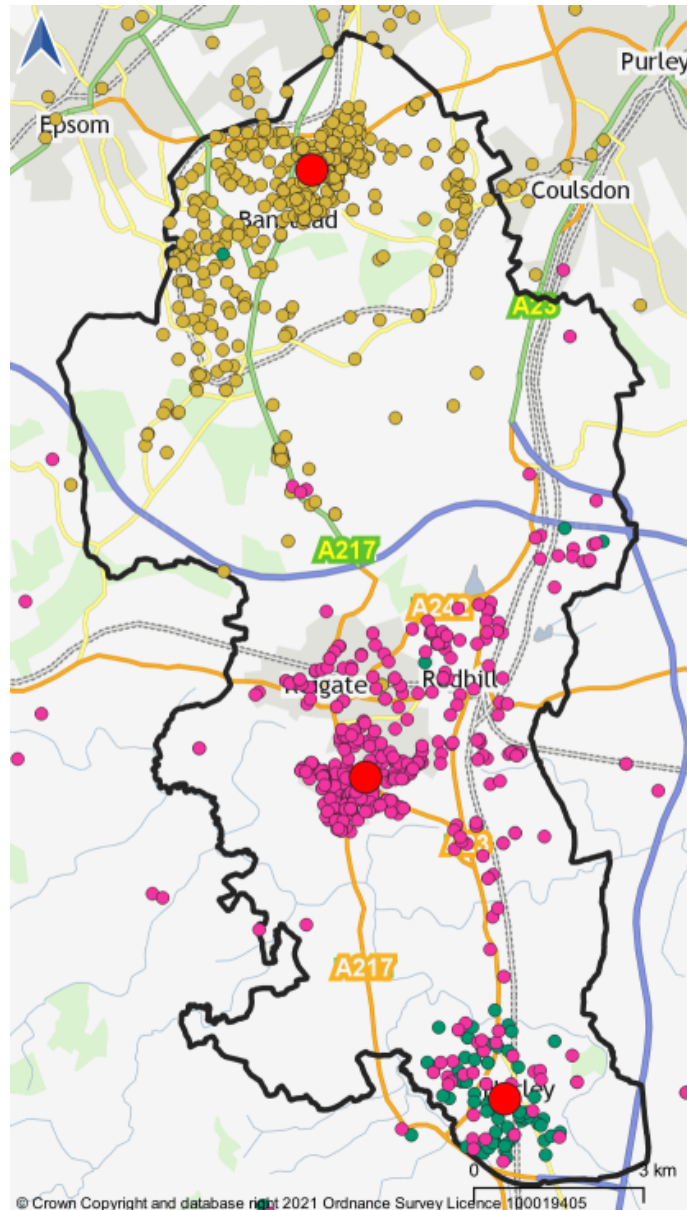


RBBC Community Centres

High level geographic review and
detailed survey results

May 2021

Current member geographies



The majority of members live quite close to the community centre that they are a patron of

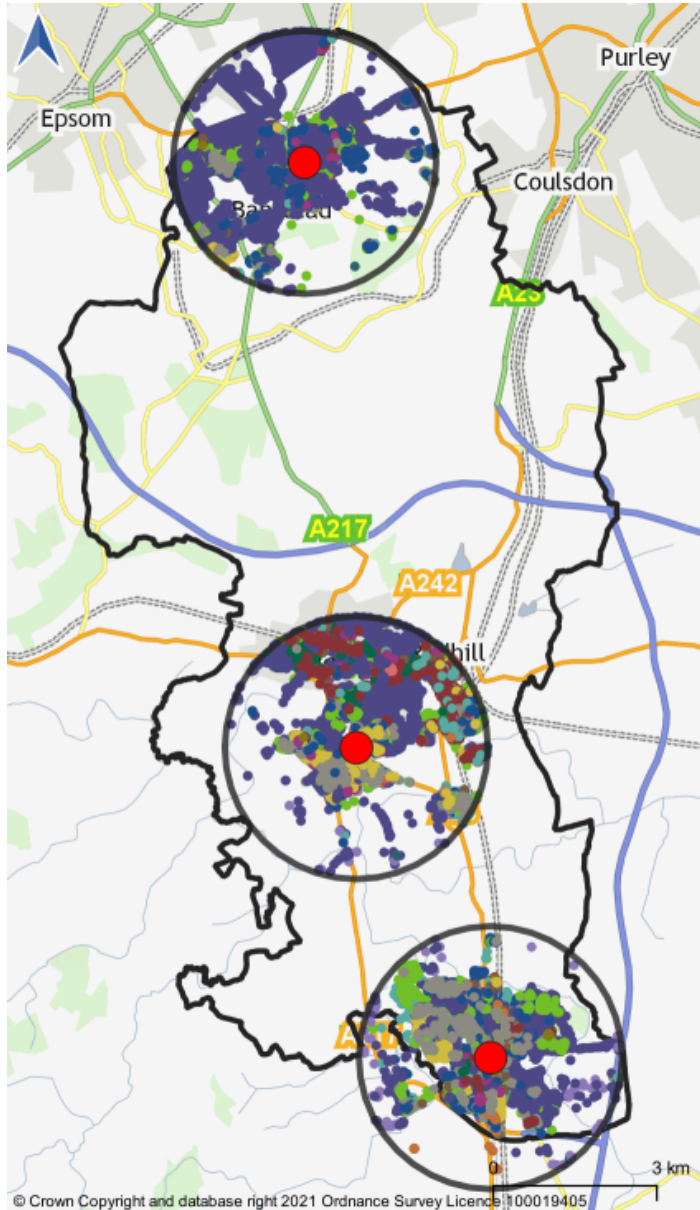
- Banstead seems to have the most members traveling from outside of the borough to visit their centre
- Woodhatch members also have long journeys to their centre. Interestingly, some members are even located within Horley and yet prefer to travel north
- Horley has the most concentrated group of members, with most of the members being within a 3km radius of the centre

Banstead

Woodhatch

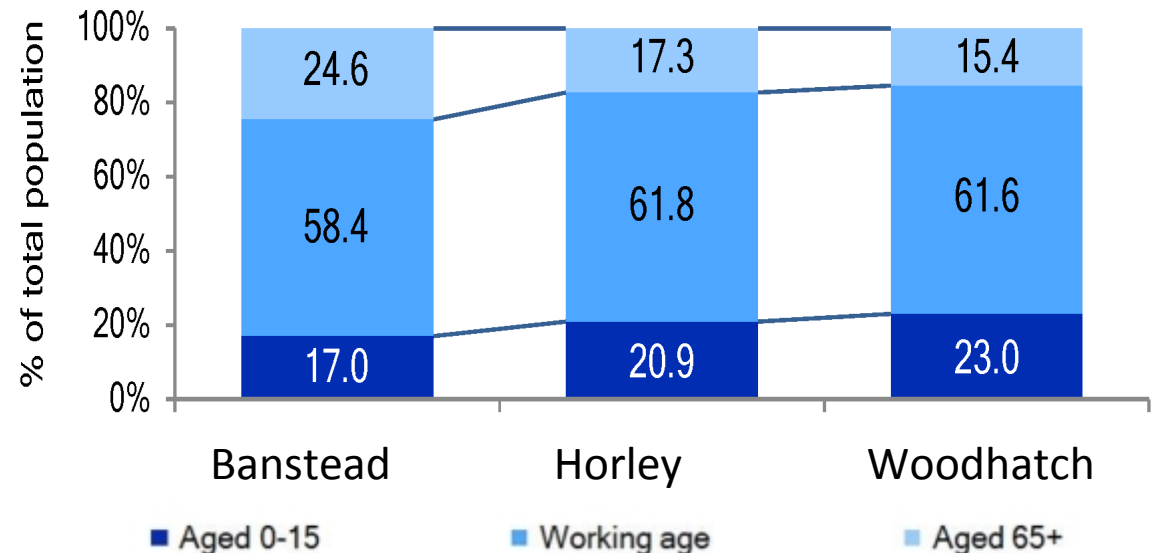
Horley

Household profiles



Looking at the mosaic profiles we can see how demographics differ between the residents

- The mosaic breakdown shows that Banstead has a very homogenous set of demographics which, from the below graph, appears to be older than the other regions
- Alternatively, Woodhatch and Horley both have younger residents and a lot more varied mix of mosaic classes (which only slightly overlap)



Good response rates to survey

	Number of surveys distributed (approx.)	Number of surveys completed	Number of surveys completed (online)	Number of surveys completed (paper)	Response rate % (based on no paper surveys completed)
Residents	3000	723	212	511	17%
Members (Banstead)	599	244	1	243	41%
Members (Woodhatch)	480	237	21	216	45%
Members (Horley)	127	43	2	41	32%

Residents survey summary

Over **50%** of residents say they weren't a user of the centre, their most common barriers were:

- I did not know about it or the services it offered (25%)
- Other (21%) – wide range of comments mostly focused on an older peoples offer not being relevant to them
- I was not interested in its services (13%)

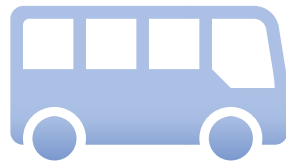
Top 3 current services residents though were useful for the over 50 population:



Exercise
39%



Social activities
38%

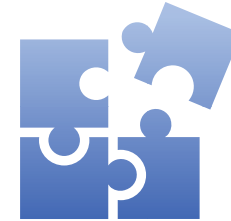


Day trips
39%

Top 3 potential services residents were interested in (for all residents):



Support for
loneliness
& isolation
84%



Older people's
activities
83%

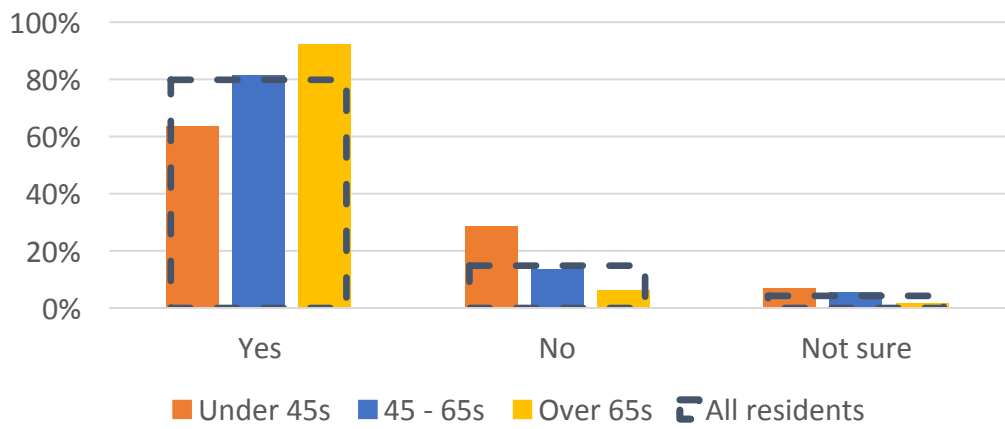


Wellbeing activities,
exercise and relaxation
81%

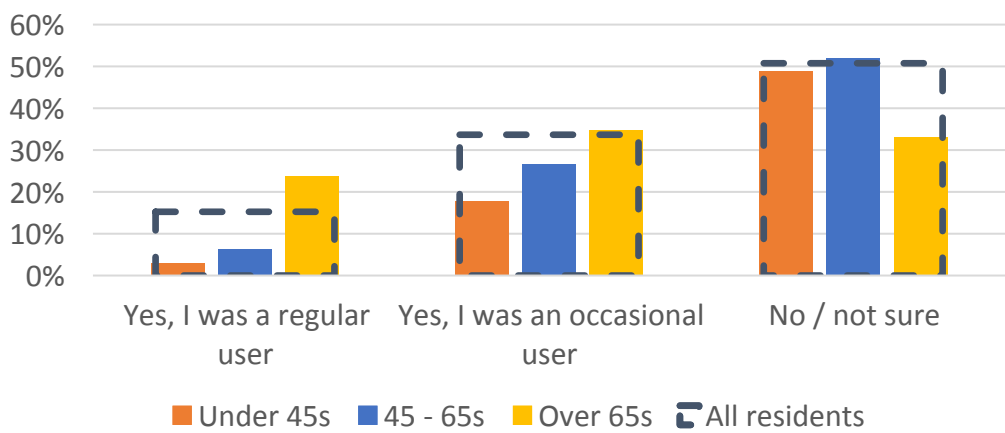
Residents

Age Split

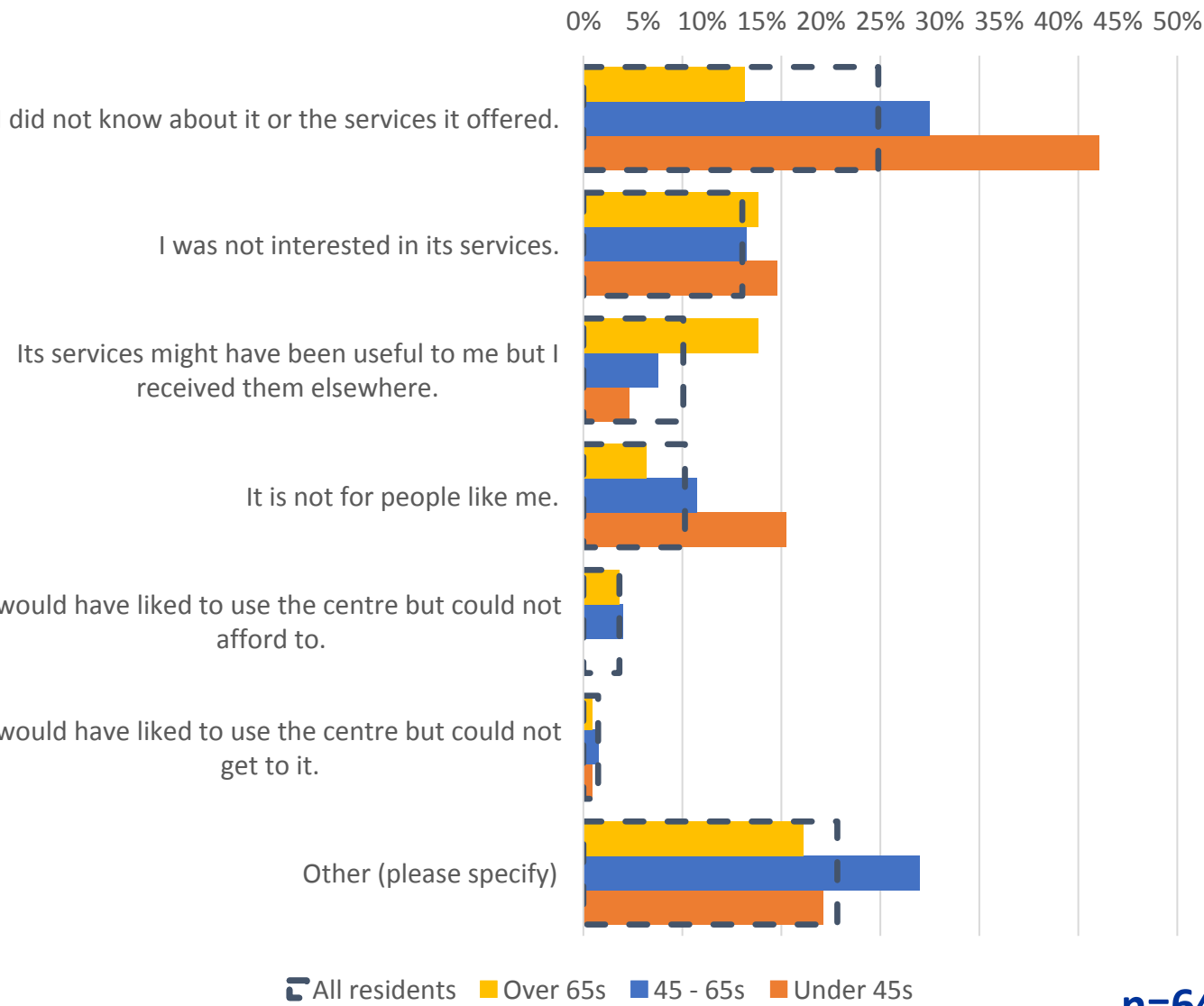
Before seeing this survey, were you aware of any of Reigate & Banstead Borough Council's community centres?



Thinking about before the COVID outbreak, did you use any of the community centres?



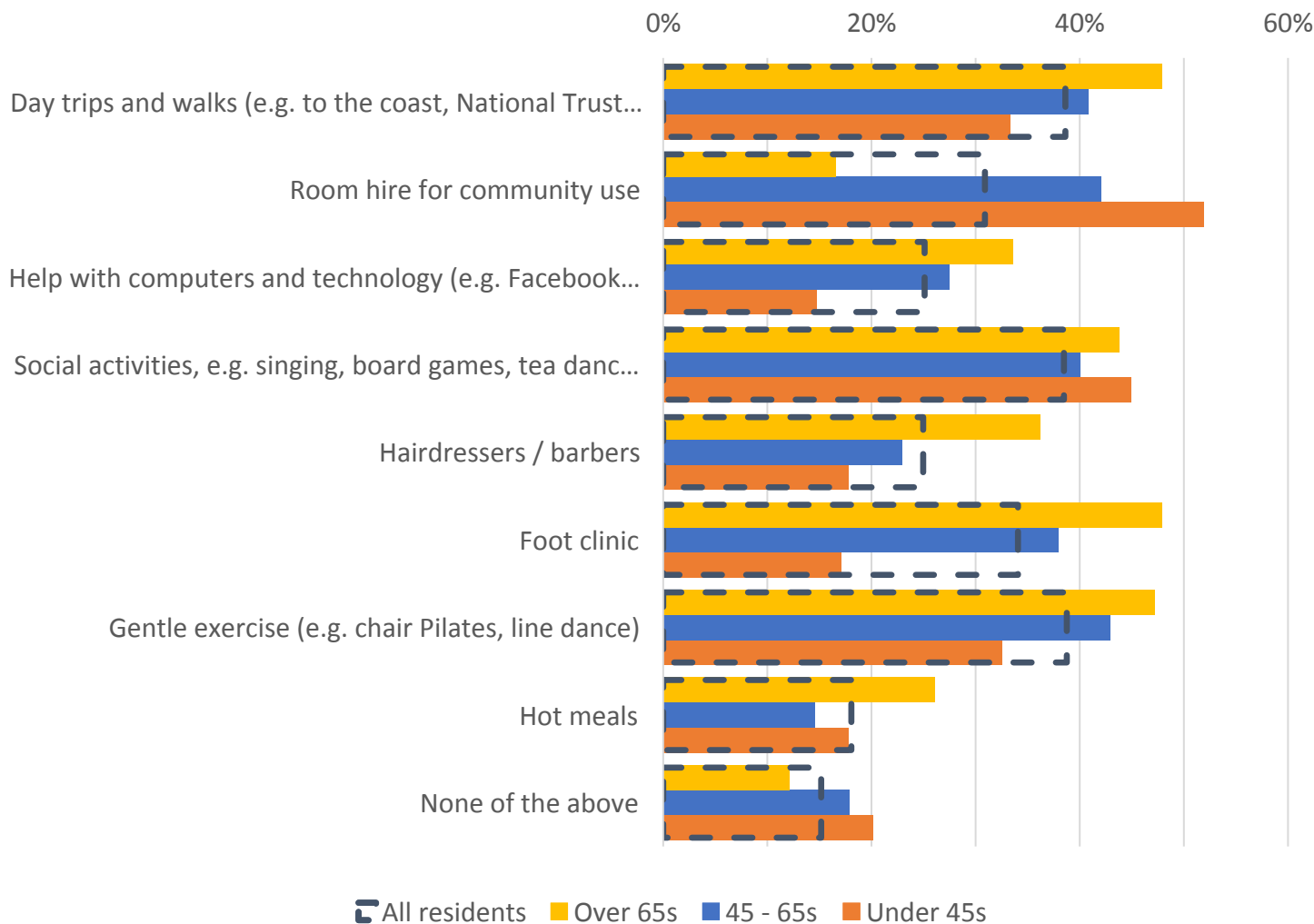
If you did not use your local community centre (before COVID) or only used it occasionally, why was that? Tick all that apply.



Residents

Age Split

Here are some of the services offered in our community centres before COVID, **with a focus on residents over 50**. Looking forward to after the pandemic, which ones, if any, could be helpful to you or your family, whatever your ages? Tick all that apply.



Under 45s

- Room hire (52%), social activities (45%) and gentle exercise/day trips (33%) were considered most appealing

45 – 65s

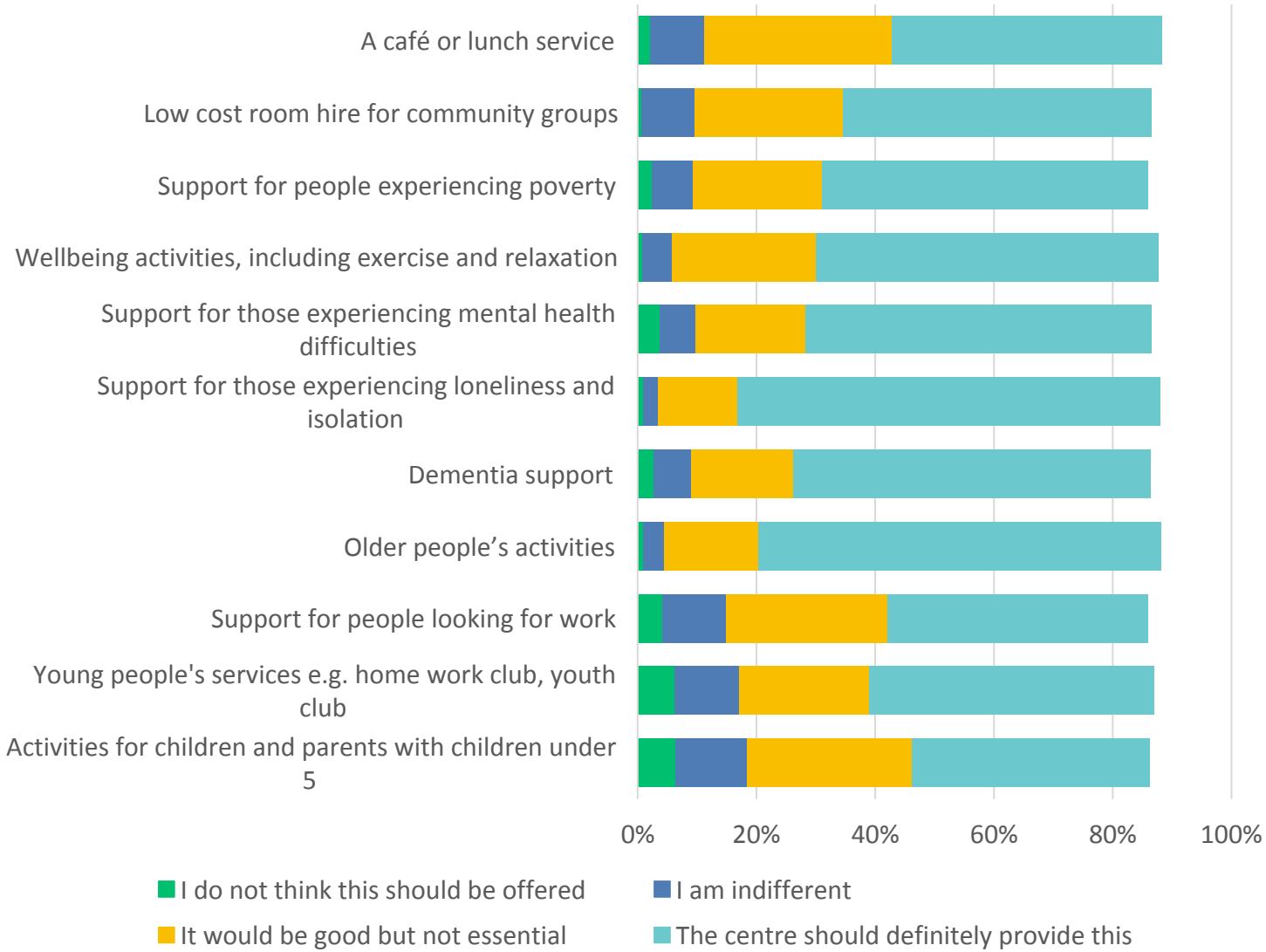
- Gentle exercise (43%), rooms for hire (41%) and day trips (41%) were highest ranking services – however social activities (40%) and foot clinics (38%) were also very appealing

Over 65s

- Day trips (48%), foot clinics (48%) and gentle exercise (47%) were the top three most appealing - They also had above average interest in hairdressers, help with technology and hot meals

Residents

Thinking about your needs or other needs in the community, how do you feel about each of these services which could be offered at the centres? Tick one statement for each row



Top 3 “definitely” responses

- Loneliness and isolation (71%)
- Older people (68%)
- Dementia (60%)

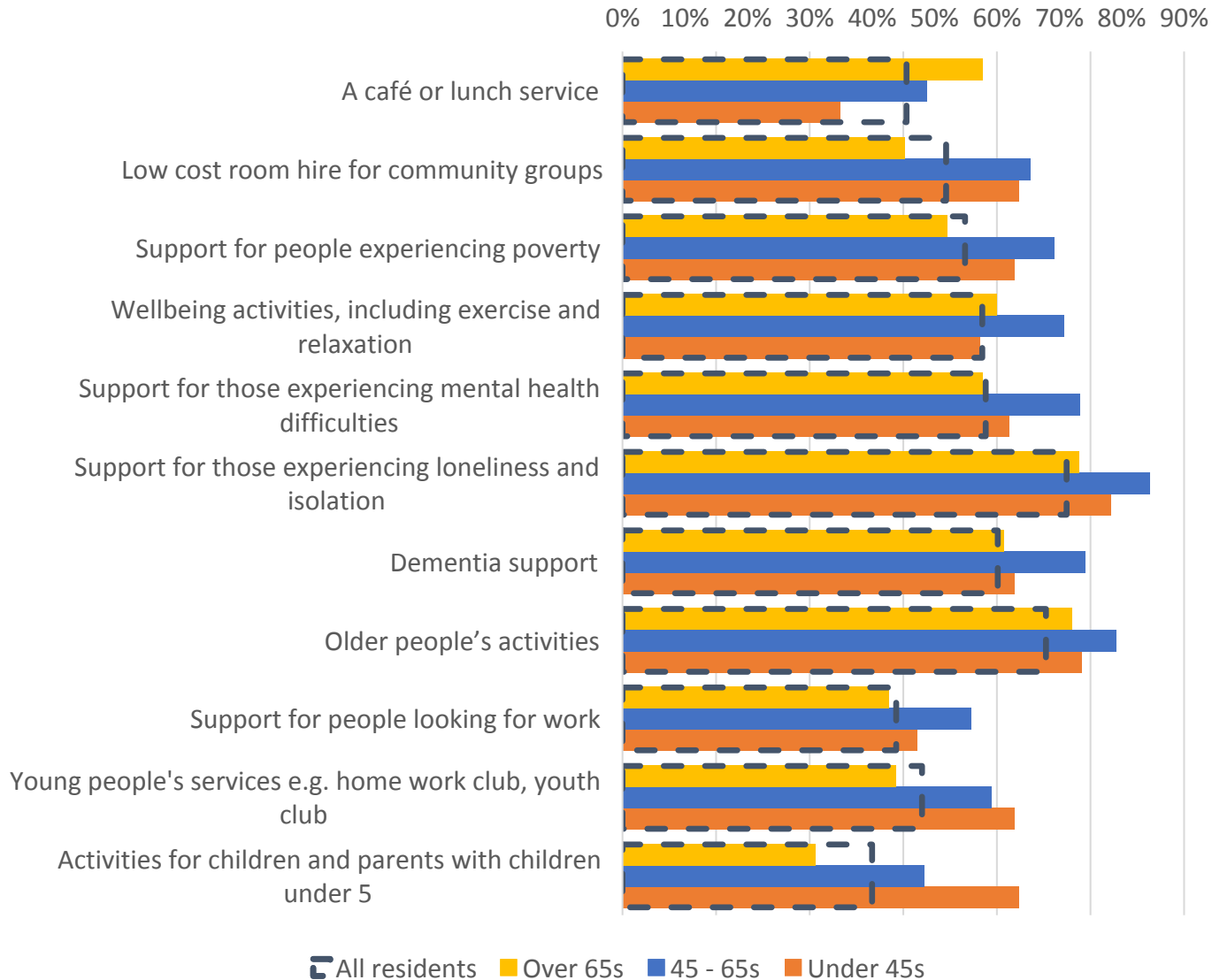
Residents under 45 top 3 “definitely” responses

- Loneliness and isolation (78%)
- Older people (74%)
- Low cost room hire and activities for children under 5 (both 64%)

Residents

Age Split

Thinking about your needs or other needs in the community, how do you feel about each of these services which could be offered at the centres? Tick one statement for each row (definite responses only)



Under 45s

- There is appetite for activities for children (64%) and young people's services (63%)

45 - 65

- This demographic showed a strong interest in many of the services provided – with a much higher than average interest in dementia support (74%)

Over 65s

- Have a higher interest in a café or lunch service (58%) compared to other demographics

Residents

Region Split

Thinking about your needs or other needs in the community, how do you feel about each of these services which could be offered at the centres? Tick one statement for each row (definite responses only)



Banstead

- Residents are much less interested in activities for under 5's (32%) and low cost room hire (47%)

Woodhatch

- There is a focus on mental health (66%) and loneliness support (82%) in the area – perhaps a younger demographic is also experiencing mental health issues

Horley

- Poverty support (66%) is a higher priority for Horley compared to other areas

Members and volunteers survey summary

Over **70%** of respondents attend a centre once a week or more

For those who only used the centre a few times a month or less the main reasons given for this were:

- I was too busy
- Not enough choice of activities
- Something else (wide range of comments)

Top 3 reasons for currently (pre-COVID) using the community centre:



Company and companionship
63%



Physical activity
45%



Keep mentally active & learn new skills
37%

Top 3 services residents were interested in returning to:



Day trips



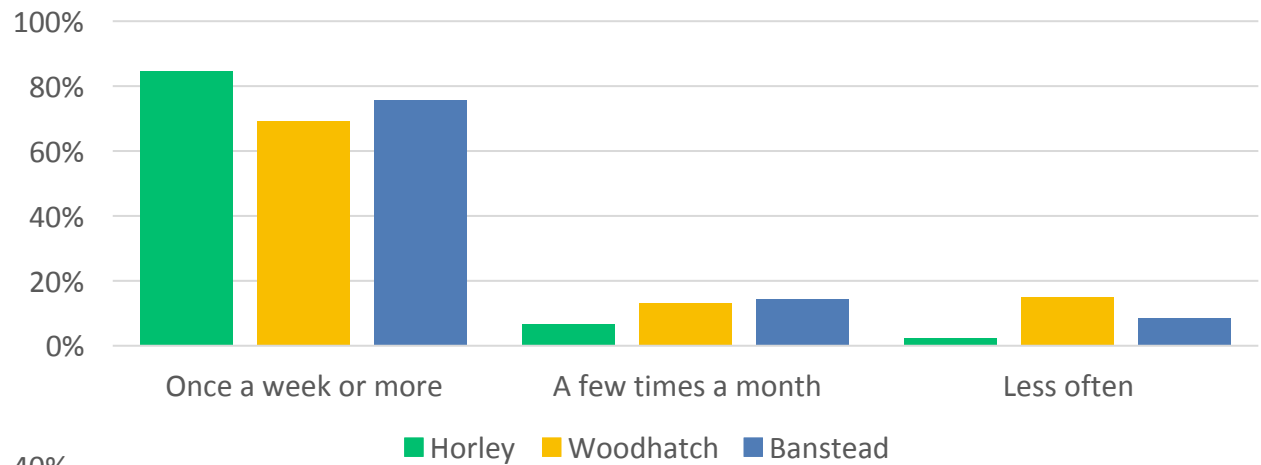
Special events



Gentle exercise

Members and volunteers

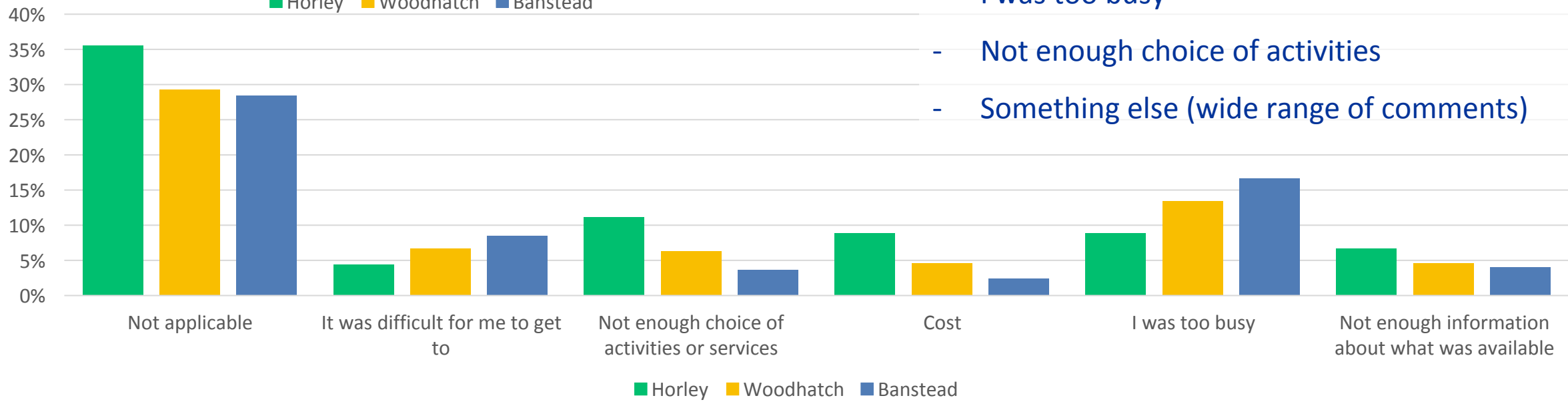
Thinking about before the COVID outbreak, how often did you visit the centre?
If you only used the centre a few times a month or less, what stopped you visiting more? Tick all that apply.



Over 70% of respondents attend a centre once a week or more

For those who only used the centre a few times a month or less the main reasons given for this were:

- I was too busy
- Not enough choice of activities
- Something else (wide range of comments)



Members and volunteers

What are your main reasons for coming to the centre? Choose your top 3.



Main reasons for visiting the centres, include

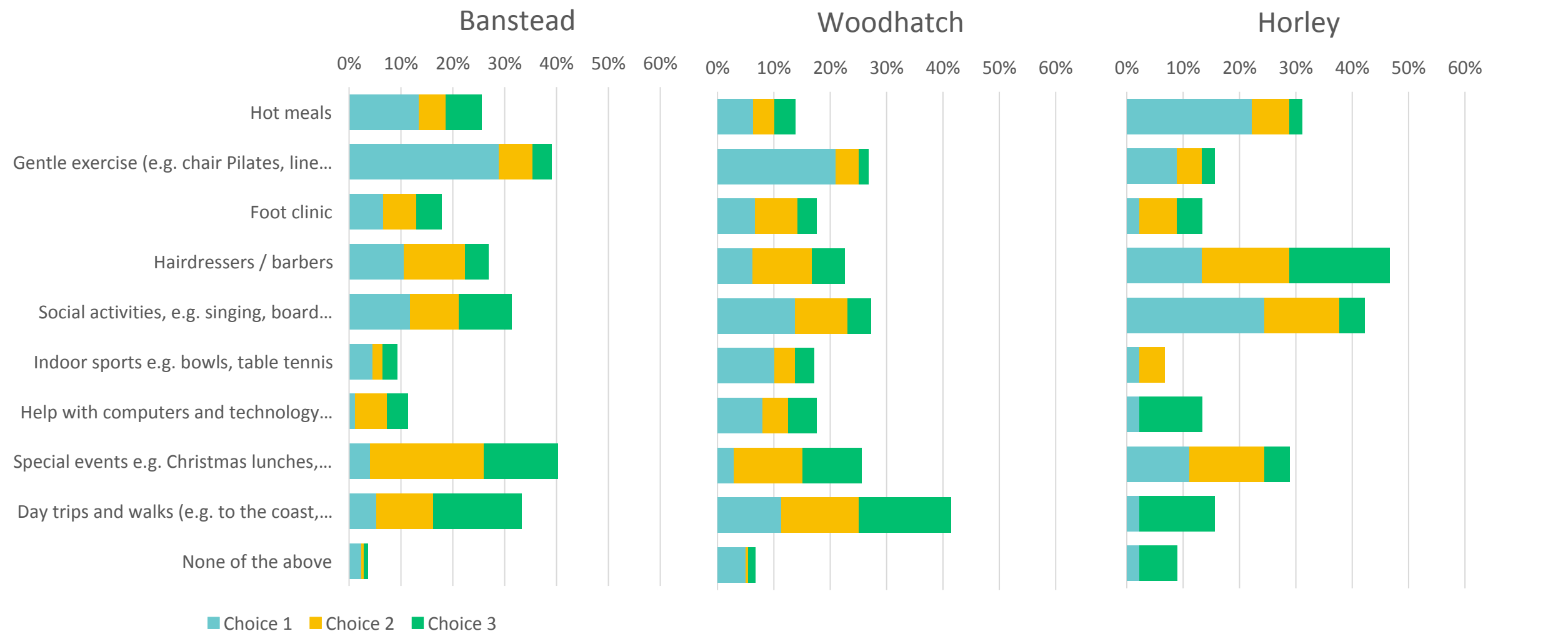
- Company or companionship
- To keep physically active
- To keep mentally active

Key themes varied between regions:

- **Banstead** and **Woodhatch** members were very driven by physical activity and company or companionship
- In **Horley**, staff and volunteers are a huge factor for members – they ranked as the tied second, with 44% of members

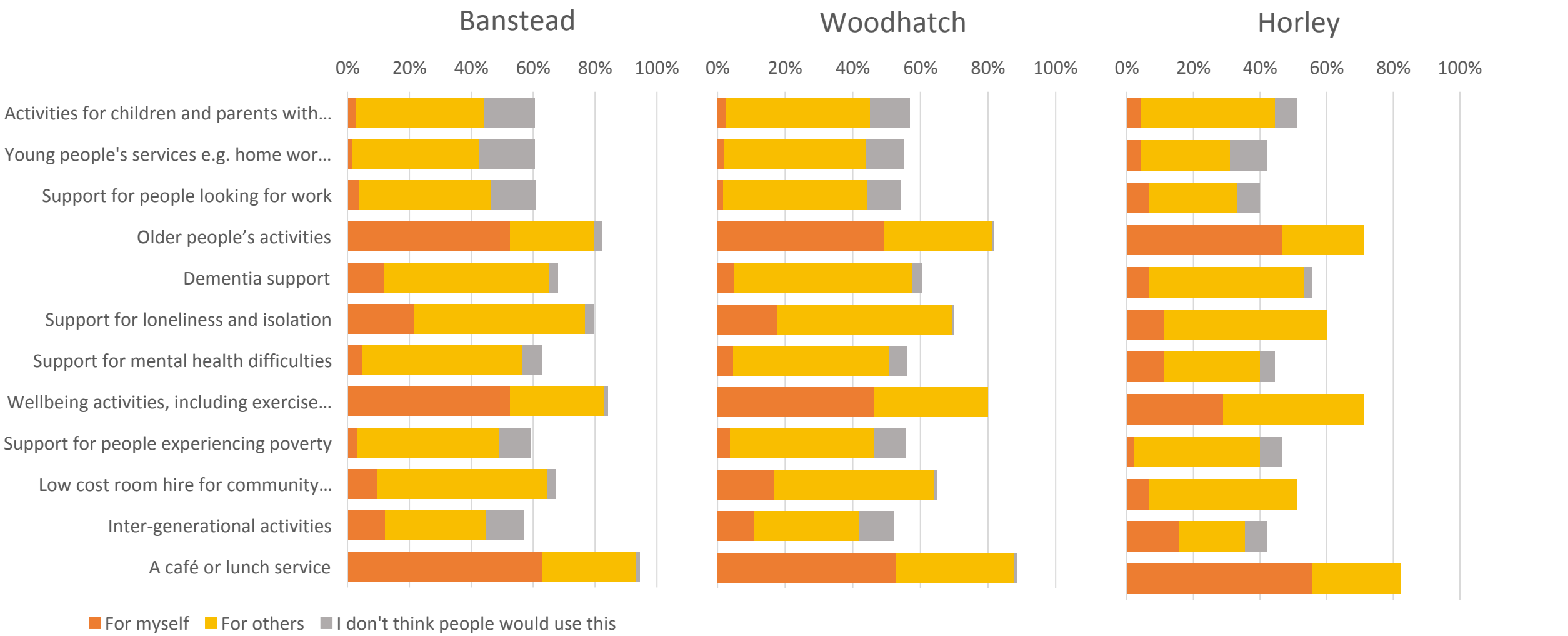
Members and volunteers

Here are some of the services offered at our community centres before COVID. Not all were offered at each centre. Which services, classes or activities are you most keen to return to when the centres are fully re-opened? Choose your top 3



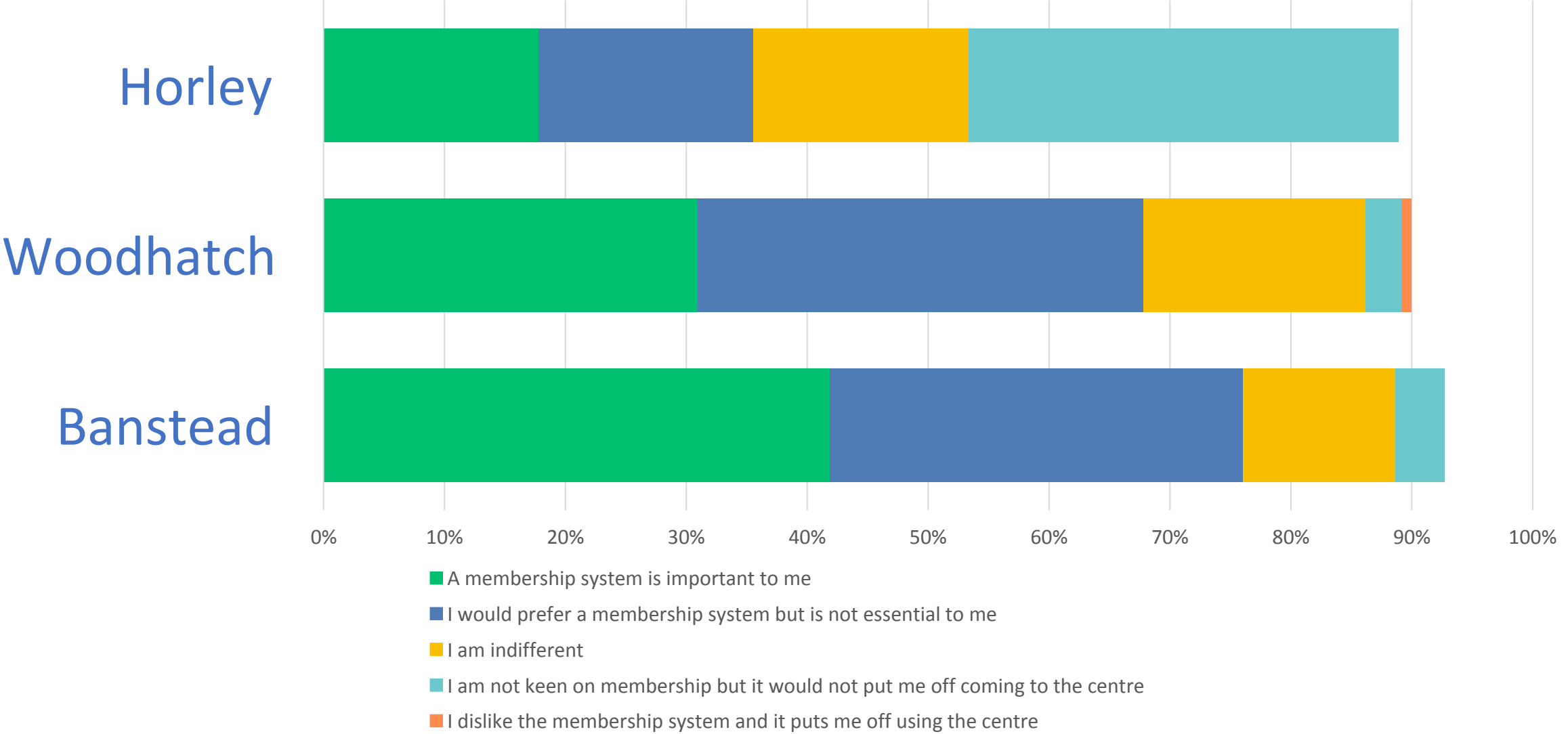
Members and volunteers

Thinking about your needs or the needs of other people in the community, how do you feel about each of these services which could be offered at the centres? You can tick more than once response per column.



Members and volunteers

How do you feel about having a system of membership at the community centres?



Demographic profiles – Resident survey: Full sample

Are you..?

Male	27%
Female	71%
Prefer not to say	1%

What age range are you in?

18-24	0%
25-34	5%
35-44	15%
45-54	17%
55-64	20%
65-74	21%
75-84	14%
85-89	4%
90+	2%
Prefer not to say	1%

What is your ethnic group?

White: British	86%
White: Irish	1%
Any other White background	3%
Asian/Asian British: Pakistani	0%
Asian/Asian British: Chinese	1%
Asian/Asian British: Indian	1%
Any other Asian background	1%
Any other Black/African/Caribbean background	0%
Black/African/Caribbean/Black British: Caribbean	1%
Black/African/Caribbean/Black British: African	0%
Any other Mixed/Multiple ethnic background	0%
Mixed/Multiple ethnic groups: White and Asian	0%
Other ethnic group	0%
Prefer not to say	4%

Are your day to day activities limited because of a long term health problem or disability?

No	79%
Yes, limited a little	15%
Yes, limited a lot	5%
Prefer not to say	2%

Are you a carer for someone whose day to day activities are limited?

No	92%
Yes	7%
Prefer not to say	1%

Demographic profiles – Member survey: Banstead

Are you..?

Male	14%
Female	85%
Prefer not to say	0%

What age range are you in?

Under 35	0%
35-44	0%
45-54	0%
55-64	3%
65-74	19%
75-84	46%
85-89	22%
90+	8%
Prefer not to say	2%

What is your ethnic group?

White: English/Welsh/Scottish/Northern Irish/British	97%
White: Irish	1%
Prefer not to say	1%

Are your day to day activities limited because of a long term health problem or disability?

No	55%
Yes, limited a little	34%
Yes, limited a lot	10%
Prefer not to say	1%

Are you a carer for someone whose day to day activities are limited?

No	92%
Yes	8%
Prefer not to say	0%

Demographic profiles – Member survey: Woodhatch

Are you..?

Male	20%
Female	77%
Prefer not to say	3%

What age range are you in?

Under 35	1%
35-44	1%
45-54	0%
55-64	2%
65-74	30%
75-84	42%
85-89	15%
90+	8%
Prefer not to say	1%

What is your ethnic group?

White: English/Welsh/Scottish/Northern Irish/British	99%
White: Irish	0%
Prefer not to say	1%

Are your day to day activities limited because of a long term health problem or disability?

No	58%
Yes, limited a little	33%
Yes, limited a lot	5%
Prefer not to say	3%

Are you a carer for someone whose day to day activities are limited?

No	93%
Yes	7%
Prefer not to say	0%

Demographic profiles – Member survey: Horley

Are you..?

Male	23%
Female	69%
Prefer not to say	8%

What age range are you in?

Under 35	0%
35-44	3%
45-54	3%
55-64	5%
65-74	24%
75-84	34%
85-89	16%
90+	11%
Prefer not to say	5%

What is your ethnic group?

White: English/Welsh/Scottish/Northern Irish/British	92%
White: Irish	3%
Prefer not to say	6%

Are your day to day activities limited because of a long term health problem or disability?

No	47%
Yes, limited a little	24%
Yes, limited a lot	21%
Prefer not to say	8%

Are you a carer for someone whose day to day activities are limited?

No	91%
Yes	9%
Prefer not to say	0%