A stylized, colorful illustration of a landscape. The foreground features rolling green hills with dark brown soil patches. On the left, there is a green tree, a purple flower, and an orange flower. A small red bird is flying in the sky above the tree. The background consists of layered, wavy bands of light blue and white, suggesting a sky or water. The overall style is flat and modern.

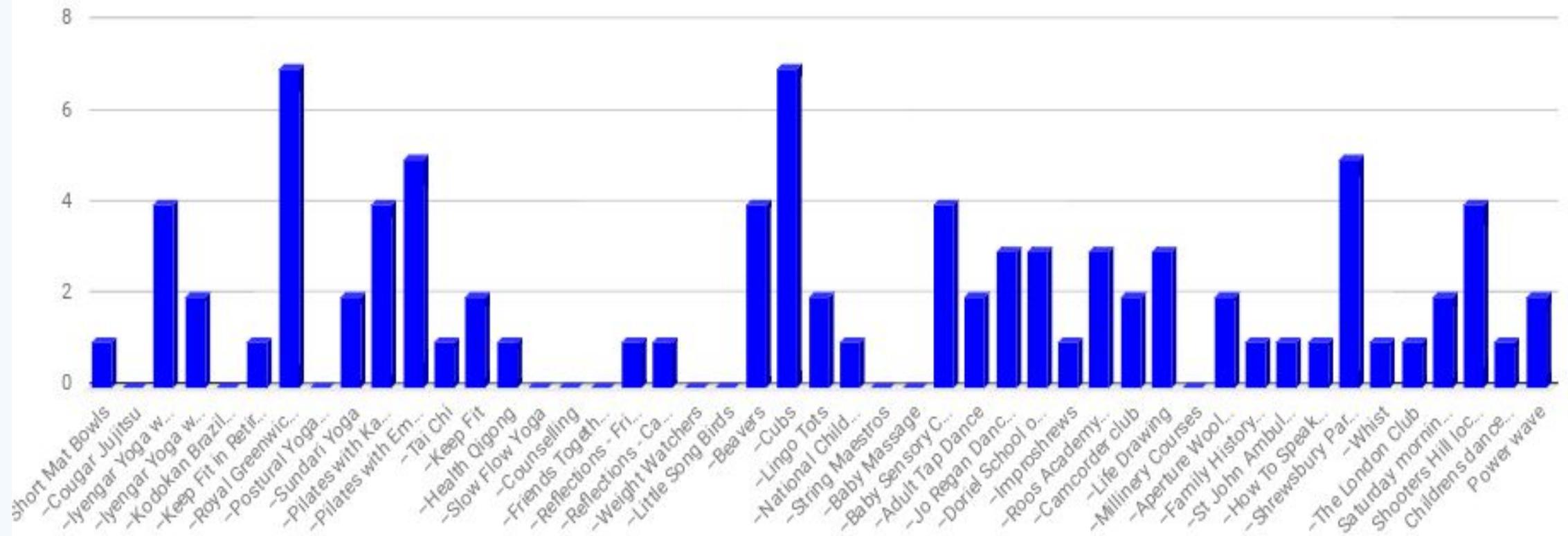
Shrewsbury House Users Survey 2018

Shrewsbury House Users Survey 2018

- 69 surveys completed.
- 39 via email link
- 30 paper based
- These responses were predominately collected in March 2018 just after the cafe opened.

Question 1: What Groups and activities do you currently attend at SHCC?

What Groups and activities do you currently attend at SHCC?



Question 2:

What classes and activities would you like to see at SHCC?

TOP 12

Scouts
4

Aerobics
3

Classes for
2-4 yr olds
2

Crafts
2

Adult dance
classes
2

Boxercise
2

Wargames
Club
2

Zumba
2

History Club
2

Mother/baby
activities
2

Lunch club
2

Cookery
2

Question 2 cont...

Other Daytime ideas (1 vote each)

- Pole dancing
- Art Exhibitions
- Tango classes
- Weights based gym classes
- Computer classes for 50+
- Tea dances
- Tai Chi
- Pilates
- Table Tennis
- Pre and post natal pilates
- Creche
- Bridge
- Self defence
- Stay and play
- Adult education
- Walking group
- Keep fit
- Salsa
- Environmental club
- Mai Tai class
- Line dancing
- Train club
- Boot sale
- Antique fair
- Model club
- DIY/men in sheds
- Computer workshops
- Wedding Fair
- Book club
- Music classes
- Music groups/bands
- Drink shop do

Question 3:

What evening events would you like to see at SHCC?

TOP 12

Quiz Night
41

Cinema
club/films
36

Live music
34

Themed food
evenings
33

Comedy
nights
29

Plays
24

Big screen TV
events
19

Dance
performances
17

Tribute to the
decade
14

Games Night
13

Poetry
Reading
8

Evening food
and drink
5

Question 3 cont...

Other Evening ideas

- Evening classes - 4 votes
- Dinner dance - 3 votes
- Friday evening events in the bar - 2 votes

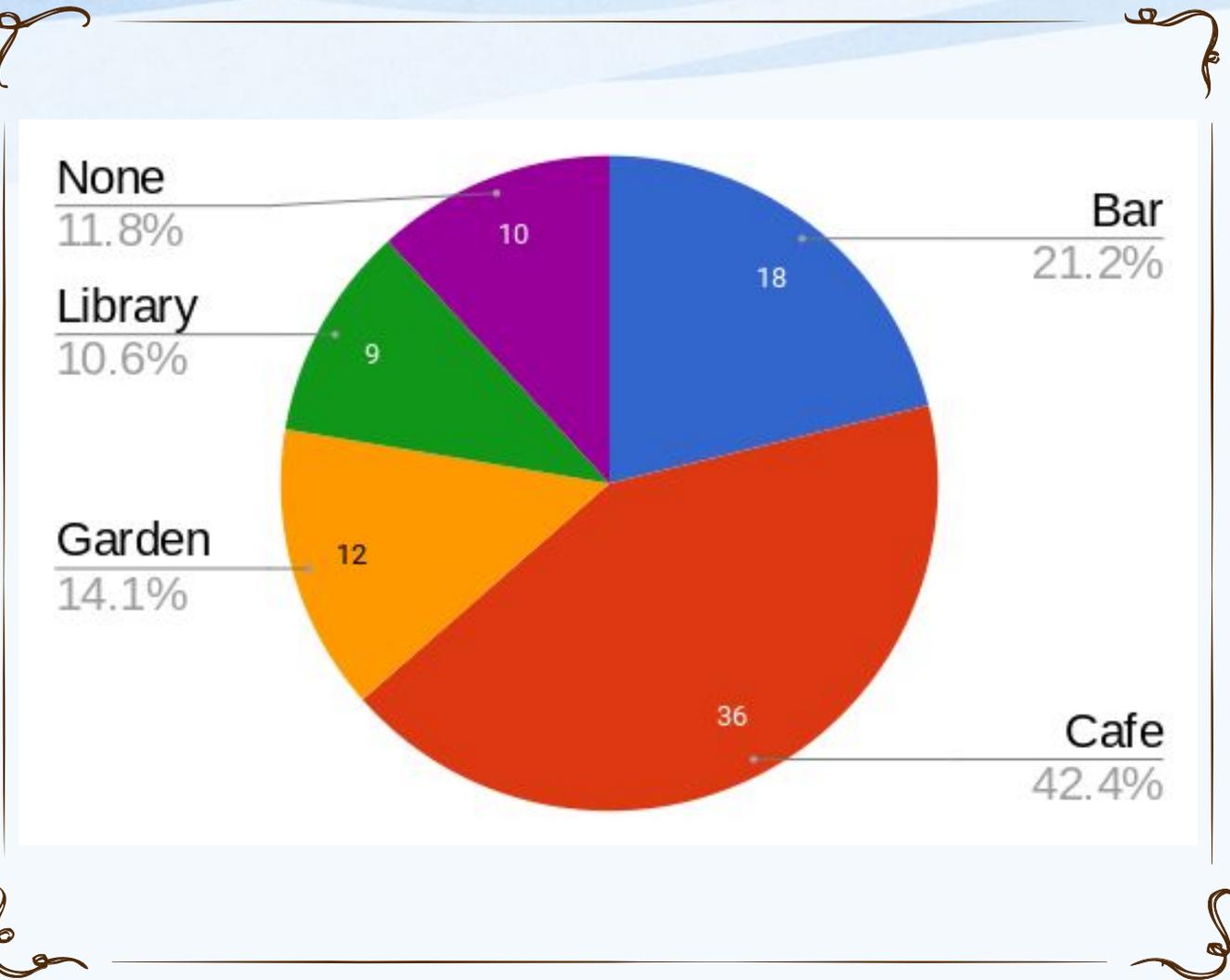
1 vote each:

- Vintage dance nights
- Tea dances
- Evening tap classes
- Evening arts and crafts
- Themed Evenings
- Family disco
- Open mike nights
- Music events outside

Question 3 cont...

Other ideas that came up in both day and evening suggestions.

- Language classes
- Seasonal kids activities
- Childrens tuition
- Family activities
- Talent shows
- Literary events



Question 4:
Do you currently utilise the following facilities at Shrewsbury House outside of attending a class, activity or event?

What would make you want to spend more time at SHCC?



A word cloud on a dark grey background containing the following text: Parking, Bar Open More, Bitters/beers, More Publicity, Classes/events, Comfy Armchairs, Evening Events, No Atmosphere, Later Cafe, and No Time. The words are arranged in a vertical stack, with 'No Time' written vertically on the right side.

Parking
Bar Open More
Bitters/beers
More Publicity
Classes/events
Comfy Armchairs
Evening Events
No Atmosphere
Later Cafe
No Time

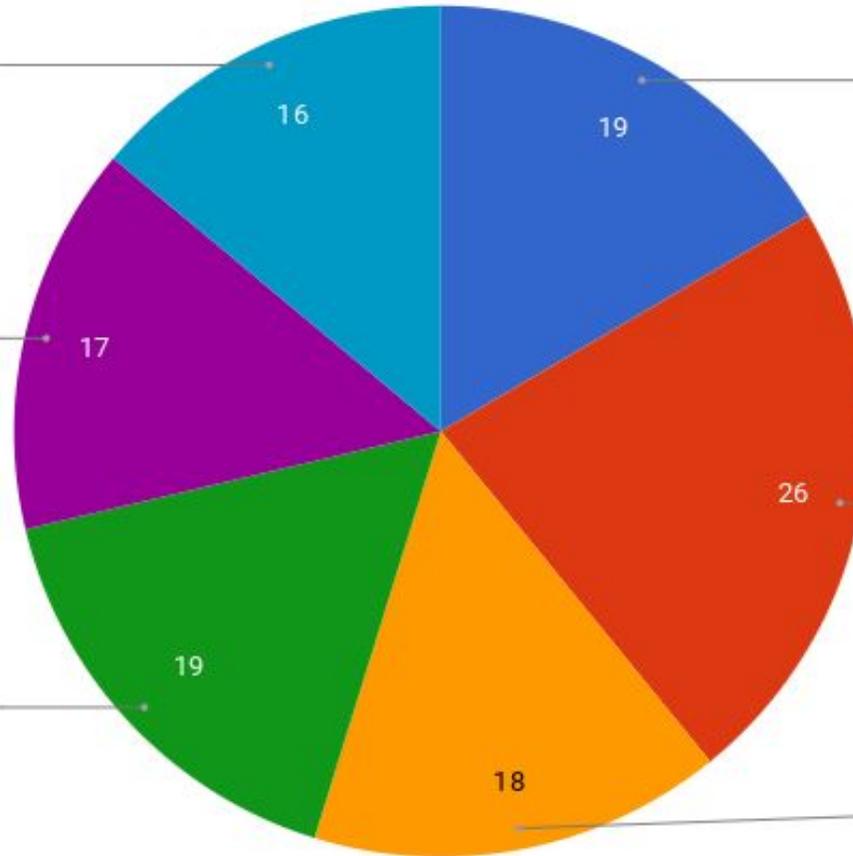
Question 5: What Facilities would you like to see at SHCC?

Computer workstations
13.9%

Childcare/pre-school
16.5%

Basic internet and email training
14.8%

Disabled facilities
16.5%



Childrens holiday clubs
22.6%

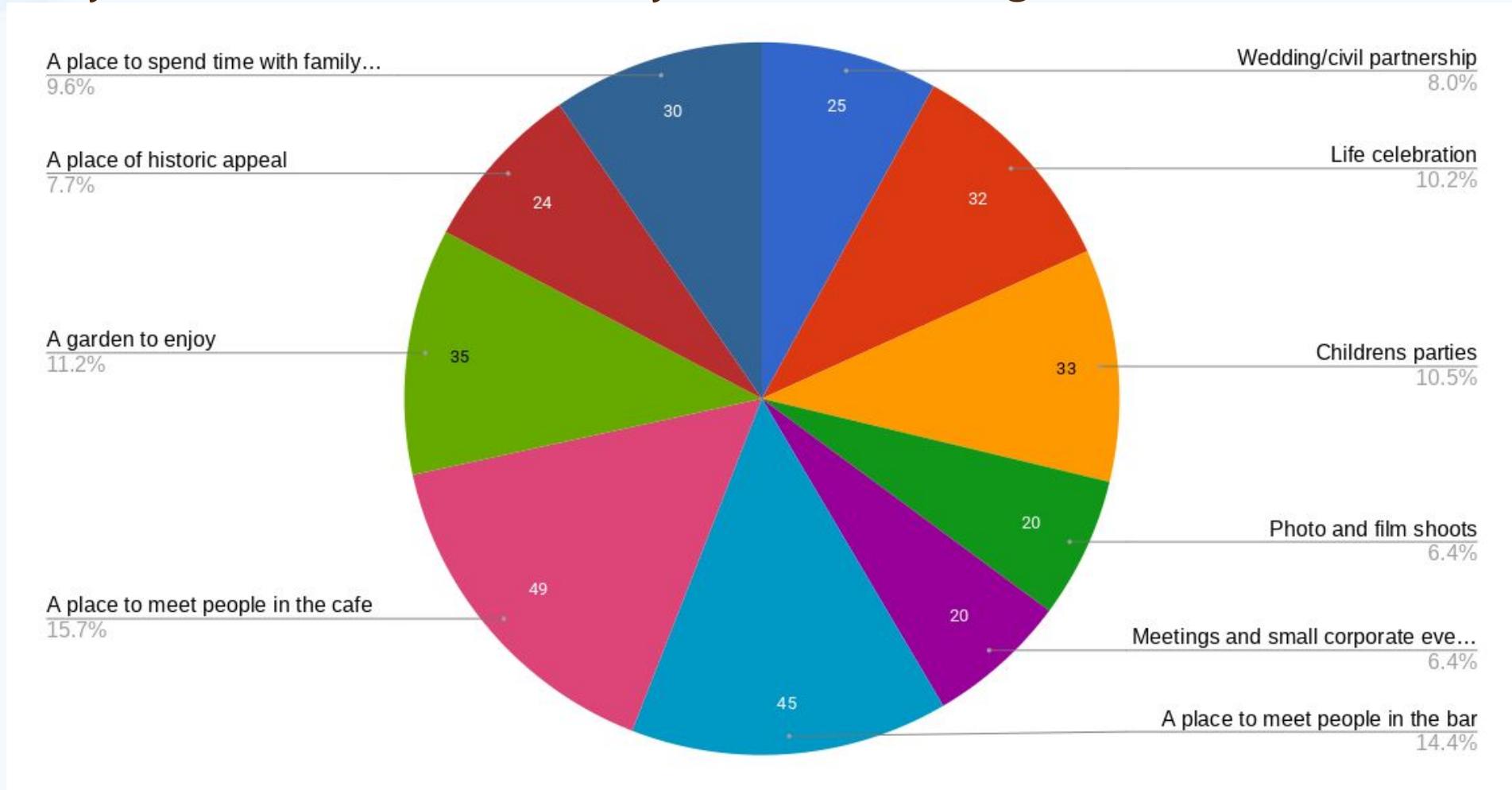
Advice and guidance sessions
15.7%

Question 5 cont...

What facilities would you like to see at SHCC?

- Classes and activities for deaf and blind people
- Soft play/bouncy castle
- Homework/study quiet working space
- Local information/services
- Cooking for adults with special needs eg Autism

Question 6: Would you consider SHCC for any of the following?





Question 7:
What does Shrewsbury
House mean to you?

My fencing home

A great local community centre offering good classes with excellent teachers

Historic local hub for community. Great social space.

"Our neighbourhood hobby club"

It means a lot

A place to meet up with friends and play cards.

Great place to have a group activity, great facilities, friendly porters and staff.

A place to grab a cuppa.

Community space, with heavy dose of psychogeography

It's a local community centre

A very historic part of the area, important venue for people to access activities. Local and vital.

Great facilities. Part of the local community.

A valued community resource

It has been a large part of the community all of my life (50 years), it is great to see the effort being put into improve it

A place for my club to meet and at one time a place to sit for a chat and a cuppa after a meeting.

A place to meet friends.

It means a place for the community to meet and enjoy events.

I wish I could use it more. But I absolutely love the House. I attend it when I go to yoga

A place to meet the community.

Good venue for life drawing

An under used place in the community

Where activities take place. Community facilities.

Fencing.

Lovely local venue for a range of activities which we have dipped into over the years. (mostly childrens)

It's a beautiful house which we are lucky to have in our community and it should be used to it's full advantage.

It's a lovely local place to go, builds community and a great place to ring family and friends

A location for childrens activities.

Local place within walking distance for Cubs. Both my children came to the pre-school when it was here - it was fantastic!

A community centre offering activities for all ages.

It's a place I'd love to use more if revived a little ... it's a local community centre that would be a shame to use but just doesn't have the facilities / sessions catered to our family as yet (2 year old, 6 month old and two early 30s parents)

Having lived in the area all my life and having used it a lot as a child it does mean a lot and I would love to see lots more going on. The bar has become a great place to meet up with local friends. Am very much looking forward to having a good cafe too.

It's a great part of the community up here on the Hill and a chance to meet local folk

A focal point for the neighbourhood I live in.

A lovely building that I use and since retiring I have met local people there that I would never have otherwise never met

it's a community hub

Important community resource. Beautiful building

It's important for the community of all ages .

We have enjoyed many many years with our Camcorder club here. Also our Children in the 1970s to 80's had their baby weigh in's etc & the children's play school & we all use to visit the Library

Much more than most other people, I had family working there over 30 years ago and have been at a club there for this time also. I was one of the people that protested at the town hall at the meeting to close the house. I am personally very invested in the house.

It is a lovely, peaceful and friendly space. It feels safe and a happy place for people to come together and share. It is very local, authentic and unchanged. In have known it since I was a child, so over forty years!

Extremely important community resource, to meet up with friends and enjoy activities, and social things like the cafe and bar. Or one off events like the Vintage Fair, Christmas Fair etc

A wonderful community hub and real resource for residents.

It is a good, warm community centre offering clean, airy spaces for the practice of yoga. I've lived in the area for over 30 years and have always used its facilities - from the pre-school group for my children, the old library and attending and teaching yoga classes

Fond memories of when my children were young. Used the facilities a lot then. They are 21 and 19 years old now. I live local. Although I am computer literate, I think flyers in the surrounding roads may drum up more enthusiasm and advertise what is going on.

Somewhere to visit if there is a vintage or Christmas fair. Or eating in the cafe,

Our local community centre

I think that it is an asset that should be looked after. Currently, it seems like a cosy little clubhouse for the Laing Estate. It needs to be promoted and advertised more widely. I am a very local resident but have only just started to receive information about The House. It needs to be a place where people can go and meet other people, have a coffee, chat, read, make crafts together, etc

A great community asset. Run with a sympathetic ear to its users. A good place to be. Thank you.

A lovely local amenity in an area with very little else

Historically charming

A wonderful community space, not just for groups, but for all the local community to get together for fun activities and to enjoy the gardens.

A safe social place to enable lonely isolated individuals to meet

A community hub offering classes and a place to meet.

It's an important part of our community, however it currently doesn't feel like it is.

Welcoming, well maintained and run. Good environment to attend yoga classes.

I teach there

It is a beautiful local venue that we have only just really discovered. It is wonderful to have somewhere to walk to



Question 8:
What do you think Shrewsbury
House means to the community?

Social gathering place

Hopefully it brings people together for many different clubs and events.

Meeting place,
Facility to hire
Service delivery

Many activities and a hub

Historic social meeting place

VALUED GEM

We are very proud of it - what it does and how the place is maintained - KEEP IT UP!

Historical interest

Shrewsbury House is a place where people can come together and socialise.

A place for COMMUNITY (not commercial) groups to meet.

A community space that needs a little nurturing (by other people)

Not as much as it should at the moment

Great meeting place.

A place to meet new friends and meet new people.

I think they're not sure the house is focused enough on what the local community actually wants

Local people do use the facilities but a regularly open cafe would encourage people to come in to the house.

It's very important to have a local hub.

Local, accessible (for some) offering good selection of classes. Historic, beautiful location on our doorstep.

I am guessing it is loved, but maybe a bit hidden away.

Very important! Also where our MP Clive Efford has a surgery, which allows us access to him.

A fun place to go, great for group meetings and cafe.

Historic building, under new management could be amazing for the community.

I think most people in the community think that more could be made of it

I know so many people that attend the House for classes/clubs or hire for parties it's great having so many choices on your door step and especially now there is a bar and cafe

A nice place where people living in the local community can get together and join in the activities or just meet for a drink in the bar or in the cafe

I think it is beautiful, well loved, very important but underused and offering limited activities. It does not reach out to the local community and appears to be stifled by the Laing Estate.

Focal point.
Local resource

Historically important community centre

I am sure the Community like us love the place

It is a great place to meet up and is very important as there is not much up here

I think that a hard core of locals on the estate view it as their community centre, where they can do or set up classes for the things they are interested in. In the past I think more people viewed it in this way but over the years these local residents have gotten older and no longer been able to be as active. However, there has been an influx of younger people in the vicinity and I think that the 20+ to 40 couples with children are the demographic which could become more involved and invested in the House and create a firm pillar for longer term sustainability.

A community hub

Newer members of the local area are probably largely unaware of its existence and history

A great place to meet local people children and adults .

A great place to have on your doorstep. I hope many people feel this.

It means a nice environment for people to use.

Its a lovely place to meet other neighbours

we attended the kids halloween and christmas party's and my girls have had birthday parties there and go to ballet. for me it's like an old fashioned village hall and i love it

Having a local venue that the community can be part of

A lot! From what I gather the House is a huge asset to the community and everyone wants to make the most of what it can offer.

A central place where, if the programme of events and a good cafe is operational, residents in the local community will want to come to then depending on their experience return to time and time again. In the first months a meet and greet person would be a good idea someone who could go round visitors, espeacisly in the cafe to find out where they have come from and how they heard of the house Have a visitors book name, address, email, comments, what did they enjoy and what did they not enjoy and why

not reaching its full capacity

Not much at the moment - more needs to be done to allow community groups to use the facilities

Dependable place for community events. Welcoming, well maintained and run.

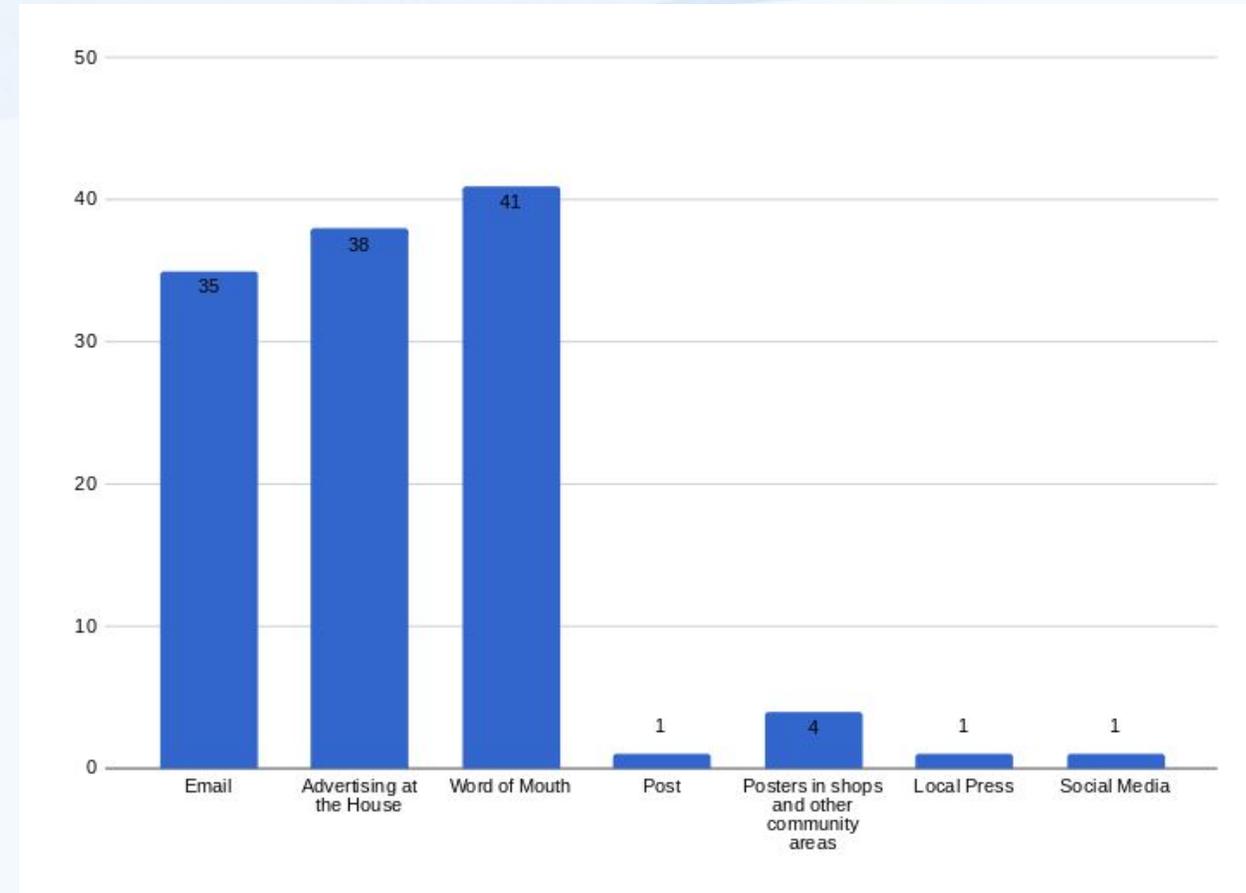
Potentially a community hub.

Think they are very pleased they can visit the house for a number of different things

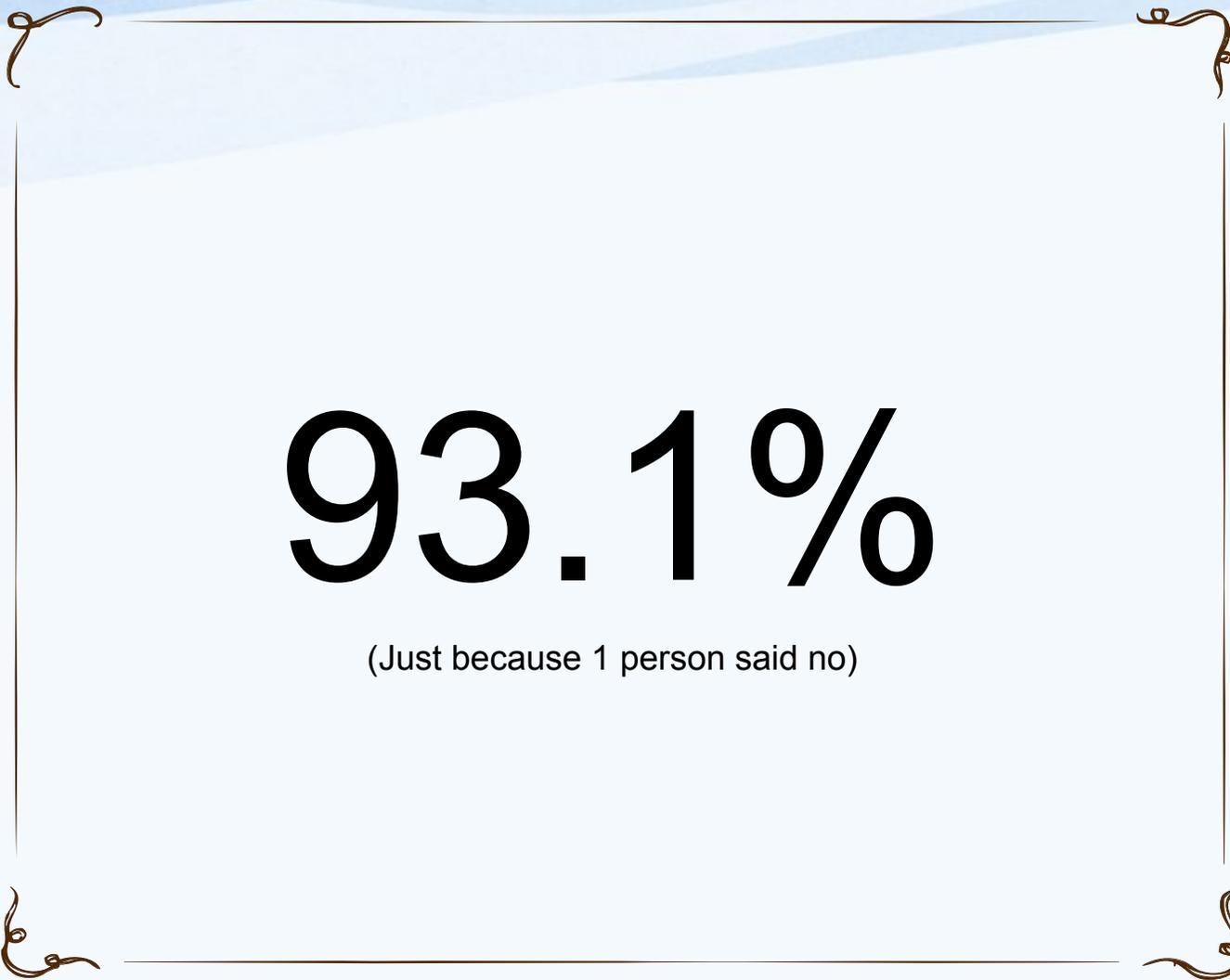
Not sure. I live in Eltham, not in SH's immediate community. For our Reflections groups it is a wonderful asset.

Should be a focus for local events. Café would be great.

A place to go and feel part of something



Question 9:
How do you currently hear about new activities and events going on at SHCC?



93.1%

(Just because 1 person said no)

Question 10:
Would you
recommend
SHCC to friends
and family?

Additional feedback received

- I've recommended the cafe already and kids Christmas party was good but at the moment it's not the 'go to' Place
- It could be an asset to the community as a place where people of all ages can go and meet up, have a coffee and socialise. Such facilities around this area are almost non-existent. Shrewsbury House needs to fling open its doors and be more available and ambitious!
- We really must make sure we use it and not lose it
- I would recommend the venue to anyone I thought could use it. We all know the situation the House is, and has been in financially, and in order to get onto a firmer financial footing money has to be found, there has to be cut backs, creativity and an end to waste. When you want to make your venue the one that the customer chooses it has to look good, whether it is as good as it looks or not. If the customer is themselves having to attract clients to their activity, in competition with others, it hurts their chances if the venues décor looks tired and in disrepair, and this works against your goal of securing custom. Obviously financial constraints mean that there has to be a priority on expenditure, but it would be worth considering increasing the priority on décor as per the above paradigm. At present the rooms do vary quite a lot in their state of decoration, some very nice, some okay others not so. There have also been numerous other things that have hurt the House regarding gaining users and losing opportunities, however it does look as though the work done by the staff and new board is producing dividends that can be built upon.
- Keep up the good work we love it there . I hold a keep fit class on a Friday morning . We intend to start using the cafe after the class as it's reopening this week .

- Only when I have had a good experience, the quiz night was great. I have already been asked by a resident if people with their dog will be welcome; we have a lot of dog walkers in the park and the surrounding woodland environs, if dogs are not welcome it needs to be stated on the website. There are also the green chain walkers, it would be a good idea to advertise Feast Kitchen on the Green Chain Website Hope my comments are helpful
- It's a tricky one, I've had experience of Shrewsbury House through my children's activities since I used to visit the health visitor and then they attended the preschool, cubs and dance school. The management have never seemed happy to have children in the centre, at times we have felt that they are actively trying to discourage children from using it. Why not book quiet adult activities at times that don't clash with the children's activities so noise isn't at issue? If it's to be a community centre it needs to embrace all ages of the community!
- It needs to be effectively managed and used to it's fullest capacity. Events will definitely draw the community in.
- I do. 'Do You Vintage' events are very welcome and more should follow. Shrewsbury House still seems very staid in what it offers but I believe things will improve when new groups are encouraged and publicity increases. There is already a new energy about the House since the new board of trustees were appointed. Thanks for the survey.
- A hidden treasure. Always worth a visit. The new cafe should be a great asset.
- I have only moved to this area recently and am so pleased to have Shrewsbury house on my doorstep. I do intend to use the house more and more and welcome all the classes and activities available. Thank you!
- The local police team feels that Shrewsbury House is a key meeting point for residents and the wider community.