

COMMUNITY BASE

2009 QUESTIONNAIRE RESULTS

In September 2009 we sent questionnaires to all 27 participant groups at Community Base asking for their views on 40 of Community Base's facilities, services and activities. 21 questionnaires (78%) were returned, compared to 18 out of a possible 27 (67%) in 2008.

WE ASKED GROUPS TO RATE COMMUNITY BASE'S FACILITIES, SERVICES AND ACTIVITIES FROM 5 FOR VERY GOOD TO 1 FOR VERY POOR (2008'S RATINGS ARE IN BRACKETS)

Our reception	4.9 (4.9)	Health and safety standards within CB	4.2 (4.4)
Facilities for cyclists	4.6 (4)	Profile of CB in the community	4.2 (3.9)
CB franking machine	4.5 (4.1)	South Wing conference room	4.2 (4*)
Recycling and refuse facilities	4.5 (4.5)	Coffee room	4 (3.7)
Volunteer search	4.5 (4.3)	Facilities for disabled people	4 (4)
Addressing of environmental concerns	4.4 (4.6)	Frontage on Queens Road	4 (4.2)
CB photocopier	4.4 (3.6)	Parking facilities	4 (3.4)
CB poster guide to local services	4.4 (4.6)	Toilets	4 (4.4)
CB refugee week meeting	4.4 (4)	Lighting	3.9 (3.9)
General access to building	4.4 (4.1)	Personal security within CB	3.9 (3.9)
Our working lunches	4.4	Phones	3.9 (3.8)
CB's anti-discriminatory practice	4.3 (4.1)	Small meeting room	3.9
Translated guides to local services	4.3	South Wing two and three meeting rooms	3.9 (4*)
Value for money of staying at CB	4.3 (4.5)	Overall sense of community within CB	3.8 (3.9)
Yoga class	4.3 (4.5)	Kitchens	3.6 (3.8)
CB email group	4.2 (4.1)	Internet access	3.5 (3.7)
CB newsletter	4.2	Participant group meetings	3.5 (3.2)
CB website	4.2 (4.1)	General decor of CB communal areas	3.4 (3.7)
Efficiency in dealing with problems	4.2 (4.1)	Wifi internet access	3.3
Fire safety	4.2 (4.3)	Heating	2.9 (3.1)

(*In 2008, South Wing meeting rooms)

WHAT ONE THING DO YOU LIKE MOST ABOUT COMMUNITY BASE?

- Friendly and efficient
- Community Base reception
- Friendliness and helpfulness on our reception, best thing in CB!
- Working in a building with friendly, like-minded organisations
- Sense and spirit of community
- Excellent facilities
- The staff
- Colin, Annette, Deborah and the reception locums (and Ade)
- People
- Affordability for good central location
- The atmosphere
- Brilliantly responsive team (Colin, Annette, Deborah and their locums)
- Shared facilities and ability to book meeting rooms
- Mix of groups allowing for good networking
- Location close to Brighton Station
- That there are so many community groups in one building
- Friendly & helpful reception & building staff
- The people and Deborah at reception
- Central location (+ out of hours accessibility)
- Friendliness / helpfulness of staff

WHAT ONE CHANGE WOULD IMPROVE THINGS MOST FOR YOU AT COMMUNITY BASE?

- Better heating during the winter
- Soap in women's toilets, always
- If only... the "Bonsai handwash basins" in two male toilets on the north wing were replaced with normal size ones ☺
- People being more friendly!
- Better internet connection wifi
- Parking for motorbikes, improve internet speed, windows during winter, improve cleaning in communal areas, bathrooms and kitchens
- Price
- Ventilation in our office
- A toaster in the kitchen, more people at the participant meetings
- Looking forward to the windows!
- The lighting still behaves in unpredictable ways
- Urn in conference room (controversial we know - but easier when catering for large groups)
- More space
- Nothing
- Improve the reliability of the internet connection
- Better logistical planning for the building eg getting or returning plates to kitchen when others using conference room
- Lower rent
- Generally pretty happy here
- To be warm in winter and cool in summer
- lighting and heat over summer period

HAVE YOU ANY GENERAL COMMENTS ABOUT COMMUNITY BASE?

- Thanks a billion!
- It's a fantastic place for groups, it provides low cost rent, excellent facilities all whilst being in a great central location
- Very pleased – proud to be here
- Good to be in a building where all other tenants are working for the interest of others - really helps with partnerships
- Clean sponges and tea towels in kitchens would be good
- Floors 2 and 3 ladies toilets need better ventilation
- We like being here and think the building is well managed
- Community Base is a great place – good services, access and location – reception a big plus
- It's a great facility – brilliant reception
- Deborah and Annette are always amazing!
- We like the locality
- Need better cutlery system in kitchens
- It's a great building and generally speaking we are very happy here