Barton Neighbourhood Centre

Satisfaction survey report: a summary of our findings

March 2011
Executive summary

This executive summary introduces our work with the four community centres in this Satisfaction Survey pilot study. The main body of the report focuses on our findings for Barton Neighbourhood Centre.

Project introduction

Four community centres\(^1\) across Oxford were surveyed in a pilot study to better understand who currently uses community centres and how satisfied those customers are with the services they receive. Our results give a useful indication of current customer opinion despite a relatively small number of responses.

Findings and trends

- People from all age groups are represented across the four centres in our research, although a significant proportion of people were aged over 45 years.
- The majority of people who took part in this survey were white women.
- Most people using these centres live locally (within one mile) however people are willing to travel furthest to reach West Oxford Community Centre.
- Community centre security, cleanliness and the helpfulness of centre staff are most important to people using community centres.

This pilot study suggests people are not satisfied with centre toilet facilities (Barton, Cutteslowe), the heating (Litlemore) and vehicle parking (West Oxford).

Conclusions and recommendations

These findings suggest the four community centres are serving people living within their immediate proximity; however we can not be sure our results give a true representation of everyone using each centre or that the centres are engaging with everyone from their catchment community.

People are generally satisfied with what is most important to them, although this research will help to guide our support with community associations to address the factors community centre users are least satisfied with.

When we extend this survey to other centres we will review how we collect responses to increase response rates and allow us to draw firmer conclusions. We will address how we engage with community associations, the timing of our survey work and how we adapt our survey technique to effectively capture results from different user groups.

\(^1\) Barton, Cutteslowe, Litlemore and West Oxford community centres
1.0 Introduction

This report summarises the findings for the Barton Neighbourhood Centre.

Barton is a peripheral housing estate of 1,700 dwellings with a population of around 4250 people. The estate is situated north-east of Oxford, with the ring road acting as a barrier to local people accessing services and facilities in the city. It suffers from a range of social problems; the recent Indices of Multiple Deprivation have included Barton within the 10% nationally ranked band of most deprived areas.

The Barton Neighbourhood Centre was opened in 1992. It is owned and maintained by Oxford City Council. Although no formal lease exists it is accepted The Barton Community Association (BCA) are responsible for the management and up keep of 70% of the building - community hall, meeting rooms, sports hall, youth club, learning space and community offices.

A total of 47 surveys were competed during the consultation period. One survey was completed on line, with the remaining 46 completed in face to face interviews facilitated by Oxford City Council staff.

2.0 Who uses Barton Neighbourhood Centre

Our research suggests the centre is used mostly by local people living within one mile of the centre attending timetabled activities or social gatherings at least twice a week.

Significantly more women than men use the centre, with the majority of respondents classified as white British (75%). Very few people below the age of 30 took part in this pilot study.
3.0 What do people like

Our research shows the majority of respondents refer to the centre in a positive manner, and most commonly describe it as warm, welcoming, accessible and safe (Graph 1).

Visitors reported having little difficulty booking the centre or activities in person, by telephone or e-mail.

The majority of visitors considered that all the Neighbourhood Centre offered good value. 20% of visitors thought prices were too high, with a small number considered even free activities to be too expensive.

Helpfulness of staff and security are important factors that influence satisfaction. At the moment visitors are very happy with the centre staff and centre security (Graph 2).
4.0 What could we do better

Our research suggests visitors to Barton Neighbourhood Centre are least satisfied with the toilet facilities, centre cleanliness, vehicle parking and signs and notices (Graph 2).

People consider the toilets and centre cleanliness amongst the most important features of Barton Neighbourhood Centre, but are least satisfied with the service currently in place. Anecdotal evidence shows there is significant demand for baby changing facilities in the toilets.

There is support to diversify the range of services the Neighbourhood Centre currently delivers. This includes opportunities for learning and training, activities for children under 10 years, evening social events, health promotion and sports.
5.0 Our next steps

We will continue to work closely with the Barton Community Association and other partners to:

- Find solutions to improve the toilet/changing facilities, centre cleanliness, vehicle parking and signs
- Explore options to diversify the range of services on offer at centre, for example increase or introduce opportunities for learning and training, activities for children under 10, sports and evening social events