Chippenham Neighbourhood Plan Community Infrastructure Survey

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

Contents

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 Infrastructure Survey, an online survey which collected responses from Community Infrastructure Providers 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 Infrastructure Survey was specifically designed to gather information and views from Community Infrastructure Providers (e.g. public buildings, venues and locations) rather than residents and members of the public. For this reason, the survey URL was not made publicly available but was instead shared with Community Infrastructure Providers by email.

There were 18 questions in the Community Infrastructure Survey. This survey was open for responses from representatives of Community Infrastructure Providers in Chippenham between 23rd March - 27th April 2020.

The survey was closed for responses at 8.30am on Monday 27th April 2020.

The Community Infrastructure Survey was specifically designed to gather information and views from Community Infrastructure Providers (e.g. public buildings, venues and locations) rather than residents and members of the public

Response Rate

Survey Visits	Completed Responses	Partial Responses	Total Responses
38	8 (44%)	10 (56%)	18

38 Community Infrastructure Providers accessed the Community Infrastructure Survey via an email link between 23rd March – 27th April 2020. Of those who accessed the survey, 18 submitted a complete or partial response to the Community Groups and Organisations Survey. This represents an overall response rate of 47%.

The number of responses from Community Infrastructure Providers 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. The survey also had the fewest responses overall when compared to local businesses and Voluntary, Community and Social Enterprise (VCSE) organisations.

As with the business and VCSE surveys, the launch of the Community Infrastructure Survey coincided with the COVID-19 UK lockdown. Community Infrastructure refers to public spaces, venues and locations where people and communities gather together. Due to social distancing, many venues and locations who were invited to complete the survey are likely to have been closed due to the lockdown. As a result, representatives from Community Infrastructure Providers may have been unavailable to complete the survey.

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 respondents 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 Infrastructure 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, except where there were no responses. 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.

The response rate was the same for most of the questions in the survey, with the exception of conditional questions e.g. 'if you answered 'no' to the previous question'. These questions had the lowest response rate overall and some had no responses at all.

#		Completed	Partial	Response Rate
1	What is the name of your venue?	8	10	44%
2	What is the address of your venue?	8	10	44%
3	Do you have a website? If so, please input the website URL below:	8	10	44%
4	Who is the main contact person for your venue?	8	10	44%
5	What is the main contact email address for your venue?	8	10	44%
6	What is your venue primarily used for?	8	10	44%
7	Who are your main customers or participants?	8	10	44%
8	How long has your venue been operating?	8	10	44%
9	What kind of organisation are you?	8	10	44%
10	Do you own (including with a mortgage) your facilities and premises?	8	10	44%
11	Do you rent or sublet your facilities or premises?	8	10	44%
12	Do you expect to be operating in 5 years' time?	8	10	44%
13	If you answered 'no' to the question above, why do you expect that your organisation will cease operating?	1	17	6%
14	Please choose the description below that best describes your current operations:	8	10	44%
15	Would you like to move to a new building or site?	8	10	44%
16	If you would like to move to a new site, what would you be looking for?	1	17	6%
17	If you would like to move to a new building or site, what would need to happen to allow you to do so?	0	18	0%
18	If you are currently moving to another site, why are you moving?	0	18	0%

Summary of Findings

Community Infrastructure Providers

- A total of 18 Community Infrastructure Providers completed the survey. The overall response rate was 47%.

- 87% of providers offer support to all age groups, with a further 13% who said their customers are adults only.

- Organisations said their venue caters to groups which are used by a variety of local demographics including businesses, community activities and private events for members of the public.

- 75% of respondents said their venue has been operating for 10 years or more.

- 35% are charity/community organisations and 25% are private organisations.

Operational Activity

- 63% of Community Infrastructure Providers said they owned their facilities or premises (with or without a mortgage). 63% of respondents also said they rent or sublet part of their building.

- This suggests that most (if not all) building owners represented in the dataset are currently renting or subletting part of their venue.

- All of the Community Infrastructure Providers said they expect to still be operating in 5 years' time. One respondent mentioned uncertainty about the future in relation to COVID-19.

- 88% of providers (combined) are at capacity or exceeding capacity in terms of their operational activity.

Moving or relocating

- None of the Community Infrastructure Providers who responded to the survey said they are planning to move or relocate to a new building or site.

88% of providers (combined) are at capacity or exceeding capacity in terms of their operational activity.

Survey Responses

Q1 What is the name of your venue (8 responses)

The following venues submitted a response to the Community Infrastructure Survey:

1. Santosha Studio
2. Sheldon Road Methodist Church
3. The Citadel Hall
4. Neeld Community and Arts Centre
5. St Pauls Church Hall
6. King Alfred Hall
7. Stanley Park Sports Ground
8. The Cause

Q2 What is the address of your venue (8 responses)

Q3 Do you have a website? If so, please input the website URL below (8 responses)

Q4 Who is the main contact person for your venue (8 responses)

Q5 What is the main contact email address for your venue? (8 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 your venue primarily used for?

Community Infrastructure Providers were asked to summarise what their venue or location was primarily used for. Responses have been summarised in the table below and a full list of verbatim responses is included in the appendices.

Name of Venue	Summary of Primary Usage
Santosha Studio	Yoga and Pilates
Sheldon Road Methodist Church	Worship and religious activities
The Citadel Hall	Events and meetings
Neeld Community and Arts Centre	Entertainment, events and meetings
Waste Not Want Not	Collection and redistribution of surplus furniture and household goods for those on a low income

| Name of Venue	Summary of Primary Usage
St Pauls Church Hall	Community activities and groups
King Alfred Hall	Community activities and groups
Stanley Park Sports Ground	Sports facility
The Cause	Community activities and groups

Q7 Who are your main customers or participants? (8 responses)

This was an open-ended question and the responses have been summarised in terms of age groups for customers/participants in the table below, a full list of verbatim responses is included in the appendices.

	Percentage	Responses
All age groups	87%	7
Adults	13%	1

87% of Community Infrastructure Providers that responded to the survey indicated that their customers are from all ages including adults, children and young people.

Similarly, several organisations said their venue caters to groups which are used by a variety of local demographics including businesses, community activities and private events for members of the public.
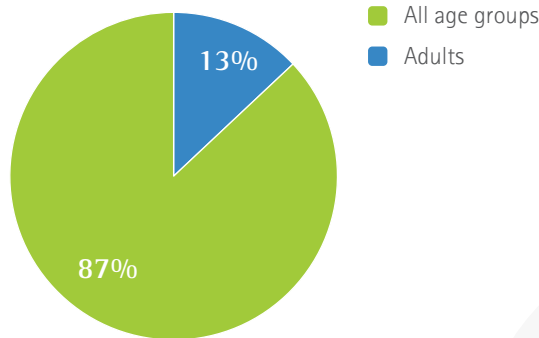
One respondent (13%) said they cater to adults only. Comments included:

"Adults who practice yoga and pilates."

"At present we have 3 regular classes and host the Chippenham Day Centre. We are looking to expand our regular users; the hall has only been reopened for a year after an extensive refurbishment."

"Members of the groups above and general public for events and open activities."

CHIPPENHAM
NEIGHBOURHOOD
PLAN_
Chippenham Town Council

CHIPPENHAM
TOWN COUNCIL
Improving the quality of town life

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

|	Percentage	Responses
10+ years	75%	6
0-2 years	13%	1
6-8 years	13%	1

75% of Community Infrastructure providers that responded to the survey said that their venue had been in operation for 10 years or more.

13% said they had been in operation for between 0-2 years and 6-8 years, respectively.

- 10+ years
- 6-8 years
- 0-2 years
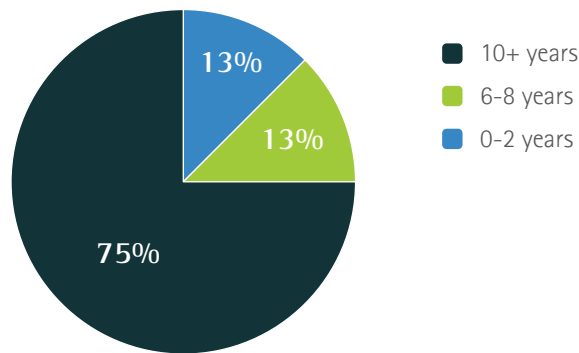
Q9 What kind of organisation are you? (8 responses)

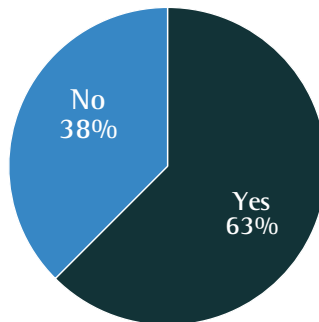|	Percentage	Responses
Community/charity	38%	3
Private	25%	2
Other (Please specify)	25%	2
Religious	13%	1
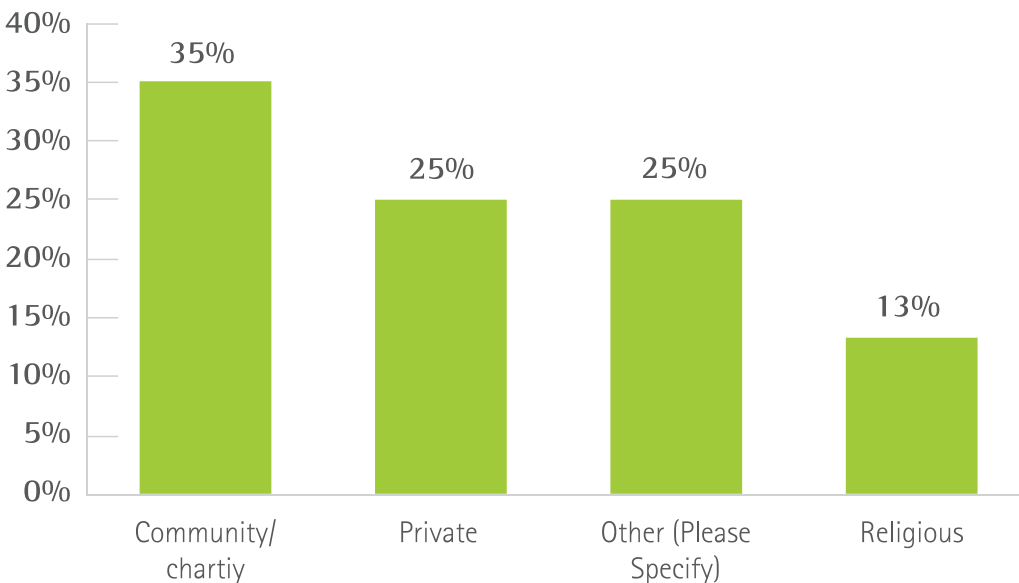
38% of Community Infrastructure Providers said they were a community/ charity organisation. 25% are private organisations and a further 13% are religious organisations. 2 (25%) respondents selected 'Other'. One of these respondents was attached to a religious organisation (a church) and the second was a representative of the Town Council.

Q10 Do you own (including with a mortgage) your facilities and premises? (8 responses)

	Percentage	Responses
Yes	63%	5
No	38%	3

63% of Community Infrastructure Providers who responded to the survey said they owned their facilities or premises (with or without a mortgage).

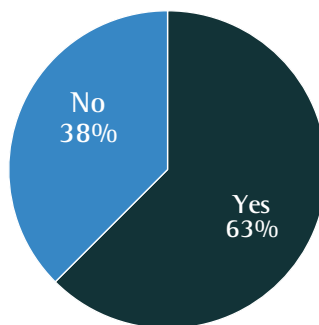The remaining 38% of respondents said they do not own their premises.

Q11 Do you rent or sublet your facilities or premises? (8 responses)

	Percentage	Responses
No	60%	18
Yes	40%	12

63% of Community Infrastructure Providers who answered this question said that they currently rent or sublet a part of their facilities or premises.

The proportion of providers who both own and sublet their premises was the same amongst survey respondents, this suggests that most (if not all) building owners represented in the dataset are currently renting or subletting part of their venue.

CHIPPENHAM
NEIGHBOURHOOD
PLAN_
Chippenham Town Council

CHIPPENHAM
TOWN COUNCIL
Improving the quality of town life

Q12 Do you expect to be operating in 5 years' time? (8 responses)

	Percentage	Responses
Yes	100%	8

All (100%) of the Community Infrastructure Providers who responded to the survey said they expected to be operational in 5 years' time.

Q13 If you answered 'no' to the question above, why do you expect that your organisation will cease operating? (1 Response)

Whilst all of the Community Infrastructure Providers said they expected to be operating in 5 years' time, one respondent mentioned uncertainty about the future in relation to COVID-19 and the associated lockdown:

> "Let's say I hope to still be operating. Who knows how long we will be in lock down with the coronavirus pandemic. Could be months or even longer."

Q14 Please choose the description below that best describes your current operations (8 responses)

	Percentage	Responses
We have a good number of customers/ participants and our facility is in operation most of the time	63%	5
We do not have enough customers/participants and we have spare capacity	25%	2
We have too many customers/participants and the demand is more than we can meet	13%	1

63% of Community Infrastructure Providers who responded to the survey said they have a good number of customers and participants and their venue is in operation most of the time. 25% said they have spare capacity or insufficient customers. The remaining 13% said they are at capacity with too many customers and are unable to keep up with demand.
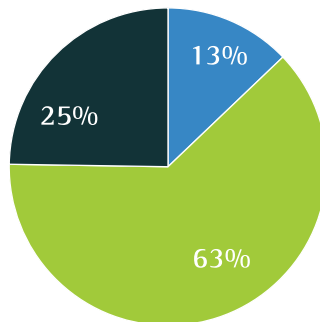
- We have a good number of customers and our facility is in operation most of the time
- We have too many customers and the demand is more than we can meet
- We do not have enough customers and we have spare capacity

CHIPPENHAM
NEIGHBOURHOOD
PLAN_
Chippenham Town Council

CHIPPENHAM
TOWN COUNCIL
Improving the quality of town life

Q15 Would you like to move to a new building or site? (8 responses)

	Percentage	Responses
No	100%	8

None (100%) of the Community Infrastructure Providers who responded to the survey said they were looking to move to a new building or site.

Q16 If you would like to move to a new site, what would you be looking for? (1 response)

Whilst none of the Community Infrastructure Providers intended to move to a new building or site, one respondent spoke generally about undeveloped land and the potential to increase capacity at their site.

"We have 10 acres of undeveloped land. How this will be developed could be based on future Wiltshire Council decision regarding leisure provisions within the town. We are currently at capacity on a Sunday regarding football pitch availability with some teams having to source pitches outside of the area to fore fill fixtures."

Q17 If you would like to move to a new building or site, what would need to happen to allow you to do so? (0 responses)

There were no responses to this question.

Q18 If you are currently moving to another site, why are you moving? (0 responses)

There were no responses to this question.

Chippenham Neighbourhood Plan Community Infrastructure Survey

To find out more about Chippenham Neighbourhood Plan, please visit:

www.chippenhamneighbourhoodplan.org.uk