



Westmorland
& Furness
Council

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Shaping the Vision for Penrith Town Hall

2025 Survey Response Summary



Introduction

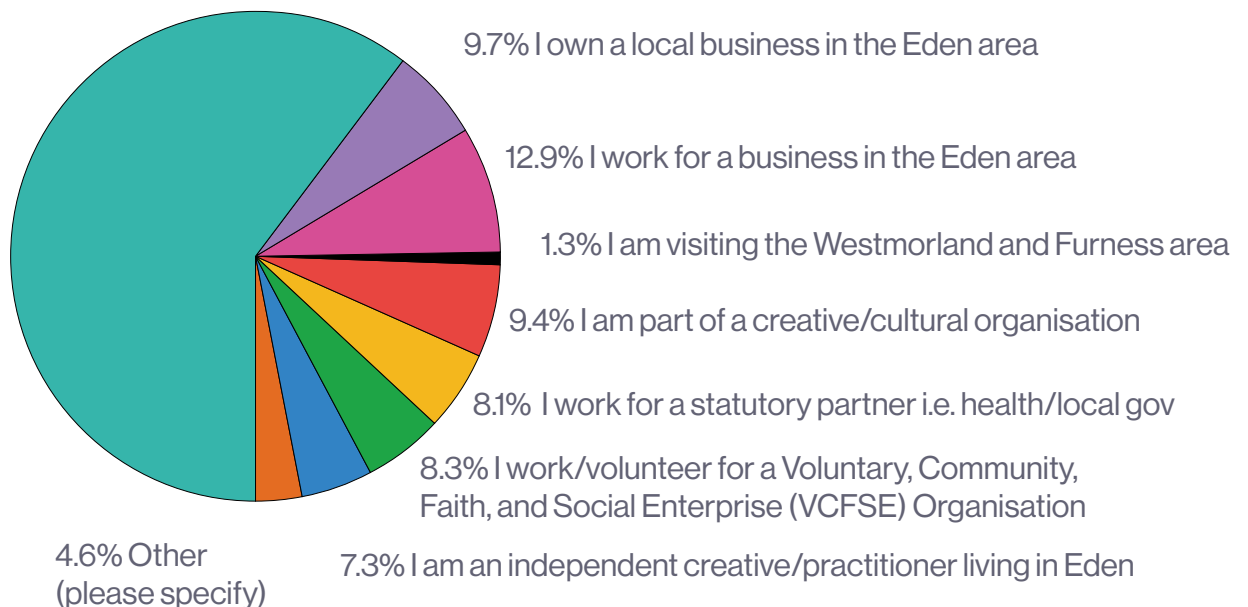
- The survey ran from 12th September until 13th October to collect local views regarding the future use of Penrith Town Hall.
- A total of **456 responses** were received, however please note:
 - Not all respondents answered every question
 - Some questions asked for more than one response per respondent
- Respondent Summary:
 - Majority of respondents are female
 - White British/ English
 - Local Residents
- All comments received via the survey are available in the separate Appendix document

Respondent Demographics

94.1% of respondents stated they are a resident in the Eden area

How would you describe yourself?

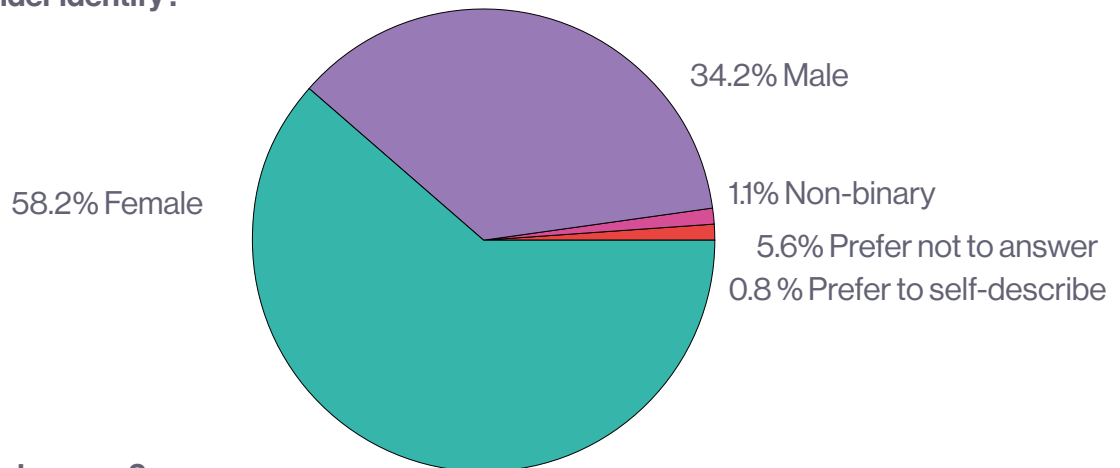
94.1% I am a resident in the Eden area



Respondent Demographics – Gender and Ethnicity

- Respondents are predominantly female (58.2%)
- Most respondents identified as White English/White British with small proportions from other ethnic backgrounds. However, please note 111 respondents (24%) 'skipped' the 'what is your ethnic group?' question.

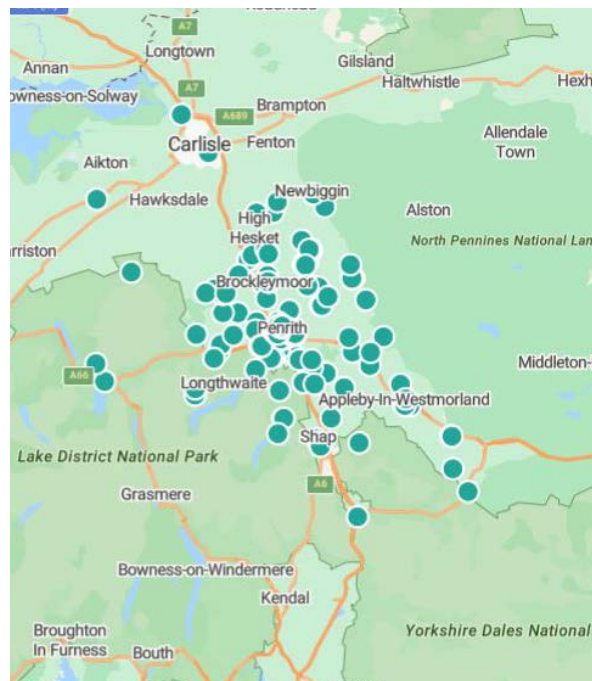
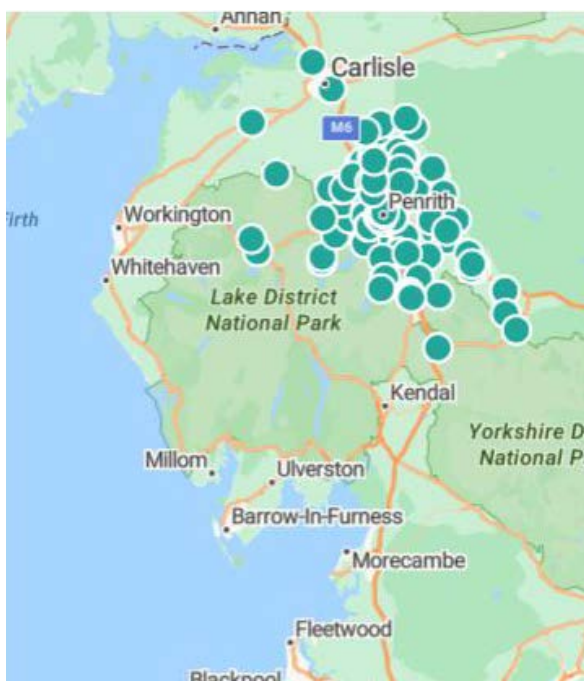
What is your gender identify?



What is your ethnic group?

- 0.6% Asian or Asian British - Bangladeshi
- 0.3% Asian or Asian British - Indian
- 0.3% Black, Black British, Caribbean or African
- 0.3% Mixed or multiple ethnic group - White and Black
- 67.3% White - British
- 24.6% White - English
- 0.9% White - Welsh
- 1.5% White - Scottish
- 0.3% White - Northern Irish
- 1.2% White - Irish
- 1.7% Any other white background
- 1.2% Any other Mixed/Multiple Ethnic Background

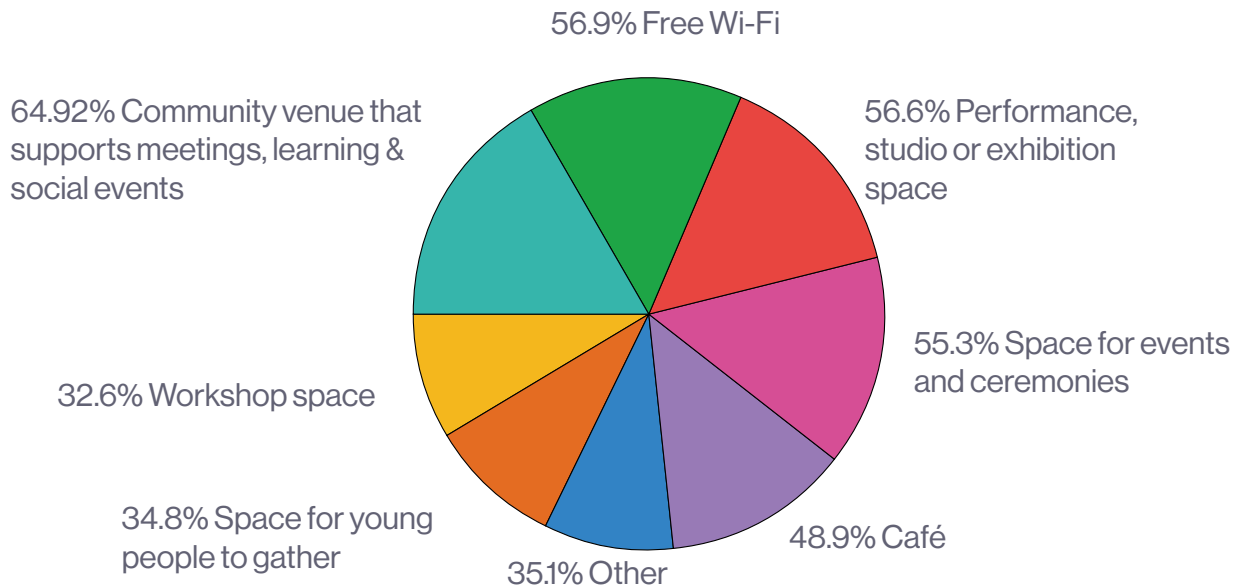
Postcodes of Respondents



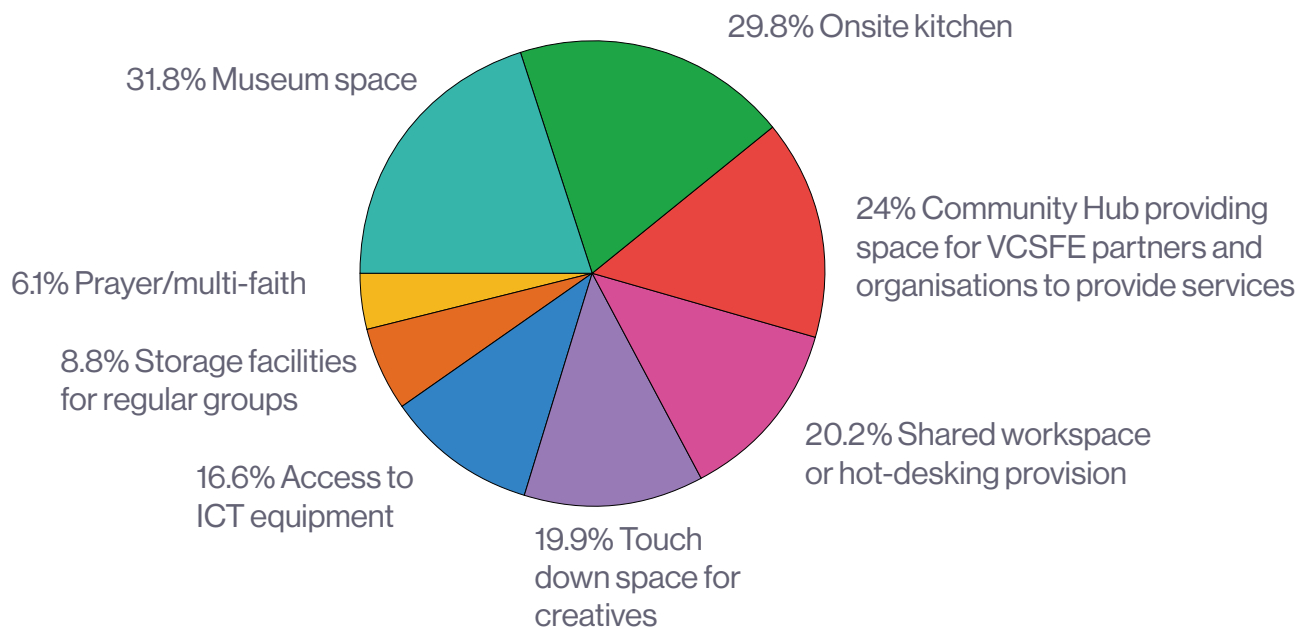
Space and Facilities

- “Community venue that supports meetings, learning and social events” was the most commonly selected option (64.9% of respondents answering this question selected this)

What space and facilities would you like to see offered at Penrith Town Hall? Top 10 Options



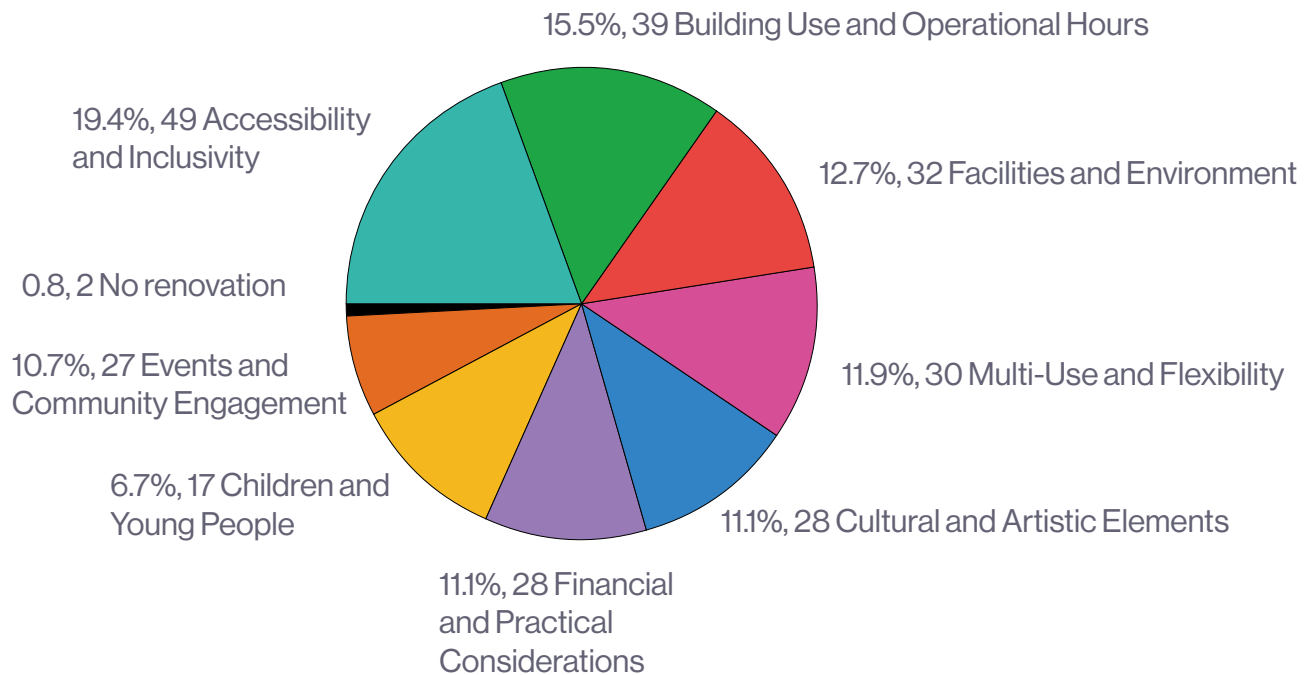
What space and facilities would you like to see offered at Penrith Town Hall? Remaining Options



Accessible and Welcoming Community Space

- 262 respondents (57.5%), provided comments to the question, What are the things that matter most to you to ensure that we create an accessible and welcoming community space for all? Where possible, these comments have been categorised into key themes.
- 19.4% of the comments referred to 'Accessibility & Inclusivity'

What are the things that matter most to you to ensure that we create an accessible and welcoming community space for all?



Activities and Services

- “Live music, theatre or spoken word events” was the most commonly selected activity (59.5% of respondents answering this question selected this option)

What activities or services would you like to see available at Penrith Town Hall? community space for all?

- 59.5% Live music, theatre or spoken word events
- 50.7% Events, receptions and ceremonies
- 50.1% Promotion of cultural, heritage, educational activities and events
- 48.4% Exhibitions and heritage activities
- 47.6% Creative workshops, local making space, residency or rehearsal space
- 46.4% Art and Craft workshops
- 43.3% Social Groups i.e. Coffee mornings, reading groups
- 40.2% Children's and youth programming
- 36.8% Project and Activities that bring age generations together to share experiences
- 34.5% Health and Well-being support and activities
- 25.6% An opportunity to buy artwork and locally produced craftwork
- 22.5% Business and skills training
- 21.4% Other

Key Themes - 'Other'

Key themes have been identified for the responses where 'other' was selected for the questions, What space and facilities would you like offered and What activities or services would you like to see? Common themes are Library Use, Registry Office, Council Offices

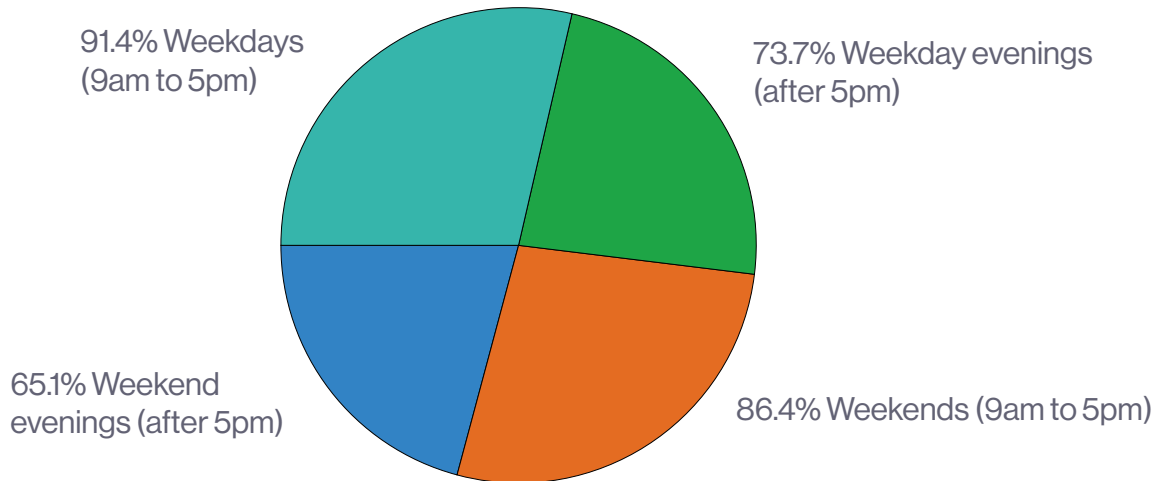
Key Theme with Count

- Library 20
- Registry Office 19
- Council Office 8
- Town Hall 7
- Sell Building 6
- Community Hub 5
- Duplication of Services 5
- Exhibitions 5
- Housing 5
- Museum 5
- Theatre 5
- Café 4
- Weddings 4
- Ceremonies 3
- Gallery 3
- Market Hall 3
- Workshops 3
- Affordable Room Hire 2
- Bar 2
- Bike Hire 2
- Council Offices 2
- Education 2
- Hotel 2
- Meetings 2
- Music Events 2
- Music Lessons 2
- Music Venue 2
- Presentations 2
- Safe Space 2
- Sensory Rooms 2
- Teenage Area 2
- Tourist Information Centre 2
- Veterans 2
- Wedding 2
- Wedding Venue 2
- Accommodation 1
- Adaptable 1
- Adult Learning 1
- Adult Learning Classes 1
- Arts Centre 1
- Available To Hire 1
- Band Practice 1
- Banking Hub 1
- Central Space 1
- Children Groups 1
- College For Teenagers 1
- Comedy Night 1
- Community Based Services 1
- Community Health Care 1
- Community Purpose 1
- Community Space 1
- Creative Hub 1
- Creative Startups 1
- Culture Events 1
- Cumberland Dialect Space 1
- Education Facility 1
- Education Room 1
- Employment Skills 1
- Evening Classes 1
- Evening Events 1
- Events 1
- Exhibition 1
- Food Bank 1
- Free Access 1
- Highlights Shows 1
- Hot Desks 1
- Indoor Sports 1
- Learning Centre 1
- Live Music 1
- Local Government 1
- Local History 1
- Mayor's Office 1
- Medical Practice 1
- Meeting Space 1
- Meetings for Council 1
- Men.in.Sheds 1
- Mental Health Charities 1
- Mental Health Drop In 1
- MP Surgeries 1
- Multi Use Space 1
- Museum Gift Shop 1
- Music Rooms 1
- Music Space 1
- Networking Events 1
- Night Shelter 1
- None 1
- Opportunities for New Businesses 1
- Penrith Local Archive 1
- Penrith Repair Club 1
- Performances 1
- Play Area for Children 1
- Play Areas 1
- Re-Distribute Money 1
- Rent Spaces 1
- Rentable Catering Space 1
- Residential Living 1
- Shows 1
- Soft Play 1
- Soup Kitchen 1
- Space For Concerts 1
- Starter Units 1
- Support Services 1
- Talking Therapies 1
- Talks 1
- Telecom Room 1
- Tourist Information 1
- Town Hall, Library 1
- Vulnerable Groups Support 1
- Weddings and Civil Partnerships 1
- Work Hub 1
- Yoga 1
- Youth Space 1

Opening Hours

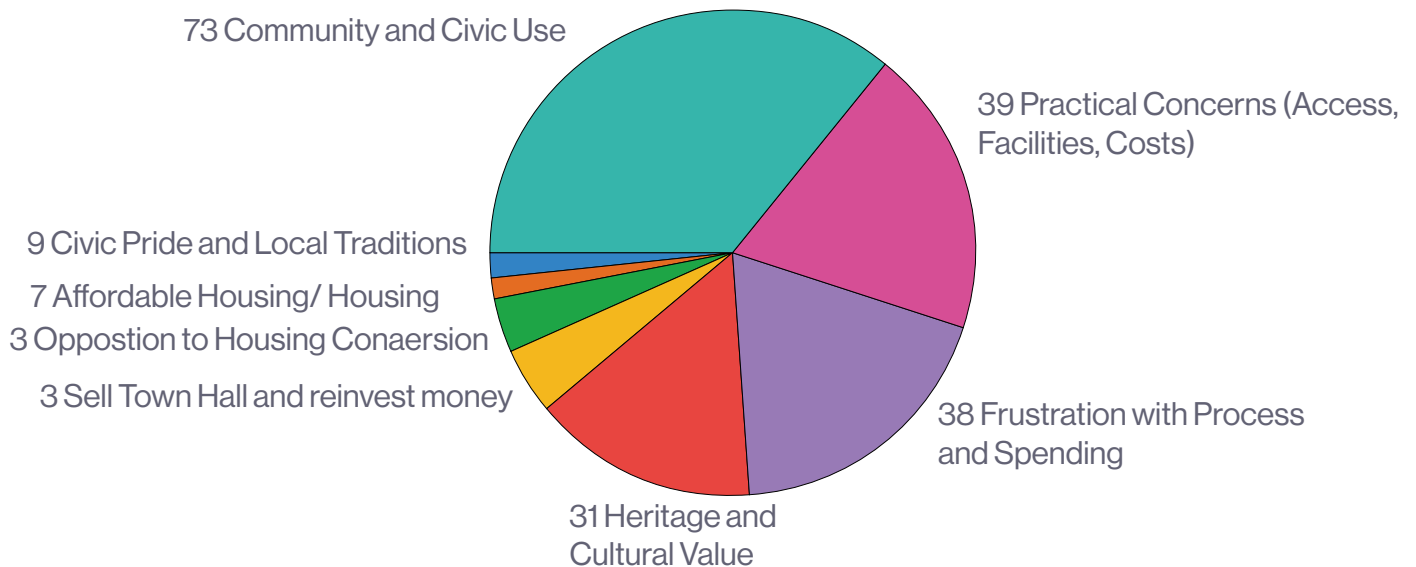
- 91.4% of respondents would like the Town Hall to be open weekdays 9am to 5pm

What time of day would you like to see Penrith Town Hall open to the public?



Open Comments

- In total 185 additional comments were provided. Where possible, these have been categorised into key themes. Most of the comments relate to ensuring Penrith Town Hall is kept for Community and Civic use.



Concerns

Costs

Many respondents raised concerns related to costs to convert the existing building and ongoing running expenses

"It must be self funding and not a burden on the taxpayer"

"Concern about longevity of any new project and the cost to the council in the longer term and concern about duplication of spaces which could reduce demand on existing facilities."

Supporting Existing businesses in the Town Centre

Many respondents stated that any new use of the Town Hall needs to support existing business within the Town Centre, rather than detract from them

"Care needs to be taken that a new community hub does not poach or detract from existing town-centre facilities, especially the library and the museum."

Trust and Consultation

A number of respondents expressed frustration at how decisions are made, with comments about feeling 'ignored'.

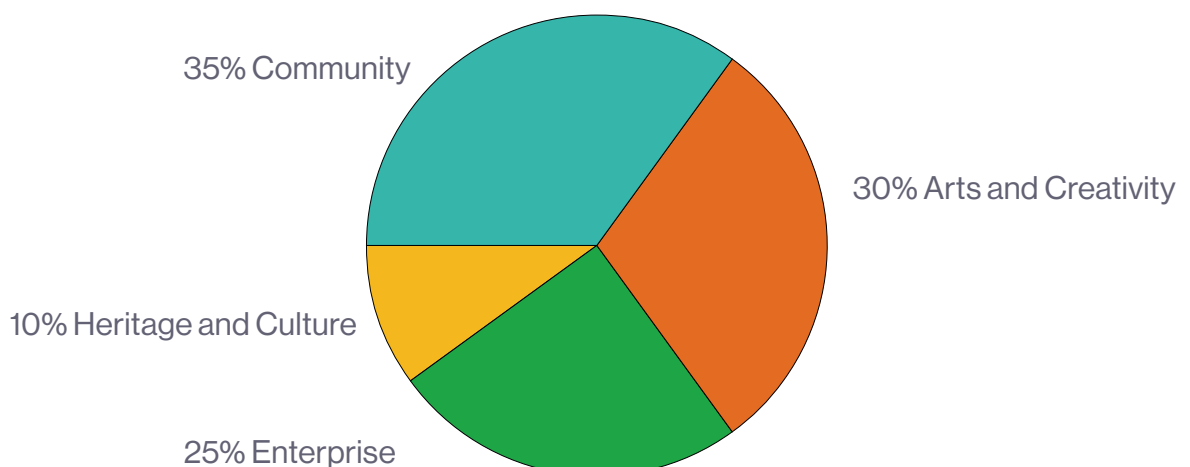
"Please do not ignore what the residents say. Too many times, we have been ignored and then what goes ahead doesn't last."

"Local people should have a say when you decide to spend these vast amounts on projects that most people don't benefit from."

Penrith Town Hall – Community Conversations

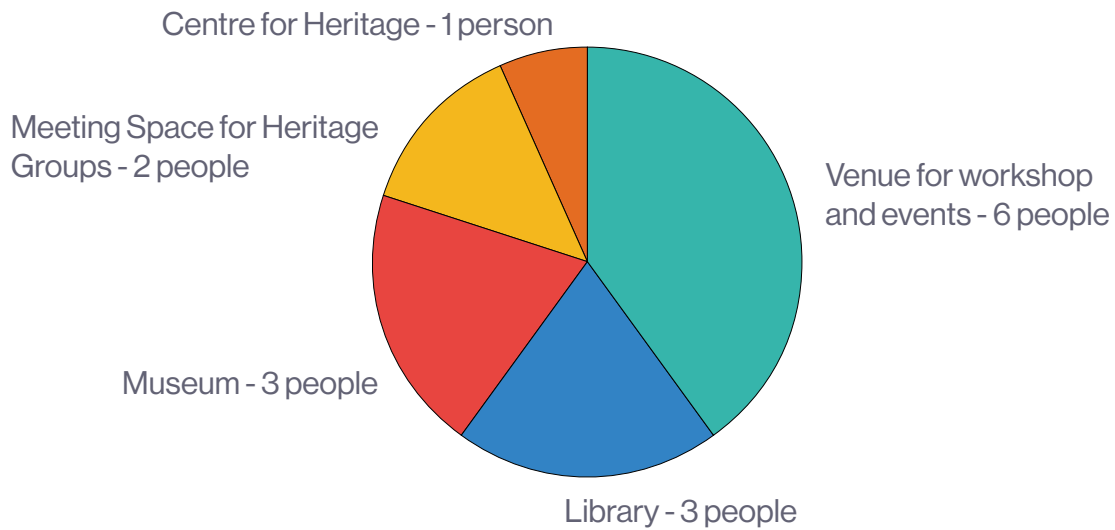
- Community engagement activities were undertaken in the locality, to capture qualitative outputs on the vision for Penrith Town Hall.
- 116 views on what would be good or useful for Penrith, were captured through community conversations at local events.
- The services and facilities the community would like to see fall into four key themes;
 - Heritage and Culture
 - Arts and Creativity
 - Community
 - Enterprise.
- The chart shows the percentage of views across the four key themes.

Community Conversations - Vision for Town Hall

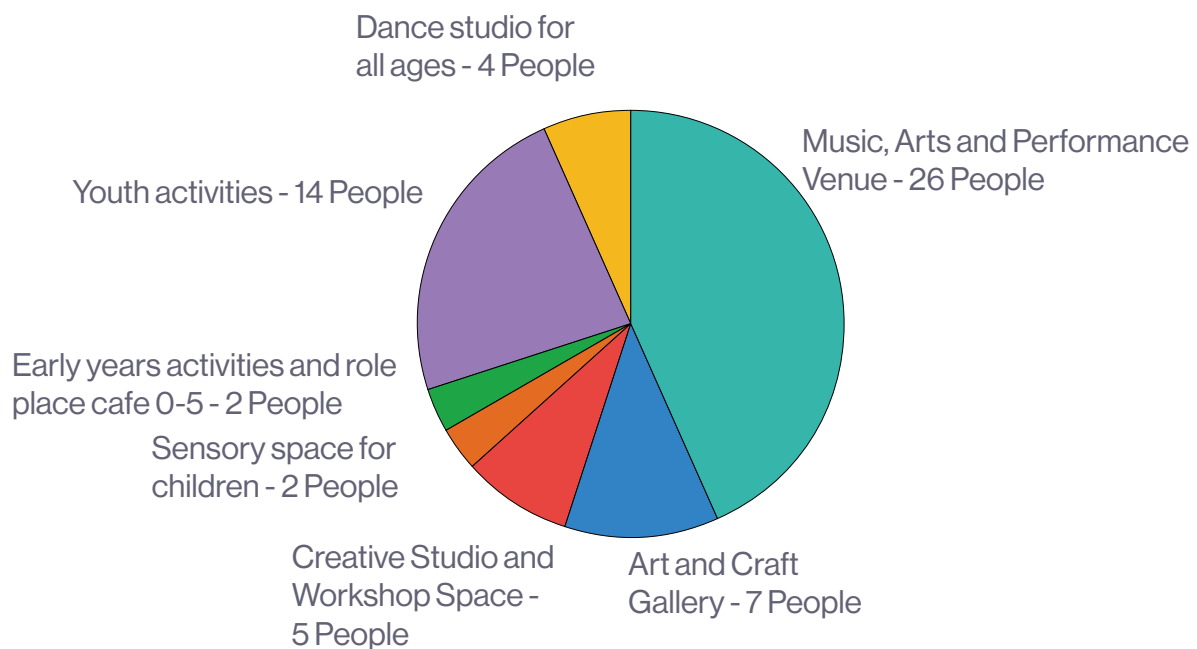


Community Conversation – Key Theme Outputs

Heritage & Culture: 10% of participants suggested the vision for the town hall should include facilities that contribute to the heritage and culture offer for Penrith.

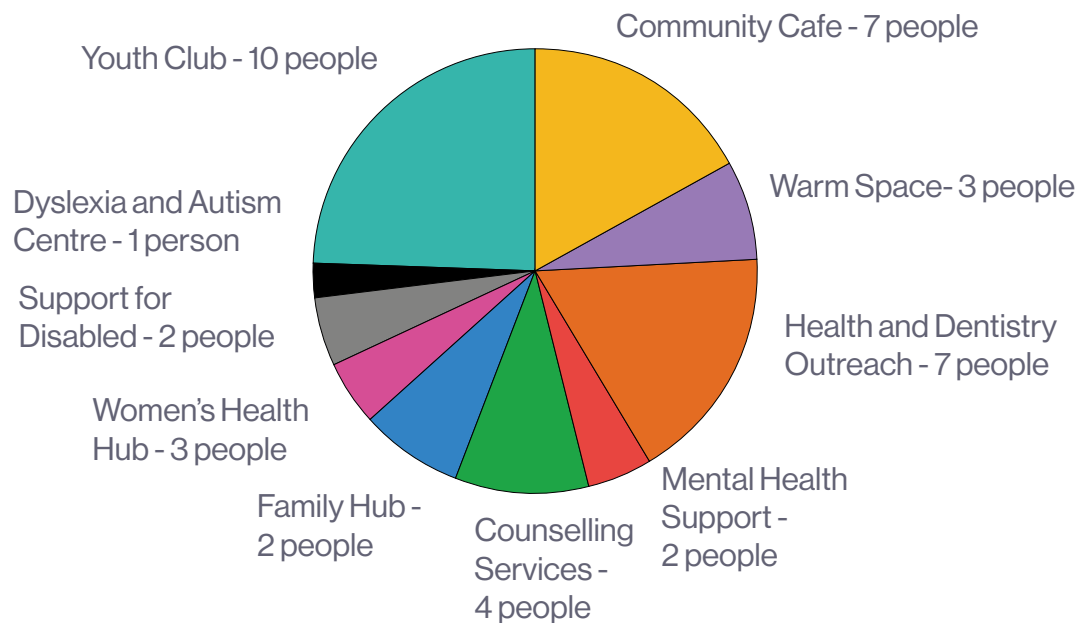


Arts & Creativity: 30% of participants suggested the vision for the town hall should include facilities and space for arts and creativity in Penrith.

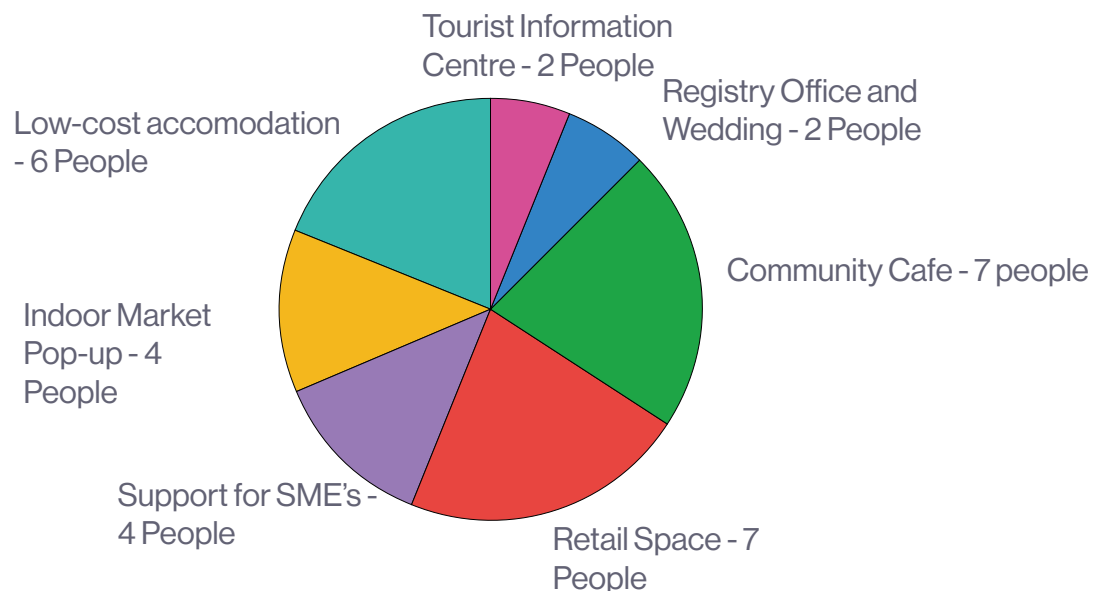


Community Conversation – Key Theme Outputs

Community: 35% of participants suggested the vision for the town hall should include facilities and amenities that offer support for the community.



Enterprise: 25% of participants suggested the vision for the town hall should contribute to supporting the development of enterprise in Penrith.





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