed stage**

–
– 3RD highest level of recorded dissatisfaction.

–
short mat bowls is not possible – floor space is permanently unavailable

Modular moveable staging / raised seating area would open up a wide range of activities and hall layouts.