

## Appendix 1: Consultation Analysis

# Survey and Focus Group Sessions Consultation Analysis

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Community Resource Centres/Outreach  
Service

This document provides a statistical breakdown and analysis of the 120 responses received for the 22-question public engagement survey that collected responses between 7th and 23rd December 2022, plus the four drop-in focus group sessions conducted between 14th and 20th December 2022.

## **Project Background**

Following Bromley Council's identification of the need to move its two Community Resource Centres from their current buildings, a consultation was planned and performed with both users and non-users of the service. Between the 7th and 23rd of December 2022, the Council published an online survey, plus paper versions were distributed to Community Resource Centres. In addition four drop-in focus group sessions were run, two at each service location.

At the time of this consultation Cotmandene Community Resource Centre (**CCRC**) had been temporarily relocated to St Paul's Cray Library following extensive sewage damage at its usual location at Cotmandene Crescent. The Mottingham Community and Learning Shop (**MCLS**) remained in service at its usual location along Beaconsfield Road, Mottingham.

The four drop-in focus group sessions what hosted by Council officers to allow the collection of free-form commentary from users of the service in an informal manner and to help clarify any misconceptions users had about the Council's plans to seek alternative locations. These users were also encouraged to fill out a survey afterwards in order to formalise the data collection.

The digital and paper surveys distributed contained the same 22 questions, with all responses being combined at the end for this analysis. In total 120 responses were collected, with 60% being completed by paper and the remaining 40% online.

Given that some questions were not relevant to all respondents, for examples asking questions about a centre they don't use, most questions offered a 'Not applicable to me' answer choice. Some respondents chose to skip these questions entirely. To simplify the display of results in this report, skipped and 'not applicable' responses are combined and reported as 'skipped' below.

## **Summary of output from drop-in focus group sessions**

Council officers hosted four drop-in focus group sessions in total at the two resource centres to allow concerned users to discuss the project and also to help clear up any misconceptions or misinformation surrounding the project, as well as collecting general feedback. This was achieved by guiding participants to discuss certain topics discussed below. This feedback was captured informally following the sessions.

Users were very complimentary about their experience of using the service, with one young professional describing it as a 'life saver' during a mental health breakdown. Users enjoyed the access the service grants to computers and phones, information and advice, local politicians and police via surgeries, a private space away from home, and local community/companionship. They were also complimentary of the staff who run the service citing their knowledgeability, help with individual problems such as filling in forms and utility bills, advice for issues such as the availability of benefits or managing funeral arrangements, and also teaching skills such as computer usage.

Most users indicated they primarily walked to the centres as they lived so close by. One elderly user indicated they would usually be dropped off by a neighbour by car. A couple of users indicated they use the bus to reach the centre. Users interviewed at St Paul's Cray library, where the CCRC had been temporarily relocated, indicated that access to the service from that location was not bad but also not easy. While they felt it was a nice library, they did not perceive it as a resource centre location due to the lack of privacy and lack of space to host both services simultaneously.

Most users at the MCLS seemed aware of the reasons for the relocation of the service, citing multiple issues including flood, rent and lease issues, in addition to assigning some blame at LBB's legal team. CCRC users seemed less aware, but assumed money-based issues on the Council's behalf.

At both locations users unanimously indicated they wished the centres would stay at their present locations, or that they must remain in the immediate area if that was not possible, due to the positive impact they have on the local community.

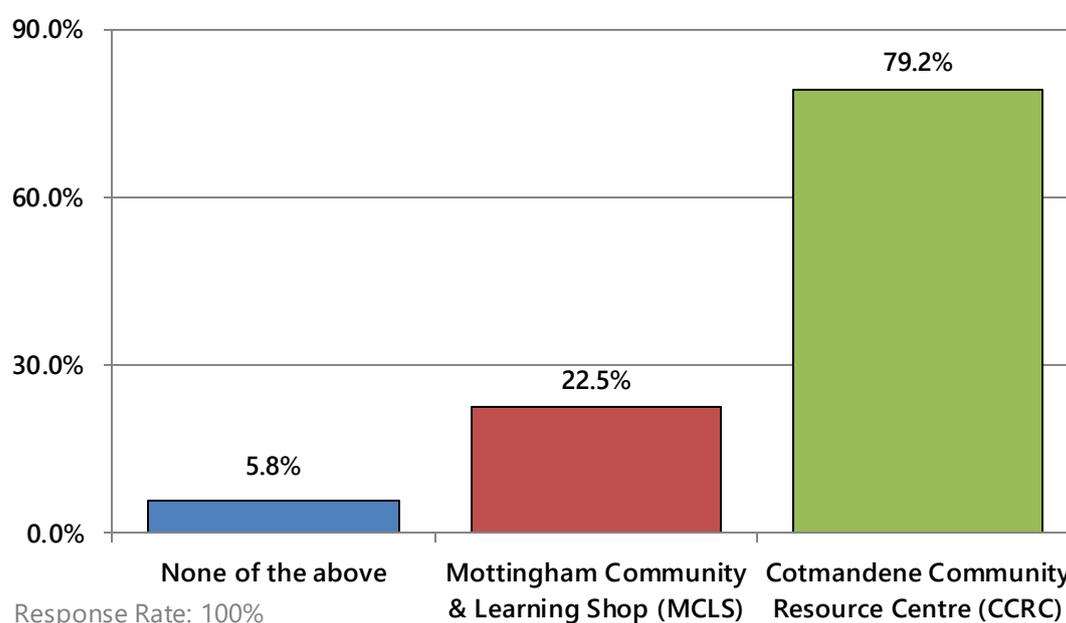
Most users seemed happy with the current opening hours with some indicating they would prefer it open additional days in the week. It should be noted that these focus groups were run during regular opening hours, so it is likely that the views of people who find the opening hours inconvenient were not captured.

Suggestions for improvements to the service included hiring more staff or volunteers to allow extended opening hours, Having the Council allocate funds to resolve current issues to allow the centres to remain where they are (including fixing damage to the buildings and computers), and suing the landlord related to rental/leasing issues.

**Question 1:**  
**Which of these Community Resource Centres have you visited in the last year?**

| Answer Choices                              | Responses |    |
|---|-----------|----|
| None of the above                           | 5.8%      | 7  |
| Mottingham Community & Learning Shop (MCLS) | 22.5%     | 27 |
| Cotmandene Community Resource Centre (CCRC) | 79.2%     | 95 |

**Answered** 120  
**Skipped** 0  
**Response Rate** 100%



**Comments**

Question 1 is the only question in the entire survey where all 120 respondents provided an answer.

This consultation also sought out the views of non-users of the service, particularly why they did not use it, to seek any additional opportunities for expanding or refocussing the service.

9 of the 120 respondents (7.5%) answered that they visit both centres.

There is a significant difference between the number of respondents who indicated their users of the CCRC compared to the MCLS - more than three times as many - which does not accurately reflect the average difference in footfall between these two centres. During the period of this consultation, when the CCRC was temporarily located within St Paul's Cray library instead,

it was typical for the CCRC to receive *fewer* visitors than the MCLS. At its usual location, it would receive only up to double MCLS's visitors.

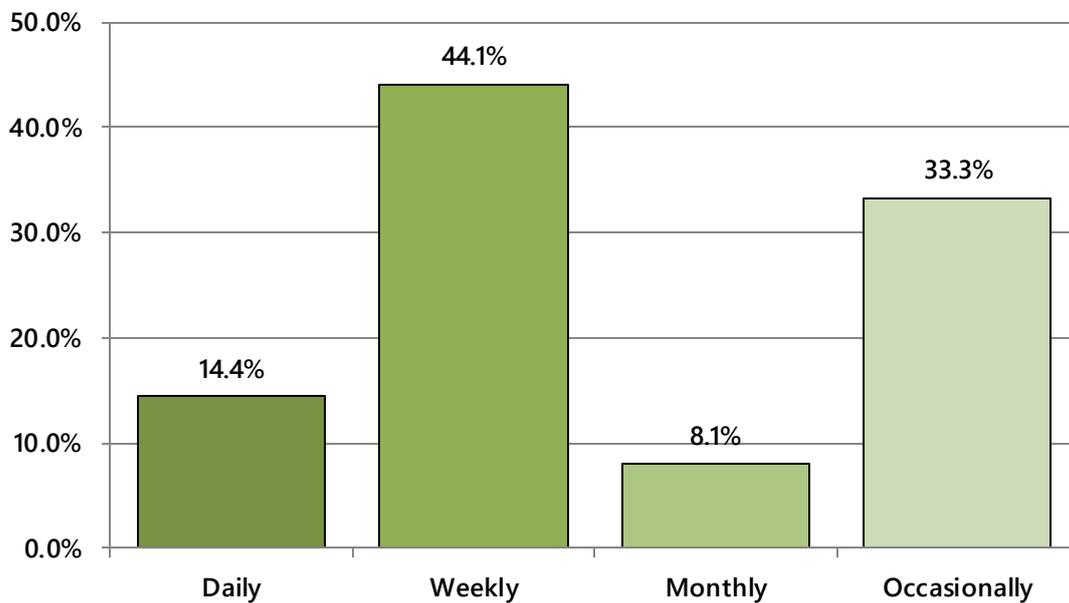
Looking at the completion of paper surveys only, CCRC users proportionally filled out many more. The online version of the survey however was better proportionally filled out by all categories of users, including non-users.

In this case, the remaining results of this survey should be considered as being biased in favour of the views of CCRC users.

**Question 2:**  
**How often do you visit a Community Resource Centre?**

| Answer Choices | Responses |    |
|----------------|-----------|----|
| Daily          | 14.4%     | 16 |
| Weekly         | 44.1%     | 49 |
| Monthly        | 8.1%      | 9  |
| Occasionally   | 33.3%     | 37 |

**Answered**                    **111**  
**Skipped**                    **9**  
**Response Rate**            **92.5%**



Response Rate: 92.5%

**Comments**

Most users indicated visiting a centre weekly or occasionally, with a majority visiting weekly or more frequently. The answers from non-users are not displayed above.

Users with a high frequency of use are likely to be visiting for repeat reasons, such as scheduled groups or requiring frequent use of computer facilities. Occasional users may be visiting only when they require something specific, such as advice for a particular issue.

This is explored further in subsequent questions in this survey.

### Question 3:

How satisfied are you with the service provided by the Community Resource Centre(s)?

Respondents were asked to select a 'star rating' between 1 and 5.

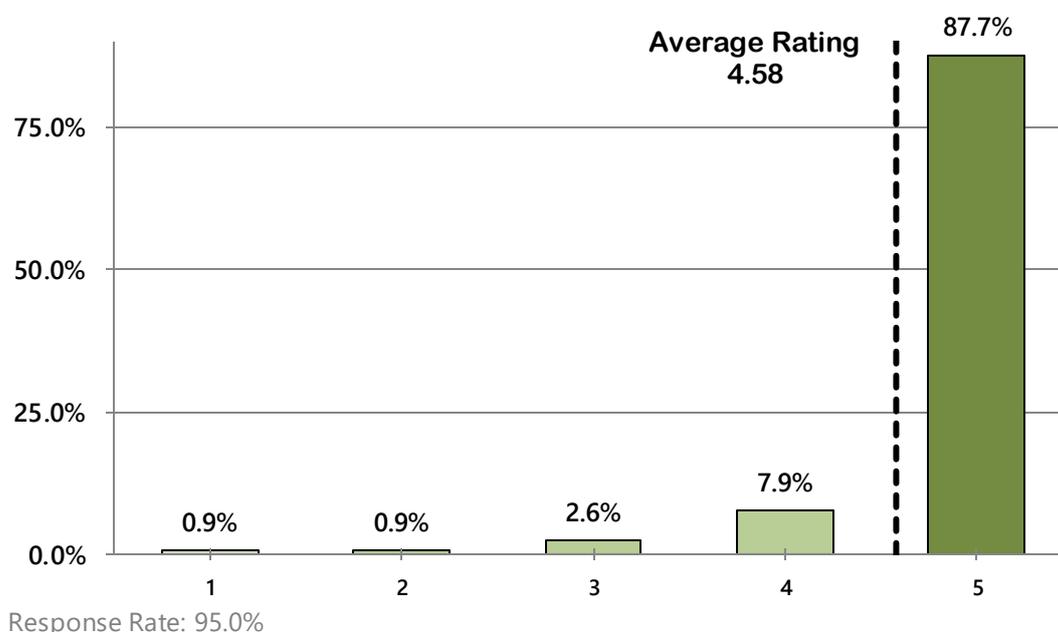
| Rating Choices | Responses |     |
|----------------|-----------|-----|
| 1              | 0.9%      | 1   |
| 2              | 0.9%      | 1   |
| 3              | 2.6%      | 3   |
| 4              | 7.9%      | 9   |
| 5              | 87.7%     | 100 |

Average Score **4.58**

Answered 114

Skipped 6

Response Rate 95.0%



### Comments

The vast majority of respondents rated the service the maximum they were able - five stars out of five. This general satisfaction with the service is reflected in subsequent free-form answer questions which indicates many users believe that the service cannot be improved further and should not be changed from how it is currently.

Comments from focus group sessions also reflect how important users perceive the service, one describing it as 'life saving' and others noting the service's ability to sustain local community and social links which improve their lives and reduce social isolation.

**Question 4:**

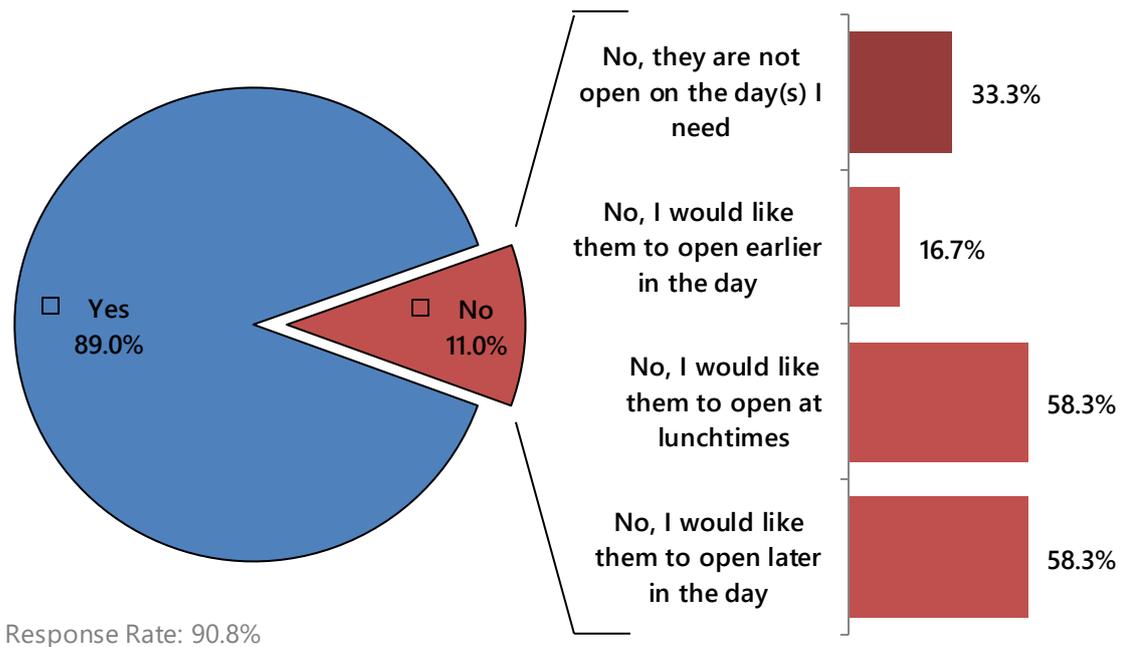
**Are the opening hours of the centre(s) you use suitable for your needs?**

*The table below reflects the total times each answer was selected*

| Answer Choices                                   | Responses |    |
|--|-----------|----|
| Yes  | 89.0%     | 97 |
| No, they are not open on the day(s) I need       | 3.7%      | 4  |
| No, I would like them to open earlier in the day | 1.8%      | 2  |
| No, I would like them to open at lunchtimes      | 6.4%      | 7  |
| No, I would like them to open later in the day   | 6.4%      | 7  |

**Answered** 109  
**Skipped** 11  
**Response Rate** 90.8%

The graphs below combine 'Yes' and 'No' answers together, and then reflects the comparative number of times each 'No' answer was selected:



**Comments**

At the time of the consultation the CCRC was run from St. Paul's Cray library four days per week (Mon to Thu), and the MCLS was open three days per week (Mon to Wed) plus one appointment-only day (Thu) per week. Both open their services between 9:30am and 4pm, except for one hour at lunch between 1pm to 2pm.

Question 4 allowed respondents to select multiple answers. None selected 'Yes' and any 'No' answer together.

89% respondents signified that the opening hours were suitable for their needs. The remaining 11% indicated how they would like the opening hours to change.

The most common change wanted would be for the centres to stay open at lunch times, and to remain open later in the day after 4pm.

Of the 11% who answered 'No' to this question, all identified themselves as users as one or both of the centres in Question 1.

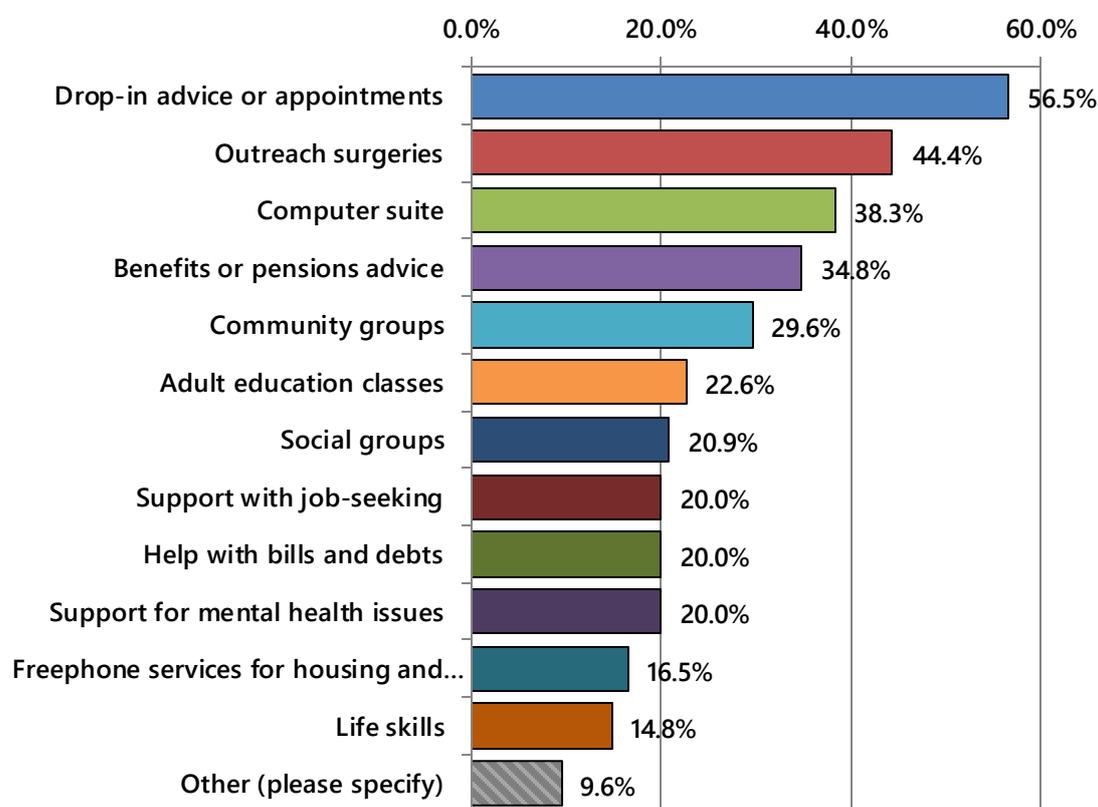
**Question 5:**

**Which of these services have you used or issues have you sought help for before at a Community Resource Centre?**

*The table and graph below are presented in order of most- to least-answered options, not in the order offered on the survey.*

| Answer Choices                                      | Responses |    |
|---|-----------|----|
| Drop-in advice or appointments                      | 56.5%     | 65 |
| Outreach surgeries                                  | 44.4%     | 51 |
| Computer suite                                      | 38.3%     | 44 |
| Benefits or pensions advice                         | 34.8%     | 40 |
| Community groups                                    | 29.6%     | 34 |
| Adult education classes                             | 22.6%     | 26 |
| Social groups                                       | 20.9%     | 24 |
| Support with job-seeking                            | 20.0%     | 23 |
| Help with bills and debts                           | 20.0%     | 23 |
| Support for mental health issues                    | 20.0%     | 23 |
| Freephone services for housing and benefits support | 16.5%     | 19 |
| Life skills   | 14.8%     | 17 |
| Other (please specify)                              | 9.6%      | 11 |

**Answered** 115  
**Skipped** 5  
**Response Rate** 95.8%



Response Rate: 95.8%

## Comments

This question had a notably high response rate, including among respondents who indicated they did not use the service at all in Question 1. Respondents were encouraged to select every option which applies to them, and also to write in any additional responses which were not suggested in the question options.

The top three most common usage cases of the community resource centres were drop-in advice or appointments, outreach surgeries, and use of the computer suite.

Less-selected answers overlap with some other choices, for example 'help with bills and debts' with 'drop-in advice', or 'community' and 'social' groups.

This survey was also filled out by partners and provisioners of additional services or surgeries hosted at these locations, who may be considered non-users but still visit the centres. As such they were not themselves users of the above services, but indicated in the 'Other' option that they provided them instead.

See below list of write-in answers for the 'Other' option:

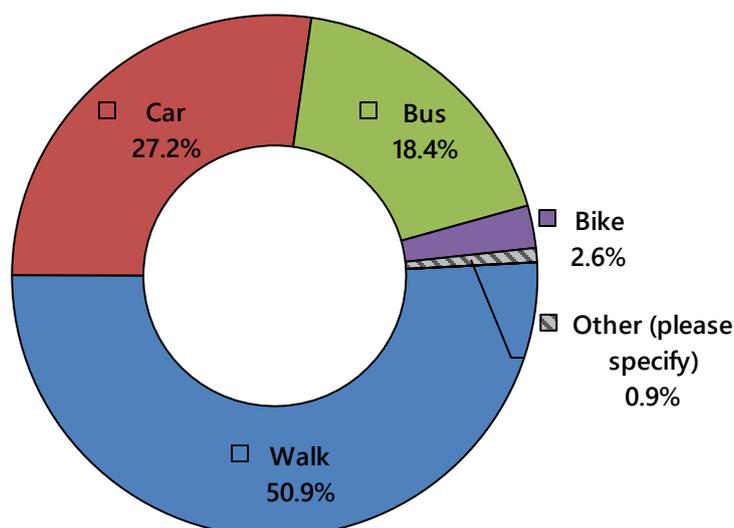
|  |
|--|
| CAB [Citizens Advice Bromley] provision  |
| I am based in the centre from Clarion Futures Jobs & Training Team to provide support for residents going to work.           |
| Running Bromley Well workshops as a provider   |
| Ward councillor  |
| To advertise activities for local Children & Family Centre   |
| Blah   |
| hosting police surgeries   |
| I have not used, but I know all the above are well used.   |
| I use an office here to help run the Mottingham Big Local Refocused Project locally  |
| Legal advice   |
| I'm at the library and refer many issues, mainly of a personal or financial issue that the library cannot directly help with |

**Question 6:**  
**How do you travel to the centre(s)?**

*Respondents were asked to pick one option – their primary method of travel.*

| Answer Choices         | Responses |    |
|------------------------|-----------|----|
| Walk                   | 50.9%     | 58 |
| Car                    | 27.2%     | 21 |
| Bus                    | 18.4%     | 3  |
| Bike                   | 2.6%      | 31 |
| Train                  | 0.9%      | 0  |
| Other (please specify) | 0.0%      | 1  |

**Answered**                    **114**  
**Skipped**                    **6**  
**Response Rate**           **95.0%**



Response Rate: 95.0%

**Comments**

The majority of users walk to the centre they use, indicating they live, work or shop in the nearby vicinity, and have enough personal mobility to make the journey by foot.

Next most common method was by car. One focus group attendee indicated they did not have enough personal mobility to walk to the centres and relied on a neighbour with a car to drop them off.

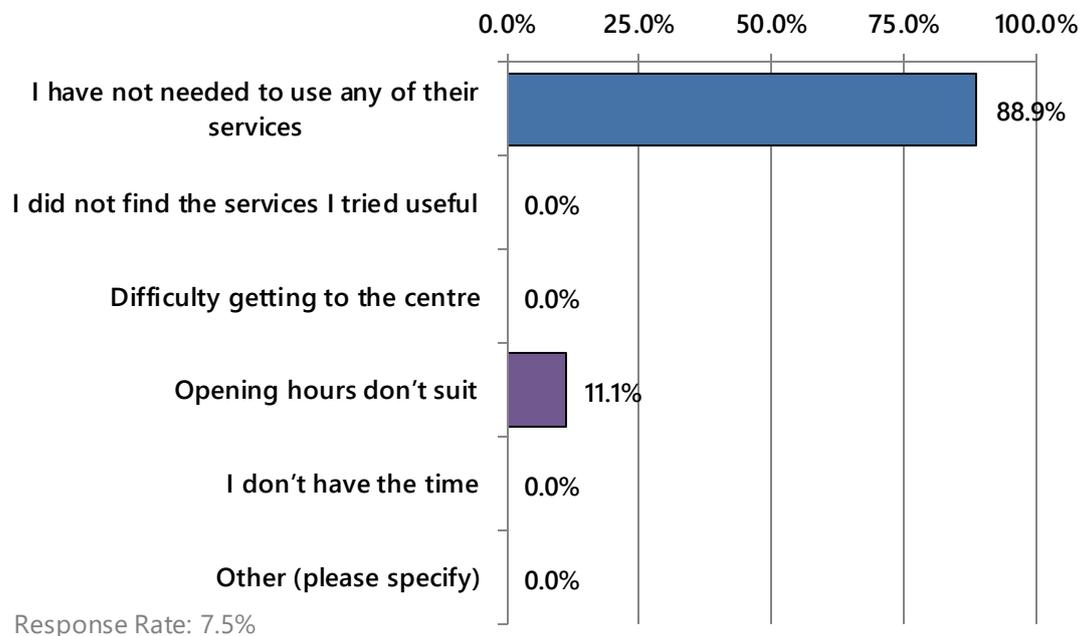
Both centres are within a 3 minute walk from a bus stop, but a significant walking distance from any train stations. No respondents indicated using a train primarily to travel to a centre.

The 'other' user did not provide a valid answer for their mode of transport.

**Question 7:**  
**If you don't use a centre, why not?**

| Answer Choices                                 | Responses |   |
|--|-----------|---|
| I have not needed to use any of their services | 88.9%     | 8 |
| I did not find the services I tried useful     | 0.0%      | 0 |
| Difficulty getting to the centre               | 0.0%      | 0 |
| Opening hours don't suit                       | 11.1%     | 1 |
| I don't have the time                          | 0.0%      | 0 |
| Other (please specify)                         | 0.0%      | 0 |

**Answered** 9  
**Skipped** 111  
**Response Rate** 7.5%



**Comments**

This question was written to understand why potential users did not use the service. However the majority of the few answering this question indicated they had no use of the service.

The one respondent indicating the opening hours did not suit also identified themselves as a user of the CCRC and that they would like the opening hours to extend later into the day in Question 4.

**For Questions 8 to 10, the survey asked for only users of the MCLS to answer as they pertained specifically to that location, and the surrounding area, only.**

For the analysis below, responses have been filtered only by those who answered they were users of the MCLS in Question 1 (27 respondents out of 120)

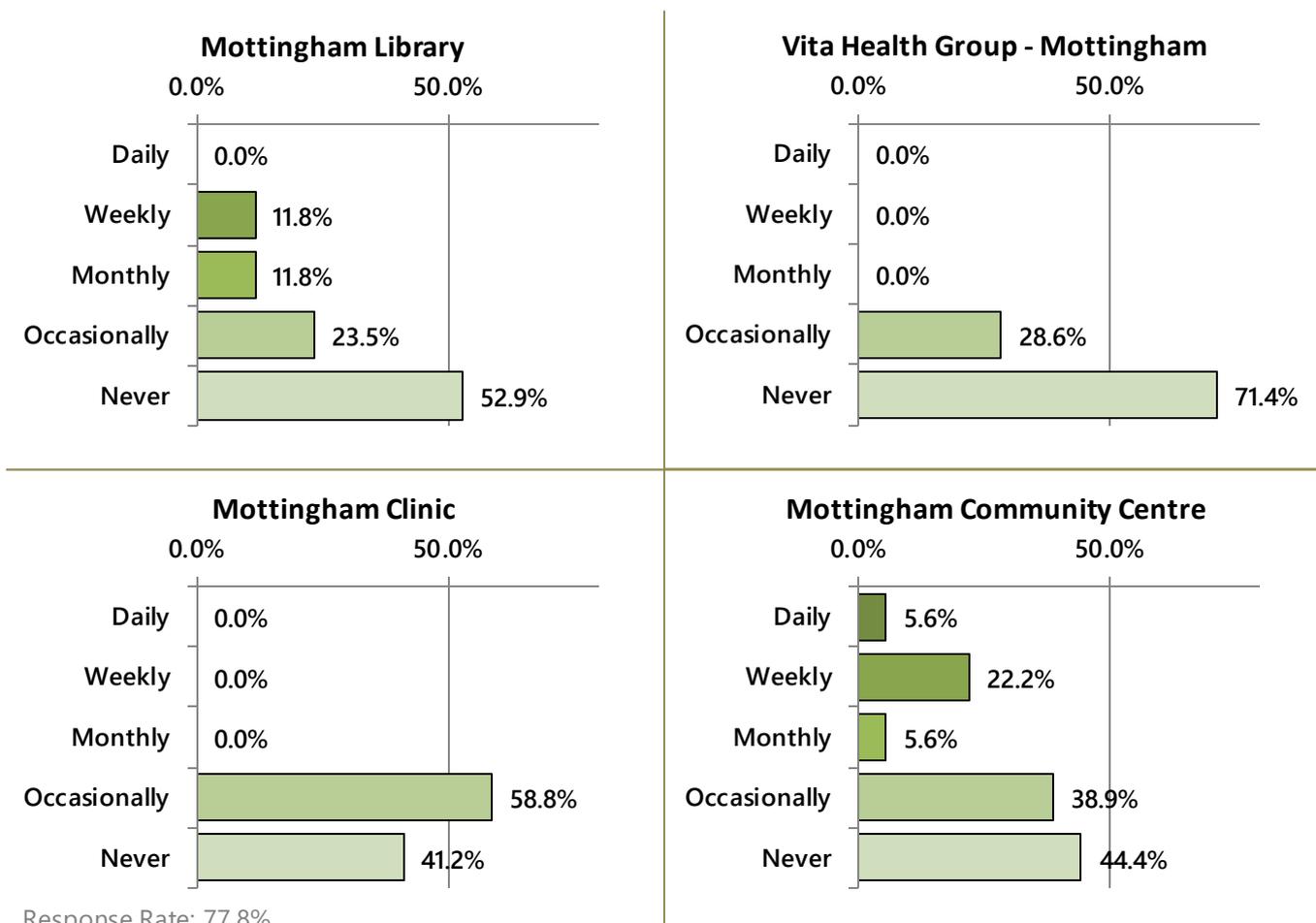
**Question 8:**

**Please indicate how frequently, on average, you visit the following services around Mottingham:**

As Percentage

| Location                       | Daily | Weekly | Monthly | Occasionally | Never |
|--------------------------------|-------|--------|---------|--------------|-------|
| Mottingham Library             | 0.0%  | 11.8%  | 11.8%   | 23.5%        | 52.9% |
| Vita Health Group - Mottingham | 0.0%  | 0.0%   | 0.0%    | 28.6%        | 71.4% |
| Mottingham Clinic              | 0.0%  | 0.0%   | 0.0%    | 58.8%        | 41.2% |
| Mottingham Community Centre    | 5.6%  | 22.2%  | 5.6%    | 38.9%        | 44.4% |

**Answered**                    **21**  
**Skipped**                    **6**  
**Response Rate**            **77.8%**



## Comments

This question was asked to ascertain which potential relocation or collocation sites, local to the existing MCLS site, is already frequently visited by users of the service.

Of the four options presented above, Mottingham Community Centre appears to have the greatest overlap of frequent users compared to the MCLS, with over a quarter of respondents visiting weekly or more.

However it is notable that, while Mottingham Clinic did not have frequent users, it had the fewest number of respondents who indicated they 'never' visited the building, indicating better familiarity or accessibility with more users.

Both Mottingham Community Centre and Clinic sites are within a very short walk of the current MCLS site.

Mottingham Library and Vita Health Group are located a significant distance away – approximately a 15 minute walk. Despite this, the library had some user overlap with relative frequency of visits.

The Vita Health Group - Mottingham site is shown to be the least suitable in terms of user overlap and distance from the current location.

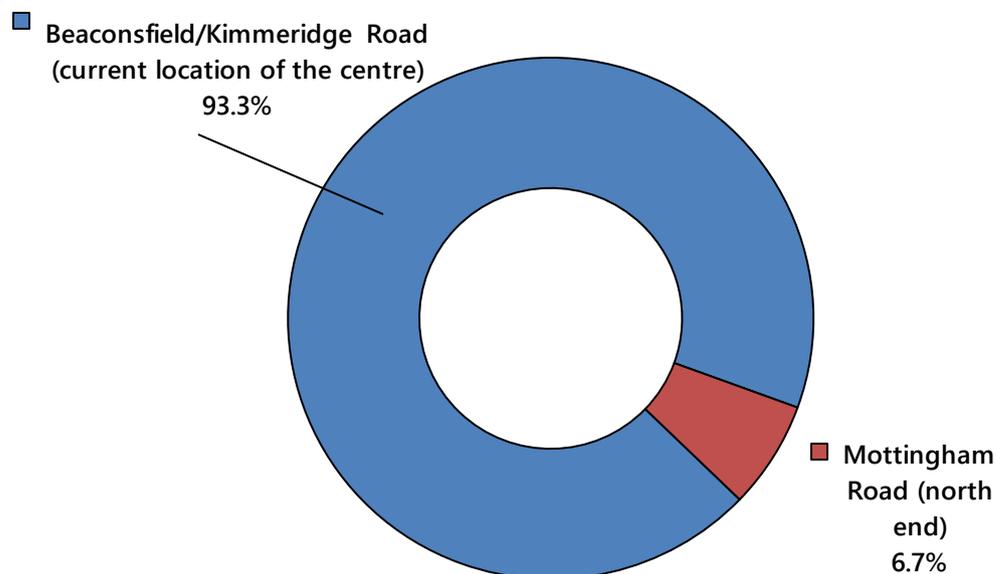
**Question 9:**

Please rate in order the shopping areas around Mottingham you would find most convenient to visit, should the MCLS centre be relocated there in the future.

*Due to an error with the digital version of the survey, the results given below indicate the frequency an option was voted 'top'.*

| Answer Choices  | Responses |    |
|---|-----------|----|
| Beaconsfield/Kimmeridge Road (current location of the centre) | 93.3%     | 14 |
| Mottingham Road (north end)                                   | 6.7%      | 1  |

**Answered** 15  
**Skipped** 12  
**Response Rate** 55.6%



Response Rate: 55.6%

**Comments**

An extreme majority of respondents indicated a preference in the Beaconsfield/Kimmeridge Road area in terms of Being the most convenient to visit. This is unsurprising given this is the current location of the MCLS, and also corresponds with commentary from the previous question which showed overlap with the most nearby locations.

The north end of Mottingham Rd is the location of Mottingham Library and the Vita Health Group sites given in the previous questions. The responses given to this question indicate a distinct lack of convenience of this area for MCLS users.

**Question 10:**

**Do you use any other local facilities which you think may have potential for the MCLS to collocate with?**

*Note: This question requested free-text answers. Responses have been categorised in the table below. Full answers are shown in Appendix A.*

| Write-in Responses                                    | Response count |
|---|----------------|
| Foxes Field/Mottingham Sports Ground (function rooms) | 2              |
| Castlecombe Children and Family Centre                | 2              |
| Castlecombe Youth Centre                              | 1              |
| Mottingham Library                                    | 1              |
| N/A   | 2              |

|                      |              |
|----------------------|--------------|
| <b>Answered</b>      | <b>8</b>     |
| <b>Skipped</b>       | <b>19</b>    |
| <b>Response Rate</b> | <b>29.6%</b> |

**Comments**

This question was prefaced with the following paragraph to help guide respondents to provide appropriate suggestions:

*“This needs to be a place where the service can be delivered safely and effectively. Safely and effectively means a space: that costs less than £30k per annum; is within a mile of the existing location; is close to a bus stop; has a minimum of 45m<sup>2</sup> available; and is collocated with another compatible service/business/organisation that de-risks lone working and ensures suitable safeguarding.”*

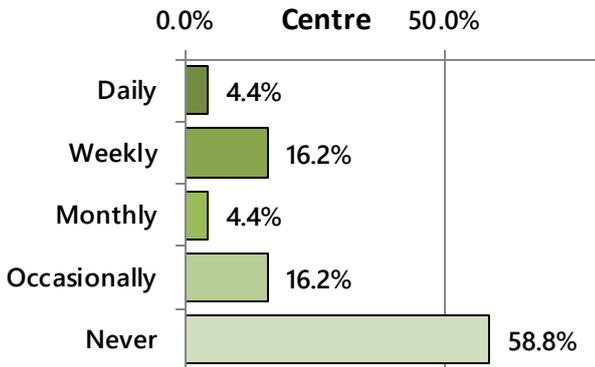
Two respondents indicated the building located at Foxes Field/Mottingham Sports Ground as a potential location, noting the presence of function rooms within the changing rooms building. This building is an 18 minute walk away from the current MCLS location via paved walkways only but may be shorter if cutting across grass.

Castlecombe Children and Family Centre and Castlecombe Youth Centre are located directly next to each other and primarily offer services aimed at children and teenagers, in contrast the adult-focused service of the MCLS. This location is a 6 minute walk away from the current MCLS site, near to Elmstead Wood Primary School.

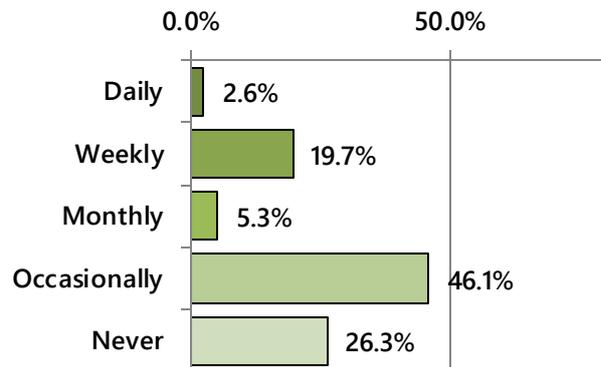
Mottingham Library was also a suggested location, discussed in the Question 8 commentary.



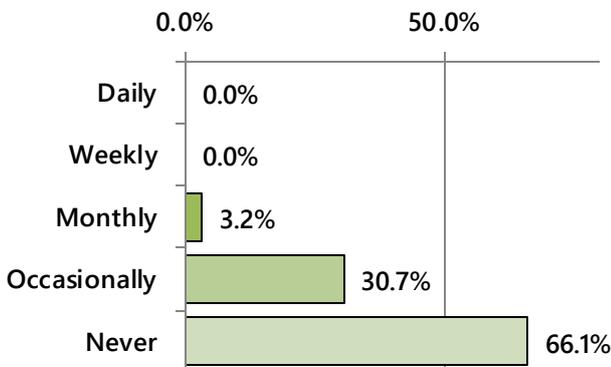
### Cotmandene Children and Family Centre



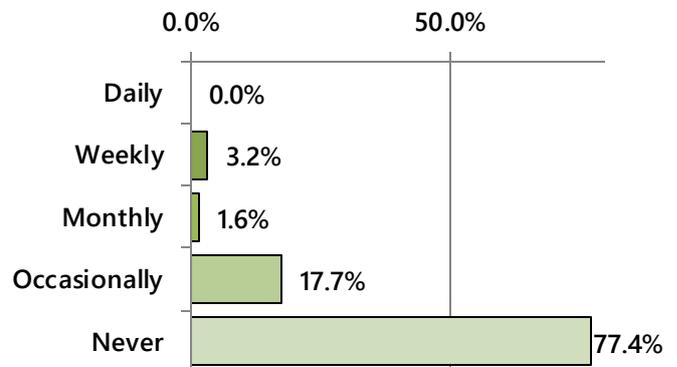
### St Paul's Cray Library



### St Paul's Cray Clinic



### Sanderson Hall



Response Rate: 77.9%

## Comments

As with Question 10, this question looked to understand what alternate locations would be suitable CCRC users, based on their existing usage patterns of these locations.

Of the four options presented to respondents, St Paul's Cray Library showed the greatest overlap of usage with the CCRC, with by far the fewest 'Never' responses. It should be noted that, at the time this survey was run, the CCRC was being run from this library and therefore a natural overlap was already occurring and expected. Additionally, the majority of responses to this survey were collected on-site at the library. The library building is a 3 minute walk away from the current CCRC location and is served by multiple bus stops.

Cotmandene Children and Family Centre shows the next highest overlap of users, despite the service aiming at a different age group, and is located on the same road (2 min walk) as the current CCRC location.

St Paul's Cray Clinic and Sanderson Hall (a function hall) ranked 3rd and 4th respectively in terms of user overlap, but still boasted at least a 25% user share. The clinic is a 3 minute walk away from the from the current CCRC

location, opposite the library, with Sanderson Hall just a little further away (4 minute walk).

Compared to the analysis of the alternative MCLS locations in Question 10, these locations are all much closer in distance to the current location of the CCRC, with distance not being the dominating predictor of user share.

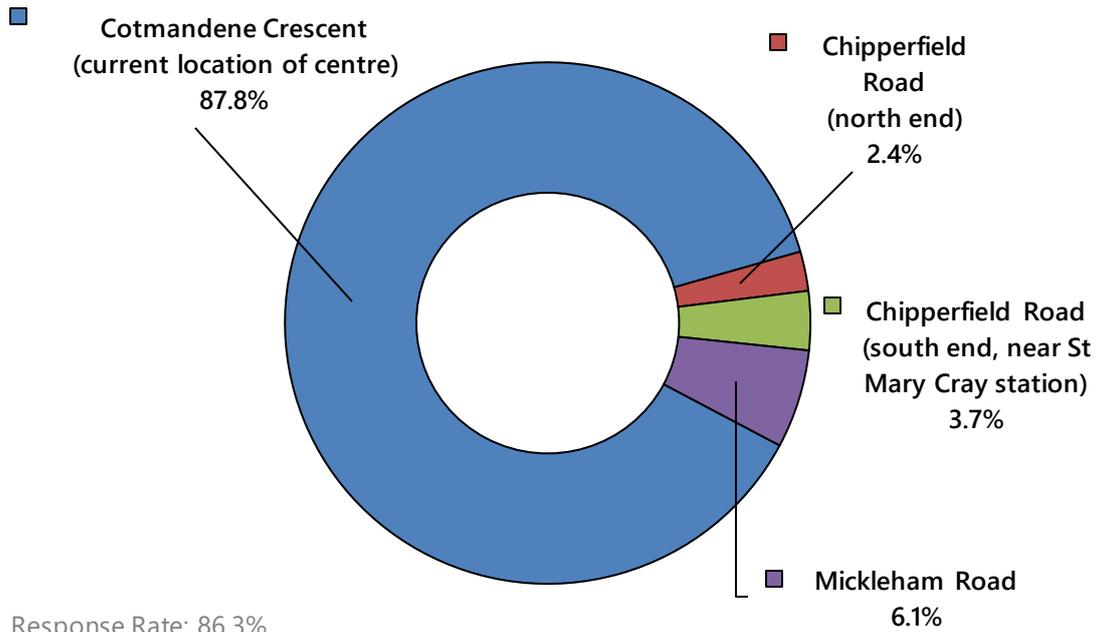
**Question 12:**

Please rate in order the shopping areas around St Paul's Cray and Cotmandene you would find most convenient to visit, should the CCRC centre be relocated there in the future.

*Due to an error with the digital version of the survey, the results given below indicate the frequency an option was voted 'top'.*

| Answer Choices  | Responses |    |
|---|-----------|----|
| Cotmandene Crescent<br>(current location of centre)         | 87.8%     | 72 |
| Chipperfield Road<br>(north end)                            | 2.4%      | 2  |
| Chipperfield Road<br>(south end, near St Mary Cray station) | 3.7%      | 3  |
| Mickleham Road  | 6.1%      | 5  |

**Answered** 82  
**Skipped** 13  
**Response Rate** 86.3%



**Comments**

Similar to the pattern found in Question 9 which show views from MCLS users, CCRC users also overwhelmingly ranked the current location of the centre to be the most convenient place for them to visit. Of the remaining three options, Mickleham Road was considered the next most convenient, which is also the closest in distance to Cotmandene Crescent and therefore served by similar transport links.

**Question 13:**

**Do you use any other local facilities which you think may have potential for the CCRC to collocate with?**

*Note: This question requested free-text answers. Responses have been categorised in the table below. Full answers are shown in Appendix A.*

| Write-in Responses                                    | Response count |
|---|----------------|
| Stay where it is                                      | 2              |
| St Paul's Cray Library                                | 2              |
| Co-Op (Cotmandene Crescent)                           | 1              |
| Oasis Community Hub/ Duke Youth Centre (St Mary Cray) | 1              |
| Sanderson Hall  | 1              |
| N/A   | 14             |

|                      |              |
|----------------------|--------------|
| <b>Answered</b>      | <b>21</b>    |
| <b>Skipped</b>       | <b>99</b>    |
| <b>Response Rate</b> | <b>17.5%</b> |

**Comments**

This question was prefaced with the following paragraph to help guide respondents to provide appropriate suggestions:

*“This needs to be a place where the service can be delivered safely and effectively. Safely and effectively means a space: that costs less than £30k per annum; is within a mile of the existing location; is close to a bus stop; has a minimum of 45m<sup>2</sup> available; and is collocated with another compatible service/business/organisation that de-risks lone working and ensures suitable safeguarding.”*

Although 21 users answered this question, the majority indicated they did not have an idea for a potential new location.

Two respondents asked for the centre to remain at its usual permanent location, and two other respondents recommended St Paul’s Cray library, where the service was temporarily being run at the time. Sanderson Hall, described in the Question 11 commentary, was also suggested here.

One person suggested ‘Co-op’, most likely referring to the Co-op Food shop directly opposite the current centre.

One user suggested the Oasis Community Hub/Duke Youth Centre in St Mary Cray, which is over 30 minutes away by foot. This centre appears to have been permanently closed by the local school that ran it in 2020. The respondent who suggested this location recommended collaboration with the school to run after-school clubs from here.

**Question 14:**

**How do you think the Community Resource Centre(s) could be improved?**

| Write-in Responses   | Response count |
|--|----------------|
| Already good/No comment  | 25             |
| Reopen at current location(s)/fix and maintain current buildings | 16             |
| Remain local/accessible  | 11             |
| Stronger collaboration/partnerships                              | 9              |
| More staff or volunteers   | 8              |
| Longer hours/more open days                                      | 5              |
| More and greater variety of classes/courses offered              | 5              |
| Improve furniture/environment                                    | 3              |
| More funding/non-specific improvements                           | 3              |
| More available drop-in sessions/appointments                     | 2              |
| Better outreach/marketing  | 2              |
| <i>Other (please see below)</i>                                  | 2              |

|                      |              |
|----------------------|--------------|
| <b>Answered</b>      | <b>70</b>    |
| <b>Skipped</b>       | <b>50</b>    |
| <b>Response Rate</b> | <b>58.3%</b> |

Two respondents provided specific and multi-faceted suggestions for improvements to the service:

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*“More than 1 training room to run outreach sessions and workshops. Modern updated resources to run training days ie laptops/computers, printers, interactive board for sessions for providers.*

*Modern bright larger space and rooms that offer confidential room/spaces where private conversations can take place.*

*Appearance wise to look more welcoming for visitors. Could look at service as a warm hub for local people and could have the potential to be a community fridge/food bank for those struggling locally.”*

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*“More regular maintenance inspections and actions carried out - monthly flushing of drains. Agreement in place with Clarion to repair any damaged caused by their property within 2 days.*

*Increase staff time and pay in line with inflation as they are brilliant.”*

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For a full list of responses to this question, please see Appendix B.

## Comments

This free form answer question sought the view of how users believe the service could be improved, although many use the opportunity to describe their satisfaction with the current service and how it has helped them with their individual needs already. Please see above two long-form answers with specific suggestions.

16 respondents wrote in their preference for the current buildings to be fixed up, or have legal issues resolved, so that the centres would not have to move from their current buildings. 11 respondents highlighted their need for the service to remain in the local area, should it not be possible to remain in the exact building.

As shown in Question 16 below, just under one in six respondents had taken this survey while representing another organisation, including partners which collaborate with the centres already. Nine respondents expressed a desire for these partnerships to be strengthened, or additional partnerships to be set up. Existing partnerships cited include Clarion, Citizens Advice Bromley, Age UK, HESTIA, Bromley Well, and St Paul's Cray Library. Please see Question 16 for a full list of groups or organisations.

Increasing the number staff or volunteers working in the centres was often recommended in conjunction with extending the opening hours of the service. Many respondents expressed their compliments for the existing staff but noted issues with keeping the centres open when any one of them is unexpectedly taken sick due to the small number employed.

Some users suggested offering more (in number or variety) classes and courses or making more appointments available to users. This was often written in conjunction with suggesting the service be provided additional funding.

Three respondents suggested updating furniture and the environment to be more comfortable and accommodating, and the remaining two suggested improved outreach and marketing of the service to improve awareness of what the service does for the local community.

**Question 15:**  
**What is your postcode?**

*For simplicity, responses are grouped by the postcode prefix.  
 Invalid answers are counted as 'Skipped' in the table below*

| Prefixes | MCLS Users | CCRC Users | No centre Users |
|----------|------------|------------|-----------------|
| BR1      | 10.5%      | 3.7%       | 0.0%            |
| BR2      | 5.3%       | 2.5%       | 0.0%            |
| BR5      | 21.1%      | 74.1%      | 100.0%          |
| BR6      | 0.0%       | 12.3%      | 0.0%            |
| BR7      | 0.0%       | 3.7%       | 0.0%            |
| DA14     | 0.0%       | 2.5%       | 0.0%            |
| SE9      | 63.2%      | 1.2%       | 0.0%            |

|                      |              |              |              |
|----------------------|--------------|--------------|--------------|
| <b>Answered</b>      | <b>19</b>    | <b>81</b>    | <b>3</b>     |
| <b>Skipped</b>       | <b>8</b>     | <b>14</b>    | <b>4</b>     |
| <b>Response Rate</b> | <b>70.4%</b> | <b>85.3%</b> | <b>42.9%</b> |

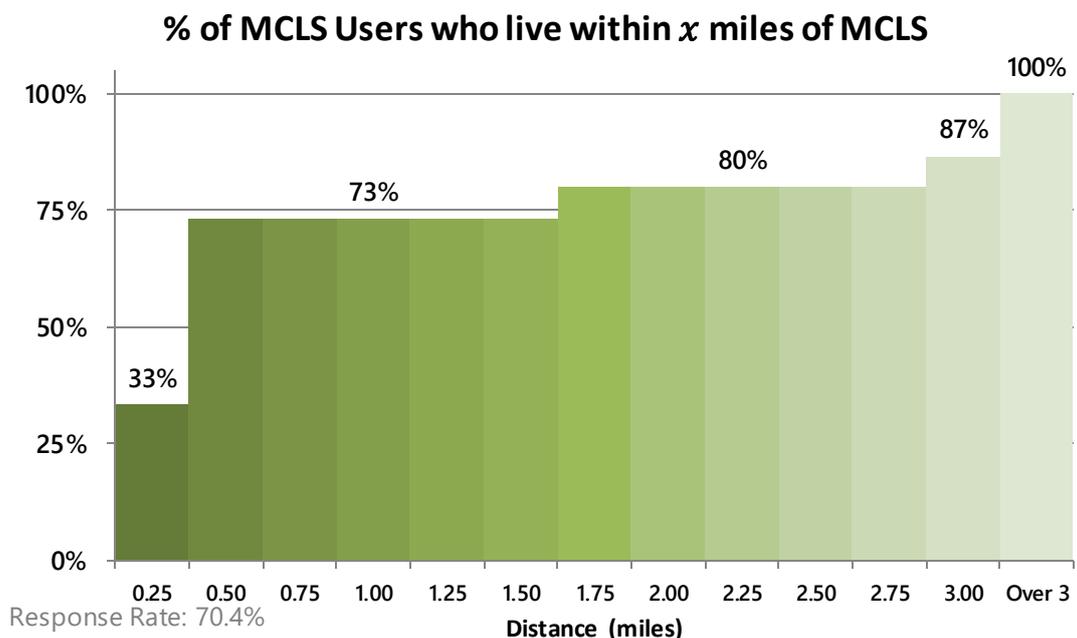
**Comments**

For this commentary, postcode analysis has been divided up by users, and non-users, of each centre due to this survey being presented equally to these groups.

Mottingham Community and Learning Shop (MCLS) Users:

MCLS's postcode is SE9 4DZ. Nearly two-thirds of respondents indicated they shared the same postcode prefix (SE9).

The graph below demonstrates how many respondents live within an *x*-mile radius of the centre, for example, 73% live within one mile:



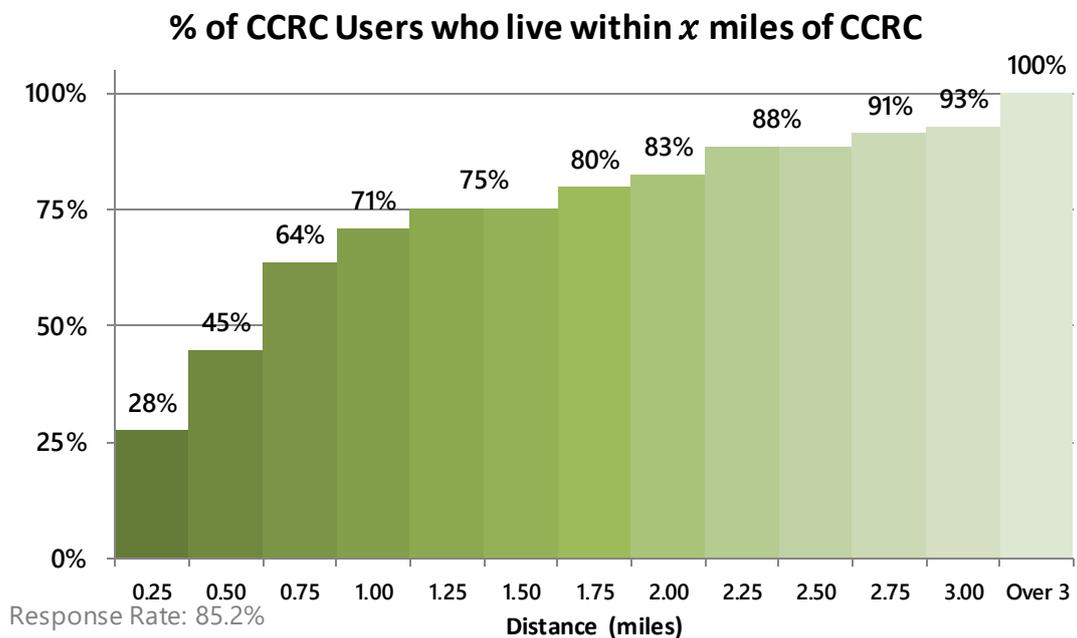
This graph demonstrates a very close proximity of users to the centre they use, more than half of respondents living within half a mile. This corresponds with Question 6 where it was found that the majority of users primarily walk to their local centre over other forms of transport.

The median user distance was 0.38 miles from the centre.

Cotmandene Community Resouce Centre (CCRC) Users:

CCRC’s postcode is BR5 2RG. Just under three quarters of its users shared the same prefix (BR5).

Compared to MCLS, a lower figure of 45% of CCRC users reported living within half a mile of the centre.



Compared to the previous graph, users of the CCRC appear to be less tightly concentrated around the centre. This difference is likely due to the difference in local geography between the two centres, where the MCLS is surrounded more completely by residential areas and is therefore more likely to capture users from a comparatively smaller area.

The median user distance was 0.52 miles from the centre.

Non-Users:

All non-users responding to the survey indicated they lived in the BR5 postcode area. This corresponds most closely with the CCRC location.

**Question 16:**

If you are representing a group or organization, please let us know which one:

| Write-in Responses   | Response count |
|--|----------------|
| Clarion Futures - Jobs and Training Team                           | 3              |
| Citizens Advice Bromley  | 2              |
| Clarion Housing Association  | 2              |
| Age UK Bromley Greenwich   | 1              |
| Bromley Adult Education College                                    | 1              |
| Bromley tenancy support service (HESTIA)                           | 1              |
| Bromley Well - Employment & Education team                         | 1              |
| Community Links Bromley  | 1              |
| Healthwatch Bromley  | 1              |
| Mottingham Community Champions                                     | 1              |
| Residents of St Pauls Cray   | 1              |
| River Church   | 1              |
| St Barnabas Church, St Pauls Cray / Anna Chaplaincy to the Elderly | 1              |
| St Pauls Cray Community Association (Sanderson Hall)               | 1              |
| St Paul's Cray Library   | 1              |

|                      |              |
|----------------------|--------------|
| <b>Answered</b>      | <b>19</b>    |
| <b>Skipped</b>       | <b>101</b>   |
| <b>Response Rate</b> | <b>15.8%</b> |

**Comments**

As part of the outreach for the survey, partner organisations or groups of the two centres were also encouraged to share their thoughts. Just over 15% of respondents indicated they were representing an organisation or group.

The majority of the groups identified offer advice, referrals, or classes already to users of the resource centre service, and have established links with Bromley Council. Many of these respondents are not themselves users of the service but instead provisioners to the service's offer.

Other groups identified include local churches, venues, and the St Paul's Cray Library (where the CCRC is temporarily based and also an identified potential collocation site).

**The remaining questions, questions 17 to 22, are designed to collect information about the demographics of people taking the survey.**

This helps the Council to ensure equality of access to the service and ensuring it is reaching the people who need it most.

Where possible, survey data is compared against established datasets from the Census or Office of National Statistics to help highlight any differences in demographic between survey-takers and the general population of Bromley borough or London. The comparator dataset is named on the respective graphs below.

Commentary for these questions are combined together after Question 22.

**Question 17:**

**Which of the following options best describes your gender identity?**

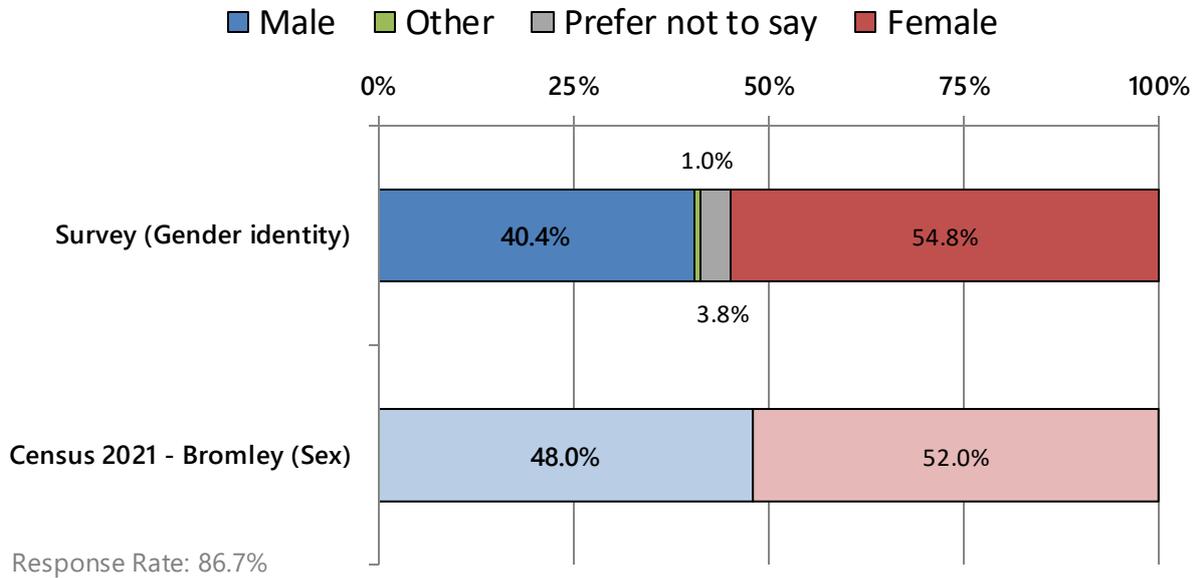
| Answer Choices         | Responses |    |
|------------------------|-----------|----|
| Male                   | 40.4%     | 42 |
| Female                 | 54.8%     | 57 |
| Other (please specify) | 1.0%      | 1  |
| Prefer not to say      | 3.9%      | 4  |

**Answered**                    **104**  
**Skipped**                    **16**  
**Response Rate**           **86.7%**

Notes:

- The respondent answering 'Other' did not specify their gender identity further.

- There is no available Census data on gender identity specifically. The graph below compares the survey data against the 2021 Census measurement of sex as the closest comparator.



**Question 18:**

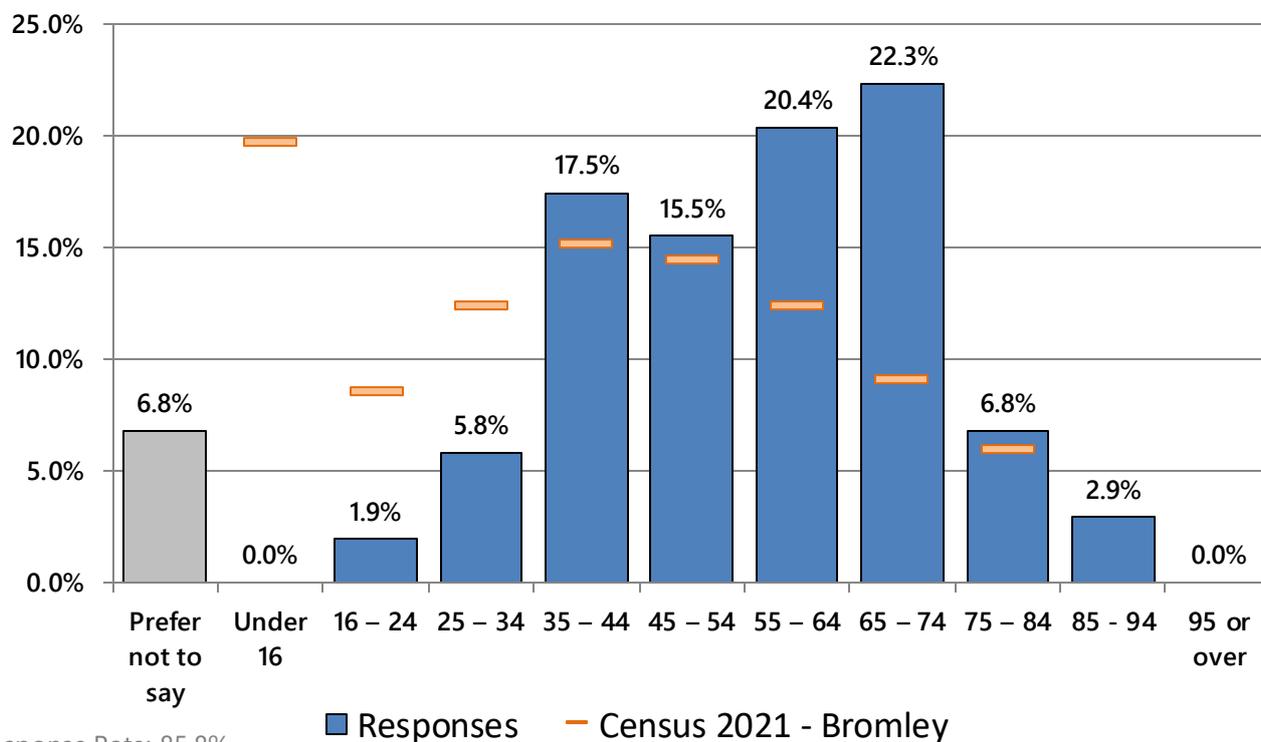
**Please state your age category:**

| Answer Choices    | Responses |    |
|-------------------|-----------|----|
| Prefer not to say | 6.8%      | 7  |
| Under 16          | 0.0%      | 0  |
| 16 – 24           | 1.9%      | 2  |
| 25 – 34           | 5.8%      | 6  |
| 35 – 44           | 17.5%     | 18 |
| 45 – 54           | 15.5%     | 16 |
| 55 – 64           | 20.4%     | 21 |
| 65 – 74           | 22.3%     | 23 |
| 75 – 84           | 6.8%      | 7  |
| 85 - 94           | 2.9%      | 3  |
| 95 or over        | 0.0%      | 0  |

**Answered 103**  
**Skipped 17**  
**Response Rate 85.8%**

Note:

- 2021 Census data groups all people over 90 years of age together, therefore a direct comparison is not possible for the two oldest groups given in the graph below.



**Question 19:**

**Please indicate your ethnic background from the options below:**

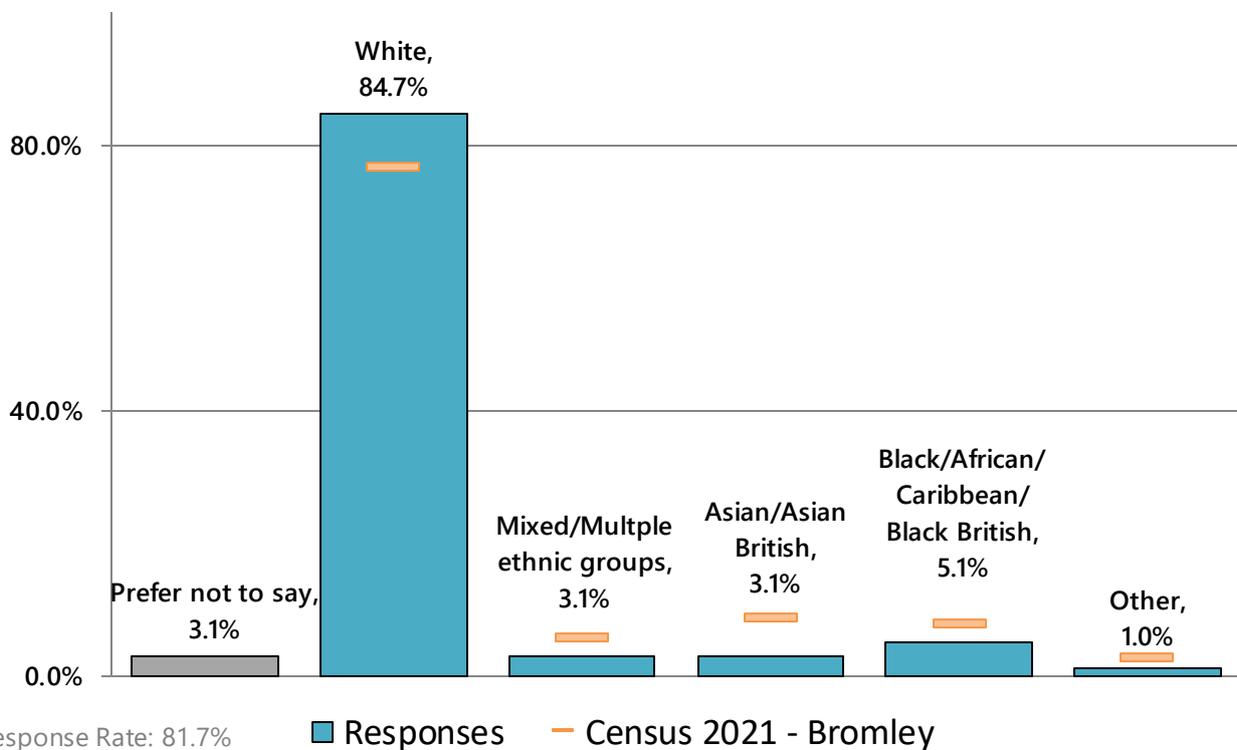
| Answer Choices   | Responses |    |
|--|-----------|----|
| White English/Welsh/Scottish/Northern Irish/British              | 75.5%     | 74 |
| White Irish  | 3.1%      | 3  |
| White Gypsy or Irish Traveller                                   | 3.1%      | 3  |
| White Roma   | 0.0%      | 0  |
| Any other white background                                       | 3.1%      | 3  |
| Mixed White and Black Caribbean                                  | 3.1%      | 3  |
| Mixed White and Black African                                    | 0.0%      | 0  |
| Mixed White and Asian  | 0.0%      | 0  |
| Any other Mixed background                                       | 0.0%      | 0  |
| Asian / Asian British Indian                                     | 1.0%      | 1  |
| Asian / Asian British Pakistani                                  | 0.0%      | 0  |
| Asian / Asian British Bangladeshi                                | 0.0%      | 0  |
| Asian / Asian British Chinese                                    | 1.0%      | 1  |
| Any other Asian background                                       | 1.0%      | 1  |
| Black / Black British African                                    | 2.0%      | 2  |
| Black / Black British Caribbean                                  | 2.0%      | 2  |
| Any other Black / Black British / African / Caribbean background | 1.0%      | 1  |

|  |      |   |
|--|------|---|
| Arab   | 0.0% | 0 |
| Prefer not to say                                  | 3.1% | 3 |
| Any other ethnic group/background (please specify) | 1.0% | 1 |

**Answered** 98  
**Skipped** 22  
**Response Rate** 81.7%

Note:

- The respondent answering 'Other' did not specify their ethnic background further.
- For the purposes of graphing the results, categories given above have been combined into their broader ethnic group label



**Question 20:**  
**Which of the following best describes your sexual orientation?**

| Answer Choices           | Responses |    |
|--------------------------|-----------|----|
| Prefer not to say        | 15.3%     | 15 |
| Straight/Heterosexual    | 72.5%     | 71 |
| Gay or lesbian           | 8.2%      | 8  |
| Bisexual                 | 4.1%      | 4  |
| Other sexual orientation | 0.0%      | 0  |

**Answered** 98  
**Skipped** 22  
**Response Rate** 81.7%

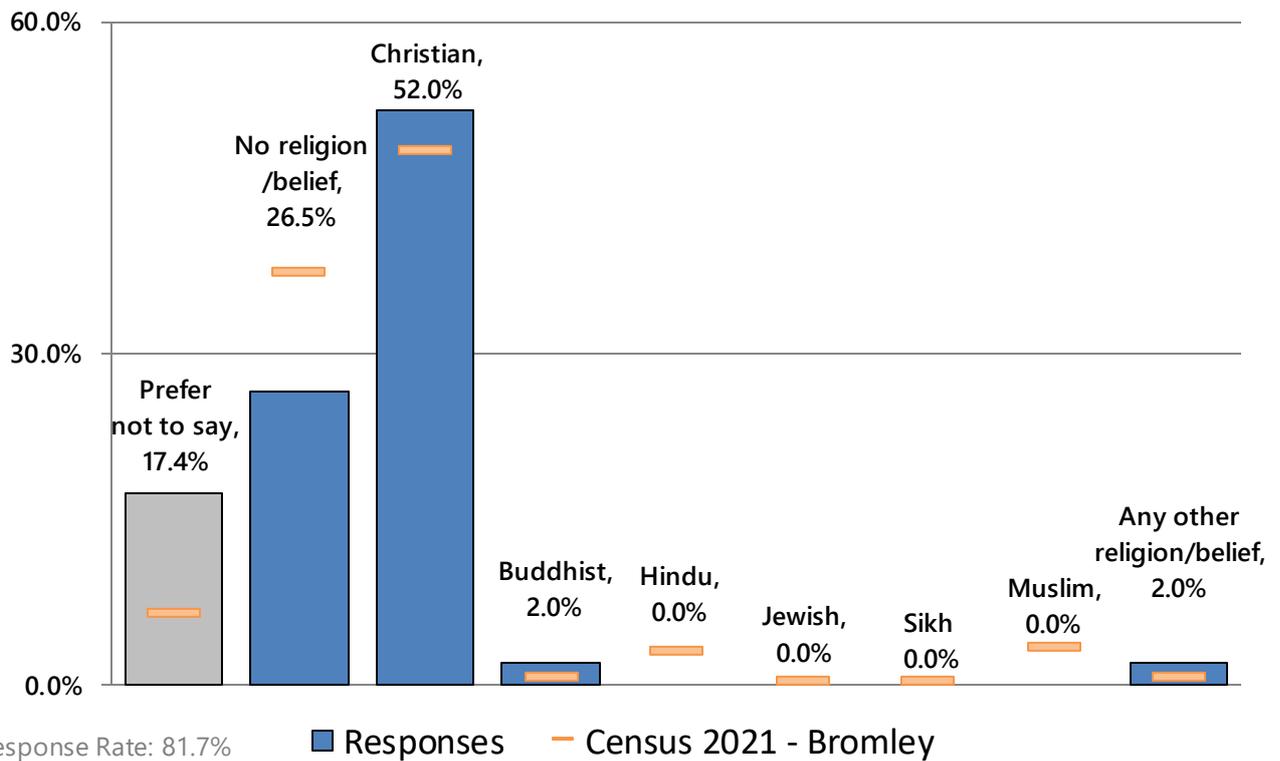


Response Rate: 81.7%   ■ Responses   - ONS 2020 Estimate - London

**Question 21:**  
**What is your religion/belief?**

| Answer Choices            | Responses |    |
|---------------------------|-----------|----|
| Prefer not to say         | 17.4%     | 17 |
| No religion/belief        | 26.5%     | 26 |
| Christian                 | 52.0%     | 51 |
| Buddhist                  | 2.0%      | 2  |
| Hindu                     | 0.0%      | 0  |
| Jewish                    | 0.0%      | 0  |
| Sikh                      | 0.0%      | 0  |
| Muslim                    | 0.0%      | 0  |
| Any other religion/belief | 2.0%      | 2  |

**Answered**                    **98**  
**Skipped**                    **22**  
**Response Rate**           **81.7%**

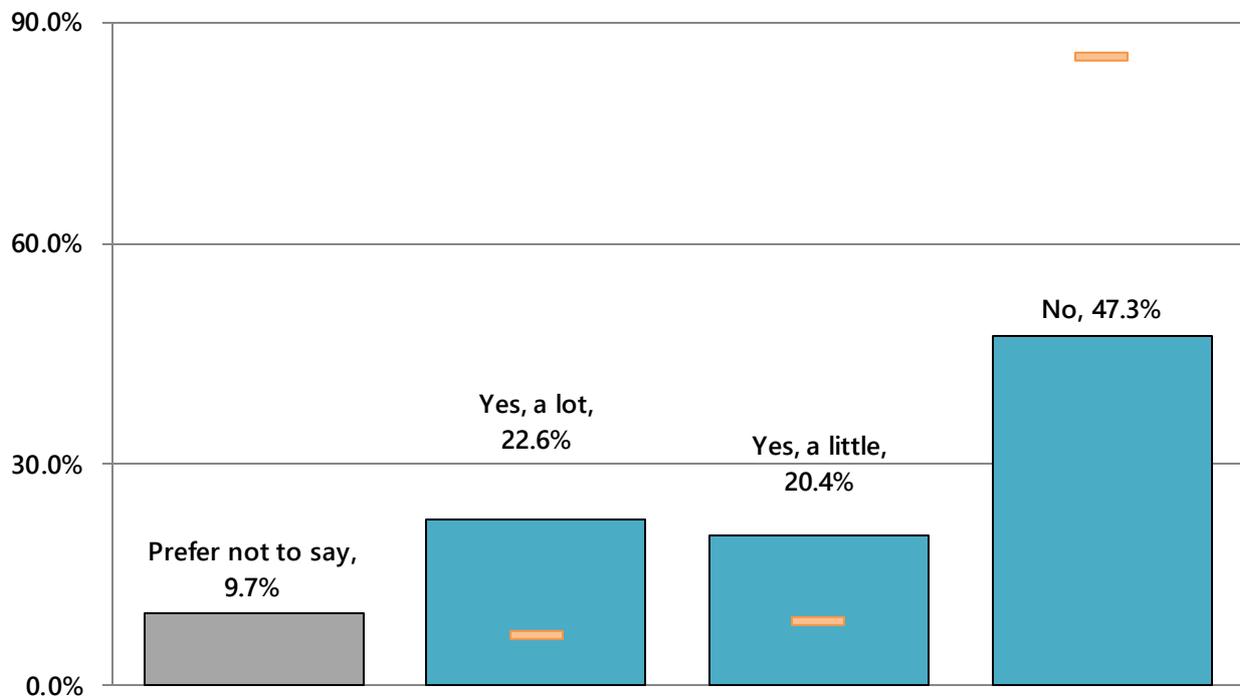


**Question 22:**

**Do you have any physical or mental health conditions or illnesses, lasting more than 12 months, and do they reduce your ability to carry out day-to-day activities?**

| Answer Choices    | Responses |    |
|-------------------|-----------|----|
| Prefer not to say | 9.7%      | 9  |
| Yes, a lot        | 22.6%     | 21 |
| Yes, a little     | 20.4%     | 19 |
| No                | 47.3%     | 44 |

**Answered 93**  
**Skipped 27**  
**Response Rate 77.5%**



Response Rate 77.5%

■ Responses    — Census 2011 - Bromley

## Comments – Questions 17 to 22

All questions above allow these to select a 'prefer not to say' option to discourage respondents from simply skipping the question and skewing the larger picture.

Question 17 asked respondents about their gender identity. The proportion indicating they were female was only 2.8% higher than the borough population. Males were slightly under-represented but not to a statistically significant degree. 'Other' and 'prefer not to say' respondents made up only a small percentage of the total, but it is not possible to directly compare this data against the 2021 Census figures due to a difference in recording method.

Question 18 asked users to select their age category, in primarily 10-year increments. Bromley borough is already considered to have a notably ageing population compared to the London average. Respondents to the survey skewed further older than the borough's general demographic, noting a particular peak among 55 to 74 year olds. This is not unexpected given that the resource centre service does not aim its services at children and teenagers, which make up just under a fifth of the borough's population.

Question 19 asked respondents about their ethnic background. There was a notable over-representation of respondents indicating their background as White by 8%, and an under-representation of all other groups. However 3.1% answered that they would 'prefer not to say' which slightly obscures the overall picture.

Question 20 asked respondents about their sexual orientation. Compared to ONS estimated London averages, straight/heterosexual respondents were under-represented, with gay/lesbian and bisexual identities both being comparatively over-represented. However a statistically significant percentage, 15.3%, of those surveyed did not wish to indicate their sexual orientation – a much higher percentage compared to the ONS dataset.

Question 21 asked about respondents' religion or belief. As in the previous question, a significant amount (17.4%) did not wish to provide this information. Those answering they had no religion or belief answered notably less frequently compared to the borough average. Hindu and Muslim beliefs were also slightly under-represented. Christian respondents appear over-represented in this survey, even despite the high percentage of 'prefer not to say' answers.

Question 22 asked about long-term physical and mental health conditions of respondents, where there is indication that users of the service are particularly more likely to suffer such a condition. Given that the service is aimed at supporting those who require additional help (in many forms), and that the service attracts older age groups, it is not unexpected for users of this service to experience difficulty carrying out day-to-day activities. Over two in five respondents indicated at least some difficulty day-to-day.

## Appendices

### Appendix A: Question 10/13 free-text responses

Do you use any other local facilities which you think may have potential for the MCLS/CCRC to collocate with?

#### MCLS

| Respondent No. | Responses   |
|----------------|---|
| 1              | Dont No   |
| 2              | Mottingham Library.<br>Castecombe Childrens Centre.<br>Foxes Field (The changing rooms building also has function rooms)  |
| 3              | Fox's field   |
| 4              | Its current place is perfect!   |
| 5              | Castlecoombe youth centre   |
| 6              | Not sure to be honest   |
| 7              | I regularly use the Children and Family Centre  |
| 8              | The service that the community shop provides is invaluable to the resident's part of it being so conveniently positioned. |
| 9              | No  |

#### CCRC

| Respondent No. | Responses   |
|----------------|---|
| 1              | I really need Cotmandene Resource Centre to stay where it is at present. When I was suffering mental illness I visited the centre lots more and the staff were so helpful and caring. If I would have had to get a bus I don't know whether I would have been able to do that. I don't know if I would have got through my illness without the centre's help.           |
| 2              | Best where it is  |
| 3              | Co-op   |
| 4              | The library (converted)   |
| 5              | The duke community centre or the oasis community centre<br>Behind st Mary Cray school<br>I have used this huge building when I was running st Mary Cray after school<br>Club but they could not afford the bills so they have relocated back to the school however maybe you could collaborate with the school again or myself to run the after school clubs here again |

|   |   |
|---|---|
| 6 | Sanderson Hall might be best as it has parking.   |
| 7 | With St Paul's Cray Library either on the present site with some building redevelopment or in the old school building behind the library where both library and CCRC can be together as a local hub |

## Appendix B: Question 14 free-text responses

### How do you think the Community Resource Centre(s) could be improved?

Answers are presented in the order received.

| Respondent No. | Responses   |
|----------------|---|
| 1              | Closer work with Bromley Libraries.   |
| 2              | I think they offer a lot already.   |
| 3              | Perhaps covering the whole community & not just people who are not working during their opening hours. How can it be called a community resource when a large percentage of the community is not included?  |
| 4              | I think it covers every basis it needs to   |
| 5              | Longer hours and 5 days a week  |
| 6              | More training courses and maybe a collaboration with a day centre for the elderly and a nursery so that they can mix and engage with each other   |
| 7              | Marketing - making people more aware of what services are available and what is going on there  |
| 8              | the service run by Mat and Sam is exceptional. We just need it to continue locally for the residents  |
| 9              | Perhaps run by a local church   |
| 10             | The centre should be open every weekday and perhaps some Saturday mornings. More paid staff would help - volunteers are good but they need support. Centres need to be sited in busy shopping areas and easily accessible.  |
| 11             | Open 5 days a week  |
| 12             | More regular maintenance inspections and actions carried out - monthly flushing of drains. Agreement in place with Clarion to repair any damaged caused by their property within 2 days.<br><br>Increase staff time and pay in line with inflation as they are brilliant. |
| 13             | More staff and more resources. They are very helpful but there is a limit to what they can do. Also hard to get enough help in a short appointment. I'd like to be able to drop by as it's not easy to make an appointment cos I don't know when I'm going to be free.    |
| 14             | I think it offers a range of valuable services so cant think of any ways that the centre can be improved  |
| 15             | They are already extremely effective in their current provision for local people. Maybe more drop-in sessions for housing and possibly a Foodbank Centre  |
| 16             | Already excellent   |

|    |  |
|----|--|
| 17 | It is already excellent. It does need a better maintenance plan.   |
| 18 | The Mottingham Learning Shop does not need improvement   |
| 19 | I don't  |
| 20 | None, it's very well run and very-very helpful!  |
| 21 | More outreach to let people know about events  |
| 22 | Opened 5 days a week. More staff or volunteers.  |
| 23 | I dont thing it can  |
| 24 | Stay in area   |
| 25 | Centre re-open   |
| 26 | No.  |
| 27 | The Centre has always helped with everything, staff go the extra mile so no improvement needed   |
| 28 | Centre Re-Opened   |
| 29 | Open please  |
| 30 | Concerned that it remains accessable and local   |
| 31 | More staff & resources   |
| 32 | N/A  |
| 33 | Cotmandene Crescent offers an ideal location for our more disable clients to access a site very close to them. Moving away would reduce people's access to our service.  |
| 34 | It is a vital service - in an area of great need - it should be deemed as essential by the council - their offices in Cotmandene should be sorted and repaired.  |
| 35 | Brilliant service, essential for residents.  |
| 36 | Just needs to be updated but the location is great. Paint it and repair the works that needs to be completed.  |
| 37 | HESTIA operates 2 housing support and advice clinics at the Cotmandene and Mottingham centres and has done so for several years very successfully. To date we have found both the staff and volunteers and the premises very accommodating and suitable as central location for the service users we see.  |
| 38 | Employing more full time staff   |
| 39 | More staff   |
| 40 | More than 1 training room to run outreach sessions and workshops. Mordern updated resources to run training days ie laptops/computers, printers, interactive board for sessions for providers, Mordern bright larger space and rooms that offer confidential room/spaces where private conversations can take place. Appearance wise to look more welcoming for visitors. Could look at service as a warm hub for local people and could have the potential to be a community fridge/food bank for those struggling locally. |
| 41 | The Centre offers the local community so many services to assist them with their day to day living. It has been a constant for people over many years and is a resource we highlight and signpost our residents to on a daily basis. It provides a space for the more vulnerable of our residents to go and get assistance so they are able to live independently. The staff and volunteers go above and beyond to help the local community. The location is   |

|    |   |
|----|---|
|    | ideal for those who access it as it's within a busy central shopping parade in the middle of a very populated area with a mixture of tenure. The Centre's internal layout is helpful as it has separate meeting rooms which allows users and us who provide outreach to have a private space to discuss sensitive information at times. I can't think of anything that could be improved upon in y opinion. |
| 42 | [Duplicate of previous answer]  |
| 43 | [Duplicate of previous answer]  |
| 44 | Cotmandene is a wonderful centre very convenient and wonderful staff always very helpful  |
| 45 | It is a great place for people to meet and socialise.   |
| 46 | More comfortable premises to enable safer and easier working for excellent staff.   |
| 47 | Its ok  |
| 48 | No  |
| 49 | More courses  |
| 50 | You cannot improved the service   |
| 51 | Don't Know  |
| 52 | I would be lost without it  |
| 53 | I need it to open soon  |
| 54 | It can't  |
| 55 | Be back where it is   |
| 56 | I love the centre   |
| 57 | I go to the centre all the time the ladies are so good and helpful and good at there job it can not be improved   |
| 58 | To be open  |
| 59 | At the moment this centre provides all we need  |
| 60 | They have everything we require   |
| 61 | By opening up again   |
| 62 | More courses  |
| 63 | More funding for Adult Education  |
| 64 | More funding  |
| 65 | Have more adult classes and more variety of courses to do overall. It is the lovely to have the centre here for all people.   |
| 66 | Its already doing a fantastic job.  |
| 67 | More funding so they can provide help and courses for more people.  |
| 68 | The centre needs more staff as it currently runs on a skeleton staff and has to close when lone working or staff occurs due to annual leave/sickness etc.   |
| 69 | To be open again  |
| 70 | would be nice if there no more leaks,   |

## Appendix C: Q16 free-text responses

### What is your postcode?

(Note: Last two letters have been removed as per advice from Head of Information Management to meet GDPR requirements)

| Respondent No. | Responses |
|----------------|-----------|
| 1              | BR4 9     |
| 2              | BR4 0     |
| 3              | Br49      |
| 4              | BR27      |
| 5              | BR4 0     |
| 6              | Br4 9     |
| 7              | Br27      |
| 8              | Br4 0     |
| 9              | BR4 0     |
| 10             | Br3       |
| 11             | BR4 0     |
| 12             | BR4 0     |
| 13             | BR4 0     |
| 14             | BR36      |
| 15             | br4 9     |
| 16             | br1 2     |
| 17             | BR4 0     |
| 18             | BR4 0     |
| 19             | BR4 9     |
| 20             | BR4 0     |
| 21             | BR40      |
| 22             | BR4 9     |
| 23             | BR4 0     |
| 24             | SE12 8    |
| 25             | BR3 3     |
| 26             | Br4 9     |
| 27             | Br2 7     |
| 28             | Br1 4     |
| 29             | Br4 0     |

| Respondent No. | Responses |
|----------------|-----------|
| 30             | Br4 9     |
| 31             | br4 0     |
| 32             | BR4 0     |
| 33             | br4 0     |
| 34             | BR4 0     |
| 35             | BR2       |
| 36             | BR1 2     |
| 37             | Br4 0     |
| 38             | br4 9     |
| 39             | Br4 9     |
| 40             | BR4 9     |
| 41             | BR4 9     |
| 42             | br4 9     |
| 43             | BR4 0     |
| 44             | BR4       |
| 45             | Br4 9     |
| 46             | Br12      |
| 47             | BR4 0     |
| 48             | BR4 0     |
| 49             | BR40      |
| 50             | BR40      |
| 51             | BR3 3     |
| 52             | Br4 0     |
| 53             | BR4 0     |
| 54             | br4 0     |
| 55             | BR2 7     |
| 56             | BR49      |
| 57             | BR40      |
| 58             | br2       |

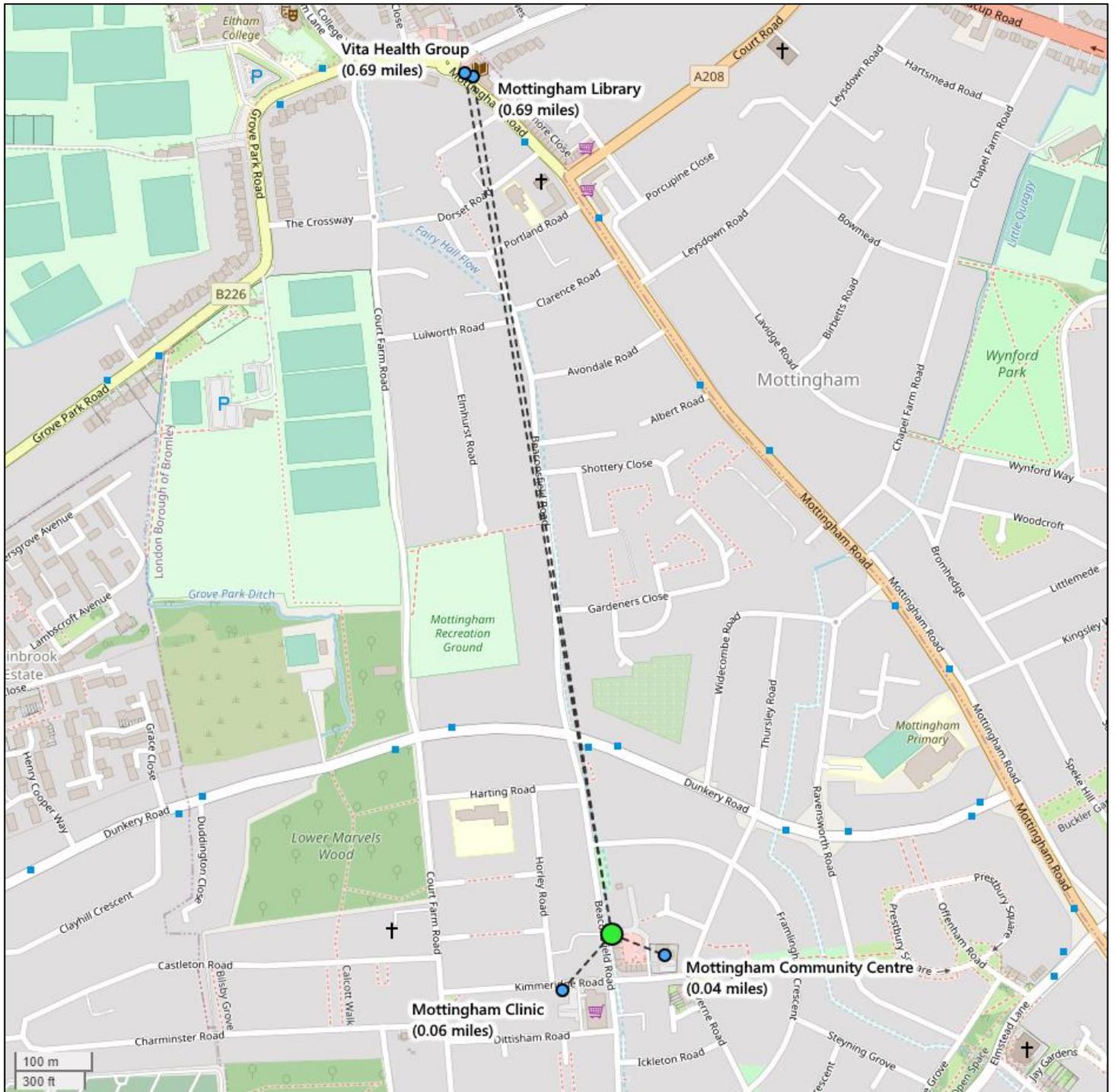
| Respondent No. | Responses |
|----------------|-----------|
| 59             | Br4 0     |
| 60             | BR6 9     |
| 61             | BR4 0     |
| 62             | BR4 0     |
| 63             | BR4       |
| 64             | BR4 0     |
| 65             | BR4 9     |
| 66             | BR27      |
| 67             | BR4 0     |
| 68             | Br4 9     |
| 69             | Br3       |
| 70             | Br4 0     |
| 71             | BR4 9     |
| 72             | BR4 9     |
| 73             | BR4 0     |
| 74             | br6 O     |
| 75             | Br3       |
| 76             | Br40      |
| 77             | Cr07      |
| 78             | Br4 9     |
| 79             | Br4       |
| 80             | BR4 9     |
| 81             | BR4 0     |
| 82             | Br40      |
| 83             | Br2 7     |
| 84             | Br4 0     |
| 85             | bR3       |





**Figure 3: Mottingham Community and Learning Shop (MCLS) and alternate sites**

MCLS is shown as a green dot, with alternate sites as blue dots. The distance between the MCLS and each site, shown as dotted lines, are labelled next to each alternate site.



**Figure 4: Mottingham Community and Learning Shop (MCLS) user postcode locations**

MCLS is shown as a green dot, and Mottingham Library as a blue dot, with a 1-mile radius drawn around each. The locations of postcodes, and the number of MCLS users who responded that they live there in the survey, are shown in coloured circles.

