



# OVERVIEW AND SCRUTINY COMMITTEE

**Monday, 20th July, 2015**

**7.00 pm**

**Town Hall, Watford**

**Publication date: 9 July 2015**

**CONTACT**

If you require further information or you would like a copy of this agenda in another format, e.g. large print, please contact Sandra Hancock in Democracy and Governance on 01923 278377 or by email to [legalanddemocratic@watford.gov.uk](mailto:legalanddemocratic@watford.gov.uk) .

Welcome to this meeting. We hope you find these notes useful.

## **ACCESS**

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Visitors may park in the staff car park after 4.00 p.m. and before 7.00 a.m. This is a Pay and Display car park; the current charge is £1.50 per visit.

The Committee Rooms are on the first floor of the Town Hall and a lift is available. Induction loops are available in the Committee Rooms and the Council Chamber.

## **FIRE/EMERGENCY INSTRUCTIONS**

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- Do not use the lifts
- Do not stop to collect personal belongings
- Go to the assembly point at the Pond and wait for further instructions
- Do not re-enter the building until authorised to do so.

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## **FILMING / PHOTOGRAPHY / RECORDING / REPORTING**

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# COMMITTEE MEMBERSHIP

Councillor K Collett (Chair)

Councillor J Dhindsa (Vice-Chair)

Councillors K Crout, K Hastrick, A Joynes, A Khan, A Rindl, L Topping and D Walford

## AGENDA

### PART A - OPEN TO THE PUBLIC

**1. APOLOGIES FOR ABSENCE/COMMITTEE MEMBERSHIP**

**2. DISCLOSURE OF INTERESTS (IF ANY)**

**3. MINUTES**

The minutes of the meeting held on 18 June 2015 to be submitted and signed.

Copies of the minutes of this meeting are usually available seven working days following the meeting.

*(All minutes are available on the Council's [website](#).)*

**4. HOUSING UPDATE**

To receive an update from the Head of Community & Customer Services and the Interim Housing Section Head regarding housing.

**5. OUTSTANDING ACTIONS AND QUESTIONS (Pages 7 - 10)**

The Scrutiny Committee is asked to review the outstanding actions and questions from previous meetings. The Committee and Scrutiny Officer will provide any further updates following the publication of the agenda.

**6. EXECUTIVE DECISION PROGRESS REPORT (Pages 11 - 14)**

The Scrutiny Committee is asked to review the latest edition of the Executive Decision Progress Report and consider whether any further information is required.

**7. HERTFORDSHIRE COUNTY COUNCIL'S HEALTH SCRUTINY COMMITTEE**

Councillor Hastrick, the Council's appointed representative to the County Council's Health Scrutiny Committee to provide an update.

## **Scrutiny Panels and Task Groups**

### **8. BUDGET PANEL**

Since the last Overview and Scrutiny Committee, Budget Panel has met on the following occasion –

- 7 July 2015

The minutes are available on the Council's website –  
[www.watford.gov.uk/budgetscrutiny](http://www.watford.gov.uk/budgetscrutiny)

The Chair of Budget Panel to provide an update to the Scrutiny Committee.

### **9. OUTSOURCED SERVICES SCRUTINY PANEL**

Since the last Overview and Scrutiny Committee, Outsourced Services Scrutiny Panel met on the following occasion –

- 6 July 2015

The minutes are available on the Council's website -  
<http://watford.moderngov.co.uk/ieListMeetings.aspx?Committeeld=223>

The Chair of Outsourced Services Scrutiny Panel to provide an update to the Scrutiny Committee.

### **10. COMMUNITY SAFETY PARTNERSHIP TASK GROUP**

The Community Safety Task Group first meeting is due to take place in September.

Previous minutes are available on the Council's website -  
<http://watford.moderngov.co.uk/ieListMeetings.aspx?Committeeld=209>

### **11. SCRUTINY PROPOSAL - MANAGEMENT OF CONSERVATION AREAS (Pages 15 - 24)**

The Scrutiny Committee to consider a scrutiny proposal and whether to establish a Task Group.

### **12. VOLUNTARY SECTOR AND COMMISSIONING FRAMEWORK (COMMUNITY CENTRES) TASK GROUP - FINAL REPORT (Pages 25 - 86)**

The Scrutiny Committee is asked to review the recommendations contained in the Task Group's final report.

### **13. DATES OF NEXT MEETINGS**

- Wednesday 29 July 2015 (for call-in only)
- Thursday 24 September 2015
- Thursday 22 October 2015 (for call-in only)



## Overview and Scrutiny Committee - Outstanding Actions and questions

Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer	
<b>Outstanding Actions and Questions</b>					
Contact the Managing Director and ask whether the IT update has been forwarded to Councillors and if not ask if it can be forwarded.	Committee and Scrutiny Officer	18 June 2015	20 July 2015		
<b>Performance Report</b>					
PI 39	<p><u>CCS12 – Complaints resolved at Stage 1 and CCS13 – complaints resolved within 10 days</u></p> <p>The Scrutiny Committee to be provided with details of the 15 unresolved complaints, including which services they related to.</p> <p>Detailed response to be circulated as soon as the information can be downloaded.</p> <p>(For 2014/15 these are now indicators CS13 and CS14 respectively)</p> <p>Provide Members with details of the reasons for the most recent unresolved complaints at stage 1.</p>	Partnerships and Performance Section Head	<p>6 March 2014</p> <p>25 June 2014</p> <p>17 September 2014</p>	<p>June 2014</p> <p>As soon as available</p> <p>As soon as available</p>	<p>Of the 15 unresolved 14 were Revenues and Benefits and 1 was Planning.</p> <p>Not available (February 2015)</p>

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PI 46	<p><u>CS3 – affordable homes on identified sites and CS5</u></p> <p>Report to be presented at a future meeting to discuss the development of social housing and HomeLet. Richard Harrington MP to be invited.</p>	Committee and Scrutiny Officer / Interim Housing Section Head	18 June 2015		The Committee and Scrutiny Officer has contacted the Interim Housing Section Head, a date has yet to be agreed.
PI 47	<p><u>CS4 – Number of households living in temporary accommodation</u></p> <p>Following information to be provided to Members –</p> <ol style="list-style-type: none"> <li>1. Number of people provided temporary accommodation outside the Borough.</li> <li>2. How many hotels are used by the Council?</li> <li>3. Comparable information with other towns.</li> </ol>	Interim Housing Section Head	18 June 2015	20 July 2015	The Committee and Scrutiny Officer has contacted the Interim Housing Section Head for the information.
PI 48	Provide trends for indicators over a period of 10 years.	Partnerships and Performance Section Head	18 June 2015	September 2015	



Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer	
<b>Executive Decision Progress Report</b>					
ED 6	Officers to be asked if they monitored the cumulative effect of agreed schemes on Watford.	Committee and Scrutiny Officer	17 September 2014	31 October 2014	The Managing Director and Head of Regeneration and Development have been contacted regarding this enquiry.
ED 7	The Scrutiny Committee to be provided with the 2 reports to Cabinet (in December 2014 and January 2015) on Wifi connectivity.  Forward the link to the new Members of the Scrutiny Committee	Committee and Scrutiny Officer	5 March 2015  18 June 2015	15 April 2015  20 July 2015	On 9 April the Committee and Scrutiny Officer emailed the Scrutiny Committee the links to the Cabinet reports on the website.  Sent to the Scrutiny Committee on 1 July 2015, including the link to the Mayor's decision on 1 May.
ED 8	Find out which bowls club is referred to in the Cabinet report for July 2015.	Committee and Scrutiny Officer	18 June 2015	20 July 2015	This was the Indoor Bowls Club at Woodside.  The report has been deferred to a later date.
ED 9	What Member involvement has there been in the development of the Economic Development Strategy?	Committee and Scrutiny Officer	18 June 2015	20 July 2015	The Committee and Scrutiny Officer emailed the Economic Development Manager on 1 July.
<b>Voluntary and Community Sector Commissioning Framework (Community Centres) Task Group</b>					
VCF <sup>2</sup> 4	The final report to be included at the next meeting	Committee and Scrutiny Officer	18 June 2015	20 July 2015	

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
<b>HCC Health Scrutiny Committee</b>					
HSC 4	Circulate the link to the Health Scrutiny Committee held on 18 June. (West Herts Strategic Review)	Committee and Scrutiny Officer	18 June 2015	20 July 2015	Link emailed to the Scrutiny Committee on 1 July.
<b>Community Safety Partnership Task Group Update</b>					
CSP 8	Forward all Members dates and times of the Anti Social Behaviour Advisory Group	Committee and Scrutiny Officer	18 June 2015	20 July 2015	The Committee and Scrutiny Officer emailed officers on 1 July 2015
<b>Controlled Parking Zone Policies Task Group</b>					
CPZ 2	<u>Recommendation 8</u> Contact the Transport and Infrastructure Section Head regarding the wording 'under 16' and check if it has phrased correctly.	Committee and Scrutiny Officer	18 June 2015	20 July 2015	The Committee and Scrutiny Officer contacted the Transport and Infrastructure Section Head and has asked him to provide an update at the November review meeting.
CPZ 3	Review update to be added to work programme for November	Committee and Scrutiny Officer	18 June 2015	20 July 2015	Added
<b>Work Programme</b>					
WP 21	Work programme to be updated	Committee and Scrutiny Officer	18 June 2015	20 July 2015	Updated.

# Watford Borough Council

## Executive Decision Progress Report

### May 2015 – May 2016

Contact Officer: Sandra Hancock  
Committee and Scrutiny Officer

Telephone: 01923 278377

Email: [legalanddemocratic@watford.gov.uk](mailto:legalanddemocratic@watford.gov.uk)

All officer decisions are available on - <http://watford.moderngov.co.uk/mgListOfficerDecisions.aspx?bcr=1&BAM=0>. Only Officer key decisions are shown below.

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Award contract for provision of CMS technology to support delivery of a new website	Community and Customer Services	Head of Community and Customer Services	1 July 2015	<p><b>New</b></p> <p>Key decision</p> <p>In accordance with the Access to Information Procedure Rule 15 the Chair of Overview and Scrutiny Committee was notified that the decision was to be taken by Head of Community and Customer Services on 1 July.</p> <p>Agreed by Head of Community and Customer Services on 1 July 2015</p> <p>Call-in deadline 9 July</p>
Croxley Rail Link	Managing Director	Cabinet	July 2015	<p>Key decision</p> <p>Due to be considered by Cabinet on 13 July 2015.</p>
Sutton, Gade and Church car park variation	Regeneration and Development	Cabinet	July 2015	<p>Key decision</p> <p>Due to be considered by Cabinet on 13 July 2015</p>

<b>Decision</b>	<b>Department</b>	<b>Decision maker</b>	<b>Date Key Decision to be taken (as shown on the Notice of Executive Decisions)</b>	<b>Status</b>
Approval of strategy for Watford Business Park	Regeneration and Development	Cabinet	July 2015	<b>New</b> Key decision and Part B (commercially sensitive information) Due to be considered by Cabinet on 13 July 2015
Financial Outturn for 2014/15	Director of Finance	Cabinet	July 2015	<b>New</b> Key decision Due to be considered by Cabinet on 13 July 2015 (following consideration by Budget Panel on 7 July)
Watford Health Campus – to approve the revised business plan for the LABV	Managing Director	Cabinet	July 2015	<b>New</b> Key decision Due to be considered by Cabinet on 13 July 2015
Approval of Economic Development Strategy	Regeneration and Development	Cabinet	July 2015	<b>Amended</b> Key decision Originally due to be considered by Cabinet on 13 July 2015 Report deferred to September

Decision	Department	Decision maker	Date Key Decision to be taken (as shown on the Notice of Executive Decisions)	Status
Approval of Commissioning Framework	Corporate Strategy and Client Services	Cabinet	September 2015	Key decision Due to be considered by Cabinet on 7 September 2015
Renegotiation of bowls club lease	Regeneration and Development	Cabinet	July 2015	<b>Amended</b> Key decision and Part B (commercially sensitive information) Originally due to be considered by Cabinet on 13 July 2015 Report deferred to a later date.
Revenues and Benefits write-offs	Revenues and Benefits	Cabinet	July 2015	<b>Amended</b> Non-key decision Originally due to be considered by Cabinet on 13 July 2015 Withdrawn

## PART A

**Report to:** Overview and Scrutiny Committee

**Date of meeting:** 20 July 2015

**Report of:** Committee and Scrutiny Officer

**Title:** Scrutiny Proposal – Management of Conservation Areas

### 1.0 **SUMMARY**

1.1 This report provides the Scrutiny Committee with details of a suggestion for a Scrutiny Task Group.

### 2.0 **RECOMMENDATION**

2.1 That Overview and Scrutiny Committee considers the scrutiny proposal, submitted by Councillor Rabi Martins, attached at Appendix 1 and whether to establish a Task Group.

2.2 That, if the scrutiny suggestion is agreed, Overview and Scrutiny Committee delegates to the Head of Democracy and Governance, in consultation with the Chair of Overview and Scrutiny Committee the appointment of Councillors to the Task Group.

#### **Contact Officer:**

For further information on this report please contact: Sandra Hancock,  
Committee and Scrutiny Officer  
telephone extension: 8377 email: [legalanddemocratic@watford.gov.uk](mailto:legalanddemocratic@watford.gov.uk)

#### **Report approved by:**

### 3.0 **DETAILED PROPOSAL**

3.1 In May 2015 Councillor Rabi Martins submitted a scrutiny proposal form requesting the review of the town's conservation areas.

3.2 In accordance with normal practice the proposal was submitted to the relevant Head of Service for their views. The Head of Regeneration and Development in turn forwarded the proposal to the Planning Policy team for their comments.

3.3 The Senior Planner (Design and Conservation) responded and suggested that many aspects of the original proposal were already in place.

3.4 It was then suggested that a meeting be arranged to discuss the suggestion and to see if there were any aspects that could be developed into a review.

- 3.5 Councillor Martins, the Head of Regeneration and Development, the Senior Planner (Design and Conservation) and the Committee and Scrutiny Officer met on 29 June to review the suggestion. The updated proposal is attached as Appendix 1.
- 3.6 The Scrutiny Committee is asked to consider the attached proposal and decide whether to establish a Task Group.
- 3.7 If the Scrutiny Committee agrees to establish a Task Group, Members are asked to delegate the appointment of Members to the Head of Democracy and Governance in consultation with the Chair of the Overview and Scrutiny Committee.
- 3.8 The Committee and Scrutiny Officer will email all non-Executive Councillors advising them of the proposed Task Group and asking them to inform her if they are interested in taking part. The names will be forwarded to the Head of Democracy and Governance and Chair for the final decision.

#### 4.0 **IMPLICATIONS**

##### 4.1 **Financial**

- 4.1.1 *The Shared Director of Finance states that there are no financial implications contained in the attached proposals at this stage.*

##### 4.2 **Legal Issues** (Monitoring Officer)

- 4.2.1 *The Head of Democracy and Governance comments that there are no legal implications in this report.*

#### Appendix

Appendix 1 – Scrutiny Proposal from Councillor Rabi Martins

#### Background Papers

None

#### File Reference

None



## **Selection of topics and issues for scrutiny by councillors, officers or members of the public**

Anyone wishing to suggest a topic for scrutiny must complete Section 1 of this form.

### 1. Sources

The following are sources of ideas for the work programme:

- Performance indicators, both national and internal.
- Views of Cabinet and Leadership Team especially in relation to policy subjects.
- The Council's surveys, such as the annual residents' survey.
- The Complaints Report which is compiled annually by the Customer Service Centre.
- Service complaints more widely; although individual cases will not be taken up if a large volume of complaints is received about a single issue then it may be appropriate to pursue the topic.
- Reports of external inspections of services.
- The views of the Council's partners.
- Issues picked up by ward councillors in their locality.
- The Council's Forward Plan

### 2. Outcomes

Success indicators could include:

- Having identified local needs;
- Having evaluated alternative ways of working/how a service could improve and making recommendations to the Executive or the Council's partners;
- Having developed an awareness of any contractual, economic, legal or structural constraints on Council's or its partners approach.

### 3. Criteria

To qualify for consideration the topic must meet the following criteria:

- Affect a group or community of people. Scrutiny will not normally look at individual service complaints.
- Relate to a service, event or issue in which Watford Borough Council has a significant stake.
- Not be an issue that Scrutiny has covered during the last year.
- Not be a planning or licensing issue, or any other matter dealt with by another council committee.
- To match one or more of the Council's current priorities.
- To be feasible and able to be completed within the timescale projected for the work.
- There must be availability within the relevant department/service to support the review.
- Be a topic that members wish to scrutinise.

On completion please return to Sandra Hancock, Committee and Scrutiny Officer

By email – [sandra.hancock@watford.gov.uk](mailto:sandra.hancock@watford.gov.uk)

By post – Democracy and Governance, Watford Borough Council, Town Hall, Watford, WD17 3EX

**Suggestions for topics to be scrutinised – evaluation table**

A Member, Officer or member of the public suggesting a topic for scrutiny must complete Section1 as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

<b>Section 1 – Scrutiny Suggestion</b>	
<b>Proposer: Councillor/Officer/Member of public Cllr Rabi Martins</b>	
<p><b>Topic recommended for scrutiny:</b></p> <p><i>Please include as much detail as is available about the specific such as;</i></p> <ul style="list-style-type: none"> <li>• <i>areas which should be <u>included</u> in the review.</i></li> <li>• <i>areas which should be <u>excluded</u> from the review.</i></li> <li>• <i>Whether the focus should be on past performance, future policy or both.</i></li> </ul>	<p align="center"><i>Give details</i></p> <p>Management of Conservation Areas in the Town</p> <ul style="list-style-type: none"> <li>• Review the effectiveness of the Watford Conservation Areas Management Plan.</li> </ul>
<p><b>Why have you recommended this topic for scrutiny?</b></p>	<p>The issue has been brought to the attention of ward councillors by the Estcourt Road Residents Association because Estcourt Road is in a Conservation Area and according to them a number of houses in the area have replaced windows, allowed front garden walls to fall into disrepair, built extensions etc.</p>

**What are the specific outcomes you wish to see from the review?**

*Examples might include:*

- *To identify what is being done and what the potential barriers are;*
- *To review relevant performance indicators;*
- *To compare our policies with those of a similar authority;*
- *To assess the environmental/social impacts;*
- *To Benchmark current service provision;*
- *To find out community perceptions and experience;*
- *To identify the gap between provision and need*

*Give details*

1. To understand how the Watford Conservation Areas Management Plan is being implemented and the implications this has on the ground, including:
  - Recent reviews of conservation areas and targeted planning enforcement;
  - Publicity for conservation areas i.e. how residents and other stakeholders are made aware of areas that are designated as conservation areas and the implications of that;
  - Ongoing review of conservation areas.

<p><b>How do you think evidence might be obtained?</b></p> <p><i>Examples might include</i></p> <ul style="list-style-type: none"> <li>• Questionnaires/Surveys</li> <li>• Site visits</li> <li>• Interviewing witnesses</li> <li>• Research</li> <li>• Performance data</li> <li>• Public hearings</li> <li>• Comparisons with other local authorities</li> </ul>	<p style="text-align: center;"><i>Give details</i></p> <ol style="list-style-type: none"> <li>a. Conservation Area Character Appraisals;</li> <li>b. Conservation Areas Management Plan;</li> <li>c. Examples of enforcement action;</li> <li>d. Results of revision consultations;</li> <li>e. Additional comments relating to a Conservation Area article in About Watford;</li> <li>f. Input from Ward Councillors;</li> <li>g. Input from Residents Association's in Conservation areas.</li> </ol>
<p><b>Does the proposed item meet the following criteria?</b></p>	
<p>It must affect a group or community of people</p>	<p style="text-align: center;"><i>Give details</i></p> <p>Yes – those people living and working in conservation areas.</p>
<p>It must relate to a service, event or issue in which the council has a significant stake</p>	<p>The character of a town is shaped by its buildings and people.</p> <p>The council has a major role in promoting and protecting the Borough's heritage, through its planning function, property management and leisure services.</p> <p>The council recognises its responsibility to maintain its character as evidenced by its designation of selected areas as Conservation areas and a locally listed buildings register.</p>

<p>It must not have been a topic of scrutiny within the last 12 months</p> <p><i>There will be exceptions to this arising from notified changing circumstances. Scrutiny will also maintain an interest in the progress of recommendations and issues arising from past reports.</i></p>	<p>No similar topic has been considered by scrutiny in the past 5 years or more.</p>
<p>It must not be an issue, such as planning or licensing, which is dealt with by another council committee</p>	<p>It is not an issue specifically dealt with by any other council committee.</p>
<p><b>Does the topic meet the council's priorities?</b></p>	<ol style="list-style-type: none"> <li>1. Making Watford a better place to live in</li> <li>2. To provide the lead for Watford's sustainable economic growth</li> <li>3. Promoting an active, cohesive and well informed Town</li> <li>4. To operate the Council efficiently and effectively</li> </ol> <p style="text-align: center;"><i>Please confirm which ones</i> <b>Yes – 1 and 3 above</b></p>

<p><b>Are you aware of any limitations of time, other constraints or risks which need to be taken into account?</b></p> <p><i>Factors to consider are:</i></p> <ul style="list-style-type: none"> <li>• <i>forthcoming milestones, demands on the relevant service area and member availability:</i></li> <li>• <i>imminent policy changes either locally, regionally or nationally within the area under review.</i></li> </ul>	<p style="text-align: right;">Include details</p> <p>YES</p> <p>The consultation on Conservation Area Appraisals won't take place until October.</p> <p>The Senior Planning (Conservation and Urban Design) is leaving the authority at the end of August. This is likely to be a post that is difficult to fill. Officer resources to service the O&amp;S review are therefore likely to be limited and this work could impact on other projects such as Local Plan 2.</p>
<p><b>Does the topic involve a Council partner or other outside body?</b></p>	<p>Not directly</p>

<p>Are there likely to be any Equality implications which will need to be considered?</p> <p><i>Protected characteristics under the Equality Act 2010 are:</i></p> <ul style="list-style-type: none"> <li>• <i>Age</i></li> <li>• <i>Disability</i></li> <li>• <i>Gender reassignment</i></li> <li>• <i>Pregnancy or maternity</i></li> <li>• <i>Race</i></li> <li>• <i>Religion or belief</i></li> <li>• <i>Sex</i></li> <li>• <i>Sexual orientation</i></li> <li>• <i>Marriage or civil partnership (only in respect of the requirement to have due regard to the need to eliminate discrimination)</i></li> </ul>	<p style="text-align: right;"><i>Give details</i></p> <p>N/A</p>
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<p><b>Sign off</b>  <i>(It is expected that any Councillor proposing a topic agreed by Overview and Scrutiny Committee will participate in the Task Group)</i></p>	
<p><b>Councillor/Officer</b></p> <p><i>RMartins</i></p>	<p><b>Date</b></p> <p><b>18<sup>th</sup> May 2015</b></p>





**VOLUNTARY SECTOR  
COMMISSIONING FRAMEWORK  
(COMMUNITY CENTRES)  
TASK GROUP**

**REVIEW OF COMMUNITY CENTRES  
FUNDED BY WATFORD BOROUGH  
COUNCIL**

**JUNE 2015**



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## **BACKGROUND INFORMATION**

### **Overview**

The Voluntary Sector Commissioning Framework (Community Centres) Task Group has been set up to review community centres as part of a larger review of the Voluntary Sector Commissioning Framework. The Task Group met on two occasions in May 2015 and produced recommendations regarding the community centres. The recommendations are listed on page 6.

### **Background**

The Portfolio Holders and Heads of Service meeting on 2 February 2015 agreed officers' suggestion that they ask scrutiny to set up a cross party Task Group to review community centres prior to the draft Voluntary Sector Commissioning Framework being prepared for implementation in 2016-2019. At Overview and Scrutiny Committee on 5 March 2015 it was agreed that the Task Group would be established. The Task Group was asked to form a view on the community centre priority to inform the overall review of the Commissioning Framework.

All the priorities of the current Commissioning Framework are to be reviewed by officers, however it was considered that the funding of community centres was a particularly complex area and therefore would benefit from being treated as a separate work stream with input from Members.

### **Remit of the Task Group**

The remit of the Task Group covers the continued outsourcing arrangements of five community centres which have previously been managed by the Council (Centrepoint, Holywell, Leavesden Green, Meriden, Orbital) plus one additional centre which receives funding from the Council (West Watford Community Association).

Other priorities delivered under the Commissioning Framework are not part of the Task Group's remit. These are infrastructure support to the voluntary sector, arts and culture, advice services and services to enable people with a physical mobility problem to access the town centre.

## RECOMMENDATIONS

***The Voluntary Sector Commissioning Framework (Community Centres) Task Group propose the following recommendations in relation to the six community centres currently funded by Watford Borough Council (Centrepoint, Holywell, Leavesden Green, Meriden, Orbital and West Watford Community Association):***

1. That the Council continues to support the six community centres on the basis that they are all located in areas with evidence of deprivation.
2. That all six community centres be required to forward a copy of their updated business plan to the appropriate Council officers by September 2015.
3. That all six community centres be commissioned to support the needs of their individual communities and foster a sense of community spirit and cohesion. In addition they should seek opportunities to focus activities at the centre around addressing one or more of the following issues according to local need and demographic information:
  - 3.1. Public health with a focus on mental health and wellbeing.
  - 3.2. Support and skills building towards gaining employment.
  - 3.3. Youth focused activities.
  - 3.4. Activities for older people.
  - 3.5. Support with budget and debt issues.
  - 3.6. Activities for people with disabilities.
4. That all six community centres increase their marketing and publicity activity with the Head of Corporate Strategy & Client Services requesting the Communications & Engagement Section Head identify what level of service could be provided by the team within current resources to support the marketing of the six community centres activity. Particular focus to be placed on the Council's current communication resources e.g. About Watford, social media opportunities and the setting up of a contact/link person.

***The Voluntary Sector Commissioning Framework (Community Centres) Task Group propose the following recommendations in relation to individual community centres:***

5. **Centrepoint Community Centre:** That the Council continues to manage the centre on an interim basis within a budget envelope of £69k whilst further discussions take place with regard to the future of the centre, allowing for the following:
  - 5.1. Any impact from the Property Review to be considered.
  - 5.2. The outcomes from the Watford Community Housing Trust's Community Options Study to be considered.

5.3. Partnership opportunities around future management of the building to be explored.

5.4. A separate detailed review of Centrepoint Community Centre to be undertaken.

6. **Holywell Community Centre:** That the Council continues to fund the centre for three years to provide stability, allowing for any opportunities arising from the Sports Facility Strategy to be considered and enable Watford and Three Rivers Trust to maximise income potential through the hall hire for the following proposed activities:

6.1. Charitable fundraising events.

6.2. Business events and conferences .

6.3. Private hires including wedding receptions.

6.4. Health and wellbeing activities that target evidenced health issues in local area.

7. **Leavesden Green Community Centre:** That the Council continues to fund the centre for two years up to April 2017. Watford Community Housing Trust subsequently continuing their long lease (99 years) on the condition they use the building for community activities with such a commitment embedded into the lease as a Community Use Agreement.

That Watford Community Housing Trust market activities at the centre to both Watford Community Housing Trust residents and the wider community.

8. **Meriden Community Centre:** That the Council continues to fund the centre for three years whilst redevelopment of the site is completed and that the Watford Football Sports and Education Trust (WFC Trust) be required to submit a comprehensive business plan with evidence of moving towards becoming self-sustaining from April 2019.
9. **Orbital Community Centre:** That the Council continues to fund the centre for three years to provide stability, enabling the YMCA to consider redevelopment and funding opportunities that will help them to become self sustaining.

That the centre explore community development opportunities with the influx of new residents as a result of the new Watford Community Housing Trust housing development and proactively engage with the new community residing at Lincoln Court.

10. **West Watford Community Association:** That the Council continues to fund the centre for three years whilst WWCA explore opportunities for income generation and future alternative premises/partnerships.

## SUMMARY OF MEETINGS

### Task Group Membership

#### Members - Task Group

Councillor Rabi Martins	Chair of the Task Group and Councillor for Central Ward
Councillor Karen Collett	Councillor for Woodside Ward
Councillor Kareen Hastrick	Councillor for Meriden Ward
Councillor Anne Joynes	Councillor for Leggatts Ward
Councillor Binita Mehta	Councillor for Park Ward

#### Other Members attending

Councillor Jackie Connal	Councillor for Holywell Ward
Councillor Tony Rogers	Councillor for Woodside Ward
Councillor Linda Topping	Councillor for Nascot Ward
Councillor Seamus Williams	Councillor for Callowland Ward

#### Officer Support

Lesley Palumbo	Head of Corporate Strategy & Client Services
Prema Mani	Corporate, Leisure and Community Section Head
Sandra Hancock	Committee and Scrutiny Officer
Rob Cowan	Committee and Scrutiny Support Officer

#### Meetings

7.30pm	Tuesday 12 May 2015	<i>Committee Room 1, Watford Town Hall</i>
6.30pm	Tuesday 26 May 2015	<i>Committee Room 1, Watford Town Hall</i>

### First Meeting - 12 May 2015

Councillor Rabi Martins was elected Chair.

Members considered the remit and objective of the Task Group and discussed each of the centres in turn.

It was noted that the focus of the review was not cutting funding or disposing of centres but rather to consider how they were progressing and what was the best way forward. The focus was on making the centres more independent. It was highlighted that all the centres were different. Each centre was at different stages of becoming self-sufficient and each had their own needs and limitations, serving different types of communities.

It was agreed that officers should provide Members with information regarding the range of activities offered by each centre, as well as marketing and promotion information and profiles of the centres users where possible.

Members were provided with contact information for the centres and encouraged to make arrangements to visit or speak to community centre staff.



Officers agreed to liaise with community centre management teams regarding the potential opportunities for working with external groups for example mental health charities and education providers.

The minutes for this meeting can be found in Appendix 7 to this report

### **Second Meeting - 26 May 2015**

Officers informed Members that, following the Task Group meeting of 12<sup>th</sup> May 2015, officers had taken on board Members' comments which had helped officers to crystallise their thoughts regarding the community centres and had informed the structure of the recommendations.

There was discussion amongst Members regarding the following:

- Whether deprivation was still a relevant factor in deciding to continue to fund community centres.
- The importance of different organisations and groups working together.
- The need for greater public awareness of what Community Centres provided.
- Whether marketing and advertising should be carried out by the Council's communication team or the community centres themselves, and how such arrangements would be funded.

Officers provided Members with draft recommendations for each specific centre which Members agreed with a small number of additional elements. Members outlined a number of recommendations for all Centres. These were continuing to support community centres on the basis that they were located in deprived areas, requiring centres to provide business plans by September 2015, improving marketing and advertising, and requiring centres to promote one or more the following (depending on the needs of the centre's demographic)

- Public health with a focus on mental health and wellbeing
- Support and skills building towards gaining employment
- Youth focused activities
- Activities for older people
- Support with budget and debt issues
- Activities for people with disabilities

The minutes for this meeting can be found in Appendix 8 to this report

## APPENDICES

<i>1 - Task Group scope</i>	<i>Page 11</i>
<i>2 - Officer's initial report to Members</i>	<i>Page 18</i>
<i>3 - Officer's second report to Members</i>	<i>Page 34</i>
<i>4 - Profile of Users</i>	<i>Page 37</i>
<i>5 - Activities Table</i>	<i>Page 38</i>
<i>6 - Ward Councillor Comments</i>	<i>Page 48</i>
<i>7 – Minutes of meeting on 12 May 2015</i>	<i>Page 50</i>
<i>8 – Minutes of meeting on 23 May 2015</i>	<i>Page 56</i>

**Commissioning Framework – Community Centres  
Scope**

**Section 1 – Scrutiny Suggestion**

**Proposer: Prema Mani – Corporate, Leisure & Community Section Head**

**Topic recommended for scrutiny:**

*Please include as much detail as is available about the specific such as;*

- *areas which should be included in the review.*
- *areas which should be excluded from the review.*
- *Whether the focus should be on past performance, future policy or both.*

To review community centres as part of the overall review of the Voluntary Sector Commissioning Framework and in preparation for the next framework from April 2016 – March 2019.

A briefing will be presented to the task group providing information relating to:

- the outsourcing arrangements for the five community centres previously managed by the council
- details of the funding arrangements with the five community centres and the inclusion of a sixth centre
- a performance assessment of the current funded community centres
- details of other community centres in Watford
- an options analysis

Areas excluded from the review

The areas which will be excluded from the review are the other current priorities delivered under the Commissioning Framework 2013-16. These are:

- infrastructure support to the voluntary sector
- arts and culture
- advice services
- service to enable people with a physical mobility problem to access the town centre

	<ul style="list-style-type: none"> <li>- sport</li> <li>- Small Grants Fund</li> </ul> <p>The Task Group are asked to consider particular issues relating to community centres including:</p> <p>Property issues – All six funded community centres are council owned and this generates significant costs to the council for the upkeep of current structural maintenance and future asset management.</p> <p>Additionally there are a number of community centres that are council owned and leased out to voluntary sector organisations which do not receive council grant funding.</p> <p>Income generation and future sustainability – It has been evident that some of the community centres have faced challenges in generating income to become more financially sustainable due to a number of limiting factors including size of the centre, location and level of community engagement.</p> <p>The outcome of the Property Review and identification of development issues.</p>
<p><b>Why have you recommended this topic for scrutiny?</b></p>	<p>The current Commissioning Framework comes to an end in March 2016. All the priorities are being reviewed, however it was considered that the priority for community centres funding is a particularly complex area and therefore would benefit from being treated as a separate workstream.</p> <p>The Portfolio Holders and Heads of Service meeting on 2<sup>nd</sup> February 2015 has approved the submission of a cross party task group to look at this area of the Commissioning Framework review.</p>
<p><b>What are the specific outcomes you wish to see from the review?</b></p>	<p>The task group are asked to consider the evidence presented to form a view on this priority to inform the overall review of the Commissioning Framework.</p>

<b>Does the proposed item meet the following criteria?</b>	
It must affect a group or community of people	Yes a number of voluntary sector organisations and their service users
It must relate to a service, event or issue in which the council has a significant stake	A significant amount of the Council's budget is deployed to enable the voluntary sector to provide services to the community including community centres.
It must not have been a topic of scrutiny within the last 12 months <i>There will be exceptions to this arising from notified changing circumstances. Scrutiny will also maintain an interest in the progress of recommendations and issues arising from past reports.</i>	This has not been a topic of scrutiny within the last 12 months
It must not be an issue, such as planning or licensing, which is dealt with by another council committee	This is not an issue being dealt with by another council committee.

<p><b>Does the topic meet the council's priorities?</b></p>	<ol style="list-style-type: none"> <li><b>1. Making Watford a better place to live in</b></li> <li>2. To provide the lead for Watford's sustainable economic growth</li> <li><b>3. Promoting an active, cohesive and well informed Town</b></li> <li><b>4. To operate the Council efficiently and effectively</b></li> </ol> <p style="text-align: center;"><i>1, 3 and 4</i></p>
<p><b>Are you aware of any limitations of time, other constraints or risks which need to be taken into account?</b></p>	<p>The review needs to be carried out prior to the draft Voluntary Sector Commissioning Framework being prepared for consultation in July/August 2015.</p>
<p><b>Does the topic involve a Council partner or other outside body?</b></p>	<p>The topic is of relevance to organisations currently in receipt of a management fee or grant payment and of interest to the wider voluntary sector community.</p>

<p><b>Are there likely to be any Equality implications which will need to be considered?</b></p> <p><i>Protected characteristics under the Equality Act 2010 are:</i></p> <ul style="list-style-type: none"> <li>• Age</li> <li>• Disability</li> <li>• Gender reassignment</li> <li>• Pregnancy or maternity</li> <li>• Race</li> <li>• Religion or belief</li> <li>• Sex</li> <li>• Sexual orientation</li> <li>• Marriage or civil partnership <i>(only in respect of the requirement to have due regard to the need to eliminate discrimination)</i></li> </ul>	<p>There are likely to be Equality implications and an Equality Impact Analysis will be undertaken as part of the overall review of the current commissioning priorities including community centres.</p>
<p><b>Sign off</b> <i>(It is expected that any Councillor proposing a topic agreed by Overview and Scrutiny Committee will participate in the Task Group)</i></p>	
<p><b>Officer: Prema Mani</b></p>	<p><b>Date</b> <b>16 February 2015</b></p>

## Commissioning Framework (Community Centres)

<b>Section 2</b>	
<b>Consultation with relevant Heads of Service</b>	
<i>It is important to ensure that the relevant service can support a review by providing the necessary documents and attending meetings as necessary. The Head of Service's comments should be obtained before the request to hold a review is put to the Overview and Scrutiny Committee.</i>	
Has the relevant Head of Service been consulted?	Yes
Is there any current or proposed review of service which would affect this suggestion?	This task group will support the review of Community Centres and the development of the Commissioning Framework
Is this a topic which the service department(s) is able to support	Yes this is part of the Corporate Strategy and Client Services Service Plan priorities
When was the last time this service was the subject of a scrutiny review?	2012 as part of the development of the current Commissioning Framework 2013-16



Is the issue something which will be of significant interest to the public and if so, how should this be managed?	A consultation plan is being developed as part of the Commissioning Framework review
Head of Service consulted and when	The Head of Service is the project sponsor and has been involved from the outset

Report to: Scrutiny Task Group  
Date of meeting: 12 May 2015  
Report of: Corporate, Leisure and Community Section Head  
Title: Community Centre Review

## 1.0 **SUMMARY**

1.1 This report provides:

1. Background information on:
  - Six community centres to be included within the scope of the review
  - Current funding arrangements
  - Council lease agreements with non-funded community centres
2. An overview of each of the council funded community centres, the communities they serve and recommendations/options

1.2 This report asks the Task Group to:

1. Consider the information presented on the council funded community centres
2. Provide initial feedback and identify any information required in preparation for the second Task Group meeting.

Contact Officer: Prema Mani, Corporate, Leisure and Community Section Head  
Email: [prema.mani@watford.gov.uk](mailto:prema.mani@watford.gov.uk)  
Tel: 01923 278317

Report approved by: Head of Corporate Strategy & Client Services

## 2.0 BACKGROUND

2.1 This review is to consider the best way forward for the future of six 'council funded' community centres in Watford. Five of these are council-owned: see 2.2 - and one is grant funded by the council and operates from council-owned accommodation – see 2.3.

## 2.2 Council owned community centres

### Historical context

A Best Value report of the council's Community Services, including community centres, was undertaken in 2005. This was to determine the best option for securing the future development and sustainability of the then five council-managed community centres:

- Centrepont located in Central ward (returned to council management April 2014)
- Leavesden Green located in Stanborough ward (now managed by Watford Community Housing Trust)
- Orbital located in Woodside ward (now managed by the YMCA)
- Meriden located in Meriden ward (now managed by Watford Football Club Trust)
- Holywell located in Holywell ward (now managed by Watford and Three Rivers Trust)

### Outsourcing

At the time of the review it was considered that that the five community centres were not fulfilling their potential as community assets.

To achieve this, the Best Value report recommended that the centres be managed at a local level by local residents and user groups.

Community Matters were commissioned to work with local users to establish whether there was sufficient enthusiasm and capacity to take on the management of their local community centre and provide training to strengthen and support the necessary capacity and capability.

Whilst there was some interest, it became increasingly evident that there were no clear community management proposals emerging from local user groups. As a consequence, it was agreed that the community centres be outsourced to voluntary sector organisations. This outsourcing took place during the period September 2010 to November 2012.

## 2.3 West Watford Community Association

A sixth community centre, West Watford Community Association (WWCA) was added to the council's 'portfolio' of community centres following the implementation of the Commissioning Framework (2013-16). WWCA was never managed by the council but has received grant funding for a number of years and has occupied and provided services from the council owned building for over 40 years.

WWCA is being considered as part of this current review.

### Additional community facilities and provision in Watford

There are a further two community facilities in the borough, which provide activities similar to the six funded community centres outlined above. The council has a lease only arrangement with these facilities but provides no form of direct funding. They are listed below:

Harebreaks	Managed by Watford Community Housing Trust
Woodside Community Centre, The Brow	Managed by Woodside Community Association

2.4 The council's Commissioning Framework (2013-16) identified that the majority of the centres were located in or adjacent to areas identified as an area of deprivation with Meriden being the area of highest multiple deprivation in Watford.

What was not clear at the time was the number of non council owned facilities providing similar community centre activities. What has emerged during the last couple of years is a change in the landscape particularly with the development of community hubs by Watford Community Housing Trust and the range of services and facilities these now provide.

Additionally there are a range of community facilities, churches and halls which provide similar services.

### 3.0 Funding arrangements

3.1 The following table details the funding provided to each of the six community centres within the scope of the current review.

Community Centre	Funding 2014/15	Comments
Holywell	£76,680	
Orbital	£72,965	
Leavesden Green	£53,000	£37k for 15/16
Centrepont	n/a	Budget of £69k
Meriden	£72,159	
West Watford Community Association	£34,335	Includes accommodation costs of £10,920
Total	£309,139	

The total direct costs allocated for community centres for 2014/15 = £378,139 (includes the budget for running Centrepont in-house).

### 3.2 Funding 2015-2016

All the community centres will continue to receive the same funding in 2015-16 as received in 2014-15 except for Leavesden Green whose direct costs are reduced by £16k as proposed in their business plan.

## 4.0 COMMON THEMES AND ISSUES ACROSS COMMUNITY CENTRES

### 4.1 Service specification

The service specification which is generic across all the community centres requires the community centres to provide a balanced range of the following activities that meet the needs of the local community:

- Educational
- Recreational and
- Sports

Outcomes identified within the specification are:

- 1) a thriving and vibrant community centre that serves the needs of the local community and contributes to improved health and wellbeing
- 2) increased number of local community using the community centre.

### 4.2 Alignment to the council's Corporate Plan

The activities and objectives of the community centres align with the following Corporate Plan objectives:

CPI – Making Watford a better place to live

CP3 – Promoting an active, cohesive and well informed town

This review will also need to take into account CP4 – operating the council efficiently and effectively as aligning resources to outcomes is a critical element.

#### 4.3 **Challenges**

- Data collection to identify local users and equalities information
- Moving to a community development approach rather than the centres being used as 'halls for hire'. In the Best Value Review of Community Services it was recognised that at the time of outsourcing existing staff structures were concentrating on keeping the building open and not developing activities.
- Meaningful user survey information
- Some evidence of a lack of senior management support to develop the centres.

#### 4.4 **Future areas of development**

- Better alignment with the council's Corporate Plan and other strategies
- More emphasis on Social Value Act outcomes to identify Economic ( e.g. savings on public purse; boost local economy; innovation and skills training) Environmental (carbon reduction; sustainability) and Social (e.g. equality & diversity; social inclusion; public health; apprenticeships)
- Improving skills in community development
- Voluntary sector organisations managing the community centres to be supported to shape the future vision and aspiration for the centre to achieve financial sustainability.

#### 5.0 **INFORMATION ON EACH COMMUNITY CENTRE**

This section provides information relating to each of the six funded community centres including:

- Lease arrangements
- Overview
- Service delivery and income generation
- Summary profile and demographic changes
- Current or emerging needs
- Considerations (including other community facilities providing similar service delivery in the area and the impact of any council strategy or review)
- Initial thoughts on the way forward

#### 5.1 **Holywell Community Centre (managed by Watford and Three Rivers Trust (W3RT))**



Date of transfer: September 2010. Service Level Agreement from April 2013-March 2016

##### **Lease arrangements**

Term: 30 years from 23<sup>rd</sup> August 2010.

##### Restricted covenants on land use

There are no restrictions on the community centre or associated buildings for redevelopment, however any future development would be subject to the necessary planning permissions.

## **Overview**

W3RT (formerly Watford CVS) moved to Holywell Community Centre from a town centre location. Their previous (and still current) core business is infrastructure support to the voluntary and community sector in Watford, however as part of the move, they agreed to take over the management of the newly refurbished community centre. The community centre occupies the ground floor of Holywell Community Centre.

Whilst there has been an increase in users over the years, W3RT recognise that they have struggled to engage the local community. Contributing factors may include:

- Location of the centre – down a side road away from the main Holywell estate
- Staffing and restructure – W3RT is a new entity formed from the previous Council for Voluntary Services (CVS) which went through a lengthy restructure. This would have had a destabilising impact on the management of the community centre. The current staffing consists of a part time Director of Operations who is responsible for the overall operations of the community centre and a Services Manager.

## **Service delivery**

The current activities are varied but the majority appear to be quite specialist activities that may not appeal or be open to the whole community. Examples include a group's trustee meeting or a particular community's association meeting (e.g. Chinese and Nepalese). Essentially this makes it more a 'hall for hire' used by a range of organisations, not necessarily located in the local area than a community centre providing a range of regular activities that the local community can participate in.

W3RT have increased their marketing and publicity efforts through leaflet drops and social media.

Looking at the activities at the community centre and the influence of the work of W3RT it is evident that there has been an increase in meetings and events relating to the health and wellbeing agenda within which W3RT is a key voluntary sector representative. Additionally W3RT secured the contract for running the luncheon clubs in Watford. In both these areas, there are benefits for local people and a future for the community centre could be to host a range of health and wellbeing activities for local people in collaboration with other community facilities including Westfield Community Sports Centre and the new Muslim Youth Centre Trust.

## **Income generation**

An analysis of W3RT's finances indicates income generation profit for Holywell is minimal and future sustainability is not achievable in the short-term.

## **Summary profile and demographic changes in Holywell ward**

### Key information from the 2011 Census

Population: 3,600 of which 26.5% are 0-15 one of the highest proportions in Watford, 61.4% are of working age and 12.1% are 65 and over.

### Population change

Since the 2001 Census, the estimated total population of Holywell Ward has increased by approximately 1600 (22.2%)

Ethnicity: 49% of residents are White British with 25.5% of residents of an Asian background (Pakistani is the highest Asian ethnicity at 14%) and the remaining 25.5% of residents are of other White (9.5%), Black, Mixed, or other ethnicity. This is the 2<sup>nd</sup> highest ward with non White British population in Watford.

### Multiple deprivation (2010)

Holywell is divided into 5 lower layer super output areas (LSOAs). Two of these are in the top

10 most deprived areas in Watford ranked as 5<sup>th</sup> and 7<sup>th</sup> (Index of Multiple Deprivation 2010)

Income Deprivation (Indices of Deprivation (2010)) Holywell ward has the highest indice of income deprivation in Watford. This is based on the number of people living in low income families reliant on means tested benefits.

#### Housing

Holywell has the highest percentage of shared ownership and a high prevalence of social sector housing.

#### Health and wellbeing within Watford (Public Health England)

- Holywell has the highest percentage of childhood obesity for those aged between 4 and 11 years.
- Holywell has the highest standardised registration ratio for cancer incidence
- Holywell has the 3<sup>rd</sup> highest hospital stays for self-harm and the highest hospital stay for alcohol harm
- Holywell has the highest emergency admissions for hip fracture for over 65's

#### **Current/emerging needs**

##### Key issues arising from Community Options Study (Watford Community Housing Trust) 2014

- Litter
- Drugs and drug dealing
- Unemployment

Suggested improvements:

- 'drug free zone'
- Café or coffee shop
- Redesign of the shopping area

#### **Considerations**

##### Similar community facilities in the Holywell area:

Community hubs: Watford Community Housing Trust has community hubs in the Holywell area which are sheltered housing schemes

Additionally some of the local community facilities include:

- Westfield Community Sports Centre
- Watford Muslim Youth Centre Trust who are shortly due to build a community facility in Tolpits Lane
- Westfield Children's Centre

##### Property Review Findings:

The Property Review focused primarily on the area surrounding the community centre including the King George V Playing Fields, changing rooms and tea pavilion. They concluded that the area is well used, providing playgrounds, football pitches, cricket pitches, outdoor gym equipment and multi use surfaces. The alternative use asset value was assumed to be fairly high, however development on this site for any purpose would be very limited as it is designated as a green belt area.

##### Sports Facility Strategy

Holywell is designated as a strategic sports site.

### **Initial thoughts on the way forward**

It is likely that W3RT would require funding to operate the community centre for the next three years in order to provide stability whilst options emerge for future consideration and impacts of local changes are understood. This would include any impacts from the Sports Facility Strategy. Additionally it is not considered that Holywell is in a position to be financially sustainable without funding support.

If funding is maintained the scope of service provision would need to be considered including increasing local community usage.

## **5.2 Orbital Community Centre (managed by YMCA)**

Date of transfer: November 2010. Service Level Agreement from April 2013 – March 2016

### **Lease arrangements**

Term: 25 years from 1<sup>st</sup> November 2010.

### Restricted covenants on land use

There are no restrictions on the building and any future development would be subject to the necessary planning permissions.

### **Overview**

Orbital Community Centre had a diverse and vibrant programme of activities prior to outsourcing but there was little interest from any of the user groups in managing the facility. The YMCA expressed their interest and in 2007 Cabinet agreed to pursue the transfer of the centre management to the YMCA. The transfer took place in November 2010 and the YMCA has continued to develop the centre based on their expertise in running community facilities. This supported the experience brought by the Centre Manager who had been TUPE transferred from the council. The community centre is located in Haines Way and was refurbished prior to the transfer.

The YMCA is currently undergoing a restructure following the merger of YMCA Watford with Central Herts to become YMCA West and Central Herts. The Chief Executive has advised that there are no current plans to change operational arrangements at Orbital.

### **Current service delivery**

Monitoring information received shows that the community centre provides a diverse range of activities which are predominately for the local community including significant provision for youth. Their user survey in 2014 confirmed that the majority of centre users are locally based.

YMCA has developed an income stream to help sustain the community based activities through their Music Gym. There is currently a contracted out lease being developed to legitimise the Music Gym's occupation at Orbital.

### **Income generation**

YMCA generates a small amount of income which helps to subsidise community activities. This is not sufficient to enable them to become sustainable and they advise that the management fee received from the council currently pays for half the costs of running the centre.

Orbital Community Centre is currently fit for purpose as a community centre, however to become more sustainable YMCA will be considering future development including any potential for redevelopment opportunities.



## **Summary profile and demographic changes in Woodside ward**

### Population change

Since the 2001 Census, the estimated total population of Woodside Ward has increased by approximately 383 (5.71%)

### Key information from the 2011 Census

Population 7083 of which 65.3% are of working age (16-64) and 20.3% are under 15. Over 65's account for 14.4% of population.

76.5% identify as being White British with the remaining 22.7% identifying as White non-British, Black, Asian, Mixed or Other.

### Multiple Deprivation (2010)

One LSOA of Woodside ward is in the top 10 most deprived areas in Watford ranked as 9<sup>th</sup> (Index of Multiple Deprivation 2010)

### Housing (2008)

Woodside ward has a high prevalence of social sector housing.

### Health and wellbeing within Watford (Public Health England)

- Woodside has the 5<sup>th</sup> highest income deprivation
- Woodside has the 5<sup>th</sup> highest percentage of child poverty
- Woodside has the 2<sup>nd</sup> highest percentage of residents reporting that their activities are limited by a long term illness or disability
- Woodside has the 2<sup>nd</sup> highest prevalence of adult obesity
- Woodside has the 4<sup>th</sup> highest hospital stays for self harm and 5<sup>th</sup> highest for alcohol harm

## **Current/emerging needs**

### Key issues arising from Community Options Study (Watford Community Housing Trust)

- Litter
- Drug and drug dealing
- Bad image of the area

### Suggested improvements

- Creative arts projects
- More outdoor activities
- Increased social events

## **Considerations**

### Similar community facilities in the Woodside area

#### Community hubs:

Watford Community Housing Trust has the following community hubs in the Woodside area.

- Boundary Way Community Hub – a community facility for local residents to participate in a variety of activities. Currently being refurbished.
- Combewood – a sheltered housing complex

## **Initial thoughts on the way forward**

Given that the community centre is not currently in a position to become sustainable without council funding, it is considered that a sensible way forward would be to continue to provide funding during the three years of the Commissioning Framework to ensure stability and enable the YMCA to explore any potential developments that would support future sustainability.

### 5.3 **Leavesden Green Community Centre (managed by Watford Community Housing Trust (WCHT))**



Date of transfer: 4<sup>TH</sup> May 2011. Service Level Agreement from April 2013 – March 2016.

#### **Lease arrangements**

Term: 99 years from 4<sup>th</sup> May 2011

#### Restricted covenants on land use

There is a restriction on the sale of alcohol. There are no other adverse restrictions. Any future development would be subject to the necessary planning permissions.

#### **Overview**

There was interest from user groups however they were not at a stage where they could take over management responsibilities. Watford Community Housing Trust (WCHT) was approached as it was considered that they would have the capacity and capability to develop the community centre into a significant community asset rather than just being a hall for hire. WCHT invested funds from their Better Communities Fund to redevelop the centre which was reopened in September 2013.

#### **Current service delivery**

Since re-opening, the centre has concentrated on securing new activities to appeal to the local community. The monitoring information indicates that out of 28 activities, the majority are regular and open to the local community and 21 of these activities are new since April 2014. These have included working in partnership with other organisations such as Youth Connexions and Watford Palace Theatre to deliver activities and workshops for local young people. A key aspect of the development was to actively encourage community feedback through planned community sessions.

#### **Income generation and future sustainability**

WCHT have submitted a business plan which outlines their model for achieving financial sustainability for the centre. They have provided costings showing an incremental reduction in funding support required for the period 2015-16 and 2016-17. They received funding of £53k for 2014 -2015. This has been reduced to 37k for 15/16 and £20k for 16/17 after which they will require no further funding.

#### **Summary profile and demographic changes in Stanborough ward**

##### Population changes

Since the 2001 Census, the estimated total population of Stanborough Ward has decreased by approximately 100 (1.4%).

##### Key information from the 2011 Census

Population 7,195 of which 64.9% are of working age (16-64), 24% aged 15 or younger and 11.1% aged 65 or older.

73% identify as being White British with 27% identifying as either White non-British, Black, Mixed, Asian or Other.

### Multiple Deprivation (2008)

One LSOA of Stanborough ward is in the top 10 most deprived areas in Watford ranked as 4th (Index of Multiple Deprivation 2010)

### Health and wellbeing (Public Health England)

- Stanborough has the 4<sup>th</sup> highest prevalence of childhood obesity for children aged 4-5
- Stanborough has the 5<sup>th</sup> highest prevalence of childhood obesity for children aged 10-11
- Stanborough has the highest estimated prevalence of adult obesity.

### **Current/emerging needs**

#### Key issues arising from the Community Options Study (Watford Community Housing Trust)

- Traffic (e.g. speeding)
- Lack of facilities for young people
- Unemployment

#### Suggested improvements

- Better facilities for teenagers
- Improvements to homes
- Better facilities for older people

### **Considerations**

#### Property Review

The Property Review proposed that the property remain as a community centre serving the local community with the recreation ground to remain as a park in line with the council's Sports Facility Strategy

### **Initial thoughts on the way forward**

WCHT has substantially invested in the redevelopment of the community centre and are committed to ensuring that this becomes a key community hub. Given that they have a long lease and have presented a robust business plan outlining their plans for future sustainability based on receiving some funding from the council until April 2017, a way forward would be to continue to fund WCHT at the level of funding outlined in their business plan with view to entering into a Community Use Agreement from April 2017.

## 5.4 **Centrepont Community Centre (managed by Watford Borough Council since 1<sup>st</sup> April 2014)**



### **Overview**

Centrepont Community Centre was the only centre where there was local interest in managing the centre. A steering group was formed comprising a range of community organisations and a lengthy process of negotiation took place. The transfer was expected to take place in 2010, however the steering group decided not to proceed and at the Cabinet meeting in December 2010, it was agreed that Centrepont would be put out for tender to reach a wider audience. Despite the tender information being circulated widely through various community networks, only one proposal was received from First Rung Ltd, whose core business was youth training.

In September 2014, First Rung gave notice to terminate their lease and Service Level

Agreement. The council took over management of the centre in April 2014 and it was agreed at the x meeting that this arrangement would continue up to March 2016, whilst decisions were being reached with regard to the future of the community centres.

#### Restricted covenants on land use

There are no restrictions that affect this property save for leases that are registered against the title for management of the centre.

#### **Current service delivery**

The management of the centre has been very much on a 'holding the fort' basis due to limited resources and also whilst future direction is considered. In the last year the council carried out a consultation with local residents (primarily from the Radlett Road and Reeds Estates) to determine the level of interest in the centre and also to gauge the type of services residents wanted delivered from the building. Unfortunately the response was poor with the majority of respondents being current users of the centre. Those that did respond favoured a mix of a 'traditional' community centre with additional services around health and wellbeing.

Historically there have been challenges in engaging the local community and this can be seen to be borne out by the low response to the recent questionnaire, however there is recognition that the centre and its activities have not necessarily been well marketed and a centre brochure is being developed to encourage greater local usage. This will be another indicator of the level of interest from the community.

Having said this, there has been an increase in older residents attending activities such as 50+ Keep Fit and the centre is a place where older isolated residents appear to feel at home.

#### **Income generation/sustainability**

Whilst Centrepoint currently receives an annual income of around £13k, this would not be sufficient to enable the centre to be self supporting.

#### **Summary profile and demographic changes in Central ward**

##### Population change

Since the 2001 Census, the estimated total population of Central ward has increased by approximately 1100 (16.7%). Additionally Central has the 3<sup>rd</sup> largest population based on ethnicity.

##### Key information from the 2011 Census

Population 8,143 of which 73.8% are of working age (16-64), 15.6% aged 15 or younger and 11.1% aged 65 or older.

50.95% identify as being White British with 19.6% identifying as Asian and 17.6% as white non-British.

##### Multiple Deprivation (2010)

Three LSOAs in Central ward are in the top 10 most deprived areas in Watford ranked as 2<sup>nd</sup>, 3<sup>rd</sup> and 8<sup>th</sup> (Index of Multiple Deprivation 2010)

##### Housing (2008)

Central has the highest private sector rented and also a high prevalence of social sector housing.

##### Health and wellbeing (Public Health England)

- Central is the 2<sup>nd</sup> highest area of income deprivation
- Central is the 2<sup>nd</sup> highest area for children living in poverty and the highest for older people living in poverty

- Central has the highest level of unemployment at 5.3% of the working population
- Central has the highest number of pensioners living alone
- Central has the 2<sup>nd</sup> highest level of binge drinking
- Central has the highest level of hospital admissions for self harm and 2<sup>nd</sup> highest for alcohol harm

### **Current or emerging need in Central ward**

#### Key issues and from the Community Options Study (Watford Community Housing Trust Central ward and Radlett Rd)

- Lack of parking
- Security of your home
- Burglaries & thefts
- Drugs and drug dealing

#### Suggested improvements

- Better facilities for young children
- Improvements to homes
- Better housing services
- A better environment
- Tackling anti-social behaviour

### **Considerations**

#### Property Review

The review considered that a change in use from a community centre building to residential could be beneficial but also recognised that assets that benefit the local community would be lost.

### **Initial thoughts on the way forward**

There are a number of options for the future use of the building beyond April 2016 that could be considered. These include:

- Keeping the building as a community centre with an emphasis on community development
- Keeping the building as a community centre with a focus on health related activities
- Plan for the alternative use of the building. The community centre is currently listed as a D1 (Non Residential Institution) Use under the Use Clauses Order. Planning officers have advised that planning permission would not be required to change the community centre to any of the following uses: clinics and health centres; crèches and day nurseries; day centres; schools; art galleries/museum/library/halls/training centre/job club. Planning restrictions will apply for any other use, for example housing or commercial use.

## **5.5 Meriden Community Centre (managed by Watford Football Club Trust)**



Date of transfer: 29<sup>th</sup> November 2012. Service Level Agreement from November 2012 – March 2016.

## **Lease arrangements**

Term: 25 years from 29<sup>th</sup> November 2012

### Restricted covenants for use

No adverse entries against building.

## **Overview**

The initial proposal for the transfer of management of Meriden Community Centre was for Watford Community Housing Trust (WCHT) to manage both Leavesden Green and Meriden Community Centres. As with Leavesden Green, there was some interest from user groups but they were not at a stage where they could take over management of the centre. WCHT subsequently decided to proceed with taking on the management of Leavesden Green but not Meriden. At the Cabinet meeting in December 2010, it was agreed that Meriden Community Centre would be put out for tender.

Only two proposals were received and Watford Football Club Trust (WFT) was selected as the preferred bidder. Lease arrangements for a 25 year period were agreed to enable WFT to attract capital funding to refurbish the centre and outdoor space.

## **Current service delivery**

Meriden Community Centre has a diverse range of activities with strong local attendance but is constrained in further development due to the imminent redevelopment of the centre and outdoor space. Funding is being finalised for this and the upgrade of the centre will allow for a greater range of activities and income generation.

## **Income generation and future sustainability**

The redevelopment will enable the centre to substantially increase their income to be more sustainable.

## **Summary profile and demographic changes in Meriden ward**

### Population change

Since the 2001 Census, the estimated total population of Meriden Ward has increased by approximately 300 (4.3%).

### Key information from the 2011 Census

Population 7,832 of which are of working age (16-64), aged 15 or younger and aged 65 or older. 73% identify as being White British with 27% identifying as either White non-British, Black, Mixed, Asian or Other.

### Multiple Deprivation (2010)

One LSOA in Meriden ward is considered the most deprived area of Watford. (Index of Multiple Deprivation 2010)

### Housing (2008)

Meriden ward has a high prevalence of social sector housing.

### Health and wellbeing (Public Health England)

- Meriden has the 4<sup>th</sup> highest unemployment of people of working age
- Meriden has the highest number of people reporting that their day to day activities are limited by a long term illness or disability
- Meriden has the 2<sup>nd</sup> highest prevalence of childhood obesity in children aged 4-5 years and the 3<sup>rd</sup> highest in children aged 10-11 years
- Meriden has the 3<sup>rd</sup> highest prevalence of adult obesity
- Meriden has the 2<sup>nd</sup> highest reported hospital admission for self harm and the 4<sup>th</sup> highest

for alcohol harm.

#### Key issues arising from the Community Options Study (Watford Community Housing Trust)

- Security of your home
- Drugs and drug dealing
- Traffic (e.g. speeding)

Suggested improvements:

- Better facilities for teenagers
- Tackling anti-social behaviour

Better facilities for older people

#### **Considerations**

Community hubs: The Housing Trust do not have any community hubs in the Meriden ward at present however it is their intention as part of the overall development of the Meriden estate to create a small and localised community hub which will compliment rather than work in competition with Meriden community centre.

#### **Initial thoughts on the way forward**

It is evident that Meriden community centre is not currently sustainable and that they would require some council funding during the three years of the Commissioning Framework whilst the redevelopment of the centre and Multi Use Games Area (MUGA) is carried out.

### 5.6 **West Watford Community Association (WWCA)**



#### **Lease arrangements**

The council's Property Services are currently working with WWCA to finalise the lease arrangements. The council have agreed to a 59 year lease as requested by WWCA to provide security to enable them to work towards becoming sustainable. There are specific arrangements around break clauses to allow for any future economic or environmental impacts.

#### Restricted covenants for use

Restrictions registered against the property include the sale of alcohol, building on the line save for fences only.

#### **Overview**

As a non council owned community centre, WWCA has enjoyed a long relationship with the council who has provided funding for the service for at least 10 years.

#### **Current service delivery**

The community centre is well regarded in the local area and provides a diverse range of activities primarily to local residents in the WD18 area. The success of the centre has been largely attributable to the current Centre Manager and there would be a need for WWCA to consider how the centre would continue to develop should the current manager leave or retire as there is no additional capacity in the organisation to take this over.

## **Business planning and future sustainability**

WWCA's ability to become sustainable is challenged by the size of the centre. There is however opportunity for future income generation through the use of accommodation within the centre which was previously occupied by another voluntary sector organisation.

## **Summary profile and demographic changes in Vicarage ward**

### Population change

Since the 2001 Census, the estimated total population of Vicarage Ward has increased by approximately 1,000 (14.1%). Additionally Vicarage has the largest population based on ethnicity with the largest black and minority ethnic (BME) population and also the largest population describing themselves as non White UK.

### Key information from the 2011 Census

Population 8,258 of 66.7% are of working age (16-64), 24.3% are aged 15 or younger and 9% aged 65 or older.

35.8% identify as being White British with 14.71% identifying as either White non-British, 18.49% as Pakistani and 17.23% as Asian (non Pakistani).

### Multiple Deprivation (2010)

None of the LSOAs within the Vicarage ward are in the top 10 areas of multiple deprivation but there is one LSOA in Vicarage that is in the top 20 ranking as number 18. (Index of Multiple Deprivation 2010)

### Housing (2008)

Vicarage ward has the 2<sup>nd</sup> highest number of residents in private rented accommodation

### Health and wellbeing (Public Health England)

- Vicarage is the 2<sup>nd</sup> highest area for older people living in poverty
- Vicarage is the 3<sup>rd</sup> highest area of unemployment for people of working age
- Vicarage has the 3<sup>rd</sup> highest prevalence of child obesity in 4-5 year olds and the 2<sup>nd</sup> highest for 10-11 year olds
- Vicarage is ranked 5<sup>th</sup> for hospital admissions for self harm and 3<sup>rd</sup> for alcohol related harm

### Key issues arising from the Community Options Study (Watford Community Housing Trust)

- Traffic (e.g. speeding)
- Lack of parking
- Security of your home
- Unemployment

### Suggested improvements

- Better security
- Improvements to homes
- Better facilities for teenagers and older people

## **Considerations**

### Similar community facilities in the Vicarage area

West Watford has a number of community facilities including the nearby Multi Cultural Community Centre located in Durban Rd.

### Health Campus development

There may be future developmental opportunities arising from the Health Campus development



**Initial thoughts on the way forward**

WWCA would require ongoing funding support for the three years from April 2016 as it is not currently in a position to become sustainable and would not be able to provide a service without financial support.

**Community Centres Task Group Review – Actions for meeting 26 May 2015**

Community Centre	Marketing/Promotion	Profile of users - This information will be presented at the Task Group meeting.	Recommendation for next Commissioning Framework
<b>Holywell</b>	<ul style="list-style-type: none"> <li>• Quarterly W3RT 'What's on' guide</li> <li>• W3RT website</li> <li>• WBC 'What's On' and About Watford</li> <li>• Social media</li> <li>• Posters</li> <li>• Press releases</li> <li>• Holywell mailing list</li> <li>• Websites including hallshire.com and Cylex business directory</li> </ul>		<p>Continue to fund for three years to provide stability. This will allow for any opportunities arising from the Sports Facility Strategy to be considered and enable W3RT to maximise income potential through the hall hire for the following proposed activities:</p> <ul style="list-style-type: none"> <li>• charitable fundraising events</li> <li>• business events and conferences</li> <li>• private hires including wedding receptions</li> <li>• health and wellbeing activities that target evidenced health issues in local area</li> </ul>
<b>Orbital</b>	<ul style="list-style-type: none"> <li>• Advertisement in school prospectus (Francis Coombe)</li> <li>• YMCA website</li> <li>• My Garston</li> <li>• Watford Observer</li> <li>• Word of mouth</li> </ul>		<p>Continue to fund for three years to provide stability. This will enable the YMCA to consider redevelopment and funding opportunities that will help them to become self sustaining. There are also community development opportunities with the influx of new residents as a result of the new Watford Community Housing Trust housing development.</p>
<b>Leavesden Green</b>	<ul style="list-style-type: none"> <li>• In house marketing department</li> <li>• Social media</li> <li>• Word of mouth and door knocking</li> </ul>		<p>Continue to fund for two years up to April 2017, after which Watford Community Housing Trust will continue with their long lease (99 years) on the condition of using the building for community activities. This will be embedded in the lease as a</p>

	<ul style="list-style-type: none"> <li>• Leaflets and display boards</li> <li>• Watford Observer</li> <li>• Vive FM</li> <li>• Housing Trust website</li> </ul>		Community Use Agreement.
<b>Centrepoint</b>	<ul style="list-style-type: none"> <li>• Flyers</li> <li>• Posters</li> <li>• WBC 'What's On'</li> <li>• Working with Council's communication team on a brochure of centre's activities to be sent out to residents</li> </ul>		<p>The Council will continue to manage the centre on an interim basis within a budget envelope of £69k whilst further discussions take place with regard to the future of the centre. These will allow the opportunity to consider</p> <ul style="list-style-type: none"> <li>• Any impacts from the Property Review</li> <li>• Outcomes from the Watford Community Housing Trust's Community Options Study</li> <li>• Exploring partnership opportunities around future management of the building</li> </ul>
<b>Meriden</b>	<ul style="list-style-type: none"> <li>• About Watford</li> <li>• My Watford News</li> <li>• WBC 'What's On'</li> <li>• Watford FC Match day programme</li> <li>• Residents newsletter</li> <li>• Centre brochure</li> <li>• Have attended community fairs/fun days</li> <li>• Watford FC Sports and Education Trust website</li> </ul>		Continue to fund for three years whilst redevelopment of the site is completed. We would require the Watford Football Sports and Education Trust (WFC Trust) to submit a comprehensive business plan with evidence of moving towards becoming self-sustaining from April 2019.
<b>West Watford Community Association (WWCA)</b>	<ul style="list-style-type: none"> <li>• Posters in front window</li> <li>• West Watch community newsletter</li> <li>• Website</li> </ul>		Continue to fund for three years whilst WWCA explore opportunities for income generation and future alternative premises/partnerships.

	<p><a href="http://www.westwatford.org.uk">www.westwatford.org.uk</a></p> <ul style="list-style-type: none"> <li>• WWCA Facebook page</li> <li>• WBC 'What's On' and About Watford</li> <li>• Imagine Watford</li> <li>• Local Tesco store</li> <li>• On WBC,HCC and Best of Watford websites</li> </ul>		
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### **Sport England Community Activation Fund – Action plan activities using Centrepoint venue**

Centrepoint community centre is one of various venues in the Central area receiving support through the Community Activation Fund. This fund is an external fund and is administered by the Council's Sports Development Officer.

#### **Activities supported at Centrepoint Community Centre**

- 50+ Keep Fit
- Table Tennis coach for both sessions
- Training of volunteers e.g. safeguarding/1<sup>st</sup> Aid/DBS checks
- MUGA – Kicks Football (run by Watford Football Club Trust)

**Community Centres Task Group Review – User Profile information**

<b>Community Centre</b>	<b>Profile of users</b>	<b>Commentary</b>
<b>Holywell</b>	(based on 3 months data and 64 respondents) WBC residents = 26 (41%) WD18 = 20 (31%)	<p>There is further work needed around collection of reliable data as this has been a challenge for the centres who rely on user groups to provide this information.</p> <p>Centres are looking at more robust ways of collecting this information including introducing membership/registration mechanisms.</p> <p>Officers will be arranging a workshop with the organisations managing the centres to discuss this further and ensure reliable data going into the future.</p>
<b>Orbital</b>	(based on 3 months data and 979 respondents) WBC residents = 286 (29%) Non WBC residents = 42 (4%) Undisclosed or not known = 651 (67%)	
<b>Leavesden Green</b>	(based on 6 months data and 135 respondents) WBC residents = 86 (63.7%) Local (WD25) = 36 (26.7%) Non WBC residents = 13 (9.6%)	
<b>Centrepoint</b>	(based on 3 months data and 95 respondents) WBC residents = 61(65%) Local (WD24) = 30 (32%) Non WBC residents = 27 (28%)	
<b>Meriden</b>	(based on 3 months data and 559 respondents) WBC residents = 496 (88.9%) Non WBC residents = 63 (11%)	
<b>West Watford Community Association (WWCA)</b>	(Based on 3 months data and 284 respondents) WBC residents = 270 (95%) Local (WD18) = 244 (43%) Non WBC residents = 14 (4.9%)	





May 2015		MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>MAIN HALL</b>	<b>a.m.</b>	Sunshine Childrens Centre Toddler Group (Term Time) 09.30 – 11.30	Dine Out Tuesday Lunch Club (3 <sup>rd</sup> of month) Menu week 3 11.15 – 14.15	Apex Multisports 50+ Keep-Fit (Term Time) 10.00 – 11.00 <hr/> Coffee Break 11.00 – 13.00		NHS Partnership Trust – Wellbeing Group 10.00 – 13.00	P.A.C.E.Y Paediatric 1 <sup>st</sup> Aid (Ad-hoc) 9.00 – 17.00	W.I.A. Yoga Classes 9.00 – 10.30
	<b>p.m.</b>			NHS Parts Trust Service User Group (last of month) 12.00 – 14.00				Watford United Pentecostal Church 11:30-14:00
	<b>eve</b>	Radlett Rd Comm Assoc (2 <sup>nd</sup> of month) 19.30 – 21.00		P.H.A.B. 19:00 – 21:00 (except last of mth)		Table Tennis 17.30 – 18.30 Youth Club 18.45 – 20.45	Tree of Life Church 18.00 – 22.00	Vathalayam 14.30-18.30
<b>I.T. SUITE</b>	<b>a.m.</b>		Gingerbread Job Club (5 week course) 10.00 – 12.30					
	<b>eve</b>			P.H.A.B. 19:00 – 21:00 (1 <sup>st</sup> of month)				
<b>ANNEXE GROUND FLOOR</b>	<b>a.m.</b>					Herts County Council Family Group (Ad-hoc) 10.00 – 13.00		
	<b>p.m.</b>							
	<b>eve</b>							
<b>ANNEXE FIRST FLOOR</b>	<b>a.m.</b>		Spurgeons Separated parent programme (Ad-hoc) 9.30 – 15.00					
	<b>p.m.</b>							
	<b>eve</b>			SAHAJA YOGA 19.15 – 21.15				
<b>Michelle</b>		08.30 – 15.45	08.30 – 14.30	08.30 – 14.30	N.W.D.	08.30 – 14.30		
<b>Palmira</b>		05.00 – 08.00	05.00 – 08.00	N.W.D.	05.00 – 08.00	05.00 – 08.00		
				38		17.00 – 21.00		

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### Regular Activities Timetable

<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>	<u>Sunday</u>
<b>Xtra-time Kidz Club</b> (7.15am – 8.45am)	<b>Xtra-time Kidz Club</b> (7.15am – 8.45am)	<b>Xtra-time Kidz Club</b> (7.15am – 8.45am)	<b>Xtra-time Kidz Club</b> (7.15am – 8.45am)	<b>Xtra-time Kidz Club</b> (7.15am – 8.45am)	<b>Jeannette Peel Diet and Fitness</b> (9.30am – 10.30am)	
<b>Timebank Karaoke</b> (12pm – 3.00pm)	<b>Meet and Greet Social Club</b> (11am – 2pm)	<b>Bowls</b> (1.15pm – 3.15pm)	<b>Five way Friends Luncheon Club</b> (11.00 – 3.00pm)			
<b>Xtra-time Kidz Club</b> (3pm – 6pm)	<b>Xtra-time Kidz Club</b> (3pm – 6pm)	<b>Xtra-time Kidz Club</b> (3.15pm – 6pm)	<b>Xtra-time Kidz Club</b> (3pm – 6pm)	<b>Xtra-time Kidz Club</b> (3pm – 6pm)		
	<b>Karate</b> (6.30pm – 8pm)	Holywell Youth Theatre 6pm – 8pm	<b>Holywell Youth Club - YMCA</b> (6.30pm – 9.30pm)	<b>Holywell Spiritual Church</b> (7pm – 9pm)		



<b>MONDAY</b> 9.30-11.30am	The HUB CAFÉ From Feb 2015	All Welcome	The Hub 01923 679664 Like us on  "Leavesden Green Community Hub"
<b>MON &amp; WED</b> 9.30-11.30am	SOFT PLAY	£2 per child £1 per sibling	07531543600  "letsplaysoftplay"
<b>MON &amp; THURS</b> 7pm - pm	Herballife Fit Camp	Please call Wellness coach for cost	07956372616 www.goherballife.com/daren Blatt
<b>TUESDAY</b> 10am—11am	TEENY TOES 10am TAPPY TOES 10.45am	3mths—walking 20 months to 4yrs	07912357851 Email: Mandystappytoes@hotmail.co.uk
<b>TUESDAY</b> 6pm -8.30pm	TAE KWON DO	Beginners children Intermediate/advanced adults	07930368240 Email: Leventistaylor65@.talktalk.net
<b>WEDNESDAY</b> 2pm—3pm	WILDCATZ LINEDANCING	All Welcome £3.50	07913516974
<b>WEDNESDAY</b> 4pm—6pm	BOX CLEVA	7-15 yrs Term Time only	Email:steve@boxcleva.net www.boxcleva.net
<b>WEDNESDAY</b> 7.15pm-8.45pm	KICKSISTERS	Women ONLY Group £7 for over12 yrs old	07930368240 Email: Leventistaylor65@.talktalk.net
<b>THURSDAY</b> 5pm—7pm	Watford Palace Youth Theatre Interactive sessions	£5 refundable deposit FREE SESSIONS 13-16 yrs	01923 810307 Email: participation@watfordpalacetheatre.co.uk
<b>FRIDAY</b> 11am-3.30pm	Five Ways Friends Club	For 55+	01923 216967
<b>FRIDAY</b> 5pm-10pm	Community Night From April 2015	Everyone welcome (Children must be accompanied by adults)	The HUB 01923 679664 Like us on  "Leavesden Green Community Hub"
<b>SATURDAY</b> 9.30am- 11.30am	TAE KWON DO	Beginners children Intermediate/advanced adults	Leventistaekwondo.co.uk
<b>MON—FRI</b> Term time only	Shining Stars Pre - School	Morning and Afternoon sessions	07964737367 <a href="http://www.shiningstarspreschool.co.uk">www.shiningstarspreschool.co.uk</a> 

**REGULAR ACTIVITIES**

**Stay and Play (under 5s)**

Every Wednesday, 10am to 12pm

Come along and join us for 2 hours of fun filled soft play, sensory play and bouncy castle madness for Under 5's. Includes ball pool, soft play farm set, build a fire engine, dark den, bouncy castle and lots more. Refreshments will be provided for your little ones and a well-earned drink for parents too. £2.50 per child, £1 for siblings and under 6 months.



**Holywell Youth Theatre (13-16 year olds)**

Every Wednesday from Wednesday 17 September, 6pm to 8pm

Watford Palace Theatre is looking for enthusiastic 13-16 year olds to join our Holywell Youth Theatre. We offer lots of games, drama and the chance to perform in a fun, friendly environment. To book a place fill out a form at Holywell Community Centre, call 01923 810307, or email participation@watfordpalacetheatre.co.uk. A refundable £5 deposit.

**Holywell Youth Club (11-18 year olds)**

Every Thursday from Thursday 11 September, 6.30pm to 9.30pm

Our popular evening youth club returns after the summer break. This session will give you the chance to chill out with friends, play pool, table tennis, take part in crafts, sports and cooking. 50p per session.

**Karate (Mixed ages)**

Every Tuesday, 6.30pm to 7.15pm.

Developed in Hertfordshire over 29 years ago, Active Hertfordshire Karate's commitment is to the pursuit of quality Shotokan Karate. The sessions develop a range of personal qualities and life skills for all ages and abilities and leads students, kids, teens or adults to be positive and the best they can be. First session free.

**Festive Fun at the Holywell**

Friday 12 December, 7pm to 9.30pm (doors open 6.45pm)

Join us for an evening of fun for all the family as Watford Palace Theatre's Community Choir performs a range of seasonal classics to help us get into the festive spirit. There will also be Christmas themed art activities for children and drinks and snacks available to purchase. Entrance fee £1 per adult, 50p per child (free for under 3s) – children's workshops, drinks and snacks available at additional cost. Limited places available, call 01923 216950 to book.

**VOLUNTEERING**

Watford and Three Rivers Trust are currently recruiting to the following Volunteer roles:

- Volunteer Drivers
- Community Cars Desk Officer
- Five Ways Friends Volunteer
- Five Ways Friends at Home Volunteers
- Community Centre Administrator
- Timebank Administrator

For more information about these opportunities please visit [www.w3rt.org/recruitment](http://www.w3rt.org/recruitment).

**HALL HIRE**

Why not hold your meeting or event at the Holywell Community Centre. We have a range of rooms to hire for 4 to 180 people. Rooms include a large hall, kitchen and meeting rooms - available at competitive prices.

**CONTACT US**

For bookings or more details on any of the events and activities please contact the Holywell Community Centre by email [holywell@w3rt.org](mailto:holywell@w3rt.org) call 01923 216950 or drop in and see us during office hours - Monday to Friday, 9am to 5pm.

Holywell Community Centre  
Chaffinch Lane | Watford  
Herts | WD18 9QD

T 01923 216950  
E [holywell@w3rt.org](mailto:holywell@w3rt.org)

[www.w3rt.org](http://www.w3rt.org)



Supported By



Registered as a charity in England and Wales: 1085518  
Company Registration number: 4090701



at Holywell Community Centre...



Your guide to our upcoming events and services for all age groups...

## EVENTS

**Quiz Night**

Monday 27 October, 7pm to 10pm (doors open 6.45pm)

Get your thinking caps on and get ready to do battle with your fellow competitors armed only with your general knowledge and determination to win! 6 to 8 people per team - if you have less than 6 people then let us know and we'll seat you with other competitors to make up a team. Soft drinks will be available to purchase and you're welcome to bring your own alcohol. £2 per person. Bring some change with you and take part in some additional games during the break. Advance booking required, please call 01923 216950.

**Let's get motivated!**

Tuesday 28 October, 1.30pm to 3.30pm

Do you need a bit of a boost? Join us for tea and cake as our speaker helps us all to feel more positive and more motivated. FREE.

**Halloween Fun**

Thursday 30 October, 2.30pm to 4.30pm

Join our fun, friendly group for some Halloween madness with pumpkin carving, tasty treats and more. A great opportunity to meet new people and find out how you can get involved locally. FREE.

**Need advice on consumer issues?**

20 November, 2pm-4pm

Drop in and find out more about your rights when purchasing goods and services or simply how to shop around, switch energy suppliers or cancel contracts. Includes a tasting comparison of branded versus own brand food and looks at ways to make savings. FREE.

**Festive Fun at the Holywell**

Friday 12 December, 7pm to 9.30pm (doors open 6.45pm)

Join us for an evening of fun for all the family as Watford Palace Theatre's Community Choir performs a range of seasonal classics to help us get into the festive spirit. There will also be Christmas themed art activities for children and drinks and snacks available to purchase. Entrance fee £1 per adult, 50p per child (free for under 3s) - children's workshops, drinks and snacks available at additional cost. Limited places available, call 01923 216950 to book.

## REGULAR ACTIVITIES

**Basic Computer Skills**

Every Thursday from 16 October to 18 December, 10am to 12pm

Drop in and join our friendly, beginners IT sessions. Learn new skills such as how to send an email and how to shop or sell goods online. FREE.

**Games Club**

Friday 24 October, Wednesday 19 November, Wednesday 10 December, 2.30pm to 4pm

Join us for a fun, friendly afternoon of board games. We'll have a range of games available for the group to choose from so why don't you drop in, enjoy a cuppa and meet new friends. FREE.

**Gardening Club**

Friday 17 October and Friday 21 November, 10am to 12pm

Do you love gardening as much as we do? We are looking for a group of people willing to help with simple gardening tasks. You don't need to be green fingered to take part just a willingness to get involved and have fun. A great opportunity to meet new people, be active and help individuals that are no longer able to care for their own gardens. Please call 01923 216950 to confirm meeting point. FREE.

**An Introduction to Volunteering**

Friday 7th November, 11am to 12pm & Wednesday 26th November, 2pm to 3pm

Do you want to learn new skills or refresh old ones? Do you want to gain work experience and build confidence? If you are interested in volunteering but not sure where to start then come along and find out how you can get involved and explore local opportunities. FREE.

**Five Ways Friends Clubs (for over 55's and their Carers)**

Every Thursday, 11am to 3pm

Five Ways Friends provides a range of interesting and stimulating activities aimed at improving peoples' mental and physical wellbeing. Includes lunch, a monthly newsletter, trips out and transport for those with mobility issues. You will need to join the club before attending. The cost is £4.50 per visit plus £12 per year membership fee and £5.50 per day for those eligible for transport.

**Karaoke**

Every Monday, 12pm to 3pm

If you love singing then this session is perfect for you. Come along and sing your heart out with our fun and friendly group. FREE

**Karate (Mixed ages)**

Every Tuesday, 6.30pm to 7.15pm

Developed in Hertfordshire over 29 years ago, Active Hertfordshire Karate's commitment is to the pursuit of quality Shotokan Karate. The sessions develop a range of personal qualities and life skills for all ages and abilities and leads students, kids, teens or adults to be positive and the best they can be. First session free.

**Jeannette Peel Diet & Fitness: Zumba Class**

Every Saturday, 9.30am to 10.30am

This session combines exercise and a healthy eating plan which follows a Mediterranean style diet. Each week you will receive nutritional advice on all the key areas of healthy eating; lots of additional help & support & a 45 minute Zumba class. You may attend to exercise only: Class fee £5.00 or to weigh-in, follow the healthy eating plan & exercise: Class fee £6.50.

**Get Crafty**

23 October, 6 and 27 November, 11 December, 1.30pm to 3.30pm

Come and explore your creative side and get crafty with our fun and friendly group. Each session focuses on a different theme and you'll have a chance to make something unique for yourself or as a gift to treat a friend. FREE.

**Short Mat Bowls**

Every Wednesday, 1.15pm to 3.15pm

Holywell Short Mat Bowls club is keen to welcome new members to this friendly weekly group. No experience necessary, equipment provided. £2 per session.

**Meet and Greet Social Club**

Every Tuesday, 11am to 2pm

Meet and Greet Social Club develops and delivers a range of services that promote the wellbeing and independence of the over 50s. £2 per session.



**Tell us what you think and enter our prize draw!**

We want to hear your views on what events and activities you want us to deliver at the Holywell Community Centre. Drop-in and see us, complete a short survey and enter our prize draw to **WIN £40 OF INTU SHOPPING VOUCHERS!**



## Meriden Community Centre

		MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		26/01/15	27/01/15	28/01/15	29/01/15	30/01/15	31/01/15	01/02/15
<b>MAIN HALL</b>	<b>MORNING</b>		EXTRA TIME 10.00-12.00	50+ KEEP FIT 10.00-11.00	MERIDEN GROUP STAY & PLAY 09.30-11.30	50+ YOGA 10.00-11.30		
	<b>AFTERNOON</b>	50+ Line Dancing 2.30-4.00	WATFORD FRIENDSHIP 1.00- 5.00 3RD TUESDAY IN MONTH		VJ SCHOOL OF DANCE DISCO DANCING 17.00-19.75			
	<b>EVENING</b>	JUDO 7.00 - 10.00		JUDO 19.00-10.00	VJ SCHOOL OF DANCE BALLROOM DANCE 8.00 - 22.00	BINGO 7.00-9.30		
<b>SMALL HALL</b>	<b>MORNING</b>		WATFORD ART CLUB 10.00-12-00	DINKY DANCERS 10.00-11.00	WATFORD ART CLUB 10.15-12-15	WATFORD ART CLUB 10.15-12-15		CHRIST EMBASSY CHURCH 9.00-1.00
	<b>AFTERNOON</b>				WATFORD ART CLUB 13.30-15.30			CHRIST EMBASSY CHURCH 4.00- 8.00 1ST SUNDAY IN MONTH
	<b>EVENING</b>			HARVEST END LADIES 7.00-10.00				
<b>CLUB ROOM</b>	<b>EVENING</b>		SCALE MODEL CLUB 2ND TUES IN MONTH 8.00-10.00	CHRIST EMBASSY 7.00-9.00				
<b>CLUB ROOM</b>	<b>EVENING</b>							
<b>BAR</b>	<b>EVENING</b>		YOUTH CLUB 5.45-9.15		YOUTH CLUB 5.45-9.15			
<b>MUGA</b>	<b>EVENING</b>		PL LEAGUE KICKS 6.00-8.00					

Desc	Mon 02 Mar	Tue 03 Mar	Wed 04 Mar	Thu 05 Mar	Fri 06 Mar	Sat 07 Mar	Sun 08 Mar
Grove Hall	4pm-7pm Centrestage Dance School 7:30pm-8:15pm Taekwondo 8:15pm-9pm Taekwondo	2pm-4pm Orbital Short Mat Bowls Club 7pm-9pm YMCA Youth Club	4pm-7pm Centrestage Modern & Tap 7pm-8pm Zumba with Mili	10:45am-12:45pm Active Together Watford 4pm-8pm Centrestage Dance School	10am-11am Bizzy Bees 50+ 4pm-7pm Kliks Dance Academy	5pm-11pm Akthar?	11am-12:30pm Shogun Karate 1pm-3pm Sally's Skating LTD 3pm-4pm Sally's Skating LTD
Meadow Room		10am-11am Bizzy Bees 50+ 6:30pm-9:30pm YMCA Youth Club	11am-3pm Watford and Three Rivers Trust 5pm-7pm Youth Theatre 7:30pm-8:30pm Watford Hindu Group	11am-3pm Turning point	6pm-10pm Watford Vel Murugan Temple	9am-4pm Oxford Study Circle 7:30pm-9:30pm Akthar?	9am-3:30pm Oxford Study Circle
Forest Room	9:15am-1:45pm Pre School 4pm-6pm Music Gym 7pm-8pm SG Guitar Club 8pm-9:30pm Music Gym	9:15am-1:45pm Pre School	9:15am-1:45pm Pre School 4pm-7pm Music Gym		9:15am-1:45pm Pre School	9am-4pm Oxford Study Circle	9am-3:30pm Oxford Study Circle
Garden Room	6:30pm-7:30pm Pilates	10am-Noon U3A South West Herts 6:15pm-7:15pm Friends of Tariro 7:15pm-9:30pm YMCA Youth Club	9:30am-11:30am U3A Park 6:30pm-9:30pm YMCA Youth Club	7pm-8pm Pilates	2pm-4:30pm U3A		9am-11am Oxford Study Circle
Music Gym	Music Gym						
Kitchen							



# March 2015 - April 2015

March 2015							April 2015						
M	T	W	T	F	S	S	M	T	W	T	F	S	S
						1			1	2	3	4	5
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28	29	30			
30	31												

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	<b>2 Mar</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
2 - 7/3	09:00 12:00 Coffee Morning 12:15 13:15 Tai Chi 19:00 20:00 Italian for Holidays, Fun & Pleas	09:30 11:00 Over 50's Exercise 12:00 15:00 ESOL from CAD 18:30 21:00 Yoga - 2 clas	09:00 12:00 Toddlers 19:00 20:00 Joanna Goldberg - Aerobics	19:00 21:00 Westie LETS Social	09:00 12:00 Toddlers 17:00 19:00 Indian Classical Children's Da 20:00 22:00 Ambassadors of Christ		12:30 14:30 Dawat-e-Islami 15:30 16:30 Catechism Classes for Malayalee Community (Hall, Holy
	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
9 - 14/3	09:00 12:00 Coffee Morning 12:15 13:15 Tai Chi 14:00 16:00 Crochet, Knit 19:00 20:00 Italian for Ho	09:30 11:00 Over 50's Exercise 12:00 15:00 ESOL from CAD 18:30 21:00 Yoga - 2 clas	09:00 12:00 Toddlers	19:00 21:30 West Watford Local History Group	09:00 12:00 Toddlers 17:00 19:00 Indian Classical Children's Da 20:00 22:00 Ambassadors of Christ	10:00 13:00 Crafty Sew & Sews	12:30 14:30 Dawat-e-Islami - to pay 15:30 16:30 Catechism Classes for Malayalee
	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>
16 - 21/3	09:00 12:00 Coffee Morning 12:15 13:15 Tai Chi 19:00 20:00 Italian for Holidays, Fun & Pleas	09:30 11:00 Over 50's Exercise 12:00 15:00 ESOL from CAD 18:30 21:00 Yoga - 2 clas	09:00 12:00 Toddlers 19:00 20:00 Joanna Goldberg - Aerobics		09:00 12:00 Toddlers 14:00 16:00 Watford Area Memories Group 17:00 19:00 Indian Classic 20:00 22:00 Ambassadors	09:00 11:00 Management Committee Meeting	12:30 14:30 Dawat-e-Islami - to pay 15:30 16:30 Catechism Classes for Malayalee
	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>
23 - 28/3	09:00 12:00 Coffee Morning 12:15 13:15 Tai Chi 14:00 16:00 Crochet, Knit 19:00 20:00 Italian for Ho	09:30 11:00 Over 50's Exercise 12:00 15:00 ESOL from CAD 18:30 21:00 Yoga - 2 clas	09:00 12:00 Toddlers 19:00 20:00 Joanna Goldberg - Aerobics		09:00 12:00 Toddlers 17:00 19:00 Indian Classical Children's Dance	09:00 17:00 Craft Sale / Vintage Tea Room	12:30 14:30 Dawat-e-Islami - to pay
	<b>30</b>	<b>31</b>	<b>1 Apr</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
30/3 - 4/4	09:00 12:00 Coffee Morning 12:15 13:15 Tai Chi 19:00 20:00 Italian for Holidays, Fun & Pleas	09:30 11:00 Over 50's Exercise 12:00 15:00 ESOL - Amira's class only 18:30 21:00 Yoga - 2 clas					
	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
6 - 11/4							

**Ward Councillors were emailed requesting comments regarding their local community centre by the Committee and Scrutiny Support Officer on behalf of the Chair.**

Dear Cllrs

The Voluntary Sector Commission Framework (Community Centres) Task Group is Chaired by Cllr Rabi Martin and attended by Cllrs Hastrick, Collett, Joynes and Mehta.

The Task Group are currently reviewing the local community centres as part of the overall review of the Voluntary Sector Commissioning Framework. As part of their review they are considering the XXXXX Community Centre in your Ward. The Chair has asked me to contact you as Ward Councillor for your thoughts on the activities of the centre and any ideas or comments for the task group.

Please note that the next meeting of the Task Group will take place on 26 May 2015 at 6.30pm in Committee Room 1, Watford Town Hall.

Kind regards

Rob Cowan  
Committee and Scrutiny Support Officer

**Two responses were received by email.**

**1. Email from Cllr Tony Rogers (Woodside Ward) regarding Orbital Community Centre:**

Dear Rob,

I have always been impressed with the range of activities that the Orbital Community Centre offers. It has been mentioned by an ex local professional boxer that boxing classes should also be introduced (but I am not sure how appropriate that is).

We have hired the rooms available there and found that process professionally done.

The venue serves as a centre of the community. Perhaps not the most central location for AC polling.

Excellent parking facilities which is so important.

With the major redevelopment of the Lincoln Court site with a younger residential population the community centre could have a much more active future. Especially if it advertises itself more.



I would be pleased to discuss this further with Councillor Martin when we next meet prior to the 26th of May meeting.

Best wishes,

Tony Rogers

**2. Email from Cllr Tim Williams (Stanborough Ward) regarding Leavesden Green Community Centre:**

Hi Rob,

Leavesden Green Community Centre/Hub  
Refurbished completely and re-opened in Sept'13 - great building, and now nearly two years later still looking as good as new - great facility to have in the Leavesden Green area.

Although not recently they used to have a Leavesden Green Community Hub User Meeting on a quarterly basis but these have seemed to have dropped off recently, but having spoken to them on 7th May they are hoping to get these re-established.... although to be fair not too many people/users attended.

From my perspective a number of good groups/organisations use the centre covering a wide range of activities, as well as the WCHT offering events/courses/activities - daytime/evenings – e.g. meals/groups for the elderly, a successful toddler group, exercise classes, martial arts groups, pamper days etc. Its also good to see that WCHT use the centre for their maintenance "action days", and that Leavesden Children's Centre use it as a regular venue to run events/courses.

However yes from the community (when door knocking) the comment is often made that its a good facility but doesn't do things we want, and from attending the user group meetings I know that we've discussed how to reach out to the neighbouring community to engage them more with using their centre. Tina Olowookere WCHT does complete a lot of Facebook messages to engage residents.

Wonderful facility with great activities/events/courses but it would be great for the centre to be used more by the residents living adjacent to it.

Hope this helps,  
Tim

Cllr Tim Williams

# **VOLUNTARY SECTOR COMMISSIONING FRAMEWORK (COMMUNITY CENTRES) TASK GROUP**

**12 May 2015**

Present: Councillor Rabi Martins (Chair)  
Councillor Karen Collett  
Councillor Kareen Hastrick  
Councillor Anne Joynes  
Councillor Binita Mehta

Also Present: Councillor Seamus Williams

Officer: Head of Corporate Strategy and Client Services (Head of CSCS)  
Corporate Leisure and Community Section Head (CLC Section Head)  
Committee and Scrutiny Officer  
Committee and Scrutiny Support Officer (RC)

## **1. ELECTION OF A CHAIR/COMMITTEE MEMBERSHIP**

The Task Group was asked to elect a Chair for the Task Group.

It was noted that Councillor Kareen Hastrick had replaced Councillor Jeanette Aron on the Task Group.

AGREED

That Councillor Rabi Martins be elected Chair of the Voluntary Sector Commissioning Framework (Community Centres) Task Group.

## **2. DISCLOSURE OF INTEREST**

There were no disclosures of interest.

## **3. SCOPE**

Members noted the scoping document. The Committee and Scrutiny Officer reminded Members that the Task Group was to look at specific community centres which were funded by the Council in relation to how they fitted into the Commissioning Framework, not all community centres in general.

## **4. SCRUTINY REPORT: VOLUNTARY SECTOR COMMISSIONING FRAMEWORK (COMMUNITY CENTRES)**

Members received a scrutiny task group report from the Head of CSCS and the CLC Section Head regarding the community centres in relation to the Voluntary Sector Commissioning Framework.

It was noted that the Council provided funding to a number of organisations including the Watford Palace Theatre, the Citizens' Advice Bureau (CAB), Shopmobility, Watford & Three Rivers Trust and a number of local community centres.

The Head of CSCS provided background information on the journey community centres had undertaken which was detailed in the scrutiny task group report.

Members were asked to consider the future of each of the five centres. Additionally a sixth centre, West Watford Community Association, was incorporated into the community centre service priority during the last Commissioning Framework.

The Chair was of the opinion that there should be consensus when considering what issues needed to be addressed. The Head of CSCS noted that the focus was not cutting funding or disposing of centres but rather to consider how things were progressing with each of the centres and what was the best way forward. She highlighted that all the centres were different and though savings might be made through the process, the focus was on making the centres more independent.

The Chair asked officers about the timeframe of the work to be carried out. It was noted that further clarity was hoped to be achieved by June 2015 with the decision on how to proceed to be made by Cabinet in September 2015. The life span of the community centres was different for each centre as some had long property leases whereas the future of other centres was less certain. All the community centres were required to produce a business plan by September 2015.

The Task Group considered the different centres in turn:

#### Holywell

Members noted that Holywell Community Centre was managed by Watford and Three Rivers Trust. Although the centre was the first to be outsourced it had faced some challenges due to both the poor location of the building and the restructuring of the Trust. The centre did however have a large hall and car parking available which could be used more effectively

Officers highlighted that health and wellbeing might be an area of focus for W3RT as the evidence indicated a high percentage of childhood obesity for children between four and eleven, high standardised ratio for cancer incidence, and a high number of hospital stays for self-harm and alcohol harm and emergency admissions for hip fractures for over 65's in the local area. W3RT were a key contributor to the health and wellbeing agenda through their Hertfordshire County Council commissioned services.

It was also confirmed that the site was a strategic sports facility site within the Council's Sports Facility Strategy.

It was noted that Holywell was not in a position to be sustainable without continued Council funding support for the next three years to provide stability whilst opportunities were explored.

Councillor Karen Collett asked if SLM, who managed the Council's leisure centres, could provide health services. The Head of CSCS commented that SLM did not provide outreach services and that health provision was commissioned by HCC and local Clinical Commissioning Groups (CCG's). Councillor Collett also noted that the hall and car park could be promoted for large events. Officers advised that the hall was already used for receptions and relationships were being developed with charities to use the location for fundraising events.

Councillor Anne Joynes highlighted problems relating to transport however these were noted as outside of the Borough's remit as they were dealt with by the County Council.

The Chair stated that it was not just money that the centre needed but continuing advice and guidance from the Council on effective running of the centre.

### Orbital

The CLC Section Head advised Members that the centre was performing well due to the efforts of the centre manager with the backing of the YMCA. The centre was described as fit for purpose and very engaged with the community. The YMCA were looking at ways to be self-sustaining as well as development opportunities for the building. The Council would however need to continue to provide funding for three years to provide stability.

Councillor Collett highlighted the fact that the centre was working well with local churches. She also described the music gym as fantastic.

Councillor Binita Mehta noted that she had family in the local community and the facilities had changed little over that time. She believed the centre needed more space. Councillor Collett however believed that a great deal of improvement had been made in recent years.

Councillor Seamus Williams was of the opinion that the number of residents using the facilities had decreased over the years and many were not from the local area, for example outside organisations such as the judo club brought in users from outside the area. He also asked if the organisations collected data on where service users lived.

The CLC Section Head advised of the challenge of collecting data regarding users of community centres. Collection of such information was dependant on organisations who hired the room collecting information on behalf of the centre. It was noted that Orbital had provided robust information and that other centres could be contacted to forward data they had collected. Data received could be brought to the next task group meeting.

Members asked how the centres marketed and promoted their activities and requested information on activities currently undertaken at each of the centres to be brought to the next task group meeting.

### Leavesden Green

Officers described the progress of Leavesden Green Community Centre as going according to plan. The centre had a 99 year lease granted on the condition that they redeveloped the centre. The centre had invested in a completely refurbished building. The centre had engaged with the community and a business plan had been created proposing a reduction in Council funding for 2015/16 and 2016/17, becoming self sustaining from April 2017.

The evidence indicated that the local area experienced issues of unemployment. The Head of CSCS commented on wider activities available to residents to address this through the wider work of Watford Community Housing Trust.

### Centrepont

Members noted that the management of Centrepont had returned to the Council having previously been managed by First Rung who gave notice to terminate their lease in September 2014. There had been confusion regarding what activities the community centre had been running and that which had been privately run by First Rung. However, since the handback to the Council, activities at the centre were beginning to build up. These included coffee mornings and table tennis. However the centre was not yet in a position to be self-sustaining.

Officers informed Members that a community survey targeting local residents had been carried out to better understand the level of interest in attending activities at the centre, however responses had been disappointing. The majority of respondents had been existing users of the centre. It was noted that there were three potential options for the Centrepont Community Centre. These were:

- 1) Continuing to develop the centre to provide a range of community activities;
- 2) Continuing to develop the centre with a focus on providing health and wellbeing (the preferred option for respondents to the community survey), or;
- 3) Finding an alternative use for the site where the centre was located in line with the Property Review.

The Chair highlighted that activities at the centre have been seen to contribute to reducing anti-social behaviour in the area. He did not believe car parking was an issue for the centre but noted however that making room bookings was difficult in practice and although the centre provided good sized rooms they were not used to their full potential.

Councillor Williams felt that the evidence indicated a general growth of mental health related issues in the town and that the centres, including Centrepont, should engage with relevant charities and education providers who might be able to make use of facilities to provide support.

### Meriden

Members noted that Meriden Community Centre was managed by Watford Football Club Trust. The Trust had a plan for redevelopment of the centre providing that they

could attract funding amounting to £1.4 million. This had taken longer than expected due to the complexity of securing funding from several sources.

There was also concern that the Trust would not achieve the full funding required. If this was the outcome, a revised plan would need to be drawn up. The position should be clear by the Cabinet meeting in September.

Members expressed hope that the recent success of Watford Football Club in being promoted to the Premiership, and the additional income that that generated for the club, would translate into further funding being made available to the centre. The major supermarket chains were also considered as possible sources of funding.

#### West Watford Community Association

West Watford Community Association was described as a thriving local centre and as busy and vibrant. The challenges the centre faced were limitations to the buildings. The management team was putting together a business plan and was investigating the potential use of the upstairs space to generate income.

The Council would continue to provide funding for three years to provide stability as the centre was not self-sustainable.

It was noted that the centre worked with a transient community and language issues were dealt with effectively. More could also be done to promote health and wellbeing.

Councillor Collett suggested engaging with local GPs to gather information on health needs in the area. The Head of CSCS cautioned that it was difficult to get a response from GPs many of whom were very busy dealing with the immediate health needs of their patients. Councillor Joynes highlighted the potential of communicating with other health workers such as midwives.

## 5. **ACTIONS FOR NEXT MEETING**

Members agreed the following actions:

### AGREED

1. Officers to provide Members with information regarding the following for all centres by the next meeting:
  - a. The range of activities offered;
  - b. Information regarding marketing and promotion;
  - c. Profile of users (where possible).
2. Officers to provide Members with details of the funding and information on planned activities provided through the Community Activation Fund which applied to Central Ward only and was administered by the Council's Sports Development Officer. This related to activities at Centrepoint community centre only.

3. Members to be provided with contact information for the centres and to make their own arrangements to visit or speak to community centre staff.
4. All members to be invited to attend the next meeting of the task group as observers.
5. Officers to provide Members with options and recommendations for discussion and consideration at the next meeting.
6. Officers to liaise with community centre management teams regarding the potential opportunities for working with groups for example mental health charities and education providers.

Chair  
Community Safety Partnership Task Group

The meeting started at 7.30 p.m.  
and finished 9.10 p.m.

# VOLUNTARY SECTOR COMMISSIONING FRAMEWORK (COMMUNITY CENTRES) TASK GROUP

**26 May 2015**

Present: Councillor Rabi Martins (Chair)  
Councillor Karen Collett  
Councillor Kareen Hastrick  
Councillor Anne Joynes  
Councillor Binita Mehta

Also Present: Councillors Jackie Connal, Tony Rogers and Linda Topping

Officer: Head of Corporate Strategy and Client Services (Head of CSCS)  
Corporate Leisure and Community Section Head (CLC Section Head)  
Committee and Scrutiny Support Officer (RC)

## 1. **APOLOGIES FOR ABSENCE**

There were no apologies for absence.

## 2. **DISCLOSURE OF INTEREST**

There were no disclosures of interest.

## 3. **MINUTES**

The minutes of the meeting held on 12 May 2015 were submitted and signed.

## 4. **FEEDBACK FROM WARD COUNCILLORS**

Members noted the written feedback provided by Ward Councillors regarding their local community centres.

No further responses had been received since the publication of the agenda.

## 5. **ACTIVITIES SHEETS FROM COMMUNITY CENTRES**

Members noted the activity sheets from the community centres detailing the activities available.

## 6. **OFFICERS' REVIEW AND RECOMMENDATIONS**

The Head of Corporate Strategy and Client Services (Head of CSCS) and Corporate Leisure and Community Section Head (CLC Section Head) presented Members with recommendations for each of the centres.

The Head of CSCS informed Members that, following the Task Group meeting of 12<sup>th</sup> May 2015, officers had taken on board Members' comments which had helped



officers to crystallise their thoughts regarding the community centres and had informed the structure of the recommendations. It was noted that the recommendations took into account that each centre was at a different stage of their journey towards becoming self-sustaining.

Councillor Connal spoke at the meeting regarding Holywell Community Centre. She informed Members that she had visited the centre and met with one of the user groups.

Councillor Connal provided officers and the Members of the Task Group with a report and a flyer produced by the centre providing information regarding the centre's activities, community events, private hire events and their business plan for 2015-16.

There was discussion around the centres providing robust business plans. Councillor Joynes queried how detailed the business plans were expected to be.

The Chair noted that all centres were different and not all of them had the expertise to produce a good business plan. He wanted to ensure that Cabinet had balanced and complete information to ensure an informed decision was made. Councillor Rogers suggested providing the centres with a template to work from however it was noted a common template would be impractical given the different centres had different needs. For example the Meriden Community Centre's business plan would need to focus on capital whereas the West Watford Community Association would need to focus on services. Furthermore, some of the centres were managed by organisations with the competence to produce business plans though officers did provide support and guidance to those that need it.

It was agreed that all the organisations managing community centres be required to submit a business plan by September 2015 detailing their vision and plans for future service delivery and sustainability beyond 2016.

The Chair stated that there were two questions which needed to be considered in determining whether community centres continued as a commissioning priority. First, whether the centre was needed and second, how the centre was managed. The Chair noted deprivation in the local area was one way in which need for a community centre could be established. It was noted that Meriden Community Centre was located in the area with the highest level deprivation in Watford, followed by Centrepoint, Leavesden Green, Holywell, Orbital and WWCA.

The Head of CSCS noted that these community centres had been included in the Commissioning Framework in the past as they were located in recognised areas of deprivation.

Councillor Joynes believed the centres needed to define their roles and that marketing needed to be focused on getting users through the door. She noted it was a matter of both 'what you offer' and also 'how you offer it'.

Councillor Mehta stated the centres needed to meet the areas specific needs. She believed each centre was distinct and should be encouraged to flourish in its own

individual way.

The Head of CSCS noted that some centres were already working with the Council's communications team to help market activities and officers would encourage others to do so.

Councillor Rogers questioned whether the Citizens' Advice Bureaux (CAB) could use the centres. Officers stated community centres were encouraged to foster relationships with outside organisations such as the CAB.

Members agreed and that the centres were well located and adequately placed to address deprivation related issues in their respective areas.

The Chair suggested setting specific service delivery criteria to which community centres should adhere; however it was noted by Members that such criteria should not be too onerous or constraining. Officers suggested setting key objectives to meet the needs of the community with particular reference to public health including mental health and well-being, support for employment and training, support for young people, support for elderly people, support in relation to finance and debt, and support for disabled people. Members wanted centres to support the identified needs of their individual communities and foster a sense of community spirit in the area.

Councillor Topping urged Members to avoid setting unrealistic targets for centres such as providing support for disabled people where the physical limitations of buildings did not allow wheelchair access.

It was suggested that centres would be able to focus on one or more of the objectives according to local need, their capacity to deliver and relevant demographic information.

Officers were requested to circulate the above recommendations electronically to Members for comments before they were presented at the Portfolio Holders meeting on 1<sup>st</sup> June.

Councillor Collett noted there was a wide spread of activities taking place at the centres however it appeared that the public were sometimes unaware of what was taking place at the centres. She believed more people would use the centres if they were aware of what was going on. Councillor Mehta agreed noting part of the solution would be connecting the different groups together.

Officers suggested Ward Councillors could help promote information about centre activities. Councillor Mehta highlighted the availability of free marketing tools such as social media websites. Councillor Collett was concerned that elderly residents would not use social media and that they were more likely to read leaflets. Councillor Connal noted that residents' associations notice boards were well placed to advertise information about community centres however it required better communication between the organisations.

There was debate between Members as to whether community centres were best

placed to carry out their own marketing or whether the Council should take such activity in-house and require the Council's communications team to promote and market activities on the centres' behalf. It was also debated whether or not the communications team would require part of the budget earmarked for the centres to facilitate such work or whether they had capacity to do so within existing resources. The Head of CSCS agreed to speak with officers from the Council's communications team to ascertain what assistance they could provide community centres within existing resources.

Councillor Hastrick noted that some of the centres were run by organisations such as the Football Trust which had their own internal communications teams. She believed the Trust needed to be directed to advertise in the community.

Councillor Topping suggested the Council offered media training for the centres to encourage them to utilise different methods of marketing.

Councillor Hastrick expressed concern regarding Meriden Community Centre however she was happy with the recommendations officers had provided.

Councillor Rogers questioned whether inter-centre competitions could be organised however it was noted that many centres did not have the capacity to hold such events.

It was noted that funding would remain at the current level for the next three years, and that currently there were no requirements to make further savings from the voluntary sector budget.. There were no plans at this stage to increase funding however funding would be reviewed on an annual basis with consideration of any savings or growth bids. All decisions would require the approval of Cabinet.

Members considered the recommendations specific to each centre:

#### Holywell

Members agreed the Council should continue to fund the centre for three years to provide stability. Thus allowing for any opportunities that might arise from the Sports Facility Strategy to be considered and to enable Watford and Three River Trust to maximise income potential through hall hire for charitable fundraising events, business events and conferences, private hires including wedding receptions, and health and wellbeing activities that target evidenced health issues in the local area.

#### Orbital

Members agreed the Council should continue to fund the centre for three years to provide stability. Thus enabling the YMCA to consider redevelopment and funding opportunities that would help them to become self-sustaining. There were also community development opportunities with the influx of new residents as a result of the new Watford Community Housing Trust housing development.

It was noted that the centre should also maximise engagement with the new community.

Councillor Collett also noted the Housing Trust should be required to advertise to the wider community and not just their residents.

### Leavesden Green

Members agreed the Council should continue to fund the centre for two years up to April 2017, after which Watford Community Housing Trust would continue with their long lease (99 years) on the condition of using the building for community activities. This would be embedded in the lease as a Community Use Agreement.

### Centrepoint

Councillor Joynes noted Centrepoint Community Centre needed to focus on what they were offering as there was so much competition in the centre of the town. It was noted the centre previously focused on youth as the previous organisation who managed the centre was First Rung who specialised in youth employability.

Councillor Mehta suggested that officers would need to identify the centre's 'unique selling proposition' (USP) and work towards connecting the centre with the transient community in the local area.

Members agreed with the recommendation that the Council should continue to manage the centre on an interim basis within a budget envelope of £69k whilst further discussions took place with regard to the future of the centre. Thus allowing the opportunity to consider any impacts from the Property Review and the outcomes from the Watford Community Housing Trust's Community Options Study. Officers would also explore partnership opportunities around the future management of the building.

Members also agreed that as Centrepoint Community Centre was in a different position to the other community centres, there therefore needed to be a separate detailed review to consider the range of options outside of the current exercise. This could take place during the period of the Commissioning Framework review.

### Meriden

Councillor Collett expressed dissatisfaction with the lack of development of Meriden Community Centre. She believed the Watford Football Sports and Education Trust needed to 'get in gear'.

Councillor Mehta believed the Council needed to support the Trust who had provided the required resources to secure funding. Councillor Collett noted that the development was going in the right direction.

The Head of CSCS noted that there was movement behind the scenes as the Trust had been working hard to secure funding. However they still need to find a further £170k to achieve the £1.4 million required for the redevelopment..

Members agreed the Council should continue to fund the centre for three years

whilst redevelopment of the site is completed. The Watford Football Sports and Education Trust (WFC Trust) would be required to submit a comprehensive business plan with evidence of moving towards becoming self-sustaining from April 2019.

West Watford Community Association (WWCA)

Members agreed the Council should continue to fund the centre for three years whilst the WWCA explored opportunities for income generation and future alternative premises/partnerships.

Moving forward, it was noted that officers would electronically circulate the revised recommendations, the response of the communications team to assisting the marketing of the community centres and profiles of users where they were available. Officers hoped to present the recommendations to Cabinet in July 2015 with the final decision being made in September 2015. A brief update would also be made to the Overview and Scrutiny Committee.

Chair

The meeting started at 6.30 p.m.  
and finished 7.35 p.m.

