



Geography Department, QMUL
Mile End Road, London E1 4NS
Ph: 020 7882 5400
Fax: 020 8981 6276

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To whom it may concern,

RE: ASTON-MANSFIELD SOCIAL AUDIT

I was engaged in November 2005 by Aston-Mansfield to act as an external verifier for the duration of the 2005/2006 Social Audit.

I was involved throughout the process in ensuring that the process was fair and transparent. A description of my role can be found in the 'Methodology' section of the report.

I can verify that the findings set out in the Social Audit report are accurate and true.

Aston-Mansfield should be commended for their commitment to the Social Audit process and the integrity with which they carried out its implementation.

Yours faithfully,

Eva Neitzert
Research Consultant

ASTON-MANSFIELD
SOCIAL AUDIT
SEPTEMBER 2006

T Mark Hutin
Research Officer
Community Involvement Unit

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ACKNOWLEDGEMENTS

Aston-Mansfield wishes to acknowledge the excellent work of the external verifier of this social audit, Eva Neitzert. Also, the hard work of LSE and Queen Mary students who interviewed a substantial sample of users, and input the data for analysis is appreciated.

The contribution of each respondent, be they a user of Aston-Mansfield's facilities, a member of staff, a volunteer, a partner agency or board member, is acknowledged. It is their views as stakeholders which have contributed to the findings of this report.

EXECUTIVE SUMMARY

The results of the Aston-Mansfield Social Audit are very encouraging. It is based on the views of a sample of users (from Durning Hall, the Froud Centre, and the Community Involvement Unit), staff and volunteers, partner agencies (those that work to deliver projects/services with Aston-Mansfield) and Aston-Mansfield's board members.

Several overarching themes emerged from the social audit analysis, namely:

- Aston-Mansfield's mission statement is wholeheartedly endorsed by users, staff and volunteers alike, and is perceived to be meeting its stated aims through the diverse work it does in the community.
- Staff are liked and respected by users and partner agencies, and staff are positive about the working culture of the organization, which is seen as relaxed and friendly.
- Aston-Mansfield needs to raise its profile, and publicise its good work much more.
- Various aspects of communication needs to be addressed across all areas of the organization, with respect to users, staff, volunteers, partner agencies and the Board.

Examining each stakeholder group in turn:

Users viewed the work of the Community Involvement Unit very positively; they appreciate the wide range of activities and services offered both at Durning Hall and at the Froud Centre; the centres are regarded as being well situated and good for public transport; and users like the architecture and design of the Froud Centre.

However, both Durning Hall and Froud Centre have mainly female users and this raises questions about whether the centres adequately meet the needs of men in the community; Moreover, it was found that the majority of users for both Durning Hall and Froud Centre live in the immediate vicinity; the 'branding' of "Aston-Mansfield" is not known by the majority of Durning Hall and Froud Centre users; users tend to use only one Aston-Mansfield facility; and Durning Hall's building is perceived as being poor, run-down and shabby.

Staff and volunteers were generally positive about their involvement in the organization, and had received training when requested. On the negative side, staff are not convinced about the usefulness of consultation; IT provision and management is considered poor; and volunteers feel 'left out of the loop' in respect of events and issues in the organization.

Partner Agencies were very positive about working with Aston-Mansfield – they like working with Aston-Mansfield staff, and have a positive attitude concerning any problems that have arisen, seeing them as a joint issue between the two agencies which has been quickly resolved. They also viewed Aston-Mansfield's involvement as having many positive benefits, whilst delivering innovative projects with resources and expertise gained through partnership. However, Aston-Mansfield is seen by some as having an 'ad hoc' rather than standardized style of working, and it was felt that the organisation should be more consistent in following its own procedures.

Board members overall were positive about its effectiveness and the way it relates to the organization. Its strengths lay in its commitment to the organization, and its tested ability to make difficult decisions and challenge the organization when necessary. Its representativeness of the community which Aston-Mansfield serves was perceived as a negative point; however the Board hopes to encourage further members to join who have strong connections with the Newham community.

INTRODUCTION

WHAT IS A SOCIAL AUDIT?

The concept of the Social Audit was developed in response to increasing demands for accountability in the voluntary sector. Social auditing measures the social performance of an organization in relation to its aims, and those of its stakeholders.

It does this through gaining the views of a range of different people, and not just those involved in decision-making processes.

HOW IS IT DONE?

- It includes stakeholders in performance measurement.
- It defines indicators and targets for continuous improvement.
- The process is independently audited by an external verifier.
- The results are publicly disclosed.

WHAT ARE THE BENEFITS OF SOCIAL AUDITING?

- It improves the quality of an organization's relationship with its stakeholders and builds trust.
- It can be integrated into existing measurement processes and assist with strategic planning.
- It demonstrates the values and social objectives of the organization.
- The external verification can act as a 'reality check' on an organisation.

HOW DOES IT BENEFIT ASTON-MANSFIELD?

- It attempts to improve the working situation of staff and volunteers.
- It leads to improvements to the services that Aston-Mansfield delivers to the community.
- It demonstrates what Aston-Mansfield is doing well.

WHAT ARE THE MAIN PRINCIPLES OF SOCIAL AUDIT?

It must be:

- (a) Inclusive: The process must include the views of ALL stakeholders.
- (b) Complete: All of the organization's activities must be included in the assessment.
- (c) Regular and Evolutionary: It is not a one-off exercise. It should be repeated and the data gathered should be fed back into the organization. Issues vary over time as do the composition and expectations of stakeholder groups.
- (d) Embedded: This systematic process should have clear policies to facilitate ongoing social auditing, with a mechanism which allows policies and commitments to be assessed and influenced through an audit.
- (e) Communicated: The disclosure of the information must be done meaningfully – not just publishing a report, but done in an active way, with meaningful dialogue.
- (f) Externally verified: To strengthen accountability and legitimacy.
- (g) Continuous improvement: Any method used must be able to identify whether the organization's performance has improved over time, in relation to its values and objectives, its stakeholders, and broader social norms. It also must support improvement of social performance.
- (h) Comparative: The organization's performance must be comparable over time, or with external benchmarks from other organizations or statutory regulations or societal norms.

HOW HAS ASTON-MANSFIELD BEEN SOCIALLY AUDITED?

This report presents the second Social Audit that Aston-Mansfield has undertaken. The first was completed over a two year period, from 1998 to 2000, and sought feedback from various stakeholders, including: users of Aston-Mansfield's centres, staff, volunteers, partner agencies and Aston-Mansfield's board members. The second audit took place over a much shorter period of approximately 3 months, again consulting all those involved in the organization in some way.

This report presents the results of the social audit, with a discussion drawing out themes upon which Aston-Mansfield can base its strategic planning and decision making. But first, the methodology used for the social audit will be described.

METHODOLOGY

The current social audit built upon the first one carried out 6 years ago. It took the existing questionnaires and indicators and modified these, as necessary, to construct each research tool. An external verifier was identified, Eva Neitzert, based at Queen Mary and the London School of Economics, who monitored each stage of the social audit process, from the construction of the research tools, through to checking the accuracy of data entry, and, finally, signing off the social audit report as an accurate representation of the social audit results.

Specifically, for:

1 Users – A previous social audit questionnaire was modified for use with Durning Hall, Froud Centre users and Community Involvement Unit (CIU) users. The Durning Hall and Froud Centre user questionnaires were administered by trained LSE and Queen Mary students to users over a week long period in both centres, to capture a wide-ranging random sample of users. The CIU user questionnaire was mailed out to everyone on the CIU voluntary/community group mailing list.

2 Staff and Volunteers – A previous social audit questionnaire was modified and used. The original questionnaire had been designed in part from indicators gathered through paired interviews with staff. The questionnaire also had a specific set of questions for volunteers.

The questionnaire was sent out to all staff attached to their pay slips, and they were requested to return them via a freepost envelope. A sample of volunteers were asked to fill out the questionnaire at an annual free lunch they were invited to attend, where most Aston-Mansfield volunteers would be in attendance.

3 Partner Agencies – A questionnaire constructed to go to partner agencies for the first social audit was modified and used, and a list of partner agencies was sought from Aston-Mansfield managers. The questionnaire was posted out to these agencies with a freepost envelope.

4 Board members – A focus group was held by the external verifier with board members, with a topic list based initially from issues noted from board members who took part in the previous audit.

RESULTS

The results of the social audit are presented in terms of Aston-Mansfield's stakeholder groups. Firstly, user groups will be considered, followed by staff and volunteers, partner agencies, and finally Aston-Mansfield's Board members

DURNING HALL USER RESPONSES

The following results are based on a random sample of 137 users, interviewed over a period of 6 days between 20th-26th February 2006.

SECTION 1:

1. HAVE YOU HEARD OF ASTON-MANSFIELD?

Yes 45% No 48.9% Not sure 6.1%

There is a fairly even split concerning the charity's name, with a small bias towards the negative.

2. WHAT DO YOU THINK ASTON-MANSFIELD DOES?

A charity that supports and involves communities through a variety of activities, through its community centres. For further detail, see appendix 1 (page 54).

3. HAVE YOU VISITED ANY OF THE FOLLOWING FACILITIES IN THE LAST 2 YEARS?

	Regularly (every two weeks or less)	Regularly Each Month	Several Times	Once or Twice	Never Used
a. Durning Hall Centre	69.5%	2.3%	12.2%	9.2%	6.9%
b. Froud Centre*	6.3%	1.6%	9.4%	14.1%	68.8%
c. Community Involvement Unit**	8.3%	0%	1.7%	5%	85%
d. Refugee suite at Durning Hall***	0%	1.7%	3.4%	3.4%	91.4%
e. Community Offices at the Froud Centre****	5.3%	0%	1.8%	3.5%	89.5%
f. Business Centre *****	3.4%	1.7%	3.4%	8.5%	83.1%

*there were 73 respondents who did not answer this question (out of a total of 137) hence the valid percentages quoted should be treated with caution.

**there were 77 respondents who did not answer this question (out of a total of 137) hence the valid percentages quoted should be treated with caution.

***as above, with 79 respondents who did not answer this question.

****as above, with 80 respondents who did not answer this question.

*****as above, with 78 respondents who did not answer this question.

Nearly 70% of Durning Hall respondents use the centre regularly (ie every two weeks or less). However, most Durning Hall users do not use or visit any other Aston-Mansfield facility. For example, 69% of Durning Hall respondents have never used the Froud Centre, 85% have never used the CIU, 91% have never used the Refugee suite, 90% have never used the Community offices; and 83% have never used the Business centre.

4. WHAT HAS BEEN THE PURPOSE OF THESE VISITS OR WHICH SPECIFIC SERVICES/ACTIVITIES OR GROUPS HAVE YOU TAKEN PART IN?

A variety of activities were mentioned, including children's activities, (eg dance classes, after school clubs), and activities for adults. For further detail, see appendix 2 (page 55).

5. HOW WELL ARE WE MEETING THE AIMS OF THE MISSION STATEMENT?

Very Well	Well	Okay	Poorly	Very Poorly
20%	40%	35.8%	3.3%	0.8%

60% of respondents felt Aston-Mansfield was meeting the aims of the mission statement either "very well" or "well". A further 36% felt it was "OK". Only 4% of respondents felt that Aston-Mansfield was meeting these aims poorly or very poorly.

6. DO YOU THINK THESE ARE THE RIGHT AIMS?

Yes- 80.2% No- 0.8% Not sure- 19%

80% agree that the mission statement aims of Aston-Mansfield are the right aims, although 19% were unsure about this.

7. HAVE YOU ANY IDEAS FOR MAKING THE WORK OF ASTON-MANSFIELD MORE RELEVANT AND USEFUL IN THE LOCAL COMMUNITY IN EAST LONDON?

Ideas included: Better publicity of Aston-Mansfield; reducing cost of room hire; refurbishment of centres and cleanliness. For further detail see appendix 3 (page 55).

SECTION 2:

1. IN GENERAL, WHAT DO YOU THINK ABOUT THE SERVICES OFFERED BY DURNING HALL COMMUNITY CENTRE?

Excellent	Good	OK	Poor	Very Poor
19.2%	52.3%	26.2%	2.3%	0%

Almost all respondents viewed the services offered by Durning Hall positively. The largest single category was "good" (just over 50%).

2. WHY ARE YOU AT DURNING HALL TODAY?

Reasons mentioned included: children's activities (eg After school club; dance classes); religious activities (eg prayer group); using the café; and browsing books on sale. For further detail see appendix 4 (page 56).

3. HOW DO YOU RATE THE PHYSICAL FACILITIES OF DURNING HALL?

	Excellent	Good	OK	Poor	Very Poor
a. Comfort	8.2%	36.1%	40.2%	11.5%	4.1%
b. Suitability for your (group's) purpose	11.4%	41.5%	40.7%	5.7%	0.8%
c. Ease of Access to facilities/rooms	7.7%	35%	40.2%	12.8%	4.3%
d. Standard of equipment	2.7%	22.7%	63.3%	9.1%	1.8%
e. Value for money	12.3%	36.8%	41.5%	9.4%	0%
f. Catering Facilities / food	12.4%	29.9%	35.1%	17.5%	5.2%

For each aspect of the physical facilities in Durning Hall, most respondents rated them either 'good' or 'ok'. Notably, standard of equipment was seen as 'ok' by a majority of respondents (63%), and nearly one fifth of respondents regarded the catering facilities/food at Durning Hall as poor.

4. ANY OTHER COMMENTS ABOUT THE BUILDING AND ITS FACILITIES?

Issues mentioned included the physical state of Durning Hall – it needs to be cleaner, repainted, with new furniture. Changing facilities for children are inadequate; heating is inadequate and dangerous for small children; disabled access is poor; the bookstand is excellent. See appendix 5 (page 56) for further detail.

5. IN GENERAL, HOW HAVE YOU FOUND THE STAFF WHO DEAL WITH THE PUBLIC (E.G. ON RECEPTION, ANSWERING THE PHONE) IN TERMS OF:

	Excellent	Good	OK	Poor	Very Poor
a. Helpfulness / concern for users	31.3%	45.3%	19.5%	3.9%	0%
b. Extent and accuracy of their knowledge	17.3%	55.5%	23.6%	3.6%	0%
c. Communication skills	23.9%	51.3%	20.4%	3.5%	0.9%
d. Availability (can you get hold of them when needed?)	25.4%	46.5%	24.6%	3.5%	0%
e. Ability to solve your problems	20.4%	45.4%	27.8%	6.5%	0%

Generally speaking, staff are perceived positively by Durning Hall users. Very few users regard staff negatively in any way. Most rate staff 'good' or 'ok' in terms of helpfulness, knowledge, communication, availability, and problem solving.

6. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVING THE WAY OUR STAFF RELATE TO YOU AND THE PUBLIC?

The main issue mentioned was the training of staff so that all staff are consistent in policy and procedures, and all staff are equally helpful. See appendix 6 (page 56) for further detail.

7. WHAT WERE YOUR FIRST IMPRESSIONS OF DURNING HALL CENTRE?

Durning Hall is seen as in need of modernizing/refurbishment (described by one respondent as "stuck in a 70's time warp"). But despite being run down, it does a lot for the community, and is a homely/friendly place with friendly staff. For further detail see appendix 7 (page 57).

8. HAVE THESE IMPRESSIONS CHANGED OVER TIME? IF SO, IN WHAT WAYS?

Durning Hall is perceived as less busy, and less sociable, less community-like and more formal, and business-like, due to increased costs of hire etc, with less staff. On the other hand, its seen as having a great 'buzz', being well used but needs to be cleaned and refurbished. For further detail, see appendix 8 (page 57).

9. WHAT DO YOU LIKE MOST ABOUT DURNING HALL?

Durning Hall is seen as a sociable place, with a good atmosphere, a good café, with friendly staff, and lots going on, and is accessible and convenient for public transport, and is local to many users. For further detail see appendix 9 (page 57).

10. WHAT DO YOU LIKE LEAST ABOUT DURNING HALL?

Durning Hall is dirty, shabby, in need of refurbishment. Heating is inadequate, and disabled access is a problem, as is car parking. The café should be open on Saturdays. For further detail, see appendix 10 (page 57).

11. HOW COULD THE DURNING HALL COMMUNITY CENTRE IMPROVE ITS SERVICES IN THE FUTURE?

Improvements suggested included: cleanliness generally (especially the floors); decorate/refurbish the building; better heating; expand the catering facilities eg café open on Saturdays; advertise the centre's activities and services more. For further detail, see appendix 11 (page 58).

12. ASTON-MANSFIELD ARE PLANNING TO BUILD A NEW COMMUNITY CENTRE TO REPLACE THE CURRENT DURNING HALL. DO YOU THINK THE BUILDING NEEDS TO BE:

- | | |
|--|-------|
| (a) Near the site of the current building? | 89.3% |
| (b) In another location? | 10.7% |

Almost all Durning Hall users would like a new community centre near the site of the current building.

If (b), please specify preferred location:

Some suggestions of alternative locations were put forward in the East London area (in Newham, Redbridge or Waltham Forest). For further detail see appendix 12 (page 58).

13. WHICH OF THE FOLLOWING DO YOU THINK THE NEW BUILDING WILL NEED?

	Essential	Useful	Do not need
Meeting Rooms	75.7%	23.5%	0.9%
Hall	82.2%	16.1%	1.7%
Offices which can be hired	45.2%	43.3%	10.6%
Sports Area	73.9%	24.3%	1.8%
Rooms suitable for worship	57.5%	32.7%	9.7%
Café	75.9%	22.4%	1.7%
Charity Shop	48.2%	40.9%	10.9%

All facilities mentioned were seen as useful to some degree, and most were regarded as 'essential'. In terms of ranking, having a hall was seen as essential by most respondents (82%), and having a charity shop was seen as least essential (48%).

14. ARE THERE OTHER FACILITIES WHICH YOU WOULD LIKE TO SEE IN THE NEW BUILDING?

There were diverse suggestions for facilities in the new building, ranging from dedicated facilities for children (crèche, play area, children's toilets) to a hall/performance space suitable for sports/ martial arts/theatre. For more detail, see appendix 13 (page 58).

SECTION 3: PERSONAL INFORMATION

Summary:

The demographic data indicates that the random sample of respondents at Durning Hall were:

- Largely 30-49 year olds.
- Nearly two thirds were female.
- Just over half were employed (either full or part time).
- 5% had a disability, which were wide ranging in nature.
- Building accessibility and better parking would make it easier for disabled users to use Durning Hall.
- Nearly 20% receive benefits of some kind.
- Nearly 40% had obtained a degree.
- Nearly 50% travel to Durning Hall on foot; a similar number catch the bus to Durning Hall. Those who use public transport face problems with road congestion.
- Over half the users live in the immediate vicinity of Durning Hall.
- The three largest ethnic user groups are White British (25%), Black African (22%), and Black Caribbean (16.5%).
- A wide range of languages are spoken amongst users (25 in all).
- Nearly half of all respondents belong to a church group.

1. WHAT'S YOUR AGE?

Ages ranged from 13 years old to 73 years old. The largest section of respondents were between 30 and 49 years of age.

13-19 years: 17 respondents
20-29 years: 17 respondents
30-39 years: 40 respondents
40-49 years: 34 respondents
50-59 years: 10 respondents
60-69 years: 1 respondent
70-79 years: 3 respondents

See appendix 14 (page 59) for full details.

2. ARE YOU:

Male 39.2% Female 60.8%

3. WHAT DO YOU DO IN THE WEEK?

Unemployed	7.1%
I go to school or college	14.3%
I'm employed full time	37.3%
I'm employed part time (25 hrs or less per week)	16.7%
Full time housework	9.5%
Retired or sick	6.3%
Other	8.7%

4. DO YOU HAVE ANY DISABILITY?

Yes 4.8% No 95.2%

5. IF YES, WHAT IS IT?

- Diabetic
- Hearing problems
- Hydrocephalus
- Medical condition limits walking at times
- Prolapsed disc
- Rheumatoid arthritis
- Tranquilliser addiction
- Phobical fears
- Severe depression

6. HOW COULD DURNING HALL MAKE LIFE EASIER FOR PEOPLE WITH A DISABILITY LIKE YOURS?

- Make the building more accessible eg Lift/wheelchair access.
- Support groups for specific disabilities.
- Easier access for parking.

7. ARE YOU OR ANYONE ELSE IN THE HOUSEHOLD ON THE PENSION, HOUSING BENEFIT OR SOCIAL SECURITY BENEFITS ?

Yes 19.2% No 80.8%

8. DO YOU HAVE ANY EDUCATIONAL QUALIFICATIONS ?

No qualifications	9.9%
O Levels, GCSEs or CSEs	16.5%
A Levels	5.8%
Further Education e.g. City&Guilds / NVQs	15.7%
Professional Qualifications	13.2%
Degree	38.8%

9. HOW DO YOU USUALLY TRAVEL LOCALLY?

On foot	45.3%
Bicycle	11.7%
Drive car or motor bike	38%
Passenger in someone else's car	8%
Bus	43.1%
Tube/train	30.7%
Dial-a-ride, mobility bus or other special bus	0.7%
Taxi/Cab	4.4%

10. DO YOU FACE ANY PROBLEMS IN TRAVELLING TO DURNING HALL? IF SO WHAT?

- Traffic problems (eg., the 58 bus getting stuck in traffic)
- Parking problems
- Safety of Earlham Grove at night.
- Prefer to cycle if there were good facilities to lock up bikes.

11. WHAT POSTAL DISTRICT DO YOU LIVE IN?

E6	5.6%
E7	52%
E12	6.4%
E13	6.4%
E15	11.2%
E16	2.4%
Other E postcodes	7.2%
Other London postal districts	8.8%

12. HOW WOULD YOU DESCRIBE YOUR ETHNIC BACKGROUND?

(a) White	
British	25.2%
Irish.....	5.5%
Any other white background	6.3%
(b) Mixed	
White and Black Caribbean...	2.4%
White and Black African.....	2.4%
White and Asian.....	0.8%
Any other mixed background	1.6%
(c) Asian or Asian British	
Indian.....	6.3%
Pakistani.....	1.6%
Bangladeshi.....	4.7%
Any other Asian background	0%
(d) Black or Black British	
Caribbean.....	16.5%
African.....	22%
Any other Black background	2.4%
(e) Chinese.....	
	0%
(f) Any Other ethnic group... 2.4%	
Other White:	
American; Australian; Filipino; Hispanic; Portuguese	
Other Mixed background:	
Black Irish; Caribbean Indian.	
Other Black background:	
British; Somali	
Any other ethnic group:	
Filipino; Mauritian; Somalian	

13. WHICH LANGUAGE(S) DO YOU REGARD AS YOUR MOTHER TONGUE?

25 languages were mentioned, including African and European. See appendix 15 (page 60) for the full list.

14. DO YOU BELONG TO OR ATTEND ANY OF THE FOLLOWING TYPES OF COMMUNITY GROUPS?

Church	48.9%
Mosque	9.5%
Temple	2.2%
Gurudwara	1.5%
Other religious groups	5.1%
Tenants or Residents Association	3.6%
Neighbourhood Watch	3.6%
Political party or action group	4.4%
Social Club	7.3%
Leisure Centre	38.7%
Community Centre	19%
Youth Centre or Club	7.3%
Sports Club	20.4%
Support group for a medical condition	2.9%
Fundraising group or campaign	6.6%
Hobbies club	8.8%
Adult Education class	7.3%
Other community or voluntary group	9.5%

15. IS THERE ANY TYPE OF GROUP OR ACTIVITY YOU OR YOUR FAMILY MEMBERS WOULD LIKE TO JOIN?

A range of activities were mentioned, broadly split into sporting/keep fit activities, and adult education classes with a variety of subjects mentioned. See appendix 16 (page 60) for further detail.

16. DO YOU HAVE ANY OTHER COMMENTS?

Comments centred on the current Durning Hall and the new proposed Durning Hall.

Concerning the current building, it is regarded as a great community facility but which is run down, needs cleaning, decorating, and modernizing. The staff are helpful and friendly, but more are needed in the evening. More information is needed on Durning Hall activities, and more play activities are needed for children.

Concerning the new building, it must contain all services the current Durning Hall has, and build on this, and involve the community in the planning process.

FROUD USER

RESPONSES

The following results are based on a random sample of 135 users, interviewed over a period of 6 days between 20th-26th February 2006.

SECTION 1:

1. HAVE YOU HEARD OF ASTON-MANSFIELD?

Yes 39.7% No 51.6% Not sure 8.7%

A majority of users at the Froud Centre were unaware of the charity's name.

2. WHAT DO YOU THINK ASTON-MANSFIELD DOES?

Respondents thought of Aston-Mansfield as a charity which provides a number of community based activities through its community centres, thereby empowering the local community and contributing to social cohesion. See appendix 17 (page 60) for further detail.

3. HAVE YOU VISITED ANY OF THE FOLLOWING FACILITIES IN THE LAST 2 YEARS?

	Regularly (every two weeks or less)	Regularly Each Month	Several Times	Once or Twice	Never Used
a. Durning Hall Centre*	9.3%	5.3%	4%	18.7%	62.7%
b. Froud Centre	58.7%	10.3%	13.5%	12.7%	4.8%
c. Community** Involvement Unit	0%	6.8%	3.4%%	1.7%	88.1%
d. Refugee suite at Durning Hall***	1.7%	0%	%	%	96.6%
e. Community Offices at the Froud Centre****	10.6%	1.5%	4.5%	3%	80.3%
f. Business Centre	0%	1.7%	1.7%	0%	96.7%

*there were 60 respondents who did not answer this question (out of a total of 135) hence the valid percentages quoted should be treated with caution.

**as above, with 76 respondents who did not answer this question.

***as above, with 77 respondents who did not answer this question.

****as above, with 69 respondents who did not answer this question.

Froud centre respondents almost exclusively only use the Froud Centre, and no other facility provided by Aston-Mansfield.

4. WHAT HAS BEEN THE PURPOSE OF THESE VISITS OR WHICH SPECIFIC SERVICES/ACTIVITIES OR GROUPS HAVE YOU TAKEN PART IN?

Visits have been based around a variety of activities, including: attending courses (eg, English class, Art class); attending keep fit/sports based activities (eg Badminton, Boxing, Karate); children's activities (eg Brownies, After school club); and activities for older people (eg Over 60s club). For further details, see appendix 18 (page 61).

5. HOW WELL ARE WE MEETING THE AIMS OF THE MISSION STATEMENT?

Very Well	Well	Okay	Poorly	Very Poorly
19.2%	37.5%	36.5%	5.8%	0.8%

57% of respondents felt Aston-Mansfield was meeting their aims of the mission statement either "very well" or "well". A further 36% felt it was "OK". Only 7% of respondents felt that Aston-Mansfield was meeting these aims poorly or very poorly.

6. DO YOU THINK THESE ARE THE RIGHT AIMS?

Yes- 79.8% No- 0.9% Not sure- 19.3%

Nearly 80% felt that the mission statement expressed aims which were considered right for the organization, although nearly one fifth of respondents were unsure about this.

7. HAVE YOU ANY IDEAS FOR MAKING THE WORK OF ASTON-MANSFIELD MORE RELEVANT AND USEFUL IN THE LOCAL COMMUNITY IN EAST LONDON?

Various activities were mentioned, eg, training for voluntary/community groups; coffee mornings/lunch clubs; English classes for Eastern Europeans; drama classes for people with special needs.

Also, in order to encourage the integration of various groups that use the Froud Centre (which are currently seen as very separate), the idea of setting up a steering committee made up of representatives from all these groups, focusing on integration, was put forward. See appendix 19 (page 61) for further details.

SECTION 2:

1. IN GENERAL, WHAT DO YOU THINK ABOUT THE SERVICES OFFERED BY THE FROUD CENTRE?

Excellent	Good	OK	Poor	Very Poor
20%	54.4%	20%	5.6%	0%

Almost all respondents viewed the services offered by the Froud Centre positively. The largest single category was "good" (just over 50%).

2. WHY ARE YOU AT THE FROUD CENTRE TODAY?

A diverse selection of activities was mentioned, including children's activities (eg After school club, dance, cheerleading); adult classes (eg English/ Art); religious activities (interfaith meetings/ church), Sports/Keep Fit (eg Badminton, Boxing, Football) and activities for older people (eg Age Well club/ OAP lunch club). For further details, see appendix 20 (page 62).

3. HOW DO YOU RATE THE PHYSICAL FACILITIES OF THE FROUD CENTRE?

	Excellent	Good	OK	Poor	Very Poor
a. Comfort	19.3%	54.4%	20.2%	6.1%	0%
b. Suitability for your (group's) purpose	25.2%	52.2%	20%	2.6%	0%
c. Ease of Access to facilities/rooms	25%	55.6%	16.7%	1.9%	0.9%
d. Standard of equipment	16.2%	44.4%	25.3%	12.1%	2%
e. Value for money	25.3%	46.3%	25.3%	2.1%	1.1%
f. Catering Facilities / food	21.4%	34.5%	26.2%	13.1%	4.8%

Physical facilities at the Froud Centre were rated positively in each case. Taking the 'Excellent' and 'Good' categories together and ranking them, the following list emerges. Looking at the 'Poor' rating, it suggests standard of equipment and catering facilities are what users least rate.

1 st Ease of Access to facilities/rooms	(80%)
2 nd Suitability for your group's purpose	(77%)
3 rd Comfort	(73%)
4 th Value for money	(71%)
5 th Standard of Equipment	(60%)
6 th Catering facilities/food	(55%)

4. ANY OTHER COMMENTS ABOUT THE BUILDING AND ITS FACILITIES?

Several aspects were mentioned:

- The café should be open longer hours, be more accessible in terms of choice of food (eg halal meat used for Muslims), and the service provided should be quicker (up to an hour waiting for an order).
- The building is a spacious, friendly environment, However, it needs decorating, it needs to be cleaner (eg toilets need monitoring more closely – lack of soap/hand towels and sometimes dirty), floors are dirty, and it needs better ventilation/air conditioning in the summer.
- The staff are friendly.
- The gym is missed.

For further detail, see appendix 21 (page 62).

5. IN GENERAL, HOW HAVE YOU FOUND THE STAFF WHO DEAL WITH THE PUBLIC (E.G. ON RECEPTION, ANSWERING THE PHONE) IN TERMS OF:

	Excellent	Good	OK	Poor	Very Poor
a. Helpfulness / concern for users	37.7%	45.1%	15.6%	1.6%	0%
b. Extent and accuracy of their knowledge	26.4%	47.2%	21.7%	4.7%	0%
c. Communication skills	37.3%	40.9%	20.9%	0.9%	0%
d. Availability (can you get hold of them when needed?)	28.3%	37.7%	28.3%	5.7%	0%
e. Ability to solve your problems	24.1%	39.8%	32.4%	3.7%	0%

Staff are perceived very positively on every measure. Very few users perceive staff in any negative way.

6. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVING THE WAY OUR STAFF RELATE TO YOU AND THE PUBLIC?

The following points were mentioned:

- Staff are friendly, excellent, and approachable, but need to be customer focused and 'clued up' regarding services.
- More staff are needed, so someone is available at the front desk at all times.
- An information booklet or news magazine is needed.
- Improve the booking system (avoid double booking).
- Weekend volunteers need to be able to make decisions.
- Asian speaking person at the front desk would be helpful.

7. WHAT WERE YOUR FIRST IMPRESSIONS OF FROUD CENTRE?

There were mostly positive impressions expressed:

- The building is described as: lovely; beautiful; warm; modern; light; accessible; well located and efficient.
- The staff are kind and helpful, and users are diverse, and the venue is friendly and sociable.

The negative aspects mentioned included:

- The outside of the building could be improved, furniture needs replacing.
- Publicity is needed to emphasise what's on offer.
- The venue can be congested and crowded.
- More activities for children are needed after school, and there needs to be a better ratio of staff to children.

8. HAVE THESE IMPRESSIONS CHANGED OVER TIME? IF SO, IN WHAT WAYS?

The Froud Centre is seen as a busy place with all sections of the community using it, and it remains a welcoming place, with helpful and polite staff. It seems busier now, with more staff than 2 years ago. However, it is too noisy (noise from different activities conflict) and there are fewer activities available now. Some chairs have been replaced, but not all.

9. WHAT DO YOU LIKE MOST ABOUT THE FROUD CENTRE?

The Froud Centre is in a good location, convenient for transport – train, car and bus (eg #25 stops outside the centre). The building is accessible (eg has a lift, and toilets on both floors); has a good café, and is clean, comfortable, relaxing, light and airy, with a great layout and a tree in the middle. It has friendly staff, and flexible and sociable atmosphere, with a diversity of users of various cultures and religions, and is open to all. It has a diverse programme of activities, including church based, Islamic events, sports, and children's play scheme. For further detail see appendix 22 (page 62).

10. WHAT DO YOU LIKE LEAST ABOUT THE FROUD CENTRE?

The Froud Centre's appearance and décor needs improving, equipment/chairs replacing; toilets are dirty and the lack of air conditioning often means rooms have an unpleasant odour. There is also a problem with noise – soundproofing is needed.

Other issues mentioned included: lack of staff; lack of heating in the hall; crowds of youths outside the centre are a menace; the café is expensive and service is slow; sports opportunities for girls are limited, and the car park is sometimes closed in the mornings and needs improved lighting. For further details, see Appendix 23 (page 63).

11. HOW COULD THE FROUD CENTRE IMPROVE ITS SERVICES IN THE FUTURE?

A range of suggestions were put forward including:

- Increasing the range of services/activities offered by the Froud eg accommodate more user groups; more classes for pregnant women; cricket training.
- Survey users on what is needed and dialogue with them.
- Promote/publicize/ raise awareness of the Froud Centre and what it offers.
- Improve the café by: extending opening hours, have more staff, offer Halal meat based dishes; and supply more vending machines.
- Tackle antisocial behaviour.
- A loop system at reception for the deaf would help for those with hearing difficulties.

For further detail, see appendix 24 (page 63).

SECTION 3: PERSONAL INFORMATION

Summary:

The demographic data indicates that the random sample of respondents at the Froud Centre were:

- Quite evenly distributed with respect to age.
- Over two thirds were female.
- 40% were employed (either full or part time), and over one fifth were retired/sick.
- 10% had a disability, which were wide ranging.
- Nearly 40% receive benefits of some kind.
- 16% had obtained a degree, 20% had professional qualifications, but 22% had no qualifications.
- Just under half of users catch a bus to the Froud Centre; 35% get there on foot, and over a quarter drive there. Users face congestion problems on Romford Road, and problematic car parking; the Froud Centre car park feels unsafe.
- Over half the users live in the immediate vicinity of the Froud Centre.
- The two largest ethnic groups that use the Froud Centre is White British (30%), and the Asian community (35%).
- A wide range of languages are spoken amongst users (23 in all).
- Nearly 40% of respondents belonged to a church group, and nearly one third of respondents belonged to a leisure centre.

1. WHAT'S YOUR AGE?

Ages ranged from 12 years to 94 years.

The age range of respondents was quite evenly distributed between 12 and 69 years old.

12-19 years: 23 respondents
20-29 years: 17 respondents
30-39 years: 21 respondents
40-49 years: 24 respondents
50-59 years: 15 respondents
60-69 years: 15 respondent
70-79 years: 4 respondents
80-89 years: 4 respondents
90-99 years: 1 respondent

See appendix 25 (page 63) for full details.

2. ARE YOU:

Male 31.5% Female 68.5%

3. WHAT DO YOU DO IN THE WEEK?

Unemployed	6.2%
I go to school or college	15.5%
I'm employed full time	30.2%
I'm employed part time (25 hrs or less per week)	10.1%
Full time housework	10.9%
Retired or sick	21.7%
Other	5.4%

4. DO YOU HAVE ANY DISABILITY?

Yes 10.3% No 89.7%

5. IF YES, WHAT IS IT?

- Arthritis
- Asthmatic/breathing difficulties
- Problems with balance
- Diabetes
- Paralysis of arm
- Foot problems
- Poor eyesight
- Hip problems

6. HOW COULD THE FROUD CENTRE MAKE LIFE EASIER FOR PEOPLE WITH A DISABILITY LIKE YOURS?

- A lift that opens quicker.
- Easier access to the centre.
- Install air purifiers as air conditioning dries out the air.
- Loop system at reception for the deaf would be an improvement.

7. ARE YOU OR ANYONE ELSE IN THE HOUSEHOLD ON THE PENSION, HOUSING BENEFIT OR SOCIAL SECURITY BENEFITS ?

Yes 38% No 62%

8. DO YOU HAVE ANY EDUCATIONAL QUALIFICATIONS ?

No qualifications 22.7%

O Levels, GCSEs or CSEs 16.4%

A Levels 10%

Further Education
e.g. City&Guilds / NVQs 14.5%

Professional Qualifications 20%

Degree 16.4%

9. HOW DO YOU USUALLY TRAVEL LOCALLY?

On foot 34.8%

Bicycle 2.2%

Drive car or motor bike 27.4%

Passenger in someone
else's car 5.2%

Bus 45.9%

Tube/train 18.5%

Dial-a-ride, mobility bus
or other special bus 3%

Taxi/Cab 3.7%

10. DO YOU FACE ANY PROBLEMS IN TRAVELLING TO FROUD CENTRE? IF SO WHAT?

- Problems with public transport/ heavy traffic on Romford Road.
- Car park is not safe.
- Car parking is problematic.
- Far from tube.
- No problem – the Froud Centre is local.

11. WHAT POSTAL DISTRICT DO YOU LIVE IN?

E6	4.1%
E7	5.8%
E12	57.9%
E13	3.3%
E15	5.8%
E16	0.8%
Other E postcodes	3.3%
Other London postal districts	19%

12. HOW WOULD YOU DESCRIBE YOUR ETHNIC BACKGROUND?

(a) White	
British	30.1%
Irish.....	0%
Any other white background	7.3%
(c) Mixed	
White and Black Caribbean...	1.6%
White and Black African.....	1.6%
White and Asian.....	1.6%
Any other mixed background	0.8%
(d) Asian or Asian British	
Indian.....	13.8%
Pakistani.....	7.3%
Bangladeshi.....	8.1%
Any other Asian background	5.7%
(e) Black or Black British	
Caribbean.....	9.8%
African.....	7.3%
Any other Black background	2.4%
(f) Chinese.....	0.8%
(f) Any Other ethnic group...	1.6%

Other Ethnic backgrounds:

Other White: Afghan; Albanian; Indian/Columbian; Iraqi; Kosovan; Latino; Latvian; Moroccan; Punjabi; Russian; Turkish,

Other Black: African American.

13. WHICH LANGUAGE(S) DO YOU REGARD AS YOUR MOTHER TONGUE?

There were 23 languages mentioned. They included:

Albanian, Arabic, Bengali, Mandarin, Creole, English, Gujarati, Igbo, French, Latvian, Polish, Portuguese, Spanish, Punjabi, Hindi, Russian, Tamil, Turkish, Ugandan, Urdu, Urhobo, Itsekiri, Zulu.

14. DO YOU BELONG TO OR ATTEND ANY OF THE FOLLOWING TYPES OF COMMUNITY GROUPS?

	Yes
Church	37.8%
Mosque	16.3%
Temple	8.9%
Gurudwara	3.7%
Other religious groups	2.2%
Tenants or Residents Association	2.2%
Neighbourhood Watch	5.2%
Political party or action group	0.7%
Social Club	14.8%
Leisure Centre	30.4%
Community Centre	19.3%
Youth Centre or Club	7.4%
Sports Club	14.8%
Support group for a medical condition	3.7%
Fundraising group or campaign	5.2%
Hobbies club	10.4%
Adult Education class	16.3%
Other community or voluntary group	12.6%

Other community/voluntary groups mentioned included: CYANA; Early Start; Exchange; Green Valley Foundation; Keep Fit; Prem Rewat Foundation; Project E15; School governor; Supplementary School.

15. IS THERE ANY TYPE OF GROUP OR ACTIVITY YOU OR YOUR FAMILY MEMBERS WOULD LIKE TO JOIN?

Activities mentioned included fitness activities, activities for children; dance; sports activities and social activities. For further detail, see appendix 26 (page 65).

16. DO YOU HAVE ANY OTHER COMMENTS?

Comments included:

- Security gate needed for car park.
- Access to car park for those using the centre.
- Staff that arrive on time.
- Get recycling bins.
- Counselling session/group needed.
- Female only gym sessions needed.
- Facilities should be better for Muslims.
- Lockers are needed (phone stolen).
- Friendly people and nice place! The Froud Centre is an invaluable resource to Manor Park and the wider community. It's clean and has helpful staff.
- The Froud Centre needs more publicity, staff, activities and community events.

CIU USER RESPONSES

The following results are based on a random sample of 36 users, who completed a postal questionnaire by 10th March 2006.

SECTION 1:

1. HAVE YOU HEARD OF ASTON-MANSFIELD?

YES 97.1% NO 2.9%

Almost all respondents had heard of Aston-Mansfield.

2.WHAT DO YOU THINK ASTON-MANSFIELD DOES?

Respondents both answered in general terms (about Aston-Mansfield as a whole) and in specific terms (about the CIU's functions only).

Generally: Aston-Mansfield gives advice; aims to improve the lives of people in Newham and East London, especially disadvantaged groups; it provides community projects; facilities for social and cultural activities; facilitates networks and regeneration; campaigns against discrimination. Aston-Mansfield also provide accommodation for young people.

Specific to the CIU:

- It helps community/voluntary groups to be more effective and grow through community engagement/development/involvement/empowerment.
- It helps community/voluntary groups run projects.
- It helps find funding.
- It organizes training/seminars/informative meetings.
- It acts as a focus for community/voluntary groups.
- It provides facilities for community/voluntary groups – room hire; social research; provides loans and grants; accountancy services (NCAS); and administers the Newham Local Network Fund.

3. HAVE YOU VISITED ANY OF THE FOLLOWING FACILITIES IN THE LAST 2 YEARS?

Regularly (every two weeks or less)	Regularly Each Month	Several Times	Once or Twice	Never Used
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a. Durning Hall Centre	11.8%	11.8%	38.2%	29.4%	8.8%
b. Froud Centre	4%	4%	12%	36%	44%
c. Community Involvement Unit	3.7%	7.4%	44.4%	14.8%	29.6%
d. Refugee suite at Durning Hall	0%	0%	0%	0%	100%
e. Community Offices at the Froud Centre	4.2%	0%	4.2%	8.3%	83.3%
f. Business Centre	4.5%	0%	0%	9.1%	86.4%

Most CIU users have not used other Aston-Mansfield facilities. Even some respondents for the CIU said they had never 'used' the CIU (perhaps because they use the information mailing services of the CIU only, and may never have visited in person).

4. WHAT HAS BEEN THE PURPOSE OF THESE VISITS OR WHICH SPECIFIC SERVICES/ACTIVITIES OR GROUPS HAVE YOU TAKEN PART IN?

Several reasons were mentioned, which fell into the following categories:

- To attend seminars/training sessions/meetings, eg, TEN training/church activities/SRB meetings.
- To obtain help with funding.
- To network.
- To obtain advice and information.

See appendix 27 (page 65) for further detail.

5. HOW WELL ARE WE MEETING THE AIMS OF THE MISSION STATEMENT?

Very Well	Well	Okay	Poorly	Very Poorly
34.4%	34.4%	28.1%	3.1%	0%

Nearly 70% of respondents feel Aston-Mansfield is meeting the aims of the mission statement 'very well' or 'well'.

6. DO YOU THINK THESE ARE THE RIGHT AIMS?

Yes- 88.2% No- 2.9% Not sure- 8.8%

Most respondents feel the stated aims are the right ones for the organization.

7. HAVE YOU ANY IDEAS FOR MAKING THE WORK OF ASTON-MANSFIELD MORE RELEVANT AND USEFUL IN THE LOCAL COMMUNITY IN EAST LONDON?

Several diverse ideas were mentioned, including: consulting communities; broadening Aston-Mansfield's objectives in terms of target groups and widening the spectrum of who it partners with; and raising its profile and clarifying what it does. See appendix 28 (page 65) for further detail.

SECTION 2:
SERVICES OF THE COMMUNITY INVOLVEMENT UNIT

1. WHAT SORT OF CONTACTS OR DEALINGS OR SERVICES HAVE YOU HAD WITH OR FROM CIU?

	YES
a. Help with organisational development for group	38.9%
b. Help with fundraising	50%
c. Use of Library/Information Service	30.6%
d. Help with a research project	16.7%
e. Use of Community Offices	25%
f. Attended a networking lunch	44.4%
g. Been involved in a partnership/network with CIU staff	30.6%
h. Been involved with the Training Exchange in Newham	38.9%
i. Been involved with the Religious Directory	16.7%
j. Been involved with the Community Consultation activity for the SRB (Single Regeneration Budget)	11.1%
k. Other	13.9%

The CIU has primarily been used to obtain help with fundraising. Secondly, users have been involved with networking lunches. Thirdly, the CIU has been used for help with organizational development, and for involvement with the Training Exchange in Newham.

2. IN GENERAL HOW HAVE YOU FOUND THE SERVICES YOU HAVE USED IN TERMS OF:

	Excellent	Good	OK	Poor	Very Poor
a. Professional skill of our staff.	37.5%	40.6%	18.8%	3.1%	0%
b. Understanding your situation.	30%	36.7%	26.7%	3.3%	3.3%
c. Achieving your aims	30%	36.7%	23.3%	10%	0%
d. Helpfulness/Concern for users	34.4%	34.4%	25%	6.3%	0%

Feedback concerning CIU services is very positive. In all instances, nearly a third or more of users perceive CIU services as 'excellent'.

3. HOW DO YOU RATE THE PHYSICAL FACILITIES OF THE COMMUNITY INVOLVEMENT UNIT?

	Excellent	Good	OK	Poor	VeryPoor
a. Comfort	3.3%	26.7%	63.3%	6.7%	0%
b. Suitability for your (group's) purpose	3.7%	25.9%	66.7%	3.7%	0%
c. Ease of Access to facilities.	3.6%	25%	67.9%	3.6%	0%
d. Standard of equipment	3.7%	29.6%	66.7%	0%	0%
e. Value for money	13%	39.1%	43.5%	0%	4.3%

The physical facilities of the CIU are mostly 'OK', except for 'value for money' which has a more positive rating than the other measures.

4. ANY OTHER COMMENTS ABOUT THE BUILDING AND ITS FACILITIES?

The building is in a good location, but needs to be refurbished to make the outside and inside more friendly and welcoming. It has cramped entrances and has poor external and internal signage.

5. HOW HAS THE HELP RECEIVED FROM THE CIU IMPACTED YOUR GROUP?

Responses included:

- Information and guidance/general encouragement.
- Facilitates groups to involve themselves in activities otherwise not possible, eg, the CIU helped a group to undertake innovative projects with young people in Newham.
- Fundraising help eg, obtaining an LNF (Local Network Fund) grant.
- Networking opportunities.
- Helped with short and long term planning.
- Supplied community office space.
- Lead TEN training useful.
- Email list is useful for contacting other local voluntary groups.
- The mail out service has been useful.

6. HOW AND WHEN DID YOU FIRST MAKE CONTACT WITH THE CIU?

13 groups out of 36 respondents have made contact with the CIU in the last 2 years; 8 groups between 3 and 8 years. Contact was made through: a conference; need for a grant; through a phonecall; through a friend; through researching the voluntary and community organizations in East London; through a CIU staff member; through the Chief Executive; and by attending Durning Hall for a meeting.

7. WHERE DID YOUR CONTACT WITH THE CIU MOSTLY TAKE PLACE?

	YES
a. CIU office at Durning Hall	66.7%
b. Community Offices	13.9%
c. At your office or centre	30.6%
e. Another place or meeting	19.4%

Contact with the CIU was mainly on the CIU premises, although nearly a third of respondents were met at their venue.

8. WHAT KIND OF HELP OR TRAINING MIGHT BE OF BENEFIT TO YOUR GROUP?

Responses included:

- Capacity building.
- Organisational Development.
- Appraisal and goal setting.
- Gaining charitable status.
- Child protection/tax credits for child care.
- Health and Safety issues.
- Financial issues – fundraising/pensions/book keeping/budgeting/financial handling.
- Marketing/Advertising.
- Conflict resolutions for young people.
- Management and Business training.
- IT support/training.
- Quality Mark advice.
- Volunteer training.
- Networking.
- Help with obtaining office premises.

9. HOW COULD THE CIU IMPROVE ITS SERVICES TO YOU IN THE FUTURE?

Respondents were primarily concerned about funding issues, namely:

- More workshops on funding and follow up on funding help.
- Greater clarity on funding application processes and what criteria is important to grants panel – this is not being communicated to applicants.
- Allowing grants to be used for the same activity more than just once.
- Direct help on funding bids eg an expert to complete the funding application on behalf of organizations, especially ethnic minority voluntary organizations.

The other issue concerned the CIU improving its publicity – it should produce a newsletter publishing its activities, projects, and make the community aware of its services.

SECTION 3: PERSONAL INFORMATION

Summary:

The demographic data indicates that the random sample of respondents at the Community Involvement Unit were:

- Largely 40- 59 year olds.
- Fairly evenly balanced in terms of gender.
- A large majority of respondents were employed, either part time or full time (77%).
- 11% had a disability, which were wide ranging in nature.
- Nearly 38% receive benefits of some kind.
- Nearly 62% had obtained a degree.
- 50% travel to the CIU by car or motorbike; 42% travel by bus, and 42% by train, whilst 28% get to the CIU by foot, and 19% cycle. Parking is problematic for car users.
- Nearly one third of users live in the immediate vicinity of the CIU, but a similar number live outside of East London postcodes.
- The majority of CIU users are White British (53%).
- A wide range of languages are spoken amongst users (9 in all).
- Over a third of users attend a church group; a third of users attend a temple; and a further third attend a Gurudwara.

1. WHAT'S YOUR AGE?

Ages ranged from 26 years old to 78 years old.

The majority of respondents are between the ages of 40 and 59 (19 respondents).

26-29 years: 4 respondents
30-39 years: 7 respondents
40-49 years: 9 respondents
50-59 years: 10 respondents
60-69 years: 2 respondents
70-79 years: 1 respondents

See appendix 29 (page 66) for further detail.

2. ARE YOU:

Male 57.1% Female 42.9%

3. WHAT DO YOU DO IN THE WEEK?

Unemployed	2.9%
I go to school or college	0%
I'm employed full time	57.1%
I'm employed part time (25 hrs or less per week)	20%
Full time housework	0%
Retired or sick	5.7%
Other	14.3%

4. DO YOU HAVE ANY DISABILITY?

Yes 11.4% No 88.6%

5. IF YES, WHAT IS IT?

- Wheel chair bound
- Cerebral Palsy
- Epileptic
- Deaf
- Learning Difficulty

6. HOW COULD THE COMMUNITY INVOLVEMENT UNIT MAKE LIFE EASIER FOR PEOPLE WITH A DISABILITY LIKE YOURS?

- Wheel chair access/disabled toilets
- Speak louder

7. ARE YOU OR ANYONE ELSE IN THE HOUSEHOLD ON THE PENSION, HOUSING BENEFIT OR SOCIAL SECURITY BENEFITS ?

Yes 37.5% No 62.5%

8. DO YOU HAVE ANY EDUCATIONAL QUALIFICATIONS ?

No qualifications	8.8%
O Levels, GCSEs or CSEs	5.9%
A Levels	2.9%
Further Education e.g. City&Guilds / NVQs	2.9%
Professional Qualifications	17.6%
Degree	61.8%

9. HOW DO YOU USUALLY TRAVEL LOCALLY?

On foot	27.8%
Bicycle	19.4%
Drive car or motor bike	50%
Passenger in someone else's car	2.8%
Bus	41.7%
Tube/train	41.7%
Dial-a-ride, mobility bus or other special bus	2.8%
Taxi/Cab	2.8%

10. DO YOU FACE ANY PROBLEMS IN TRAVELLING TO THE COMMUNITY INVOLVEMENT UNIT? IF SO WHAT?

- Parking is problematic.

11. WHAT POSTAL DISTRICT DO YOU LIVE IN?

E6	12.5%
E7	31.3%
E12	9.4%
E13	0%
E15	12.5%
E16	0%
Other E postcodes	6.3%
Other London postal districts	28.1%

12. HOW WOULD YOU DESCRIBE YOUR ETHNIC BACKGROUND?

(a) White
British 52.9%
Irish..... 2.9%
Any other white background 11.8%

(d) Mixed
White and Black Caribbean... 0%
White and Black African..... 2.9%
White and Asian..... 0%
Any other mixed background 2.9%

(e) Asian or Asian British
Indian..... 2.9%
Pakistani..... 0%
Bangladeshi..... 8.8%
Any other Asian background 0%

(f) Black or Black British
Caribbean.....2.9%
African..... 11.8%
Any other Black background0%

(g) Chinese..... 0%

(f) Any Other ethnic group... 0%

Other Ethnic backgrounds:
Other White: Australian; Russian.

13. WHICH LANGUAGE(S) DO YOU REGARD AS YOUR MOTHER TONGUE?

9 languages were mentioned: Bengali; Ebu; English; Gujarati; Igbo; Portuguese; Russian; Swahili; Yoruba.

14. DO YOU BELONG TO OR ATTEND ANY OF THE FOLLOWING TYPES OF COMMUNITY GROUPS?

	Yes
Church	36.1%
Mosque	11.1%
Temple	33.3%
Gurudwara	33.3%
Other religious groups	2.8%
Tenants or Residents Association	13.9%
Neighbourhood Watch	2.8%
Political party or action group	13.9%
Social Club	19.4%
Leisure Centre	30.6%
Community Centre	30.6%
Youth Centre or Club	11.1%
Sports Club	13.9%
Support group for a medical condition	2.8%
Fundraising group or campaign	22.2%
Hobbies club	8.3%
Adult Education class	5.6%
Other community or voluntary group	22.2%

Other community/voluntary groups mentioned:

- Community Action Team
- Community Forum
- Friends of the Earth
- Local Residents Association
- Rotary
- Community Forum
- Faith Forum

15. IS THERE ANY TYPE OF GROUP OR ACTIVITY YOU OR YOUR FAMILY MEMBERS WOULD LIKE TO JOIN?

- Music group (to play instruments).
- Adult evening classes (eg learning Spanish/ Pottery).
- Sports activities.
- Cultural activities.

16. DO YOU HAVE ANY OTHER COMMENTS?

- Aston-Mansfield provides an excellent service. Many thanks for your support.
- CIU helpful and supportive
- Networking – gained confidence through talking to contacts, to do projects.

SUMMARY OF USER DEMOGRAPHIC DATA

Below is a table comparing demographic data for Durning Hall users, Froud Centre users, and CIU users. For discussion of this data, see page 48.

Demographic	Durning Hall	Froud Centre	CIU
Age	Mainly 30-49yrs	Even spread of ages	40-59
Gender	Two thirds female	Two thirds female	Even gender
Employment status	Over 50% employed	40% employed; 20% retired/sick	77% employed
Disability	5% disabled	10% disabled	11% disabled
Benefits	20% on benefits	40% on benefits	38% on benefits
Education	40% hold a degree	16% hold a degree; 20% professional qual	62% hold a degree
Travel to centre	50% on foot	50% bus; 35% foot	50% private transport
Where user lives	Over 50% live in same postal district	Over 50% live in same postal district	One third live in same postal district but one third live outside East London
Ethnicity	Mainly White and Black	Mainly White and Asian	Majority White (53%)
Diversity of languages	25 languages spoken	23 languages spoken	9 languages spoken

STAFF AND VOLUNTEERS:

The following results are based on a random sample of 68 respondents, who completed a postal questionnaire by 6th February 2006.

1. At which location are you based? (please tick one)

Durning Hall	67.7%
Froud Centre	20%
Community Involvement Unit	6.2%
Chief Executive Office	6.2%

The majority of staff and volunteers who responded to the social audit questionnaire were based at Durning Hall.

2. Is your job any of the following?

- Centre Co-ordinator
- Receptionist
- Cleaner
- Maintenance

YES	25.8%
NO	74.2%

26% of respondents were either centre co-ordinators, receptionists, cleaners or maintenance staff – these staff are NOT programme specific.

3. Which programme do you work within? (please choose one)

Community Development	24.5%
Life Long Learning	22.4%
Healthy Living	6.1%
Don't Know	14.3%
Not applicable	23.5%

For the remaining 74% of respondents, they were asked which programme they worked within. Over a third (38%) either didn't know or felt the question was not applicable to them. The remaining respondents mainly worked in the Community Development programme, or Life Long Learning programme.

4. Are you a volunteer?

5. YES 40.3% ATTITUDE STATEMENTS FOR PAID STAFF ONLY:

Note: approximately 45% of respondents were volunteers and therefore the grid below represents a proportion of responses from paid staff only.

Attitude Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. The people I work with are receptive to new ideas.	3%	9%	18%	58%	12%
b. I get positive feedback from other staff about my work.	9%	16%	22%	50%	3%
c. I don't understand the pay process.	22%	34%	19%	25%	0%
d. I have to work overtime to get through my workload.	9%	33%	30%	21%	6%
e. I have learned about other cultures through working at Aston-Mansfield.	3%	12%	15%	55%	15%
f. I don't know what's going on in other parts of Aston-Mansfield.	12%	30%	18%	24%	15%
g. I'm familiar with Aston-Mansfield's policy on pay.	6%	31%	19%	34%	9%
h. I don't feel my opinions are listened to.	12%	42%	30%	9%	6%
i. I get positive feedback from users about my work.	6%	9%	27%	52%	6%
j. There aren't many opportunities to try out new activities at work.	6%	30%	24%	36%	3%

k. My work experience isn't valued at Aston-Mansfield.	12%	48%	21%	12%	6%
l. I've recently thought about looking for a new job.	18%	33%	18%	12%	18%
m. I regularly receive "The Link" newsletter.	42%	58%	0%	0%	0%
n. I have been consulted on decisions which affect my work.	3%	6%	30%	42%	18%

Attitude Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
o. Aston-Mansfield has a friendly working atmosphere.	9%	12%	38%	38%	41%
p. I don't know why I'm paid the amount I'm paid.	21%	29%	21%	24%	6%
q. I don't talk to work colleagues about issues outside of work.	12%	35%	18%	29%	6%
r. Users feel comfortable coming to staff for advice.	0%	3%	12%	64%	21%
s. Things have changed positively as a result of consultation.	6%	3%	55%	21%	15%
t. I've been given the opportunity to meet staff in other parts of the organization.	12%	12%	15%	45%	15%
u. I don't feel I can contribute to discussions around activities under threat or under proposal.	3%	31%	31%	28%	6%

Most attitude statements had positive responses, whilst the remainder were ambivalent/mixed. The most positive responses included:

- Most staff agree that they receive 'The Link' newsletter.
- Most staff feel that they have been consulted on decision which affect their work.
- Most staff feel that Aston-Mansfield has a friendly working atmosphere.
- Most staff feel that users are comfortable going to them for advice.
- Most staff feel that they've been given opportunity to meet staff in other parts of the organization.
- Most staff feel that they've learned about other cultures through working at Aston-Mansfield.
- Most staff feel their opinions are listened to.
- Most staff feel they get positive feedback from users about their work.

- Most staff feel their work experience is valued at Aston-Mansfield.
- Most staff understand the pay process.

Attitudes with a positive bias included:

- People that staff work with are receptive to new ideas.
- Staff feel they get positive feedback from other staff about their work.
- Staff don't feel they have to work overtime to get through their workload (although a minority of staff do).
- Most staff are happy to stay in their current job.
- Staff understand why they're paid what they're paid, although a minority did not.
- Staff talk to colleagues about non-work issues.

Mixed/ambiguous responses included:

- Knowing what's going on in other parts of Aston-Mansfield.
- Being familiar with Aston-Mansfield's policy on pay.
- Opportunities to try out new activities at work.
- The majority of staff "sat on the fence" regarding the usefulness of consultation (the largest response was 'neutral'.)
- Contributing to discussions around activities under threat or under proposal.

6. FOR VOLUTEERS ONLY:

Note: approximately 58% of respondents were paid staff and therefore the grid below represents a proportion of responses from volunteers only.

Attitude Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. I regularly take part in team meetings.	33%	17%	25%	17%	8%
b. Staff thank me for my voluntary work.	45	4%	12%	44%	36%
c. I don't feel I'm given equal treatment compared to paid staff members.	17%	38%	21%	8%	17%
d. I can see myself continuing to volunteer for Aston-Mansfield for the foreseeable future.	0%	4%	15%	50%	31%
e. I have learned about other cultures through volunteering at Aston-Mansfield.	4%	12%	15%	42%	27%
f. I don't know what's going on in other parts of Aston-Mansfield.	8%	16%	20%	36%	20%
g. I don't feel my opinions are listened to.	17%	35%	30%	17%	0%
h. I get positive feedback from users about my work.	17%	9%	26%	26%	22%
i. I regularly receive "The Link" newsletter.	38%	13%	8%	13%	29%

j. Aston-Mansfield has a friendly atmosphere.	0%	4%	8%	46%	42%
k. I've been given the opportunity to meet staff in other parts of the organization.	33%	25%	8%	25%	8%
l. I don't feel I can contribute to discussions around activities under threat or under proposal.	8%	21%	42%	17%	13%

Volunteers had a greater variety of responses than paid staff. Most responses were very positive, but there were some negative responses, and one mixed response.

The most positive responses included:

- Most volunteers felt that staff thanked them for their voluntary work.
- Most volunteers wanted to continue volunteering for Aston-Manfield.
- Most volunteers felt they had learned about other cultures through volunteering at Aston-Mansfield.
- Most volunteers felt that Aston-Mansfield has a friendly atmosphere.

Attitudes with a positive bias included:

- Volunteers felt they were given equal treatment compared to paid staff.
- Volunteers felt their opinions were listened to.
- Volunteers felt they got positive feedback from users about their work.

Attitudes with a mixed/ambiguous response included:

- Volunteers were unsure about whether they could contribute to discussions around activities under threat or under proposal.

Attitudes with a negative response included:

- Most volunteers feel that they do not regularly take part in team meetings.
- Most volunteers say they don't know what's going on in other parts of Aston-Mansfield.
- Most volunteers do not receive "The Link" newsletter.
- Many volunteers have not been given the opportunity to meet staff in other parts of the organization.

7. What is the best/most positive aspect of working/volunteering at Aston-Mansfield?

Staff and volunteers emphasized the sense of job satisfaction arising out of the Aston-Mansfield working culture of approachable staff/management; flexibility of working; lack of bureaucracy; and the freedom to work independently through planning and managing one's own workload.

Other aspects included: the opportunity for skills development; to meet people of other cultures; and the opportunity to contribute positively to the community. For further detail, see appendix 30 (page 66).

8. What is the worst/least positive aspect of working/volunteering at Aston-Mansfield?

Several issues were raised, including:

- A lack of organization, communication, definition of work tasks, job training and inconsistency in staff following procedures.
- A poor office environment – not cleaned properly, and lack of resources.
- Volunteers feel there is a lack of organization/communication – no regular meeting for volunteers, and lack of proper induction.
- IT strategy is 'dire' – frequent problems, and no-one apparently ultimately accountable.

For further details, see appendix 31 (page 67).

TRAINING:

9. How many times have you been offered training in the past 12 months?

33.8% - zero

29.4% - once

13.2% - twice

5.9% - three times

Just under half of staff/volunteers were offered training in the past 12 months.

10. How many times have you requested training in the past 12 months?

- 47.1% - zero
- 16.2% - once
- 2.9% - twice
- 4.4% - three times

Just under a quarter of staff/volunteers requested training in the past 12 months.

11. If you have requested training in the past 12 months, how many times have you received training as a result of your requests?

- 17.6% - zero
- 16.2% - once
- 2.9% - twice
- 2.9% - three times

A similar percentage of staff/volunteers received the training they requested.

COUNTERPARTS:

Summary of questions 12-15:

A counterpart is someone performing a similar role to an individual, but in a different part of Aston-Mansfield.

For those staff with counterparts, about two thirds of these staff know who their counterpart is in the organization. Of these, almost all have met their counterpart. Of those staff who have met their counterpart, about two thirds found this meeting useful.

12. Is your job one of the following?

- Centre Co-ordinator
- After school club worker
- Administrator

Yes 23.6% go to next question.

NO 76.4% go to question 16.

13. Do you know who your counterpart is?

Yes 16.4% go to next question.

NO 7.3% go to question 16.

Not Applicable 61.8%

14. Have you had opportunity to meet?

Yes 16.7% go to next question.

NO 1.9% go to question 16.

Not Applicable 81.5%

15. Has this been useful?

Yes 9.6%

NO 5.8%

Not Applicable 81.5%

16. What (if anything) would you most like to change about working at Aston-Mansfield?

- There needs to be better communication across the organization, and in a variety of ways: with managers (eg receiving positive feedback and help; getting full minutes of managers' meetings); holding staff conferences, with opportunity to socialize; more information in "The Link", especially on Froud Centre activities/news; monthly staff meetings for charity shop staff.
- The IT system, and the strategy to handle this needs to be urgently addressed. It is seen as ad hoc and fragmented. IT staff are perceived to deal with problems in an unprofessional manner.
- Volunteers need to provide references before starting to volunteer, and they should be offered proper training.
- Office working conditions are poor eg desks/chairs need replacing; and the heating system is problematic.

For further detail, see appendix 32 (page 67).

How do you think your work ties in with the Aston-Mansfield mission statement?

Nearly all respondents aligned their work closely with the mission statement, and felt that it represented/guided and fitted their work role well.

See appendix 33 (page 68) for examples and further detail.

PARTNER AGENCIES

The following results are based on a random sample of 16 partner agencies, who completed a postal questionnaire by July 28th 2006.

1. What is the nature of your organisation's relationship with Aston-Mansfield? Please describe in general terms the key purposes of any joint project, and your organisation's role in it.

Various relationships were mentioned, from being the managing agent for Aston-Mansfield's young people's hostel, to the after school snack delivery service. See appendix 34 (page 68) for details.

2. With which unit(s) or section(s) of Aston-Mansfield have you worked?

Durning Hall	50%
Froud Centre	37.5%
Community Involvement Unit	68.8%

3. In general, how have you found the staff who you've worked with, in terms of:

Excellent Good OK Poor Very Poor

a. Helpfulness / concern	56.3%	43.8%	0%	0%	0%
b. Extent and accuracy of their knowledge	50%	43.8%	6.3%	0%	0%
c. Communication skills	37.5%	43.8%	18.8%	0%	0%
d. Availability	50%	50%	0%	0%	0%
e. Ability to solve your problems	31.3%	62.5%	6.3%	0%	0%

Partner agencies view staff extremely positively on all measures

4. How long has the partnership been running?

Duration ranged from 6 months to 26 years. See appendix 35 (page 68) for further details.

5. Overall, how satisfied are you with your partnership?

Very Satisfied	Satisfied	OK	Dissatisfied	Very Dissatisfied
50%	50%	0%	0%	0%

No degree of dissatisfaction was expressed at all by any partner agency – all were either very satisfied or satisfied with their partnership with Aston-Mansfield.

6. What has been achieved through your partnership with Aston-Mansfield, in terms of impact on the wider community?

Partnership working with Aston-Mansfield has achieved diverse outcomes, from establishing important research findings about the VCS (Voluntary and Community Sector) in East London, through to supporting Roma refugees. See appendix 36 (page 69) for further detail.

7a. What have been the problems, difficulties or failures in your partnership with Aston-Mansfield?

The following issues were mentioned:

- Communication.
- Inflexible attitude of some staff concerning the use of the car parking area.
- Getting a clear, long term strategy.
- Lack of time.
- Invoicing issues – invoicing after the end of the year deadline is not good practice.

7b. How have these been overcome (or not)?

The following solutions were mentioned:

- Change in management has helped.
- Reminders/follow up calls resolved the issue.
- Frequent opportunities to raise problems with senior staff who are understanding.
- Requested monthly invoices and statements.

7c. In your opinion has Aston-Mansfield been responsible for any of these problems? If so please give details

Aston-Mansfield is generally not blamed for problems encountered – it is mostly seen as a joint issue which needed resolving through compromise.

8a. What have been the positive aspects of your partnership with Aston-Mansfield?

The following positive aspects were mentioned:

- Aston-Mansfield refers business to us.
- Mutually beneficial for both parties in terms of achieving work goals.
- Clear decision making.
- Good people to work with, and dedicated to working with local communities.
- Great at sharing information.
- Connected us to other groups.
- Supported by senior management.
- The hostel is a success with little interference from management.
- Our work is respected and valued, and assisted with expert knowledge.
- Good ideas are generated.

8b. Why did you choose Aston-Mansfield to partner with?

Reasons included:

- Aston-Mansfield provided excellent resources and are the best, with a good reputation.
- Location was useful.
- We share the same values of inclusive community and community development.
- Aston-Mansfield is a user-friendly organization.
- Our organization was invited to partner with Aston-Mansfield.
- The organization was initially set up by Aston-Mansfield.

8c. Would you recommend Aston-Mansfield to other agencies/departments as a partner?

All respondents said "yes".

8d. How could Aston-Mansfield improve in the way it partners?

- Publicise its excellent work/facilities/outreach workers.
- Streamline procedures, and ensure they are followed within the organization.
- Have realistic expectations of the organization – staff at times are too stretched to work effectively.
- Training for admin staff to improve written communication skills.
- Keep up the networking of organizations.

9. In your experience how have you found Aston-Mansfield as an organisation?

	3	2	1	2	3	
Professional	31.3%	43.8%	18.8%	6.3%	0%	Amateur
Caring	46.7%	40%	13.3%	0%	0%	Uncaring
Rigid	6.3%	6.3%	18.8%	43.8%	25%	Flexible
Dynamic	18.8%	43.8%	31.3%	6.3%	0%	Passive
Unaware	0%	6.3%	18.8%	37.5%	37.5%	Knowledgeable
Empowering	43.8%	25%	25%	6.3%	0%	Creating Dependency
Standardised	7.7%	7.7%	38.5%	46.2%	0%	Ad hoc
Effective	31.3%	43.8%	18.8%	6.3%	0%	Ineffective
Unfriendly	0%	0%	6.3%	18.8%	75%	Friendly
Unreliable	0%	0%	12.5%	56.3%	31.3%	Reliable
Creative	26.7%	40%	26.7%	6.7%	0%	Uncreative
Trustworthy	50%	37.5%	12.5%	0%	0%	Untrustworthy
Performs as Promised	31.3%	43.8%	18.8%	6.3%	0%	Fails to Deliver
Racist	0%	0%	0%	0%	100%	Anti-racist
Radical	12.5%	43.8%	31.3%	12.5%	0%	Conservative
Inclusive	46.7%	33.3%	13.3%	6.7%	0%	Exclusive
Isolated	0%	6.3%	12.5%	37.5%	43.8%	Well networked

Aston-Mansfield is perceived very positively by partner agencies. It is seen as: Professional, caring, flexible, dynamic, knowledgeable, empowering, effective, friendly, reliable, creative, trustworthy, performs as promised, anti-racist, radical, inclusive and well networked.

However, on the negative side, Aston-Mansfield is seen by most of its partners to some degree as "ad hoc" (as opposed to "standardized").

If you have any other comments, please write them below.

- The first floor facilities of the 'hostel lounge' during evenings is causing continuous concerns – groups are often loud, children make noise and are unsupervised in the staircase/lobby area. Also security is an issue after dark – who has access to the building.

Caroline Rouse is 'top drawer' – I wouldn't work with anyone else in Newham.

Background

In the fourth phase of the audit, a structured discussion was organised with the Board of Aston-Mansfield. The objective of the discussion was to identify strengths and weaknesses in the way Aston-Mansfield and its board currently operate and, further, to examine how the existing competencies that are identified can be consolidated and any weaknesses can begin to be addressed.

The discussion was facilitated by the external verifier of the social audit, Eva Neitzert. A verbatim transcript of the discussion was produced. Board members were granted anonymity to ensure that they could speak freely. A feedback form was also made available to allow board members to submit any additional written comments.

The discussion took place on the 17 May 2006. Seven board members were in attendance.

Findings

Overall, there was a sense among board members that the board was working effectively as a unit and also in terms of the way it relates to Aston-Mansfield as an organisation.

This section of the report first lists the strengths and weaknesses identified by board members and then turns to several issues that require further discussion and consideration.

Strengths

- There is a high level of commitment to the board and, more generally, to Aston-Mansfield from those board members who regularly attend meetings. The commitment and hard work of the current, and also past, Chairman was also singled out;
- Board members feel that they are able to voice opinions freely. The board meetings are considered to be a safe and open space for discussion;
- The board has significant financial expertise. It was felt that this had been very important in helping Aston-Mansfield to restructure and 'right-size' over the past several years;
- Strong, decisive, and patient. Board members felt that they had demonstrated an ability to make difficult decisions. At the same time, they felt they had been patient with the organisation so that it could have sufficient time to get used to these decisions and implement them effectively;
- Able to challenge the organisation when necessary. For example, board members identified a meeting where they had asked the executive whether a replacement for Durning Hall was necessary as a particularly fruitful one;
- The relationship between board members and the executive team was perceived positively.

Weaknesses

- Board members are not very representative of the community that Aston-Mansfield serves (see more discussion below);
- More reactive than proactive. This was partly seen to have been borne out of necessity, particularly the need to 'right-size' Aston-Mansfield;
- Perception of the board. There was a sense that although the executive level of Aston-Mansfield knows that the Board is doing a good job, staff needed to be made more aware of the work of the board. There was a suggestion that this might also be addressed in part by improving the representativeness of the board.

Points for Discussion and Action

- **Representativeness of the Local Community**
For board members this was a complicated issue and, indeed, one that was also raised in the previous social audit. On the one hand, it was felt that distance was important as it meant that board members could be more objective and less vulnerable to being swayed by particular factions. However, it was also perceived as a weakness in that some board members felt they did not have a good enough understanding of the needs in the community that Aston-Mansfield serves. There was a sense that a balance between objectivity and representativeness needed to be struck and that the move to enlist several new board members with stronger connections to Newham would go some way towards achieving this.

- **Closeness of Board to Aston-Mansfield**
 Board members felt that because they only meet four times a year that it was important to have other points of contact with the organisation. Arrangements such as 'twinning' were rejected in favour of more functionally based relationships. It was felt that project based work between individual board members and employees of Aston-Mansfield had worked well in the past and that this should be pursued in the future. Again it was reiterated that some distance, however, is not a bad thing to ensure that the board can govern effectively. Another possibility for increasing contact between board members and the organisation was to revive the practice of having senior managers attend board meetings from time to time.
- **Focus of the board**
 This relates to the sense that the board is strong in terms of financial tactics and strategics, but could perhaps work to be more visionary in terms of the future of Aston-Mansfield. There was some debate among board members about the extent to which this is the responsibility of the board versus the responsibility of senior managers and the executive team at Aston-Mansfield. It was resolved that it was perhaps not so much the place of the Board to come up with ideas, but rather to encourage managers and employees of Aston-Mansfield to bring radical ideas to the Board for discussion as they have a better sense of what is going on 'on the ground'. It was felt that the publication of the social audit might provide any opportunity to convene a meeting where the direction of Aston-Mansfield could be discussed.
- **Information available to the board**
 Closely related to the point above, there was a sense that the board needed more strategic information. Two points were made in this regard. Firstly, Aston-Mansfield should consider using more tools from business to measure performance. For example, it was felt that the board should perhaps encourage Aston-Mansfield to conduct more 'market research' type consultation if this was not covered by the social audit. It was mooted that this had been part of the initial brief for the CIU and perhaps it was simply a matter of encouraging the CIU incorporate this into its role again. Secondly, board members expressed a need to do risk analysis on a broader scale. They felt that currently the board is very good at assessing financial risk, but needs to focus also on other kinds of risk, such as reputational risk.

DISCUSSION

The social audit gathered a wealth of information about Aston-Mansfield. Users, Partner Agencies, and the Board will be considered in turn, and strengths and weaknesses highlighted.

USERS:

Comparing demographic profiles of the random sample of users, it is seen that:

- The CIU's users are generally older, and the FC has the best spread of ages of users.
- Both Durning Hall and Froud Centre have more female users; the CIU bucks this trend with fairly even numbers of male and female users.
- In terms of employment, three quarters of CIU users are in employment, falling to 50% for Durning Hall, and to 40% for Froud Centre users. The Froud Centre also has the highest proportion of retired/sick users, at 20% (in comparison with Durning Hall at 6% and the CIU at 6%).
- In terms of education, 62% of CIU users have a degree; 40% of Durning Hall users have a degree; 16% of Froud users have a degree but 20% have professional qualification.
- Over half of Durning Hall and Froud Centre users live in the immediate vicinity of the centres; the CIU is the exception – one third live near, but one third live outside of East London.
- In terms of travel, 50% of Durning Hall users get there by foot, 50% of Froud Centre users get there by bus; and 50% of CIU users get there by car/motorbike.
- In terms of ethnicity, Durning Hall users are mainly White UK/ Black; Froud Centre users are mainly White UK/ Asian; and CIU users are mainly White UK.
- Diversity of languages is similar for Durning Hall and the Froud Centre. For the CIU, it is much less.

The demographic comparison suggests that there are significant socio-economic differences between users of the three centres.

The CIU has the best educated users, most of whom are in employment. They tend to be older, and nearly a third of users live outside of East London, and use private transport. They are majority White (UK) users, equally male and female.

Durning Hall and the Froud Centre have majority female users, but there are major differences in ethnic make-up of the two centres: Durning Hall is used more by Black users; the Froud Centre is used more by Asian users. There are also marked differences with regards to socio-economic status: more Durning Hall users are in employment, and have degrees, in comparison with Froud Centre users, who tend to be less qualified, with one fifth receiving benefits. Over half of Durning Hall and Froud Centre users live within the same postcode of the centre.

Comparing the 3 centres in terms of the brand name 'Aston-Mansfield', Durning Hall and Froud Centre users had similar levels of awareness – less than half of users in both centres had heard of Aston-Mansfield. However, in stark contrast, nearly all CIU users had heard of Aston-Mansfield. Perhaps as a result of this perception, both Durning Hall and Froud Centre users felt Aston-Mansfield's function was synonymous with the community centres' activities. CIU users, on the other hand, answered both in general terms (eg "helping to improve the lives of people in Newham and East London") and in specific terms, to do with the CIU's role in Aston-Mansfield's stated mission.

In terms of facilities, users generally only use one facility of Aston-Mansfield. Durning Hall users almost exclusively only use Durning Hall, and similarly Froud Centre and CIU users.

As to why users visit Aston-Mansfield centres – Durning Hall and Froud Centre users attend a wide range of activities, either youth based, religious based, fitness based, or for elderly users. CIU users visit for specific help regarding community/voluntary group development, especially funding issues.

A majority of all users (ranging from 57%-70%) feel Aston-Mansfield is meeting the aims of its mission statement, and similarly, a majority of all users (ranging from 80%-88%) felt that the mission statement adopted by Aston-Mansfield contained appropriate aims for the organization.

In terms of ideas for making Aston-Mansfield's work more relevant and useful in East London, most prevalent was the need to better publicize/advertise Aston-Mansfield, to raise its profile, clarifying what it does and has to offer. Froud Centre users wanted a greater integration of various user groups; CIU users wanted to see a broadening of its objectives, and widening the spectrum of who it partners with.

Almost all users viewed services offered by Aston-Mansfield very positively, across all three centres. However, the physical facilities at Durning Hall were rated mediocre; the catering facilities were seen as poor. Further feedback from users suggested that Durning Hall needed to be cleaner, repainted, refurbished and new furniture installed. The heating is inadequate, and disabled access is poor. Parking is also a problem. However, the bookstand is seen as an excellent feature, and despite the building being stuck in "a 1970s time warp", it is seen as a homely and friendly place with friendly staff. In contrast to the majority of users, some like the café and want it to extend its hours to open on Saturdays. Durning Hall is also convenient for public transport, and is local to many users. It is perceived as having become more formal, less-community focused and more business focused, with less staff over recent years.

The CIU had similar "ok" ratings regarding its physical facilities, with similar comments as Durning Hall, but with an additional issue around poor signage. This stands in contrast to the Froud Centre, which is viewed much more positively by its users in terms of its physical facilities – its accessible for disabled users, it is clean, the architecture of the building is liked, it has a friendly atmosphere, with a diversity of users, and a diverse programme of activities; and it is convenient for public transport. However, comments about the café suggest there is room for improvement in terms of range of food offered, opening hours and speediness of service. The building is liked by most users but it could also do with redecorating, both inside and out, and better cleaning. Problems with ventilation of rooms and better air conditioning were also mentioned by several users. The Froud Centre is perceived as having become busier in recent years, with more staff, but as a negative consequence to this, it is now noisier, and needs sound proofing. Several users also mentioned safety issues associated with the Froud Centre – namely, problems with antisocial behaviour of youths who hang around outside the centre; lockers to put valuables in when at the centre; and a security gate for the car park. The car park should also be made available for those using the centre.

With regards to how users perceived staff, on every measure in all three centres, staff were given very positive ratings. When asked for suggestions for improving the way staff relate to users, several respondents suggested training should be given to enable staff to be more consistent in policy and procedures, and be more 'clued up' regarding the services Aston-Mansfield provides.

Regarding the 'new Durning Hall', nearly all users want it to be situated near the site of the current building, and contain all the facilities the current centre has, but also include dedicated facilities for children, and a flexible hall/performance space suitable for a range of activities from performing arts events (dance and theatre) to sports activities. The positive appraisal of the Froud Centre by users there might also give some pointers as to how the replacement for Durning Hall should be constructed.

Turning specifically to user feedback on the CIU, users mentioned several positive ways it has impacted their community/voluntary group, through help with fundraising, giving information and guidance, providing networking opportunities, and providing training. Quite a few respondents were contacts established in the last 2 years.

Users had a wide range of suggestions for help or training the CIU could offer in the future, ranging from help with financial issues, through to management business and training. Users

felt the CIU could improve its services by providing primarily more training around all aspects of funding – from seeking funding, to direct help with funding bids. Users also felt that the CIU should improve its publicity and raise the profile of the services it provides more.

Summing up strengths and weaknesses identified through user feedback of Durning Hall, the Froud Centre and the Community Involvement Unit are as follows:

In terms of strengths ...

- The CIU's work is viewed very positively by users – services offered are relevant and helpful, and staff are excellent.
- A wide range of activities is offered at both Durning Hall and the Froud Centre, relevant for all age groups and diverse in nature.
- Aston-Mansfield's mission statement is strongly seen as an appropriate objective for the organization, and perceived by most users as being delivered on by the organization.
- The range of services provided by Aston-Mansfield are viewed very positively by users.
- Staff are viewed very positively by users.
- All centres are regarded as being well situated and good for public transport.
- The architecture of the Froud Centre is liked by its users.

In terms of weaknesses ..

- Both Durning Hall and the Froud Centre have a majority of female users.
- The majority of users for both Durning Hall and the Froud Centre live in the immediate vicinity of the centres.
- The corporate name of "Aston-Mansfield" is not known by the majority of Durning Hall and Froud Centre users.
- Users tend to use one facility only of Aston-Mansfield.
- There is a need to advertise/raise awareness of Aston-Mansfield's work across all centres, both among current users and further afield.
- Durning Hall's building is perceived as poor.

STAFF AND VOLUNTEERS

There needs to be a clearer understanding of which programme staff and volunteers are working within. Nearly one third of respondents who were working within either Community Development, Life Long Learning, or Healthy Living were not aware of this.

In terms of staff attitudes, most were positive or very positive on each measure; there were some mixed feelings on some measures, but there was no negative feedback at all. The strongest positive responses included: staff feel consulted; informed (they regularly receive 'the Link' newsletter); feel they work in a friendly environment; feel users can go to them for advice; feel they've been given opportunity to meet staff from elsewhere in the organization; feel they've learned about other cultures through their work; feel they are listened to; feel that users give them positive feedback; feel their work experience is valued, and say they understand the pay process.

Further positive responses from staff included: others are receptive to new ideas; staff get positive feedback from their colleagues/managers; most staff don't feel the need to work overtime; most staff are happy with staying in their job; most staff understand the reason for the level of their salary; and staff talk to colleagues about non-work related issues.

Mixed or ambiguous responses included: staff aren't sure they know what's going on in other parts of Aston-Mansfield; they are not sure about Aston-Mansfield's pay policy, or opportunities to try out new activities at work, or about contributing to discussions around activities under threat or proposal. As regards consultation – most were neutral about its usefulness.

Unlike staff, volunteers had both positive and negative attitudes. On the very positive side, volunteers felt appreciated by staff; wanted to continue volunteering for Aston-Mansfield; felt they'd learned about other cultures through their work; and that there was a friendly working atmosphere.

They also felt they were treated equally to paid staff; their opinions were listened to; and they received positive feedback from users about their work.

However, volunteers felt unsure about being able to contribute to discussions around activities under threat or proposal. On the negative side, most volunteers said they do not take part in regular team meetings; they don't know what's going on in other parts of Aston-Mansfield; they don't receive "The Link" newsletter; and have not been given the opportunity to meet staff/volunteers in other parts of the organization.

Further feedback from staff and volunteers suggested that the working culture of Aston-Mansfield carries a lot of freedom – staff feel able to work independently and flexibly, with friendly approachable staff and management, without bureaucracy. Conversely, however, there is a lack of communication, organization, inconsistency in work procedures and lack of definition of work tasks.

The IT strategy was singled out for particular criticism, being described as 'dire', with no particular person apparently responsible or accountable for its maintenance.

In terms of training, just under half of all staff/volunteers were offered some in the past 12 months; and all who requested training received it.

Regarding those staff who have counterparts in the organization (that is, a person doing a similar job to the respondent but based in a different part of the organization), about two thirds of these staff were aware who their counterpart was, and had met their counterpart. Most found meeting their counterpart useful.

When asked what staff/volunteers would most like to change at Aston-Mansfield, issues around better communication, the IT strategy, training for volunteers, and improving working conditions in Aston-Mansfield's offices were mentioned.

Regarding Aston-Mansfield's mission statement, nearly all staff/volunteers felt that it represented the organization and their role within it well.

Summing up strengths and weaknesses identified through staff and volunteer feedback:

In terms of strengths:

- Staff attitudes are very positive on most attitude measures – they feel respected and their work is valued.
- Volunteers feel valued and are settled at Aston-Mansfield.
- The working culture of Aston-Mansfield has a lot of freedom.
- Training was offered to all that requested it in the last 12 months.
- Staff who had counterparts had met them and most found it useful.
- Aston-Mansfield's mission statement is seen as resoundingly appropriate.

In terms of weaknesses:

- Many staff/volunteers need a greater awareness of the context of their work, ie which programme they work within.
- Many staff still are not sure about what's going on Aston-Mansfield wide, despite receiving "The Link" regularly.
- Staff are not convinced about the usefulness of consultation.
- Volunteers feel 'left out of the loop' regarding knowing what's going on.
- There is a perceived lack of communication/inconsistency in procedures.
- The IT strategy is described as 'dire'.

PARTNER AGENCIES

There is a great diversity of agencies that Aston-Mansfield partners with, reflecting the range of Aston-Mansfield's activities. Some of these agencies have worked with Aston-Mansfield for

up to 26 years. All partner agencies view Aston-Mansfield staff extremely positively on all measures (namely, helpfulness extent and accuracy of their knowledge; communication skills; availability; and ability to problem solve). There was resounding satisfaction expressed by all agencies in their working with Aston-Mansfield, and an extremely diverse set of outcomes achieved through these partnerships.

Aston-Mansfield was not seen as solely to blame for any problems that had been encountered (such as lack of communication or agreeing to a long term strategy); rather it was seen as a joint issue which was, or could be, sorted out through discussion and compromise with understanding senior staff.

Aston-Mansfield was viewed as a positive influence on the partner – ranging from being better connected, to achieving better planning and attainment of goals. Agencies partner with Aston-Mansfield because it provides excellent resources, has a good reputation, values inclusivity and community development, and is user friendly. All agencies would unanimously recommend Aston-Mansfield to others.

In terms of how it can improve the way it partners, it was suggested that Aston-Mansfield publicise its excellent work more; be aware of the capacity of partner agency staff so that they are not overstretched; be consistent in following its own procedures; and train administrative staff to improve their written communication skills.

All partner agencies found Aston-Mansfield to be a positive, empowering and professional organization to work with. The only negative dimension that emerged was that its style of working was regarded very much as 'ad hoc' rather than standardized.

Summing up strengths and weaknesses identified through partner agencies feedback:

In terms of strengths...

- Agencies that partner with Aston-Mansfield are very diverse, giving rise to diverse achievements and outcomes.
- Partner agencies have an extremely positive attitude towards Aston-Mansfield staff.
- Partner agencies expressed no dissatisfaction working with Aston-Mansfield.
- Any problems that had been encountered were not perceived as being caused solely by Aston-Mansfield, but rather, was an opportunity to come to a joint solution.
- Partner agencies viewed Aston-Mansfield's involvement as a positive contribution to their agencies aims and objectives, and would recommend Aston-Mansfield to others.

In terms of weaknesses...

- Partner agencies felt Aston-Mansfield had an 'ad hoc' rather than standardized style of working, and should be consistent in following its own procedures.
- Aston-Mansfield should publicise its work more.
- Aston-Mansfield staff should be aware of the capacity of the partner agency to deliver.
- Administrative staff should improve their written skills.

BOARD CONSULTATION

Overall, there was a positive sense amongst board members that the board was effective in its role and in the way it relates to Aston-Mansfield.

Its strengths lay in the following: a commitment of board members to meet regularly and do work for the organisation between the meetings; the ability voice opinions freely; financial expertise; ability to make tough decisions, and challenge the organization when necessary; and in its positive relationship with the executive team of Aston-Mansfield.

The board's weaknesses were perceived to be: lack of representativeness of the community it serves; a reactive rather than proactive role; and lack of familiarity of Aston-Mansfield staff with the board.

Further discussion at the board focus group examined issues around its representativeness, relationship with Aston-Mansfield, role with regard to innovative ideas about the organization's future, and the need for strategic information.

CONCLUSION

The results of the social audit are very positive. The aims of the organization are endorsed by users, staff, and volunteers, and it is perceived to be delivering on those aims successfully. Staff are liked and respected by users, and volunteers feel happy to be working at Aston-Mansfield. Partner agencies similarly are very happy with their arrangements with the organization. Staff are very positive about working for Aston-Mansfield, feeling it is a place where they have a great sense of control over their workload. Board members were also generally positive about their role and how they related to the organization and the executive.

On the negative side, the physical facilities at Durning Hall were criticized as being in great need of refurbishment. The IT strategy also came under heavy criticism from staff. In every aspect of the social audit, feedback suggested that Aston-Mansfield needs to seriously raise its profile and publicise its mission, activities, and achievements far more. Communication was another common theme raised across all areas of the social auditing process – the need for systematized (not 'ad hoc') communication and consistent procedures.

The social audit provides an opportunity to work on these areas in need of improvement. It should also, however, provide an opportunity to recognise and celebrate the achievements of the many people that collectively make up Aston-Mansfield as this social audit attests to the way that they have worked to build an organisation which in the main is held in positive esteem by its diverse stakeholders.

APPENDICES:

DURNING HALL USER RESPONSES:

Appendix 1:

WHAT DO YOU THINK ASTON-MANSFIELD DOES?

- A charity that supports and involves communities through various activities, including:
 - providing facilities for worship
 - adult education
 - exercise
 - children's play scheme
 - afterschool clubs
 - football clubs
 - community surveys
 - customer services
 - room hire
 - youth provision
- Does charitable work / works for 'good causes'.
- Runs community centres, including Durning Hall and the Froud Centre
- Hosts social/cultural, recreational activities eg Kung Fu and dance.
- Empowers the community
- Runs classes
- Does research
- Has a charity shop
- Runs holidays
- provides housing through the hostel; helps the homeless
- Cafe
- Runs events
- Provides literature
- Supplies food
- Signposts (ie helps put people who are in need, in touch with professional bodies).
- Provides business facilities
- Supports social regeneration
- A voluntary sector agency
- Miscellaneous ideas about what users thought Aston-Mansfield does:
 - Its a hospital
 - Its a committee
 - Its church related
 - It manages various community centres in Newham
 - Oldest charity in East London
 - Its something to do with Newham and funding
 - Provides work for disabled citizens
 - A voluntary organisation dependent on Newham Council.
 - A consultancy

Appendix 2:

WHAT HAS BEEN THE PURPOSE OF THESE VISITS OR WHICH SPECIFIC SERVICES/ACTIVITIES OR GROUPS HAVE YOU TAKEN PART IN?

- Ballet
- Children's dance classes
- Church
- Tap dancing
- Irish dancing
- Afterschool club
- Children's drama classes
- Kumon
- Cafe/refreshments
- Playscheme
- To buy books/look at book collection

Other activities/groups mentioned were:

- Non-contact boxing
- Xiaolin class
- Beavers
- Scouts
- To attend a community forum meeting
- To read the newspapers
- To attend community activities
- For community contact
- Guides
- To see a counsellor
- To collect my children
- To attend a business meeting
- Keep fit
- Green party meeting
- To use the charity shop
- To volunteer
- To hire rooms
- Karate/Martial Arts
- Meeting friends
- Men's group
- Saturday school
- Youth group
- Private tuition
- Somali Association
- Victim support

Appendix 3:

HAVE YOU ANY IDEAS FOR MAKING THE WORK OF ASTON-MANSFIELD MORE RELEVANT AND USEFUL IN THE LOCAL COMMUNITY IN EAST LONDON?

- Provide clearer information on what Aston-Mansfield provides and does at its centres through various forms of publicity. Eg advertising locally, having a link on Newham Council's website, having a notice board. Quoting one respondent: "Publicise mission statement more widely. It's a great message, let more people know about it".
- The cost of hiring rooms should be reduced to facilitate poorer organisations and groups. "Renting rooms for community events needs to be subsidised or free. I think the current price is too much for organisations who have no funding", one respondent wrote.
- Could make families and children more welcome, especially at reception.

- General improvements – refurbishment, paint the walls (very old looking, not inviting at the moment).
- Group exercise for adults and children.
- Make sure there's a wide choice of activities and wider objectives.
- Involvement with the Olympics.
- Sponsorship from Newham Council.
- Get more feedback from the community – find out what they need.
- More free children's activities/youth activities.
- Greater awareness of cleanliness and safety, both outside and inside the building (eg clean floors for dance).
- Target activities for culturally excluded communities (ie Afro-Caribbean and other cultures; young people; mental health users; help immigrant children get books they cannot get in libraries).
- More resources – computers, internet, books.
- More reception staff.
- Pro-breast feeding policy.
- More partnership working.
- Open longer hours.
- Keep the café open (don't close it down).

Appendix 4:

WHY ARE YOU AT DURNING HALL TODAY?

Children's activities – after school club; playgroup; ballet classes; dance classes; Irish dancing; drama; cubs; accompanying my child.

Adult activities – church/ religious activities; café; karate; martial arts; kumon; browsing books; meeting friends.

Appendix 5:

ANY OTHER COMMENTS ABOUT THE BUILDING AND ITS FACILITIES?

Negatives:

- Dirty – needs cleaning especially floors for dancing.
- Café- opening hours should be extended.
- No changing area for children and no privacy.
- Durning Hall is shabby and dull – it needs a new coat of paint and furniture.
- Heating is inadequate/dangerous – young children have been burned as there was no guard.
- Poor accessibility especially for disabled as there is no lift.

Positives:

- Durning Hall feels secure.
- Bookstand is brilliant.

Appendix 6:

DO YOU HAVE ANY SUGGESTIONS FOR IMPROVING THE WAY OUR STAFF RELATE TO YOU AND THE PUBLIC?

- Training for staff is needed – for there to be consistency in the way staff deal with public. For example, on Saturdays, there's no attempt to monitor who comes into the centre, when its full of children – issue of child safety.
- More information on activities taking place.
- Some staff are friendly and helpful, others are the opposite – uninterested and uninspired.
- Café user was recently told to leave for breastfeeding.

Appendix 7:

WHAT WERE YOUR FIRST IMPRESSIONS OF DURNING HALL CENTRE?

Negative comments:

- Shabby, dull and uninviting. It needs modernising and refurbishment. Stuck in a 70's timewarp.
- Worried about Health and Safety for my child – its not safe for children.
- Could do more – make better use of building.
- Café bar – non smoking rule NOT enforced.
- Poor advertising.
- Poor disabled access.

Positive comments:

- Run-down centre but doing a lot for the community from different cultures.
- Friendly staff.
- Friendly, homely, well presented facility.

Appendix 8:

HAVE THESE IMPRESSIONS CHANGED OVER TIME? IF SO, IN WHAT WAYS?

- Not used by such a wide range of groups now.
- Remains the same – still dull and uninviting.
- Not as clean or as busy now.
- Durning Hall has become more formal and business like, and less community-like/ less sociable, due to increased costs of hire.
- Staff are now thin on the ground.
- Information on activities are not clear.
- It's improved over the years – busy, well used, and a great 'buzz', but needs to be cleaned and refurbished.

Appendix 9:

WHAT DO YOU LIKE MOST ABOUT DURNING HALL?

- Opportunities for learning.
- Good atmosphere/sociable place – get to meet people.
- Friendliness/helpfulness of staff.
- Feels secure.
- Availability of facilities
- Accessible – good transport links, eg its near railway station.
- Its close to home/local.
- The bookstand.
- Children's activities – nursery etc.
- The café.
- Busy – used by many different groups.
- Variety of activities on offer.

Appendix 10:

WHAT DO YOU LIKE LEAST ABOUT DURNING HALL?

- The car park / parking.
- Cleanliness – floors dirty, and the place generally is dirty.
- Heating inadequate.
- Extension and courtyard.
- Room's facilities could be better.
- Security for children – easy access to adults.

- Run-down – needs refurbishment/ it looks shabby.
- Café not open on Saturdays.
- Breastfeeding is disapproved of – being asked to leave.
- No baby changing facilities.
- Smoking.
- Lack of smoking venue in the building.
- Disabled access.

Appendix 11:

HOW COULD THE DURNING HALL COMMUNITY CENTRE IMPROVE ITS SERVICES IN THE FUTURE?

- Changing area for children.
- Seating area for parents.
- Clean floors/ cleanliness generally.
- Advertise programmes/facilities.
- More services/activities.
- Aim activities more at teenagers/young adults.
- Decorate/refurbish.
- Ban smoking.
- Be more inclusive of under-represented communities.
- Offer facilities at a reasonable price.
- Better heating.
- Conduct questionnaires in the local community to identify potential users.
- Employ more staff.
- Expand catering facilities /open the café on Saturdays.
- Have a dedicated office for counsellors to use.
- More social evenings/outings.
- Parking facilities.

Appendix 12:

PREFERRED LOCATION OF DURNING HALL:

- Canning Town
- East Ham
- Easy access to transport
- Forest Gate
- Newham, Redbridge or Waltham Forest

Appendix 13:

ARE THERE OTHER FACILITIES WHICH YOU WOULD LIKE TO SEE IN THE NEW BUILDING?

- Creche/ play area/ childcare facility/ toilets for children/ open playground.
- Computer room with free internet access.
- Gym.
- Car parking.
- Community support room.
- Neighbourhood watch site.
- Better toilet facilities.
- Changing rooms improved eg for dance.
- Bookshop.
- Food co-op (selling wholefood/organic); health food shop.
- Cinema.
- Citizens Advice Bureau.

- A community hall available for booking.
- Cycle racks.
- A proper dance hall and performance space, which could also be used for martial arts, yoga, sports, badmington, indoor tennis, volley ball, weight training and theatre.
- Cappuccino machine.
- English classes.
- Conference room.
- Interview room.
- Lift and fire exits.
- Worship space.
- Reading room.
- Smoking room.
- An ATM, shops and a post office.
- Art which is integral to the building (from the design stage – not added on later).

Appendix 14:
WHAT'S YOUR AGE?

Age	Frequency
13	1
14	1
16	2
17	6
18	6
19	1
22	1
24	1
25	3
26	5
27	1
28	1
29	4
30	3
30+	1
31	3
32	3
33	1
34	2
35	8
36	6
37	4
37`	1
38	5
39	3
40	8
41	2
42	3
43	6
44	2
45	2
46	2
47	4
48	4
49	1
50	1

50+	1
51	1
52	1
54	1
55	1
57	1
58	2
59	1
60	1
73	2
blank	17

Appendix 15:

WHICH LANGUAGE(S) DO YOU REGARD AS YOUR MOTHER TONGUE?

English; Bangladeshi; Bengali; Creole; French; Somali; Fauti; Filipino; Gaelic; Ghanaian; Gujarati; Igbo; Kiswahili; Luganda; Polish; Portuguese; Punjabi; Russian; Sindebele; Spanish; Tolugu; Tamil; Urdu; Yoruba.

Appendix 16:

IS THERE ANY TYPE OF GROUP OR ACTIVITY YOU OR YOUR FAMILY MEMBERS WOULD LIKE TO JOIN?

- Sports group – Volleyball, Badminton, Indoor tennis, Aerobic, Gym, Fitness, Kick, boxing, Yoga, Fencing, Pilates, Triathlon, women’s self defence
- Martial Arts - Kung Fu, Judo, Tai chi
- Music lessons –piano, guitar, drums
- Toddler group
- Adult classes – Irish language, drama, singing, English
- Dancing – ballroom, ballet
- Clubs – writers, chess, film, debating (eg politics)

FROUD CENTRE USER RESPONSES:

Appendix 17:

WHAT DO YOU THINK ASTON-MANSFIELD DOES?

- Charitable organisation/business which runs community centres.
- Community based activities for adults and children.
- Meeting local social needs.
- Brings the community together.
- Runs projects.
- Empowers the community.
- Runs religious, cultural and sports activities.
- Community involvement – supports small voluntary sector groups.
- Helps poor people access a range of services.
- Runs courses/ classes/ language improvement.
- Helps with employment.
- Helps handicapped children.
- Helps the elderly.
- Breakfast clubs and after school clubs.

- Provides information and resources for community.
- Uses community wealth to develop and improve the lives of people.
- Provides Christmas dinner for those on their own.
- Oversees all community centres in Newham.
- Provides facilities for groups to meet.

Appendix 18:

WHAT HAS BEEN THE PURPOSE OF THESE VISITS OR WHICH SPECIFIC SERVICES/ACTIVITIES OR GROUPS HAVE YOU TAKEN PART IN?

- After school club
- Church
- Dance school
- Age Well
- Advice session
- Community talks eg talk on community safety; Islamic talks
- Antenatal classes
- Courses: English; Sure Start; Art; Shpresa programme; Elan Vital
- Badminton/ Basketball/ Boxing/ Tai Chi/ Football/ Keep Fit/ Gym/ Karate
- Brownies
- Bingo
- Computer access
- Ballet, Tap, Musical Theatre
- Café
- Lunch club
- Meeting friends
- Over 60s club
- Play scheme
- Cheer leading
- Support group
- Accompanying sibling

Appendix 19:

HAVE YOU ANY IDEAS FOR MAKING THE WORK OF ASTON-MANSFIELD MORE RELEVANT AND USEFUL IN THE LOCAL COMMUNITY IN EAST LONDON?

- More support for BME groups.
- More training for voluntary/community groups eg on Governance.
- More funding to provide "grass roots" services to the community.
- Advertise what's on offer, in public places, including libraries.
- Coffee mornings/ lunch clubs.
- Meeting for the elderly.
- Drama classes for special needs people.
- Encourage integration of groups and greater diversity of cultures.
- More youth activities/ children based activities eg toddler and playgroup.
- Free English classes, especially for Eastern Europeans.
- Create a steering committee of representatives from various user groups to focus on integration.
- Advice sessions for the Asian community.
- Health-based activities.
- Yoga classes/meditation.

Appendix 20:

WHY ARE YOU AT THE FROUD CENTRE TODAY?

- Age Well group / OAP lunch group
- For a presentation
- Antenatal classes
- English course
- Religious activities – church/ interfaith meeting
- Badminton/ Basketball/ Boxing/ Keep Fit/ Football training
- After School club
- Computer access
- Dance/ Ballet
- Cheer leading
- Art class
- Elan Vital meeting
- Café
- Shpresa meeting
- To book a room
- Meeting friends

Appendix 21:

ANY OTHER COMMENTS ABOUT THE BUILDING AND ITS FACILITIES?

- After school club needs to be accessible for start of school age.
- Café – needs more of a choice of food for Muslims ie Halal meat; open longer hours; more access to tea/coffee/snacks; slow service (waiting up to an hour for food).
- Chairs uncomfortable.
- House keeping – looks untidy/messy.
- Toilets – cleanliness needs to be monitored more closely – soap and hand towels; floors dirty.
- Needs decorating – its shabby.
- Better facilities for under 5s – eg playing area/changing rooms/ toys/ books/ puzzles.
- Greater access to hall for users.
- Advertise what's on offer.
- Great building/ friendly environment/ spacious.
- Open it longer hours to get young people off the streets.
- Poor air conditioning/ventilation in the summer.
- Its getting increasingly pricey (used to be good value for money).
- Staff helpful.
- What happened to the gym?

Appendix 22:

WHAT DO YOU LIKE MOST ABOUT THE FROUD CENTRE?

- Convenient for transport – bus, train, car, (eg 25 bus stops outside)
- Church activities
- Islamic events
- Accessibility – good location, local to user, building has a lift, toilets on both floors
- Open to all groups
- Boxing/ football/ pool
- Cheap
- Cleanliness/ comfortable/ relaxing/ light and airy/ good layout/ the tree in the middle.
- Friendly/ flexible/ sociable
- Classes
- Friendly staff
- Diversity of cultures and religions

- Café good
- Good activities for children eg play scheme/ play room.

Appendix 23:

WHAT DO YOU LIKE LEAST ABOUT THE FROUD CENTRE?

- Appearance/décor/air conditioning – rooms often smell/ plastic plants.
- Café – service could be improved, and is expensive.
- Car park – lighting could be better/ not open in the morning.
- Dirty toilets.
- Cold.
- Crowds of youths that hang around outside.
- Equipment.
- Negative experiences with some other user groups.
- The venue should be allowed to be hired for parties.
- Lack of staff.
- Lack of heating in the hall.
- Sports opportunities for girls are limited.
- Old chairs.
- Noise – soundproofing is needed.

Appendix 24:

HOW COULD THE FROUD CENTRE IMPROVE ITS SERVICES IN THE FUTURE?

- Ask users what services are needed/ raise awareness of Froud Centre/ have a dialogue.
- Have better equipment and internet facilities.
- Cleaner toilets.
- A changing room.
- Better heating.
- More social activities.
- Activities for over 18s that run late.
- Open longer hours.
- Different days for different age groups.
- Have a gym.
- Better programming of activities/ increase range of services/ accommodate more user groups.
- More classes for pregnant women.
- Cricket training.
- Tackle antisocial behaviour.
- Comfortable chairs.
- Daily newspapers/ magazines.
- Café open at normal hours/ more vending machines/ more staff/ offer Halal meat.
- Promote the Froud Centre and advertise its services.
- Make the venue available for parties.
- Have an online room booking system.

Appendix 25:

WHAT'S YOUR AGE?

Age:	Frequency:
12	1
14	2
15	8
16	4
17	4
18	1

19	3
20	1
21	1
22	2
23	1
24	1
25	1
26	1
27	3
28	4
29	2
30	4
31	1
32	1
33	2
35	4
36	4
37	1
38	1
39	3
40	2
41	2
42	6
43	3
44	3
45	4
46	1
47	3
50	1
52	2
53	3
54	2
55	2
56	1
57	4
60	3
60+	3
60s	1
62	1
64	2
65	1
68	2
69	2
70	1
72	1
74	1
79	1
81	1
83	1
85	1
87	1
94	1

Appendix 26:

IS THERE ANY TYPE OF GROUP OR ACTIVITY YOU OR YOUR FAMILY MEMBERS WOULD LIKE TO JOIN?

- Fitness classes – cheap and affordable/ family sports group.
- Cubs/Scouts/Kids fundays/ activities for children/ youth groups.
- Dance – African/ Street.
- Quiz
- Drama
- Martial Arts/Football/Karate/Gymnastics
- Discussion Forums – Drugs/ Violence Awareness
- Leisure club/ Social club for isolated families.
- Arts activities
- Yoga

Appendix 27:

WHAT HAS BEEN THE PURPOSE OF THESE VISITS OR WHICH SPECIFIC SERVICES/ACTIVITIES OR GROUPS HAVE YOU TAKEN PART IN?

- Attend seminar/meeting eg mens group/ Lead TEN training.
- Church based activity.
- Community project attendance.
- Delivering funding application; doing a funding search; processing a grant application.
- To get support and information from staff.
- Drop off information for mailouts.
- Networking.
- To get help in planning a programme (eg to develop a curriculum for pre16 disaffected students not currently engaging in full time secondary education).
- Use the space at Durning Hall for meetings.
- Youth activities
- SRB meetings
- Wheel chairs – collect and return.

Appendix 28:

HAVE YOU ANY IDEAS FOR MAKING THE WORK OF ASTON-MANSFIELD MORE RELEVANT AND USEFUL IN THE LOCAL COMMUNITY IN EAST LONDON?

- Consult communities (to ensure activities are relevant).
- Aston-Mansfield to work with neighbouring boroughs to deliver better services.
- Targetted information to groups – or else it becomes confusing.
- Broaden objectives of Aston-Mansfield from excluded groups, to include others who normally wouldn't be involved in community activities.
- Grant panels should visit projects they support.
- Have meetings for groups to meet and exchange ideas, twice a year.
- Aston-Mansfield need to raise its profile and advertise its services. Each section seems to operate independently – but a joint venture would help clarify what Aston-Mansfield does as a whole.
- Provide more information on funding sources for community groups.
- CIU has a low profile in Newham- the CIU could/should support community campaigns for better services.
- Translation facilities.
- Work more closely with NVSC and Community Links.

Appendix 29:

WHAT'S YOUR AGE?

Age:	Frequency:
26	1
27	1
29	2
30	2
31	1
32	1
33	1
35	1
39	1
40	1
41	2
43	1
46	2
47	2
49	1
50	2
51	1
52	1
54	1
55	1
56	1
57	2
58	1
64	1
66	1
78	1
blank	3

STAFF AND VOLUNTEERS RESPONSES:

Appendix 30:

What is the best / most positive aspect of working/volunteering at Aston-Mansfield?

- Skill development – develop old ones/ acquire new ones.
- Meeting people from a diversity of cultures/communities and gaining knowledge about other communities.
- Great colleagues/ get to know others in different parts of the organisation/ Hard working staff team.
- Support from staff/ Easy to talk to colleagues/ approachable/ can talk to line manager.
- Job satisfaction.
- Flexibility (in terms of time/ work hours)/ Lack of bureaucracy.
- Can work independently, without interference/ Being in control/ Freedom to plan and manage my own workload.
- Being able to help people in the community/ Put something back into the community/ contributing positively to others.
- Getting paid.
- Good working conditions.
- Volunteering is a good experience – gaining relevant experience and made friends.
- Builds confidence.
- It's a vibrant place – the whole world passes through our doors.
- Innovative projects.

Appendix 31:

What is the worst / least positive aspect of working/volunteering at Aston-Mansfield?

- Staff not following procedures/ work tasks not properly defined.
- Lack of proper job training.
- Poor office environment.
- Poor cleaning (time spent tidying up/cleaning as a consequence).
- Ill mannered/rude customers/ user groups.
- New ideas not listened to by manager.
- Disorganisation and lack of communication amongst volunteers/ Volunteers not appreciated at Sure Start/ No regular meetings for volunteers to discuss issues / Lack of inductions for volunteers.
- IT strategy dire – problems on a daily basis/ Off hand attitude to this. No-one is ultimately accountable for maintaining system, and no appreciation of disruption caused by continuous problems. Several hours each week spent waiting for someone to sort out new problems.
- Job insecurity.
- Confidentiality not kept by managers.
- Lack of consultation.
- Lack of utilities supplies eg dustbin bags, broom, tissues.
- Lack of resources.
- Lack of communication generally.
- Long standing user groups have left as a consequence of recent changes.
- Play group closed in the afternoons – we've lost half our pay. Managers not supporting or listening to us.
- Gossip amongst staff.
- Not always enough work to do.
- Not enough back up – left to find solutions on my own too often, causing stress and anxiety.
- Few opportunities for staff/volunteers/trustees to socialise across Aston-Mansfield.
- Sometimes the place looks empty – a consequence of cut backs.
- Lack of career prospects/ promotion prospects.
- Workload too big.
- Management team does not reflect the diverse community of Newham and East London.

Appendix 32:

What (if anything) would you most like to change about working at Aston-Mansfield?

- Better communications (eg with managers); full minutes of managers' meetings; summary of managers' job responsibilities.
- Better office conditions/ working conditions eg poor condition of desks and chairs.
- The heating system.
- Have a staff conference, with opportunity to socialise/ Create a structured opportunity to meet other members of staff and activities.
- Create a clear division between providing services for people, and making money.
- An IT system that works; and IT staff who actually support. A level of professionalism is needed to address this issue properly. IT strategy is ad hoc and fragmented.
- Better pay.
- Tackle antisocial behaviour from youth.
- The Link doesn't have news/comment from the Froud Centre.
- Need a larger charity shop.
- Need a monthly staff meeting to discuss issues at the charity shop.
- Positive feedback/ help from line manager.
- Improve Equal Opportunities policy.

- References need to be taken up for volunteers, and they need to be given proper training.
- Career progression opportunities.
- Move to a new local location.
- Need to partner with similar organisations more.
- Separate staff and user toilets.
- Fixed damaged chairs.

Appendix 33:

How do you think your work ties in with the Aston-Mansfield mission statement?

- Aston-Mansfield's mission statement is the essence of what we do.
- I work with reference to the mission statement to check appropriateness of my work.
- All staff have a common purpose and supportive of people's well being.
- Charity shop proceeds promote people's health and prosperity.
- Coffee bar worker makes every user welcome.
- Duties tie in with mission statement.
- Servicing the diversity of users is a way fulfilling the mission statement.
- Mission statement ties in well with my work – with different cultures using the centre.
- My work as reception staff makes me bond with the community and enables me to understand their needs.
- Ties in well – we work with different groups of all ages in the community.
- My project fits well with the mission statement – groups now beginning to work in partnership, developing a sense of belonging and common identity.
- My work actively promotes the needs of black and minority people of all age groups.
- Working as a playworker, I help all kinds of people from differing cultures on a daily basis, with a variety of issues.

Appendix 34:

What is the nature of your organisation's relationship with Aston-Mansfield? Please describe in general terms the key purposes of any joint project, and your organisation's role in it.

- Landlord.
- Taken part in CIU training/workshops.
- Aston-Mansfield linked us with other organisations.
- After school snacks delivery.
- Finding support.
- Investment Advisor.
- Our organisation was established by Aston-Mansfield.
- Property advisor.
- Managing agent for Aston-Mansfield in respect of hostel for young people.
- Joint deliverer of research programme.
- Run activities at the Froud Centre eg antenatal classes; nutrition sessions; keep fit; helping staff deal with conflict and difference.
- LNF panel member.

Appendix 35:

How long has the partnership been running?

- 2 years
- Since 2002
- Approx 10 years
- From 2004 to 2005
- March 06 till present
- Since 11/02 to 06/06

- Since 1980 to present
- Since 1997, ongoing
- Since 2000 to present
- Since 2002 to present
- Since 2003 to date
- 2004 to 2005
- Since 2004, ongoing.

PARTNER AGENCIES RESPONSES:

Appendix 36:

What has been achieved through your partnership with Aston-Mansfield, in terms of impact on the wider community?

- Aston-Mansfield helped us with the process of becoming an independent charity.
- Ability to understand and reach new audiences.
- Community café at the Froud was set up.
- Research – developing a nationally recognised baseline set of information about VCS in East London.
- It's enabled our organisation to be more accessible to the community.
- Its enabled staff to spend more time with the children, because of the After School Snack programme.
- Networking with social enterprises.
- We provide life skills training to help tenants make a contribution to their communities and encourage them towards work/study.
- It's enabled us to work with Roma refugees, one of the most excluded communities in Newham, and organise events to promote an understanding of Roma culture.