

## Toolkit Guide Four: Community facility questions

Gathering the information about the individual community facilities will be much easier if you have established a strong link with the management committee of the community facility. It is also essential that they are involved with the steering group for the whole Toolkit process. The reasons for doing a community facility profile can be the same as for the community profile:

- A basis for policy making
- To stimulate action
- To inform and understand
- A tool for fundraising

### What do you need to find out?

A full profile will cover the following areas (with sample questions)

The third box can be used for giving the answer a value; it is either a **s**trength, a **w**eakness, an **o**ppportunity, a **t**hreat or just a **f**act.

Question	Response	SWOTF
<b>Location</b>		
What is the full name of the community facility		
What is the full address		
How would you describe the setting		
What is the condition of the facility		
Are there any other facilities within a short distance		

<b>Type of facility</b>		
Describe the sort of facility; social/ religious/ educational/ medical/ private/ sport/ community		
What is the primary purpose of this facility		
What kinds of activities take place in this facility		
Are there restrictions on use/times of day/times of the year		
Is there a particular 'area of benefit' associated with the facility		
What is good about the current state of the facility		
What is not good about the current facility		
What are the current problems or blocks for the facility		
What are the current opportunities		
<b>Description of facility</b>		
What is the age of the facility		
What is the condition of the facility		
Is the facility freehold or leasehold		
Does the facility own its land		
Has planning permission ever been sought for the facility		
Describe the number of rooms and what is their use and capacity		

Is there a toilet for public use		
Is there a kitchen for use; how is it equipped		
Is there adequate heating		
Is there storage and is it available to users of the facility		
Is there car parking		
Is the building accessible to people with disabilities		
Is there a transport link nearby		
Are there outdoor facilities to the main building		
What extra facilities/equipment is provided? e.g hearing loop, PA system, OHP, stage etc.		
Who/what are the most frequent users of the facility		
What is the atmosphere of the building, e.g. is it a friendly busy place, is it quiet and intimidating?		
How central to the community is this facility		
<b>Management of the facility</b>		
Who owns the facility		
How is it managed, e.g is it a charity with trustees, run by the local council, privately owned, owned by the church, company limited by guarantee		
Who is represented on the management		

Are users of the facility represented on the management		
Do you have a list of the management		
Is there a membership arrangement for the facility		
Is there a Caretaker; are they voluntary, part-time or full time.		
How are bookings arranged and by whom		
Is there public liability insurance; extra insurance for functions etc		
Is the facility well maintained, by whom,		
Is the community economy vibrant and thriving or are shops closing		
Does the facility have a licence		
How is communication managed in the facility? Are there links with other facilities in the community		
Has the facility done a disability audit? Have they made plans to address this issue		
Are volunteers used in running the facility/ are they trained and supported.		
Who is responsible for the volunteers		

<b>Who is responsible for the volunteers</b>		
Is the facility currently financially viable.( Can the facility afford to finance the current level of activity)		
Can the facility finance the current level of repair needs		
Are there plans for future development of the facility? How will they be resourced		
Has the management of the facility applied for funds from any public/private/charitable sources in the last 5 years		
What is the breakdown of the income for the facility? e.g. grant aid, lottery or grant making trusts, income from activity, income from another public body, fundraising activities, donations		
How would you describe the financial state of the facility		
Does the facility have a website? Or do they link with other community websites		
How does the management communicate with the users and potential users of the facility		
Is there a 'Friends' of the facility (sometimes set up to raise funds)		
Is there a business plan		

<b>Usage of the facility(s)</b>		
Is there a policy that governs how the facility is used		
How is the usage of the facility organised		
What types of activities are provided by the facility		
Who decides who uses the facility		
Who benefits most from the activities in this facility		
Is there a diary or calendar of usage of the facility displayed in a clear, consistent and available way		
Is this calendar shared with other community facilities		
Is there a responsibility for arranging a balance of activities for all age groups that use or want to use the facility		
Is there a list of user groups		
Is there a list of providers of activities		
How would you describe the attendance levels to activities		
What is the majority age group that uses the facility		
How are individual activities funded		
Is there a subsidy by a parent body for particular activities		
How are gaps in usage identified		

Does the facility hold 'Open' days inviting the community to have their say/has a survey ever been done to analyse the community's changing needs		
How are activities in the facility publicised		
Does the facility seek feedback on current activities		
Do activities in the facility receive press interest or publicity		
<b>Potential use</b>		
What is the attitude of the management/current users to expanding the range of activities/user groups/use of time		
Does the facility seek the view of the community/users on potential use of the facility		
What does the community think about the facility and its uses? Do they value this facility		
Is the facility's use at capacity? Are there spare rooms not in use or times when it could be used		
Could the facilities be adapted or expanded		
How would the facility increase its capacity		

How would the facility finance the increased use		
Are there untapped resources that exist, or would there be a need to identify new resources		
Is there a good level of volunteer activity		
What services could be provided for the community in this facility that are not provided elsewhere (e.g. post office/shop/meeting place/doctor's surgery/prescription drop off/library service/credit union/carers meetings/crèche)		
Is there a long term development plan		
Does any one have a 'Big Idea' that does not seem possible but could be explored		