

Discussion guide for people who book Community Halls

We're conducting research to understand people's experiences, attitudes and frustrations with booking and using community halls in Hackney.

The idea today is to go through a few questions which should take about 30 mins.

Before we start there are a few things to let you know:

- Your participation is voluntary
- We would like to record this session, but please feel free to tell us if you would rather we didn't
- You can ask me questions at any time
- Your answers are kept confidential

We may also share anonymised results of our research with colleagues across other teams within the council, other local councils and government agencies. However, none of the data we share with these groups will be linked back to you.

You may change your mind at any time and ask us to delete any notes we've made of the session.

Do you have any questions?

If consent is given, continue.

Tell me a bit about yourself

- Whether employed and/or volunteer
 - Description of organisation
 - Size
 - History
 - Description of role
- What a typical weekday looks like

Tell me about the reasons why you need to hire space

- Usual reason(s) for hiring space
- How often spaces are needed
 - One off vs regular use
- Times spaces are needed

Tell me about who you book space for

- Typical users of space

- Personal (Friends or family)
 - How close space needs to be to where they live/work
- Professional use
 - Details of any community or voluntary group use
 - How close space needs to be to where they live/work

Tell me about how you find space to hire

- First action taken when needing a space to hire
 - Who they contact
 - How they contact them
 - Reason they take that action
 - What would they try next
- Most important considerations when looking for a space to hire
 - Any essential space requirements
 - Any desirable space requirements

Tell me about your experience of using community halls

- Reminder of the number of times they've used community halls
 - When first used
 - When last used
 - Which halls they've used
 - Preferred hall
 - Reason why

Tell me about the first time you used a community hall

- How they found out about community halls initially
- Reasons for needing space
 - what they were trying to achieve
- Space requirements
 - How many people
 - Who
 - Budget
 - Length of time space needed
 - When it was needed
 - Amount of notice given
 - One off or repeat booking
- Reasons for contacting community halls
 - Other venue providers considered
- Method for contacting community halls
 - Channel(s)
 - First impressions
 - What happened next

Talk me through your experience of booking the hall

- Events following initial contact
 - Communication methods
 - Information asked to provide
 - Whether had to repeat information
 - Who you spoke to
 - Booking information provided
 - Anything missing that was needed
 - Anything confusing
 - Visiting the hall before booking
 - How was this arranged
 - What happened
 - Who did you talk to
 - What did they say
 - Information given about the hall
 - Any questions you asked
 - Impressions of the hall
 - Did the hall meet your expectations
 - Time taken to confirm booking
 - Number of interactions before booking confirmed
 - How booking confirmation received
 - Information provided - including hall information
 - Anything missing that you needed
- Overall verdict of booking process
 - What went well
 - Any frustrations
 - Ideas for improvement

Tell me about your experience of paying for the hall

- Cost of room
- Opinion on price (ie affordability)
- When payment was made
- Method of payment
- Overall verdict on payment
 - What went well
 - Any frustrations
 - Ideas for improvement

Tell me about your experience of using the room

- Any steps following confirmation and the day of the event
- Information provided prior to going to venue

- What happened when you arrived at the hall
 - How did you get in
 - Who did you talk to
 - What did they say
- Any problems with the hall
 - Who did they go to
 - Did everything work as expected
 - Were all facilities available such as the kitchen
 - Setting up the hall
 - Experience of other attendees
- What happened after the event
- Any problems or frustrations

Tell me about the other times you've used a hall

- Any differences between first and subsequent experiences
- Best/worst experiences
 - Reasons why

Tell me about your views on community halls

- Would they use community halls again
 - Why
- Comparison with experiences of using other venues
 - Awareness of other council spaces
- Any other frustrations community halls
- Ideas for improving community halls
- Feelings around availability of community halls in Hackney
 - Suitability
 - Affordability

Anything else you'd like to tell me?

Thank you for your time.