

Babul Murad Centre (BMC) Facilities and Programmes Survey

Introduction

This is an anonymous survey about our centre, its facilities and the services we offer. The feedback will be useful for us to improve what we do and plan for the future. If you have any queries about it please contact us on: 020 8908 1525

SECTION A: About you

In this section we would like to get to know you.

1. Please tell us where you have travelled from? Your post code: _____ Area: _____

2. What mode of transport do you primarily use to get to BMC?

Walk Personal Car Public transport Bicycle Car share Other

3. How often do you attend programmes at BMC?

Daily 1-2 times a week 1-2 a month major programmes only

3a If there is an Imambara you visit more regularly than BMC, please state below which one it is:

3b Please tick the 3 main reasons you visit that Imambara more often.

- Takes less travel time
- Easier parking
- Better quality of speakers
- More friends and relatives likely to be present
- Better quality of facilities
- More services and programmes relevant to your needs

4. How long have you been visiting us and participating in our programmes?

< 1 year 1-2 years 3-5 years 6-8 years Longer than 8 years

5. Please circle the age bracket you fall in to:

15-19 20-24 25-29 30-34 35-39 40-44 45-49 50-54 55-59 60-64 65-69 70+

6. Please tick your proficiency in the following languages:

	Urdu	Gujarati	English	Punjabi	Arabic	Persian	Other (please specify)
Proficiency							
Fluent (speak, read and write)							
Intermediate (can understand what a speaker is saying)							

SECTION B: Your thoughts (current)

About our current Centre (building and facilities)

<i>Please indicate your level of satisfaction with the following facilities:</i>	<i>Strongly disagree</i>				<i>Strongly agree</i>	<i>Not applicable</i>
	1	2	3	4	5	
Whenever I need a turbah, tasbeeh, musalla, dua books or Quran they are available						
Chairs are always available when I need them						
I can always hear what the speaker is saying						
I can always see the speaker on a screen (ladies only)						
Lighting is always adequate						
I can always park a convenient distance from the Imambara						
As a disabled person I find access into the building easy						
I am always able to put my shoes on the racks						
The wudu area is adequate for my needs						
There are sufficient toilet cubicles						
I generally find the Imambara to be clean						
After the programmes the food is served in a timely manner						
There is always sufficient food after a programme						

7. If you have 'strongly disagreed' in any areas above please provide your detailed thoughts here:

About our events/ programmes/ activities:

<i>Please indicate your level of satisfaction with the following aspects of our programmes:</i>	<i>Very poor</i>				<i>Excellent</i>
	1	2	3	4	5
Variety of programmes (<i>Majalis, Mahafil, Mushaira, seminars</i>)					
Speakers					
Range of speakers					
Understandability of the language used by speakers					
Usefulness/ value of speakers' subject matter					
Convenience of programme timings					
Volunteers' helpfulness / approach					
Calendar availability					
Calendar content					
Publicity for programmes					

8. If you have rated any areas above 'very poor' please provide your detailed thoughts here:

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9. Are you aware of other programmes / facilities at BMC:

Programme / Facility	Aware	Use?
Children's Madressa	Yes / No	Yes / No
Children's sports activities	Yes / No	Yes / No
Library	Yes / No	Yes / No

10. Have you used BMC facilities to hold your own event(s) e.g. weddings/ isaale thawaab majalis? Yes/ No

If Yes:

- | | |
|--|--------|
| a. Did you feel the fee that you paid to use BMC facilities was appropriate? | Yes/No |
| b. Would you use BMC facilities again? | Yes/No |
| c. Would you use BMC again if facilities were improved? | Yes/No |
| d. Would you be willing to pay more to use BMC if facilities were improved? | Yes/No |

11. Publicity for programmes:

Channel	Do you use this channel to obtain information about our programmes?	Indicate your preferred channel of communication (select your top 3)
Text Message	Yes / No	
Call the centre / Answer Phone	Yes / No	
Website	Yes / No	
Facebook page	Yes / No	
Twitter feed	Yes / No	
Word of mouth	Yes / No	
Other (please specify):		

12. In a few words/sentences please tell us what you like about our events/ programmes/ activities or where you feel we can improve?

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SECTION C: Your thoughts - Future building and facilities

13. What facilities would you like to see in our new bespoke building?

Facility	Priority rating – please circle		Your specific thoughts /comments:
	Nice to have	Very Important	
Facilities for madressa / classes / meetings	1 – 2 – 3 – 4 – 5		
Library	1 – 2 – 3 – 4 – 5		
Zareeh / Taboot area	1 – 2 – 3 – 4 – 5		
Better audio / visual system than we have now	1 – 2 – 3 – 4 – 5		
More chairs for elderly/disabled	1 – 2 – 3 – 4 – 5		
Better heating / air-con than at present	1 – 2 – 3 – 4 – 5		
Better access for elderly / disabled visitors	1 – 2 – 3 – 4 – 5		

Facility	Priority rating – please circle		Your specific thoughts /comments:
	Nice to have	Very Important	
Better shoe storage area	1 – 2 – 3 – 4 – 5		
Areas for coats and jackets (cloakroom)	1 – 2 – 3 – 4 – 5		
Good controllable lighting	1 – 2 – 3 – 4 – 5		
More sitting space during programmes	1 – 2 – 3 – 4 – 5		
Improved kitchen facilities	1 – 2 – 3 – 4 – 5		
Wudu area detached from toilets	1 – 2 – 3 – 4 – 5		
More / better toilet cubicles	1 – 2 – 3 – 4 – 5		
Hygienic disposal (nappies etc)	1 – 2 – 3 – 4 – 5		
Baby changing facility	1 – 2 – 3 – 4 – 5		
Car parking spaces	1 – 2 – 3 – 4 – 5		
IT facilities (wi-fi)	1 – 2 – 3 – 4 – 5		
Any other facility (please specify)			

Future events/ programmes/ activities:

14. What programmes/activities/publications would you like us to deliver?

Programmes / activities	Priority rating – please circle		Your specific thoughts /comments. Please also indicate if you are able to volunteer your time for any of these:
	Nice to have	Very Important	
Madressa	1 – 2 – 3 – 4 – 5		
Secular classes (tuition for school/college subjects)	1 – 2 – 3 – 4 – 5		
Secular adult education	1 – 2 – 3 – 4 – 5		
More sports activities for adults / children	1 – 2 – 3 – 4 – 5		
Secular activities (camping trips etc)	1 – 2 – 3 – 4 – 5		
Religious Q and A sessions	1 – 2 – 3 – 4 – 5		
Practical help/guidance:			
Parenting	1 – 2 – 3 – 4 – 5		
Marriage	1 – 2 – 3 – 4 – 5		
Counselling	1 – 2 – 3 – 4 – 5		
Legal	1 – 2 – 3 – 4 – 5		
Health and wellbeing	1 – 2 – 3 – 4 – 5		
Careers	1 – 2 – 3 – 4 – 5		
Media			
Lecture recordings / pod-casts	1 – 2 – 3 – 4 – 5		
Religious mobile apps	1 – 2 – 3 – 4 – 5		
Books / magazines/ newsletters	1 – 2 – 3 – 4 – 5		
Website	1 – 2 – 3 – 4 – 5		
Other (please specify)	1 – 2 – 3 – 4 – 5		
Any other activities (please specify)			

Finally - Any other thoughts/ comments / suggestions not captured above