CHIPPENHAM TOWN COUNCIL
Improving the quality of town life

CHIPPENHAM NEIGHBOURHOOD PLAN_
Chippenham Town Council

Chippenham Neighbourhood Plan Community Groups and Organisations Survey

Results from the public survey:
23rd March - 27th April 2020

CHIPPENHAM NEIGHBOURHOOD PLAN_

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COMMUNITY FIRST

This report was prepared by Community First in consultation with Chippenham Town Council and the Chippenham Neighbourhood Plan Steering Group.

Introduction

This report has been prepared for Chippenham Town Council and the Steering Group for the Neighbourhood Plan. The report presents the quantitative findings of the Community Groups and Organisations Survey, an online survey which collected responses from Voluntary, Community and Social Enterprise (VCSE) groups and organisations based in Chippenham.

Survey Design & Distribution

The purpose of the survey was to gather evidence to inform the preparation of the Chippenham Neighbourhood Plan. The survey questions were created by Chippenham Neighbourhood Plan Topic Groups, with input from members of the Steering Group. The final version of the survey can be found in Appendix 1.

The survey was designed and built using cloud-based online survey software Zoho and branded with the Chippenham Neighbourhood Plan logo and colour scheme. Due to the outbreak of COVID-19, there were no paper copies of the survey and all responses were gathered online via a URL.

The Community Groups and Organisations survey was specifically designed to gather information and views from VCSE organisations rather than residents and members of the public. For this reason, the survey URL was not made publicly available but was instead shared with VCSE groups and organisations by email.

There were 18 questions in the Community Groups and Organisations Survey. This survey was open for responses from members of the public between 23rd March - 27th April 2020. The survey was closed for responses at 8.30am on Monday 27th April 2020.

The Community Groups and Organisations survey was specifically designed to gather information and views from VCSE organisations rather than residents and members of the public

Response Rate

Survey Visits	Completed Responses	Partial Responses	Total Responses
84	31 (61%)	20 (39%)	51

A total of 84 VCSE groups and organisations accessed the Community Groups and Organisations Survey via an email link between 23rd March – 27th April 2020. Of those who accessed the survey, 51 submitted a complete or partial response to the Community Groups and Organisations Survey. This represents an overall response rate of 61%.

The number of responses from VCSE groups and organisations was lower when compared to the public surveys. This may partly be because the link to access the survey was only shared via email and not via social media or other public promotion.

In addition, the launch of the Community Groups and Organisations Survey coincided with the COVID-19 UK lockdown and the potential impact of this on the response rate should not be underestimated. Some groups and organisations may have closed entirely due to the lockdown and staff may have been unavailable to complete the survey. Those which remained open may have been otherwise occupied in mitigating the impact of the crisis on their service users and/or supporting the community response to COVID-19.

Actual response figures and (rounded) percentage breakdowns are provided for each survey question in this report. This represents the number of responses received as a proportion of all respondents answering each individual question. Not all of the groups and organisations provided answers to all of the questions available, therefore the figures presented for each question may not necessarily match the totals listed above.

There were a number of open-ended questions in the Community Groups and Organisations Survey which are summarised in the report, along with a selection of quotes. A complete list of open-ended responses for each question is included in the appendices. Open-ended comments have been reproduced verbatim from submitted survey responses and thus, may contain spelling, grammatical and other errors.

Response Rate by Question

A breakdown of completed and skipped responses, as well as an overall average response rate for each topic area is included in the table on the next page.

#		Completed	Partial	Response Rate
1	What is the name of your Organisation?	31	20	61%
2	What is the address of your organisation?	31	20	61%
3	Do you have a website? If so, please input the website URL below:	29	22	57%
4	Who is the main contact person for your organisation?	31	20	61%
5	What is the main contact email address for your organisation?	31	20	61%
6	What is the main service your organisation provides?	31	20	61%
7	Who are your main service users or participants?	30	21	59%
8	How long has your organisation been operating?	31	20	61%
9	What kind of organisation are you?	31	20	61%
10	Do you own (including with a mortgage) your facilities and premises?	31	20	61%
11	Do you rent or sublet your facilities or premises?	30	21	59%
12	Do you expect to be operating in 5 years' time?	31	20	61%
13	If you answered 'no' to the question above, why do you expect that your organisation will cease operating?	3	48	6%
14	Please choose the description below that best describes your current operations:	28	23	55%
15	Would you like to move to a new building or site?	29	22	57%
16	If you would like to move to a new site, what would you be looking for?	16	35	31%
17	If you would like to move to a new building or site, what would need to happen to allow you to do so?	15	36	29%
18	If you are currently moving to another site, why are you moving?	10	41	20%

Summary of Findings

Community Groups & Organisations

- 31 community groups and organisations completed the survey. The overall response rate was 61%. Community groups and organisations who responded to the survey offer a wide variety of support and services in Chippenham.
- 63% of organisation offer support to all age groups, with a further 23% who work with children and young people.
- 68% of community groups and organisations who responded to the survey have been operating for 10 years or more.
- 35% are voluntary or community groups, 19% are private organisations and a further 19% are registered charities.

Operational Activity

- 90% of surveyed organisations do not own the facilities/premises used to conduct their activities. 10% of organisations own their own building or premises.
- 60% of groups and organisations said that they do not currently rent or sublet part of their premises or facilities. The remaining 40% indicated they are subletting or renting out part of their premises.
- 97% of groups and organisations said they expect to still be operating in 5 years' time. Sustainable funding was cited as a factor for organisations that were uncertain about their future.
- 87% of community groups and organisations (combined) are at capacity or exceeding capacity in terms of their operational activity. This suggests that groups and organisations in Chippenham are well utilised by the community.

Moving or relocating

- 66% of community groups and organisations said they were not considering moving to a new building or site. The remaining 34% said they would like to move.
- Amongst organisations looking to relocate, there was a preference for sports facilities, dance facilities, facilities suitable for young people and other office space.
- Cost and availability were the two main factors influencing a move to a new building or site amongst groups and organisations who said they were looking to relocate
- Reasons for looking to move included needing more space, expanding capacity and new facilities.

97% of groups and organisations said they expect to still be operating in 5 years' time.

Survey Responses

Q1 What is the name of your organisation (29 responses)

The following groups and organisations submitted a response to the Community Groups and Organisations survey:

1. Endeavour Explorer Scouts Unit
2. Ben Elliott Coaching
3. Chippenham Day Centre
4. Rag and Bone Arts CIC
5. Waste Not Want Not
6. Lockside WI Chippenham
7. ChippenhamTri
8. Chippenham Town Morris
9. createmovedance
10. Extinction Rebellion Chippenham (XR Chippenham)
11. Pewsham Dance
12. Chippenham Hockey Club
13. Spartans Gym
14. Zero Chippenham (formerly CAVE)
15. Chippenham Cycle Network Development Group (2 responses)
16. North Wiltshire Sustainable
17. Business Network
18. Fitzgraham Academy of Dance
19. Classical Ballet Centre
20. Emily Alner Academy of Dance and Vibes Cheer
21. Aero Badminton Club
22. Mortimores Wood Volunteers
23. Chippenham Senior Phab Club
24. Aero Badminton Club
25. St John Ambulance - Chippenham Badgers & Cadets
26. North West Wiltshire Ramblers
27. Ladyfield Evangelical Church
28. Chippenham Park Bowls Club
29. Chippenham Gardens and Allotment Society
30. Chippenham Harriers Running Club
31. Chippenham Library

Q2 What is the address of your organisation (31 responses)

Q3 Do you have a website? If so, please input the website URL below (29 responses)

Q4 Who is the main contact person for your organisation (31 responses)

Q5 What is the main contact email address for your organisation? (31 responses)

All responses gathered for the above questions are omitted for reasons of privacy. The information can be found in a separate document

Q6 What is the main service your organisation provides?

Community groups and organisations who responded to the survey offer a wide variety of support and services to all age groups in Chippenham.

Responses have been summarised in the table below and a full list of verbatim responses is included in the appendices.

Name of Organisation	Summary of Service Provided
Endeavour Explorer Scouts Unit	Services for children and young people including outdoor learning and activities.
Ben Elliott Coaching	Tennis coaching for all ages. Groups/individual lessons. Holiday club and school tennis.
Chippenham Day Centre	Day centre for the elderly
Rag and Bone Arts CIC	Drama and arts sessions for children and adults
Waste Not Want Not	Collection and redistribution of surplus furniture and household goods for those on a low income
Lockside WI Chippenham	Local Women's Institute (WI) group
ChippenhamTri	Triathlon training, coaching and racing. Promotion of fitness and wellbeing
Chippenham Town Morris	Morris dancing group
createmovedance	Promoting dance in the community
Extinction Rebellion Chippenham (XR Chippenham)	Supporting local and national action relating to climate change and biodiversity
Pewsham Dance	Community dance school offering ballet and tap lessons
Chippenham Hockey Club	Hockey club and fitness training
Spartans Gym	Gym offering classes (including martial arts) for all ages
Zero Chippenham (formerly CAVE)	Voluntary group focussed on climate change issues
Chippenham Cycle Network Development Group	Voluntary group promoting cycling and cycling improvements in Chippenham
North Wiltshire Sustainable Business Network	Network for local business to share sustainability knowledge and best practice
Fitzgraham Academy of Dance	Dance classes
Classical Ballet Centre	Ballet dancing classes
Emily Alner Academy of Dance and Vibes cheer	Dance and cheerleading classes
Aero Badminton Club	Badminton club
Mortimores Wood Volunteers	Woodland restoration and education
Chippenham Senior Phab Club	Club for adults aged 30+ with learning difficulties and/or special needs

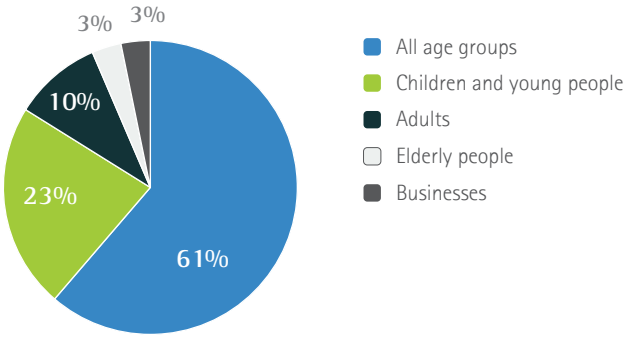
Name of Organisation	Summary of Service Provided
St John Ambulance - Chippenham Badgers & Cadets	Teaching young people lifesaving skills
North West Wiltshire Ramblers	Organised social walks
Ladyfield Evangelical Church	Local church
Chippenham Park Bowls Club	Flat lawn green bowls club
Chippenham Gardens and Allotment Society	Voluntary allotment group
Chippenham Harriers Running Club	Running club for adults and children/young people
Chippenham Library	Community library

Q7 Who are your main service users or participants? (30 responses)

Community groups and organisations who responded to the survey offer support to a variety of age groups/demographics. Responses have been summarised in the table and a full list of verbatim responses is included in the appendices.

	Percentage	Responses
All age groups	63%	19
Children and Young People	23%	7
Adults	10%	3
Elderly People	3%	1
Businesses	3%	1

63% of groups and organisation that responded to the survey said that their main service users or participants are from all ages including adults, children and young people. A further 23% work only with children and young people, with 10% who are adult only groups, clubs or organisations. Comments included:



"Children and adults - anyone willing to give swim bike run a go!"

"Young people. Badgers 7-10 years old and Cadets 10-17 years old."

"Adults and children from Chippenham and surrounding villages."

"Majority are over 75 years of age although we do have younger members."

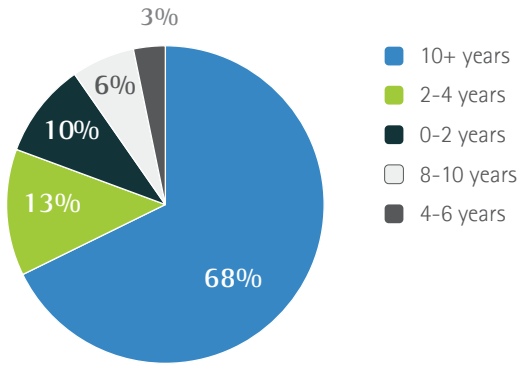
"All community users."

Q8 How long has your organisation been operating? (31 responses)

	Percentage	Responses
10+ years	68%	21
2-4 years	13%	4
0-2 years	10%	3
8-10 years	6%	2
4-6 years	3%	1
6-8 years	0%	0

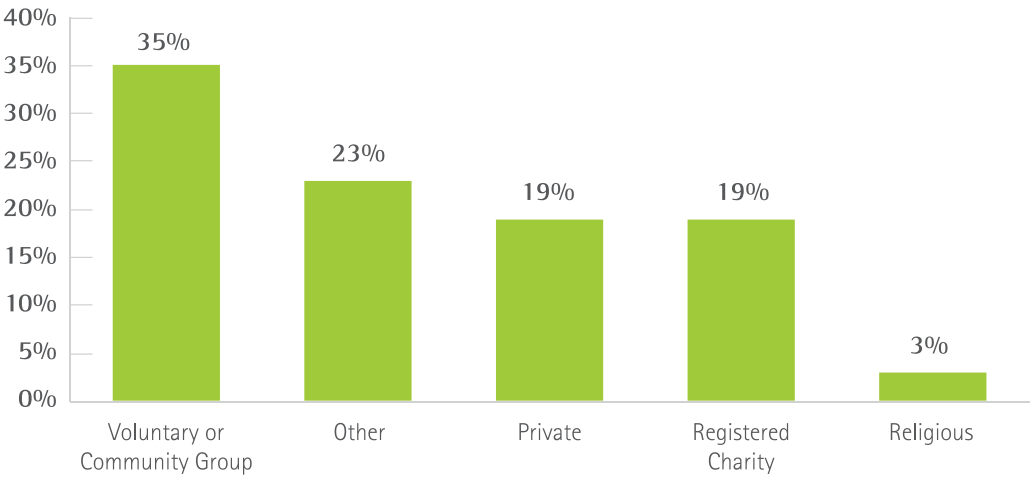
68% of groups and organisations that responded to the survey said that their organisation or community group had been operating for 10 years or more.

A further 13% said they had been in operation for between 2-4 years and 10% had been operating for less than 2 years.



Q9 What kind of organisation are you? (31 responses)

	Percentage	Responses
Voluntary/Community Group	35%	11
Other	23%	7
Private	19%	6
Registered Charity	19%	6
Religious	3%	1



35% of organisations said they were a voluntary or community group. 19% are private organisations and a further 19% are registered charities. Of the respondents who selected 'Other' most of the responses are covered in the categories outlined above (e.g. bowls club is a community group).

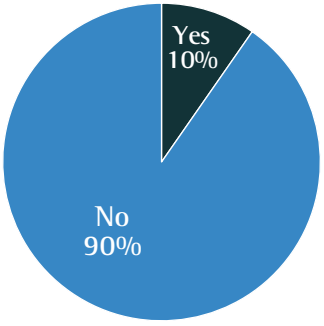
One organisation is a social enterprise (CIC) and a second is a local authority/statutory service. Verbatim responses are included in the appendices.

Q10 Do you own (including with a mortgage) your facilities and premises? (31 responses)

	Percentage	Responses
No	90%	28
Yes	10%	3

90% of community groups and organisations who responded to the survey said they did not own the facilities and premises used to conduct their activities.

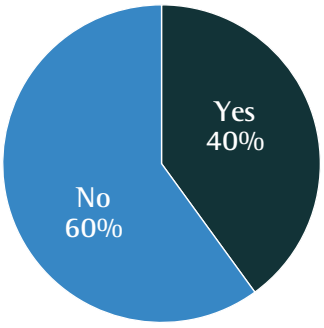
10% of groups and organisations said they own their own building or premises.



Q11 Do you rent or sublet your facilities or premises? (30 responses)

	Percentage	Responses
No	60%	18
Yes	40%	12

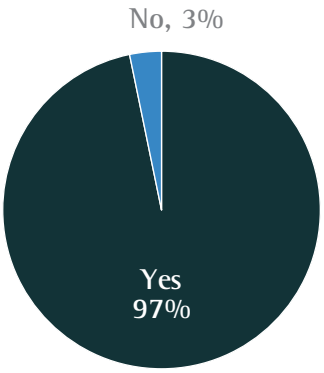
60% of groups and organisations who answered this question said that they do not currently rent or sublet part of their premises or facilities. The remaining 40% indicated they are subletting or renting out part of their premises.



Q12 Do you expect to be operating in 5 years' time? (31 responses)

	Percentage	Responses
Yes	97%	30
No	3%	1

97% of community groups and organisations said they expected to still be operational in 5 years' time. Only 1 organisation said they did not expect to still be in operation.



Q13 If you answered 'no' to the question above, why do you expect that your organisation will cease operating? (3 Responses)

Whilst only 1 organisation said they did not expect to still be operating in 5 years' time, there were 3 responses to this question (including one N/A response).

The comments are included below and indicate that sustainable funding is a key factor in whether or not some organisations are able to continue operating in future.

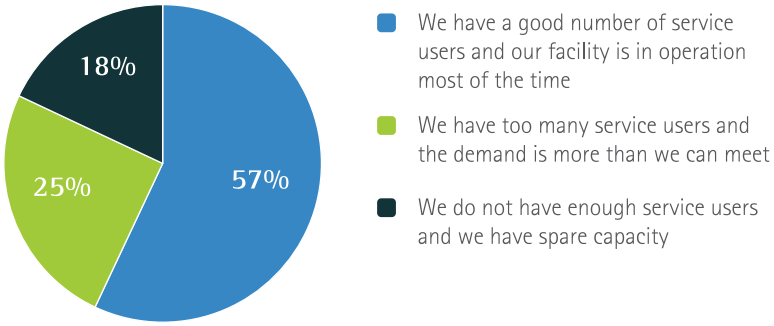
> "I say yes but it all depends on funding from Wiltshire County Council."

> "We may survive Coronavirus, but our operating costs are not covered. No reserves. No funding from arts council."

Q14 Please choose the description below that best describes your current operations (28 responses)

	Percentage	Responses
We have a good number of service users or participants and our facility is in operation most of the time	57%	16
We have too many service users or participants and the demand is more than we can meet	25%	7
We do not have enough service users or participants and we have spare capacity	18%	5

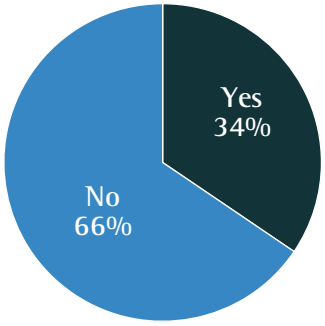
57% of community groups and organisations who responded to the survey said they have a good number of service users/participants and their facility is in operation most of the time. A further 25% said they are at capacity with too many service users and are unable to keep up with demand. The remaining 18% said they have spare capacity or insufficient service users. This suggests that groups and organisations in Chippenham are well utilised by the community.



Q15 Would you like to move to a new building or site? (29 responses)

	Percentage	Responses
No	66%	19
Yes	34%	10

66% of community groups and organisations who took part in the survey said they were not considering moving to a new building or site. The remaining 34% said they would like to move to a new building.



Q16 If you would like to move to a new site, what would you be looking for? (16 responses)

34% the community groups and organisations said they would like to move to a new site. Each of these groups shared what they felt was needed in terms of a new site. Comments are summarised below, and verbatim responses are included in the appendices.

Sports Facilities

Some groups and organisations would like to see better access to facilities to hire for sport. This included increased provision for pool hire, a cycle track, a running track, an AstroTurf pitch for hockey and an upgraded air-dome or new courts for badminton, netball, basketball and volleyball. In

addition to new facilities for playing sports, some respondents said they would be interested in hiring a suitable venue for inter-county sporting competitions and upgraded facilities for spectators and players including changing rooms and a bar/function area. Comments included:

"We are desperately short of venue space…I also represent Wiltshire County Badminton Association who are urgently in need of a suitable facility for an inter-county matches and training."

"If there was a running track that was built in Chippenham we would move to move to near that venue. it is something we have a demand for, but we are unable to find a suitable venue."

"Minimum four badminton courts."

"If there was a running track that was built in Chippenham we would move to move to near that venue…"

Dance Facilities

Two of the community organisations said they are looking for a studio or working theatre which is suitable for dance and the performing arts. This should include a sprung or other suitable dance floor and a good ceiling height with wall space for mirrors. The comments were:

"A space to use as a studio with suitable flooring or able to lay a dance floor, ceiling height and wall space for barres and mirrors."

"Sprung dance floor, working small theatre venue with all the facilities of an arts centre."

Facilities for Young People

Some of the community groups and organisations that work with young people said they would welcome a large facility with a variety of features including breakout rooms, toilets, kitchen, tables and chairs, internet access, parking, practical flooring and an adjacent field. Comments included:

"We need a place that…Can accommodate 40 young people and leaders. Large hall + breakout rooms / access to a smaller hall so we can split into groups while keeping the noise level bearable. Practical flooring that won't take hours to clean if we come back with muddy boots! Chairs and large tables available without pre-booking (i.e. take out, use and put back at the end) …"

"A large venue with toilet and kitchen facilities, suitable for young people."

Other

Other suitable sites requested by groups and organisations included an industrial unit or building on the north side of Chippenham, a shared office space and a community eco-hub. Comments included:

"Industrial unit or building on the North side of Chippenham. (But not Bumpers farm)"

"A small office or space within another organisation's premises would be very helpful if we are successful with our various grant applications..."

"We would be happy to have a presence in a community eco hub but would retain our main presence in our current premises."

Q17 If you would like to move to a new building or site, what would need to happen to allow you to do so? (15 responses)

Cost and availability were the two main factors influencing a move to a new building or site amongst organisations who said they were looking to relocate. Organisations indicated that they are willing to move but have been unable to find a site locally which meets their unique requirements at a price they can afford. Comments included:

"Enough money to buy premises, or a suitable space to become available, with enough hours for rent and reasonable rates."

"We're desperate for suitable premises. Name a suitable building/land and affordable rent (£50-100 per term), we'll ask where we need to sign and a date to start using the facility. Cost is our main driver..."

"To find the right building at the right price!"

"Facility being available for rental in Chippenham."

"A suitable venue which is easily accessible."

"Enough money to buy premises, or a suitable space to become available, with enough hours for rent and reasonable rates."

Q18 If you are currently moving to another site, why are you moving? (10 responses)

When N/A responses were removed, there were 5 reasons listed by community groups and organisations. Reasons included needing more space, expanding capacity and new facilities. All of the responses are included below:

"We rent 10th Chippenham scout group's hut in Westmead Lane for our weekly meetings. It is not adequate to host meetings of 30 active, good humoured teenagers and lacks many of the things we need. Furthermore, the building is not available, or we cannot afford to rent it for activities at weekends."

"Lighting rig and dressing rooms very basic."

"I am currently using a second site (England's social centre) as the Pewsham community centre cannot provide enough suitable hours for what I need. Business is currently closed due to Covid-19. I'm posting free classes online and may run timetabled classes online if demand is high enough."

"There are no more suitable facilities in or around Chippenham, use of Hardenhuish's Sports Hall is restricted as it is used for exams for 13 weeks of the year making it unavailable."

"Need a larger venue to meet our growing numbers."

"Need a larger venue to meet our growing numbers."

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