

## **Edward Woods Community Centre Consultation Summary Results**

Please find below a brief summary of key consultation responses. The full report is at the end of this document.

1. Agree with community centre self-sufficient approach

Yes 82.98%

No 17.02%

2. Concerned about the impact of the proposals on the community centre

Yes 40.43%

No 59.57%

3. Agree with HAFAD as a long term tenant

Yes 85.11%

No 14.89%

4. Concerned about the impact of the building works

Yes 38.3%

No 61.70 %

5. What would encourage you to use the centre more (% of all)

Better communication about what is on 71%

Lower prices 71%

Events on at more convenient times 43%

More variety of events 71%

Other 20%

Not Answered 14.29%

## Response from the Council to queries or concerns raised

Where people gave further details about concerns or queries alongside their responses they fell into 6 key categories which we would now like to help clarify further:

### **1. Concerns about loss of community use during works and after.**

Respondents sought reassurance that community centre activities would continue at the same level and same conditions during building works and on completion.

The majority of respondents were supportive of the project if the centre was still available to the community to the level it had been before.

#### **Council response**

When planning the changes to the centre the Council looked at the current community use, size of groups and when they use it to ensure those needs would continue to be met under the proposed changes. A large number of responses were about the sports hall - there will be no change to the sports hall other than the possible addition of a serving hatch from the café. The proposed new tenant, HAFAD, will not need to use the community rooms for hire very often because their youth services and majority of group activities will be based at an alternative location.

The building work will be carefully planned so that the community centre can remain open and services continue throughout (although we do need to allow for unforeseen circumstances that building work can uncover). This should not affect the sports hall bookings at all but we may have to ask groups using other rooms to use an alternative, similar sized room temporarily during the works.

### **2. Need to understand what Hammersmith & Fulham Action on Disability (HAFAD) – the proposed tenant, will offer the community?**

Respondents sought to understand more about the arrangements with HAFAD and what they would offer the community.

The majority of the respondents agreed to the proposal of HAFAD as a long term tenant if they provide a service to the community. Some disabled residents stated they would directly benefit because they had been unable to access HAFAD's service previously due to difficulties accessing HAFAD'S present location.

#### **Council response**

HAFAD would only be seeking to rent 4 offices at the community centre for which they would pay rent. The rest of the centre would operate as before under Council management with the same number of rooms available for community hire. HAFAD are a registered charity, providing services for local disabled people, their carers, families and care professionals. The majority of services they offer are free of charge. HAFAD provide general information about events, schemes and services including employment, financial assistance, health care, housing, transport, arts, sports and leisure and education and training. They provide welfare benefits advice and an advocacy service to help resolve

problems and appeals relating to the treatment of physical and mental health. They also provide employment services for job seekers and employers of disabled people. Further information can be found on their website: [www.hafad.org.uk](http://www.hafad.org.uk)

HAFAD are keen to work alongside the local community. There are plans for them to attend the next Tenants Residents AGM to explain more about what they do. They would like to look at the possibility of running the café as a social enterprise, providing a service to residents, better use of the centre and creating work experience for service users. If community centre hirers were interested HAFAD could offer their services to help them increase attendance by looking at how they could make the activities more accessible and marketing them to their members. HAFAD would also be keen to explore opportunities for volunteering, work experience and job opportunities for local residents. They will work closely with the Council to look at areas within the community centre and surrounding area where improvements might be needed for those who are mobility or visually impaired. The involvement of HAFAD with the community centre is likely to strengthen the long term future of the centre due to the increased use of the centre and HAFAD's importance as a key service to the community.

### **3. Running costs of the community centre**

A number of respondents felt that the community centre should not be run as commercial money making venture, which shouldn't be rented to commercials, and funding for it should come from elsewhere. Some felt that HAFAD should be given the offices free of charge if they provide services to the community.

The majority of respondents were supportive of the project if services could continue.

### **Council response**

The community centre is funded by Hammersmith and Fulham Council which pays for salaries of staff who manage the centre, utility and phone bills, maintenance and general admin and running costs. The Council also subsidises the hire fees by setting a capped hire fee across all community centres in the borough to make them equally affordable. The cost of running the centre is far higher than any income from the hall hire fees. The proposed plans to rent 4 offices to HAFAD will help narrow the gap but the Council will not profit. The community centre has leased offices in this manner for the last 5 years, as do most community centres across the country, but the centre has not been successful in finding a long term tenant until now. HAFAD is not a commercial organisation they are a registered charity that provide services specifically to the local community and as such will enhance community services offered at the centre. HAFAD receive funding from a number of sources including Hammersmith and Fulham Council. The Council charges a market rent so that HAFAD will not be at an advantage over other charities and organisations that are not in council property. Instead they, and any other organisations, are advised to include an element of rent in their funding applications.

#### **4. Budget for works and housing concerns**

Some respondents were worried that the cost of the works to the community centre would result in cuts to housing services and asked how we could afford to spend money on the centre when enough had been spent already.

The majority of respondents were supportive of the project if it helped the community centre stay open and benefitted the local community.

#### **Council response**

We have ensured that any housing related points raised have been passed onto the housing department. The budget for housing is completely separate to the community centre. The proposed new works will ensure maximum use of the centre, including those areas such as the café and offices which were under-used. It will do this by making the building more accessible and bringing it up to current IT and health and safety standards which will enable the council to lease a section on a long term basis, reducing its running costs. HAFAD's involvement with the community centre and local community would likely result in improvements to the estate because they would look at what improvements might be needed to the local area to make it sufficiently accessible. This could include increased number and quality of lighting, signage, pavement repairs and access routes.

#### **5. Impact of Building works**

Some respondents sought reassurance about building noise and disruption on the estate and the possibility of works overrunning and rising costs. The point was made that previous works had been disappointing and not proved worthwhile.

The majority of respondents saw any redevelopment for improvement as good for the community, or agreed to the works as long as they were appropriate for disabled users and disruption was kept to a minimum.

#### **Council response**

There will be very little disruption and noise pollution on the estate because the majority of the building work is internal. The building contractors will only operate during working hours and not at weekends. This is a small project compared to the recent regeneration of the estate and we have therefore been able to identify any possible risks and delays and built in time for those in the scheduling. The builders are paid for the work they do, not the time it takes to do the works and they work to an approved set budget, so it is in everyone's interest to complete the project on schedule.

Before the works begin the Council will enter into an agreement with HAFAD which will contract them to relocate following completion, ensuring full use will be made of the resulting building redevelopment.

## **6. Community Centre attendance**

The majority of respondents were regular centre users. Suggestions for services at the community centre included, arts, playgroups, spiritual healing, older persons exercise, IT, ESOL, disabled keep fit and IT. Respondents stated that better communication, lower prices and more variety of events were most important in encouraging them to attend.

### **Council response**

The Council keeps prices low for hall hirers by having a capped hire fee across all community centres. The hall hirers are independent of the Council and are at liberty to charge a rate that they consider reasonable to cover their time, expertise and the hall hire, but they usually keep prices low to ensure activities are affordable. The consultation is useful in identifying what residents are interested in and can be communicated to interested hirers.

The community centre has a mailing list and any consultation respondents who asked to be kept informed of community centre activities have been added to that list and will receive regular timetable updates.

In addition to the current scheduled timetable we are pleased to confirm that the Renaissance Skills centre will be providing free IT, Childcare, Business Administration and Employability skills training in September 2013 and are currently recruiting students.

If you would like to know more about any current or forthcoming activities please contact the community centre direct (contact details below).

## **Consultation Conclusion**

In conclusion the majority of responses were supportive of the proposed changes provided measures were taken to ensure the local community is not negatively impacted. HAFAD are therefore happy to proceed on this basis and are also consulting their service users separately. The next stage will therefore be for the proposals and costs to be considered by Councillors at Cabinet. If they are approved the redevelopment works would not begin until after March 2014.

## **Additional Information**

Consultation communications:

If you have any further queries please email:  
**[cit@lbhf.gov.uk](mailto:cit@lbhf.gov.uk)**

Edward Woods Community Centre communications:

If you have any queries about activities at the community centre please contact:

Email. **[Jacqueline.boyce@lbhf.gov.uk](mailto:Jacqueline.boyce@lbhf.gov.uk)**

Tel. **020 7603 2324**

## Edward Woods Community Centre Consultation: Full Report

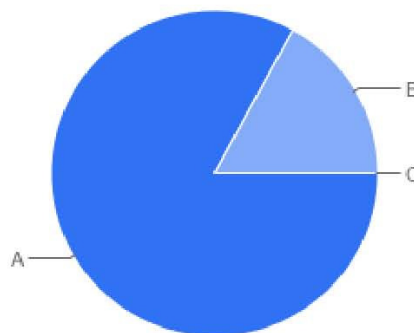
### Overview

From **29/04/2013** to **22/05/2013**, London Borough of Hammersmith and Fulham ran a consultation entitled '*Edward Woods Community Centre Consultation*'. This report covers the online element of the consultation process, which was run from <http://www.citizenspace.com/lbhf/adult-social-care/ewcc>

### Views on proposed changes

**Question 1: The council considers that it is important for the community centre to be as self sufficient as possible. It hopes the proposed plans will help the centre better cover its running costs (with rental income from HAFAD) rather than be a cost to local tax payers. It will help secure the future of the centre. Do you agree with this approach?**

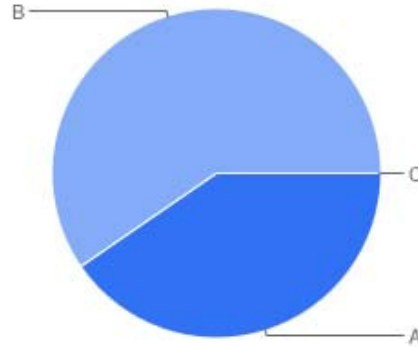
Table of "Agree with Self Sufficient approach"



Key	Option	Total	Percent of All
A	Yes	39	82.98%
B	No	8	17.02%
C	Not Answered	0	0%

**Question 2: The council considers the centre an asset to the local community and the proposed plans therefore seek to keep the current community activity space and related services. Do you have any concerns about the impact of these proposals on community centre services?**

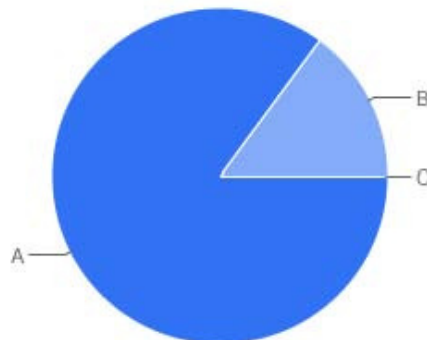
**Table of "Concerns about impact on community services yes / no"**



Key	Option	Total	Percent of All
A	Yes	19	40.43%
B	No	28	59.57%
C	Not Answered	0	0%

**Question 3: HAFAD (Hammersmith & Fulham Action on Disability) are a well-established organisation with a track record of working well within close proximity of residential housing and businesses (they are currently based in a quiet residential street). They are keen to work with the community centre and local residents to provide services and opportunities to local people. The council therefore consider them an appropriate long term tenant for the centre. Do you agree?**

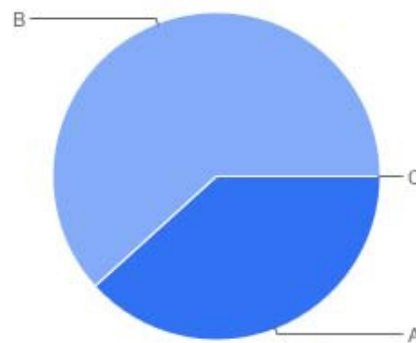
**Table of "Agree HAFAD suitable long term tenant?"**



Key	Option	Total	Percent of All
A	Yes	40	85.11%
B	No	7	14.89%
C	Not Answered	0	0%

**Question 4: If the project goes ahead, the building work will take place from late spring to early autumn 2014. The majority of the works are internal and there will be minimum noise and work vehicles. The council will close the centre in sections to allow for least disruption. Do you have any particular concerns about the impact of these works?**

Table of "Concerns about impact of works yes / no"



Key	Option	Total	Percent of All
A	Yes	18	38.30%
B	No	29	61.70%
C	Not Answered	0	0%

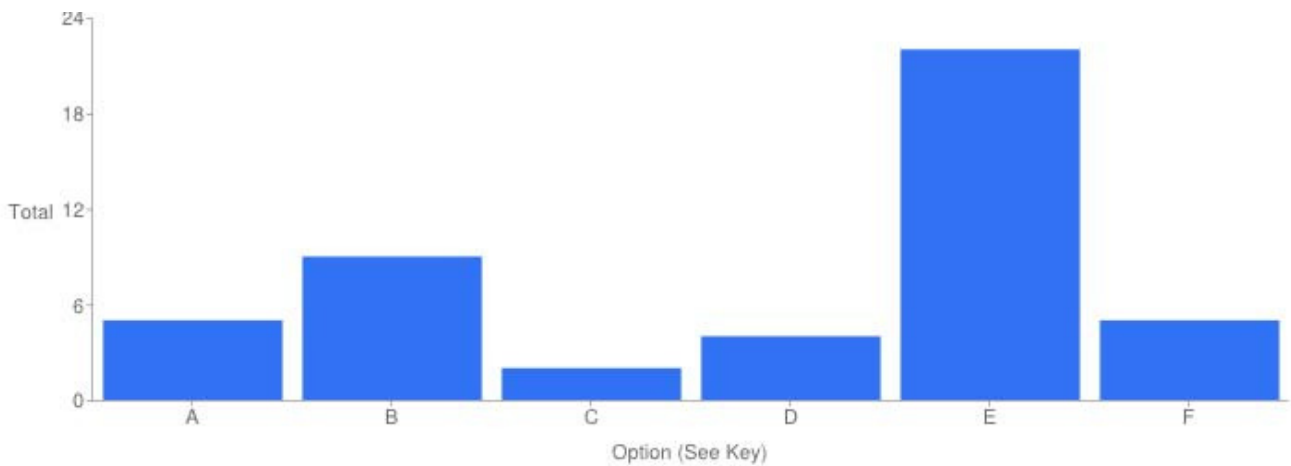
**Question 5: Do you have any further comments or suggestions?**

Responses captured in 'Response from the Council to queries or concerns raised' on pages 2 – 5 of this report.



## About You

**Question 6: How often do you use the community centre? Please tick only one answer Table of "How often use centre"**



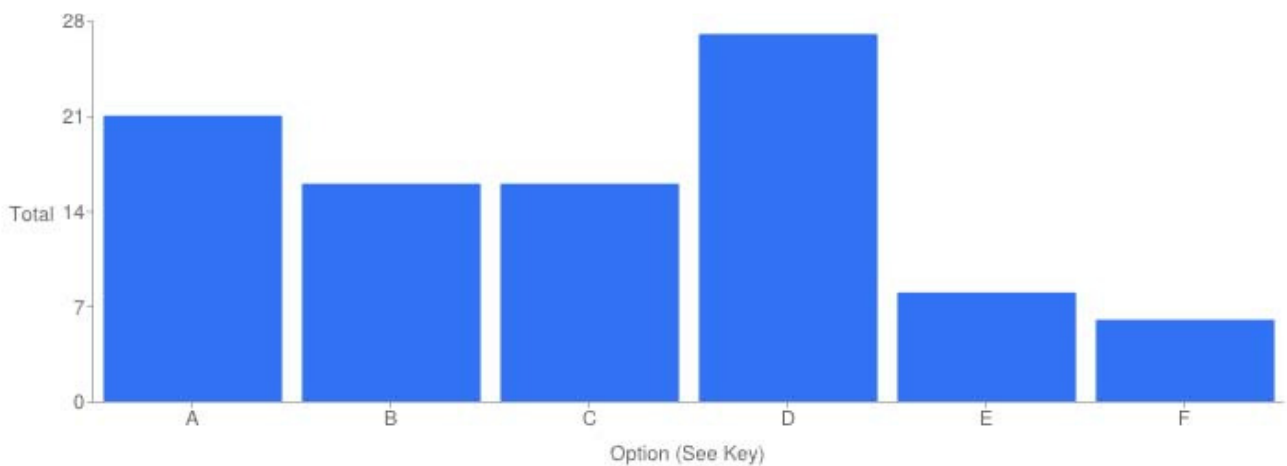
Key	Option	Total	Percent of All
A	Never	5	10.64%
B	1 - 4 times per year	9	19.15%
C	5 - 10 times per year	2	4.255%
D	monthly	4	8.511%
E	weekly	22	46.81%
F	Not Answered	5	10.64%

**Question 7: Are there any specific events / services you would like to see at the centre?**

Responses are captured on page 5 point 6 of this report.

**Question 8: What would encourage you to use the centre more? Please tick all that apply**

**Table of "What would encourage you to use the centre more?"**



Key	Option	Total	Percent of All
<b>A</b>	Better communication about what is on	21	44.68%
<b>B</b>	Lower prices	16	34.04%
<b>C</b>	Events on at more convenient times	16	34.04%
<b>D</b>	More variety of events	27	57.45%
<b>E</b>	Other	8	17.02%
<b>F</b>	Not Answered	6	12.77%