




ACTIVITY CENTRE SERVICE REVIEW

SURVEY RESULTS

**SHARE YOUR THOUGHTS
ON THE BOROUGH'S
ACTIVITY CENTRES**

“  ”

SCAN THE QR CODE
OR COMPLETE THE SURVEY
VIA TELEPHONE THROUGH
THE CUSTOMER CONTACT CENTRE
ON 01268 533333

Basildon Council is committed to ensuring that we listen to residents and service users. This survey is designed to give you the opportunity to tell us your thoughts on the Borough's Activity Centre Service.


The Activity Centres provide and promote facilities and services that enhance the quality of life for over 50's residents of Basildon borough, with the key objective to develop and maintain a service that increasingly focuses on the promotion of health, wellbeing and independence.

The council's three Activity Centres, located at the George Hand Centre, Pleasa Activity Centre at The Pleasa and the London Activity Centre at London Community Centre, offer a range of daytime activities and social events from Monday to Friday, which give members the opportunity to make new friends, explore their creative side and develop new skills.

The findings of this consultation will be used to inform future service improvements.

You can also request a hard copy of the survey at one of the Activity Centres or by telephoning 01268 533333.

If you would like to find out more about how Basildon Borough Council uses your personal data, please go to www.basildon.gov.uk/privacy.

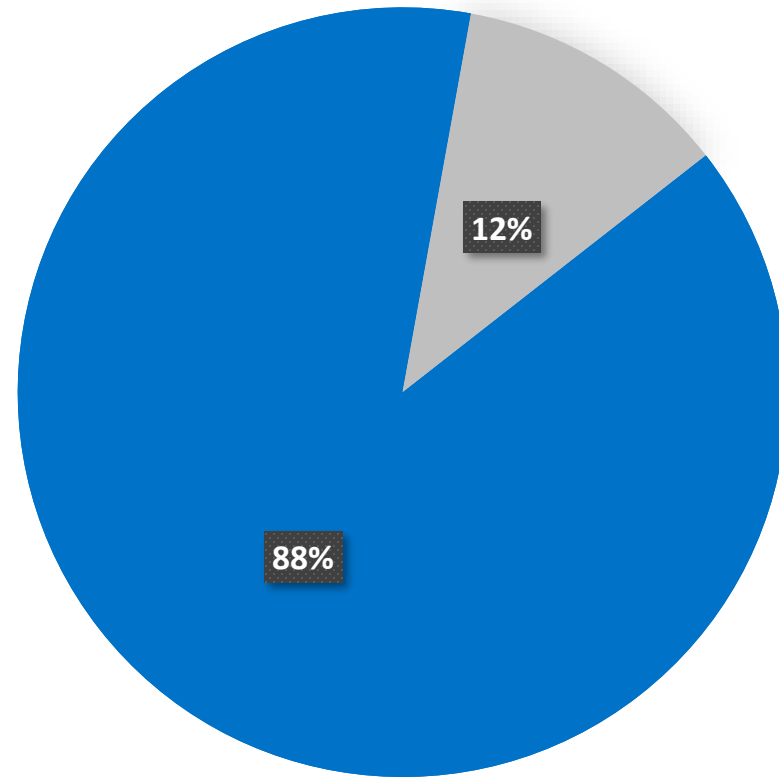


RESPONSE DEADLINE: 8th SEPTEMBER 2023

Basildon Council
Borough Council

SURVEY RESPONSES: 639

Are you currently a registered member of an Activity Centre?



■ Yes ■ No

SURVEY RESPONSES

PITSEA ACTIVITY CENTRE



170

4 former members

someone interested in joining an activity centre:
49

THE GEORGE HURD CENTRE



156

3 former members

other:
7

a relative, friend or carer answering on behalf:
2

LAINDON ACTIVITY CENTRE



269

3 former members

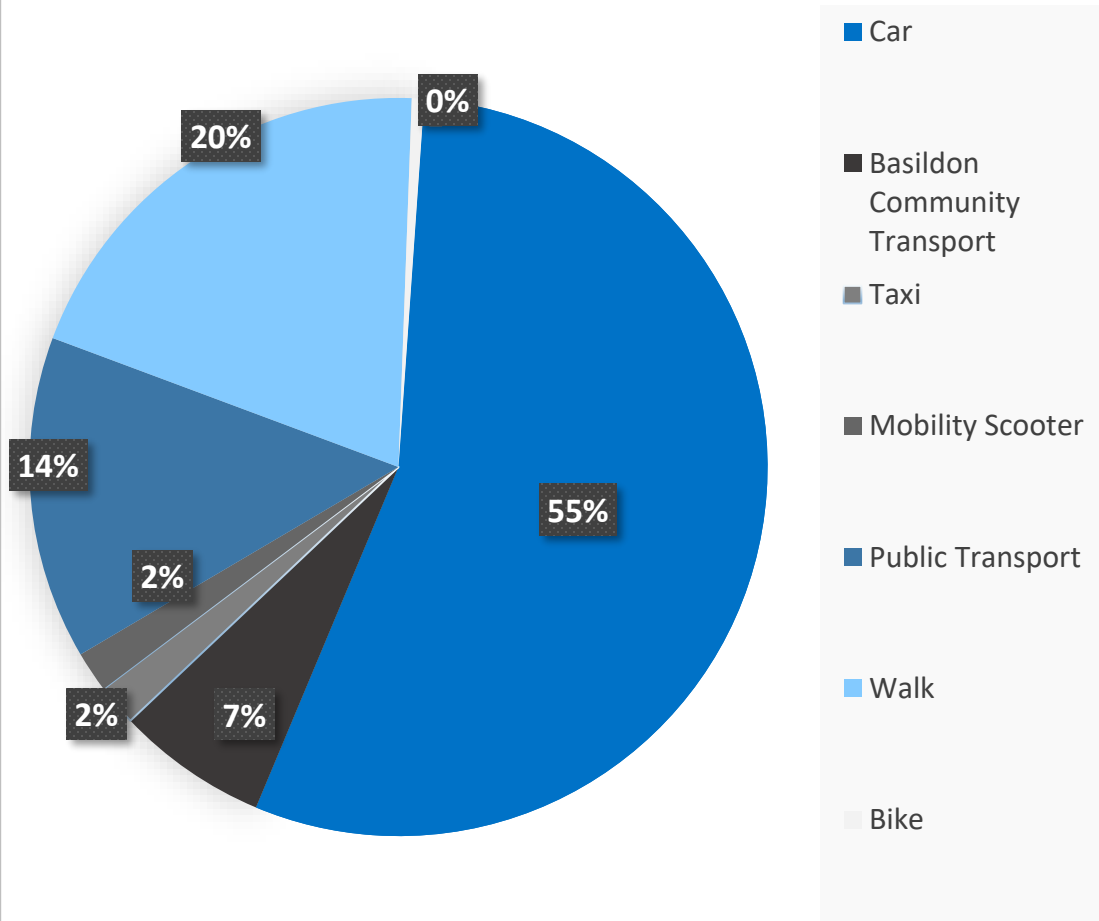
SURVEY REACH

CM11	36
CM12	16
CM13	6
CM14	1
RM12	1
RM18	3
SS11	7
SS12	17
SS13	112
SS14	98
SS15	148
SS16	143
SS17	12
SS3	1
SS4	1
SS6	2
SS7	19
Not provided	16



TRANSPORT

How do you most commonly travel to the Activity Centre?



Laindon Activity Centre Members

2-3 times a week	3
Weekly	7
Did not specify	2

Laindon Activity Centre & George Hurd Members

Weekly	1
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Pitsea Activity Centre Members

Daily	1
2-3 times a week	3

Pitsea Activity Centre & George Hurd Members

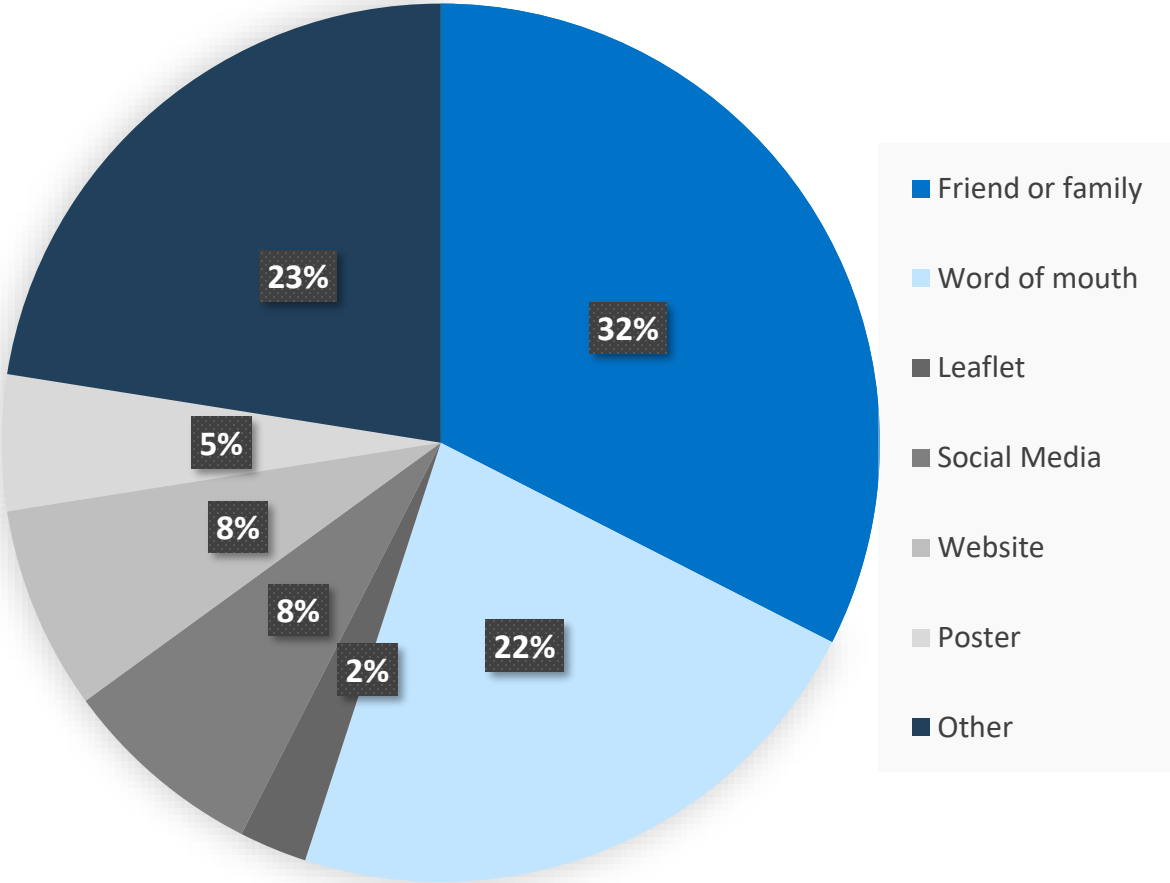
2-3 times a week	3
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George Hurd Activity Centre Members

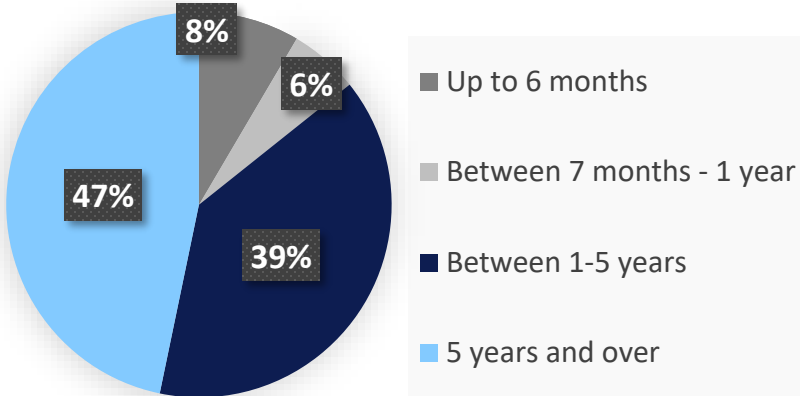
Daily	1
2-3 times a week	15
Weekly	7
Monthly	2
Did not specify	1

ABOUT OUR MEMBERS

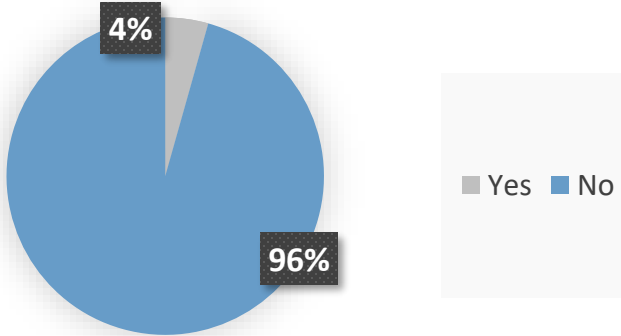
How did you hear about the Activity Centre Service?



How long have you been a member?

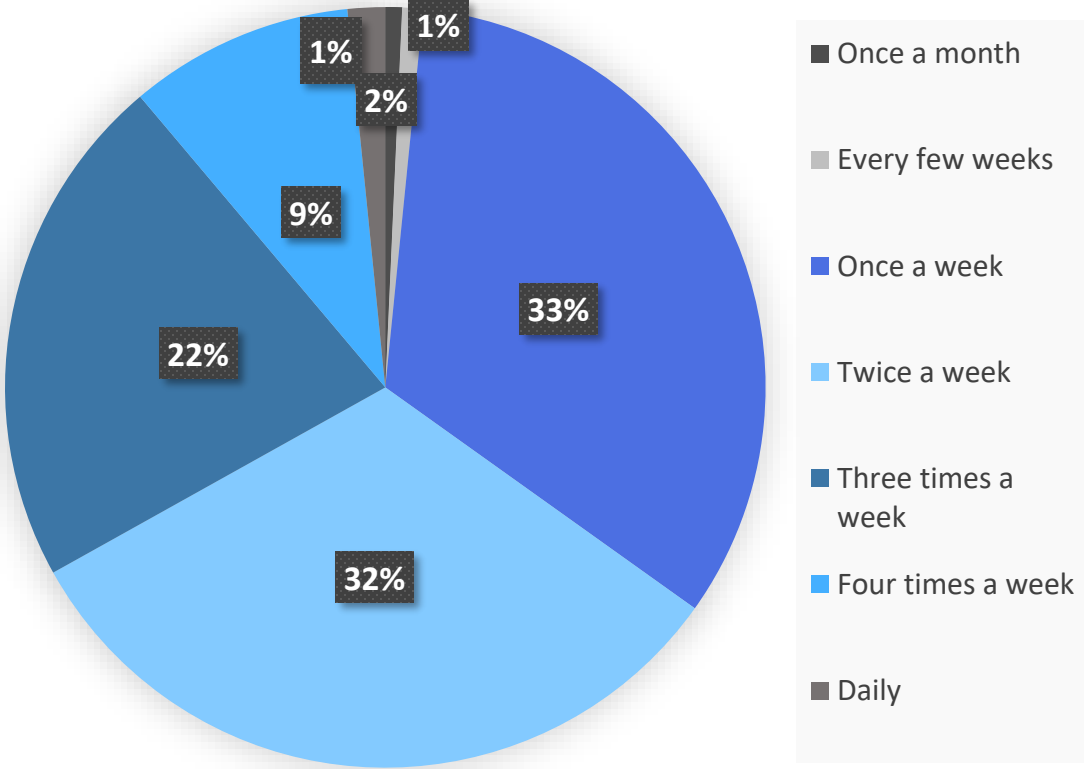


Do you need support or a carer to help you attend and/or use the Activity Centre?

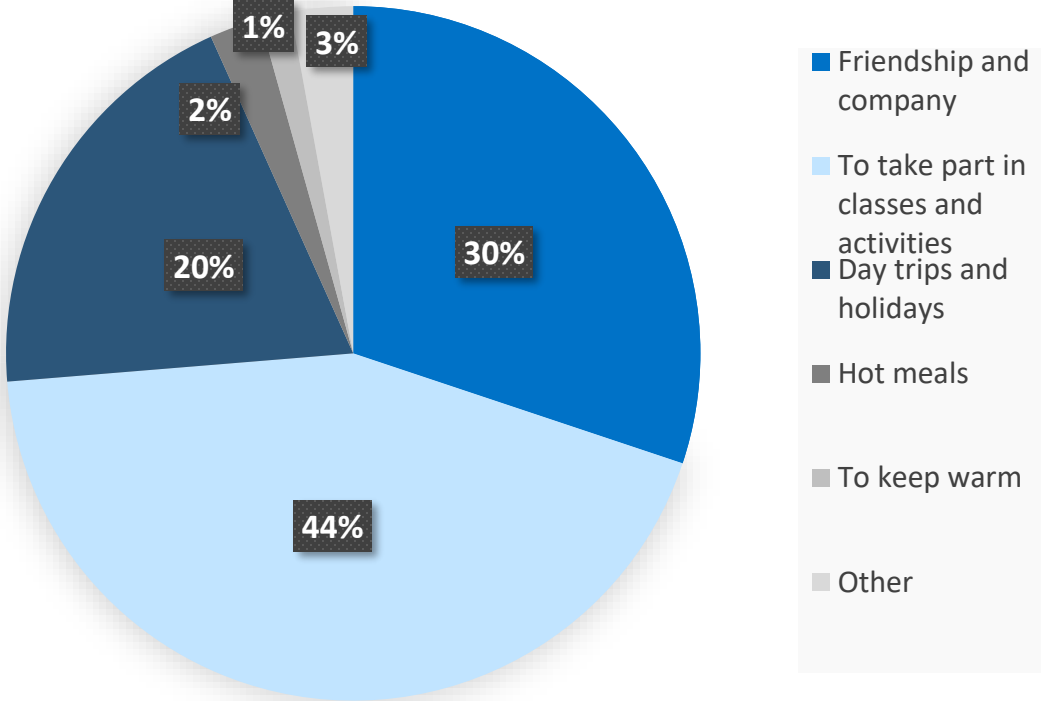


ABOUT OUR MEMBERS

How often do you attend the Activity Centre?

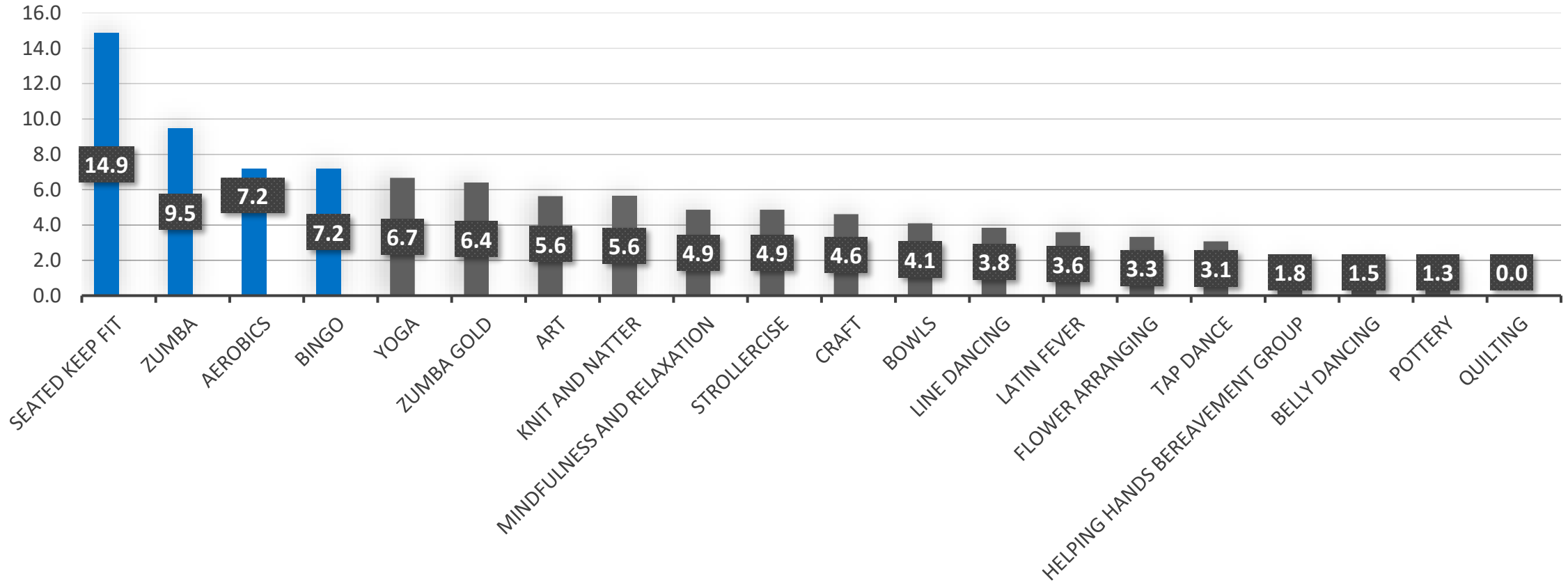


What do you attend the Activity Centre for?



PITSEA ACTIVITY CENTRE

Which activities do you enjoy the most? (%)



PITSEA ACTIVITY CENTRE

Are there any current activities you'd like to see more of?

"Art"

"Tai Chi"

"Pilates"

"Wellbeing and mindfulness"

"Fit Steps"

"Computing Classes"

"Aerobics"

"Knit and Natter"

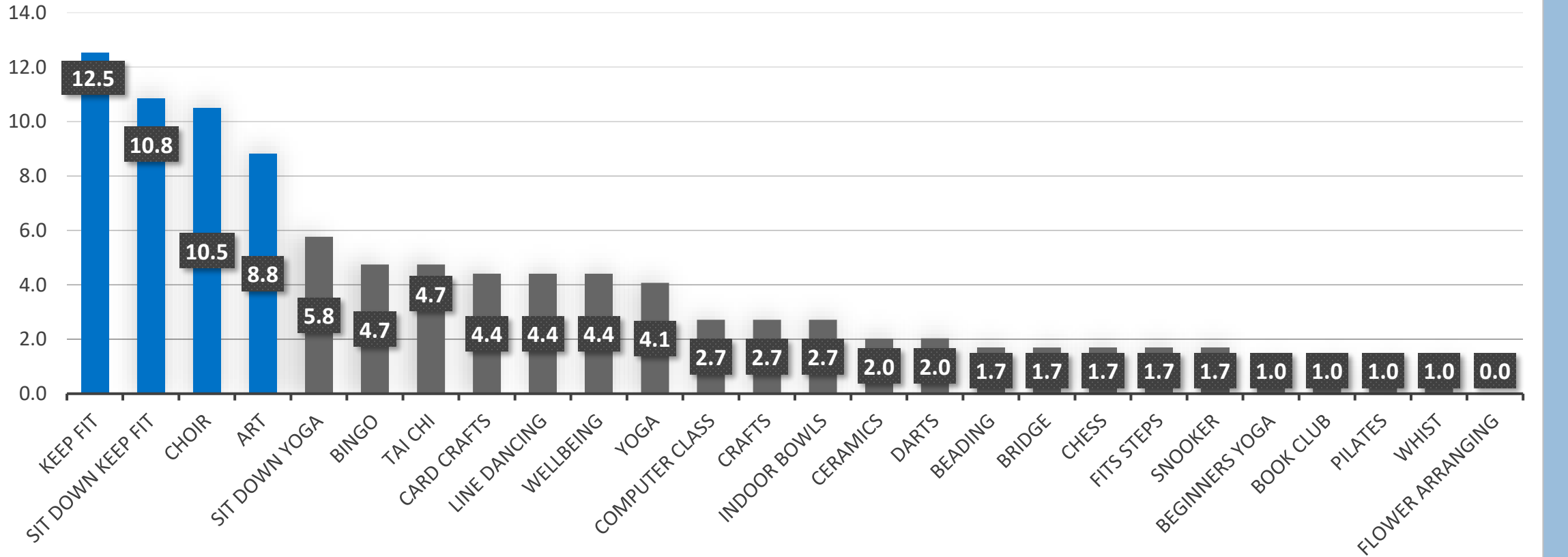
"Longer pottery sessions"

Are there any new activities that you would like to see at the centre/s?

Pilates	1
Tai chi	3
Ballroom dancing	1
Woodwork	1
Learn a foreign language	1
Seated yoga	1
Computer classes	1
Singing - a choir.	1
Cake decoration	2
Weigh in and advice	1

THE GEORGE HURD CENTRE

Which activities do you enjoy the most? (%)



THE GEORGE HURD CENTRE

Are there any current activities you'd like to see more of?

"Pilates"

"Ballroom Dancing"

"Table Tennis"

"Drama"

"Machine Knitting"

"Bingo"

"Aerobics"

"Pottery"

"Zumba"

"Rambling Group"

"Wellbeing"

"Darts"

"Card crafts"

"Keyboard"

"Tai Chi"

"Yoga"

"Sequence Dancing"

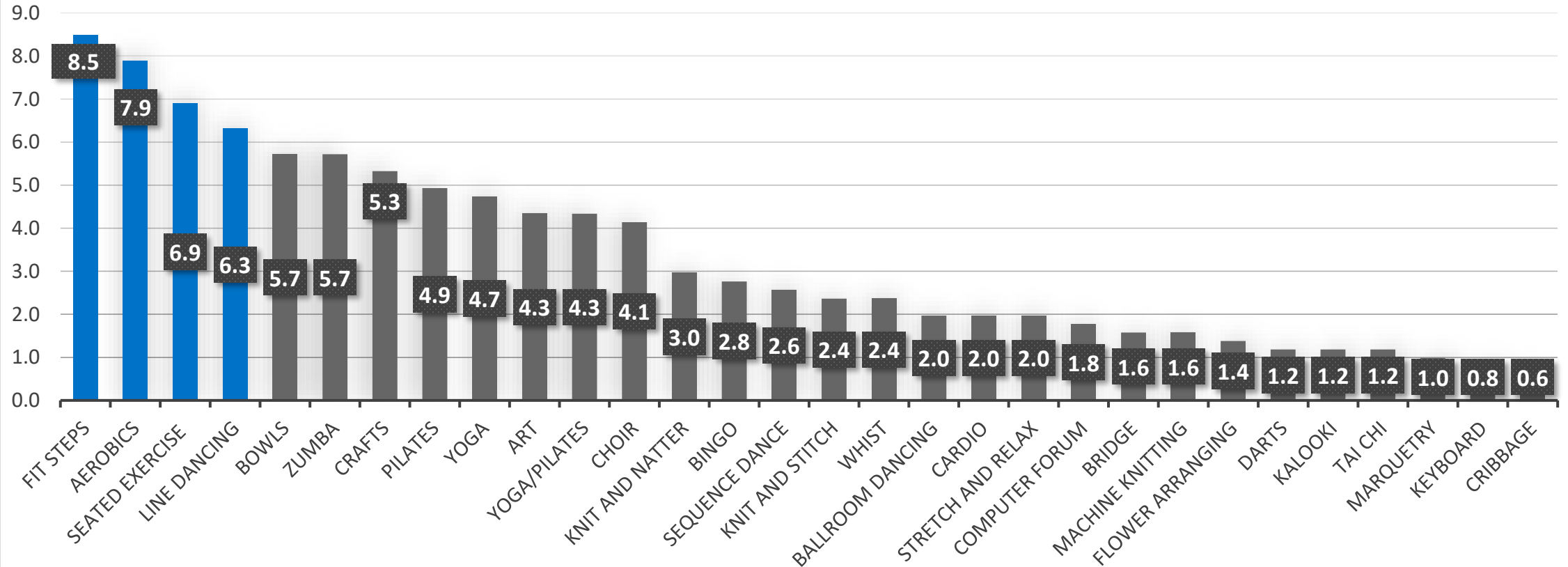
Are there any new activities that you would like to see at the centre/s?

Crafting	1
Weight training	1
Table tennis	3
Dress making	1
Music lessons	1
Keyboard lessons	1
Needle work	1
Badminton	1
Calligraphy	1
Computer classes	2
Nutrition classes/education	2

Need a bereavement group at George Hurd.	1
Mindfulness classes	1
First aid courses	1
Pottery classes	1
Netball or walking netball	1
Beauty classes	1

LAINDON ACTIVITY CENTRE

Which activities do you enjoy the most? (%)



LAINDON ACTIVITY CENTRE

Are there any current activities you'd like to see more of?

"Re-open the gym"

"Walking group"

"Badminton"

"Knitting"

"Circuit classes"

"Body pump"

"Table tennis"

"Drama"

"Craft"

"Strollercise"

"Pilates"

"Yoga"

"Tai Chi"

"Aerobics"

"Fit Steps"

"Zumba"

"Sequence Dancing"

Are there any new activities that you would like to see at the centre/s?

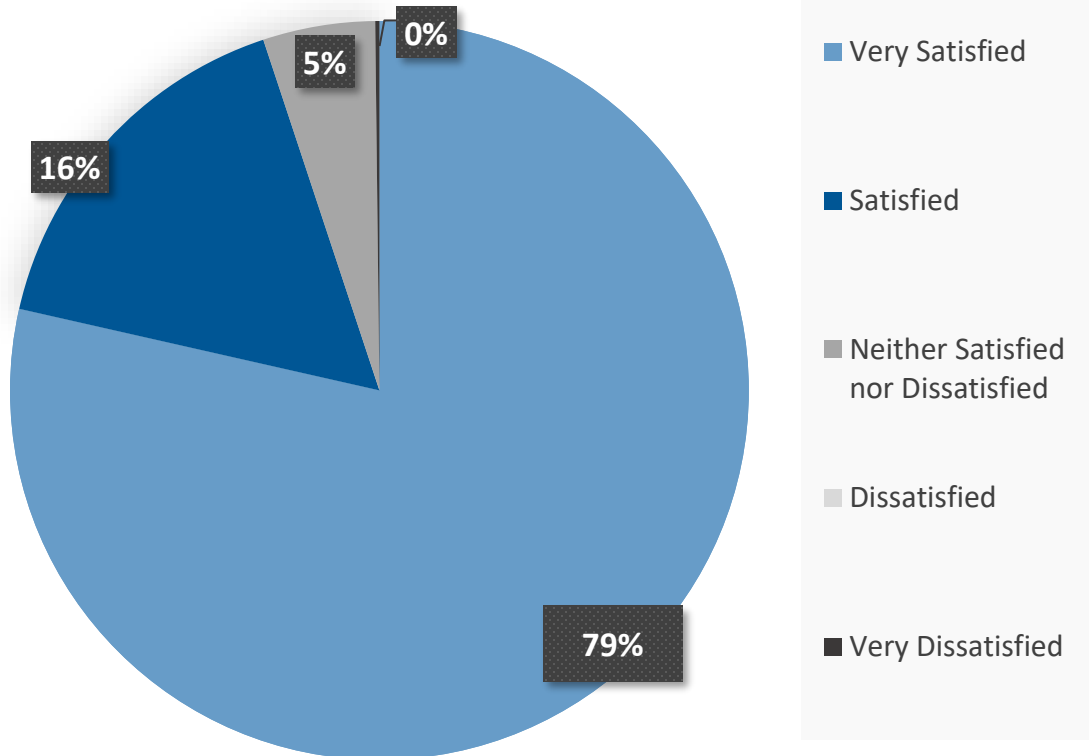
Badminton	2
Pickleball	1
Table Tennis	1
Circuit Classes using weights	1
Horticulture	1
Upholstery	1
Mindfulness	3
Body Pump Classes	1
Relaxation/breathing	2
Meditation	3
Squash	1

Jewellery making (beading)	1
Ballroom practice class.	1
Gardening	1
Woodturning/wood work	2
Tea/coffee morning.	1
Reflexology	1
Physio	1
Massage	1
Book Club	2
Quiz Session - Day time	1
Language - eg. french, spanish eg. Mindfulness/meditation at Laindon	1

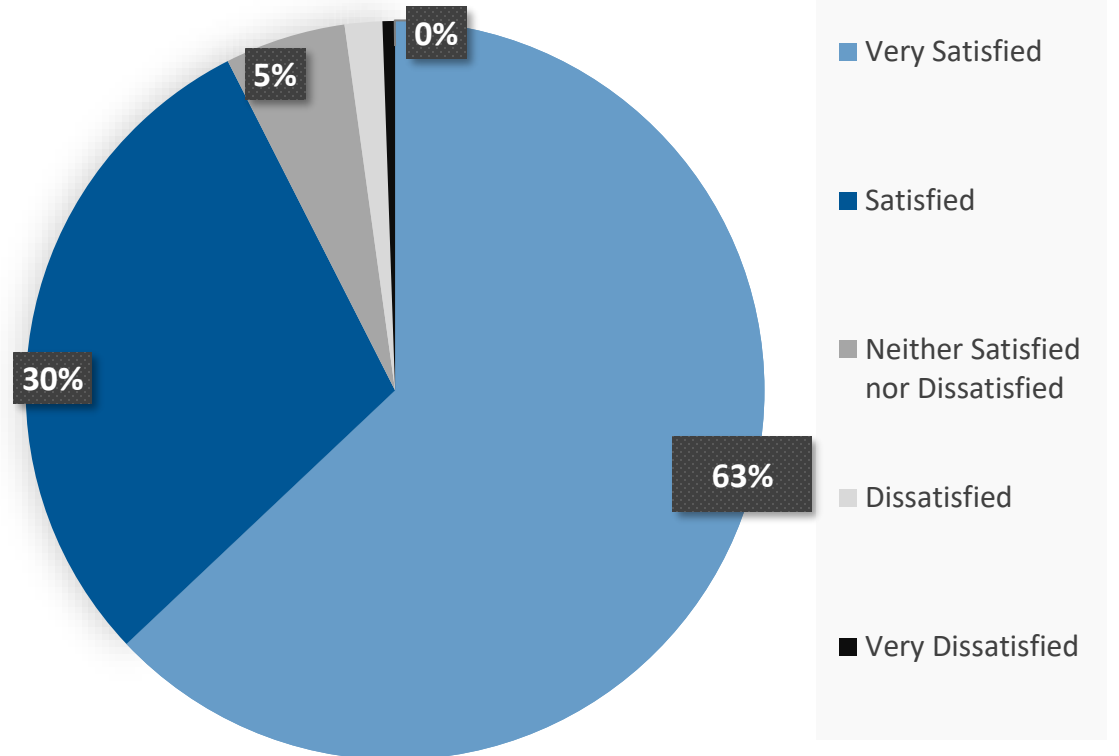
Jive Clubs.	1
Body combat	1
Slimming class	1
Belly Dancing	1
Interior design	1
Structured Art Lessons	1
Walking basketball	1
Woodworking	2

ABOUT OUR SERVICE

Are you satisfied with the on-site Council Staff that work for the Activity Centre Service?

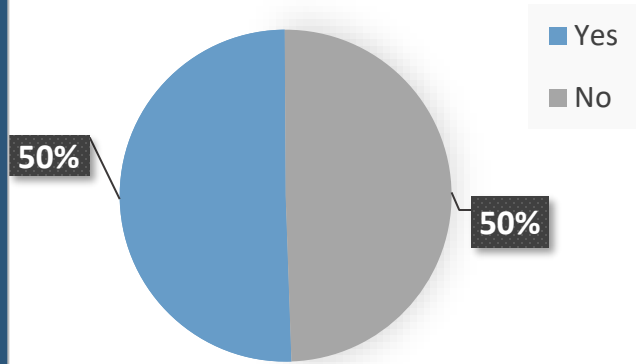


Are you satisfied with the Activity Centre Service that the Council provides?

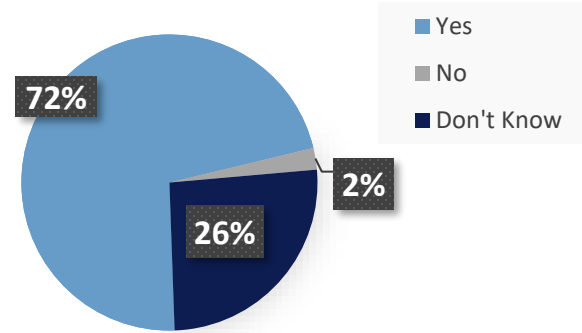


ABOUT OUR SERVICE

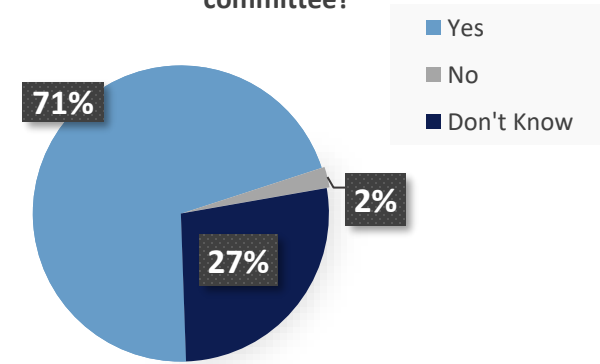
Do you know the members of your elected executive committee?



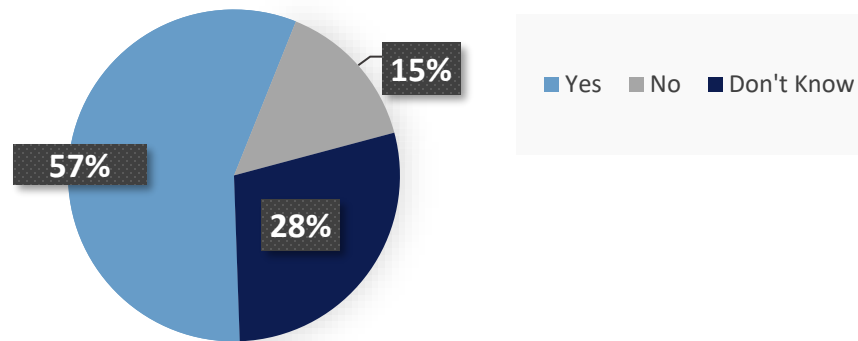
Are you satisfied with your elected executive committee? (Chairperson, Vice Chair, Secretary & Treasurer)



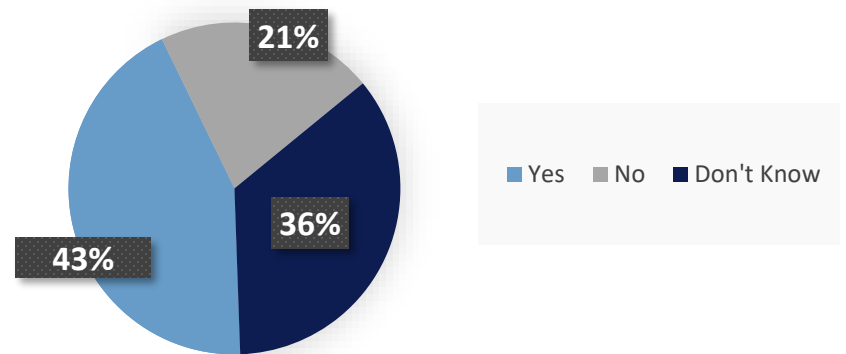
Are you satisfied with your nominated class representatives that sit on the committee?



Do you understand the role of your elected executive committee and nominated class representatives?

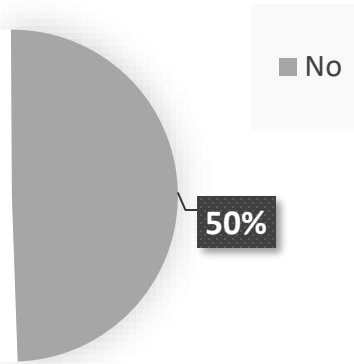


Do you understand the roles and responsibilities undertaken by your committee and what the Council's roles and responsibilities are?

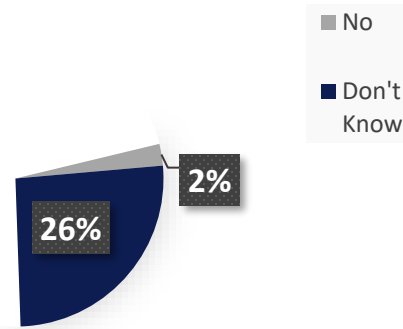


ABOUT OUR SERVICE

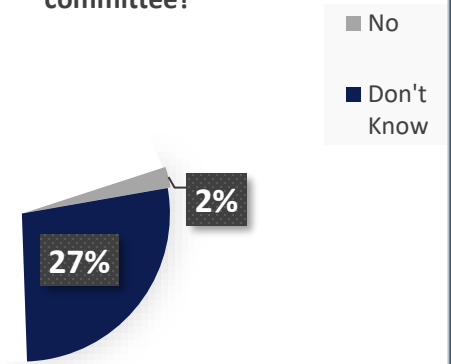
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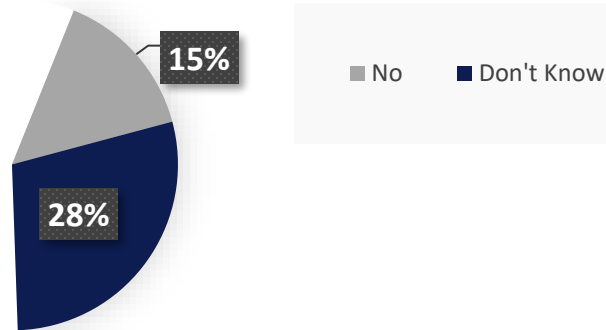
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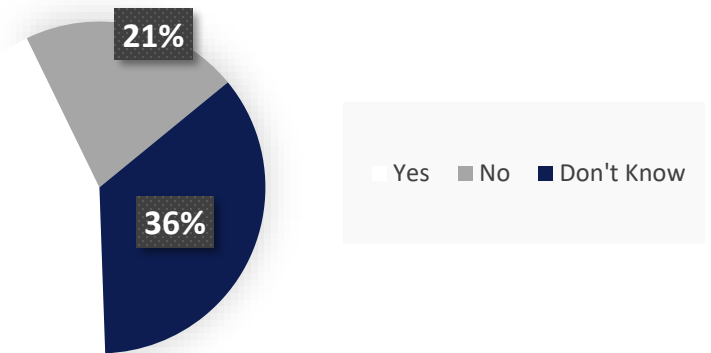
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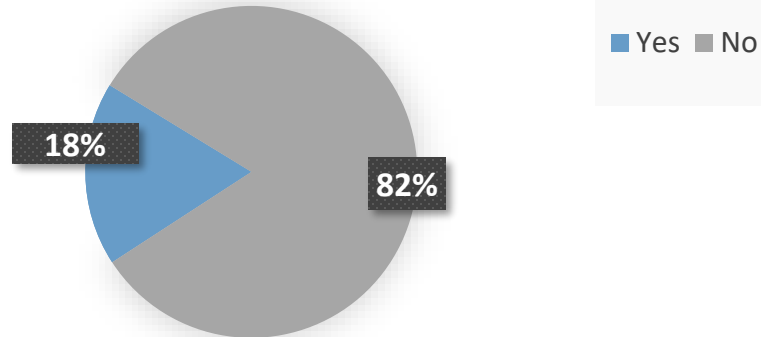


Do you understand the roles and responsibilities undertaken by your committee and what the Council's roles and responsibilities are?

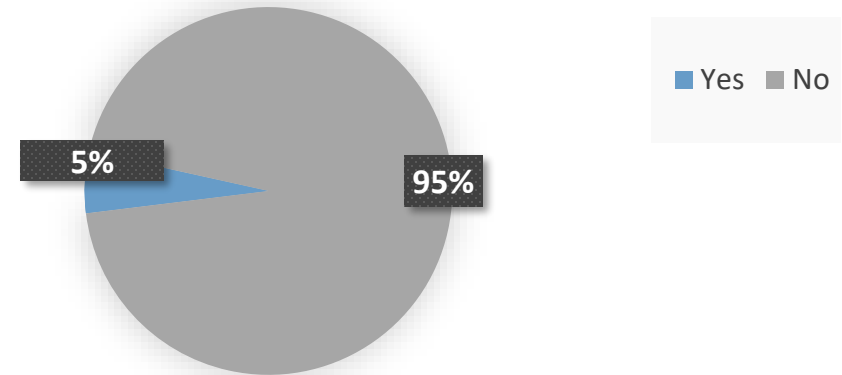


VOLUNTEERING

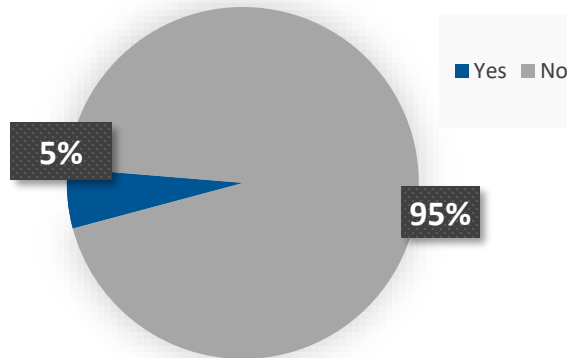
Would you be interested in becoming a nominated representative for your class and sitting on the committee?



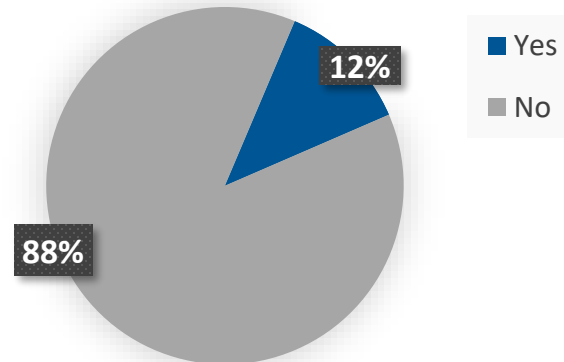
Are you interested in becoming an elected executive committee member?



If no, would you like to volunteer?



Do you volunteer?



If yes, how many hours per week and what do you do?

"8 hours helping in the tea bar"

"Collect the fees in Art"

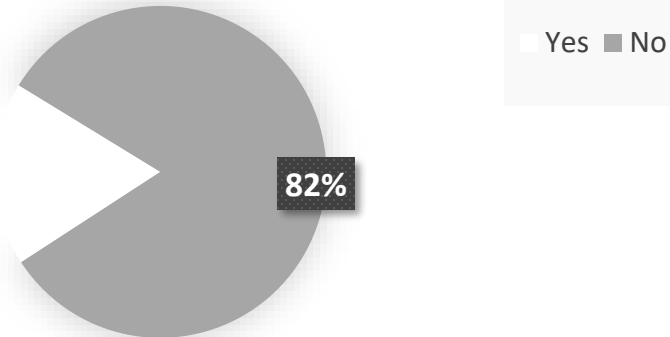
"5 hours assisting with Bingo"

"Approximately 5 hours a week"

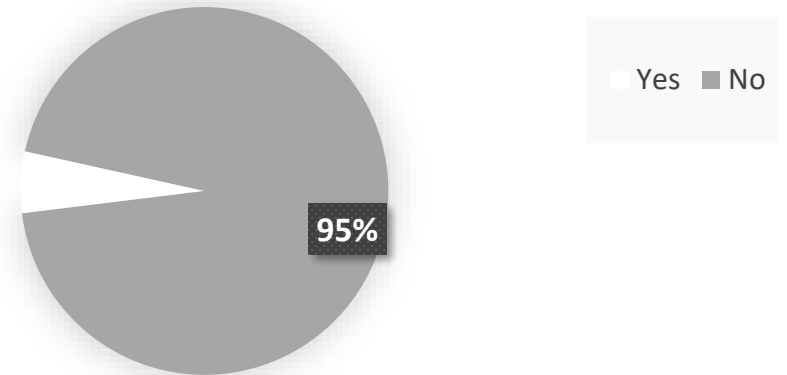
"I bring in boxes of tea, cups and things for the raffle"

VOLUNTEERING

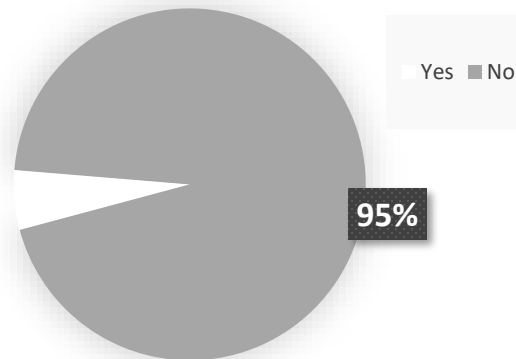
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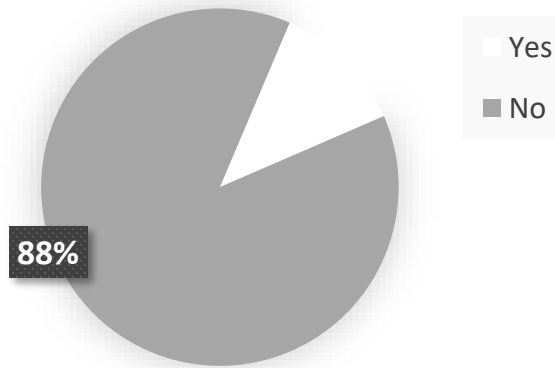
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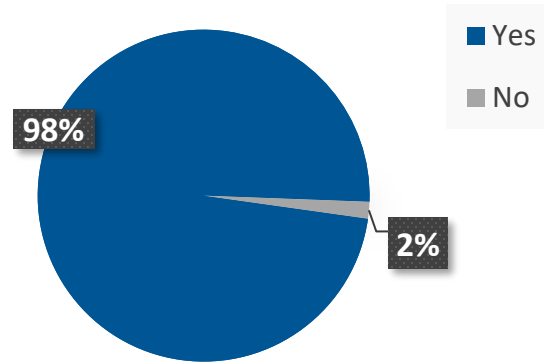


Do you volunteer?

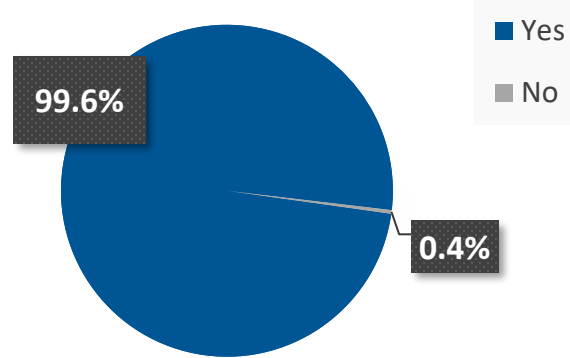


MEMBERSHIPS AND PAYMENT

Is the cost of your membership affordable to you?



Do you plan to renew your membership at the next renewal?



If no, what amount do you consider to be affordable to you?

"George Hurd is £54 a year, Pitsea and Laindon are £10. Single person should be the same"

"Free"

"I think joint should be £30"

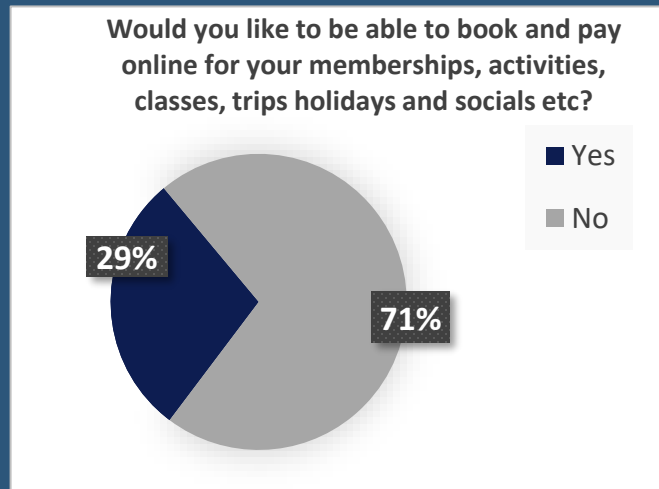
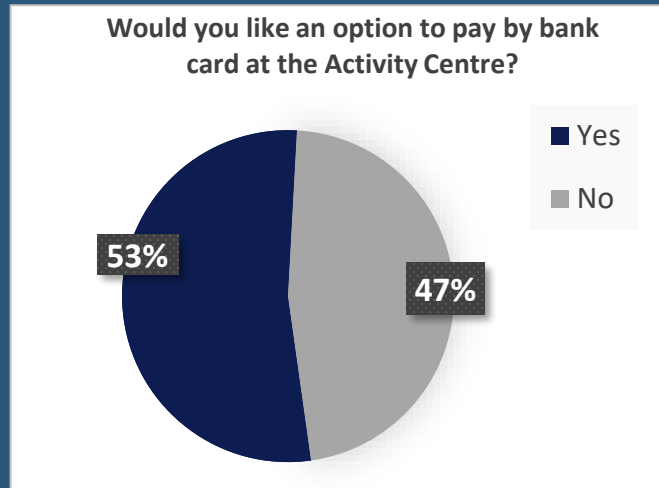
"I am a non-profit activities provider, there should be a discount"

"£25"

Reasons why survey completers who are no longer a member of an Activity Centre did not renew their membership:

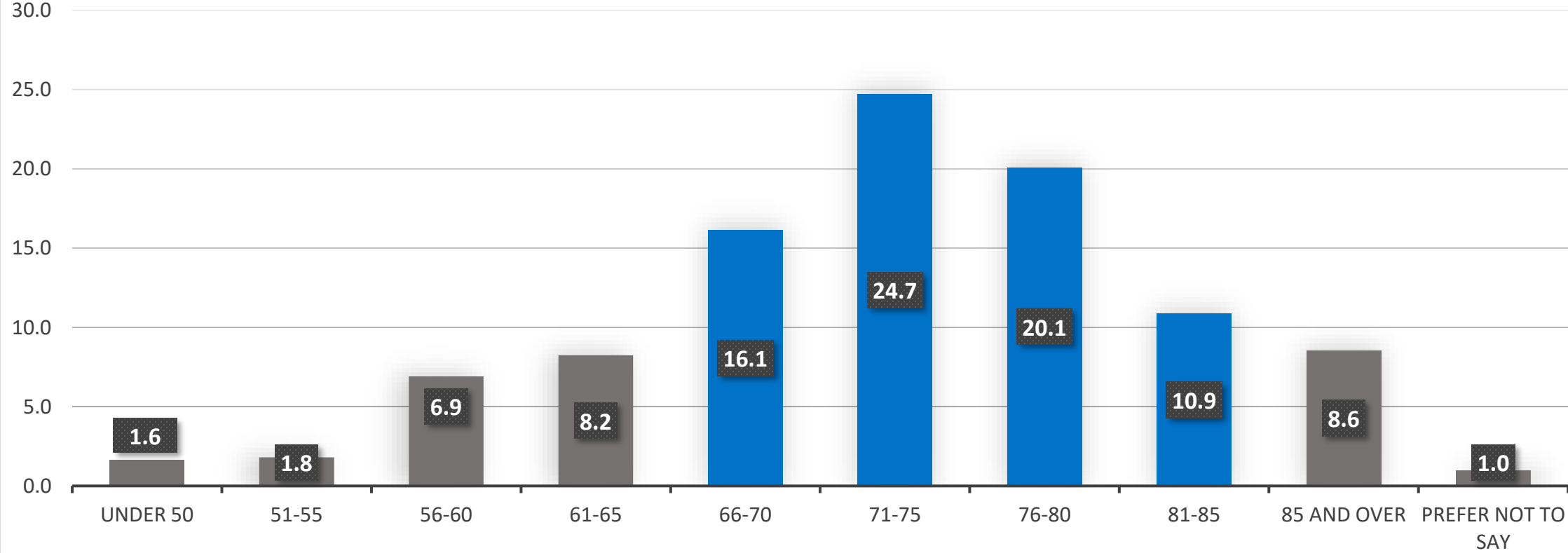
Cost	4
Moved away from the area	1
Access issues	0
Dissatisfied with service	1
Other ("covid", "it was closed down", "morning classes no longer take place")	3

MEMBERSHIPS AND PAYMENT



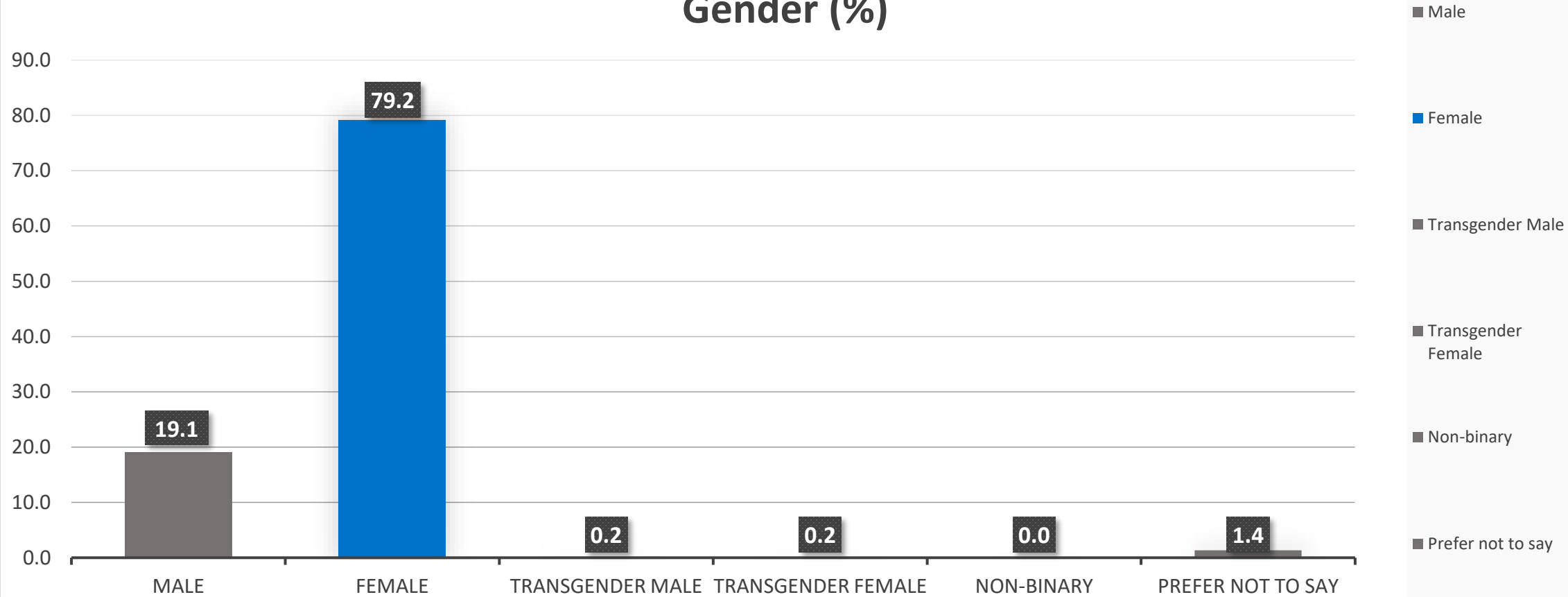
INCLUSION AND DIVERSITY

Age (%)



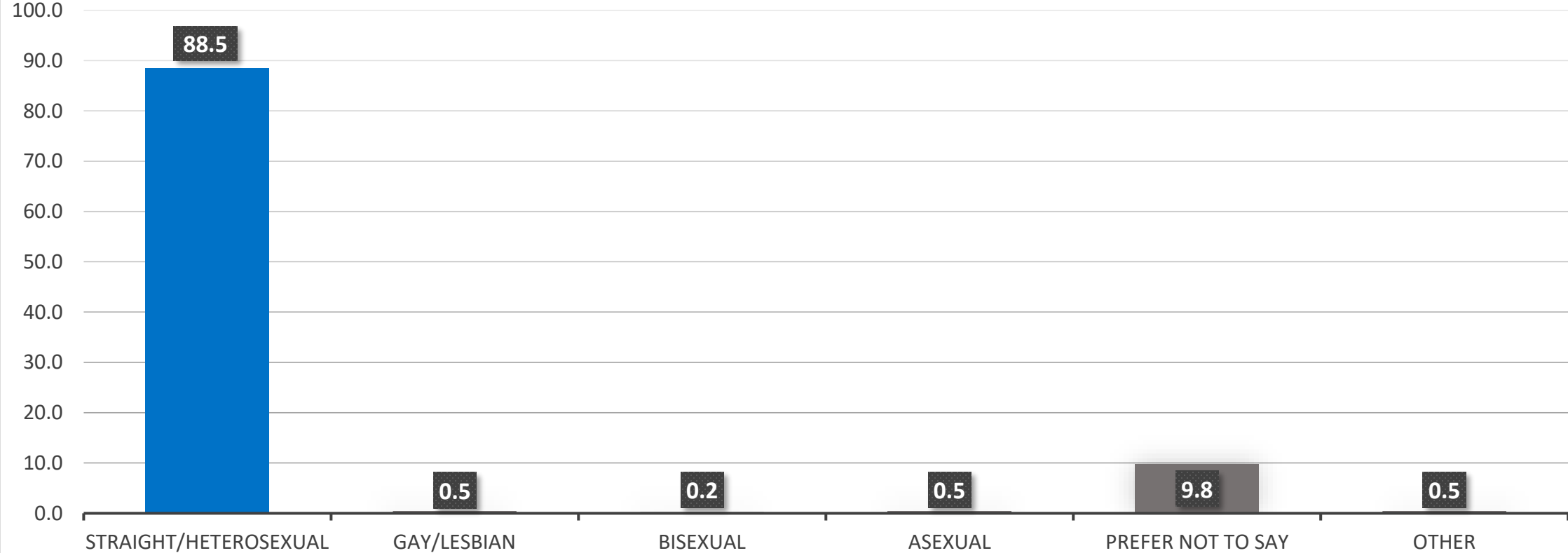
INCLUSION AND DIVERSITY

Gender (%)

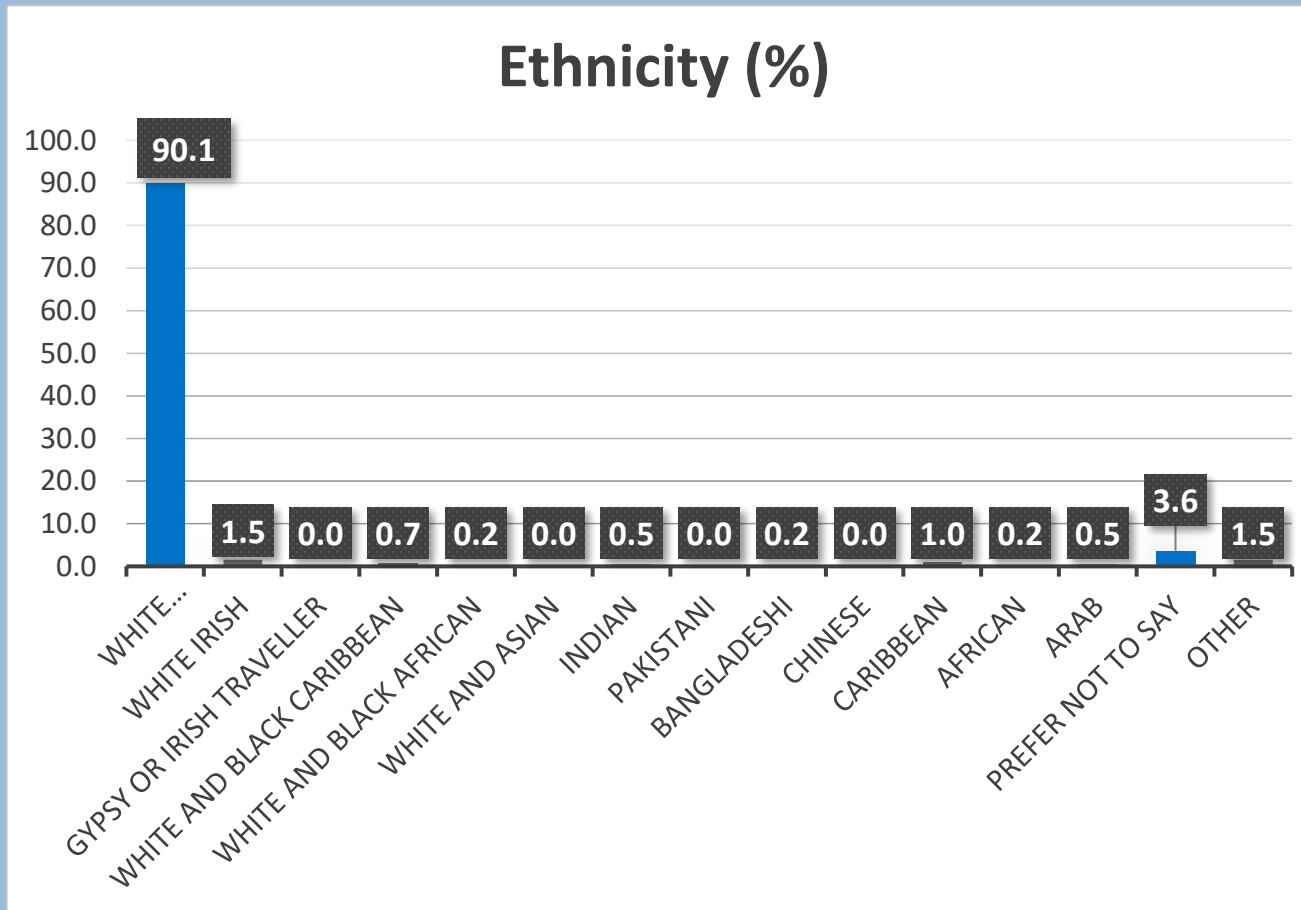


INCLUSION AND DIVERSITY

Sexual Orientation (%)



INCLUSION AND DIVERSITY



Data from the Office for National Statistics 2021 Census regarding the ethnicity of Basildon residents is detailed below:

Ethnicity, Identity, Language and Religion

Ethnicity

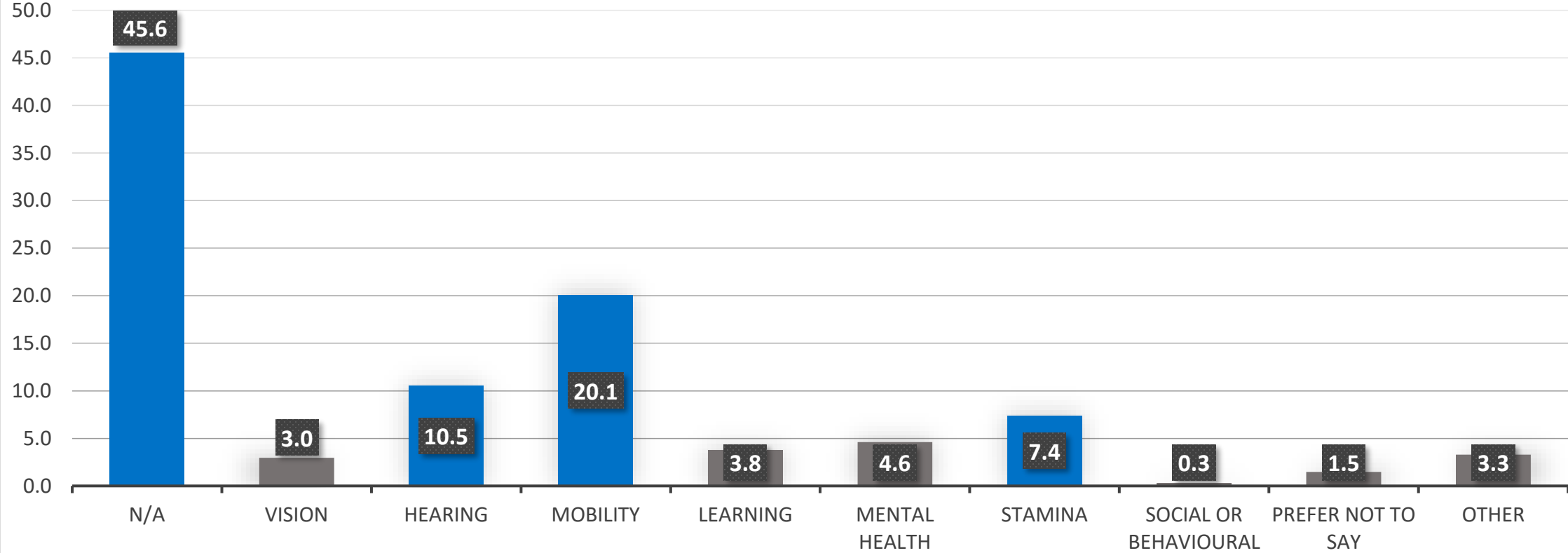
	Persons	
	Basildon Local Authority	
	count	%
All usual residents	187,567	100.0
Asian, Asian British or Asian Welsh	7,995	4.3
Black, Black British, Black Welsh, Caribbean or African	8,913	4.8
Mixed or Multiple ethnic groups	4,938	2.6
White	164,116	87.5
Other ethnic group	1,605	0.9

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS021)

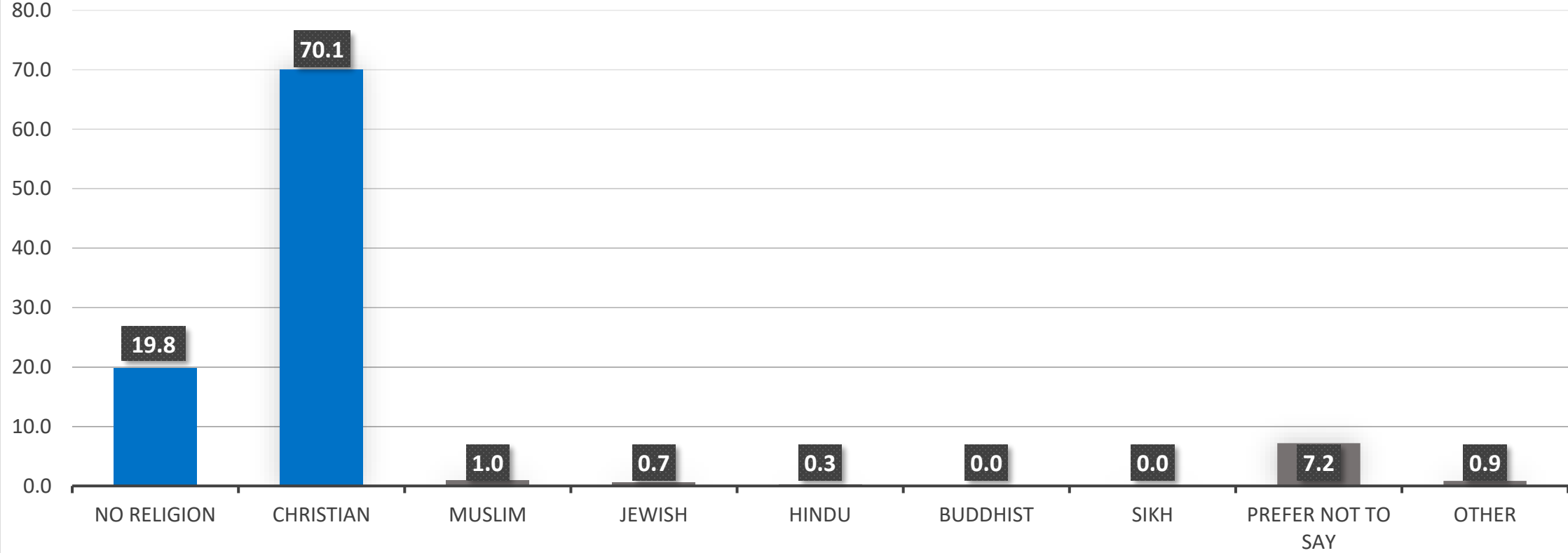
INCLUSION AND DIVERSITY

Disability (%)



INCLUSION AND DIVERSITY

Religion (%)



DO YOU HAVE ANY VIEWS OR SUGGESTIONS YOU FEEL WOULD BENEFIT OR IMPROVE THE SERVICE?

PITSEA ACTIVITY CENTRE

CLASSES/ACTIVITIES

"Would like better and different day trips and perhaps theatre trips like we used to have - can't remember last theatre trip - day trips are the same every year."

"Day trips should be allocated from Monday to Friday so everyone can participate."

FINANCIAL

"I wonder why at Pitsea Activity Centre our annual membership is more expensive than at Laindon?"

"In this digital online world it's very nice to have contact with people and be able to pay a person."

GENERAL

"I would like to see the activity centre continue it is. It provides an excellent service for the community. It is a friendly, safe and welcoming place to mix with others and enjoy the activities that suit each member."

"This centre is a lifeline to most people. As old people are the last to be considered. We need a good advocate on our side, as time is not. Every fringe group is considered and catered for except the old folks. Places like this keep people out of the doctors and so it is good for their mental health."

"I found this centre when I lost my husband of 52 years. The class was recommended to me, and it was such a good class, I was delighted to attend and through that I have come to other classes like art... I found it wonderful, and I am so glad of the company and I was made very welcome and so glad to have found such a good place that I love coming to. Please keep our centre. Thank you."

"All the afternoon teas and parties are great. A chance for me to meet people from the other classes. The entertainment is always very good, and the ticket prices are reasonable. I really think these facilities should be kept going for the over 50's now and for future generations."

"Very satisfied with on-site council staff always so friendly and helpful to us all."

"Council to take more interest in club instead of leaving it all to volunteers. So advertising the club more. It's a great service for the older people and is much needed."

"Council to inform us more about what is going on."

KITCHEN/MEALS/CAFE

"A cafe/restaurant needs to be put back to support people to get a hot meal and be with people if they are on their own not be isolated to their home."

"There are no hot meals available for those who travel to the club and take part in more than one class."

DO YOU HAVE ANY VIEWS OR SUGGESTIONS YOU FEEL WOULD BENEFIT OR IMPROVE THE SERVICE?

LAINDON ACTIVITY CENTRE

FACILITIES

"It is nice to see that workmen are on site to complete the re-build. This work is long overdue. Especially the air-con system."

"Lack of classroom is problematic. Lack of storage facilities for the class."

"Would like to see the Laindon Activity Centre maintained to a high level after the refurbishment work has been carried out. The small hall is showing signs of wear and tear and is looking very shabby already."

"When will Laindon Activity Centre be fully renovated and back to classes being in their designated rooms - NOT in the bar?"

"We need our own room for our clubs. We have waited for too long, causing arguments with pool players amongst others. I am amazed we still have members, having lost so many because of the noise etc. How much longer?"

"Hopefully in the future, all places like these centres will have fully accessible toilet facilities like 'changing places'. There have hoists and beds for people who cannot leave a wheelchair of all and are doubly incontinent."

FINANCIAL

"To not have to pay in cash. It's a pain having to find cash in a cashless society."

"Maybe a one-off payment per year that covers many classes, with an option to pay weekly."

"Alternative way to pay for classes to reduce cash maybe pay upfront for 10 classes and be issued with a loyalty card"

CLASSES/ACTIVITIES

"To consider having 'outside' groups back like Age UK. Reflexology. Health and Wellbeing. Advice on falls (preventing) and balance."

RECOMMENDATIONS

Explore opportunities to work with partner organisations e.g. CCG, ECC, CBA, local doctors and clinics. To improve and enhance future service provision.

KITCHEN/MEALS/CAFE

"I understand that a cafe is now not going to be available. What a great pity. The previous cafe was well used, not only for refreshments but also a meeting place for members to meet and socialise with. Also, it was a good place for people who live alone, to have a snack or meal. I cannot see the food and drinks trolley being welcomed."

"No coffee lounge, only bar. Would like snack bar like Hoover Drive have with snacks and a chat!"

"More choice of food."

"A cafe or area specifically for hot meals teas and light refreshments so there is a choice between bar area and cafe area."

"A designated kitchen area for making and preparing drinks and snacks. There are many reasons for a community centre to provide an area for food prep and drinks for large parties/gatherings, business meetings + first aid."

GENERAL

"Advertise/promote centre with a list of activities in doctors surgeries, library, supermarkets etc. gateway radio. clear lively, presentation with details of costs."

"Committee photograph board so we know 'who's who. All committee members and representatives should be identifiable"

"Get heating on in winter in all times"

"Open day/social taster day for people to see and meet different activity groups."

"Suggestion book/box for ideas for day trips."

"To use less bleach when cleaning the floors, it has been overwhelming at times"

DO YOU HAVE ANY VIEWS OR SUGGESTIONS YOU FEEL WOULD BENEFIT OR IMPROVE THE SERVICE?

THE GEORGE HURD CENTRE

FACILITIES

"The stink from the drains is quite off-putting to current and potential members. I'm surprised "health and safety" has not already been involved. The ventilation in the lounge/dining area is also poor. It is always stuffy (and unhealthy) whatever the weather. I find the range of classes good and very good value for money. The centre is the core of my social and physical wellbeing."

"Bike rack."

"Better air conditioning."

KITCHEN/MEALS/CAFE

"Disappointed when the Council got rid of the meals and centre lost a lot of members."

"Some people would benefit from regular daily hot dinners, I'm sure."

CLASSES/ACTIVITIES

"Have recently started a Drama Group at the George Hurd Centre. Working towards a production perhaps at Xmas. Need staging, lighting in order to perform. Have recently started a table tennis club. Am buying the table but need centre to provide bats and balls."

"I have already implemented bowling friendlies against other clubs and the Laindon Centre. This has generated additional interest in bowling and, of course, additional income."

"Weekend use."

"More activities for the more able members."

FINANCIAL

"An option to pay by card for trips & membership would be useful however I feel classes should still be paid by cash."

"It would be good for some members to be able to pay by card or even book events online but most members would still prefer to pay cash. Attending the Centre personally to pay for functions, etc., is another opportunity to socialise with other members which is one of the most important factors at the Centres."

"While paying £50 for annual membership I think an extra £2.50 / class is a lot."

"The fees per year for registration at the three centres vary widely - would like to see an "even playing field" across the centres."

TRANSPORT

"I would like you to consider parking for my car on day trips. It is so much more convenient to park at the centre."

"Mobility issues and transport limit the amount of time available to volunteer. Transport issues means I am unable to attend committee meeting if I wanted to."

"Buses to be available Monday and Friday for all members to attend the five days."

"Transport - I am on the waiting list for transport. Some of the time the buses go out empty when I have been at the centre. One person on it wasting petrol/diesel."

"An improved transport system from the community bus."

GENERAL

"I found the George Hurd centre via one of the tutors and it is a fantastic place. It has given me a new lease of life. It is such a well run, friendly place. So many people love it and describe it as a lifeline. Especially single people, particularly following the loss of a partner. I am lucky to be fit and healthy but many are not but the centre still provides a hub for socialising as well as activities suitable for all levels of fitness and ability. George Hurd centre is a special, treasured place essential to the lives and wellbeing of so many people."

"Not sure what council role & responsibility is as they don't seem to promote the centres except on the website. The council could play a more active role in promoting the centres."