

WDCO Community Forum

The Redmond Centre

At the WDCO Community Forum held on 21st April, 2026, it was agreed that a discussion of views on the Redmond Centre would be helpful. The aim was to determine how the centre is currently used, how it might be used in the future, and residents' general views of it.

A short survey was issued via WhatsApp a few days in advance of the Forum, and on the night many people completed it as they arrived.

The Survey findings

This was a quick, small survey with a small response rate.

There were 33 responses, 40% from private blocks and 24% from social. 22% have children.

1 person did not know where the Redmond Centre was.

In terms of centre usage, 25% Never use it, 48% Occasionally, 7% Once a Month, 16% Once a Week and 4% more than that.

The Library (42%) and Organised Groups (27%) were the most common reasons for attendance.

In terms of Overall Happiness with the centre, the results were:

| | | | | | |
|------|------|------|------|-----|----------------------------|
| 1. | 2. | 3 | 4. | 5 | where 1 = Not At All Happy |
| 15%. | 21%. | 33%. | 15%. | 15% | |

In answer to the question How Welcome do you Feel? The responses were

| | | | | | |
|------|-----|------|------|-----|-----------------------|
| 1. | 2. | 3 | 4. | 5 | where 1 = Not welcome |
| 12%. | 6%. | 42%. | 18%. | 21% | |

We also asked for free-form comments - these were:

"The Redmond Centre is a fine resource for the estate, which is staffed by capable receptionists. There is a question over how it's managed. Management seems to be remote and perhaps not as involved with the goings on at the sender as they ought to be. "

"Grateful to have a place like that 2 min from home"

"It's too expensive to hire"

"Redmond is an essential part of this community"

"Keep up the good work."

"Need to classes for young kids, and more summer trips "

"The hall is too expensive to rent out. It could be so much better used by residents if it were cheaper. I have often thought it would be amazing for swing dancing, sound baths and yoga workshops that support like menopause yoga but it's wildly expensive. "

"Too expensive"

“Hall hire very expensive “

“I'm not sure there's much relevant to me. “

“The community center could be better utilized to bring people together and used to help more people who need support”

“NOT REALLY SURE WHAT IT HAS TO OFFER”

“Yes it used to be busy and have a schedule full of activities
Also more welcoming and proactive reception”

“Redmon centre it's very important for our community. In there we have many things that benefit us. ”

“I don't use the centre as much I want to. “

Points from discussion at the Forum

Between 40 and 50 people attended the Forum.

1. Staff - perceived to be unwelcoming, unresponsive and not proactive. They do not smile or aim to help.
2. Management - seen as distant, not interested in the community, invisible.
3. Activities - there used to be many activities in a vibrant centre, but now the place feels dead, partly because it is so expensive to hire a room.
4. Who is the centre for - the estate is changing but it is not felt that the centre is responding. As well as activities for children there needs to be an acknowledgement that there are now significant numbers of younger, single professionals whose needs are not being met.
5. There seems no appetite to find a way to involve groups (such as youths, older people etc) in the centre free of charge. Residents say they would be happy to contribute to fund-raising activities if they could see them feeding into positive events for locals. As it is, often all we see is outsiders who rent the space - this does not contribute to the community on the estate in any way.

In Summary

The centre is not well used (three quarters never or only occasionally use it), and when it is used, it is most often to use the library, a resource provided by the Council, not the centre. Estate residents find it unwelcoming, does not meet their needs and is too expensive. They find staff at all levels do not meet their expectations. Several look back to how it used to operate, and are disappointed that it has changed for the worse.