

## **FoBRA Communications Impact Assessment Survey -Results**

The surveys were open between 7<sup>th</sup> May and 1<sup>st</sup> June. Three e-mails were sent out in this period to the desired respondents to promote the survey.



It is important to note that those who responded could answer all of, some of or none of the questions in the survey. All questions were optional.





### **FoBRA Impact Assessment –Members**



#### **28 Total Respondents**



<b>1. Which is your Residents' Association?</b>
Ainslie's Belvedere and Caroline Place Residents' Association (ABCPRA)
bathwick hill
Bathwick Hill RA
Bathwick Hill Residents Association
Catharine Place
Cavendish Crescent
Cavendish Crescent Residents' Association
Circus Area Residents Association
Circus Area Residents Association
Green Park Residents Association
greenway
Greenway!
Royal Crescent
St. James's Park RA
Sydney Buildings
Sydney Buildings
TARA
WA
Widcombe
Widcombe Association
Widcombe Association
<b>2. What does your association seek to get out of FoBRA?</b>
A forum for ideas especially for residents' groups south of the river since these tend to be seen as second to those north of the river
A sufficiently large voice of RAs to present issues about which we feel strongly both in the whole city and in our area.
a voice in bath, and a wider appreciation of the current issues affecting residents.
Communication with other Associations and the Council - for improvements in the area
contact with wider Bath issues
Greater impact on planning and other council consultations

Greater overview of City matters. co-operation with other RAs. Ensuring that Widcombe maintains a high profile as an important and unique part of the City
information on what is happening in Bath, in particular local missues in this area
Information, support
Keep up with whats going on
Liaison with colleague associations in Bath; an opportunity to influence these when their initiatives are contrary to our own preferences; more information about developments in the City; more traction with the Council and others
Maintain links with wider Bath community over and above the direct relationships we have with elected representatives and council officers.
Representation on issues affecting local residents
Share thinking/ideas. Pursue and achieve improvements in the local environment for the benefit of our residents
Support and Information
Support for our work
The opportunity to co-ordinate action on issues of mutual interest.
To be informed of matters that affect the residents of Bath in general and our RA area in particular; and to be able to influence (through FoBRA)those in the Council and other stakeholders to make Bath a better place in which to live.
To keep in touch with and involved in Bath matters which are of importance to residents
To keep up to date with planning for the city and to respond and make suggestions
To link the associations together
Wider representation for matters affecting the Crescent which are communal to Bath in general (or other similar roads within it) eg Street Lighting improvements - we have been told we don't qualify for the Heritage lighting afforded to Lansdown Crescent and Somerset Place etc

3. Have you attended FoBRA meetings?			
Yes:		65.2%	15
No:		34.8%	8

4. If you attend FoBRA meetings, how satisfied are you that FoBRA keeps you informed about things or issues which might affect your RA?			
Very Satisfied:		26.7%	4
Satisfied:		60.0%	9
Dissatisfied:		6.7%	1
Very Dissatisfied:		6.7%	1

5. Are you aware of the key objectives being acted upon by FoBRA?			
Yes:		91.3%	21
No:		8.7%	2

6. How do you feel FoBRA best supports your RA?			
Setting focus or direction:		n/a	5
Providing advice and		n/a	12

information:			
Supporting campaigns:	<input type="text"/>	n/a	7
Bringing RAs together:	<input type="text"/>	n/a	20
Other (please specify):	<input type="text"/>	n/a	3
Do not consider that it supports our RA			
I'm not sure whether the question means "How do you feel FoBRA ideally should support your RA" or "How do you feel FoBRA actually supports your RA". Anyway, it is not for FoBRA to tell its members what to do ("setting focus or direction"?).			
Value limited to FoBRA being a source of information.			
7. How do you think FoBRA benefits from your RA being one of their members?			
All input from all RAs should be of benefit via our Chairmen			
Ensures FoBRA does not become over-emphatic upon the very centre of the City			
FoBRA is a broad church and I would hope and expect it to listen to and, if agreed, act on proposals made by all members of the 27 associations.			
Hears views of all residents of the city			
In theory it should make the organisation stronger			
information on local issues			
It obtains guidance on the views of RA members;has the RA as a channel of communication to RA members; has coverage of the RAs area and receives subscription income from the RA			
It probably doesn't much. we are a small group and attend irregularly. But we do follow items of interest.			
Larger Numbers of RA's equals greater influence			
non central bath contact/context			
Our Association is aware of the issues involved in Bath			
Probably not much - other than financially! However we are a listed Crescent and therefore part of the `tourist agenda' with a responsibility to preserve and maintain as well as improve (where appropriate) in common with large sections of the City			
Representation about issues in the City Centre			
Royal Crescent is a key focal point of the city and its tourist economy. FoBRA's voice would arguably be weaker RC was not a member.			
Should represent a larger representations of views across the subject areas			
The larger its membership the more weight it carries with others. And we are reasonably active.			
The WA is the largest RA in bath so it often covers important campaigns & issues relating to all RAs e.g. Rossiter Road, Beechen Cliff NT etc.			
We are active in providing feedback on City Centre living.			
We are the biggest residents association in Bath - we are proactive in working with residents to improve the Widcombe area for residents, businesses and visitors. We are active members of FOBRA and bring knowledge and expertise in positive delivery for local residents			
we have an active representative attending meetings			
We rarely fail to be represented at meetings and add the voice of Bath's largest RA.			
8. Do you think that FoBRA takes into account the views of your RA when making decisions?			
Yes:	<input type="text"/>	30.0%	6
















No:		25.0%	5
Don't know:		45.0%	9

























9. Do you have the opportunity to contribute to FoBRA decisions which affect your area?			
Yes:		85.0%	17
No:		15.0%	3
I don't know how to:		0.0%	0

10. Do you feel that you have adequate opportunity to contribute to discussions and decisions when in attendance at FoBRA meetings?			
Yes:		75.0%	12
No:		25.0%	4

11. Are you satisfied with the current methods of involvement in FoBRA?			
Very Satisfied:		10.0%	2
Satisfied:		70.0%	14
Dissatisfied:		15.0%	3
Very Dissatisfied:		5.0%	1

12. What do you think FoBRA should be communicating?	
A collective view on issues ... not just those chosen by the chairman	
Any/all issues that effect Bath residents	
Cross cutting issues and issues about which local RA's have asked for support	
FoBRA appears (from the outside) to be rather closed and a bit stuffy and boring- Often meetings like this are very dull- yet they cover essential issues like localism so maybe a better press or PR & a livelier image or meetings may help?!	
FoBRA needs to tell us of what it learns relating to issues affecting most of or much of Bath which apply to our area.	
FoBRA should be communicating the views of the RAs and not just those of the few	
Internally minutes are comprehensive and good although there is little or no communication across the membership in between meetings. Externally, there are few areas in which FoBRA's should be campaigning noisily - a view that I suspect most RAs would agree with. Rather it should be maintaining relationships with councillors and officials and reporting more openly to its membership.	
local residents issues to the Council	
Perhaps using the local newspaper and other media to communicate with people not having local Associations	
Regular reports on the progress of Bath issues of concern to residents, highlighting positive developments and continuing challenges	
Short summaries of developments on issues of key interest.	
Strengthening links between different RA's and helping the city work towards the same objectives to improve the quality of living.	
The many concerns of Bath residents about the life of the city.	
Through its excellent chairman and secretary, FoBRA should continue to communicate effectively	

well on issues that affect Bath residents.			
What residents see as the main priorities for action/improvement on a pan RA basis, what FOBRA is doing to respond, the outcomes achieved through FOBRA activity			
<b>13. How could communication from FoBRA be improved?</b>			
An informed newsletter about current events which RAs could forward by email to their members.			
As above, and to continue what it is doing			
Existing communication very good			
Fobra communicates too much and too often. It should be asking RA's what sort of communications would best support their work			
Maybe by using other forms of media and some visuals or even some films/clips to enliven the information. The idea of bullet pointing the main items or issues on the minutes certainly helps busy people.			
More press coverage			
Much more attention to the individual Chairmen of RAs			
our RA sends 1 rep to the FoBRA who then reports back to us, works ok for us.			
See above			
Sharper, more focussed on elements set out in my response to the previous question			
The summary sheet is more interesting than the detailed minutes for non attendees			
there is little or no room for communication upwards			
They do a pretty good job of this.			
Think communication is good - Twitter etc.			
<b>14. Do you agree or disagree with the following statements?</b>			
<b>14.a. FoBRA actions directly affect my neighbourhood/local area</b>			
Strongly agree:		0.0%	0
Agree:		61.9%	13
Disagree:		14.3%	3
Strongly Disagree:		4.8%	1
Don't know:		19.0%	4
<b>14.b. FoBRA actions are relevant to my neighbourhood/local area</b>			
Strongly agree:		0.0%	0
Agree:		72.7%	16
Disagree:		18.2%	4
Strongly Disagree:		0.0%	0
Don't know:		9.1%	2
<b>14.c. I understand the lines of communication that allows my viewpoint to be taken to FoBRA</b>			
Strongly agree:		4.8%	1
Agree:		85.7%	18
Disagree:		4.8%	1
Strongly Disagree:		4.8%	1
Don't know:		0.0%	0

<b>14.d. I understand the lines of communication that inform me about FoBRAs actions.</b>			
Strongly agree:		4.5%	1
Agree:		81.8%	18
Disagree:		9.1%	2
Strongly Disagree:		0.0%	0
Don't know:		4.5%	1
<b>14.e. FoBRA communicates effectively on what they are doing</b>			
Strongly agree:		9.5%	2
Agree:		47.6%	10
Disagree:		28.6%	6
Strongly Disagree:		9.5%	2
Don't know:		4.8%	1
<b>14.f. I trust the information I receive from FoBRA</b>			
Strongly agree:		19.0%	4
Agree:		57.1%	12
Disagree:		14.3%	3
Strongly Disagree:		0.0%	0
Don't know:		9.5%	2
<b>14.g. FoBRA is a fair and representative organisation</b>			
Strongly agree:		9.1%	2
Agree:		36.4%	8
Disagree:		18.2%	4
Strongly Disagree:		0.0%	0
Don't know:		36.4%	8
<b>14.h. FoBRA is representative of its entire membership</b>			
Strongly agree:		0.0%	0
Agree:		27.3%	6
Disagree:		18.2%	4
Strongly Disagree:		22.7%	5
Don't know:		31.8%	7
<b>14.i. FoBRA has a place in Bath today</b>			
Strongly agree:		36.4%	8
Agree:		50.0%	11
Disagree:		0.0%	0
Strongly Disagree:		0.0%	0
Don't know:		13.6%	3
<b>15. Please put down three positive things about FoBRA:</b>			

* FoBRA has a very good chairman * FoBRA has an outstanding secretary * FoBRA has developed a good reputation with Bath's movers and shakers
1. Ability to influence Bath's decision makers. 2. Ability to reflect member associations' views. 3. Well organised and chaired
1. Excellently chaired meetings 2. Good discussions 3. An ability to tackle serious problems
1. Has talent and experience around its table 2. Membership manages to keep the agenda reasonably focused in the face of the chairman's ambitions.
Bringing together residents views from a range of RAs
Brings RA's together
Can do more than individual associations.
Everyone should have a voice- I think it encourages wide membership It's great that people volunteer their time for it
FoBRA has the potential to influence council thinking
Has influence with BANES A channel for residents/BANES dialogue focuses attention on the city's interest within BANES
Has the potential to influence direction of council
it is a focus for the RAs in Bath it can enable a coherent response to local issues
Opportunity to meet and discuss matters with like-minded residents' representatives. Has tenuous but worthwhile positive relationship with B&NES and minor rights of being consulted (sometimes)
The officers are very communicative (by email) Meetings are frequent enough but also not too frequent to become too much of a commitment The core FoBRA attendees know each other well
the voice of local residents source of current information on local issues non political
16. Please put down three ways in which FoBRA could improve:
* FoBRA is not democratically elected as B&NES is, and should not set itself up against the Council on major matters of policy unless there are special factors at play which are preventing the Council from performing its role. * FoBRA is a committee of individual associations: it should leave matters affecting only or mainly the area of one or two particular associations to those associations, and confine itself to issues where collaboration is important. * FoBRA should recognise how little it is valued by many individual members of its member associations.
1. Consult more widely on matters affecting all associations before attempts are made either to influence or inform Bath's decision makers. 2. Convene meetings at a more convenient time. 3. Encourage more Bath residents to form residents' associations
1. Younger more diverse members. 2. Less dogmatic chairman.
Become more bottom up in its operation Stick to its priorities Focus better
Could sort out reasons for its being and clarify its objectives.
Develop and communicate a FoBRA view on issues
discuss and agree co-ordinated action
Encourage younger members to attend meetings (there wasn't much of a demographic range at the meeting I attended - with most being older, white and male) Avoid too much `process' ie send an email saying the Chair has got a meeting with the Chief Exec of BANES this week has anybody got anything they'd like him to raise? (and let people respond by email, rather than wait for formal meetings etc) Work harder to help more Residents to form associations and get them on board as part of FoBRA
I wonder how representative the membership is, age and class-wise, how many ethnic minority members or younger members are there? I suspect it could modernise its image and use smart technology to reach a wider audience. Booking a lively speaker for a brief introduction at meetings may liven things up...

Identify the do-able ie where it can reasonably expect results beneficial to residents develop the relationship with BANES so as to understand more precisely the analysis behind BANES policies and the budget constraints it faces Better understand BANES budget making

Keep us informed without the need to attend meetings.

listening to the opinions of RAs acting on them

Produce an action plan and focus its efforts on its delivery. Communicate progress and outcomes. Don't try to "eat the elephant"-much greater focus please

17. Do you have any further comments you would like to pass on about FoBRA?

FoBRA attempts to sit on the fence on most issues and thus misses the opportunity of influencing outcomes

It needs to realistic about it's areas of influence and should probably generally work on smaller issues rather than tackling major issues over which it cannot realistically have influence. However, I feel this has recently possibly been learnt.

No

regarding communication with Fobra it is only effective in our assoc. as we have an active committee member who keeps us up to date. I am not sure how you could communicate with individual RAs without this set up.

Summary at the front of the minutes is welcome-but I personally am not clear about what FOBRA has actually achieved in the past year. Is it just talking and no action?



The use of the Likert scale in this form is unhelpful in some respects. For example, "FoBRA actions are relevant to my neighbourhood/local area", "FoBRA is a fair and representative organisation" and "FoBRA is representative of its entire membership" demand the response "sometimes", not "agree" or "disagree" or "don't know".







They do need to serve better wine at their dos when people are paying a tenner to attend!


















## FoBRA Impact Assessment –External Individuals

### 10 Total Respondents

1. What body do you work for?			
B&NES			
B&NES			
Banes			
Bath & North East Somerset Council			
Bath & North East Somerset Council			
Council			
Small Business Focus / Entrepreneurs' Club of B&NES			
2. What is your role within this body?			
Chairman in each case			
Councillor			
Councillor			
Councillor			
Councillor			
Councillor			
Divisional Director of Environmental Services			
3. Are you familiar with FoBRA as an organisation?			
Yes:		100.0%	8
No:		0.0%	0

4. Which of the below FoBRA objectives are you aware of?			
4.a. To get the Council to deliver on a plan to deal with transport and pollution in Bath			
Please tick as many as appropriate:		n/a	7
4.b. To create a better city centre environment which balances the interests of people who live, work and visit there			
Please tick as many as appropriate:		n/a	8
4.c. To support the implementation of a strategy to enhance the public realm without creating unintended side-effects			
Please tick as many as appropriate:		n/a	7
4.d. To press for adoption of a parking strategy which gives all residents a fair deal			
Please tick as many as appropriate:		n/a	7
4.e. To comment on planning proposals which have a wide impact on residents, an press for adoption of a satisfactory core strategy			
Please tick as many as appropriate:		n/a	6
4.f. To continue to press for effective arrangements to maintain the cleanliness of the city's streets in central and outer areas			
Please tick as many as appropriate:		n/a	7

appropriate:			
<b>4.g. I am not aware of any of the above</b>			
Please tick as many as appropriate:		n/a	0
<b>5. How do you currently communicate with FoBRA?</b>			
4			
email			
Email			
email or speaking with members			
Henry Brown/ email			
Occasionally encounter 'FoBRA' people at meetings etc			
Person-to-Person via Henry or Robin, per Email			
<b>6. Do you feel the current level of communication from FoBRA is suitable for your needs?</b>			
Yes:		100.0%	8
No:		0.0%	0
I don't need to communicate with FoBRA:		0.0%	0
<b>7. How could communication from FoBRA be improved?</b>			
Depends on level of cooperation			
Do you use Social Media			
email updates to outside stakeholders with an opt out if they decide			
<b>8. In your opinion, how do you feel the Bath community benefits from FoBRA?</b>			
By attempting to provide one voice across all RAs			
By expressing views from a city wide perspective on behalf of a representative cross-section of the population			
FoBRA gives the residents a voice which would otherwise go unheeded			
FoBRA's members appear to come mainly from the 65+ age group and on the whole inactive once they have signed up.			
It's useful to have a strong voice for the residents associations.			
Provides a voice for residents and an opportunity for representations to be made on issues affecting local people			
The members represent residents of Bath wherever they think necessary			
<b>9. Do you agree or disagree with the following statements?</b>			
<b>9.a. We would always communicate with FoBRA on any key political decisions relating to local residents</b>			
Strongly agree:		0.0%	0
Agree:		75.0%	6
Disagree:		12.5%	1
Strongly Disagree:		0.0%	0
Don't know:		12.5%	1

<b>9.b. FoBRA is a fair and representative organisation, run on democratic lines</b>			
Strongly agree:		12.5%	1
Agree:		25.0%	2
Disagree:		12.5%	1
Strongly Disagree:		0.0%	0
Don't know:		50.0%	4
<b>9.c. FoBRA is representative of its entire membership</b>			
Strongly agree:		0.0%	0
Agree:		50.0%	4
Disagree:		12.5%	1
Strongly Disagree:		0.0%	0
Don't know:		37.5%	3
<b>9.d. I trust the information I receive from FoBRA</b>			
Strongly agree:		0.0%	0
Agree:		87.5%	7
Disagree:		0.0%	0
Strongly Disagree:		0.0%	0
Don't know:		12.5%	1
<b>9.e. FoBRA has a place in Bath today</b>			
Strongly agree:		62.5%	5
Agree:		37.5%	3
Disagree:		0.0%	0
Strongly Disagree:		0.0%	0
Don't know:		0.0%	0
<b>10. Please put down three positive things about FoBRA:</b>			
A strong leadership Good ideas A figurehead for the residents			
community representation lobbying voice resident representation			
It does try.			
It takes a generally balanced position on problems, which are not susceptible to a quick fix It publishes many good papers It has a large membership of constituent associations			
<b>11. Please put down three ways in which FoBRA could improve:</b>			
a more widespread membership			
Be more politically neutral.			
Encourage the establishment of residents associations in those parts of the city where they are few or no-existent.			
more consultation within residents groups			
More understanding of business needs is imperative. Encouragement of younger residents who are more willing to become active. More emphasis on the working population rather than the retired.			
<b>12. Do you have any further comments you would like to pass on about FoBRA?</b>			

Is it possible to determine how many of the Residents' Association members actually visited the City of Bath Conference? FOBRA was promoting the event to its members, but very few seem to have attended. Is there a problem with internal communications within FOBRA?