

Future of Whitchurch Civic Centre Survey

Background Information:

Last year specialist engineers found that RAAC (reinforced autoclaved aerated concrete) exists across the majority of the Civic Centre complex, and that it has major structural issues.

They recommended that it is not safe to reopen the building. As a result, the building is now closed (with the exception of the sports/market hall).

A working group made up of local Shropshire Council and Whitchurch Town Council councillors and officers, has begun meeting every month to consider six possible future options for the centre.

The working group has launched this consultation to ask people which options they like, and which they don't.

The survey also asks people about their usage of the Civic Centre in the past and at present, and which facilities and services they think should be available at the site in the future.

The results of the survey will be used to help determine which of the six options should be further considered, including having detailed business cases prepared.

The group will then make a recommendation to Shropshire Council's Cabinet.

At this time, we are interested in hearing your views on the options for the future of the Centre in order that this feedback can inform the proposals that come out of the working group. A formal consultation will be held at a future date on the proposals.

Thank you for taking the time to complete this survey.

Your Connection to the Whitchurch Civic Centre:

Do you live in Whitchurch?

- Yes
- No

How far away do you live from the Civic Centre in Whitchurch?

- Less than one mile
- 1 to 2 miles
- 3 to 5 miles
- 6 to 10 miles
- More than 11 miles

How do/did you travel to the Civic Centre? (Tick all that apply)

- On foot
- By bike
- By car/ taxi
- By bus
- Other
- I do not visit the Civic Centre

Before the partial closure of the Civic Centre...

How often did you visit on average?

- Every day
- Several times a week
- Once a week
- Once a fortnight
- Once a month
- Only once in a while
- Other (please specify)

Why did you visit? (Please tick all that apply)

- To visit the library
- To visit the registrar
- To visit the Town Council
- To visit the market
- To use the sports hall
- To attend a club/society
- To vote at the polling station
- To watch a play/film
- To attend a private function
- Other (please specify)

On what day of the week did you visit the Civic Centre? (Tick all that apply)

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
- It varied

Given that that the market/sport hall remains open...

How often do you currently visit the Civic Centre on average?

- Every day
- Several times a week
- Once a week
- Once a fortnight
- Once a month
- Only once in a while
- Other (please specify)

Why do you currently visit the Civic Centre? (Please tick all that apply)

- To visit the market
- To attend a sports club/meeting
- To attend a non-sports club/meeting
- To visit the library service
- To visit the polling station
- Other (please specify)

On what day of the week do you visit the Civic Centre? (Tick all that apply)

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
- It varies

The following options for the future of the site are being considered. Which would be your preferred option? Please rank these in preference order by writing 1 next to the option you would most favour and 6 next to the option you would most oppose, with the rest in between as you see fit.

- Do nothing and close the building permanently.
- RAAC to remain in place and mitigated through internal structural framework, repairs to spalled concrete and full replacement of roof membranes.
- Replacement of structural roof and associated essential items.
- Demolition and clearing of site.
- Demolition and rebuild as existing facilities provision.
- Demolition and redevelopment of the site.

Are there any of the options above that you would NOT like to be considered at all?

Please tell us anything else you would like to about any or all options listed above:

If the building is replaced/redeveloped, what facilities do you think should be provided in the new building? (Please tick all that apply)

- Library
- Registrar
- Town Council
- Market
- Sports hall
- Clubs/societies
- Family/community hub
- Plays/films
- Polling station
- Space for private functions
- Other (please specify)

Is there anything else you want to say about the specific facilities that should be included?

Are there any other comments that you'd like to make that relate to the Civic Centre?

About You:

We use this information to make sure that we're engaging with all sections of our community, that responses are representative and to further our understanding of the feedback obtained. **You don't have to complete this section if you don't want to.**

Please answer any questions you feel able to.

How are you responding to this survey? (please tick all that apply)

- As an individual
- A town or parish council
- Prefer not to say
- As a representative of a group, forum or organisation (please state which)

Are you?

- Male
- Female
- Non-binary
- Prefer to self-describe
- Prefer not to say

What age group are you?

- 15 and under
- 16-19
- 20-29
- 30-44
- 45-59
- 60-84
- 85+
- Prefer not to say

Do you have any long-standing illness or disability that limits your daily activity?

- Yes
- No
- Prefer not to say

If 'yes', please state the type of impairment. (Please tick all that apply).

- Physical impairment
- Long-standing illness
- Sensory impairment
- Mental health condition
- Learning disability/difficulty
- Developmental condition
- Other (please state)

Are you an informal or unpaid carer to a friend or family member who needs regular care and support?

- Yes
- No
- Prefer not to say

What is your ethnic origin?

- White (British; Irish; Welsh)
- White (Gypsy, Roma or Irish traveller)
- Other white background e.g. Bulgarian, French, Lithuanian, Polish, Portuguese, White South African, etc.
- Asian (Asian British; Bangladeshi Chinese; Indian; Japanese; Pakistani; any other Asian background).
- Black (Black African; Black British; Black Caribbean; any other Black background).
- Mixed (White and Asian; White and Black African; White and Black Caribbean; any other mixed background)
- Arab
- Other Ethnic Group
- Prefer not to say or don't know

Which one of following best describes you? (Please select any that apply):

- Employee
- Self employed
- Retired
- Unemployed
- Looking after the home or family
- Long term sick or disabled
- Full time student
- Prefer not to say
- Other

How did you find out about this survey?

- Shropshire Council newsroom or website
- Shropshire Council email or direct message contact
- Local media e.g. local newspaper or radio
- Local newsletter or via group membership
- Social media – Shropshire Council
- Social media - Other
- From my local councillor
- Word mouth e.g. neighbour, friend, family
- Other (please specify)

The Whitchurch Civic Centre Working Group will be providing regular updates to the community. If you would like to be included on an email list to receive updates directly, please provide your email address here:

(Note: contact information provided will be stored separately from survey responses).

By submitting this survey, I understand that I give my permission for the collection and processing of the information I provide within this survey form (this is particularly important if you have provided your contact details above).

- Yes
- No (please remove my survey responses)

How we will use the information you have provided

The information you have provided will be used by Shropshire Council to influence the work of the Commercial Services Team and the Whitchurch Civic Centre working group. We will only publish anonymised responses, parts of responses, or a summarized version of responses and will ensure individual survey respondents cannot be identified. Your response will be stored and kept in line with Shropshire Council's Retention Schedule.

The survey results will be shared with other services within Shropshire Council and anonymised data may be shared with services commissioned by Shropshire Council.

We will not share your data with any external third parties. A summary report will be developed and made available. Your information will be held securely, only shared internally where necessary. We comply with data protection laws concerning the protection of personal information, including the General Data Protection Regulation (GDPR). For more information on how information is held by Shropshire Council and your rights to gain access to the information we hold on you please see our corporate privacy policy at www.shropshire.gov.uk/privacy

Thank you for taking the time to complete the survey

Please leave completed surveys in the box located inside the sports/market hall on Monday (1.30 to 4.30pm) and Friday (7.30am to 12.30pm; and 1.30pm to 4.30pm). Outside of these hours the box will be located outside the hall.

Surveys will be collected securely and provided to the Feedback and Insight Team for analysis and reporting. If you prefer, you can also scan or take photos of your survey and return it to us directly via email:

TellUs@shropshire.gov.uk

If you would like to return your survey via post, please send it to:

Feedback and Insight Team
Shropshire Council
Shirehall
Abbey Foregate
Shropshire SY2 6ND.

If you would like to send us any other comments in writing, please feel free to do so using our email or postal address above.