



Horley Community Centre modernisation public engagement, autumn 2022

Background and aim

To support Reigate & Banstead Borough Council's project, Horley Community Centre Modernisation, the Council wanted to understand the views of the local community and existing users of Horley Community Centre on the centre. The Council also wanted to hear about people's views on the type of activities and food that the Centre might offer and the range of spaces which people would be interested in hiring.

The aim of this engagement was to ensure the views of the local community influence and feed into the future design of the building and also future activities.

How we engaged

We ran a survey (online with paper copies available at Horley Community Centre) promoted through social media, posters and through partner organisations to ask people about the Centre, their experience of Horley Community Centre and what they liked about the Centre and what could be improved.

The survey was open from 3 October to 7 November 2022. This report discusses the results of the survey.

Key findings

1. Over 70% of current centre users visit Horley Community Centre once a week or more.
2. 45% of current centre users attend an activity and 42% attend a class or group such as art, craft, exercise or children's activity.
3. 18% of current centre users do not visit Horley Community Centre more often as there is not enough information about what is available.
4. 18% of current centre users do not visit Horley Community Centre more often because there is not enough choice of activities or services.
5. 58% of all survey participants would like to see exercise and wellbeing classes such as yoga, meditation, aerobics, coaching sessions and dance at the Centre.
6. 55% of all participants would like to see classes at Horley Community Centre such as art, craft, cookery, language, dance and theatre.
7. 72% of all participants were highly likely or likely to visit the Centre if the activities they selected were provided.
8. 65% of all participants would like to see a coffee shop at Horley Community Centre.

9. 46% of all participants would like to see a snack bar and light lunches provided at the Centre.
10. 22% of participants said that they or an organisation they are part of would be interested in hiring space at Horley Community Centre.
11. 12% of participants said they would like to hire space for a meeting room and 9% to host a group.
12. 13% of participants said if they were hiring a space at Horley Community Centre that they would like workspace facilities such as Wi-Fi, meeting equipment, displays, presentations or conference facilities.

Participation

We received 173 responses to the survey. Table 1 shows the age profile of participants and the age profile of the borough's adult population. Ages 55 to 84 are well represented among participants, but we struggled to hear from younger adults under 25.

Of those who gave their gender, 36 said they were male (21 percent) and 123 (71 percent) were female. 2 people identified as non-binary and 4 people preferred not to say. A further 8 people did not answer the question.

Table 1: Age profile of survey participants compared to local adult population

| Age | Number of participants | % of participants | % of this age group in the borough |
|-------------------|------------------------|-------------------|------------------------------------|
| Under 24 | 2 | 1.2 | 28.6 |
| 25 - 34 | 18 | 10.4 | 12.5 |
| 35 - 44 | 28 | 16.2 | 14.6 |
| 45 - 54 | 23 | 13.3 | 14.1 |
| 55 - 64 | 29 | 16.8 | 12.5 |
| 65 - 74 | 30 | 17.3 | 9.2 |
| 75 - 84 | 32 | 18.5 | 5.8 |
| 85 or over | 4 | 2.3 | 2.8 |
| Prefer not to say | 1 | 0.6 | Not applicable |
| No response | 6 | 3.5 | Not applicable |
| Total | 173 | 100 | 100 |

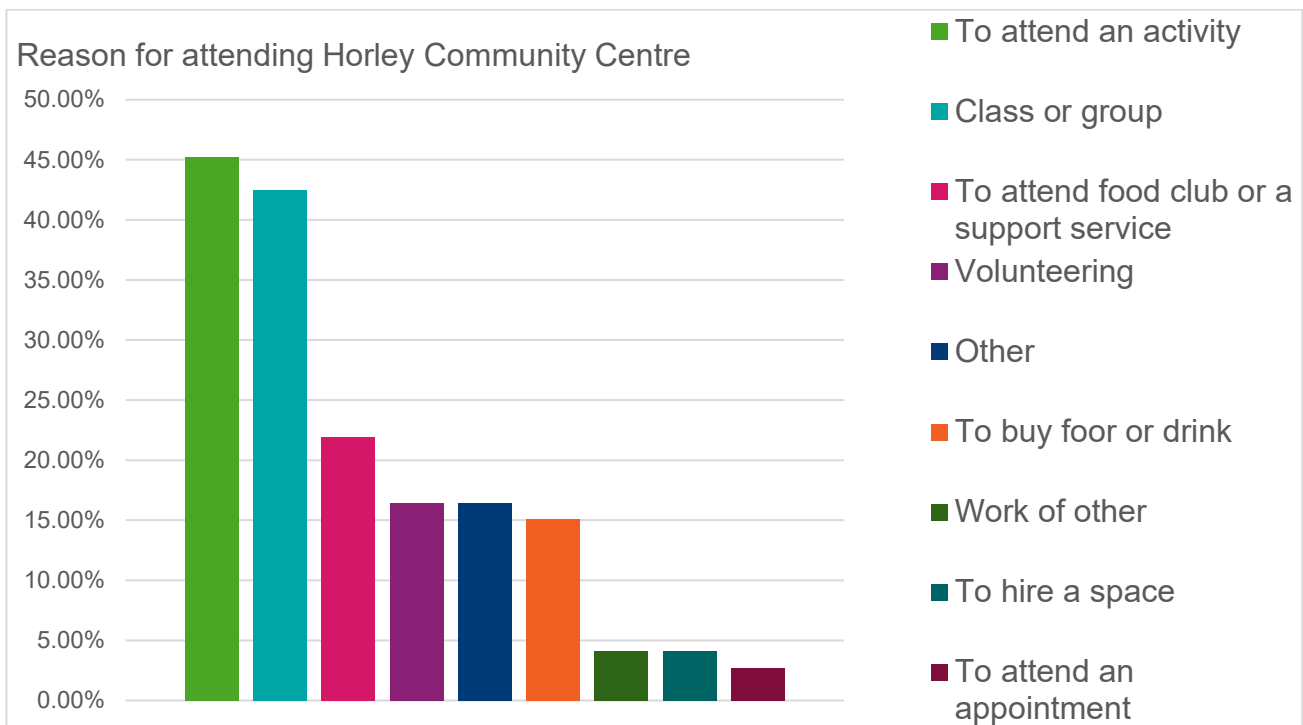
Results

Current Centre Users

Of the participants that identified themselves as current centre users, 71% visit the Centre once a week or more, 18% visit a few times a month and 11% less often.

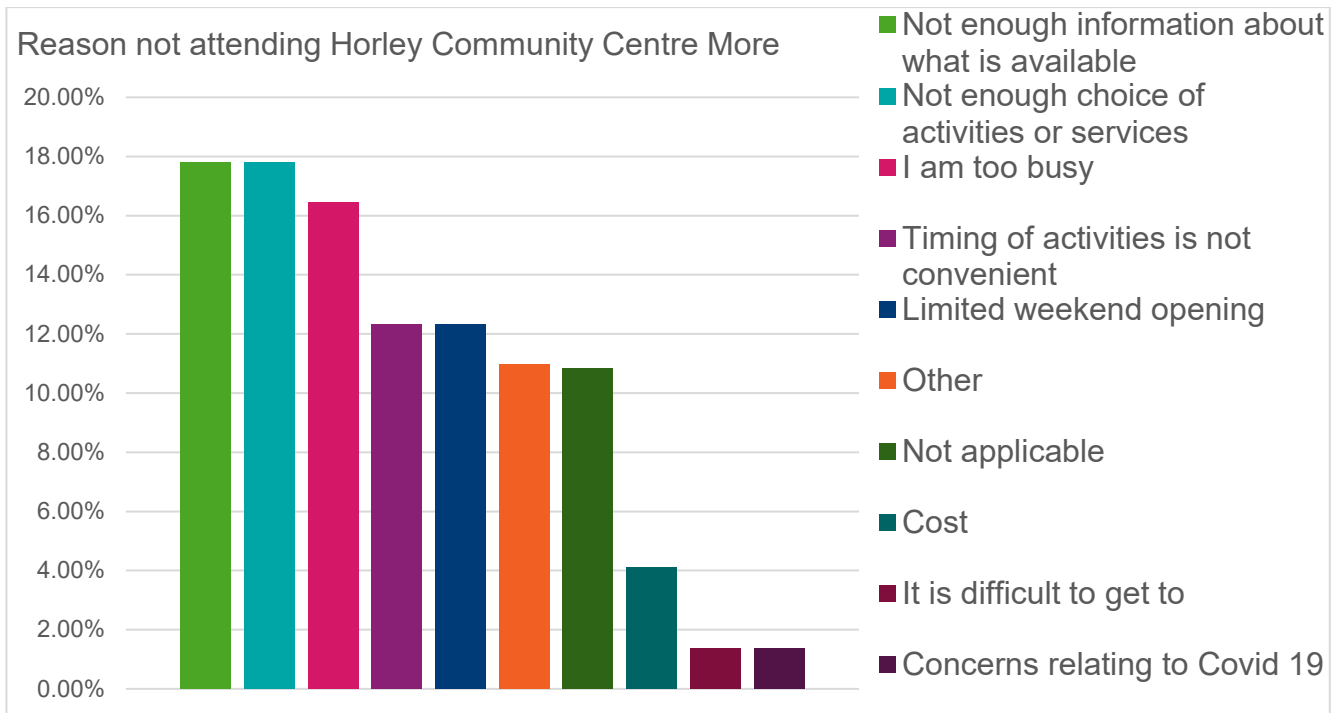
We asked current users what they attended the Centre for, the results are shown in Figure 1. Most participants attend an activity (45%) and or a class or group such as art, craft, exercise or children's activity (42%).

Figure 1 – Reason for attending Horley Community Centre



We also asked current users what stopped them from visiting more, the responses are shown in Figure 2. The most popular responses were not enough information about what is available (18%), not enough choice of activities or services (18%) and participants being too busy (16%).

Figure 2 – What has stopped current users of the Centre from visiting more



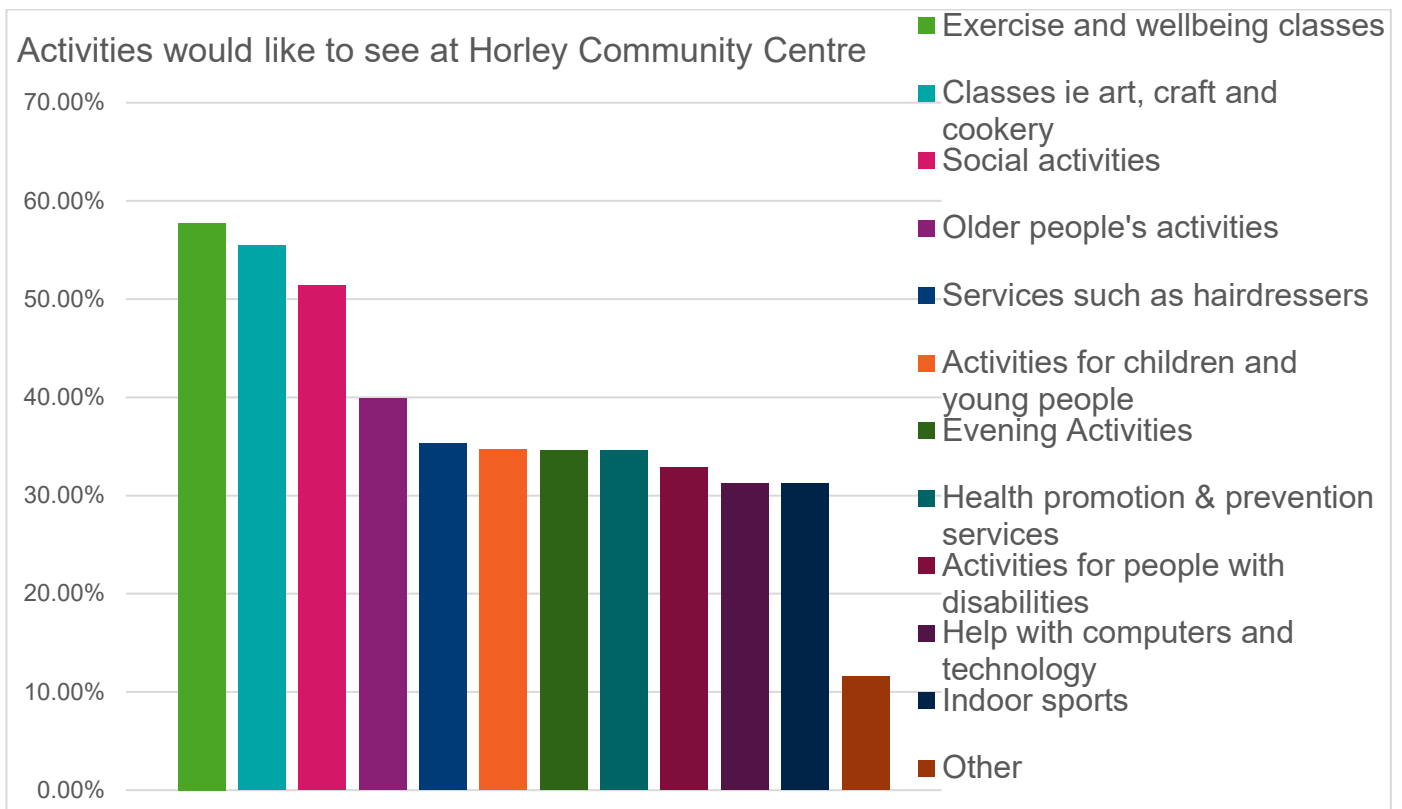
Improvements to the Centre

We asked participants about the type of activities and food and drink offer that they would like to see at Horley Community Centre.

58% of participants would like to see exercise and wellbeing classes such as yoga, meditation, aerobics, coaching sessions and dance. 55% of participants would like to see classes such as art, craft, cookery, language, dance and theatre, and 51% of participants would like to see social activities such as coffee mornings and game sessions. The full breakdown of responses regarding what kind of activities participants would like to see at Horley Community Centre is shown in Figure 3.

We asked participants how likely they would be to visit the centre if it provided the activities selected, 32% were highly likely to visit, 40% were likely to visit, 12% would maybe visit, 1% were unlikely to visit and 15% did not respond.

Figure 3 – What kind of activities would you like to see at Horley Community Centre



To further investigate resident's thoughts on what should be offered at the Centre we broke down residents responses and clustered them into groups. This was done based only on responses to the question '*What kind of activities would you like to see at Horley Community Centre*' and five groups were found:

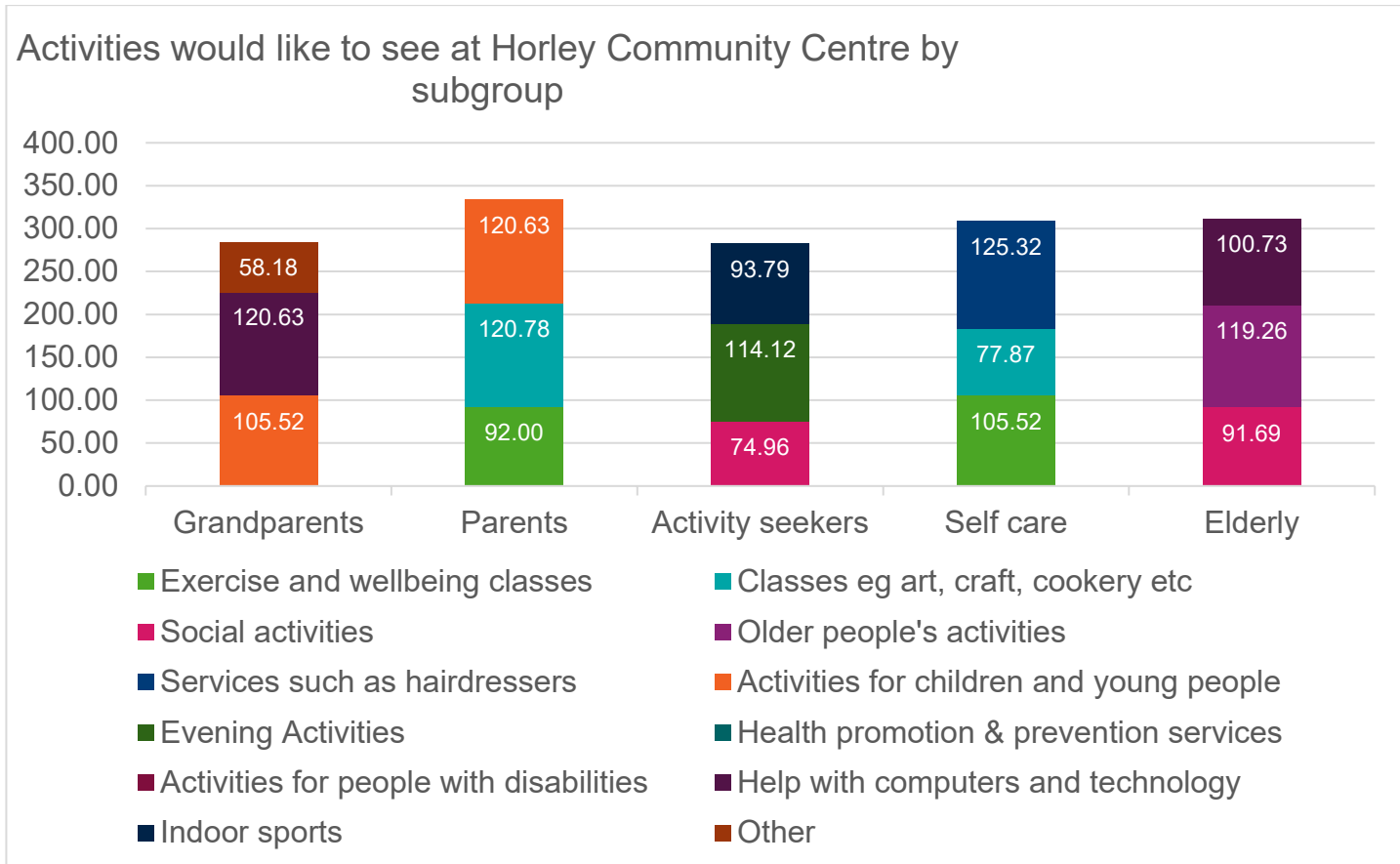
1. Grandparents
2. Parents
3. Activity seekers
4. Self care
5. Elderly

By doing this we can better understand the different types of residents that want to use the Centre as well as how to cater to not just the overall population but specific subgroups too. The results by subgroup are shown in Figure 4. The top six activities to garner the most reach and frequency possible include:

- Exercise & wellbeing classes
- Activities for children & young people
- Help with computers & technology
- Older people's activities
- Evening activities
- Services such as hairdresser, podiatrist, etc

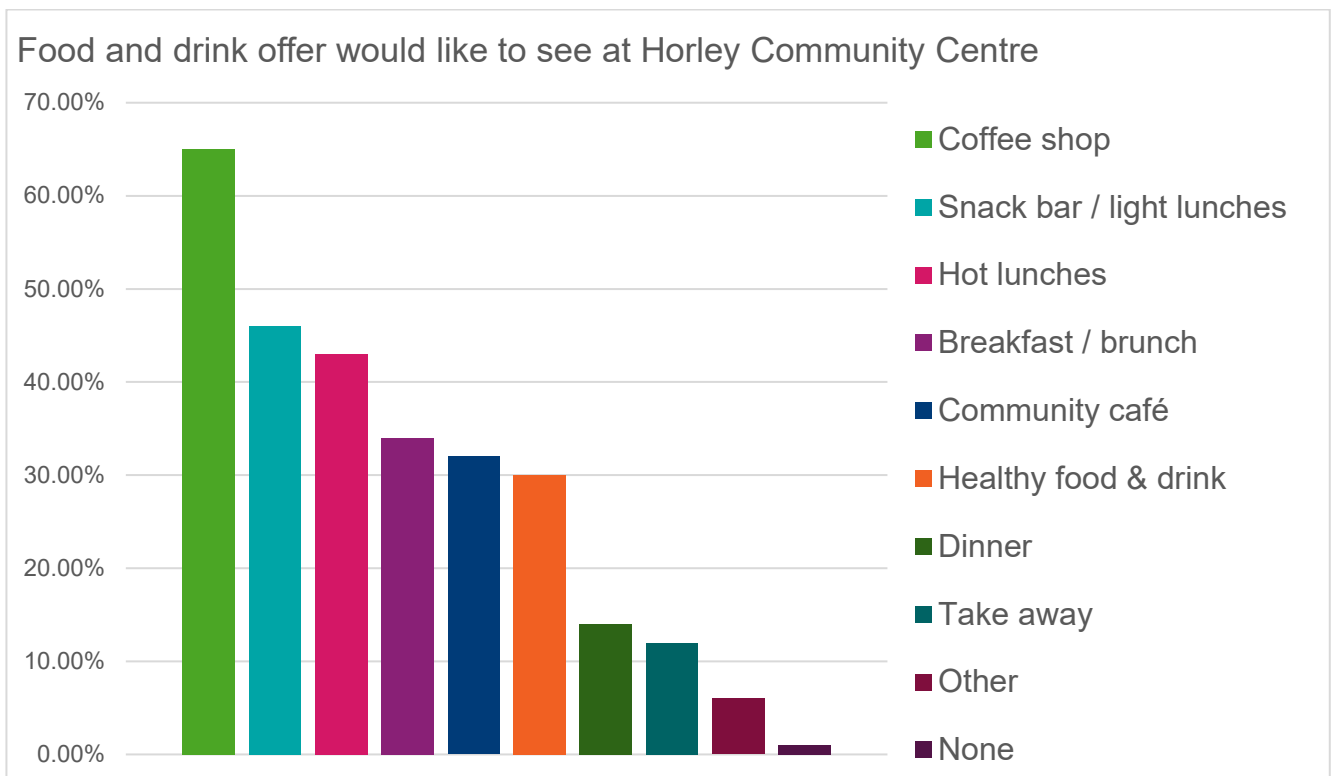
Furthermore, from our analysis we can optimise scheduling for activities to encourage maximum uptake by residents.

Figure 4 – What kind of activities would you like to see at Horley Community Centre (by subgroup)



Horley Community Centre currently offers hot lunches and recently opened a coffee and snack bar; the Council is interested in developing this offer so we asked people what food and drink offer they would like to see at the Centre. 65% of participants would like to see a coffee shop, 46% would like to see a snack bar/light lunches and 42% of participants would like to see hot lunches. The full set of responses is shown in Figure 5.

Figure 5 – What food and drink offering would you like to see at Horley Community Centre

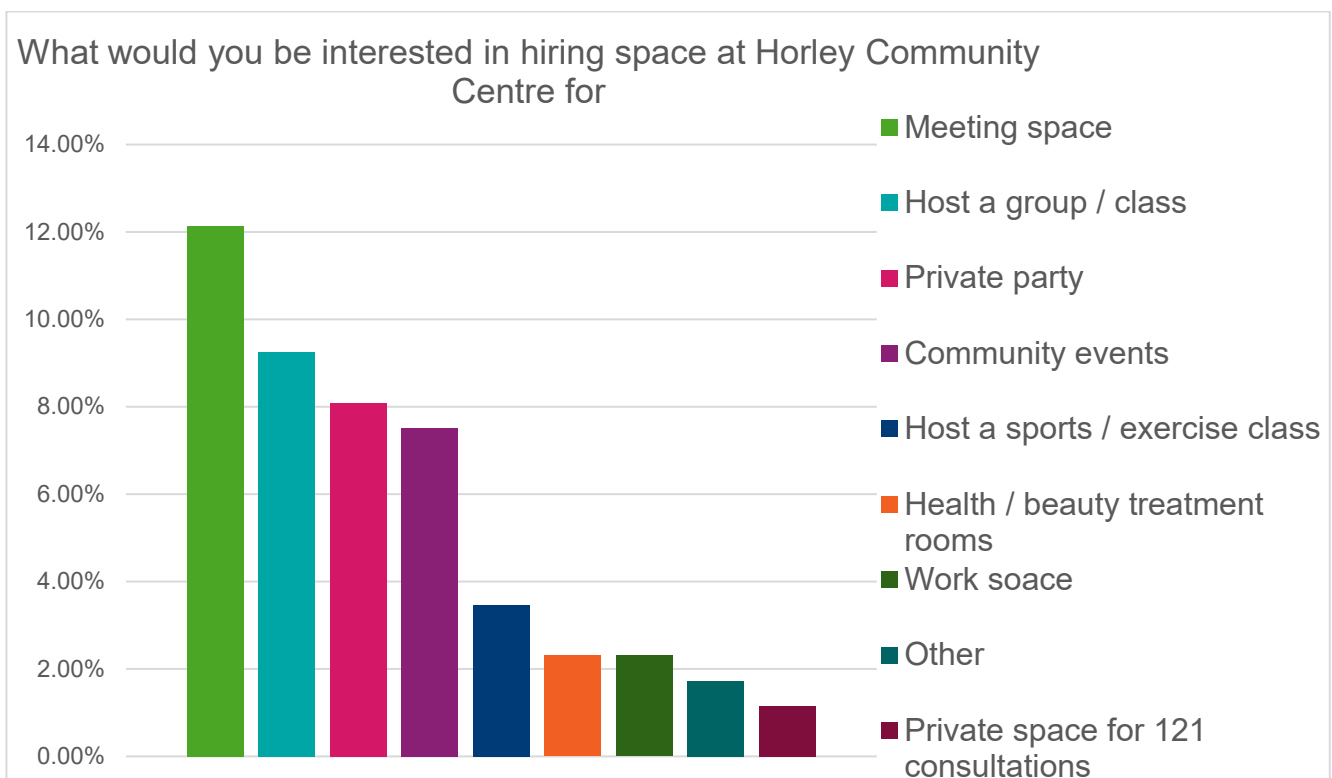


Hiring space at the Centre

We have a number of spaces available to hire at Horley Community Centre and would like to make these more flexible spaces that meet local demand. To get a better understanding of demand we asked participants if they or an organisation they are part of would be interested in hiring a space at the Centre. 38% of participants said that they would not be interested in hiring a space at the Centre, 31% said that they didn't know, 22% said that they would be interested in hiring space and 9% did not respond.

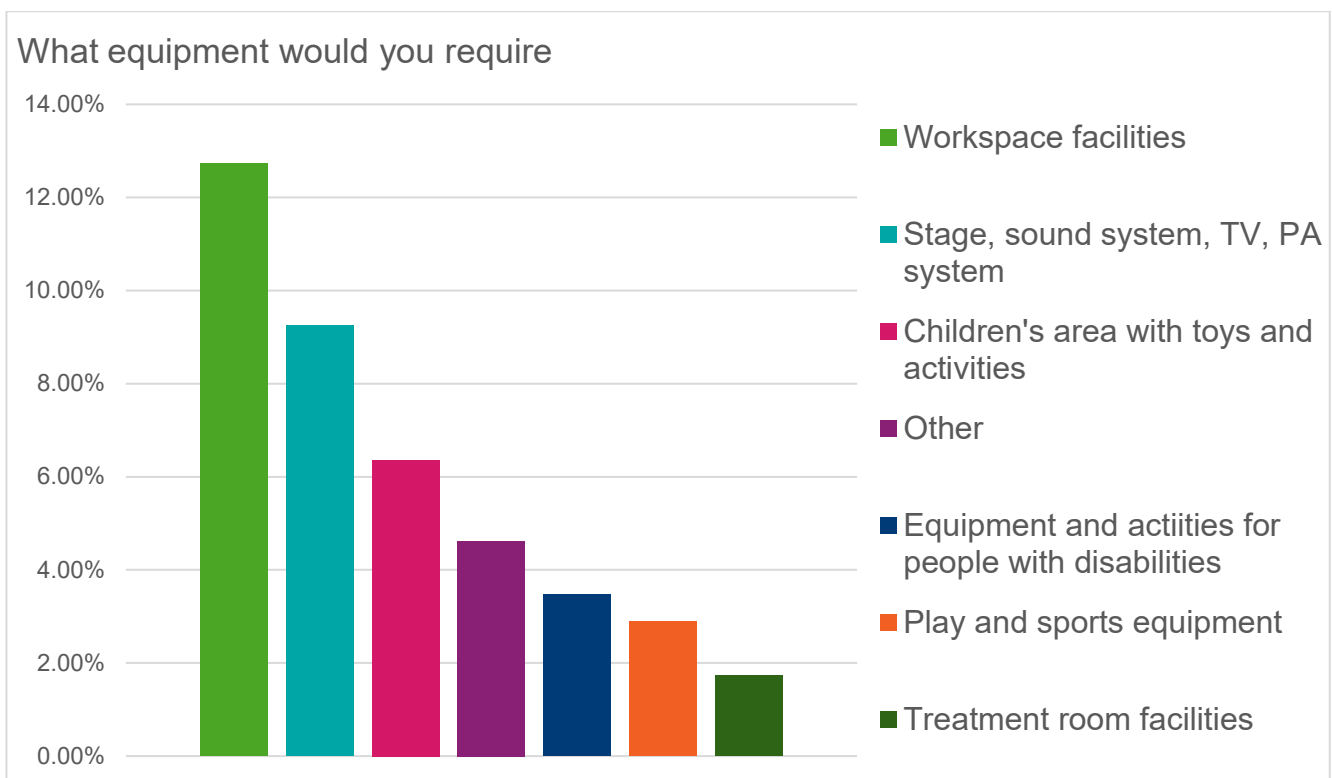
We asked the participants that said that they or an organisation they are part of would be interested in hiring space at the Centre what they would like to hire a space for. 12% of participants said they would like to hire space for a meeting room, 9% to host a group or class such as art or knit and natter, 8% would like to hire space for a private party. The full results are shown in Figure 6.

Figure 6 – What would you be interested in hiring space at Horley Community Centre for?



To understand the responses further we asked participants what equipment they would require if they were to hire a space at Horley Community Centre. 13% of participants said that they would like workspace facilities such as Wi-Fi, meeting equipment, displays, presentations or conference facilities, 9% said that they would like a stage, sound system, TV and or PA system and 6% of participants said that they would like a children’s area with toys and activities. Figure 7 shows the full set of responses.

Figure 7 – If you were to hire a space at Horley Community Centre, what equipment would you require?



Additional comments

Participants were able to leave comments in free text boxes within the survey, below is a selection of the comments received.

Feedback on activities

“If sessions could be set up for children up to 7 years.”

“Retired people locally who would like to teach their skills to a younger audience.”

“More children's activities in the school holidays.”

“Need to have more seasonal events and would love more exhibitions on the local area.”

“Crime neighbourhood watch group which includes residence and local businesses.”

“Outings - For all ages e.g. coach trips.”

“Food club on a weekend. Working people struggling too!”

“Health hub to promote health, prevent health conditions.”

Feedback on building improvements

“Better accessibility.”

“Your car park is dangerous youths and druggies hang around here.”

“Needs better equipped meeting room.”

“Air conditioning in the upper hall. It was unbearably hot this summer.”

“Some storage space for groups would be very helpful.”

“Space at centre should be better laid out walls and access in wrong place.”

“Suggestion box at reception.”

“Better Lift.”

Other feedback

“Attractive advertising is needed. No-one knows of anything that is going on.”

“Hire charges should be kept to a reasonable amount.”

“I should think that any increase in the facilities provided can only be a good thing.”

“To really make a difference it needs a business manager used to these kind of community centres.”

“We think the centre is excellent with lovely friendly staff - always willing to help.”

“It is seen in Horley for 'old people'.”

“Not sure if the centre has a management committee made up of the users groups.”

“Don’t think many people are aware of its purpose or it’s existence. Is there a program of events?”

Next steps

1. We will review the detailed results of the consultation to:
 - (i) help inform the vision and design brief for the refurbishment and modernisation works to Horley Community Centre
 - (ii) understand what changes could be introduced ahead of the modernisation works
 - (iii) consider the issues and concerns raised by participants to see how these can be addressed
2. We will present the vision and design brief to elected members for approval before appointing a professional design team to work up plans for the refurbishment and modernisation.
3. We will carry out continued engagement with local stakeholders and residents as the proposals for Horley Community Centre develop, consulting further on updated proposals.