



City of London Corporation
Department of Community & Children's Services
Housing Service

Community Centres Policy

Approved by:	<i>Housing Management & Almshouses Sub-Committee</i>
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Re-Approval Date	<i>27th May 2022 (version two – this version)</i>
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1. Introduction

The City of London's Housing Service has seven community centres on its housing estates and is also responsible for managing a stand-alone centre in Portsoken. This policy explains how we will manage these community centres.

2. Aims of this Policy

This policy aims to:

- Ensure that our community centres are properly managed
- Support corporate objectives around health, wellbeing and community involvement
- Explain how we manage bookings and income
- Outline how we will manage the facilities, including health and safety considerations

3. Scope

The community centres managed by the Housing Service are:

- Avondale Square Community Centre
- Dron House Community Centre
- Golden Lane Community Centre
- Holloway Community Centre
- Lammas Green Community Hall
- Portsoken Community Centre
- Windsor House Community Centre
- York Way Community Hall

This policy applies to the spaces listed above. The description “community centre” applies to all the above facilities, whether the building in question is a multi-room facility or a single room.

4. Community Centres Strategy

Our Community Centres Strategy sets out in detail how the Housing Service will manage the spaces and use them to meet corporate objectives.

5. Booking Terms & Conditions

All bookings are subject to our standard Terms & Conditions of Hire for each centre. ("the Conditions"), which are available on request. The Conditions will be provided before we finalise any booking and Hirers must sign a copy of the Conditions before

we will confirm the reservation. Refusal to do so will result in the booking being declined.

We may, by prior written agreement, vary the standard Conditions for a booking, or series of bookings for the same hirer. Any changes must be authorised by an Area Manager or the Community Centres manager depending on responsibility.

Hirers are responsible for ensuring the security of the premises both during, and on completion of, their period of hire.

Under our standard Conditions, we may operate a system of deposits to cover the loss of items such as keys or fobs, damage to premises, or additional cleaning costs. The deposit amount may differ according to location. Further details can be obtained from the relevant estate office or the Community Centres Manager and are contained in Appendix B to this policy.

6. Who Can Book the Facilities?

Our community centres are available for use by City of London Departments, residents' groups, private individuals (resident or non-resident) and third-party organisations (whether commercial or not-for-profit).

7. Induction for Hirers

To ensure that Hirers can use the facilities safely, they will be required to complete an induction on use of the building before the hire taking place. The induction will cover matters such as the location of fire exits, security matters and safe use of the premises/facilities.

Hirers are usually expected to complete one induction for a given centre in any 12 months.

8. Restrictions on Use and Hire

Our community centres are located on residential estates or nearby. We may prohibit or restrict some activities on our property, and these restrictions may vary between locations. More information is available from the relevant estate office or community centre (if separately managed).

Any use of our community centres by private hirers or third parties must adhere to our Corporate policies on:

- Safeguarding children and adults
- equality and inclusion
- health and safety

We have absolute discretion on the use and hire of facilities, and we reserve the right to refuse any booking or request for hire for any reason.

Per our standard Conditions, any misuse of the facilities will result in the Hirer being refused any further bookings at any of our facilities. 'Misuse' includes, but is not limited to:

- Causing or allowing damage to City of London property
- Causing nuisance or annoyance to staff, residents or neighbours
- Doing anything to breach licensing or insurance conditions
- Using facilities other than for the agreed purpose of the hire

9. Charges

Charges for the use of the Housing Service's community centres will be determined centrally. The fees will be based on:

- the current standard of facilities available
- demand for hire
- local market rates for similar facilities
- running costs

You can find current booking rates in Appendix B to this policy.

Different rates will be charged for hire according to the status of the hirer. We make the following broad distinctions:

- Commercial organisations or individuals who are non-residents
- Charity or not-for-profit organisations or groups
- City of London Housing Service tenants/leaseholders and residents' groups

Concessionary rates are usually available for residents of City of London housing estates.

We will review the charges for our community centres at least annually. In the case of Golden Lane Community Centre and Portsoken Community Centre, this is done in conjunction with the Advisory Boards.

10. Advisory Boards

Golden Lane Community Centre and Portsoken Community centre each have a representative Advisory Board made up of members of the community, with their own distinct terms of reference. These boards feed into the vision and ethos of the two community centres and are supported by the Resident Involvement Team.

11. Contact Details

We will ensure that all community centres have public contact details, and we will make them available online, at our estate offices and at the community centre itself. Details are also contained in Appendix A.

12. Income and Budget Management

Income from the community centres will be paid into the Housing Revenue Account (except in relation to Portsoken Community Centre, which is financed outside the HRA). We will report on community centre income and expenditure to the relevant Committee at least annually.

13. Health and Safety

We will comply with our corporate Health, Safety and Wellbeing Policy in managing our community centres. We will inspect our facilities regularly to ensure that they are safe for use. When organising activities and events, we will carry out risk assessments as necessary, to ensure that users are safe when on the premises.

Private hirers, or those organising events in our facilities, must ensure that their event or activity is appropriately risk assessed and that attendees are adequately supervised in their use of the premises, regardless of whether Corporation staff are also present.

Further information can be found in our standards Terms & Conditions of Hire.

14. Insurance

We will have adequate insurance to cover our buildings, their contents and public liability.

Private hirers must ensure that their activity or event is adequately insured. More information can be found in our Insurance Cover and Claims Policy.

15. Policy Variations

We may make a variation to this policy in exceptional circumstances. The exception can be confirmed in writing to the affected parties as appropriate.

16. Complaints

Any complaints about the implementation of this policy, or any matter relating to the use or hire of a community centre managed by the Housing Service, will be dealt with under the housing complaints procedure. More details about how we handle complaints can be found in our Complaints Policy.

17. Monitoring and Performance

We will monitor our use of this policy and how we implement it, ensuring that any relevant information is reported at appropriate intervals.

18. Training

We will provide all staff responsible for implementing this policy with comprehensive training as required.

19. Equality and Diversity

We have completed a full Equalities Analysis for this policy, and we will observe our duties under relevant legislation, including the Equality Act 2010, when implementing it.

20. Accessibility

We will ensure that tenants' needs are considered when implementing this Policy to ensure fairness. We will make appropriate arrangements to ensure that customers with distinct communication needs are not unreasonably and disproportionately affected. This could involve providing communications in alternative languages or formats, or providing interpretation or transcription as appropriate.

21. Data Protection and Information Exchange

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely. There are some circumstances in which we are required by law to disclose information given to us.

22. Policy Review

We will review this policy at least every three years, or following relevant changes to legislation, regulation or policy.

23. Related documents

- Community Centre Standard Conditions of Hire
- Community Centres Strategy
- Health and Safety Policy
- Safeguarding Policy

Community Centres Policy – Appendix A

Community Centre Contact Details

Centre	Address	Contact Details
Avondale Square Community Centre	Avondale Square, Old Kent Road, London SE1 5PD	Avondale Square Estate Office Tel: 020 7237 3753 AvondaleSquareEstateCommunityCentre@cityoflondon.gov.uk
Dron House Community Centre	Dron House, Adelina Grove, London E1 3AA	Dron House Estate Office, Adelina Grove E1 3AA Tel: 020 7791 0515 (Dron House) or 020 7247 4839 (Middlesex St. Estate Office)
Golden Lane Community Centre	Fann Street, London EC1Y 0RN	Stephanie McDonald, Centre Manager Golden Lane Community Centre goldenlane.communitycentre@cityoflondon.gov.uk
Holloway Estate Community Centre	34b Parkhurst Road, Holloway, London N7 0SF	Holloway Estate Office, Fairweather House, Parkhurst Road N7 0NS Tel: 020 7607 3207
Lammas Green Community Hall	Lammas Green, 44 Sydenham Hill, London SE26 6ND	c/o Southwark Estate Office, Pocock Street, Southwark SE1 0BH Tel: 020 7620 3702

Portsoken Community Centre	<p>Portsoken Community Centre</p> <p>20 Little Somerset Street, E1 8AH</p>	<p>Stephanie McDonald, Centre Manager</p> <p>Community Centres Manager</p> <p>portsokencommunitycentre@cityoflondon.gov.uk</p>
Windsor House Community Centre	<p>Windsor House, Wenlock Road, London N1 7YS</p>	<p>Windsor House Estate Office</p> <p>Tel: 020 7332 6554 (Windsor House) or 020 7247 4839 (Middlesex St.)</p>
York Way Community Centre	<p>York Way Estate, Market Road, London N7 9PX</p>	<p>York Way Estate Office, Lambfold House</p> <p>Tel: 020 7607 3119</p>

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Appendix B - Community Centre Charges 2019/20

Avondale Square

Group	Community Hall	Mezzanine	Community Hall and Mezzanine
Commercial	£40	£20	£60
Estate Residents	£20	£10	£30
CoL Departments	£20	£10	£30
Registered Charities	£20	£10	£30
Avondale Resident Groups	£10	£5	£15

All rates are per hour.

£50.00 deposit; £10.00 for late return of keys

Dron House

£15.00 per hour for residents

£25.00 per hour for non-residents

£50.00 deposit required

Golden Lane Community Centre

Space	Commercial	Local Providers/Charity	Local Resident
Sir Ralph Perring Centre	£20	£15	£15
GLCC – Main Hall	£45	£25	£10
GLCC – Lower Ground Space 1	£15	£7.50	Free
GLCC – Lower Ground Space 2	£15	£7.50	Free
GLCC - Music Room	£10	£5.00	Free

All rates are hourly

Holloway

£20.00 per hour non-resident

£16.50 per hour residents

£50.00 deposit required

Lammas Green Community Hall

£15.00 per hour (non-residents)

£13.00 per hour (residents)

Windsor House

£20.00 per hour for residents

£22.00 per hour for non-residents

£50.00 deposit required

York Way

£16.50 per hour non-resident

£13.50 per hour residents

£50.00 deposit required