

# **The Curve Community Centre**

Meeting Pack for the Interim Board of Governors  
(IBoG)



Thursday, 22<sup>nd</sup> March 2018  
6pm – 7:30pm

The Curve Community Centre, 10 Bard Road, W10 6TP

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# Agenda





# Agenda

## Attendees

Interim Board of Governors (IBoG)	Curve Officers
<ul style="list-style-type: none"> <li>• Fatima Elguenuni, <i>NHS and mother of a resident of Grenfell Tower (Chair of the Interim Board of Governors)</i></li> <li>• Revd Dr Michael Long, <i>Notting Hill Methodist Church</i></li> <li>• Abderrahman Elguerbouzi, <i>Making Communities Work and Grow (MCWG)</i></li> <li>• Fatai ('Abdul') Towolawi, <i>Healthwatch Central West London</i></li> <li>• Abdurahman Sayed, <i>Al Manaar</i></li> </ul>	<ul style="list-style-type: none"> <li>• Callum Wilson, Head of Service – Assistance Centres</li> <li>• RBKC Curve Minute Taker</li> </ul>

## Agenda

#	Item	Supporting Document(s)	Decision(s) Required	Who	Time
1	Welcome and Introduction to Agenda	<ul style="list-style-type: none"> <li>• Agenda (p.4)</li> </ul>	<ul style="list-style-type: none"> <li>• Agree to sign off minutes from the previous meeting of the Interim Board of Governors (8<sup>th</sup> March)</li> </ul>	Fatima	5 mins
2	Status Update on actions from the previous meeting of the IBoG	<ul style="list-style-type: none"> <li>• Status update on implementing the 10 recommendations for improving a resident's experience at the Curve (pp.5-6)</li> <li>• Status update on forward planning meetings by the Curve management team (pp. 7-8)</li> <li>• Contingency plan for appointing the permanent BoG (pp. 9-10)</li> </ul>		Callum	20 mins
3	Review of applications for the permanent Board of Governors	<ul style="list-style-type: none"> <li>• List of applications for the permanent Board of Governors (<b>to be tabled on Thursday 22<sup>nd</sup> March – These will not be publicly shared as they are confidential</b>)</li> </ul>	<ul style="list-style-type: none"> <li>• Decision to proceed with a shortlist for interviews</li> </ul>	Callum	30 mins
4	A.O.B.			Fatima	5 mins

## **Status update on implementing 10 recommendations to improve residents' experience at the Curve**



**10 recommendations to make the Curve more ‘inviting, welcoming and professional’ by 1<sup>st</sup> March:**

**Progress Update**

#	Recommendation	Deadline	Progress to deadline	Responsible
1	<b>Replace front-desk Security with a dedicated Curve receptionist</b> and introducing a new Curve phone number and Administrative Officer to manage all queries and bookings	23 <sup>rd</sup> Feb	Ongoing – recruitment update from Callum	Centre Manager
2	<b>Review of wall display information and new display of consistent messaging</b> throughout the Curve	6 <sup>th</sup> Feb	Complete and CCOs reviewing regularly. Feedback welcomed.	Centre Team Leader
3	<b>Regular door-to-door leaflet drop</b> of Curve activities to 3,000 neighbouring addresses	9 <sup>th</sup> Feb	On course for a mailing in the Easter holidays with details of summer term activities. Also on course to provide Easter holidays information in Easter activities booklet.	Strategic Lead
4	<b>Establish a revised route in and out of the Curve</b> , to reflect a range of reasons people use the centre, and to enable confidentiality.	12 <sup>th</sup> Feb	Delayed – recruitment dependent	Strategic Lead
5	<b>Install 10 more bilingual signs</b> for the Curve across sites on Bramley and St Ann’s Road, Lancaster West and Silchester Estate. Interim Board of Governors and Residents’ Steering Group to advise on steps to improve the centre’s cultural inclusivity.	23 <sup>rd</sup> Feb	The signs have been commissioned and will be in place by the end of April	Strategic Lead
6	A Community Artist behind the 24 Hearts Project to work with local children to <b>decorate the hoarding on Bard Road</b> . Run four inclusive art sessions to <b>build a community mosaic to welcome visitors at the entrance of the Curve</b>	1 <sup>st</sup> March	Complete	Strategic Lead
7	<b>Re-locate NHS outreach and Care for Grenfell staff to the ground floor of the Curve</b> , socialising and making refreshments for residents and working closely with Curve staff	2 <sup>nd</sup> Feb	Complete	Strategic Lead
8	<b>Establish Service Planning &amp; Quality Group at the Curve</b> to Quality Assure all services at the Curve	19 <sup>th</sup> Feb	Delayed – waiting for recruitment of Centre Lead who will chair group, and QA framework to be approved	Strategic Lead
9	<b>Recruit new Curve posts to fulfil new service ‘Navigator’ roles</b> , with a preference on <i>local recruitment</i>	26 <sup>th</sup> Feb	Ongoing – Callum to update on recruitment	Centre Managers
10	<b>Recruit new Curve Communications Officer</b> to focus on timely, accurate communication of information in a <b>range of accessible formats and languages</b>	28 <sup>th</sup> Feb	Ongoing – Callum to update on recruitment	Strategic Lead

## **Status update on forward planning meetings by the Curve management team**





# Summary of forward planning meetings by Curve management team

The Curve management team have met regularly to agree a forward plan for the Curve in three areas: 1) Events 2) Activities and 3) Risk Management. The below sets out a summary of these discussions and the next steps to be taken forward by the team.

## Events

The Curve Team have agreed to have a temporary freeze on events that provide meals for larger numbers of people.

The Curve Team have reviewed their policies and procedures for organising events at the Curve to ensure that they have longer lead times for planning (2-3 weeks minimum) as well as ensuring against agreed criteria or outcomes that the Curve is trying to deliver against

## Activities at the Curve

The Curve Team reviewed the different groups of individuals, families and communities that the centre has historically provided services and activities for.

The Curve Team further developed a long list of groups to either continue to engage or increase engagement with as well as set of outcomes that they would try to deliver against.

This is supported by the recommendations from the Curve Consultation and will be reviewed monthly by the Curve Team as well as the Board of Governors to see if the centre is on track  
Week in the Life at the Curve

## Risk Management

The Curve Team took a holistic review of all existing and anticipated risks across all of the Curve's operations as well as in the local community.

This will inform the development of a risk management plan which will be reviewed monthly in conjunction with the Board of Governors

## Roles and Responsibilities and Induction

The three areas explored above necessitated a review of the different roles and responsibilities of existing and new members of the Curve Team. This will be completed ahead of a whole Curve Team induction that will take place on Tuesday 27<sup>th</sup> March with the newly recruited team



## **Contingency plan for appointing the permanent BoG**





# Contingency plan for appointing the permanent BoG

The below sets out a contingency plan for appointing the permanent BoG in the event that an insufficient number of applications are received by Monday 19 March. This is based on the original work plan for the IBoG with a breakdown of key activities with revised timelines as well as the role of the IBoG in this.

#	Priority	Key Actions	Key Activities	IBoG Role
1	Setting up the Permanent Board of Governors	Role of a Governor	<ul style="list-style-type: none"> <li>• None required</li> </ul>	<ul style="list-style-type: none"> <li>• None required</li> </ul>
		Recruitment (Permanent Board of Governors)	<ul style="list-style-type: none"> <li>• Extend application deadline to Monday 23<sup>rd</sup> April, 5pm</li> <li>• Reschedule interviews for week commencing 30<sup>th</sup> April</li> <li>• Appoint permanent Board on 3<sup>rd</sup> May</li> <li>• Schedule first permanent BoG for end of May</li> </ul>	<ul style="list-style-type: none"> <li>• Oversee the communications of the application process</li> <li>• Oversee the interview and appointment process</li> </ul>
		Recruitment (Community Relations Officer)	<ul style="list-style-type: none"> <li>• Appoint and induct Community Relations Officer</li> </ul>	<ul style="list-style-type: none"> <li>• None required</li> </ul>
2	Setting up the Residents' Forum	Set up a permanent Residents' Forum	<ul style="list-style-type: none"> <li>• Proceed with setting up the Residents' Forum (first meeting: 23<sup>rd</sup> March)</li> </ul>	<ul style="list-style-type: none"> <li>• Review minutes from the Residents' Forum and ensure any actions are completed by the Curve Team</li> </ul>
3	Structures and Reporting	Improving Monitoring & Reporting Structures	<ul style="list-style-type: none"> <li>• Curve Team to develop a monthly performance and operations report for review by the IBoG</li> </ul>	<ul style="list-style-type: none"> <li>• Review monthly performance and operations report and make recommendations for improvement</li> </ul>
		Forward plan for permanent BoG	<ul style="list-style-type: none"> <li>• Postpone review by permanent BoG of proposed programme of work until first meeting (TBC: end of May)</li> </ul>	<ul style="list-style-type: none"> <li>• None required</li> </ul>
		Consultation	<ul style="list-style-type: none"> <li>• Curve Consultation recommendations will be incorporated in the forward plan for the activities programme at the centre</li> </ul>	<ul style="list-style-type: none"> <li>• Review monthly performance report which will incorporate and highlight these recommendations</li> </ul>