



BROADFIELD COMMUNITY CENTRE

Broadfield Community Centre Survey Findings

June 2024

Report written by:

Cheryl Berry
Community Partnership Lead

Supported by:

Viv Evans
Community Centre Development Worker



healthwatch
West Sussex

Contents

Section	Page
About Broadfield Community Centre	3
Introduction	5
Summary	7
Surveys and conversations	8
Young people's views	9
Living in the Broadfield area	10
Hirers perspective	11
Next steps	12
More about responders	13

About Broadfield Community Centre

Broadfield Community Centre is a vibrant, and thriving multi-purpose community resource that provides a wide range of activities and meeting places.

It was built at roughly the same time as the Broadfield neighbourhood in the 1970s. The centre is located at the end of the Broadfield Barton shopping parade, opposite the Library and Neighbourhood Hub.

The land is owned by the Church of England and the Roman Catholic Church, who let the land for the use of the community. The Centre itself is a registered charity (no. 1156601) overseen by a Board of trustees.

In other words, the Centre is run by the people of Broadfield for the people of Broadfield.

The aim of Broadfield Community Centre is to support the local community and residents in the following ways.

- Support communities to recover and reinvigorate from effects of associated health inequalities, including wider social determinates of health such as social isolation, cultural and economic challenges, by supporting people to come together.
- Tackling health inequalities by offering opportunities that support healthier lifestyles – emotional, mental health and physical.
- Increase community resilience.
- To work alongside local partners to help build a strong and sustainable local community.

Broadfield is a large, densely populated housing estate with areas of significant deprivation. According to the 2019 Indices of Deprivation Broadfield has 5 areas in the 30% most deprived in England, one of which is in the 10% most deprived.

Against this background the Centre reaches out and invites all to improve their wellbeing and quality of life and in doing so, narrow the inequalities within this diverse community.

The Broadfield Community Centre is a meeting space that encourages people to join activities to help reduce isolation, loneliness and improve their general, emotional and mental wellbeing.

Some Facts and Figures showing how Broadfield Community Centre supports children and young people

32 regular groups and community delivering **90** sessions each week

47 children attend pre-school

75+ toddlers attend toddler groups

465+ children and young people attend clubs and groups each week

200 young people attend more than one session each week

50% of children and young people who attend sessions reside in the Broadfield area

Some Facts and Figures showing how Broadfield Community Centre supports adults

4 groups are for older people reaching **420+** people

500+ people attend multi-generational life enhancing activities

There are **7** support groups such as addiction recovery groups and community-based support for adults with learning disabilities.

There are **30** dance sessions and **3** music sessions

9 fitness and recreational sessions

13 educational and training sessions

Introduction

Healthwatch, and Broadfield Community Centre have teamed up to work collaboratively to learn from those who use and hire the Broadfield Community Centre.

The aim being to learn more about the current experience of someone who uses and hires the centre. In order to capture this, two surveys were developed in partnership.

The aim of the surveys was to gain a better understanding of local community provision, what services are currently provided to support local people and their families physical, emotional health and wellbeing. Also, to identify what gaps there might be.

The flyer features the logos for Broadfield Community Centre (BC) and Healthwatch West Sussex. The title is 'Broadfield Community Centre Survey'. The text explains the collaborative effort and the goal of learning from users and hirers. It includes a QR code for survey access, a closing date of 5th April 2024, and contact information for the help desk (0300 012 0122). The bottom of the flyer shows a photograph of the Broadfield Community Centre building.

The two surveys – Users and Hires- was promoted through Healthwatch and Broadfield Community Centre webpages and social media.

A flyer with a QR-code was developed to help promote and provide quicker access to the surveys.

The surveys opened on the 4th March until the 4th April 2024. **45 people** completed the user's survey and **20 people** completed the hirer's survey. As there were no responses from young people, a separate focus session was set up using three specific questions.

Over **30 young people** from the local youth group completed this exercise and the responses have been included in this report. These 95 responses form the basis of this report.

Thank you

We would like to 'thank' all of the local residents and hirers who completed the surveys and shared their stories, to support this work.

Facebook



Healthwatch West Sussex

Published by Hootsuite · 4 March ·

Do you use [Broadfield Community Centre](#)?

We are keen to learn about you and your family's experience of using the Centre, what you enjoy about attending, are there any potential barriers you've encountered in accessing it and what activities you enjoy as someone who hires the Centre for your service.

Your answers are important to help shape the local community provision and services being provided and understand what local people need to better support their physical, emotional health and wellbeing.

Please support us by answering the short survey: <https://ow.ly/c6ow50QJeQv>



Impressions: 601

Engagements: 38

Twitter



Healthwatch West Sussex

@healthwatchws

Do you use [@BroadfieldComm](#)?

Your answers are important to help shape the local community provision and services being provided and understand what local people need to better support their physical, emotional health and wellbeing.

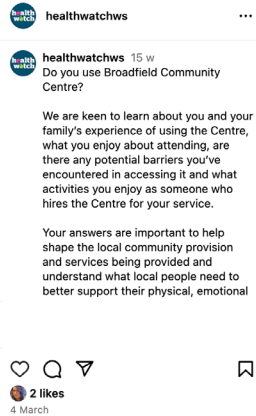
Survey: ow.ly/zlL350QJeQu



Impressions: 77

Engagements: 1

Instagram



Reach: 33

Engagements: 3

Summary

In summary, the Broadfield Community Centre is well placed and plays a strong role in the delivery of a wide range of activities and services.

Being embedded within the community helps Broadfield Community Centre to contribute significantly to improving the lives of local residents of all ages via those who hire the centre.

Broadfield Community Centre supports the local community by:

- Providing a range of activities and services.
- Functioning as a conduit to other services.
- Provides indirect benefits such as improving health and wellbeing, social networks, reducing isolation and loneliness, education, information, advice and building social capital.

Broadfield Community Centre achieves its stated aims and adds social value as a community asset, by enabling local people, their families, and the wider community in the Crawley area to come together for common purpose.

What has come through strongly from this project is how special and important the Broadfield Community Centre is to the local people of Broadfield and wider areas of Crawley who use the centre. The Centre supports statutory services and the wider community and voluntary sector who in turn support local people to live healthier lives physically, emotionally, and mentally and helps reduce social isolation.

The circular economy is evidenced by enabling statutory, health and local authority, community, and voluntary sector to have a good place to meet, with good transport links, and parking. This helps to ensure that people of all ages can access the activities provided.

There is an active cross-over from the community and voluntary sector to statutory sector - as people come for one reason and find additional support. This is exemplified by the coffee shop and COVID NHS Vaccines and Prevention Assessment Team. The NHS staff visit the coffee shop and chat with attendees who then go for a health check.

Those who attend activities and services also contribute to the local economy by increasing footfall and purchasing goods and services from the local shopping parade. As attendees can pop out to the local shops, increase the footfall and by spending money which contributes to the local economy.

[Broadfield community] makes my life interesting as well as comfortable.

Another benefit is that by keeping the training local – people tend to know each other and are able to network and learn from each other or with each other.

The location is good, good parking nearby and on local roads, and good public transport links.

Surveys and conversations

This report is primarily based on the responses to the Broadfield Community Centre surveys, users and hirers, additional work with young people and general conversations.

Many respondents stated that the Broadfield Community Centre is a friendly place to meet people with staff in the office to help when required. However, a number of responders stated that they did not know what activities were provided.

There is always something going on and a wide range of activities are used by local residents, such as community church, crafts, coffee and chat, lunch clubs, dance, wellbeing sessions, educational session, play clubs.

Other services responders would like to be able to access include car boot and general market, dedicated visual art space, Zumba class, table tennis, knitting club and more after school activities for children and young people.

The factors that would enable responders to join an activity included there is nothing needed to enable attendance, low confidence, family commitments, and having to attend activities alone. However, some of the factors that stop people from joining an activity included parking, promotion of activities, not wanting to go out at night, and time of day.

The responses showed improved emotional and mental health between prior to attending an activity and the current time. Movement from fair to excellent, and very good for those who use the Broadfield Community Centre.

The responses also showed improvement in physical health prior to attending an activity and the current time for those using the Centre. Movement from good to excellent, and very good and slight improvement from fair and poor.

The respondents answering the isolation and loneliness questions stated they lacked companionship (n17), felt left out of things (n15), and felt lonely, isolated, or socially excluded (n15). The 3 Item Loneliness Scale 2004 indicates from the responses a rate of 3 – least likely to be lonely and isolated. However, it is important to add that this scale is best used at several points of contact.

Additional responses to the things people do to increase their resilience so that they feel less lonely, isolated, or socially excluded. Many have joined groups, met with friends, decorating post boxes for the local community, attended church and exercise classes.

Confidence and motivation responses to joining groups etc., is aligned for no and low confidence and motivation.

Attendees and service provider staff are able to park easily if needed, use public transport, or walk to the venue. By using the Broadfield Community Centre, you are reducing the carbon footprint.

There is a lot going on there already.

It is difficult to join a new group when you are on your own.

I hire the hall for dance classes. The location is convenient, and I used the main hall. All the halls are in good condition, especially the floors, which are important for dancing and the cost is very reasonable.

I have a family that keeps me busy, and I socialise with healthy activities.

Young People's views

Over 30 young people who use the centre shared their views..

Three questions were asked:

What do you like about Broadfield Community Centre?

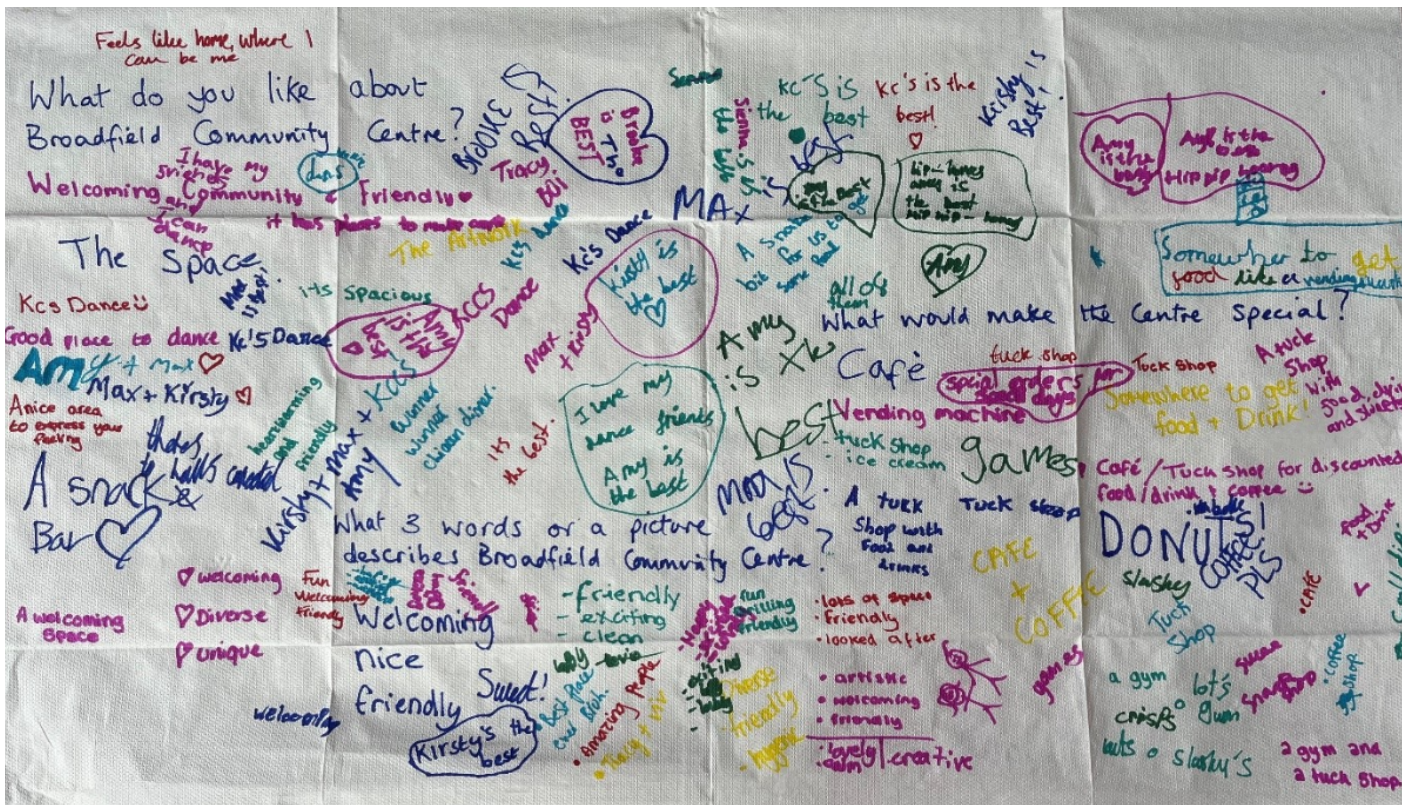
- Heartwarming and friendly.
- Good place to dance.
- The space.
- A welcoming space.
- Feels like home where I can be me.

What three words or picture describes Broadfield Community Centre?

- Amazing people.
- Friendly.
- Lovely
- Calm.
- Creative.

What would make the Centre special?

- Games.
- Doughnuts.
- A tuck shop
- Gym.



Living in the Broadfield area

Responders shared what matters to them in their local area, shopping, green spaces, community and voluntary groups, the local church, and cafes.

66 responders shared what matters to them in their local area, shopping, green spaces, community and voluntary groups, the local church and cafes.

However, one third of responders (n14) shared they had concerns about the local Broadfield area. These concerns referred to there was nothing for young people to do and nowhere to go. The environment - increases in drugs and crime, not feeling safe, and rubbish. Another area was other people's perception, stating that the area is poor.

77% (n35) people stated that the current cost of living was affecting them and their families. The responses ranged from a bit (n21), struggling and hard. Support needed ranged from access to food, someone to talk to, and help after operation with eye drops.

Six people stated that they needed support with finance, home help, health, and emotional support. From individual conversations support is needed to help individuals to access services in the round and not one at a time due to having multiple needs, with advocacy support.

Broadfield is like a village with all facilities, doctors, dentist, optometrist, shops, churches, library, community centre, sports, good public transport, undertaker, charity shops, cafes, not a lot missing.

Cannot afford things for my kids due to living in private renting.

Hirers perspective

The survey was completed by 18 hirers of the Broadfield Community Centre.

The types of activities provided by hirers ranged from health, educational activities, exercise, and specific activities for children and young people and older people.

The experience of administration at the Broadfield Community Centre ranged from good, very good to excellent.

Responders stated how much they appreciate that the office is manned by people who are helpful, and who let others know what is happening at the center - as people may come for one thing - meet people, learn a skill, find out information and as a community centre they might learn other things.

This is exemplified by the Annual Arts Festival as each group comes together for a day to share ideas, experiences and showcase their work.

Things that could improve hirers experience included having the room set up and heating on, dedicated space for art, and a carpeted space for first aid.


Things that currently prevent hirers members from joining activities or gaps in provision included no free, drop-in senior club (13-17 years), need more volunteers to support the activity, and increase ethnicity mix.

The suggested gap in the current provision is for ballroom dancing, volunteers to support services, early year event, childminders in play area, line dancing and more learning opportunities.

What this project has highlighted is how much the Broadfield Community Centre means to local people who attend and those who join activities from the wider Crawley communities.



Broadfield Community centre is the best.

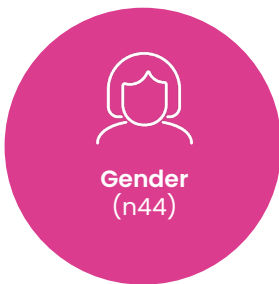


I live in Three Bridges, but the bus service is easy.

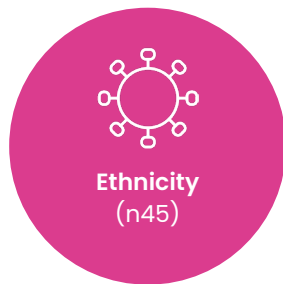
Next Steps

- Consider how Broadfield Community Centre communicates and promotes activities to local residents and the community.
- Consider how hirers' concerns are reviewed and addressed as appropriate.
- Share this report with local people so that they know their voice has been included: Use comments in any future planning for the Broadfield Community Centre.
- Set up meeting with Crawley Borough Council Partnership Lead to discuss insight comments about antisocial behaviour in the area.
- To discuss youth gap with appropriate people.
- The Broadfield Neighbourhood Action Team to consider actions about community safety and anti-social behaviour issues raised.
- Crawley Local Community Network to inform the creation of opportunities and to build integrated partnership working to improve health inequalities as informed by respondents.

More About Responders



Male (n5)
Female (n38)
Prefer not to answer (n1)



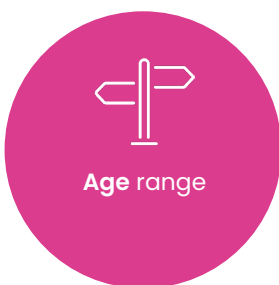
White British (n38)
Asian or Asian British (n1)
White and Black Caribbean (n3)
Other ethnic group (n2)
Prefer not to say (n1)



Is your gender different to the sex that was assigned to you at birth?
Yes (n5)
No (n38)



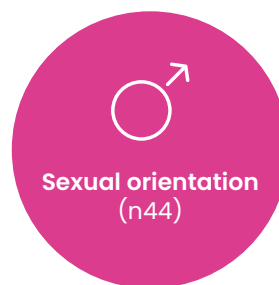
Yes (n6)
No (38)
Disability (n2)
Long-term condition (n7)
A carer (n6)



Below 19 (n0)
20-34 (n5)
35-49 (n10)
50-65 (n15)
66-74 (n8),
75+ (n6)



Working part-time (n16)
Retired (n13)
Unemployed (n8)
Working full-time (n5)



Heterosexual (n38)
Asexual (n1)
Bisexual (n1)
Lesbian (n1)
Prefer not to say (n1)
Other (n2)



Broadfield area (n26)
Other (n18)



Talk to us

If you have questions about the content of this report, please either call 0300 012 0122 or email cheryl.berry@healthwatchwestsussex.co.uk

How this insight will be used?

We recognise that all health and care services are under pressure at this time and have had to adapt their ways of working. We will share this report with the local NHS, Local Government, and other providers to help them understand where things are working well and services are adapting to meet peoples' needs, and to help them identify any gaps. We see this as a continuation of discussions taking place and will continue to use this fresh insight and the solutions presented to challenge for a better future.

For help, advice, and information or to share your experience

We also help people find the information they need about health, care and community and voluntary health and care support services in West Sussex.

Here to help you on the next step of your health and social care journey



You can review how we performed and how we report on what we have done by visiting our website www.healthwatchwestsussex.co.uk

Healthwatch West Sussex works with **Help & Care** to provide its statutory activities.



w: healthwatchwestsussex.co.uk t: 0300 012 0122

f [healthwatchwestsussex](https://www.facebook.com/healthwatchwestsussex)

X [healthwatchws](https://twitter.com/healthwatchws)

@ [healthwatchws](https://www.instagram.com/healthwatchws)

healthwatch
West Sussex