



Report on the Community Survey to Inform East Worlington Parish Hall Long Term Improvement and Development Planning

Report Approved by Committee 08/03/12

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Hall Management Committee 05/02/2012

1. Introduction

- a. This report provides an analysis, conclusions and action plans following a period of consultation with the community of East Worlington Parish and close community neighbours to ascertain their views, opinions and ideas about improvements and development necessary to meet their expectation about East Worlington Parish Hall.
- b. This survey is only one, but vital element, of the needs identification process undertaken by the Parish Hall Management Committee to clarify the necessary facilities, services and functions to be provided by the Parish Hall to meet local needs and expectations within the 21st Century.
- c. Other dimensions to the needs identification process have taken into account a strategic perspective of parish needs and priorities, the context created by the geographical location of the parish within the area, district and county-wide and the national context at this time.

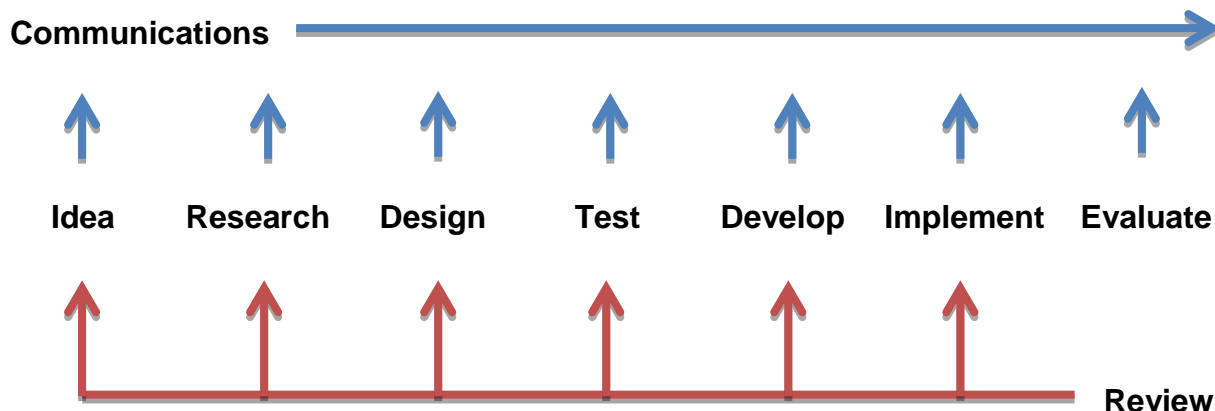
2. Background

- a. East Worlington Parish Hall is a converted Grade 2 listed Tithe barn, originally built in the 17th Century and given to the parish for the purposes of being a community facility in 1920. It is owned by the Parish Council and leased on an annual notional rent to the Parish Hall Management Committee who act as Trustees to maintain its charity status and also hold responsibility for running, maintaining and improving the Hall.
- b. The Parish Hall consists of one main hall with a stage at one end, there being a lean to style room behind the stage equipped with a sink and kitchen cupboards, and a small storeroom to one side of the stage. The main entrance is to the centre one side of the main Hall with a 1960's addition of small entrance foyer and two toilets.
- c. The Hall is mainly constructed of cob walls with a thatched roof, with the rear lean to with tiled roof, and foyer of rendered block construction with a single roof.

3. The Process

- a. This report is one element within the overall improvement planning process for the Hall. The following diagram illustrates the Project Planning Process structure that is being followed. This community survey is part of the research phase of the improvement plan for the Hall.

Project Process Structure



- b. The report has been constructed on evidence collected using a questionnaire survey of the community as the main methodology. (See Appendix 1 for Questionnaire)
- c. The process for the questionnaire construction and survey implementation are as follows:
 - i. Initially the Committee considered the sort of information it needed to make decisions about improvement and development to the Parish Hall. The information required included:
 - Building maintenance
 - Internal environmental conditions
 - Facilities and services
 - Community needs and aspirations
 - The nature and extent of investment
 - The role of the Hall in the community
 - Administration and bookings
 - Marketing and promotions
 - Community access to information about the Hall.
 - ii. The Committee considered that the information they required from the community should be the views, opinions and ideas of individuals within the community and also those of organisations using the Hall..
 - iii. To help to achieve some comparisons in the results it was agreed that the approach would be through 'multiple-choice value statements' questionnaire.
 - iv. It was also considered important to understand the profile of the respondents and this was built into the design of the questionnaire.
 - v. A draft questionnaire was initially designed by a Committee member and this was tested by two Committee members, leading to changes in the questions, the language and the 'multiple-choice value statement'. The second draft was taken to a full Committee meeting for discussion and it was agreed that each Committee member had two weeks to consider the questionnaire and feedback comments to the author. This led to a final draft.

- vi. The Committee agreed that circulation of the questionnaire would be:
 - to all households in the parish in paper format
 - through email attachment to those connected to the community through the community website
 - available for download from the Community website. Copies were available in Word and PDF (for paper download) and in Word for electronic completion and return.
 - available to take from Parish Noticeboards
- vii. Return of the questionnaire was possible in either paper format or electronically through email attachment.
- viii. The responses on returned questionnaires were collated to provide an overall view and this informed construction of this report.
- ix. In addition to the questionnaire 9 community members preferred to relay their comments personally and this was achieved through one-to-one conversations.

4. Statistical Significance

- a. Statistical significance refers to the extent to which any conclusions from the respondents are a true reflection of the community as a whole.
- b. With the type of questionnaire and community survey used it is extremely difficult to use a formula to achieve statistical significance. Therefore in the reporting design the following points were used as a measure which enabled analysis to take place and conclusions drawn.
 - Percentages shown in the analysis are a percentage of the number of respondents and not the population of the parish as a whole.
 - All responses were important and taken into account.
 - More than 60% response was deemed to be generally of very high importance and significance to the community as a whole.
 - Between 40% and 59% response was deemed generally of high importance and significance to the community as a whole.
 - Between 20% and 39% response was deemed generally of some importance and significance to the community as a whole.
 - Between 5% and 19% response was deemed generally of some importance and significance to a small but range of members of the community.
 - Below 5% responses was deemed to be generally of importance and significance to some individuals and/or groups.
- c. These criteria were used to help create priorities for action.

5. Data

- a. The following section shows the number of responses to each question. The numbers shown does not represent the number of respondents in total but the number of respondents that expressed their view about each specific question. For example some respondents did not make a selection for each question whereas some others made more than one selection for some questions.
- b. The comments shown are the exact transcript of comments taken from the questionnaires against each question.

A. Use of the Hall now and in the future: This includes the number, range and type of meetings, events and activities, and if you think there could or should be additions, changes and improvements to these uses.

- | | |
|--|----|
| 1. The current use is fine and I don't think there is any potential | 7 |
| 2. The current use if fine and I do think there is some potential. | 15 |
| 3. There could be some immediate changes but no potential beyond these changes. | 2 |
| 4. There could be some immediate changes and there is some potential beyond these changes. | 11 |

If people are willing to use the hall and help with fund raising towards change and upkeep
If people are willing to use the hall and help with fund raising towards change and upkeep
Better - Cheaper - More effective heating; Improve kitchen (or should I say tearoom!)
The Hall expects the Hirer to heat the hall from Cold - Heating costs too high; The kitchen isn't a kitchen - not allowed to use cooker - rules about washing hands!
Sort out the heating
There are regular whist drives held around here (1 or 2 per week) - I think we could look for some support from them
It's an uncomfortable venue to use in the winter months because of the on-going problem of all the pervading coldness which affects everyone using the hall. So to sit in a meeting for a couple of hours is more an endurance than a pleasurable experience. Also the cost of heating the hall makes it prohibitive for people, particularly when trying to keep costs down.
More parking needed. Hall appears cold in winter Attending loads of functions over the years the complaints are hear get worse about heating. We feel suitable curtains would be an advantage to keep draughts out.
Improve Heating System
I believe that there are not enough community events. The hall could be used as a village hub with coffee bar / internet access.
Provision of controlled background internal temperature
Wider range of activities offered to suit a variety of ages
Heating; Floor Covering to entrance / loos K-F-S Plates Mugs, Kit Door made to fit / exclude draughts, towel dispensers - loos - look at Storage Cooker improvement
People I know and live in the village say pull the Hall down and sell for living in or let it out when made available. Close the school not enough local children to keep it open. Build new hall in school grounds.
For small scale local community use such as rehearsals it is a lovely venue and it's idiosyncratic character is part of its charm. It is too small and the wrong shape for use as a theatre venue. I don't think 'equipment' e.g. lights would help much.
You are limited because the Parish hall is cold and expensive to heat.
Possible use by other schools in CAT for inter school functions
Heating, cutlery, plates, paint on floor of entrance, loos etc., towel dispensers in loos, Build on a store room for all the chairs, tables etc., new tables, change the archaic electricity money box, modern, standard size, cooker in kitchen, insulate kitchen, more cupboards in kitchen to store things in to free up more of the store room, for starters!

B. What helps or hinders people booking and using the Hall? This includes those reasons that people might choose to use the Hall or might choose not to use the Hall in favour of another venue or might not run the meeting, event or activity at all.

- | | |
|--|----|
| 1. I don't know why people choose to or choose not use the Hall. | 8 |
| 2. I've not had a need to book the Hall myself but I have a view about why people choose to book or not book the Hall. | 13 |
| 3. I've had a need to book the Hall before and I chose to book it. | 17 |
| 4. I've thought about booking the Hall before and I chose not to book it. | 8 |

Because it is local and convenient and is able to be made to look cosy and atmospheric and we have always had good feedback
Because it is local and convenient and is able to be made to look cosy and atmospheric and we have always had good feedback
Booked the hall once for a private party but then chose an alternative hall for a party later in the year. (better parking, not on edge about chipping paint, no one watching us clean-up / checking up!)
There always seems to be a problem to book. 1. There is a lot going, can't we do it at another time' 2. Rules and regulations are OTT, 3. Phone calls to say 'Don't sell raffle tickets to children if alcohol on prize list, 4. Statement MUST be read out re-H&S. When hiring the hall the table tennis tables need to be moved prior to hiring - they are in the way and heavy.
The heating needs improving
See equipment and facilities
The Church uses the Parish hall significantly i.e. PCC meetings, Sunday School every week now - overflow for the provision of refreshments following events and funerals - Harvest Supper - Fete additional
The Photography Group do not book the hall in the winter for the reasons I've stated above.
We have meetings in our home. Being asked because people have found it too cold in winter. Whist Drive players will not come to Worlington as card players are elderly and no near parking to hall.
The hall has been beautiful and conveniently situated building but we will always have to live with the limitations 1.e. parking at night.
Parking is the main problem. Limited capacity. It has sometimes been cold. It was fine for my purposes
The heating is always a problem. The present Heating is very expensive and the fans noisy when there is a speaker (experienced W.I. meetings)
Winter internal temperature a major factor
A/A
Hall has not enough parking area and too small for a big function and too cold for older people
Whenever I have booked the hall the process has been trouble free. Things that make running community activities difficult include: 1. costs including insurance; 2. health and safety; 3. child protection.
It is cold, the kitchen is dangerous to get to when you are over 80. Car parking is limited.
Too much paperwork
It is very local
Not able to use the kitchen. Also heating in the Winter not adequate
It is ideal for regular pre-school use as it is, so close and the children can walk. For fundraising we have found parking a limitation on occasions.
Lack of cooking facilities due to fire restrictions. Poor/expensive heating can sometimes cause discomfort and mean one has to keep a coat on during meetings, etc

I think the heating in the hall is inadequate and may put people off choosing this hall, also there are no cooking facilities and the equipment in the kitchen is very out-dated. The hall is quite dark as well so for certain activities e.g. art, would not really be suitable.

In the winter the heating would be the main reason for not using the hall. It is only warm when it is time to leave

The comment has often been made that the hall is cold, costly to heat and damp.

C. Facilities available at the Hall: Are the facilities appropriate for the 21st century and do they meet the needs of the community? This includes facilities to support provision of refreshments and catering, learning for children and adults, social use, health-related use, meetings, performances, dances, etc. and the need for improved information and communication technology including connection to broadband.

- | | |
|--|----|
| 1. The current facilities are fine as they are. | 7 |
| 2. I generally think that facilities should be changed / improved. | 25 |
| 3. I have a specific need now for changed / improved facilities. | 3 |
| 4. If there were changes / improvements in the facilities it is possible I would think about using the Hall in the future. | 3 |

Some of the tables. The large cupboard in the kitchen smells due to dampness. A dehumidifier just for the cupboard may help
Some of the tables. The large cupboard in the kitchen smells due to dampness. A dehumidifier just for the cupboard may help
Do we need Broadband in the Hall? We have it at home without hiring the Hall to use it? Kitchen use - It is a kitchen!
Enabling the kitchen to be used to its full potential and improving it
Especially the heating
Heating has proved a problem but this has not improved - expensive to heat however with high roof - acoustics are poor
No-the available facilities are not suitable for the 21st century. Current Health and safety legislation means the kitchen cannot be utilised in the way it used to be and was originally designed for. When the Force Big Breakfast was held at the hall a few years ago the food had to be cooked OUTDOORS - what sort of nonsensical logic is that??
I feel helping with the provision of refreshments; the cooker has room for a larger one. You can obtain a good 2nd hand one. Never enough room for warming food.
Would like to see more dance and fitness classes.1. For exercise classes it would be good if the hall was more easily heated. 2. Also overhead lights are very gloomy when doing exercises on the floor and looking up.
Heating System
Again parking - but I don't have any idea how to resolve it.
It should be possible to cook / cater in the hall's kitchen. I am not aware of existing equipment but lighting and sound system could increase the potential that the hall has.
18 months ago when Julie organised a Big Breakfast for charity we were not allowed to cook in the kitchen. WHY? No hygiene certificate? Please look in to this.
Up-dating required to: catering facilities, IT facilities (incl. Broadband) and heating system
A/A
Like I said you can't fit a quart into a pint pot.
A warmer hall with cheaper heating for the user. To be able to use the kitchen to cook. To get to the kitchen easily.

Kitchen needed
Improved catering facilities may help for fund raising events
Due to fire restrictions etc. the hall will only ever have a limit in its use but it is difficult to see, in view of the size and age of the building and the fact that it is thatch, that much can be done to change the situation
Update heating, kitchen use and equipment.
I believe that some low level heating throughout the winter would make the hall more inviting and I would prefer to pay more for the use of the hall and it include heating so that we do not have to keep on feeding it with pound coins!
Apart from routine maintenance/ updating I cannot see that the money invested in substantial improvement could be justified- a disabled toilet is available at the school for instance.
Heating

D. Equipment available at the Hall: This includes chairs, tables, cutlery, crockery, cooking equipment, information and communication technology, flipcharts, etc. Is the range of equipment sufficient, appropriate and of the desired standard required by the community?

1. The current equipment is fine as it is. 14
2. I generally think that equipment should be changed / improved. 18
3. I have a specific need now for changed / improved equipment. 2
4. If there were changes / improvements in the equipment it is possible I would think about using the Hall in the future. 2

Delighted with more manageable chairs. Feel it is important to always have some of the other type of chairs we already had and a few others found them not so comfortable if sitting too long as they don't support the lower back (the red ones not the metal ones)
Delighted with more manageable chairs. Feel it is important to always have some of the other type of chairs we already had and a few others found them not so comfortable if sitting too long as they don't support the lower back (the red ones not the metal ones)
Nicer Matching crockery (i.e. not stained / chipped)
Once on hiring the hall we were NOT allowed to use the benches in the village hall storeroom cupboard
Continuing replacement of old chairs, possible replacement of tables for slightly larger ones
Needs for plates, glasses, cutlery
Back friendly chairs that give adequate support
Many villagers, the community cook a lunch in the parish hall (i.e. once a month) Would we be equipped to do it?
always room for improvement !! See answer to C
apart from basics I believe users / user groups should provide their own equipment. (They are then more likely to look after it)
A/A
Apart from the fact the antique chairs are a bit uncomfortable, although they add something to the character, I have never felt the lack of more 'high tech' facilities.
Kitchen facilities could be better. The new chairs are not much use for hiring if you going on grass as they will sink in.
Quiet Heating

New chairs great improvement. As above more catering options would be good.
Some Table Tennis nets
We have such things as flip charts, technology etc. We would be able to lend these to people if they needed them. Lighting may be useful so that we do not have to bring it over from the college.)
Kitchen needs to be used as a kitchen

E. Information about the Hall: This includes information about the work of the Management Committee in maintaining and improving the Hall, how to book and hire the Hall, and information about events held at the Hall.	
1. This sort of information is not important.	0
2. Current information about the Hall is fine.	22
3. I think generally information available about the Hall could be changed / improved.	11
4. There are specific aspects of information about the Hall that should be changed / improved.	2

Too strict - you MUST say this at the beginning. Difficult at an all-day event. Friendlier to book hall. Use of Noticeboard - It's been locked in the past. Cost is expensive and monthly booking should be cheaper
Hall is a well maintain historic building, however it must not become a protected showpiece at the expense of more usage
Improvements made to maximize the use of the kitchen to restore the community events that used to be held in the past. E.g. Silver Jubilee Celebration in 1977
We enjoy to be informed of the work of the hall. Web is good. The questionnaire is good as people should voice their opinion. Newsletter a great way also of keeping people up to date.
Any facility needs to promote itself if it wants to do business i.e. lettings
I didn't realise until recently that the kitchen couldn't be used for cooking.
Don't know where to go for info about the hall and monthly events
All of it
The hall's booking clerk's name and address and telephone no. should be in regular issues of the Witheridge Group Newsletter
Well informed by Suzy
Word of mouth seems to work
could be put on the website / also hiring costs on Noticeboards.
Review of charges, to be made more user friendly.

F. Internal Conditions in the Hall: This includes visual impact, physical comfort and general satisfaction. Consider: cleanliness, heating, tidiness, general visual impressions, etc.

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|---|----|
| 1. The internal conditions are fine as they are. | 7 |
| 2. I think generally there are things that could be changed / improved. | 10 |
| 3. I think there are specific things that should be changed / improved. | 8 |
| 4. There are specific things that should be changed / improved and this will improve my use of the Hall and/or my level of satisfaction when I attend events at the Hall. | 9 |

We have always had good comments about the hall at the events we have organised
We have always had good comments about the hall at the events we have organised
Heating costs. As before the hirer is expected to pay to heat from cold making costs expensive. Perhaps blinds on the windows to stop draughts
Would like to see curtains in the hall to brighten it up
Warmer colours on walls on redecoration, provision of door closers on entrance and inner doors to retain heat
Heating!
The people who hire the hall generally make an excellent job of cleaning up, tidying and so on afterwards. If they don't it is obvious to all who was responsible. Everything I have said in previous answers is applicable to this as well.
The heating affects comfort and general satisfaction. We feel the hall is kept very well.
See section C for comments
Winter meetings are cold. The Hall is always kept in an immaculate condition - we do appreciate that.
Heating System
Again I have heard others complain of the cold
As before . Always room for improvement. I like the sound of the rumour under floor heating. The room doesn't feel very inviting when you walk in. It doesn't 'hug' you when you walk in. This could be done with changes to lighting and heating.
Both I and craft group members are concerned that damage is being done to the hangings with stacked chairs and table tennis tables being pushed against them. Could a different place be earmarked for stacking? Or a small notice drawing attention to the problems? Any ideas?
Heating
Not sufficient new chairs. Heating not good.
A/A
Knock it down and put it elsewhere in the village
Heating poor and expensive. The floor is interesting but not 21st Century. Holding Committee meetings in the hall fills one with gloom and so is not conducive to the thinking. When you leave the hall it is invariably warmer outside.
Brighter
Perhaps a bar
as before - use of kitchen and heating. Curtains have been suggested in the past. Also above the ceiling I believe there is no insulation so heat is lost.

If it is possible to reduce the cold / condensation in the kitchen that would be an improvement.
Heating (now on going) New flooring (safety) in foyer / toilets which will aid heating (this is to be fitted on top of concrete).
Improvement to heating
Heating could be improved. Cleanliness is very good and the hall is welcoming due to it's historic nature which I wouldn't like to see changed
I think the hall is lovely, the hangings are beautiful. The new chairs are great. The biggest issue for me is the heating and it really is very cold. The toilets are uninviting!!! Flooring in the toilets needs laying so that the floors can be cleaned properly.
Generally we have to prepare the hall and clear up afterwards and it would be nice if the hire of the hall could include organisation for events and cleaning.
My main comment would be about the current level of heating. Pilates needs to be conducted in a warm environment and in the winter the hall is only just starting to heat up when it is time to leave. This has an adverse effect upon the classes, leading to cancelled classes and reduced attendance. If it weren't for a very loyal and hardy group of determined ladies I would not be able to hold classes at all in the winter. Improvement to the heating please. I would rather pay slightly more all year round with some sort of heating provided than feed the meter large amounts of coins during the winter months.
Heating
Warmth

G. Importance of the Hall in the community: This is asking you to think about how important the Hall is in the life of the community.

1. The Hall is not important in the community and it would have no impact on the life and well-being of the community if there was no Hall. 2

2. The Hall has a role in supporting community life and well-being but if there was no Hall it would have little negative impact on community life and well-being as the role could be fulfilled in other venues and in other ways. 1
(please add details in comments box below)

3. The Hall has a role in supporting the community life and well-being and its current role and function offers a satisfactory level of service and positive impact. 18

4. The Hall has a significant role in supporting community life and well-being and could have greater positive impact. 17

Good attendance at events put on at the hall speaks for itself
Good attendance at events put on at the hall speaks for itself
Less rules and regs. We can use our common sense
Comments made under previous section - car Parking will remain difficult
More regular events - such as the very successful concrete sculpture sessions - should be run in the hall. It brought in a visiting lecturer with new ideas and villagers from all walks of life. Locals got to know other locals from outlying areas as well as people from nearby villages. It is a space of the village and for the village and as such should be used fully for a variety of activities to widen people's experiences. Not left as a past relic which is difficult to use.
It was great for the school be back to East Worlington hall again this year. With fuel prices where they have reached who wants to be driving to other village halls (Witheridge last year). It is important to keep a positive impact in our community.
The hall does serve the community well.
Sorry no brilliant ideas - maybe more publicity in surrounding areas to get more bookings?
The hall currently has a good 'brand awareness' in the village but as a community facility it is under used. With events occurring more regularly it would have more of a 'social club' feel.
If school was closed Hall would not be needed so much
This is a difficult one. It is right in the Centre of the Village and so easy for Church and school to use. Any new hall would have to be on the outskirts of the village but would have greater potential but does an ageing population need this?
Perhaps a weekly social evening (bring your own refreshments)
Enhancement of Hall will be improved once funds are available for thatching
I would like to see it being used as a fair trade coffee/tea stop at certain times of the day and also perhaps a community luncheon club once a month or so.
As a non-resident of East Worlington I can't comment on the current role of your hall in particular. However I am committed to bringing classes to rural areas and without village halls such as yours this would not be possible. Your hall plays a vital role in providing the community with a centre for the many things we would not have access to without it.

H. Investment in heritage and securing the Hall for generations to come:

This includes the investment in resources, including, time, money and skills to ensure we can maintain the building as part of our cultural heritage and leave a legacy of a secure and well maintained venue for many generations to come.

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|--|----|
| 1. There is no need to invest in the Hall. | 2 |
| 2. The only investment required is in addressing essential repairs and maintenance tasks as they become needed. | 5 |
| 3. Investment should only be focused on medium term plans to re-thatch the building and ensure essential maintenance and repairs are undertaken. | 10 |
| 4. Long term investment plans for the restoration, maintenance and improvement of the Hall as a significant part of our cultural heritage with modern facilities, for future generations to use, is a desirable ambition and should be pursued | 22 |

As long as we keep it in good repair now it will always be there for future generations to decide what they need. Best to make decisions for the present community's needs
As long as we keep it in good repair now it will always be there for future generations to decide what they need. Best to make decisions for the present community's needs
If it can be kept then it should. If re-thatching is needed then perhaps it should be 'patched' where needed to keep costs down.
See item C – facilities
Ditto G above
Like our own priorities. The hall needs to be maintained. We have already put the greatest priority need first which has to do with the hall.
Improved lighting, heating, sound, wiring. The Hall should be seen as more of a 'venue' than it currently is.
It is the heart of the two villages
Waste of time and money Too much spent already
As long as the building is available and properly maintained, I think future generations will find their own uses for it.
Take your pick. Before you do any improvements take a look at the small halls that have made improvements. E.g. Oxham nr. Alswear and Rose Ash. For an inspirational hall in a small community go to West Anstey.
Windows will need attention over next few years (not just patching up)
Depending on where finance is available from- must not be a drain on community resources

I. Community needs and aspirations and the Hall This includes the needs and/or aspirations that there are or may be in the community where the Hall could have a role, including, educational, social, recreational, arts and culture, drama, health-related, etc.

1. I don't think that there are any additional needs and/ or aspiration for the Hall in the community.
2. I think that there might be some additional needs and /or aspirations where the Hall might have a role.
3. I know of needs and /or aspirations where I think the Hall could have a role.
4. I know of needs and/or aspirations where I consider the Hall to have a definite role.

6

22

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Art Group; Drama; Bridge; Chess; Antique show; Gardeners Question Time
Art Group; Drama; Bridge; Chess; Antique show; Gardeners Question Time
Good central position for the villagers to use. There are educational meetings there already. Re-photo club which books every month there should be a discount for more than one booking - encourages people to mass book.
Weekly coffee mornings for villagers to get together
See previous section re-Whist Drive
I think I've said it all above in previous comments
It is important to use the hall as much as is possible.
See below
As energy prices increase there will be an increasing need for such a local 'Hub' for local provision of services if the rural areas such as ours are not to be severely disadvantaged
Monthly 'walk in' centre for health / clinic
More educational / social and other courses / events on offer.
All waste of time. Use as a doctors drop in centre or something like that.
I can't speak for other people 'Aspirations' are different from results.
School use, table tennis, perhaps seminars and small functions, Badminton? We used to put on variety shows but you can't now because the numbers restriction. The hall is not cheap and the TT club can only afford to hire for 1 hour.
Some village halls have shows for adults and children produced by local arts organisations such as Villages in action and Beaford Arts. This might be worth trying - school children and pre-school are a ready audience and there are so few similar productions nearby.
Drama for instance but this would require improved lighting
As a newcomer to the village, it's difficult to say, there seems to be a lot of local events, but more fund raising social events, possibly a film club.
I do not think the school has a right to say how the community should develop the use of the hall, but it would be good to see as a positive impact for the hall means better advertising for the school.
Village halls should have aspirations to provide their communities with the facilities to enjoy a wide variety of events that would otherwise be inaccessible to many people within the community.

Additional Comments

<p>Speaking for ourselves. The events we put on do attract more people from out of the village than in it. However we don't feel advertising the hall for people outside the village to put on events would be that successful as they have their own village halls to support.</p>
<p>Speaking for ourselves. The events we put on do attract more people from out of the village than in it. However we don't feel advertising the hall for people outside the village to put on events would be that successful as they have their own village halls to support.</p>
<p>Parking would be wonderful!!</p>
<p>I am hoping that changes will be made to make it easier to hire.</p>
<p>Having lived in Worlington from 40 to 50 years we were involved in previous thatching. As the years have gone by the hall is being used more. I formed the first play school which was in the hall. I arranged fund raising. We had 100 to a silver wedding party and attended many farming friends' celebrations. Keep the hall heated well (at an inviting charge). Maintain it well. We feel in the future it is important to keep the whole community interested in using our hall. The hall is being used more now than years ago. This needs to be kept up.</p>
<p>Please note I am fairly new to the community and feel I cannot answer some of the sections so I have left them blank.</p>
<p>I think the Parish Hall Committee do an excellent job - caring for a difficult building to maintain and update. Maybe the Hall could be promoted for more day time use when parking and heating wouldn't be a problem. I would support any updating and maintenance the Committee though possible.</p>
<p>I have only been in the community for just over 1 year. In that time there has been a quiz. Two jazz dances and an Otter talk. I realise that it is up to the community to step forward and arrange things but maybe the hall isn't inviting enough to encourage this. All of the events I have attended have been well attended, so I definitely think there is a market for a regular programme of social events. It seems the community is not in the habit of 'putting on a show' and this needs to change. There is no reason why regular events including comedy, music talks would not attract a decent crowd. So it seems there is currently a stale-mate. A calendar year with little planned in the way of social events and a community with (seemingly) poor track record of putting on a show. I realise that isn't up to the hall's committee to arrange all of the events but they can do something about attracting event organisers. I can see room for improvement with the heating, lighting and the ability to cater at events. I believe that by putting on a few additional; events the committee may encourage budding organisers to come out of the woodwork and put on their own events. It is worth taking a look at the events calendar at the George in S. Molton. They seem to put on a good mix of comedy and acoustic evenings. Happy to talk through at any time.</p>
<p>I would love to see a pantomime performed annually in the village hall!</p>
<p>Many thanks for taking the time to ask us for our views.</p>
<p>Knock Hall down. Shut school as it is a waste of money for the few children who should use it. Make all outsiders take kids elsewhere to school. When school closes build hall in school grounds and sell off hall for dwelling place! Then there would be room to park outside the new school hall.</p>

To have the facility of a 'meeting place' within a geographical community other than the church or pub is a benefit. To combine it with educational use for the local school and community interest groups (courses and classes) is sensible doubling up. Doesn't that happen anyway? It is not suited to be a performance venue other than on a small scale. I think to try and equip it for that purpose would be a bit of a waste of money. The Worlington Youth Theatre ran from 1995 - 200 (weekly in term time) and the Rural Devon Shakespeare Company from 2001 - 2006 (holidays) without any extra provided at the hall. It sounds like a cliché to say that where there is enthusiasm and commitment you don't need much else except skills that it takes to make stuff happen! Personally I ran out of steam after giving my expertise to local youth for 10 years and that generation have moved on. I don't think anybody can be 'expected' to volunteer for community activities s planning such things will always be a bit hit and miss. You could end up over providing facilities for precious few users. Maintenance seems to be most important. My likely use of the hall over the next 10 years.... Perhaps a 'private party' booking or two - no immediate plans. Very occasionally as a private (not public) rehearsal space - again no immediate plans. I have not intention of running anything in the local community and am unlikely to participate in courses and classes. I don't feel entitled to a say in what happened in the parish because I don't live in East Worlington parish! However since you asked for my opinion I have given it.

1. Queen's Silver and Golden Jubilees were celebrated by a Parish Cooked Breakfast in the Parish Hall. Both highly successful, I am looking forward to the same for her Diamond Jubilee. 2. With the Rev. Andrew Jones I organise 3 S. Molton quizzes each winter and we endeavour to go around the Parishes. I would love to bring the quiz to Worlington but am reluctant because - a) lack of parking; b) poor heating and expensive; c) the access to the kitchen a restriction. Other comments:- In the event of fire we have to walk up to the Old Post Office up a dangerous section of road. The Parish Hall Committee should invest in reflective clothing for the safety of the Stewards (and the people in the hall should have confidence in their stewards wearing this clothing). i know Worlington prides itself on not having any street lighting but good lighting would make the hall safer and more welcoming, especially up the road to the Old PO. - and that road junction. I would like to congratulate the hall Committee on producing this document. I think you have a problem:- a hall of limited usefulness or a purpose built facility.

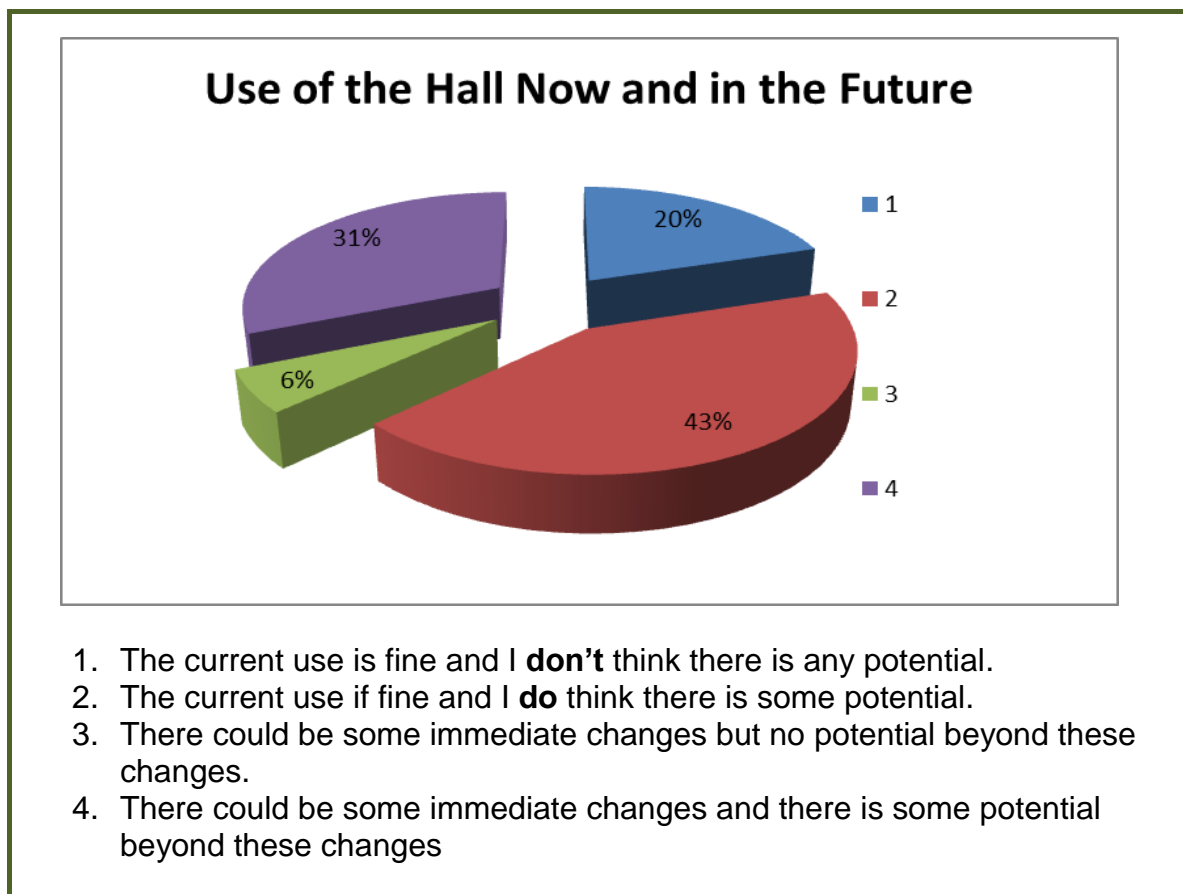
There really has to be a kitchen with unrestricted use that is called a kitchen. Although I need to be aware of the law I do not expect to have to sign life away when using the hall. Heating is terrible and noisy, I'm going deaf anyway.

As we have a thriving school in the village, the children as they get older may have the need to use the Hall for their own entertainment or should be encouraged to do so, especially as Witheridge is growing fast.

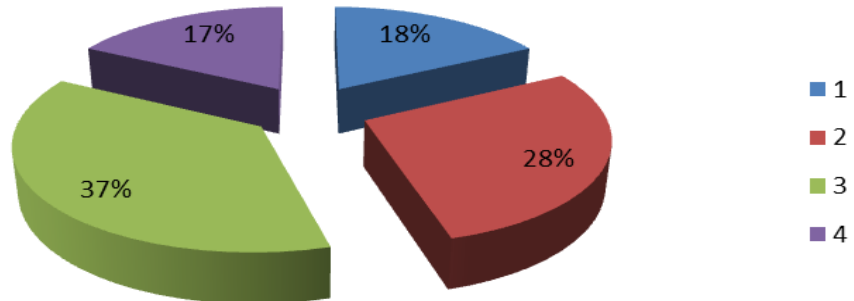
5. Analysis

a. Analysis of responses to each question

- i. This analysis shows the percentage of the responses from all respondents to the specific question.

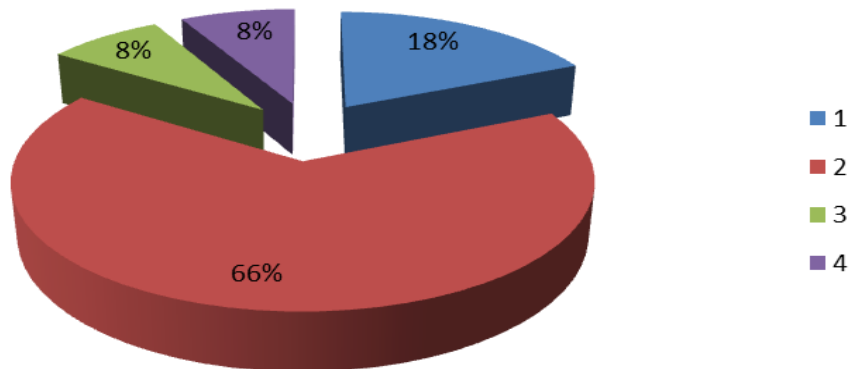


What helps or hinders people booking and using the Hall?



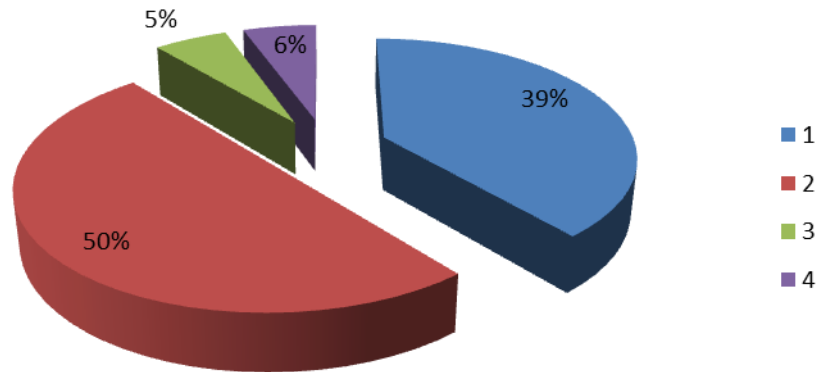
1. I don't know why people choose to or choose not use the Hall.
2. I've not had a need to book the Hall myself but I have a view about why people choose to book or not book the Hall.
3. I've had a need to book the Hall before and I chose to book it.
4. I've thought about booking the Hall before and I chose not to book it.

Facilities available at the Hall



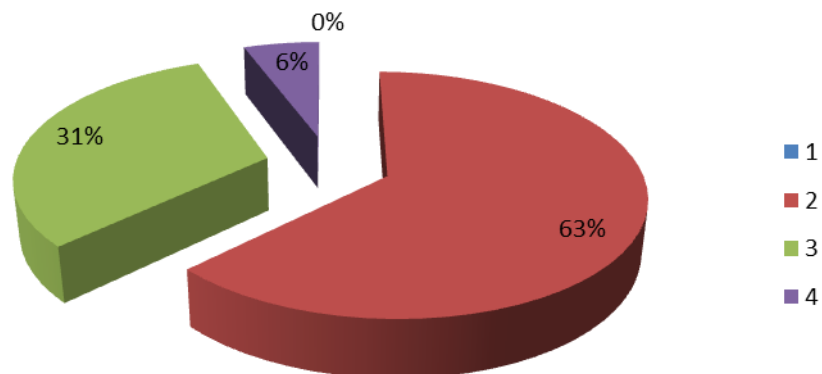
1. The current facilities are fine as they are.
2. I generally think that facilities should be changed / improved.
3. I have a specific need now for changed / improved facilities.
4. If there were changes / improvements in the facilities it is possible I would think about using the Hall in the future.

Equipment available at the Hall



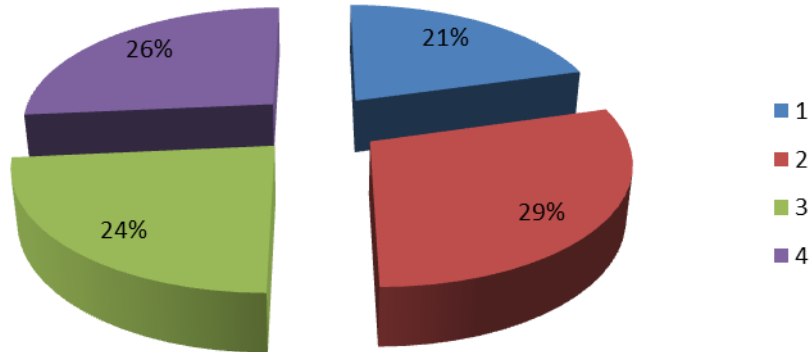
1. The current equipment is fine as it is.
2. I generally think that equipment should be changed / improved.
3. I have a specific need now for changed / improved equipment.
4. If there were changes / improvements in the equipment it is possible I would think about using the Hall in the future.

Information about the Hall



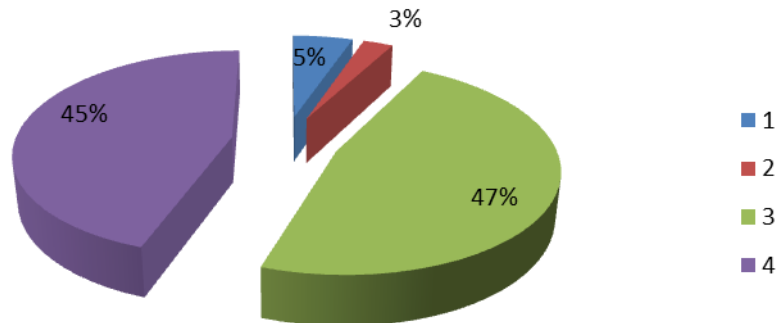
1. This sort of information is not important.
2. Current information about the Hall is fine.
3. I think generally information available about the Hall could be changed / improved.
4. There are specific aspects of information about the Hall that should be changed / improved.

Internal Conditions in the Hall



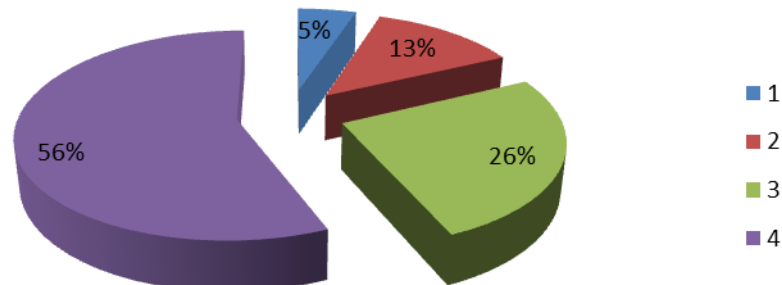
1. The internal conditions are fine as they are.
2. I think generally there are things that could be changed / improved.
3. I think there are specific things that should be changed / improved.
4. There are specific things that should be changed / improved and this will improve my use of the Hall and/or my level of satisfaction when I attend events at the Hall.

Importance of the Hall in the Community



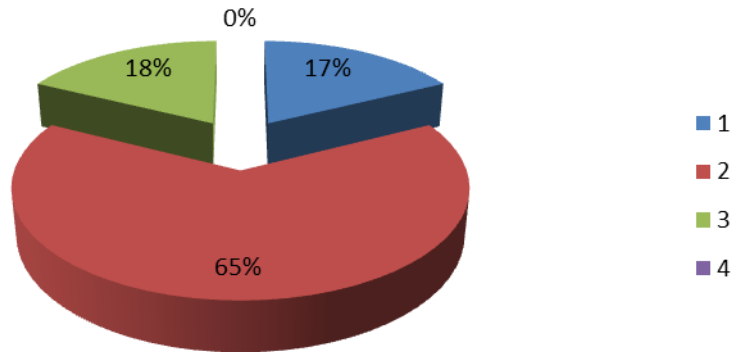
1. The Hall is not important in the community and it would have no impact on the life and well-being of the community if there was no Hall.
2. The Hall has a role in supporting community life and well-being but if there was no Hall it would have little negative impact on community life and well-being as the role could be fulfilled in other venues and in other ways.
3. The Hall has a role in supporting the community life and well-being and its current role and function offers a satisfactory level of service and positive impact.
4. The Hall has a significant role in supporting community life and well-being and could have greater positive impact.

Investment in heritage and securing the Hall for generations to come



1. There is no need to invest in the Hall.
2. The only investment required is in addressing essential repairs and maintenance tasks as they become needed.
3. Investment should only be focused on medium term plans to re-thatch the building and ensure essential maintenance and repairs are undertaken.
4. Long term investment plans for the restoration, maintenance and improvement of the Hall as a significant part of our cultural heritage with modern facilities, for future generations to use, is a desirable ambition and should be pursued.

Community Needs and Aspirations and the Hall



1. I don't think that there are any additional needs and/ or aspiration for the Hall in the community.
2. I think that there might be some additional needs and /or aspirations where the Hall might have a role.
3. I know of needs and /or aspirations where I think the Hall could have a role.
4. I know of needs and/or aspirations where I consider the Hall to have a definite role.

b. Analysis of Comments

- i. Each of the questions provided an opportunity for respondents to add comments. This analysis has been created by considering the comments and drawing out the main issues. These issues have been grouped to enable similar comments and issues from different respondents to be classified for the purposes of analysis and to enable conclusions to be drawn. When a specific respondent has mentioned the same issue more than once the issue has only being recorded once as an issue identified by that respondent.
- ii. The following table shows the percentage of respondents that have identified specific issues when compared to the total number of respondents.

Improvements to heating	82.5%
Improvements to the kitchen	47.5%
Suggested range of different activities potential	47.5%
Improvements to chairs and tables	30.0%
Positive factor is it is local/convenient/central	25.0%
Improvements to car parking	22.5%
Improvements to the lighting	17.5%
Improve crockery and cutlery	15%
Improve internal decorations (warm colours) and soft furnishings (e.g. curtains)	15%
Address some of the organisational barriers to use	12.5%
Improve foyer and toilet area	10%
Improve information about the hall	10%
Good cosy atmosphere can be achieved and good feedback	7.5%
Improve the technology available, e.g. IT, Sound	7.5%
Sustain general maintenance of windows, doors, etc	5%
Support local producers and tradespeople	5%
Support Developing Countries e.g. Fair Trade Tea and Coffee	5%

c. Comments from conversations

- i. Nine different members of the community had a conversation with the author during the survey period and these are taken into account as part of the analysis. None of the conversations added elements that are not part of the analysis of the questions and classifications of the comments drawn up from the questionnaire responses, but they did add weight to already identified issues, including the importance of the Hall within the community, the role of the Hall as a community hub, support for the building part of our heritage, the need to balance the preservation of a historic building with practical use for the community, heating, use of the kitchen, adding curtains/blinds, thoughts about activities, and car parking.

6. Conclusions

- a. The following conclusions have been drawn from the analysis.

A. Use of the hall now and in the future

- i. As 80% of respondents considered there to be some potential for the hall beyond its current use it and therefore there it is concluded that it is important the management committee and the community clarify what can be done to enable that potential to be fulfilled as much as is possible. By interpreting the comments it is suggested that the areas that need to be considered are, the internal environmental conditions of the hall (e.g. heating), the better use of current facilities (e.g. kitchen), the improvement to facilities that enable different activities to develop (e.g. ICT), improved marketing and promotions and review of current policies and working practices to ensure they support the business of the hall.
- ii. The Parish Hall Committee will need to consider its vision and capacity with regard to addressing these issues.

B. What helps or hinders people booking or using the hall?

- i. There is a balanced view from respondents about the booking and use of the hall. Some have found the whole process of using the hall easy while others had expressed concerned about too many rules and regulations. Some consider there to be sufficient information about booking the hall others felt there should be more information available. Factors that had influenced the decision to use for specific events included the restriction on using the kitchen to prepare and cook food, the poor heating during the winter months, and low level of car parking. However there was sufficient evidence to suggest that the locality and the ability to create a 'cosy' environment within a historic building did make it a venue of choice.
- ii. The Parish Hall Committee will need to consider these perspectives, build on the positive and make improvements where possible to address concerns.

C. Facilities available at the hall

- i. 82% of respondents considered that there could or should be some level of improvements to facilities at the hall. In the main this was linked to improvements with the kitchen and catering, with some respondents highlighting the need to bring the building up to 21st Century requirements to meet the needs of users and potential users, including improvements to ICT infrastructure, lighting and sound. As with other questions heating was again highlighted as a major problem.
- ii. The Parish Hall management Committee will need to consider these issues as part of a review of facilities and include necessary and possible improvement into the development and business plan.

D. Equipment available at the Hall

- i. While quite a high proportion of 39% respondents considered the equipment at the hall to be suitable for current use 61% did highlight the need for improvements to the equipment. The main items given as examples were related to the kitchen equipment and the continued improvements to chairs. The use of the hall for educational purposes also raised the need to provide equipment to support learning including appropriate ICT and flipcharts.
- ii. The Parish Hall Committee will need to continue to include improvements to the hall equipment to meet need within the development and business plan.

E. Information about the Hall

- i. All respondents thought that information about the hall was important with 63% considering the current level of information to be satisfactory. The main comments related to improved information were related to the charging policy and booking procedures. Some comments also suggested that generally some people didn't know about the full range of hall uses.
- ii. The Parish Hall management Committee will need to address these issues within the Marketing and Promotions Strategy and the Communication Strategy.

F. Internal Conditions in the Hall

- i. 79% of respondents considered that the internal conditions in the hall could be changed or improved in some way. The significant issue is the heating which is seen to be ineffective and costly. Associated with the heating are comments about condensation and dampness. For specific users and specific activities the floor is problematic, e.g. school use for P.E. The hall was considered to be in a very clean condition with the cleanliness well maintained.
- ii. The Parish Hall Committee will need to address the heating and floor issues as part of a buildings improvement programme.

G. Importance of the Hall in the community

- i. 92% of respondents viewed the Hall to have a role in supporting community life and well-being. This was split by 47% of respondents viewing the current role of the Hall as having a satisfactory impact currently with 45% of respondents considering the Hall could have a greater positive impact. There was recognition of the importance of the school in its positive relationship with the hall and main suggestions were linked to diversity of activities including social events for the community.

- ii. The Parish Hall Committee need to clarify and communicate the current positive impact the hall has on the community and consider how this impact might be further enhanced. There is a need to clarify the role of the hall as a community hub and consider how a community activities programme might be further developed.

H. Investment in heritage and securing the Hall for generation to come

- i. 56% of respondents considered long term investment plans for the restoration, maintenance and improvement of the Hall as a significant part of our cultural heritage with modern facilities, for future generations to use, as a desirable ambition and something that should be pursued. The importance of the heritage and longevity of the Hall was added to by 26% of respondents who considered investment in the building as desirable with a shorter term focus on more immediate focus on re-thatching and maintenance and repairs.
- ii. The Parish Hall Management Committee need to develop and publicise plans for investment in the building, ensure resources are well-targeted and continue to seek investors and funding sources to achieve long term sustainability of the building as part of the heritage of the parish.

I. Community need and aspirations and the Hall

- i. A majority of respondents considered that there might be some additional needs and aspirations in the community where the hall might have a role. Suggestions offered were linked mainly to activities that supported community learning and social activity. There was also evidence that developing the Hall more as a community 'hub' would be desirable especially within the current and predicted national context.
- ii. The Parish Hall Committee need to further explore the concept of a community 'hub' and the extent to which the development of an enhanced community activity programme can be developed clarifying to how the Hall might facilitate these needs and aspirations.

7. Priorities and Action Plan

- a. From the analysis and conclusions it has been possible to suggest key priorities for improvement with possible timescales. It must be emphasised these only reflect information collected though this community survey and need to be considered in the broader context of the Parish Hall's Improvement and Business Plan. However these priorities as identified by the community do provide the basis for a community needs-led approach to improvement and business planning.

Priority	Priority Scale	How	Timescale
Improve the heat within the building	★★★★★	Develop a costed improvement plan for heating. Identify necessary resources. Seek necessary permissions. Implement	By early 2013 depending on available funding and permissions
Improve kitchen and catering facilities	★★★★	Review current arrangement and report on outcomes	By June 2012
Improve Hall facilities and equipment	★★★	Create a list of necessary improvements and purchase as funds become available	On-going
Improve ICT and lighting	★★★	Build into Hall Improvement Plan	Within the timescale of a Hall Improvement Plan
Improve Foyer and Toilets	★★★★	Build into Hall Improvement Plan	Within the timescale of a Hall Improvement Plan
Improve number of events at the Hall	★★★★	Review the impact of current policies and practices on the viability and function of the Hall and improve as necessary	By September 2012
Sustain the maintenance programme for the Hall	★★★★	Maintain the repairs and maintenance programme including the re-thatching	On-going and to re-thatch by 2016
Clarify the role of the Hall and its functions and services.	★★★	Explore the role of the Hall as a community 'hub' and produce a community activities programme and report	By May 2012