



Bersted Community Hub Survey Findings

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About Bersted Community Hub

The Bersted Community Hub is part of the Arun Community Engagement Project and is a space to bring all members of the local community together to meet socially, exercise and gain help and support from the Arun Wellbeing team and many local charities and groups.

The aim of Bersted Community Hub is to support the local communities and residents in the following ways.

- Support communities to recover and reinvigorate from effects of coronavirus and associated health inequalities, including wider social determinates of health such as social isolation, cultural and economic challenges, by getting people together.
- Tackling health inequalities by offering opportunities that support healthier lifestyles.
- Increase community resilience to identified harms including exploitation from criminal activity.
- Identify potential partners to work alongside to help build strong and sustainable local community.

Introduction

The Bersted and Chilgrove Community Hubs survey aim was to capture and better understand the views, current needs, issues, concerns, and barriers local residents and their families experience in accessing the Bersted and Chilgrove Community Hubs and living in Arun District.

The survey was live from mid-January to mid-February 2023 and has been fully or partially completed by 90 people – 46 respondents attended the Bersted Community Hub, and 18 respondents attended the Chilgrove Community Hub. A further 26 responses were from people who do not attend either community hub.

Please note this report summary is for the **Bersted Community Hub** only. Bersted Community Hub has around 150 regular users the survey was completed by 46 users a response rate of 31%. It is realised that this is a small sample size to be regarded as statistically the views of the majority who attend Bersted Community Hub. However, it does provide a good indication of the needs, concerns, and barriers to accessing the hub and living in Arun District for users. Importantly this information will enable the development of an action plan in the short to medium term.

We would like to **'thank'** all of the local residents who completed the survey, and shared their stories, to support this work.

Summary

This report is based on the responses for the Bersted Community Hub. Many responders shared how welcoming and supportive they find the hub, with staff going above and beyond for those who attend. However a number of responders stated that they did not know what activities were provided at the hub. The services and activities provided by the Family Support Work is a great asset for many families.

There are a wide range of activities used by local residents from bingo, darts, crafts, coffee and chat, foodbank, wellbeing sessions, clubs and drop in from other community and voluntary groups.



We use the Bersted Green hub for the food outlet on a Friday and have attended some of the family events that have been organised.

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More family activities would be great.

Services responders would like to be able to access include: a specific mummy and baby exercise class, drop in by housing officer, access to computers, school holiday clubs, evening quiz. The factors that would enable responders to join an activity include time of day for the activity – after school, better advertising of activities, someone to go with, and transport.

The responses show a decrease (self-rated) for those who use the hub in emotional, mental health prior to and current time. Increased movement from excellent, and good, from poor for emotional.

The responses show some movement in physical health prior to and current time for those using the hub. Movement in very good and good from fair and poor.

Three quarters of respondents (n45) answering the isolation and loneliness questions stated they lacked companionship (n34), felt left out of things (n36), and felt lonely, isolated, or socially excluded (n37). The 3 Item Loneliness Scale 2004 indicates from the responses a rate of 7 – most likely to be lonely and isolated. However, it is important to add that this scale is best used at several points of contact.

Respondents (n32) shared the things they do to increase their resilience so that they feel less lonely, isolated, or socially excluded. Many joined groups, met with friends, volunteered, and one started a new job.

Confidence and motivation responses to joining groups etc., seemed aligned for no and low confidence and motivation. The survey responses for these areas were investigated and this could be due to, day and time of day of activities (n21), costs (n20), Confidence (n12), work (n11), Family commitments (n10), and motivation (n8).



I've been isolated for a while and work full time. I don't have a car and live over Aldwick side so transport isn't easy or free, plus with poor health making that extra effort is required to travel it's just difficult to access, especially around full-time work.

Also, could be due to the effect of *wider determinants for health as shown below. Definitely an area that needs to be monitored.

*The wider determinants of health are a diverse range of social, economic, and environmental factors which influence people's mental and physical health. [Public Health England](#)

Summary Living in the Arun District

Just under half of responses (n22) stated they have concerns living in the Arun District. Respondent cited messy areas, safety issues, anti-social behaviour, increased crime, environmental concerns, flooding, and too many dogs.



There are just dogs everywhere. I was attacked by one a few years ago and it just feels like everyone has a dog now. There are almost no public spaces or walks I can go on where there aren't dogs allowed.

From the responses to: **What matters living in the Arun District** (n45); community and voluntary groups (n15), green open spaces (n15), Accessible spaces (n10), shopping (n8), sports and gyms (n6) seating areas (n4).

Responders also shared:

Get people more involved. Outdoor free gym. Dad's group.



Not enough green spaces accessed by public footpaths and to get to the countryside areas to see wild flowers see wildlife and birds.

The cost-of-living question was answered by 40 people who shared how this was affecting them and their families. A number reported they are coping, other are having to cut back, some are not using heating as much and the food banks are supporting many.



Greatly. We are a one person working household and our budget is squeezed like we have never seen before. We have but back on everything we can do without and are unable to do family days out and things as there are no funds left. We use the charity food collection on Friday to help with our food shopping. We need things to settle down.

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It's impacting on the amount of heating we are using and changing to cheaper brands when shopping.

18 respondents stated they needed support. The type of support needed was for financial, housing issues, needing carers support, food provision, educational issue, child's health, work and rent issues.



Badly, I have to use food bank and access families support mornings to survive.

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Bersted hub is a great place, very friendly staff.

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Badly, I have a pension, and worry about cost of heating all the time.
Summary of responses from those who do not attend Chilgrove or Bersted Community Hubs

The survey received 26 responses from people living in the Arun area who do not currently attend a community hub. Over half of responders are aged between 50 and 75 years (n16).

17 responders are not aware of the activities provided by the hubs.



I feel I'm just outside the area of the people who normally use the hub.

Don't know what it offers.

What is a hub?

Services responders would like to know more about, access to computers, open access to community food provision, antenatal classes, do not know what is already happening.

In answer to the factors that would enable responders and their family to attend included someone to go with, knowing more about it, location as travelling is time consuming

Other Responses Living in the Arun District

Over half of responses (n16) stated they have concerns living in the Arun District. Respondents cited messy areas, safety issues, anti-social behaviour, increased crime, and housing and infrastructure issues.



Roads are busy and I wouldn't feel comfortable travelling out in the evenings on my own.

From the responses (n25) to: What matters living in the Arun District was accessible spaces (n6), shopping (n5), cafes (n3), and green open spaces (n3).



I like to keep myself fit; it helps me feel good with myself.

-

3G football facilities for my children to play on.

The cost-of-living question was answered by 25 people who shared how this was affecting them and their families. A number reported they are coping, others are having to cut back, some reported limiting heating. I miss meals myself to make sure the kids eat. Really hard to go to the fridge and food bank. Leaves little cash for going out and about.

Two respondents stated they needed support. The type of support needed is financial, access to food, help with heating bills, social care needs and accessibility maintenance.



No local family.

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Son in Canada.

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Step high to front door.

Next Steps

The Bersted Community Hub has an older clientele as it is situated within a sheltered housing scheme. However, this is popular with the residents of the flats who have felt incredibly anxious and isolated since the pandemic lockdowns but are very slowly re-integrating back into society with appropriate help and support from the hub.

At Bersted Community Hub there is a need for more family group sessions and staff are working closely with the school and Family Support Work (FSW) to plan what is needed or required for these groups to be able to flourish. This may mean more outreach, evening and weekend sessions and maybe using different venues around the area to encourage family participation. Working in partnership with other charities and groups to help facilitate these groups.

A lot of work has been done to tidy up around the building, adding new lighting and locks on the main doors to help people feel safe. However, there is still more work to do with reported criminal activity and antisocial behaviour. The hub regularly hosts resident's meetings with anti-social behaviour officers, police, and others to encourage the reporting of incidents. This work is ongoing, and people report feeling better supported and confident in looking out for others in their local community.

There will be two hosted social events at Bersted Community Hub, the first will be a First Birthday Party on 6th April and the second themed as a free play day in August. Invitations will be sent to partners and a range of activities, refreshments, and encouragement of an 'open day' approach. Ideas and suggestion will be encouraged from local community members.

Things to consider going forward:

- Pro-active promotion and publicity to increase awareness of the services provided with bold clear posters and flyers.
- Additional support from partners and stakeholders to other venues in the area in order to grow the timetable and reach a wider area.
- Working with the Arun District housing and cleansing to support with fly tipping and the 'untidy' feel of the area.
- Working with the local police and the local antisocial behaviour team to encourage reporting of antisocial behaviour and criminal activity.
- Increase knowledge and confidence of where to signpost and connect with others to provide appropriate support and assistance.

Before publishing this draft report, it will be shared with

- The Safer Arun Partnership to consider action about community safety and anti-social behaviour issues raised.
- Arun Local Community Network to inform the creation of opportunities and to build integrated partnership working to improve health inequalities as informed by respondents.
- As to how these findings and next steps will inform future services.

Appendix A – Bersted Community Hub Survey in detail

52% (n46) of responder's use the Bersted Community Hub. The main age of responders is 19 and younger (n2), 20-34 (n12) 35-49 (n11), 50-65 (n12), 66 -74 (n5) and 75 and over (n3).

The main areas of the Arun District responders live is BN18 (n2) and PO20, PO21, PO22, PO33 (n43)

Reported they: worked part time (n11), unemployed (n11), full time (n9), retired (n9), seeking work full-time (n2), seeking work part-time (n2) and a student (n2).

Other comments received about Bersted Community Hub fell into the categories of; staff, venue, unsure what activities they do, and Family Support Work.

About the venue

It's a great space and well used by the community.	Great resource.
Good social place.	Parking is very difficult.
We go to Family Support Work on a Friday at the hub and it's a great asset to the area helping local families.	

I went for the first fitness session last Tuesday, it was really very good, but too hot. I didn't know we needed mats, and that there was no on-site parking, it would be useful to let us know that you need to park in the road.

We use the Bersted Green Hub for the food outlet on a Friday and have attended some of the family events that have been organised.

Some did not know what they do.

Some did not know what they do.	I only went to the weight loss course, which was very good. But I don't really see much else advertised.
Expressed how they feel	Feeling much better now I go to the hub.
Family Support Work (FSW)	FSW Friday Mornings.

45 responses to the question about the activities provided at the hubs.

(n10 fully aware, n25 aware and n10 unaware)

Activities used by respondents and their families.

General activities	Darts, Bingo (n8), Dominos, Curling (n2), Knitting, Art and crafts (n2) and TV.
Coffee and chat	Coffee and chat (n3), Drop ins (n5), Seasonal events (n2)
Food and clothing bank	Food bank (n7), Clothing bank, Community Fridge (n2)
Family Support Work	Access FSW Families support mornings. (n18), Attended for maternity and postnatal appointments. Christmas party (n2), and Half term activity.
Wellbeing sessions	Chair exercises, Exercises (n2), Fitness class (n2), Legs, tums, and bums (n2), Tai Chi, Happy feet, Dance classes, Wellness Group, Qi Gong, Sit2fit.
Clubs	Caterpillar sensory Club (n3), Play and cook! Learning centre, After school clubs.
Other community groups	My Sisters House.

- We attended a jubilee party and a Christmas party and a family fun day during the summer holidays. We also use it on a Friday to collect food.
- I'm partially blind, lack vision, no transport, only accusses by scooter local distance, Need BIG print. Arthritis. Attend several groups better transport!
- Attended the weight loss course, which was very good. But didn't see much else advertised.
- Jennifer, Maxine, Juliette, Veena, John, Adam.... the whole team keep me and so many families afloat.

Services respondents (n45) suggested they would like to have at the community hubs.

<p>A mummy and baby exercise class would be good. (n3)</p> <p>A child's youth club 5-11 years. Activities for older children (8-12yrs). (n2)</p> <p>Evening clubs for socialising.</p> <p>Activity/sensory class for toddlers</p> <p>After school activities and school holiday activities. (n2)</p> <p>Children's activities ART!</p> <p>Discounted holiday club for working parents who can't afford expensive childcare.</p>	<p>An ADC Housing officer available to ask questions to?</p> <p>More fitness sessions.</p> <p>Open access Community food provision.</p> <p>Film club.</p> <p>Men's group and activities (n2)</p> <p>Mums Group.</p> <p>More for local families who struggle with daily activities.</p> <p>Stuff for families. (n2)</p> <p>Light exercise such as walking clubs but not too far.</p>
<p>Gym workout.</p> <p>Walking groups.</p> <p>Yoga.</p> <p>Bridge.</p>	<p>Don't know what there is already happening?</p> <p>I could do with knowing more about what's on offer or what I can access.</p>

- I would like to see more activities aimed at older children mine are between 8 and teens. Also, more family activities would be great. Maybe a movie afternoon, games afternoons or workshops.
- I'm socially anxious and feel awkward initially and find it difficult to walk in to the unknown. I like the fitness class but would be nice to have another evening with one... as I don't get out much apart from work.
- Just more social stuff -parent support groups, play sessions, parent learning opportunities, fun workshops with children and the whole family.
- Some way of cooking as would be great to learn to cook on a budget.
- Somewhere just to meet and chat to others in the area in similar circumstances to my own.
- Everything is just great. (n2)
- Sessions for parents and children especially for children with special needs.

In answer to the factors that enable respondents (n45) and their family to attend activities the following was cited.

- After school and holiday activities (n3)
- Already attending
- Better advertised activities. (n2)
- Day and time of the session. (n17)
- Someone to go with.
- Transport is difficult for me.
- Just more activities focused on our demographic.
- Location (n2)

Other comments.

- I think having both term time and holiday time activities. It's hard accessing services as a working mum. Mon-Fri is pretty much out of the question, but it doesn't mean I don't need a little support.
- I work various days and times, it's never the same, so daytime is harder for me to commit to weekly. I do prefer going with someone. Keeping it very local would be great, I can still make it time wise after work. Sometimes I have grandparent duties.
- But getting back to work as a retired person I need to be in a work environment and be paid and recognised.
- At the moment about to go in for a Knee Replacement so will not be able to attend for several weeks.
- Been part of the club that normally use it as I feel like I'm an outsider that doesn't belong there.
- More drop ins.

The main barriers for respondents (n45) in attending services and activities were reported as: Day and time of day of the meeting (n21), cost (n20), their confidence (n12), work (n11), family commitments (n10), and motivation (n8).



One person stated: I don't have guaranteed work every week, so I have to take it when I have it, but I don't work later than 6pm. Another stated that: I've been isolated for a while and work full time as the issue.

- I'd go if there was something advertised that interested me. But I never see anything advertised.
- I suffer with anxiety. (n2)
- I have anxiety and depression. I also have a 4 1/2-year child and I am also pregnant. I don't drive either.
- Very low income. (n5)
- Better signage along Hazel Road explaining where the entrance is and what's on offer.
- Health issues hopefully temporary.
- Transport - I don't have a car and live over Aldwick side, so transport isn't easy or free, plus with poor health making that extra effort is required to travel it's just difficult to access, especially around full-time work. (n4)
- I have a couple of months of maternity leave left and would love to be able to go and exercise knowing that my little one can come with me and be safe.
- I'd go if there was something advertised that interested me. But I never see anything advertised.

Emotional, mental, and physical health

45 respondents self-rated their emotional and mental health prior to attending the Community Hubs and now. It is great to see that all ratings have improved especially poor.

Excellent	1	Very Good	3	Good	10
Fair	16	Poor	12	Prefer not to say	3

Respondents (n83) self-rated their emotional and mental health currently:

Excellent	↑3	Very Good	↓8	Good	↑15
Fair	↓15	Poor	↓6	Prefer not to say	↓2

These two questions show increased movement in excellent, and good from poor.

Respondents (n45) self-rated their physical health prior to attending the Community Hubs and currently.

Excellent	1	Very Good	4	Good	13
Fair	18	Poor	8	Prefer not to say	1

Respondents (n45) self-rated their physical health currently.

Excellent	↓0	Very Good	↑6	Good	↑17
Fair	↓17	Poor	↓5	Prefer not to say	0

This shows positive movement in very good, and good and reductions in fair and poor areas.

These four questions indicate a reduction in emotional, mental, and physical health for those who use the Bersted Community Hub services and activities. Although caution is needed as this is a small statistical sample.

Isolation and Loneliness

To gauge isolation and loneliness respondents were asked to self-rate (n45) against three questions, based on the University of California, Los Angeles (UCL) 3 item Loneliness Scale (2004).

1. How often they have felt a lack of companionship?
2. How often do you feel left out of things?
3. How often do you feel lonely, isolated, or socially excluded?

These questions measure three dimensions of loneliness: relational and social connectedness and self-perceived isolation.

Using the following coding to measure: Never =0, Hardly ever = 1, Some of the time = 2, and Often= 3.

Based on the responses received the value is 7 indicating most likely to be lonely and isolated. However, this scale is best used at several points of contact with an individual.

<---- Least likely 3,4,5 -6,7,8,9 Most Likely ---->

	Q1	Q2	Q3	
Never	6	5	4	These responses show that over half 75%, (n34) felt they lack companionship, with 80%, (n36) feeling left out of things and 82% (n37) feeling lonely, isolated, or socially excluded some of the time or often.
Hardly ever	5	4	4	
Some of the time	25	25	26	
Often	9	11	11	

Responses (n32) were received highlighting the resilience and proactive solutions that help individuals to feel less lonely, isolated, or socially excluded?

Yes	32	No	13
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Some of the things respondents stated they have done include:

General activity

- I try and access community based activities but they are hard to find.
- Started sea swimming all year, made wonderful friends.
- I did a degree in Media and Communications obtained first class degree last year.

Joined groups

- Meet up with friends (n3)
- Joined a group. (n3)
- Visiting the Bersted Hub (n4)

Volunteered

- Volunteering
- Started helping a few people get out and about.
- Helping charities.

Meeting people

- Joined fitness club (n3)
- See friends (n5)
- Join where I can
- Joined baby group (n3)

Work

- Started a new job.



I'm a people person so seek people out. The last few years I've been either a carer or supporting two paraplegics, and one bi-polar person. Three are family members, and school runs are so busy.

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I reach out to friends, I've networked with on peanut to make new friends (with some success), tried talking to other ladies at meetings, clubs etc., while on Maternity leave and now I'm back at work tried talking to other parents at the childminders but not very successful.

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I have some online friends, but the internet is half great and half awful so have to be cautious there!

Confidence and Motivation Levels

How confident responders (n45) feel now to go out, socialise or attend a group?

1 No confidence	2	3	4	5 Full confidence
3	10	19	11	2

How motivated responders (n45) feel now to go out, socialise or attend a group?

1 No motivation	2	3	4	5 Full motivation
1	11	21	9	3

It is interesting when comparing the responses to confidence and motivation to join groups, as to how aligned the results are. With 29% (n13) no or low confidence and 27% (n12) no or low motivation.

The survey responses for this area were investigated and the result seems to be due to, day and time of day of meeting (n21), family commitments (n10), confidence (n12), motivation (n8), and work (n3).

However, this is a small statistical sample but an area that needs to be monitored but could also be the effect of wider determinants as shown below.

Living in the Arun area

This part of the survey was about living in the Arun area. With responders (n22) stating they have concerns. Comments identified: safety issues, anti-social behaviour, drug dealing, environment issues, and lack of infrastructure for youths.

There were a number of supporting comments that detailed these concerns:

Anti-social behaviour	Safety issues
<ul style="list-style-type: none"> • Poor area. • There seems to be a lot of evening anti-social behaviour. • People that hang around outside the place. • Crime and no one seem to care about anyone else. • Drugs. 	<ul style="list-style-type: none"> • Safety for my children. • Anti-social behaviour and lack of resources. • The youths that hang around and cause trouble, bullying, drugs. • Lunatic drivers at night. • People hanging outside the hub.

- Run down, litter everywhere, no green spaces to walk to get to countryside. Crime rates and anti-social behaviour
- Not enough to do.
- Squatters living next to me! break doors and windows.
- Lack of activities near me.
- Not a good areas lots of drugs and drinking.

Environmental concerns	
<ul style="list-style-type: none"> • Environmental concerns - sewage into sea • Overflowing dog bins/litter • Flooding. 	<ul style="list-style-type: none"> • State of the roads, traffic delays/road closures. (n2) • Lack of Police! None seen unless in an emergency. (n2)

- There are just dogs everywhere. I was attacked by one a few years ago and it just feels like everyone has a dog now. There are almost no public spaces or walks I can go on where there aren't dogs allowed.
- There is also a lot of litter around so when I do have time to take my toddler out, I have to try and get him to not put it all in his mouth. I can't always pick it up and put it in the bin when I'm trying to keep my toddler safe from traffic and dogs.
- Owners let dogs run loose, don't have on a lead when out walking, dogs seen lose!

Responders (n45), were asked a multiple entry question, what matters to them living in the Arun District?

Community or voluntary groups	15	<p>More groups available to families at low cost given the current financial difficulties being experienced by many.</p> <p>Anywhere I can make friends.</p> <p>Like to keep myself fit, it helps me to feel good with myself.</p> <p>Easy access to services i.e., somewhere to park close by.</p> <p>Get more people involved.</p> <p>Outdoor free gym.</p>
Green open spaces	15	
Accessible spaces	10	
Shopping	8	
Sports/gyms	6	
Seating areas	4	
Cafes	5	
Access to rubbish bins	4	

- Being able to get outside is so important for mental health and child development. It's sad that there are no dog free spaces I know of because not only am I scared of dogs, as many are off lead with poor recall, they poo everywhere my child is playing, it's just very stressful. Same with cats really. Why so many animals?
- Seating areas; in and around parks; access to rubbish bins- need to be cleaned community not enough support for men!
- Cafes- there are a lot in Bognor.
- Sports/ facilities not always ideal.
- It's mortifying to be sat with mum friends and someone tell me my kid put an actual turd, in his mouth while I was getting something out of my bag. Like for goodness' sake.
- There needs to be more baby change facilities. Not just in disabled toilets that need a radar key.
- Not enough green spaces accessed by public footpaths and to get to the countryside areas to see wild flowers see wildlife and birds.
- I think lots of green open spaces is good for physical and mental health for all the family.

40 responses to the question about how the current Cost of Living issues were affecting them and their family were received.

How coping

- A lot.
- Can't afford food.
- OK at the moment. (n2)
- Badly.
- It's getting tough (n10)
- Making life difficult. (n8)

Personal examples

- Not working so unable to make ends meet.
- Things are tight but we get by. It would be nice to have more choice of affordable holiday clubs for the children.
- Cost of living crisis is terrible. Luckily there are a few places in the Bognor area. Like Fareshare, Family support work etc. that help to give food, toiletries and supplies etc. which I am very grateful for.
- Badly, I have a pension, and worry about cost of heating all the time.
- Greatly. We are a one person working household and our budget is squeezed like we have never seen before. We have cut back on everything we can do without and are unable to do family days out and things as there are no funds left. We use the charity food collection on Friday to help with our food shopping. We need things to settle down.
- We have small savings, that are getting smaller and smaller, don't pay tax, and equally don't get any benefits or pensions as we don't qualify. I worry about paying bills especially energy at the moment. I won't put the heating on, we just have a fire to keep us and the whole house warm.
- Very much I am looking for extra work and husband had to give up his second job due to poor health.
- Family shop gone from £40 per week to £75 per week. Bus gone up -finding it hard to make ends meet.
- Less disposable income and increased working hours.
- We are lucky that we are on a fixed energy tariff until June.
- It's impacting on the amount of heating we are using and changing to cheaper brands when shopping.
- We used to be very comfortable and knew having a baby would really stretch us. But now I have ill health, everything has gone up, and work is looking dicey it's a real worry.
- We have been able to cut back on things, but quality of life is obviously diminished. E.g., only having one car, so I can't socialise if husband is at work, having to cook on the hobs as the oven takes too long to heat up and can't afford a new one. Not being able to eat out or meet friends outside of home, it all cuts you off really.

- Leaves little cash for going out and about and doing activities and visits.
- Everything getting more expensive, and my pension hasn't gone up in line. (n2)
- A lot, increased Council rent, loaf of bread £2.20 etc., I have to pay for a cleaner, taxi cost increased Wi-Fi increased, increased fuel bills, increased food bills, increased petrol.
- Not being able to put the heating on when I feel cold, has to be limited to a couple of hours a day.
- Turned thermostat down lower.
- Energy bills are a worry. My monthly gas/electric bills have doubled since October, but my wages haven't increased. We have to watch every penny and cut back on everything.
- It hard the food from Friday really helps. (n4)
- Things are tight, we don't often put heating on. More mindful of spending.
- Big time: but we are not ones to ask for help.

18 respondents stated they needed support. The type of support needed was stated as financial, housing issues, needing carers support, food provision, education issue, child's health, work and rent issues.

- Financial. (n3)
- Food –for example: FSW help and community fridge. (n2)
- I really need someone who can help me or at least understands my child's issues. He doesn't sleep and so it's isolating because no one else I know has this issue. I had counselling for PND/PNA but at the end they diagnosed me with PTSD there wasn't budgeted to treat so that was that.
- I need a carer.
- Activities to do at weekends – Men Support or activity group.
- Rent help as uc not helping and need stuff for a 21-month-old and house is damp.
- To be able to do something worthwhile (paid) government says they want us back to work but quote 50-64. I am capable over this age; I get interviews go for jobs but there's ageism in the workplace.
- I will in the future when help with energy costs diminishes.
- Struggling to pay for everything.
- I want to continue with my education – masters/PHD.
- Men's support or activity group.
- Petfood and toiletries.
- Stop prices going up and reduce energy bills. (n3)
- We are trying to do without.

More About Responders

Gender (n45)	Is your gender different to the sex that was assigned to you at birth? (n45)
Male (n11)	Yes (n2)
Female (n32)	No (n43)
Non-binary (n1)	
Prefer not to answer (n1)	

Ethnic background (n45)	Religion or beliefs (n42)
White British (n40)	Christian (all denominations) (n19)
Asian or Asian British (n1)	No religion (n18)
White and Black Caribbean (n3)	Prefer not to say (n4)
Prefer not to say (n1)	Pagan (n1)

Sexual orientation (n42)	Considered disabled, as set out in the Equality Act 2010 (n84)
Asexual (n5)	Yes (n14)
Bisexual (n1)	No (n29)
Heterosexual (n25)	Prefer not to say (n2)
Pansexual (n2)	
Prefer not to say (n7)	Carer, have a disability or a long-term health condition. Please tick all that apply.
Other (please specify) (n2)	<ul style="list-style-type: none"> • Yes, I consider myself to be a carer (n9) • Yes, I consider myself to have a disability (n10) • Yes, I consider myself to have a long-term condition (n15) • None of the above (n15) • I'd prefer not to say (n4)

Appendix B

Responses from those who do attend either Community Hub in detail

29% (n26) people answered the survey who do not currently attend either community hub. The main age of responders was 20-34 (n2) 35-49 (n8), 50-65 (n9), 66 -74 (n6) and 75 and over (n1).

The main areas of the Arun District responders live is BN16 (n1), BN17 (n13) and PO19 (n1), PO20 (n1), PO21(n6), PO22 (n3),

Reported they: full time (n8), unemployed (n5), retired (n5), worked part time (n3), seeking work full-time (n3), seeking work part-time (n2).

Comments about the Community Hubs.



I feel I'm just outside the area of the people who normally use the hub.

Didn't know what it offers.

I live in Littlehampton.

Wasn't aware of the Bersted Green Hub.

23 responses to the question about activities provided at the hubs. (n2 fully aware, n4 aware and n17 unaware)



A friends and her son attend a baby group there.

I'm partially blind, lack vision, no transport, only accesses by scooter local distance, Need BIG print. Arthritis. Attend several groups" better transport!

Wasn't aware of the Hub services or activities.

We direct people to use services there. e.g., citizens advice.

Services respondents suggested they would like to have or know more about.

- | | |
|--|---|
| <ul style="list-style-type: none">• None I can think of.• Access to computers• Exercise• Open access Community food provision.• Maybe antenatal classes? I know that they don't have many in the areas.• No not time to attend. | <ul style="list-style-type: none">• What is the hub?• Don't know what there is already happening?• Can't think of any at present. Working full time with teenage children I have very little spare time.• Parent support groups, play sessions, parent learning opportunities, fun workshops with children and the whole family. |
|--|---|

In answer to the factors that enable respondents and their family to attend activities the following was cited.



Been part of the click that normally use it as I feel like I'm an outsider that doesn't belong there.

Someone to go with.

Our child is at school, and I teach so also work school hours and some. Perhaps the holidays?

Knowing more about it.

Not aware of the hub.

Information about activities.

Time of day.

Local Monday afternoon, Weds pm. (n2)

The location is key as travelling around Bognor & Chichester is just so busy and time consuming to go anywhere.

Knowing when they are happening so that I can schedule a regular attendance and having things on that don't cost a lot of money/ is of my family's interest.

Living in the Arun District

This part of the survey was about living in the Arun district. With responders (n16) stating they have concerns. Comments identified: safety issues, anti-social behaviour, drug dealing, environment issues, and lack of infrastructure for new housing.

There were a number of supporting comments that detailed these concerns:

Anti-social behaviour	Safety issues
<ul style="list-style-type: none">• Anti-social behaviours, drug dealing in full view and associated unacceptable behaviours.• Poor area.• Speeding down Clun Road.• Drugs.• Cars parked and not taxed or insured.• Too much smell of cannabis not good for my health.• Cannabis everywhere and drugs.	<ul style="list-style-type: none">• Groups of men hanging around drinking alcohol and being loud and leaving broken glass.• Run down and tatty. E.g., the closed loos by St Barn anbas on north street. Broken windows, rubbish is awful.• Poor conditions of council housing.• Town kids misbehaving.• Messy and kids causing issues.

- Roads are busy and I wouldn't feel comfortable travelling out in the evenings on my own.
- Flooding, transport, housing, traffic, connections with people.
- Lack of Police! None seen unless in an emergency.

Environmental concerns	Dog owners
<ul style="list-style-type: none">• Lack of shops.• Increased home building without increased infrastructure.	<ul style="list-style-type: none">• Owners let dogs run lose, don't have on a lead when out walking, dogs seen lose!

Responders (n25), were asked a multiple entry question, what matters to them living in the Arun District?

Accessible spaces	6	<p>Anywhere I can make friends.</p> <p>Like to keep myself fit, it helps me feel good with myself.</p> <p>Easy access to services. Somewhere to park close by.</p> <p>Nothing in town and it's all Arun District Council's fault.</p> <p>Shops in town are awful, no reasons to go in.</p>
Shopping	5	
Cafes	3	
Green open spaces	3	
Sports/gyms	2	
Community or voluntary groups	2	
Access to rubbish bins	1	

- Seating more available. New pavement Littlehampton loss of seating. Loss of ramps to access shops on my Buggy/scooter! By car park back of Sainsburys.
- 3G football facilities for my children to play on.
- I love praying to God.
- Bingo hall would be good.
- Much better facilities and engagement with the drug dealers needed.
- It is harder to go straight from Guide Hall as there is a step by Vaping Shop. May there are 2 banks closing, less holes to obtain cash, only Sainsburys and Post office, I have difficulty walking! Machine can be out of action. Cash needed for clubs I attend!
- All the current 3G pitches are booked up. We do not have enough 'all weather' pitches in the ARUN district and this will be an increasing issue with the amount of new housing in the area.

25 responses to the question about how the current Cost of Living issues were affecting them and their family.

Personal examples

- Increased fuel bills, increased food bills, increased petrol, = badly. Not being able to put the heating on when I feel cold- has to be limited to a couple of hours a days - turned thermostat down lower.
- 75p for a small cucumber for example, £4 for a box of After Eights! Watching butter double in price.
- Energy bills are a worry. My monthly gas/electric bills have doubled since October, but my wages haven't increased. We have to watch every penny and cut back on everything.
- We have a limited budget and need to make that stretch further which means we have to be more savvy when food shopping, have had to cut back on family activities, days out, and some of the nicer things to have like an ice cream or hot chocolate when out.

Two respondents stated they needed support. The type of support needed financial, access to food, help with heating bills, social care needs and accessibility maintenance.

- LARGE print.
- Buggy electric charger point is external, door open front 5hrs while charging.
- No local family. Son Canada. Steps high to front door.
- Heating bill help.
- Help from Age UK before you are 80....
- Provision of more food... for food banks... more places to get food coming to the end of their lifecycle...
- Community supermarket provision- providing stigma free food.

More About Responders

Gender (n24)	Is your gender different to the sex that was assigned to you at birth? (n21)
Male (n5)	Yes (n2)
Female (n17)	No (n19)
Non-binary (n1)	
Prefer not to answer (n1)	

Ethnic background (n24)	Religion or beliefs (n21)
White British (n21)	Christian (all denominations) (n13)
Asian or Asian British (n1)	No religion (n6)
White and Black Caribbean (n2)	Prefer not to say (n2)

Sexual orientation (n42)	Considered disabled, as set out in the Equality Act 2010
Heterosexual (n16)	• Yes (n5)
Prefer not to say (n6)	• No (n17)
Other (please specify) (n1)	

Carer, have a disability or a long-term health condition. Please tick all that apply

- Yes, I consider myself to be a carer (n0)
- Yes, I consider myself to have a disability (n12)
- Yes, I consider myself to have a long-term condition (n6)
- None of the above (n14)
- I'd prefer not to say (n3)



Talk to us

If you have questions about the content of this report, please either call 0300 012 0122 or email cheryl.berry@healthwatchwestsussex.co.uk

How this insight will be used?

We recognise that all health and care services are under pressure at this time and have had to adapt their ways of working. We will share this report with the local NHS, Local Government, and other providers to help them understand where things are working well and services are adapting to meet peoples' needs, and to help them identify any gaps. We see this as a continuation of discussions taking place and will continue to use this fresh insight and the solutions presented to challenge for a better future.

For help, advice, and information or to share your experience

We also help people find the information they need about health, care and community and voluntary health and care support services in West Sussex.

Here to help you on the next step of your health and social care journey



You can review how we performed and how we report on what we have done by visiting our website www.healthwatchwestsussex.co.uk

Healthwatch West Sussex works with **Help & Care** to provide its statutory activities.



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