



# Resource Centre user survey 2024

Listening and responding to the needs of our user groups is at the core of the Resource Centre's work. One of the ways we ask groups about their needs, and their experiences of Resource Centre services, is through a snapshot survey every two years. Feedback from these surveys is consistently supportive, with a clear message from groups that they find the Resource Centre extremely valuable.

## Building strong communities by supporting small groups

The Resource Centre's central aim is to help build stronger communities by making it easier for people to organise in their communities. We provide practical services that help community groups to achieve their own aims, and we direct our support particularly towards small, volunteer-run groups. Our survey results tell us we are succeeding both in making the work of small groups easier, and in reaching small, volunteer-run groups. Of the 60 groups that responded to our survey this year:

- 97% strongly agree that the Resource Centre makes life easier for their group (the other 3% agree)
- 97% strongly agree that Resource Centre staff are helpful (the other 3% agree)
- 97% are very satisfied with the service they receive at the Centre (the other 3% are satisfied)
- 69% are run mostly by volunteers
- 80% have 10 or fewer people involved in organising their group

A number of groups commented that they would struggle to do all the things their communities want them to do without the support of the Resource Centre, with many of them referencing how cost-effective it is to use our pool of shared print and equipment resources. 95% of groups strongly agreed that our prices are affordable (with another 3% agreeing they are affordable and 2% saying they didn't know).

**"Everyone is approachable and friendly, nothing is too much trouble, and even silly questions get answered."**

**Knoll Community Association**

**"Fantastic resource - we couldn't do what we do with fundraising without them"**

**Friends of Royal Spa**

**"Always such a useful place and incredibly helpful and accommodating staff. We use the centre to print materials and hire equipment on occasion, it is invaluable to our project"**

**Froglife**

**"Keep doing what you're doing! Your services are amazing and it's helped our group grow and be able to do stuff."**

**Growing Hollingdean**

Our front-desk services are open to any local not-for-profit group, and include equipment hire, printing, information and advice. Over the six week survey period in June and July 2024, 146 different groups used our front desk for at least one service. 60 of these groups (41%) completed the survey.

For the full survey results, visit our website: [www.resourcecentre.org.uk/2024-survey-results](http://www.resourcecentre.org.uk/2024-survey-results)

## City wide impact

The small, self-supporting groups that the Resource Centre supports have an astonishing impact across the city. They run an extraordinary diversity of events and activities, benefit vast numbers of people, and raise large amounts of money to directly benefit communities in Brighton and Hove.

We asked our user groups to describe what they do in their own words, and we were told of community centres, play streets, refugee and migrant support, advice services, PTFAs, language schools, green space action projects, arts and theatre activities, sporting groups, food banks, green energy, pride events, youth support, and much more. What all of our user groups have in common is that they bring people together, directly reducing loneliness and creating opportunities for people to improve their own lives and those of their friends and neighbours.

69% of groups in this year's survey said their work benefits over 100 people, with just under half of those benefitting over 500 people. If we apply these results to the 584 groups who used the Centre in 2023-24, we see that groups who use the Resource Centre's services benefit over 169,000 people in the city.

Resource Centre equipment was used for fundraising by 15 groups who responded to this year's survey. They reported raising £43,550 between them at these fundraising events, which is an average of approximately £2,900 per group. If we extrapolate this to the 227 occasions on which groups hired fundraising equipment in 2023-24, we can estimate that the Resource Centre helps groups in Brighton and Hove raise over £650,000 a year.

**“The team at the centre make it easy to get everything we need in an atmosphere of calm friendliness that makes it a pleasure.”**

Trans Pride

**“Very helpful and straightforward and a fraction of the cost elsewhere”**

Touched Theatre

## Helpful, flexible & responsive

Our survey painted an overwhelmingly positive picture of how groups experience the Resource Centre. In the open-ended questions, groups told us that they particularly value the staff's consistent helpfulness and depth of knowledge. Our willingness to be flexible and to respond to the immediate needs of the group – whatever those needs are – was also highlighted and appreciated by groups.

Overall satisfaction with all the Resource Centre's services is extremely high, with 97% of groups being very satisfied with the service they received (and the other 3% being satisfied). Each individual service – equipment, print, information, and advice – also had 100% of groups being satisfied or finding the service useful (the question varies), with over 78% rating the service as *very useful* or being *very satisfied*.

**“Fantastic set up, team and information. They have helped us loads from recreating formats to fit pages, advice on how to do things for fundraising, and what to get. They're always ready to help even when we drop in at the last minute. The wonderful team in the Resource Centre have made everything go smoothly always and are so happy and kind in the process. Thank you all for making it easy!”**

Parents for Palestine

**“Really helpful staff - I wouldn't manage without their extremely patient expertise! Makes life much simpler”**

Thousand for a Thousand

**“Honestly, I have always been amazed at how cost effective you guys are. The equipment is really easy to hire and really decent. Such a great organisation. Thank you so much!”**

BHCC Leaving Care Team