

St. Piran's Hall

User Survey April 2023

Executive Summary & Report

A survey was carried out during April 2023 focusing on feedback from users of the Hall regarding all aspects of the rooms, the hall itself, the equipment and the various facilities as well as the car park and grounds.

The Survey – Structure and Operation:

- A total of 150 forms were completed and returned, primarily from existing 'user groups'.
- Feedback from 'users' related to areas such as one off parties, the play area, playing field and Gym was limited.
- There were 10 questions plus a statement regarding hall funding & volunteering at point 11.
- Questions featured tick boxes for ease & speed but also provided a comments section where respondents could support or expand on their ratings.
- Most users provided ratings and comments only for aspects as relevant to their use of the Hall therefore, in some cases, questions were left blank or rated as 'no opinion' by respondents.
- For accuracy, on questions 6, 7 and 8 the percentage results have been calculated from the respondents answers only and excludes blanks or where the respondent ticked 'no opinion'.
- Some comments have been edited or paraphrased to ensure points are concise & specific for the reader and for report clarity.

Executive Summary

- The prime factor identified was that 72% rated the hall heating and the noise from the boiler as either poor or average with a number of comments also supporting this view. There were also similar, although a little less critical ratings for the heating in the Trevean room and to some extent the Perran room. As such there was a clear need from users for the hall to source a more effective, efficient and 'green' heating system.
- Biodiversity including green energy initiatives, flowers and tree planting was clearly recognised as an important goal with an average of 73% of respondents regarding each item as 'High Priority'.
- Whilst the Hall is very effective at attracting a range of groups, with 90% of respondents being over 36, there is a clear opportunity to explore ways of attracting people below this age.
- The hall is successful in attracting users from a wide geographic area well outside the local catchment with 64% of respondents being from outside the Parish.
- Overall ratings for all the 14 aspects of the hall and facilities in Question 6 were mostly positive with an average of 45% of responses being rated 'Good' and an average of 37% rating 'Very Good'.

- The weakest ratings were for the stage, kitchen equipment and toilets, although even these achieved reasonable ratings with an average of 31% being 'Good' or 'Very Good' for the Stage, 34% for kitchen equipment and 38% for the Toilets.
- Although a range of suggestions for new events, classes and groups was put forward (see question 9), there was a very limited response in terms of people offering to either lead or volunteer to help develop & run these groups. Consideration also needs to be given as to how information about the programme of activities is publicised as there were a few requests for activities which already exist and take place at the hall.
- Respondents use a range of sources for information on the hall including the web site Facebook, friends and notice boards.

Overall Summary

The survey has clearly been successful in gathering very helpful feedback, ratings and comments from users and in identifying the aspects and issues which people are positive about plus in particular, the aspects which people see as the issues & challenges which should be prioritised for improvement.

With 150 forms completed, the Management Committee are confident that this has been a worthwhile and also highly informative survey and that the conclusions gained appear to be an accurate view of how the hall, rooms and facilities are regarded by the users of the building.

On the following pages, the full survey results are set out with ratings & comments for each of the 10 questions.

St. Piran's Hall, Goldsithney

Survey – April 2023 (V2)

A survey was carried out during April 2023 focusing on feedback from users of the Hall regarding all aspects of the rooms, the hall itself, the equipment and the various facilities as well as the car park and grounds.

Key points to note:

- A total of 150 forms were completed and returned, primarily from existing 'user groups'.
- Feedback from one off users such as children's parties etc was mostly not possible.
- There were 10 questions plus a statement regarding hall funding & volunteering at point 11.
- Questions featured tick boxes for ease & speed but also provided a comments section where respondents could support or expand on their ratings.
- Most users provided ratings and comments only for aspects as relevant to their use of the Hall therefore, in some cases, questions were left blank or rated as 'no opinion' by respondents.
- For accuracy, on questions 6, 7 and 8 the percentage results have been calculated from the respondents answers only and excludes blanks or where the respondent ticked 'no opinion'.
- Some comments have been edited or paraphrased to ensure points are concise & specific for the reader and for report clarity.

Question 1: What is your age group?

AGE GROUP	PERCENTAGE
• 20 or under	3 %
• 21 – 35	7 %
• 36 – 55	20 %
• 56 and over	70 %

Question 2: Where do you live?

LOCATION AREA	PERCENTAGE
• Goldsithney/Perran Downs/ Rosudgeon/Perranuthnoe:	32
• Marazion/St. Hilary:	5
• Other:	64*

- * Note: For a full list of the 'other' locations and number of people who live there, please refer to Appendix 1 at the end of this report.

Question 3: Do you have any mobility challenges or disabilities?

ANSWER	PERCENTAGE
• Yes	20
• No	76
• Prefer not to answer	4

Question 4: How many times a MONTH do you visit the Hall

No. OF VISITS	PERCENTAGE
• None	2
• 1 – 5	81
• 6 – 10	13
• Above 10	4

Question 5: What classes or activities do you attend at the Hall?

Classes attended listed in order of number of respondents:

QUESTION 5	
CLASSES	NUMBER
CRAFT FAIRS	26
EMBROIDERY / LACE	26
MARKETS	15
ZUMBA	14
PILATES	13
BOWLS	12
BADMINTON	11
TABLE/ CAR BOOT SALES	11
SOCIAL GROUPS (VARIOUS)	9
KNITTING AND SEWING	8
MEETINGS	8
PARKINSONS GROUPS	8
BFIT	7
EXERCISE	4
GOLDEN AGE	4
KEEP FIT	4
LIGHTHOUSE CHURCH	4
YOGA	4
BOOK GROUP	3
TABLE TENNIS	3
BOOGIE BOUNCE	2
CHOIR	2
THERAPY SERVICES	2
W.I.	2
FIRST AID	1
RED HATTERS	1
SLIMMING	1
REMOTE CAR HIRE (HALL)	1

Question 6: Hall in General - Please give your opinion on the following aspects of the Hall as relevant to your usage. ALSO, please also 'TICK' one of the 'High, Medium or Low' boxes to indicate your view on when any action is required.

Please note that the 'priority ratings' have for now been left off this report as the number of answers were rather limited.

NOTE: This chart shows percentage results based on responses excluding 'blanks' and 'no opinion' answers:

Facility	Below Average %	Average %	Good %	Very Good %	Blank or No Opinion %
Accessibility – All Areas	1	12	40	47	N/A
Main Hall	1	11	41	47	N/A
Stage	5	33	31	31	N/A
Perran Room	1	14	43	42	N/A
Trevean Room	1	19	48	32	N/A
Kitchen	6	17	44	33	N/A
Kitchen Equipment	5	27	41	27	N/A
Toilets	5	18	42	35	N/A
Chairs & Tables	1	17	53	29	N/A
Maintenance	0	14	47	39	N/A
Activities Equipment	1	12	40	49	N/A
Outdoor Play Area	2	10	56	32	N/A
Outdoor Gym	3	14	53	30	N/A
Car Parking	0	4	47	49	N/A

Comments:

Comments from respondents:

'excellent Hall' / 'kitchen units poor' / 'caretaker excellent' (2) / 'committee & volunteers made a lot of improvements but a lot more needs doing' / needs better heating in Perran Room' / 'more space needed for each groups cups and utensils' / 'we would be badly off without this facility' / 'fantastic main hall and excellent sports equipment'

Question 7: The Hall is a keen supporter of Bio-Diversity. Please rate the following in terms of importance.

NOTE: This chart shows percentage results based on responses excluding ‘blanks’ and ‘no opinion’ answers:

ITEM	LOW PRIORITY %	MED PRIORITY %	HIGH PRIORITY %	NO OPINION %
Solar Panels	1	23	76	N/A
Wind Turbine & possible Upgrading	7	26	67	N/A
Double Glazing	2	11	87	N/A
Wildflower Areas	8	31	61	N/A
Insulation & energy saving	1	14	85	N/A
Tree Planting	8	29	63	N/A

Comments from respondents:

‘energy efficiency is the priority and then concentrate on flowers, trees etc’ / ‘more trees needed’ / ‘would like more planting outside building’ / ‘wind turbine too expensive to run and maintain’ / wildflowers and tree planting excellent’ / all aspects of bio-diversity are important and should be utilised’ / ‘solar panels needed with new roof’ / ‘hall has to go green’ / ‘better heating needed’ / we should support measures to combat climate emergency’

Question 8: Hall Environment & Comfort - It is important that the Hall environment is comfortable, welcoming and warm. How would you currently rate the following.

NOTE: This chart shows Percentage results based on responses excluding ‘blanks’ and ‘no opinion’ answers:

ITEM	POOR %	AVERAGE %	GOOD %	VERY GOOD %	NO OPINION %
Hall Heating	29	43	21	7	N/A
Hall Heating Noise Levels	50	22	20	8	N/A
Heating – Perran Room	18	37	40	5	N/A
Heating –Trevean Room	16	50	30	4	N/A
Lighting	8	33	45	14	N/A
Kitchen Facilities	8	34	44	14	N/A

Comments from respondents:

‘better & more modern heating needed’ / ‘hall temperature drops quickly and is noisy’ / ‘hall heating noisy’ / ‘heating very noisy & gets cold quickly’ / ‘heating very noisy’ / more cups and cutlery’ / ‘stage needs to be cleaned more often as it is slippery’ / ‘hot water needs attention’ / ‘heating very noisy’ / ‘hall doesn’t retain heat’ / ‘heating too noisy and can’t hear instructor’ / ‘suggest carpeting one room’ / ‘heating too hot or too cold and very noisy’ / ‘needs changing rooms & showers’ / ‘Brian is amazing’ / ‘heating & kitchen is old fashioned and needs updating’ / thanks you for the improvements at the hall...much appreciated’ / ‘lights too bright for badminton’ / ‘boiler very noisy’ / ‘hall heating noisy’ / better insulation & more effective heating needed’ / ‘local and parish council should provide more support and funding’

Question 9: Development

What other activities, events and facilities would you like to see at the Hall? Please note that we are always open to new ideas for events, activities & groups, although note that any new activity will require an external organiser/contact and this person should also have the relevant skills, qualifications and experience where applicable.

This is a full list of any answers received along with number of people who mentioned each suggestion.

QUESTION 9 - DEVELOPMENT	
OTHER ACTIVITIES	NUMBER
LIVE MUSIC	6
PERFORMANCES	5
CHESS / GAMES CLUB	3
QUIZ NIGHTS	3
YOUTH ACTIVITIES	3
ART & DRAMA CLASSES	2
BALLROOM DANCING	2
DANCING EVENTS / CLASSES	2
BAR	1
BINGO	1
CRAFT FAIRS	1
CRAFT GROUPS	1
FOOD EVENTS	1
JUMBLE SALES	1
KEEP FIT FOR SENIORS	1
KNITTING	1
LINE DANCING	1
MORE PARENTS INVOLVED	1
SPEED DATING & DATING EVENTS	1
SPORTS FOR THE YOUNG	1
TABLE TENNIS	1
YOUTH CLUB	1
CAFÉ	1
TENNIS & BASKETBALL COURT - OUTSIDE	1
PARENT & CHILD SESSIONS	1
PRE-SCHOOL ACTIVITIES	1

Question 10: How do you follow what is happening at the Hall?

SOURCE	PERCENTAGES
• Web Site:	15
• Facebook:	26
• Friends:	32
• Other:	27*

* Note: Quite a few people who ticked 'other' also mentioned that the Notice Boards were a key source of information for them.

Question 11: Hall Support:

We rely almost entirely on volunteers to operate, look after and maintain the Hall and are always very keen to welcome new people to help out. If you would be interested in supporting the Hall in any way as a volunteer or would like to just talk to someone to explore the opportunities, please email us on stpiranshallgoldsithney@gmail.com or call on 07436 196265.

Funding: Similarly, the Hall is a registered Charity and relies on income from lettings of rooms and external funding to exist, develop and continue. If you would be interested in a Fund Raising activity, making a donation or even making a Bequest to the Hall in a Will, we would be delighted if you could email the Hall Management Team on stpiranshallgoldsithney@gmail.com or call on 07436 196265. We would love to hear from you.

Note: This was purely a statement regarding potential support as volunteers or possible donations etc. Any responses would be via emails or phone calls as suggested.

APPENDIX ONE

QUESTION 2 – DETAIL OF ‘OTHER’ LOCATIONS	
LOCATIONS	NUMBER
PENZANCE	16
HAYLE	9
CAMBORNE	8
HELSTON	7
HEAMOOR	5
REDRUTH	5
ASHTON	4
NEWLYN	4
CROWLAS	3
LONG ROCK	3
PORTHLEVEN	3
PRAA SANDS	3
ST. IVES	3
BREAGE	2
GERMOE	2
LEEDSTOWN	2
PENDEEN	2
TRESCOWE	2
BOSKEDNAN	1
CARBIS BAY	1
CONSTANTINE	1
DRIFT	1
GODOLPHIN CROSS	1
HEWAS WATER	1
LANDS END	1
LELANT	1
MOUSEHOLE	1
PRAZE	1
ST JUST	1
TRURO	1