



Glass Community Hall Consultation 2022 Findings

During spring 2022, the Glass Community Association conducted a community consultation on Glass Hall. The Hall's services and amenities were assessed and here we publish the findings.

Consultation form distribution was made electronically (via the internet) and by paper format, hand-delivered to 166 properties in the catchment area. 118 respondents completed the survey. The response rate of 30% was good by comparison to other such surveys and is suitable for statistical purposes. The age profile reflects a typical Scottish area. Responses by age profile or response format do not differ significantly. Over half of respondents visited Glass Hall within the last year. But 13 respondents had never visited Glass Hall.

THE DEMOGRAPHIC

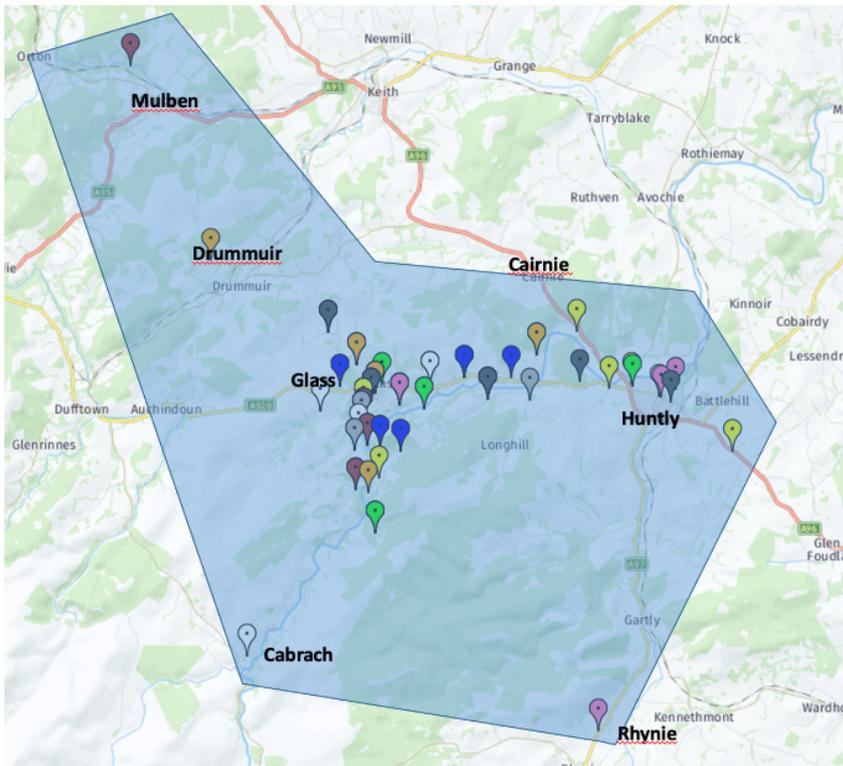
I completed the survey for..	Count	%
Myself	58	68
My Household	42	50
Total	118	100

Age Group	%
Under 16	13%
16-24	8%
25-44	19%
45-64	36%
65 and over	23%

I visited Glass Hall...	Count	%
Within the last 5 years	31	30%
Longer than 5 years ago	7	7%
Within the last year	67	64%
Total	105	100%

The survey assessed satisfaction with physical facilities, service quality, importance of the Hall to the community and the appeal of new event types. Respondents could also provide qualitative (written) feedback. Glass Primary School pupils and staff were also interviewed as part of the consultation.

RESPONDENT GEOGRAPHICAL DISTRIBUTION



This is measured with the respondent home postcode. The geographic spread of Glass Hall users is 320 sq. km. This is much wider than the catchment for Glass Hall, representing the popularity of the events.

Two respondents were outside this area, but are included in the analysis.

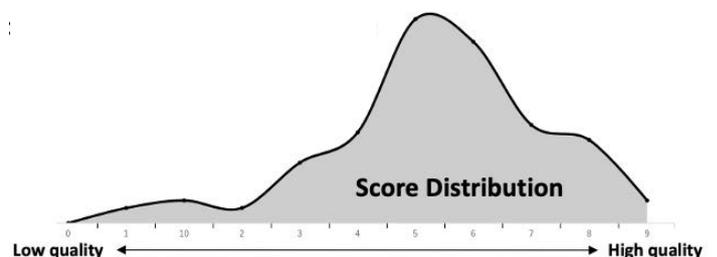
Users in 99% of circumstances can arrange their own transport to the Hall.

THE QUALITY OF CURRENT PHYSICAL FACILITIES AT GLASS HALL



Numerous written comments specified elements of physical facilities demanding improvement. The toilets, variability in heating, limited

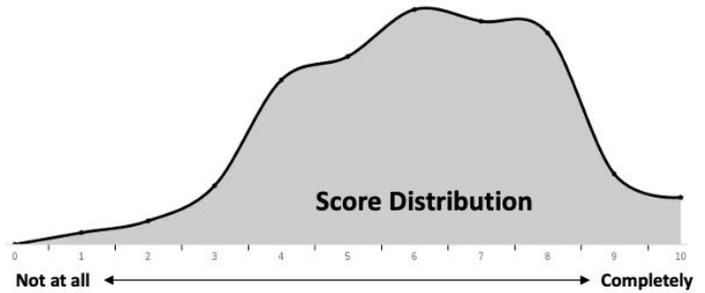
kitchen, underused green space, limited use for private hire, relatively poor décor and external façade were the limitations (rank ordered).



GLASS HALL EXPECTATIONS



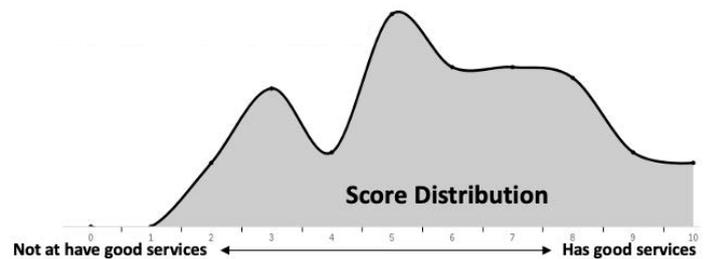
This question asks about the future: what is the expectation from Glass Hall and its services. In overall terms the profile of current services largely meets expectations, but qualitative feedback suggest a wider scope of events would be welcome in a rejuvenated space.



SERVICES OFFERED AT GLASS HALL



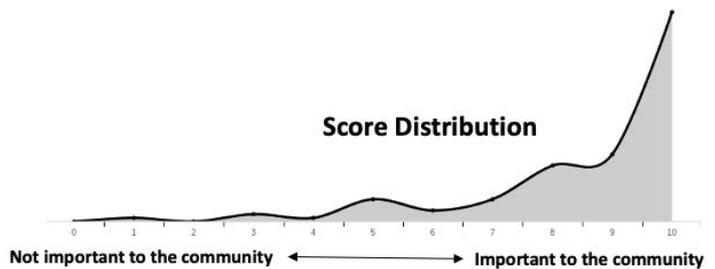
The overall perception of services shows a mean score of 5.91. widening the scope of services in an upgraded the physical space will improve this result. It will only improve if both aspects are addressed



GLASS HALL'S IMPORTANCE TO THE COMMUNITY



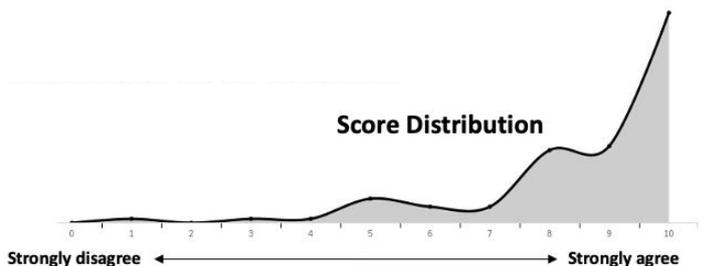
The high average score of 8.73 shows the importance Glass Hall for the local community. This underlines the need to keep the community asset operational and justifies the investments in physical infrastructure. It also underlines the payback for volunteers' time and effort to make best use of the space.



CARING ABOUT THE LONG-TERM SUCCESS OF GLASS HALL



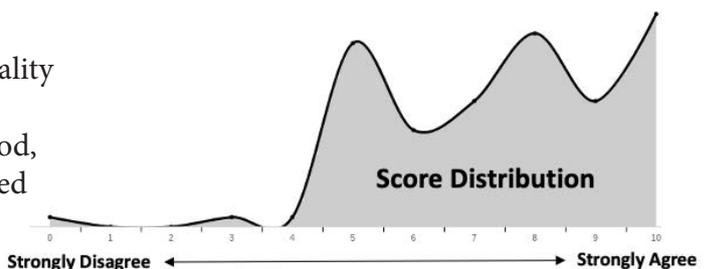
This average score is also high, reflecting genuine concern for the long-term survival of Glass Hall. It also suggests there is considerable discretionary support for Glass Hall. With the right mix of services & infrastructure the Hall has long term support to enable a self-sustaining anchor for the community.



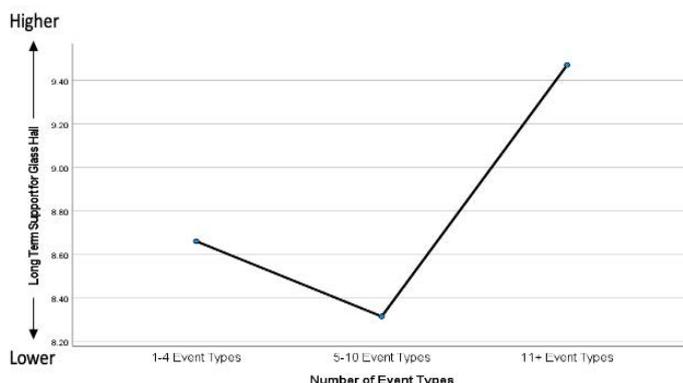
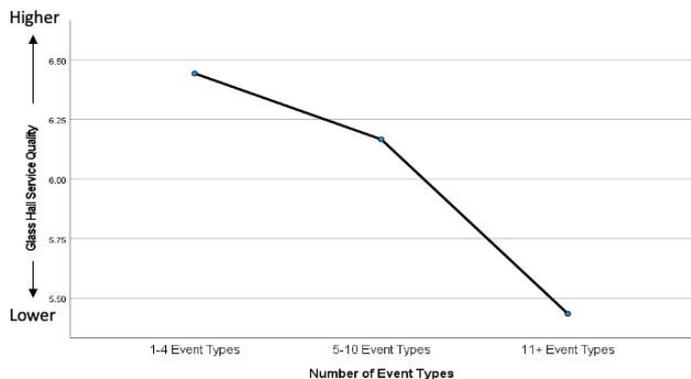
VALUE FOR MONEY OF SERVICES



The final question about service quality concerned perceptions of value for money. The mean score of 7.5 is good, but it could be better if a modernized facility was provided. Qualitative feedback had no mention of poor value services.



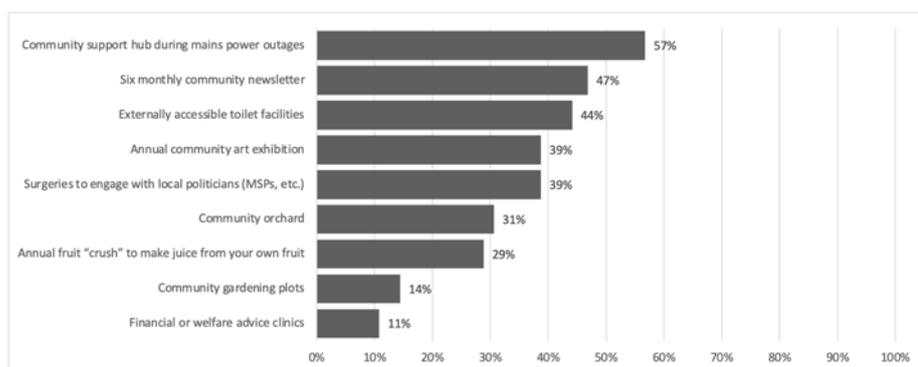
SERVICE QUALITY AND LONG-TERM SUPPORT FOR GLASS HALL



The more event types a person attends, the lower their perception of service quality. This could signal that expectations rise as more event types are attended. (Shown above, left)

BUT... When people attend more event types they show greater long-term support to Glass Hall. More involvement creates more support, despite being increasingly less satisfied about service quality. (Above, right)

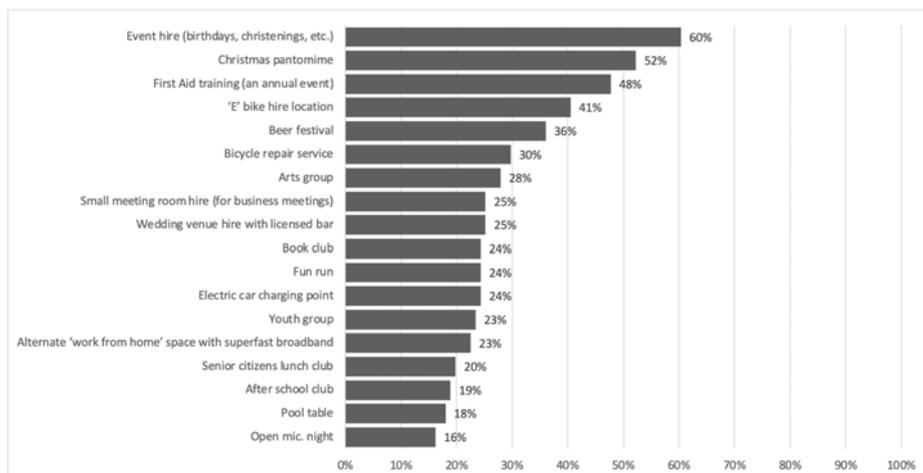
FREE SERVICES OF COMMUNITY INTEREST



Of the 9 service options 3 were chosen by just under half of respondents. These options will be acted on initially by the Hall committee. Albeit all of these services can be self-organized by the community along and funded with micro grants. Being a community support hub during power outages will require some re-development, as

will externally accessible toilet provision. The importance of communicating with the community is underlined with the desire for a six monthly newsletter. Communicating with people in other ways than simply using the Internet is also indicated in the qualitative feedback.

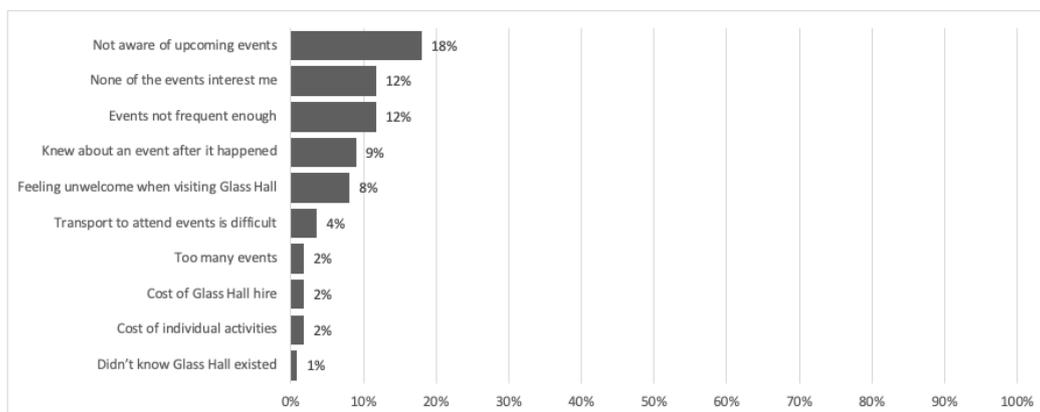
PAID-FOR SERVICES OF COMMUNITY INTEREST



Of the 18 service options 3 were voted for by around 50% of respondents. Event hire, first aid training and a Christmas pantomime will be carried forward for action. Other events can be started and run by volunteers if they'd like to do so, and "How to run an event" information will be needed. Access to micro grant information can also be facilitated.

WHAT PREVENTS THE COMMUNITY FROM USING GLASS HALL?

There were very few specific reasons preventing use of Glass Hall. There will be other non-Hall specific reasons (e.g. competing commitments, ill health, holidays, work) which are general reasons for non-use.



One fifth of respondents say “Not being aware of current events”, so it means different and diverse communication methods are needed. Just over 1 in 10 respondents say none of the events interest them, so a mix of existing with some new events will be actioned.

QUALITATIVE THEMES

The following themes are present in the qualitative feedback:

- There is overwhelming support for the importance of Glass Hall in the community versus those considering it marginal to the community.
- The kitchen, toilet and heating repeatedly get mentioned as not fit for purpose.
- Respondents are concerned that the Hall is uninsulated, the heating system is inadequate, and could be prioritised for improvement.
- Careful balance needs striking between the plans for a completely new hall versus improving the existing facility. The financial sustainability of a new hall is a concern for 4 (of 118) respondents, albeit other respondents are in support of a new Hall.
- Glass School and other user groups require more storage and flexible (multi-use) spaces. A large hall with variable heating and small green room is inadequate.

NEXT STEPS...

There are a number of outcomes resulting from the survey:

- Events which are most popular will need volunteers to develop and host them. This is underway, and those with skills/enthusiasm in the community will need encouragement/help to be involved.
- The physical fabric of the building prevents improving service quality. Initial work is being undertaken to improve the décor along with a careful re-development plan.
- The business plan for Glass Hall will integrate the survey results and explain the sequencing of development work whilst ensuring there is money raised to keep the facility viable in the long-term.
- Communicating with the community will take place as development occur, along with enhanced ways of knowing about forthcoming events.

*Many thanks to the volunteers who helped develop and distribute the survey.
Thanks to Glass residents for being involved.*