
Report of East North East Area Leader, Customer Access & Performance

Report to Inner East Area Committee

Date: 1st December 2011

Subject: Inner East Community Centre Update

Are specific electoral Wards affected?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, name(s) of Ward(s): Burmantofts & Richmond Hill, Gipton & Harehills, Killingbeck & Seacroft		
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number: Appendix number:		

Summary of main issues

This report provides the Area Committee with an update on the work of Inner East Community Centre Working Group.

The working group are focussing their efforts initially on increasing use of Alston Lane Community Centre, Lincoln Green Community Centre and Nowell Mount Community Centre. These centres are some of the most under utilised buildings in the whole city.

The report also provides a brief update on building specific issues – Richmond Hill Community Centre refurbishment and discussions around the future use of Kentmere Community Centre kitchen.

Recommendations

Inner East Area Committee are requested to note this report and comment as appropriate.

1. Purpose of this report

- 1.1 The purpose of this report is to provide Inner East Area Committee an update on the work which is being undertaken on the Area Committees portfolio of community centres by the Inner East Community Centres Working Group.

2. Background information

- 2.1 Community Centres are a delegated function of the Inner East Area Committee. The responsibility of the Area Committee covers maintaining an overview of controllable revenue budgets, operational arrangements and the use of the centres, agreeing and implementing a schedule of charges and discounts for directly managed centres and developing asset management and investment proposals to a range of funding sources to ensure the portfolio is sustainable and meets local needs.

- 2.2 The community centres which fall under the remit of the working group are:

Facility	Ward	Management
Alston Lane C.C.	Killingbeck & Seacroft	Leeds City Council
Bangladeshi Centre	Gipton & Harehills	Leased
Crossgates Community Centre	Killingbeck & Seacroft	Leeds City Council
Ebor Gardens Community Centre	Burmantofts & Richmond Hill	Leeds City Council
Henry Barran Centre	Gipton & Harehills	Leeds City Council
Kentmere Community Centre	Killingbeck & Seacroft	Leeds City Council
Lincoln Green Community Centre	Burmantofts & Richmond Hill	Leeds City Council
Nowell Mount Community Centre	Burmantofts & Richmond Hill	Leeds City Council
Richmond Hill Community Centre	Burmantofts & Richmond Hill	Leeds City Council
Shantona Centre	Gipton & Harehills	Leeds City Council

- 2.3 To support this delegated function, a working group was established. Inner East Community Centres Working Group was re-formed in September 2011 after not meeting for a number of months. A revised terms of reference was formulated for the group which is attached At appendix 1. The Terms of Reference directly link into the guiding principles of the city-wide community centre review which is currently underway to ensure the work of the Inner East Group is complimentary and feeds directly into the review.

- 2.4 The agreed membership of the working group comprises of the following:
Councillor Hyde (chair), Killingbeck & Seacroft
Councillor Khan, Burmantofts & Richmond Hill
Councillor Maqsood, Gipton & Harehills
Councillor Morgan, Killingbeck & Seacroft
Trudie Canavan, Strategy & Commissioning Team, Environment & Neighbourhoods
Sarah May, ENE Area Management Team, Customer Access and Performance

- 2.5 Officers from Facilities Management and Corporate Property Management will be invited as and when this is appropriate.

- 2.6 The main responsibilities of the working group are as follows:

- Review caretaking arrangements and any specific requirements for effective centre operation, including opening and closing times

- Consider possible future management arrangements for centres including the leasing of facilities to community organisations
- Provide a consultation mechanism for the review of a lettings policy for centres including charging arrangements
- Undertake a comprehensive area based review programme and oversee changes to ensure that the portfolio of community centres is financially sustainable over the longer term and:
 - § Is suitable for the intended purpose
 - § In good condition
 - § Accessible by the intended customer base
- Consider the rationalisation of Environment & Neighbourhoods community centres and look at other community facilities within the area and see how these may better serve the localities needs
- Discuss any funding that may be available to improve or enhance community facilities within the area and prioritise repairs / improvements of community facilities in the locality
- Provide regular update reports to Inner East Area Committee on the work of this group
- Ensure that the facilities are promoted and use is encouraged
- Develop an Inner East Community Centres Action Plan

2.7 The section below provides an overview of the priorities which the working group have agreed on and will be progressing over the coming months.

3.0 Work programme of Community Centres Working Group

3.1 The initial focus of the working group was to carry out an exercise to look at current levels of usage across Inner East community centres. The data to inform this was produced by Facilities Management Lettings Unit. The usage analysis exercise has highlighted some groups which are using the centres but don't have letting agreements in place. These groups tend to be those with keys. It is a requirement that even if groups have keys for buildings, they are still required to complete a bookings form. This is being rectified to ensure that the picture of use in the buildings are accurate.

3.2 From analysing the usage data provided, three of the facilities were highlighted as being the most under utilised:

- Alston Lane Community Centre
- Lincoln Green Community Centre
- Nowell Mount Community Centre

3.3 It was decided that the above three facilities would be the priority buildings to focus on over the coming months. The first step is to explore ways in which new users can be encouraged into the centres. The first phase of activities to encourage use are as follows:

- A leaflet has been produced to make it easier for people to understand how they can book a community centre. The leaflet contains the telephone number of the Lettings Unit to check availability of the centres along with the internet link to the page on the Council's website which contains the booking form. The booking form has never been previously available on the LCC website until now. Feedback received from potential users has stated that they were unsure who to call or where

to obtain a bookings form from. It is hoped that with the production of this simple leaflet, people will be more inclined to use the centres.

- Open days – a series of community centre open days are going to take place in the new year to give people the opportunity to have a have a look around the buildings to encourage more groups to utilise the centres. Again, feedback received from potential users are that they have tried to access the buildings but they haven't been open to take an informal look around.

- 3.4 Alongside this, monthly centre visits are also being undertaken by a member of the Area Management Team. The purpose of the visits are to check the internal and external condition of the building, ensure ground maintenance work is being completed and that the furniture in the centres are fit for purpose. Key holding is also being checked, as there have been a number of anomalies between the list of key holders which Facilities Management have and groups who actually have keys for the centres. Any issues highlighted are fed through to Corporate Property Management and Facilities Management to action as appropriate. This is then followed up prior to the next visit to ensure that action is being undertaken and problems are being resolved.
- 3.5 Building specific action plans are also being produced up for each facility. Each action plan provides a detailed overview in terms of budget, levels of usage, backlog maintenance requirements, regular users and size / dimensions of the facility. This will be used to inform the particular issues which need to be addressed for each facility, as it is acknowledged that each centre has very specific, localised issues that need to be addressed, rather than a one size fits all approach.

4.0 Specific building updates

4.1 Richmond Hill Community Centre

£250,000 refurbishment project is now complete. An official opening event was held on Friday 18th November, where Hilary Benn MP re-opened the centre. The computer suite at the facility is now up and running with a number of classes being programmed in for the coming weeks. Discussions are also underway with Job Centre Plus to explore the possibility of using the facility as an outreach base.

4.2 Kentmere Community Centre

A number of groups have expressed an interest in working together to explore opportunities to turn the kitchen at the centre into a social enterprise which will act as a training facility and community café. A meeting has taken place with these groups to develop these proposals further.

5.0 Corporate Considerations

5.1 Consultation and Engagement

- 5.1.1 For any changes to the community centres portfolio, consultation will be undertaken with any groups which may be affected and the wider community.
- 5.1.2 As part of the strategy to increase use in community centres, consultation will be undertaken with local residents to ask them what kind of activities they would like to see taking place at their local centres and what would encourage more people to access the centres.

5.2 Equality and Diversity / Cohesion and Integration

- 5.2.1 A project plan has been drawn up for the work as part of the community centres working group. The project plan contains a light touch equality impact assessment. As and when further proposals are developed for the community centre portfolio, it will be decided if it is appropriate to undertake a full equality impact assessment will be needed to be undertaken.

5.3 Council Policies and City Priorities

- 5.3.1 The work on the community centres portfolio links into the City Priority of:
- Increase a sense of belonging that builds cohesive and harmonious communities
- 5.3.2 The services and activities provided from the centres link into a number of other City Priorities and their indicators.

5.4 Resources and Value for Money

- 5.4.1 The Neighbourhood Manager for Burmantofts & Richmond Hill is currently acting as the lead officer on community centre for Inner East and will continue to drive forward work in this area with support from local Ward Councillors, E&N Strategy & Commissioning, Facilities Management and Corporate Property Management.
- 5.4.2 All actions undertaken as part of the work programme of the Inner East Community Centres Working group will focus on making community centre operation more efficient and cost effective. This will be undertaken looking at the opening and closing times of facilities, encouraging groups who can generate income to use the facilities and explore opportunities of implementing key holding with trusted users.

5.5 Legal Implications, Access to Information and Call In

- 5.5.1 There are no legal implications with the content of this report. If it is decided that community centres are to be leased to third parties, then this work would be undertaken with Legal Services.

5.6 Risk Management

- 5.6.1 A full risk assessment will be undertaken for any proposals developed for changing the use of any of the Area Committees community centres. As part of any business plans which groups may develop to take of the management of our facilities through a lease, a risk assessment will be requested to be completed.

6.0 Conclusions

- 6.1 Some of the community centres in Inner East have lower than average levels of usage compared to other facilities across the city. It is hoped that the activities carried out via the working group will improve the levels of usage. The activities will be assessed on a regular basis to ensure they are effective. Updates will be presented to future meetings of the community centres working group and if found that these measures are not effective, other courses of action will be formulated.

7.0 Recommendations

7.1 Inner East Area Committee are ask to note the content of this report and comment as appropriate.

8.0 Background documents

8.1 20th October 2011 - Inner East Area Committee Business Plan 2011/12