

## FULL SURVEY RESULTS:

### WHAT FIRST DREW YOU TO VOLUNTEERING AT S&S?

I was invited to help support the policy and mediation collective during the build process

Seeking a sense of community

Community involvement

Just seemed like a sound supportive community

A friend is already a volunteer so that helped me feel less intimidated. I wanted to feel useful to my local community but also, more selfishly, I need to get out of the house more and meet new people.

A friend suggested it - see more films

Meet new people and loved what the star and shadow was in terms of non-hierarchical.

meeting and connecting with people

It moved beyond art for arts sake, it was a political and social project.

It's just a good and interesting thing

needed distraction from grief, i mean actual grieving not just general grief and bother in life

Community and meeting new people

Attending the community kitchen

politics/wanting to help/notions of mutual aid

Notice on the front door

It's amazing message

Finding community

I have been coming to the S&S since it opened, I am now able to volunteer.

It was a flyer about a meeting to kick around an idea about providing a free community meal. The focus was helping others, which struck a chord.

Wanted to be more involved in the community, liked that it was 100% volunteer run, was keen to get involved in CK

I was in a bit of a dark place, at a loose end. Stumbled upon the build, met some very kind and friendly people on a totally bonkers project to build a cinema & gig venue all by volunteers

100% volunteer run space, open access to creative programming, skills development

Meeting new people and learning new skills

films, plus its local

Values (direct democracy, DIY, horizontality, inclusion), community involvement, friendship, great place to organise political events.

The art club. I went to art club for about a year prior to volunteering.

Working on the build

The community, believing in what s&s offers the public, and the opportunity to meet people, do fun stuff, learn new things, and watch some cool movies

## WHAT FIRST DREW YOU TO VOLUNTEERING AT S&S? (continued)

film

I went to Social events at Old SnS and lived the atmosphere and the energy if that old space. I later got inspired to make stuff happen with good people.

The event space for art and performance, community, and making friends

Community

creative diy space

it is creative space to gain new skills and experiences

## WHAT ENCOURAGES YOU TO KEEP VOLUNTEERING?

Making a difference to the community

Meeting new people

I love the many ways S&S support my local community

The people, and i enjoy it

All the exciting new events and the fun people

Great people, fun to contribute to something so meaningful and important locally

The people I've met and the things we deliver and develop.

having great experiences at the cinema

Hope that ascends Art for Arts sake?

It's still a good and interesting thing

it is an excellent third space to hang out in and bond and gain new skills

Collective liberation

Making a difference to the community

I don't at this moment in time

I don't volunteer at the moment due to problems with bullying and discrimination within Star and Shadow.

The desire to keep it going

I love all the interesting characters I've met and the opportunities for growth like learning new skills in a safe space

Believing in it

I'm part of a community, one not based on geography. While some of the petty banging of heads and complaining about people and procedures is draining, putting that to one side, we support each other. We make good things happen; we help each other through the crap times.

The people - and all the cool stuff that's going on at S&S

Meeting nice interesting people and collaborating on projects. A feeling that when we pull together we can build good things.

## WHAT ENCOURAGES YOU TO KEEP VOLUNTEERING? (continued)

the wonderful community of people, the opportunity to learn and develop so many new skills, the chance to be involved in creative and cultural programming - it's a totally unique space in so many ways!

Suprises, new people , films , music, community

meeting nice people, learning new things, free cultural events

All of the above

I think the place has a value to lots of people

wide range of work to be done and learning new things and getting to be highly competent in all areas

Same as previous.

community

Making stuff happen and meeting mint people who care about community activism and eating food with strangers who become friends

I care deeply about the s+s, both as a person and as a building. I see that it takes little motions from many to keep all things smooth - that motivates me.

## WHAT STOPS YOU FROM VOLUNTEERING?

time pressures

Lack of free time / unpredictable work schedule

My body and mental health. Managing signing up online as technology is difficult for me

Really just other things going on elsewhere in my life

Distance and other volunteering

Lack of time

My job.

i'm busy, I work 9-5 everyday + family

Judgemental attitudes and an unwillingness of some people to understand difference including issues of gender, sexuality, disability including neurodiversity, racism, relationships etc. Most people are concerned about these issues at the S&S which makes you feel safe, but for others there is confusion, ignorance, misunderstanding, too great a trust in their own value positions (Judgemental), a ranking of importance sometimes sexism and racism are condemned but ableism is not perceived as also being a form of supremacist thinking. This makes you feel unsafe and there is a need for awareness education, if this needs to be addressed before the next social audit.

Time

snobbishness with traces of toxicity and there is a hierarchy and just saying there isn't doesn't mean there isn't, there is discord between rhetoric and reality. Quite often the folk that speak loudest and write about the rhetoric are the ones that make the reality quite different to what they quote

Paid work commitments

focusing on artist development and work

## WHAT STOPS YOU FROM VOLUNTEERING? (continued)

I haven't found it particularly friendly or welcoming. It's not psychologically safe/warm/inviting/empathic (for me).

Hospital appointments

LIFE. Work. Time.

My full time job, other commitments.... Not enough time

Time

I haven't stopped. There are risks of volunteer burnout. The bollocks of there is no hierarchy, when everyone knows there is can become tiresome. Some volunteers don't pull their weight... putting their own dinner dishes next to where I was washing cafe dishes was not a good idea. Programming and heavily publicising films without sorting out a keyholder and simply assuming someone, usually the same few people, will do it can take the gloss of the nice experiences.

Time

An excess of meetings & procedure, in-groups, condescension and self-satisfaction from some volunteers.

Other time commitments (e.g work, family etc)

There isn't enough training sessions. For example, I've wanted to get involved with the bar since I joined but in order to do that I first need to complete an induction. The bar inductions are few and far between and often when there is one I can't make it because of my shift times at work. If there were more frequent sessions at varied times I'd be able to join one and get involved with the bar. I've had the same problem with other things as well. I'd love to get involved with the projection team but I haven't been able to attend any training yet. Is there a way to talk to people and arrange individual training for these things?

just occasionally me being busy with other things

Lack of time/capacity/burn out

I think the first time doing any job you haven't done before can be a bit nerve wracking

when it all gets to much!

Sometimes the demands of work and travelling away. But do not have an intention to stop longer term.

time

Life admin family commitments

for a while I felt less confident about whether or not I was "part of the group"...which is folly as there is no hierarchy, however I feel less phased by this now. The s+s is welcoming if you make it welcoming, and I think the building/the initiative itself feels that way.

Star and Shadow is prone to conflict, bullying and discrimination and naivety and/or denial about this.

time, sometimes it's too much

## WHAT HAS BEEN YOUR BEST EXPERIENCE AT S&S IN THE LAST YEAR?

There have been a lot of new volunteers with enthusiasm, new ideas and a deep commitment to community building

Café was fun

Burns supper or community kitchen

Honestly the audiences to everything are so fab i did a lot of ushering last October and i would sometimes wear costumes for horror films and people were into that

film programming guys helped me put on my favorite film

Making new friends, showing people who have never visited before what we, a bunch of volunteers, can achieve. It's stupendous!

Community kitchen and our International Womens day event.

Newcastle Film Club events

Being able to reflect on the journey from the old to the new, the fact that it has survived.

Arsing about doing warm-ups and the singalong Blues Bros/Grease screenings

I haven't volunteered this year due to Star and Shadows problems with bullying and discrimination.

Palestinian cinema events

The community kitchen!

n/a

Sarah's cooking

The Rotaract Conference and being able to share the venue with people from all over.

Volunteering in the cafe

Great food, films, creative and meeting space

A young woman got a free bike which Dan had fixed. She had been looking for one to get round town while back at uni, but didn't have a lot of cash. She had popped into the cinema to ask about volunteering and left with a bike. I watched her walk down the slope to leave, pushing the bike with a massive grin on her face.

community kitchen provides a great respite from having to cook

Shieldfield Community Cup, as most years. Also seeing a better social scene arising with newer, younger & less jaded faces than mine!

Our final Community Kitchen event of the year - reflecting on how many wonderful evenings we've had cooking, eating, watching films, mending things, getting haircuts etc... and also on how many people from the local Shieldfield community have become regulars in the S&S space. A night full of joy, kindness and solidarity.

The slasher camp was great fun. So much effort was put into everything :)

being on bar for parties/gigs

Organising the Gaza fundraiser and the amazing support from volunteers for this event. It was so much fun!

Meeting people in art club.

although it was massively hard work and stressful, the results of the floor refurbishment worth it, looks amazing and quality means it should last and not need much done in near future

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### WHAT HAS BEEN YOUR BEST EXPERIENCE AT S&S IN THE LAST YEAR? ( continued)

twin peaks season 1 marathon - likeminded people getting together for a fun day of fun, also including on-theme food and snacks. It was wonderful

too many to pick from

Coming together with lots of people and having a meal and conversation.

Cleaning club has been a life saver for me!!

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### WHAT HAS BEEN THE MOST CHALLENGING THING ABOUT S&S IN THE LAST YEAR?

not enough people are coming to meeting and getting involved in collective decision making

Café

Not managing signing up online for stuff

My own anxiety, and whenever that's cropped up I've been totally able to step away and recenter

finding time or energy to devote to the space

Encouraging volunteers to take on jobs that are dirty, less glamorous but very necessary

Meetings.

hard to understand the and keep up with internal comms between volunteers

Minimalism: Positively it can make it a creative space. When minimalism turns to incompetence and abandonment of the notion of equality and inclusion as a principle I want to disassociate myself from the place. Facilitation, Consensus and Mediation are poorly understood concepts at the S&S and they need to be universally trained for, an induction requirement. The organisation needs to affiliate and participate in organisations that practice this mode of governance well, or otherwise reconsider the future of the place.

Wishing I could attend more stuff

Being accepted for who I am not what folk think I am

Sitting in an unrelaxing open meeting at the beginning of the year, freezing because the room had no heating (I'm thinking here of Maslow's hierarchy of need, and how important shelter/heat is for our wellbeing.)

Removing graffiti from the planters. Blood pressure got a bit high

Finding time, organisational quirks (things going missing etc)

Nothing, I have loved it

None

Lack of engagement with our meetings. Programming, caretaking numbers are down. People complain that the volunteers attending have too much power, but don't come along themselves. Part of the reason for not attending is given as them having issues with the people who do attend. Sometimes I just want to scream into the abyss.

some character can be challenging to work with.

Feeling like I was just servicing other people's projects without much reciprocity. It can be like quicksand. Gigs are great, but hard work, long hours, too many volunteers turning up late & leaving before clear up.

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## WHAT HAS BEEN THE MOST CHALLENGING THING ABOUT S&S IN THE LAST YEAR? (continued)

I was trying to organise a fundraising event, which clashed with a private hire that had not been put in the diary. This was nearly very stressful and disappointing for the performers who were fundraising, but luckily a brill volunteer managed to solve the clash and both went ahead on separate nights.

The lack of training opportunities preventing me from getting involved

nothing

Programming meetings: poor facilitation, power dynamics. A space in which newcomers are not made to feel welcome or empowered.

Learning to better communicate with people who might be neuro divergent or have other issues that require some consideration.

supporting safer spaces work

n/a, just my lack of availability sometimes

good people not getting along

finding time or energy to devote to the space

Becoming more involved has introduced me to more interpersonal issue in the building which I know is natural...I am interested in building a mediation platform within s+s but am yet to take moves to do so.

Star and Shadow struggles with change due to lack of governance and informal hierarchies.

## WHAT WOULD LIKE TO CHANGE AT S&S?

I would like it to be open more often, in the daytimes, to make our resources available to more people.

More organisation or processes you could follow when in doubt

Better communication

Right now, I can't think of anything though I'm sure something will pop into my head as soon as I've sent this.

Visually from the outside it doesn't look that friendly...if your older it can look very student oriented...

I would like to help organise efficient and effective forms of communication between volunteers

The induction: turn it into an open meeting that moves away from the trend towards "top-down" instruction. Training in facilitation and consensus decision making should be a compulsory follow-up of the induction.

Re-visit the original principles around DIY and creativity. This is positive minimalism.

Treat serving beer as NOT the most important thing and consider paying people who do this task.

Be more about education and cooperative education in that.

Stop thinking about problems as being resolvable by management practice but as issues that can be addressed by bottom up participatory practice.

Not sure

improved communication

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## WHAT WOULD LIKE TO CHANGE AT S&S? (continued)

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A culture of goodwill would be nice. I've tried to reach out and communicate an idea for setting something up (for free) @ S&S twice now, with two S&S individuals who have both said they will get back to me. They didn't. I don't know how to get an "in" at the place. I feel like I'm not in the game, not in the know, or that I've somehow slipped between the gaps, Or that I can't take the hint that my presence is unwanted. I am no fan of centralisation but if nothing happens because there is no obvious pathway then it seems there needs to be some structural change that allows ideas/concepts to be discussed even when the person who made the initial idea doesn't have the time and energy to keep banging at the door. (Is this sounding Kafkaesque?)

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Nothing

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A more ordered seat numbering system.

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Make it clear what time you need to arrive for each volunteer shift

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Can't really see anything as yet

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Finding a way to have a group of volunteers elected by the wider volunteer base to act as a support group, a moral compass for the cinema, a kind of Star chamber. A role that would be for six months or one year and then those people step away. It will likely never happen, as this creates a heirarchy.... but as mentioned previously everyone individually acknowledges we do have hierarchies, but collectively we don't accept this. Actually, can we do something around this whole bollocks of hierarchy - a discussion session??

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Clearer and more robust safeguarding system

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Less films about vampires & zombies!  
More people taking on arranging gigs.  
Less student politics style political posturing.  
More of a broad church - we don't all have the same views.

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I appreciate this ongoing, difficult, messy work that many people are already deeply committed to, nut I think we can still do better as a community at making sure that more people gain the relevant knowledge, experience and skills to be involved in the decision making processes!

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Also, as a space I think we can be much more accessible - e.g hosting regular Relaxed Screenings, captioned screenings, and child-friendly screenings.

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More often training inductions (bar, projectionist, etc.) or restructure it so that a separate session isn't needed before you can work on something. Could the induction not be part of shadowing?

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very little.

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Facilitation of consensus decision making processes, conflict mediation processes, thinking about and challenging hierarchies. Setting up a process for new volunteers in which they can more easily find their place in the Star and Shadow.

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I think it could use a face lift in a few areas.  
For example the seat numbers in the cinema are all mixed up. The website is a bit bare bones. The marketing materials are fine but I know there are graphic designers in art club could really bump up the quality of promotional material and merchandise.

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more professionalism around some tasks - though not to take away from the nature of the place but so we can be proud of our work when we engage with customers and the public

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More diversity of community using the space.

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I guess I would just like the program to be fuller! Make use of the space, and make sure all feel welcome always.

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## WHAT WOULD LIKE TO CHANGE AT S&S? (continued)

Star and Shadows governance, policies, procedures and support for marginalised groups all need major reconsideration.

more agency to the volunteers to programme, more support for the 'HR type processes so crucial have a more functioning dark room without clutter and things being dumped in said darkroom.

## WHAT WOULD YOU LIKE TO SEE HAPPEN AT S&S OVER THE NEXT YEAR?

more training, more collective programming across the whole building, more open building sessions

More raves / club nights

Even better inclusivity

Queues of volunteers signing up for cleaning club, cafe shifts, building work, washing up after themselves

Develop intergeneration events.

more open meetings, strategies to keep volunteers coming back

-A re-affirmation of our Cooperative, DIY and Creative principles.

-Better facilitation of meetings and a greater understanding of what is consensus..

-Recognition that there are a core of about 50 people running the place and not the 1000's who pass through the induction (which achieves nothing) if participation in decision making processes. does not follow.

-Find ways in which a wider group of people can make an income from this space/organisation, and enable the place to be open more like 24/7.

Keep on keeping being awesome

Life drawing classes

The setting up of a regular peer-led, safe-spaced, wellness-focused support and supportive learning group to help provide the revolutionary tools and skills for self-empowerment and self-determinism and to help individuals unlearn and unpick the internalised oppressions of authoritarianism, behaviourism and capitalism.

Dance workshops

More meetups, maybe at the S&S as special events.

More funny outlandish events like dance class

it would be cool to have more board game days

We continue to be a place which benefits the community. We find ways to support the more marginalised people and groups to feel that star and shadow is for them.

Clearer and more robust safeguarding system

Younger volunteers being more conscientious about turning up in good time & proactively taking on jobs during events, without waiting to be asked.

A passing of the baton of responsibility to newer volunteers.

A broadening of the volunteer base to be less arts students and include more local community.

The above changes!

## WHAT WOULD YOU LIKE TO SEE HAPPEN AT S&S OVER THE NEXT YEAR? (continued)

More opportunities to get training for the bar, projection, sound engineering, etc.

Training for chairing meetings. more physical copies of guides on things like flow charts of how to do stuff/processes or general guides to how things work.

More political events, more gigs. Rethinking structure and organisation.

I'd like to see art club and gardening club grow. Some special art events, life drawing, guided classes maybe. Also would be cool to see the activities to expand to allow opening on a Saturday as well if it was popular enough.

more involvement by volunteers in the building and work relating to continuity and sustainability for the future

more open mics and a variety of events

making it easier for all volunteers to know what's going on, improved knowledge sharing and improved general communication

Fund raiser/cultural events to support FreePalestine. Art exhibition more orit workshops ,life drawing. More live music of all genres.

More regular creative spaces...dance events, more weird! the place is growing as a universe of its own all the time, and I would love to see this flourish.

Star and Shadow to consider whether it's current approach to governance actually works and the conflicts of interest it generates.

more gigs ,more supported training to keep us engaged and informed