User feedback survey

April 2025

Lordship Hub Co-op

Community building in every sense

Summary

In Spring 2025 the Hub ran a user feedback survey asking respondents:

- How and why they use the Hub
- How they rate the Hub's different services
- Whether they are aware of how the Hub is financed and managed
- What their preferences are for communications about the Hub
- Some personal information

90 people completed the survey between 21 March and 22 April.

At 2pm on Saturday 26th April, the results will be discussed at a user feedback workshop

All are welcome at the meeting to help us decide how to respond to the feedback

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How people use the Hub

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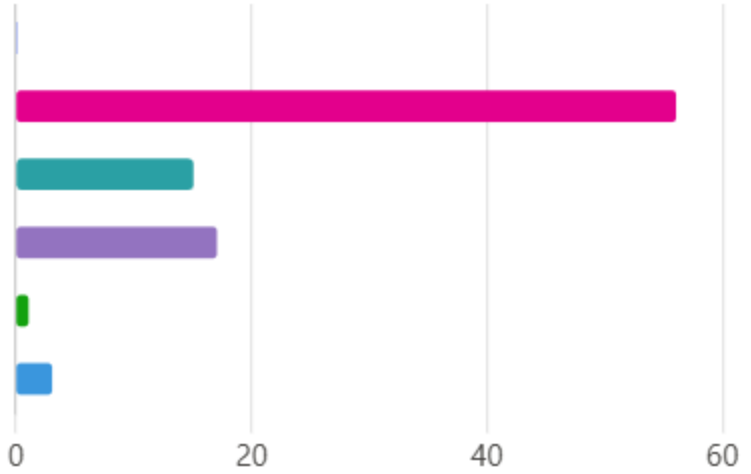
How often do you visit the Hub?

1. How often do you visit the Hub

Daily	0
Weekly	56
Monthly	15
Occasionally	17
Never	1
Other	3



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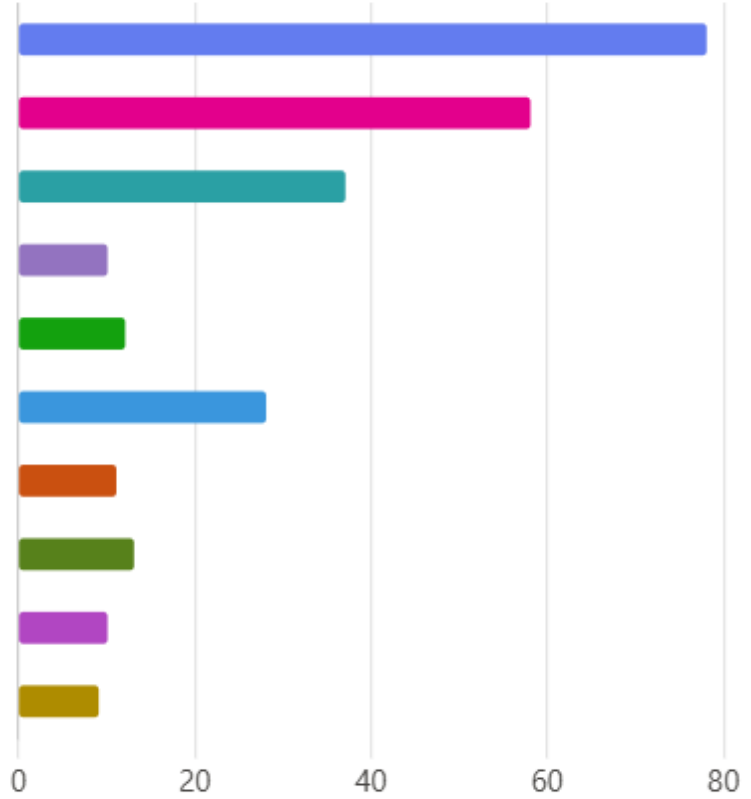
Why do you visit the Hub?

Cafe	78
Toilets	58
Regular class	37
One-off workshop	10
One-off meeting	12
Special community event	28
Private party	11
Children's event	13
Volunteer	10
Other	9



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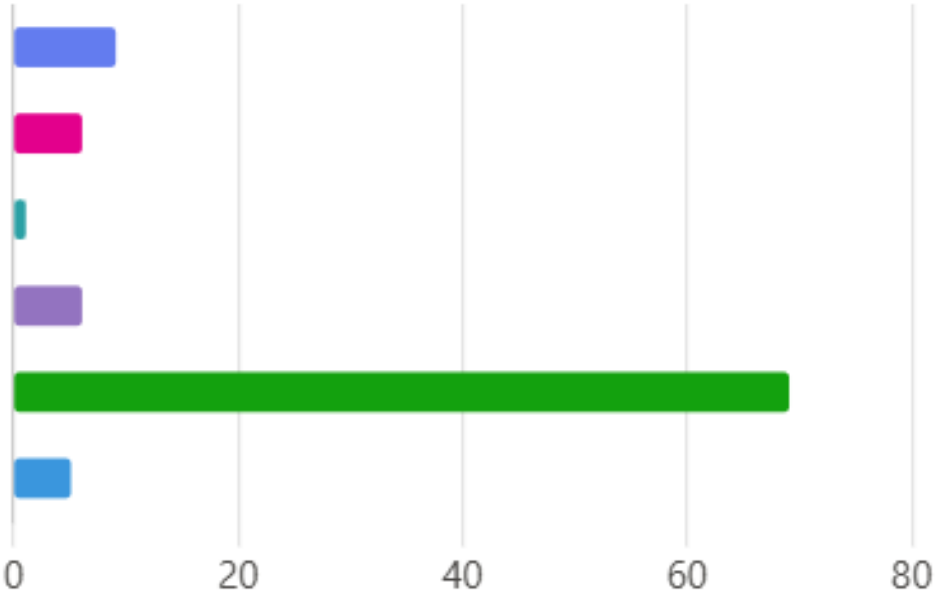
Do you have an ongoing role at the Hub?

Volunteer	9
Member of the Hub cooperative	6
Member of staff	1
Teacher of a regular class	6
I don't have an ongoing role	69
Other	5



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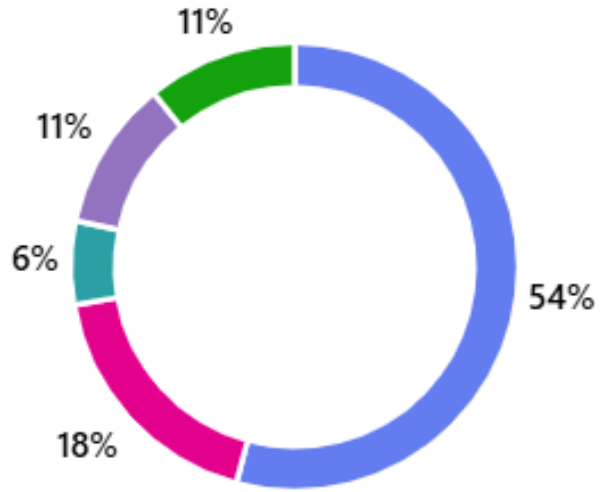
Tell us why you don't play an ongoing role

4. If you do not have an ongoing role at the Hub, tell us why. Tick as many as apply to you.

I don't have time	45
I am not interested in being more involved	15
I didn't know I could volunteer	5
I didn't know I could become a member	9
Other	9



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Feedback on Hub services

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Introduction to this section

We asked people to rate different aspects of the Hub:

- The Hub as a community centre
- The café
- Room hire
- Classes
- Toilets
- Accessibility

People were asked to give us a score and they could also add comments.

The open text comments have been summarised using AI (Copilot).

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Community building in every sense

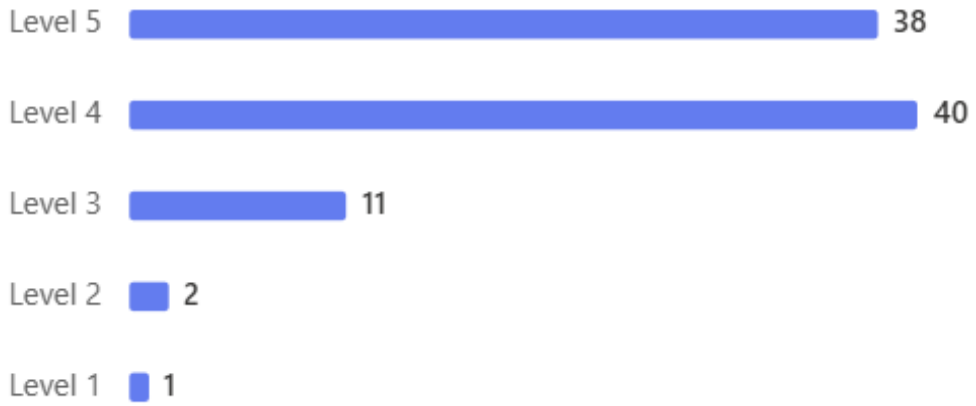
What is your overall assessment of the Hub as a community centre?

5. What is your overall assessment of the Hub as a community centre?

M

4.22

Average Rating



Lordship Hub Co-op

Community building in every sense

Summary* of open text comments for Q6

*Summarised by AI Copilot

Overall assessment of the Hub as a community centre

- **Positive Feedback**: Many respondents rated the Hub highly, appreciating its role as a community centre. Comments included praise for its welcoming atmosphere, the variety of activities, and the positive impact on the local community.
- **Areas for Improvement**: Some respondents suggested improvements such as longer opening hours, more affordable menu options, and better cleanliness, especially in the toilets.

Specific comments

- **Community Impact**: The Hub is seen as a valuable asset to the community, providing a space for people of all ages to come together. It has transformed the park into a more inviting place.
- **Cafe Feedback**: The cafe received mixed reviews. While many appreciated the homemade dishes and friendly service, others felt the menu could be more varied and affordable. There were also suggestions for improving customer service and reducing wait times.
- **Room Hire**: Generally positive feedback on room hire, with comments on affordability and the helpfulness of staff. Some noted the need for better cleanliness and maintenance of furniture.
- **Classes and Activities**: High ratings for the quality and variety of classes offered. Suggestions included more affordable options and better scheduling to accommodate different time availabilities.
- **Events**: Community events are well-received, with particular praise for family-friendly activities and workshops. Some respondents suggested more diverse and inclusive events.
- **Accessibility**: The Hub is appreciated for its accessibility features, though there were suggestions for further improvements, such as better access for mobility challenges and more external toilets.

Suggestions for future improvements

- **Extended Opening Hours**: Many respondents would like the Hub to be open longer, especially during summer.
- **Menu Variety**: Suggestions for more affordable and varied menu options, including healthier choices and more child-friendly items.
- **Cleanliness**: Improved cleanliness in the cafe and toilets, with more regular maintenance.
- **Community Engagement:** More volunteering opportunities and community-led events to enhance engagement and inclusivity.

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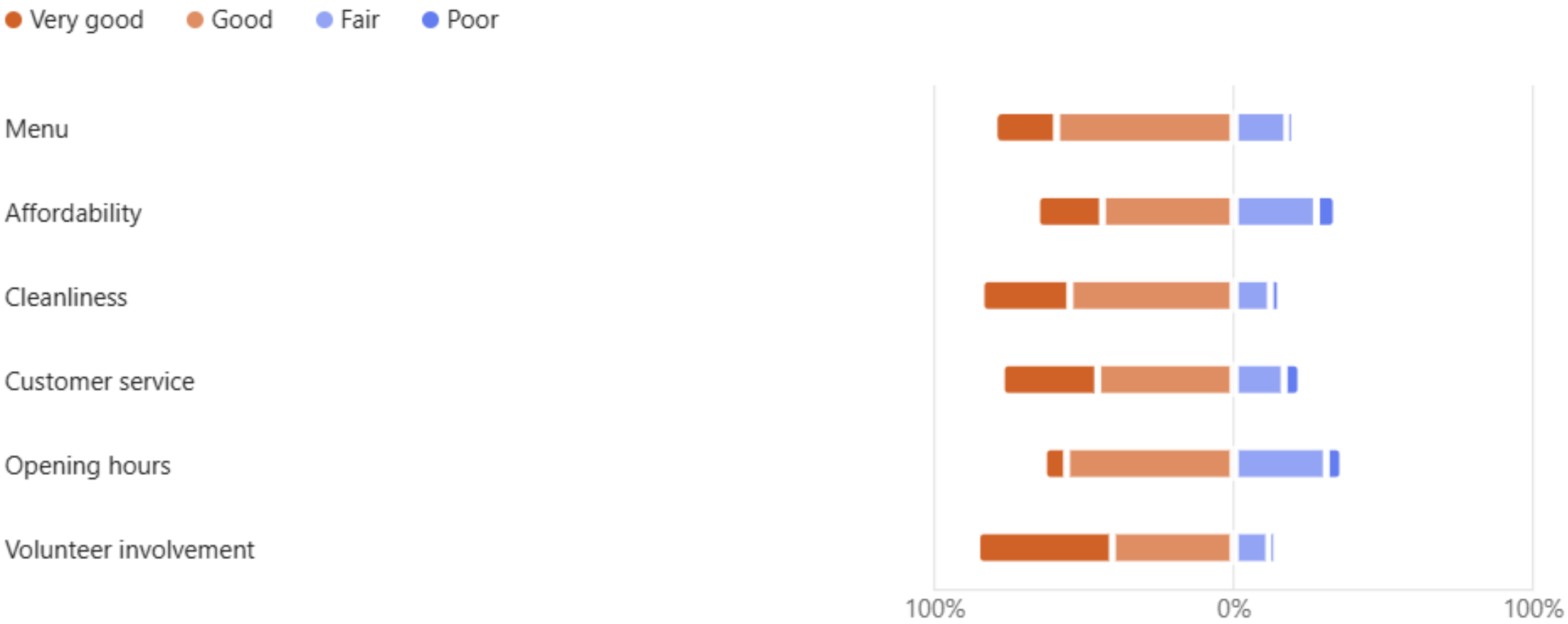
Community building in every sense

How would you rate the café?



Lordship Hub Co-op
Community building in every sense

Summary* of open text comments for Q8

*Summarised by AI Copilot

Overall sentiment about the cafe

- The cafe at the Hub is generally appreciated for its welcoming atmosphere, friendly staff, and role as a community space.
- However, there are several areas where respondents feel improvements could be made, particularly regarding pricing, menu variety, and service efficiency.

Positive Feedback

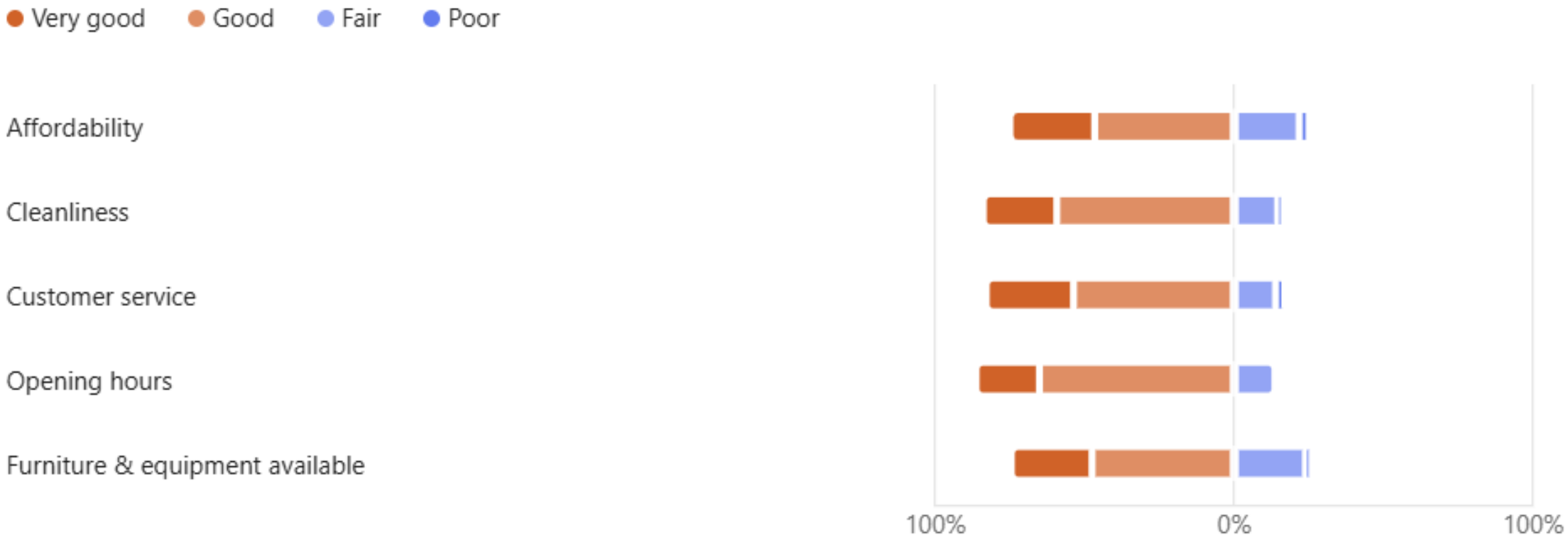
- **Welcoming Atmosphere**: The cafe is valued for its friendly and welcoming environment. Respondents appreciate the involvement of volunteers and the opportunity to socialize.
- **Affordable and Tasty Food**: Many respondents enjoy the homemade dishes and find the menu affordable and tasty. The cafe's efforts to cater to various dietary needs, including vegan and non-dairy options, are appreciated. Specific comments highlight the good quality of food, especially when new dishes appear, and the ability to cater to food allergies.
- **Community Engagement**: The cafe is seen as a vital part of the community, providing a space for people to come together and enjoy a meal or a drink. The staff and volunteers are praised for their efficiency and the welcoming atmosphere they create.

Areas for improvement

- **Pricing and Menu Variety**:
    - Some respondents feel that the food is too expensive and caters more to middle-class families. There are requests for more affordable options, including healthier choices and child-friendly items.
    - Suggestions for expanding the menu to include more standard breakfast items (e.g., scrambled eggs, bacon), brunch options, and a wider range of snacks. There is also a call for more variety and healthier options.
- **Service Efficiency**:
    - There are concerns about long wait times and the need for better coordination and training for volunteers. Some respondents noted that service can be slow, especially during busy times.
    - Suggestions for speeding up service and improving customer service training for volunteers. Issues with the card reader and the need for better management during busy periods were mentioned.
- **Opening Hours**:
    - Many respondents suggested extending the cafe's opening hours, especially during summer and early mornings to accommodate more visitors. There are also requests for the cafe to stay open later in the evenings.
- **Cleanliness and Maintenance**:
    - Some respondents mentioned issues with cleanliness, including cafe tables and floors not being cleaned regularly. There are suggestions for staff and volunteers to take more responsibility for maintaining cleanliness. Concerns about customers leaving a mess were also noted.
- **Additional Suggestions**:
    - Requests for better coffee and the possibility of obtaining a license to serve beer and wine.
    - Suggestions for adding more tables in the main entrance area for rainy days and making the menu more visible.
    - Ideas for introducing a coffee cart or ice cream van when the cafe is closed in the afternoons/early evenings

Lordship Hub Co-op
Community building in every sense

How would you rate the room hire?



Lordship Hub Co-op
Community building in every sense

Summary* of open text comments for Q10

*Summarised by AI Copilot

Overall sentiment about room hire

- The room hire service is generally well-received, with positive comments about affordability and helpful staff.
- However, there are clear areas for improvement, particularly in terms of furniture, cleanliness, and communication.

Positive Feedback

- **Asset to the Community**: The room hire service is considered a valuable asset to the community.
- **Affordability**: Many respondents find the room hire prices reasonable, comparable to other establishments. Free room hire for individuals offering free activities is appreciated.
- **Successful Events**: Respondents who hired rooms for events, such as birthday parties, reported positive experiences, noting that the rooms worked well for their needs.
- **Helpful Staff**: The office staff are praised for being helpful, especially with audio-visual equipment.

Areas for improvement

- **Furniture and Equipment**: Some respondents suggested that more tables and chairs are needed. There were also comments about updating some of the furniture.
- **Cleanliness**: Regular cleaning of studio rooms and replacement of chairs were mentioned as areas needing improvement. Some respondents noted that the floor is not always clean.
- **Communication**: Difficulty in getting replies via email was mentioned. Suggestions included showing room availability on a calendar view to make the booking process easier.
- **Maintenance**: Issues such as broken blinds and the need for fixing them were highlighted.

Lordship Hub Co-op
Community building in every sense

How would you rate the classes?

Lordship Hub Co-op
Community building in every sense

Summary* of open text comments for Q12

*Summarised by AI Copilot

Overall sentiment about classes at the Hub

- The classes and activities at the Hub are generally well-received, with positive comments about affordability, quality, and variety.
- However, there are clear areas for improvement, particularly in terms of expanding the range of classes, flexible scheduling, and offering more educational content.

Positive Feedback

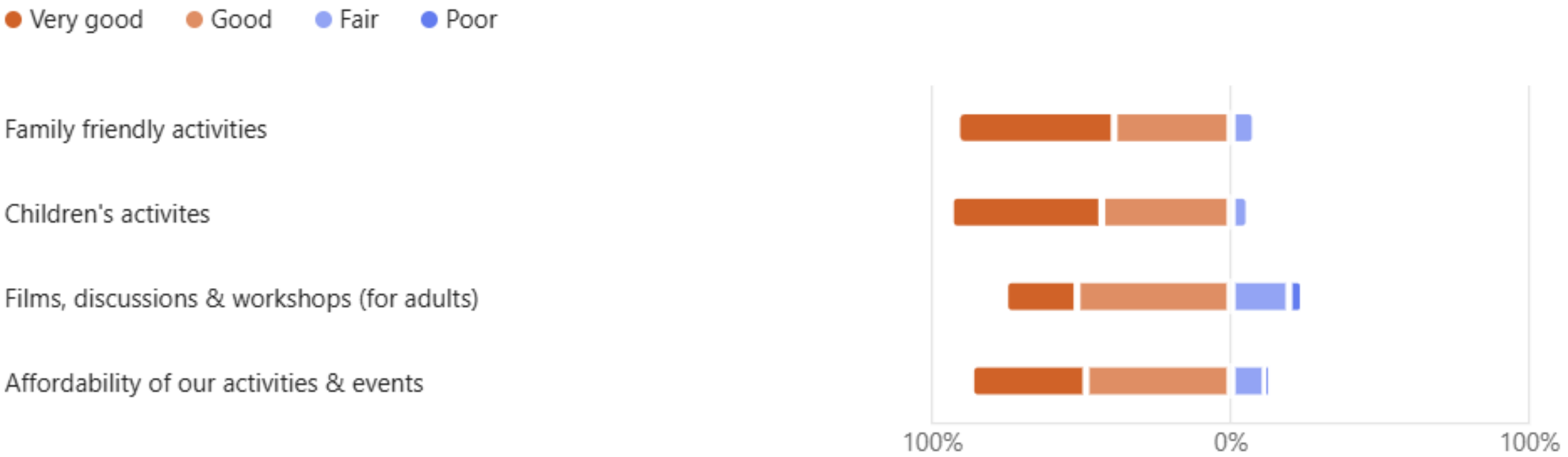
- **Community Involvement**: Classes give local people a chance to get involved and participate in community activities.
- **Affordable Pricing**: The pricing for classes is considered reasonable, especially for sessions booked in advance. Some respondents noted that other establishments charge much higher prices for similar classes.
- **Quality Classes**: Specific classes, such as children's yoga and the Silverfit yoga class, received high praise for their quality and value.
- **Variety of Classes**: The monthly flyer indicates a good range of different types of classes, which are appreciated by respondents.

Areas for improvement

- **Wider Range of Classes**: There is a desire for a wider range of classes, including adult dance classes and mixed classes for kids and parents, suchas pottery and dance.
- **Scheduling**: Suggestions for more flexible scheduling, such as weekday lunchtime classes, to accommodate different working hours.
- **Class Scope**: Some respondents feel that the classes are limited in scope and not enough during the day for adults. There is a call for more educational or skills-based classes in addition to physical activities.

Lordship Hub Co-op
Community building in every sense

How would you rate the community activities and events?



Lordship Hub Co-op
Community building in every sense

Summary* of open text comments for Q14

*Summarised by AI Copilot

Overall sentiment about Hub community events and activities

- The community activities and events at the Hub are generally well-received, with positive comments about affordability, variety, and the opportunity for community engagement.
- However, there are clear areas for improvement, particularly in terms of funding, expanding the range of activities, and better communication.

Positive Feedback

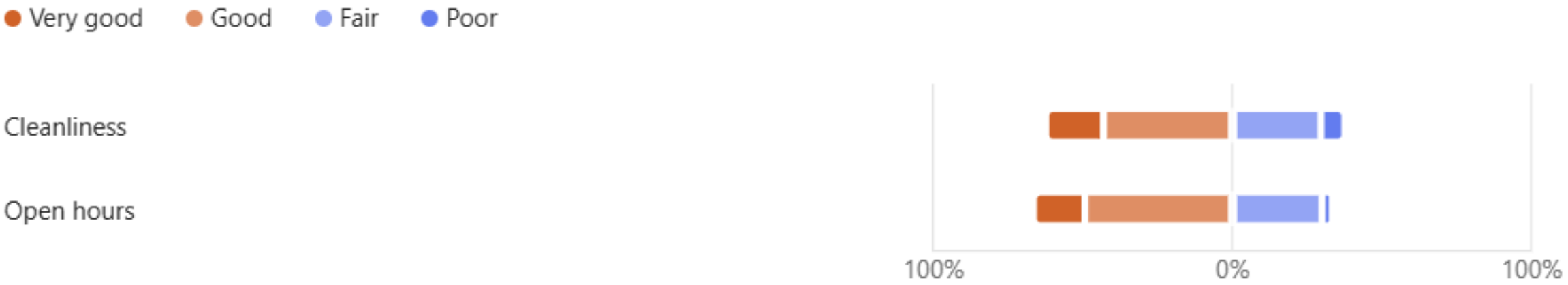
- **Enjoyable and Affordable Events**: Many respondents find the events at the Hub enjoyable and affordable. They appreciate the creative skills of individuals who help organize fun activities for kids and interesting workshops that allow socializing and making friends within the community.
- **Variety of Activities**: The Hub offers a diverse range of activities, including family day events, art activities, and baby activities, which are particularly well-received.
- **Special Events**: Specific events like Parkrun, wassailing, and the Benjamin Zephaniah memorial were highlighted as excellent and enjoyable.
- **Community Engagement**: Respondents appreciate the atmosphere and the opportunity to volunteer at community events. The diversity and organization of these events are praised.

Areas for improvement

- **Funding**: There is a concern about the lack of funding for events, although the community's creative skills help mitigate this issue.
- **Variety and Inclusivity**: Suggestions for more varied activities that cater to all age groups, not just kids. There is a call for more community-led activities organized by the Hub staff rather than relying solely on volunteers.
- **Awareness**: Some respondents were not aware of certain activities, such as film events, indicating a need for better communication and promotion of events.

Lordship Hub Co-op
Community building in every sense

How would you rate the Hub toilets?



Lordship Hub Co-op
Community building in every sense

Summary* of open text comments for Q16

*Summarised by AI Copilot

Overall sentiment about the toilets

- The toilets at the Hub are generally appreciated for their availability and maintenance.
- However, there are clear areas for improvement, particularly in terms of cleanliness, regular maintenance, and supply shortages.

Positive Feedback

- **Asset to the Community**: The toilets are considered a friendly and well-maintained asset to the community.
- **Availability**: The opening hours of the toilets are generally seen as reasonable, aligning with the building's hours.
- **Cleanliness**: Some respondents mentioned that the toilets are usually kept clean and supplied with toilet paper and hand dryers. Repairs have been dealt with promptly.

Areas for improvement

- **Cleanliness Issues**: There are recurring issues with cleanliness, including toilets often being out of order, smelling bad, and having water and debris on the floor. The seats are sometimes wobbly, and the toilets can get blocked up.
- **Maintenance**: The toilet in the main activities room has been out of action for months, and one of the toilets in the main area is also out of order. There is a need for more regular maintenance and cleaning checks.
- **Supply Shortages**: Toilets are often out of toilet paper and hand wash, which can be problematic, especially when busy.
- **External Toilets**: Suggestions for having external toilets to the Hub, including for children's needs when the Hub is shut.
- **Opening Hours**: Some respondents suggested that the toilets could be open earlier and cleaned more often during the day. There is also a suggestion for having toilets available 24/7, although concerns about vandalism were noted.

Lordship Hub Co-op
Community building in every sense

How would you rate accessibility at the Hub?

Lordship Hub Co-op
Community building in every sense

Summary* of open text comments for Q18

*Summarised by AI Copilot

Overall sentiment about accessibility at the Hub

- The Hub is generally appreciated for its accessibility features and efforts to involve the community.
- However, there are clear areas for improvement, particularly in terms of better access for mobility challenges, improved lighting, and more spacious arrangements for electric wheelchairs.

Positive Feedback

- **Accessibility Features**: The Hub is praised for its accessibility features, including ramps for individuals with disabilities, two main entrances kept wide open during operating hours, and accessible toilets.
- **Wheelchair Access**: The Hub has wheelchair access, although there is a suggestion for adding a buggy park.
- **Efforts to Involve the Community**: The Hub makes strong efforts to invite and involve the community through various events, open meetings, and publicity.

Areas for improvement

- **Mobility Challenges**: Some respondents find it a bit challenging if they have mobility problems. There is a need for better access for mobility challenges and prams, as the Hub can get congested quickly.
- **Lighting**: Improved lighting in the park during evening classes is suggested to make it less scary for visitors coming to the Hub in the dark.
- **Hazardous Waste Bin**: There is a suggestion to add a hazardous waste bin in the accessible toilet, which is a need for many people.
- **Space for Electric Wheelchairs**: Once inside, there is not much space for big electric wheelchairs, indicating a need for more spacious arrangements.
- **Slippery Stairs**: The stairs can be a bit slippery, and there is a suggestion for adding an anti-slip surface treatment.

Lordship Hub Co-op
Community building in every sense

Awareness of the Hub's purpose

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Community building in every sense

Introduction to this section

We asked some questions to understand whether users are

- aware of the Hub's purpose
- that it is managed by a community cooperative

We also asked them what we should do differently.

Open text comments have been summarised using AI.

Lordship Hub Co-op
Community building in every sense

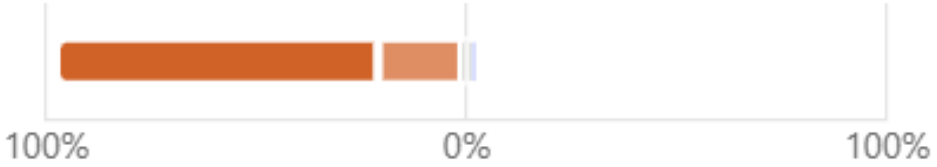
Impact on the park and the community

19. Do you agree or disagree with the following statement

More details

Strongly Agree Agree Don't know Disagree Strongly disagree

The Hub has had a positive impact on the park and the surrounding community



Lordship Hub Co-op
Community building in every sense

Summary* of open text comments for Q20

*Summarised by AI Copilot

Overall sentiment about accessibility at the Hub

- The Hub is seen as a transformative and vital resource for the park and community.
- It is well-used and appreciated, offering a range of activities that bring people together. The Hub has a positive effect on the park, making it a valuable community asset.

Positive feedback

- **Transformation of the Park**: The Hub has helped transform the park into a welcoming place where anyone can visit and stay. It has encouraged more people to use the park and has made it a special place for the community.
- **Community Engagement**: People of all ages come together at the Hub, making it a hive of activity. It offers opportunities for classes and activities, bringing people together and making a positive impact on the community.
- **Vital Resource**: The Hub is considered an excellent resource and a vital part of the park. It provides a venue for spending a day in the park, with the added benefit of classes and activities.
- **Safety and Accessibility**: The presence of toilets at the Hub means people can stay in the park longer, giving them a sense of safety. The Hub's accessibility features, such as ramps and wide entrances, are appreciated.
- **Diverse Activities**: The variety of activities and events at the Hub, including Parkrun, classes, and special events, are well-received. These activities allow individuals to connect with urban nature and enjoy the park.

Areas for improvement

- **Inclusivity**: There is a suggestion to offer more activities for teenagers and to increase community activities to enhance diversity.
- **Litter Issues**: Concerns about litter in the park, with suggestions for more litter signs to address the issue.
- **Lighting**: Improved lighting in the park during evening classes is suggested to make it less scary for visitors coming to the Hub in the dark.

Lordship Hub Co-op
Community building in every sense

Awareness of how the Hub is managed

21. How aware are you of how the Hub is managed and financed?

● I was already aware of this ● I was not previously aware of this ● Not sure

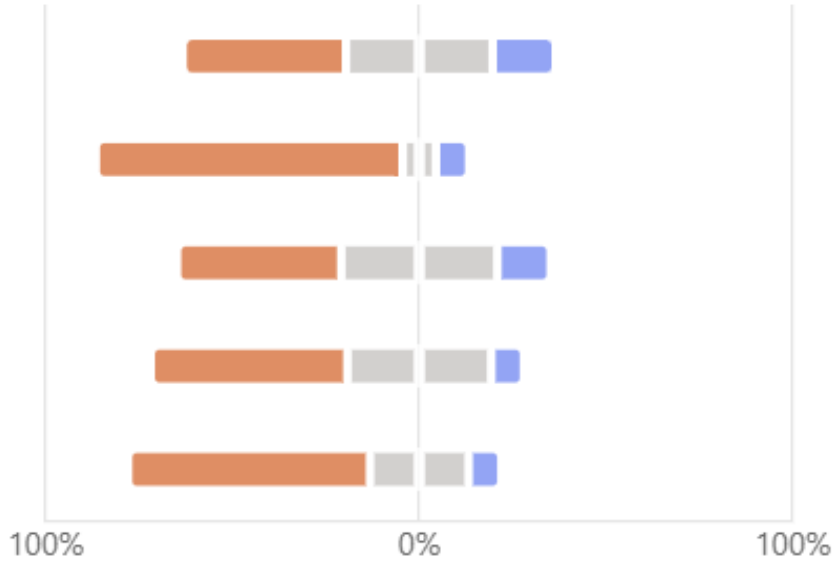
The Hub is a community cooperative run by its members for the local community. Anyone can join the cooperative (for as little as...

Volunteers play a vital role in the running of the Hub, including in the café, at special events and on the cooperative board.

The Hub receives no regular funding from Haringey council or any other funding organisation. It is self-financing through café sales...

The Hub provides free space to the OK Foundation so they can run their weekly food bank and free hot meal scheme.

The Hub hosts the Luke Howard weather station with the aim of raising awareness about climate change.



Lordship Hub Co-op
Community building in every sense

Is there anything the Hub should do differently?

*Summarised by AI Copilot

Extended Opening Hours

- Many respondents suggested extending the Hub's opening hours, especially during summer and early evenings to accommodate more visitors.

Menu and Cafe Options

- Requests for more affordable and varied menu options, including healthier choices, child-friendly items, and specialty coffees.
- Suggestions for better coffee and beers, increased recycling, and adding tables in the main entrance area for rainy days.

Classes and Activities

- Suggestions for more adult exercise classes, including gentle exercise classes and lunchtime options.
- Requests for more interesting courses, such as dance classes (zumba, afrobeats aerobics), and structured educational opportunities for adults and intergenerational activities.

Community Events

- More free public events organized by members and visitors, such as talks, meetings, and film shows.
- Suggestions for new events organized by cafe staff and more visibility of existing classes and events.

Facilities and Maintenance

- Addressing issues with the "metal gate" entrance and ensuring it remains open.
- Adding cushions on chairs and more chairs in the yoga room.
- Improving cleanliness and maintenance, with a proactive approach by staff.

Additional Suggestions

- Refurbishing the water body as a refuge for nesting birds.
- Exploring the possibility of opening a community sauna in collaboration with the Hub.
- Adding a coffee cart or ice cream van when the Hub is closed in the afternoons/early evenings.

Lordship Hub Co-op
Community building in every sense

Demographics

Lordship Hub Co-op
Community building in every sense

Introduction to this section

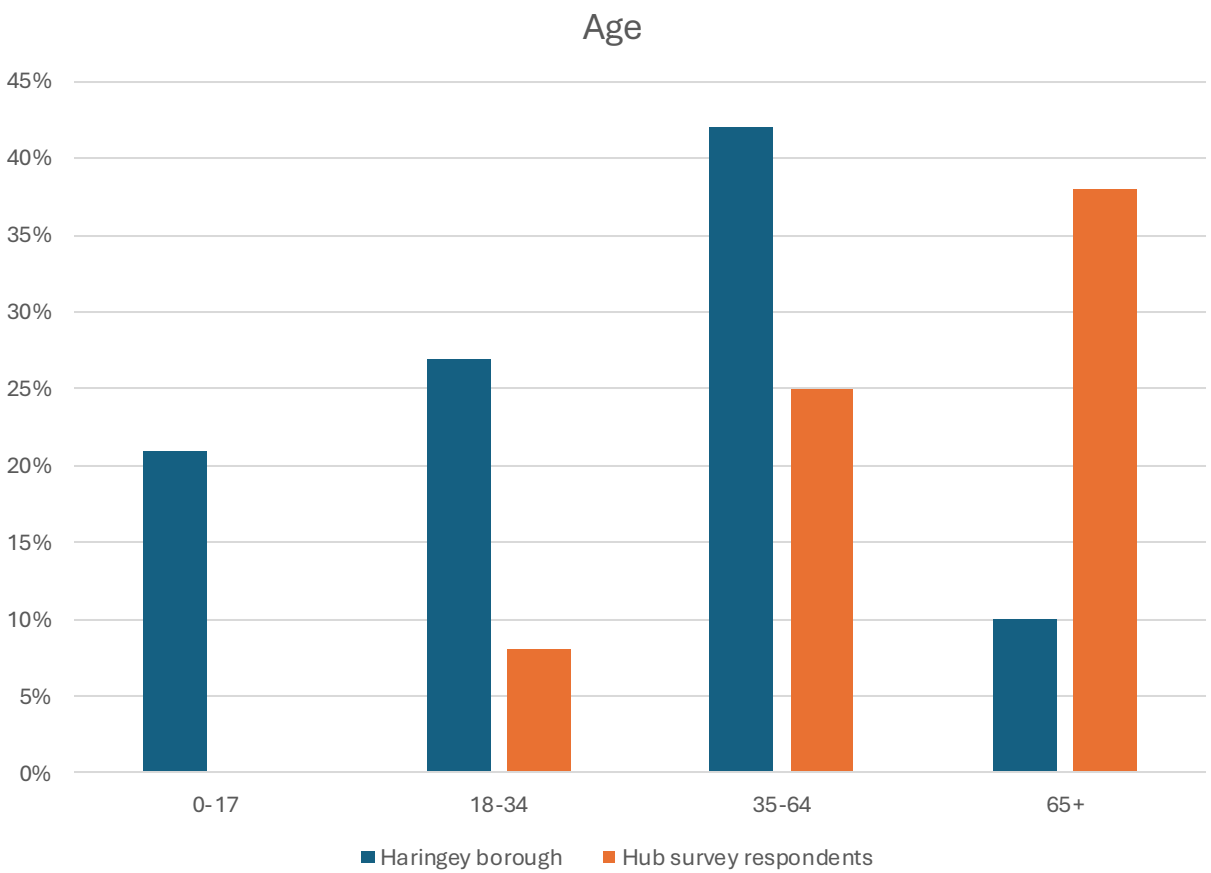
We asked respondents for some personal information.

Where possible, we have compared it to demographic data for Haringey, using the council's State of the Borough data.

This will help us understand whether we are serving everyone in the local community equally.

Lordship Hub Co-op
Community building in every sense

Age

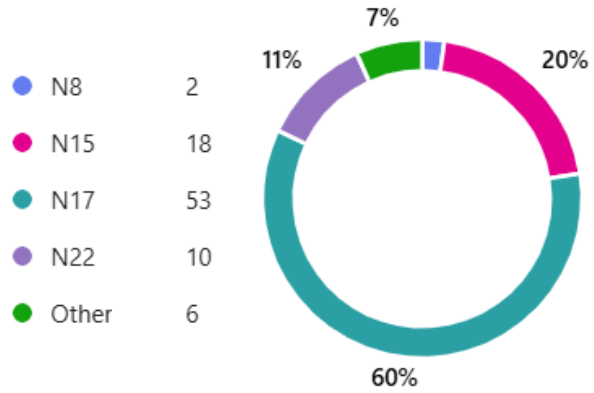


- Survey respondents are older than the Haringey population
- Very few under 30s and no under 18s engaged with the survey
- This matches anecdotal evidence that the Hub is used heavily by parents and older people, and not so much by teenagers and younger people

Lordship Hub Co-op
Community building in every sense

Postcode

28. What is your postcode address?



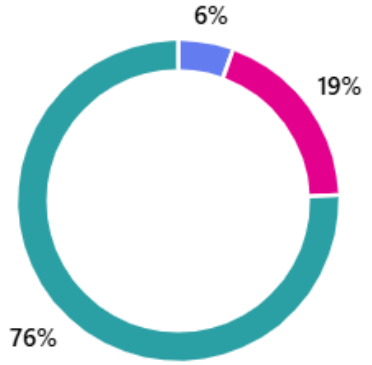
- The majority (60%) of respondents live in N17, the same postcode as the Hub
- Hub location

Lordship Hub Co-op
Community building in every sense

Barriers related to health conditions

29. Do you experience barriers or limitations in your day-to-day activities related to any health conditions (including men tal health, physical, sensory or cognitive differences)?

Yes - substanital barriers or limitations	5
Yes - some/small barriers or limitations	17
No	68



Haringey population:

- 10% of people have a physical disability
- 7.7% are diagnosed with depression
- 1.37% are diagnosed with a serious mental illness

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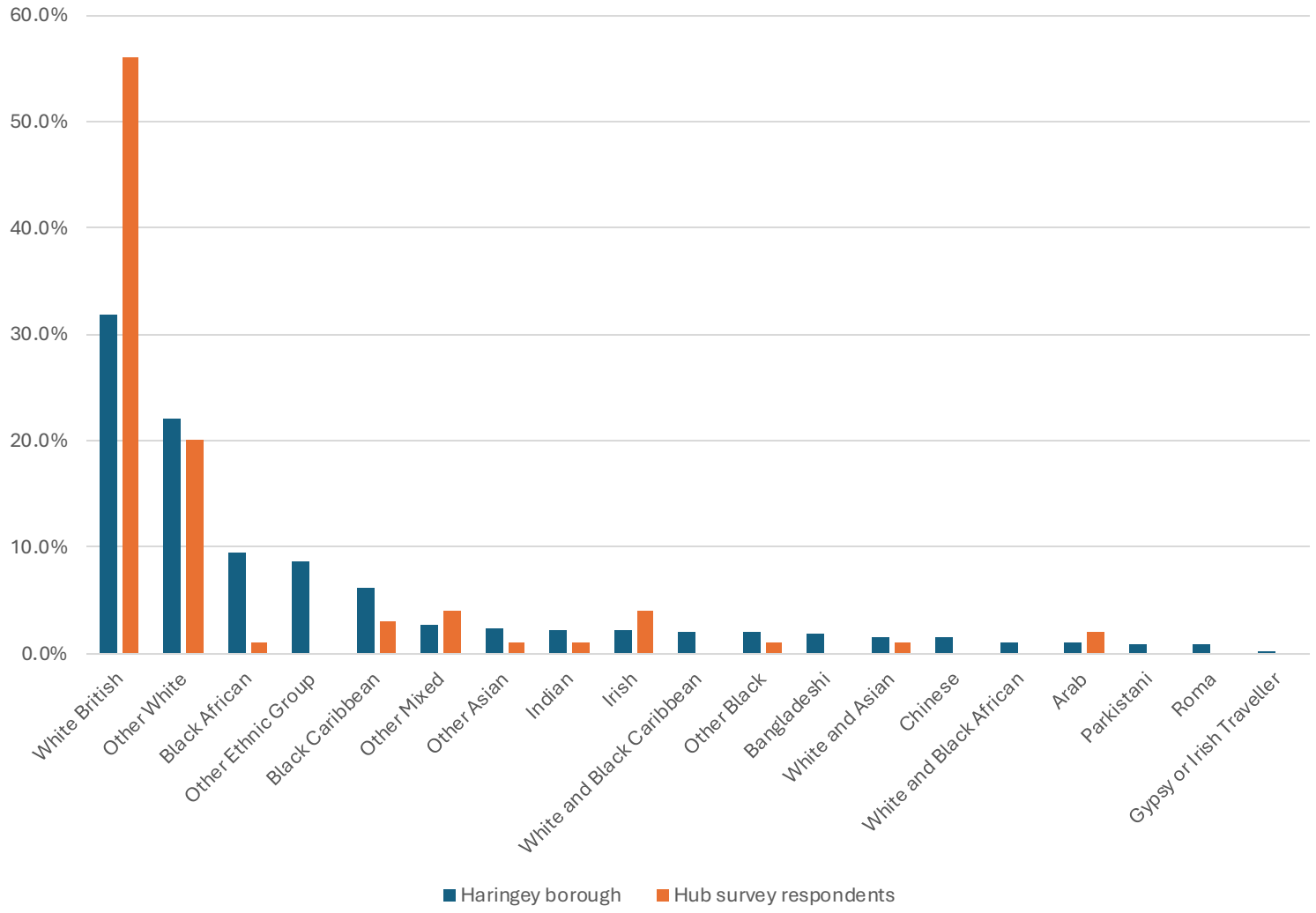
Ethnic group



- Survey respondents are much more likely to be White British (56%) than the general population in Haringey (31.9%)
- Haringey's third biggest ethnic group is Black African (9.4%) and very few (1%) of respondents were from that ethnic group

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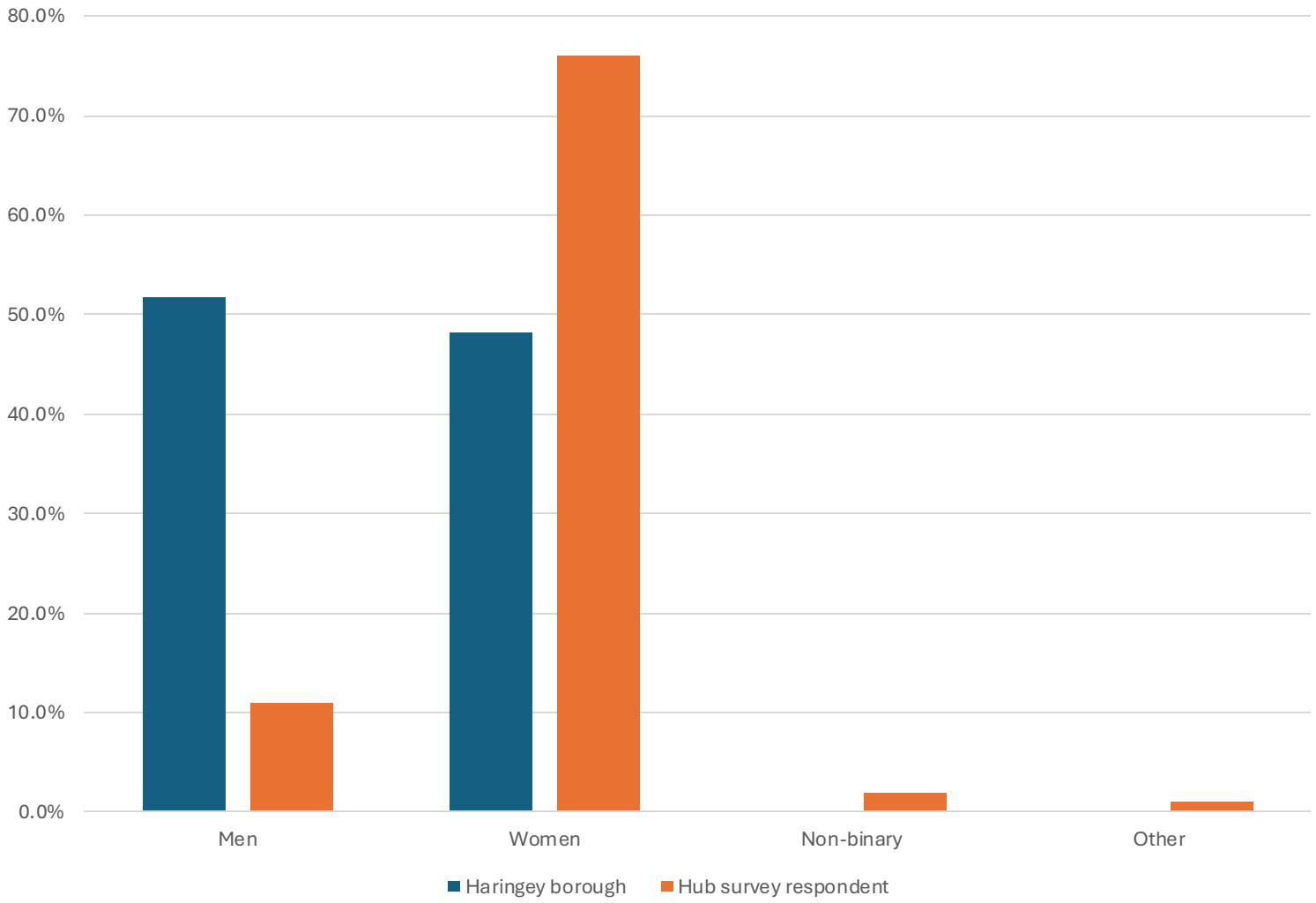
Gender

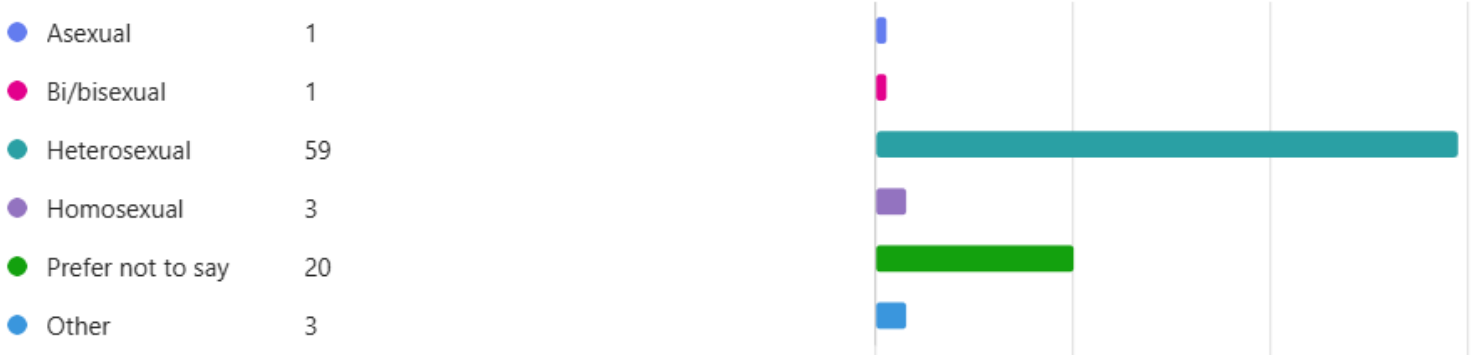


- Many more women than men completed the survey
- 1% of survey respondents identify as trans, 2% as non-binary and 1% as other

Lordship Hub Co-op
Community building in every sense

Sexual orientation

33. Which of the following best describes your sexual orientation?



- The majority of respondents (68%) are heterosexual
- 4% of survey respondents stated they are homosexual or bi-sexual, compared to 2.7% of Haringey residents who are gay or lesbian
- 23% preferred not to say and 3% said 'other'

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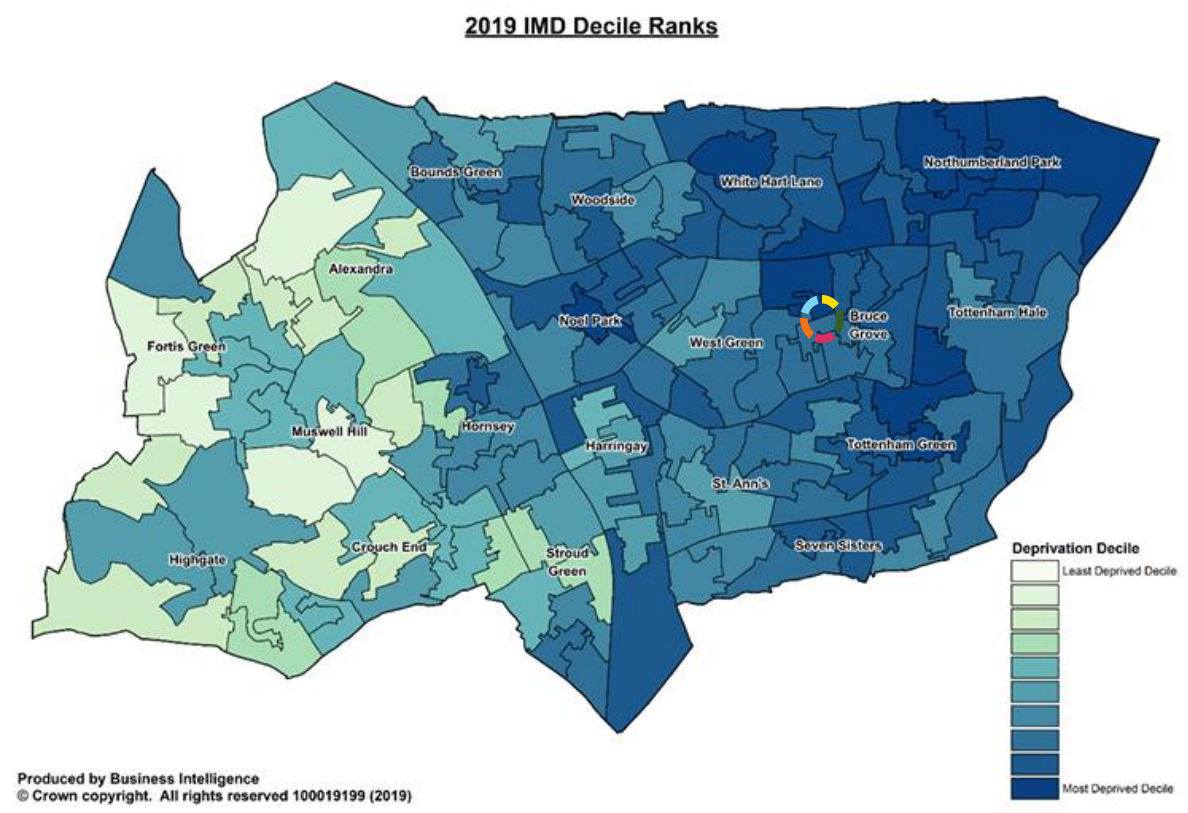
Deprivation



- Haringey is the 4th most deprived borough in London
- The most deprived neighbourhoods (darker blue) are in the east of the borough, where the Hub is located
- The index of multiple deprivation (IMD) is based on data including income, employment, education, health, crime, housing and environment

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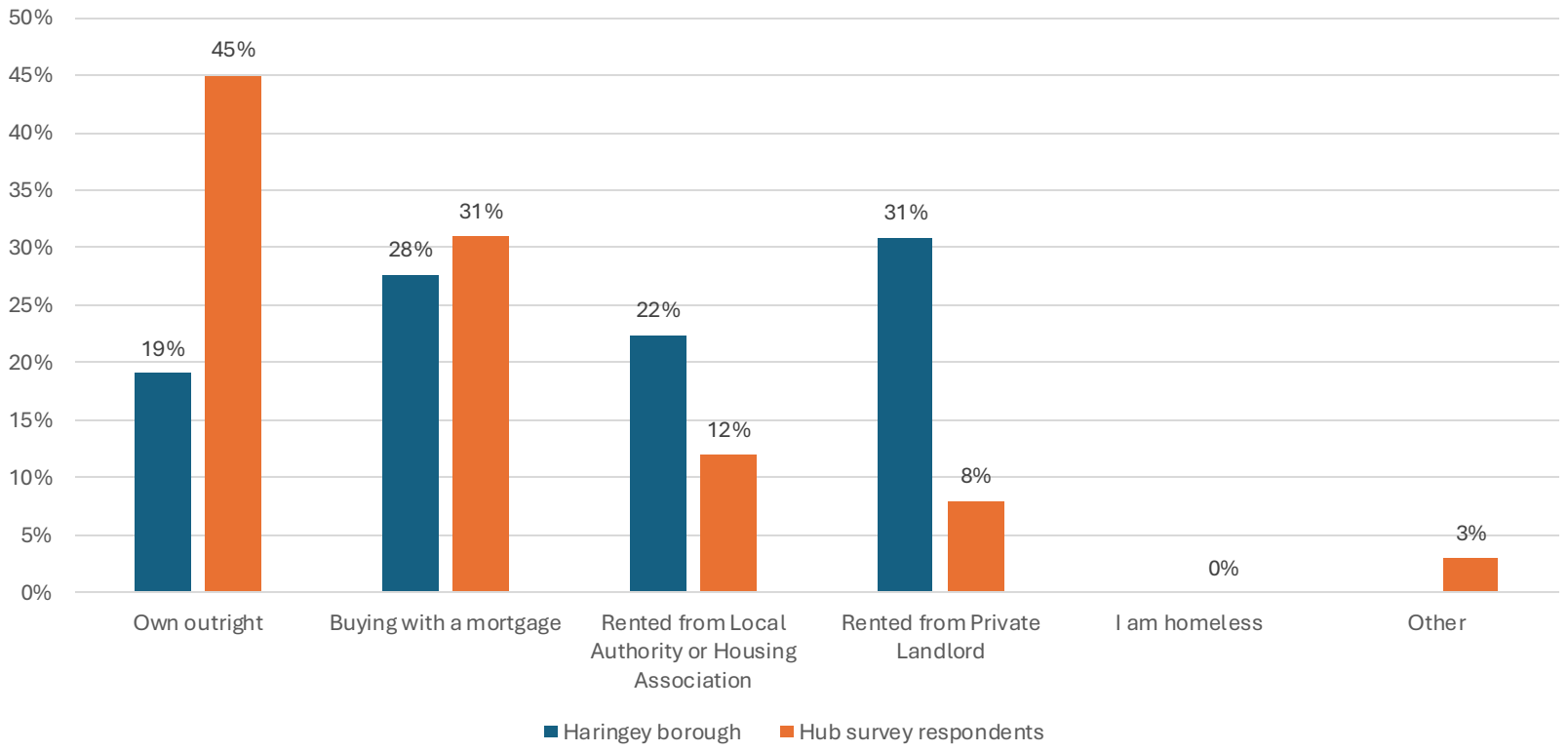
Housing tenure



- The majority of Haringey residents rent their home (53%)
- The majority of survey respondents own their home (76%)

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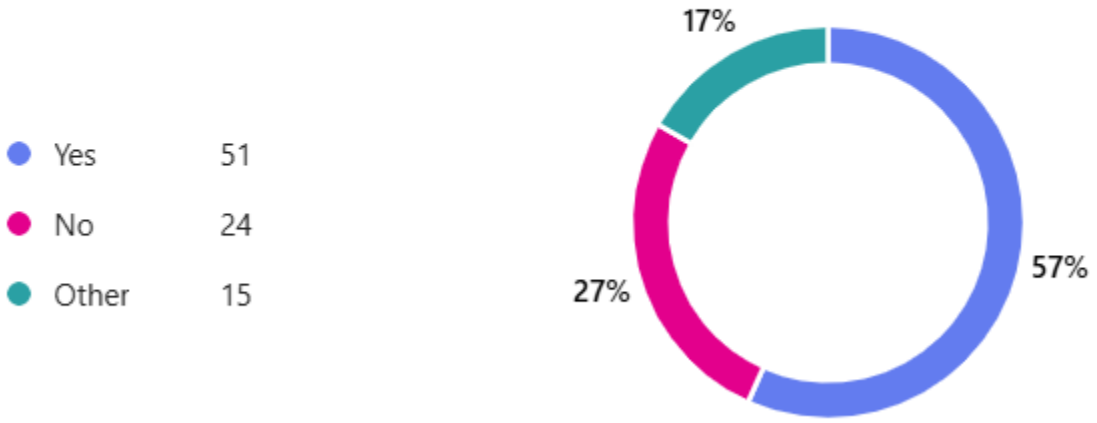
Employment

35. Are you currently employed?



- Haringey's unemployment rate in December 2024 was 4.5%

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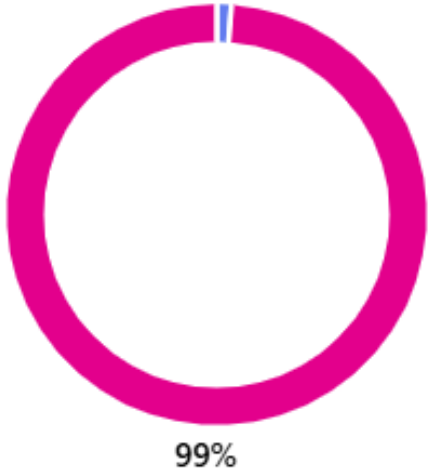
Have you ever had refugee status

36. Have you ever had refugee status?

Yes	1
No	87



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First language

- 29.7% of Haringey residents do not speak English as their main language. This is the 6th highest rate in London
- 18% of survey respondents said English was not their first language

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Communication preferences

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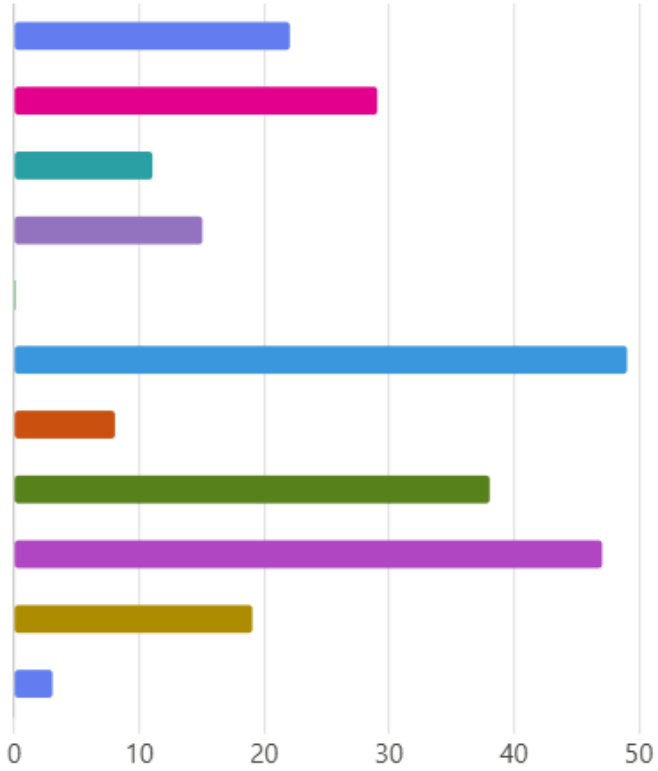
How do you find out what is going on at the Hub?

23. How do you find out what is going on at the Hub.

Website	22
Email newsletter	29
Instagram	11
Facebook	15
X (formerly known as Twitter)	0
Printed program picked up at the Hub	49
Printed program picked up elsewhere (e.g. local libraries, coffee shops)	8
Posters in the Hub and around the park	38
Word of mouth	47
I often miss what's going on in the Hub	19
Other	3



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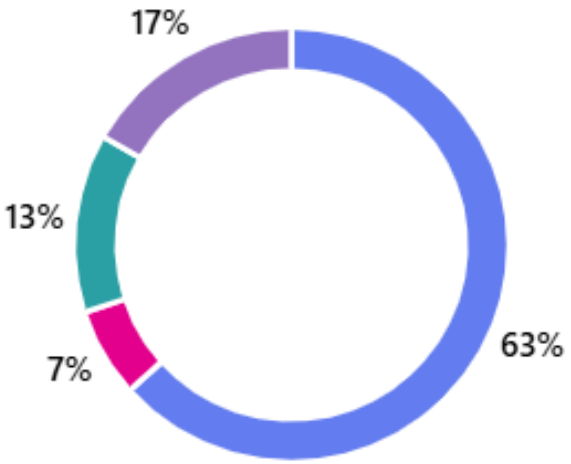
Are there different channels we should use?

24. Are there different communication channels which you would like us to start using?

Whatsapp	19
Bluesky	2
Tiktok	4
Other	5



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