

Curve Community Centre

Board of Governors Meeting (2)

21.06.18 17.30-19.30 The Curve 10 Bard Road W10 6TP

Attendees:

Governors – Emily Stevens ES, Lizzie Cho LC, Nadia Bo NB, Aziza Boudafcha AB, Abderrahman Elgerbouzi AE, Reedah N El-Saie RE, Kerstin Razzaq KR and Tom Charles TM.

Apologies: Jacqui Haynes JH

Staff-Callum Wilson CW (Head of Service, Grenfell Assistance Centres), Saskia Goldman SG (Strategic Lead, The Curve), Di Donaldson DD (Community Liaison) Chris Alfred CA local resident.

Agenda point	Introduced by	Key Discussion Point(s)	Action(s)
1. Minutes approved and updates on actions from last meeting	Callum Wilson (CW)	<p>The minutes were approved from last meeting.</p> <p>BOG members introduced themselves.</p> <p>CW asked BOG members to think about what it is that they would like to be presented with on a monthly basis, an example of which might be performance related and footfall data.</p> <p>A floor plan of the Curve was attached to papers outlining how currently the space is divided. Concern was raised by members that support services do not have the appropriate level of privacy due to positioning.</p> <p>Following the last meeting, CW updated on work that has been done on reception area and security welcome. Security have been briefed to be more welcoming and staff also now work on the reception area on a rotational basis.</p>	<p>Members were asked that information be requested in advance giving time to prepare papers.</p> <p>CW explained that ground floor service desk colleagues are aware that space has been made available on the second floor for more private meetings/conversation.</p> <p>A1 Going forward there will be a permanent post for a receptionist, with staff/volunteer covering days off and other hours.</p>

	BOG	Service users have fed back that on occasion when entering the Curve staff are unaware of activities and their locations, resulting in service users being passed from one person to another causing frustration.	<p>A2 It was suggested that maybe a help desk approach might assist with this, along with the Board's recommendation to recruit a permanent receptionist.</p> <p>A3 Additionally, the introduction of a directory of services, a list of key contact numbers, and clearer screens and signage within the reception area will be explored.</p>
	BOG	Staff to be more easily identified to service users.	<p>A4 This is in progress, once photographs are complete then a montage for visitors at the reception area will be displayed.</p>
	BOG	The positioning of services at the rear of the main floor was raised as a concern, the view that the space was not confidential due to being in ear shot of other services users and staff.	<p>Services are aware that confidential spaces have been allocated and are available upstairs. Services to be reminded of this.</p>
	BOG	Members discussed the layout of the ground floor, on occasion causing confusion for service users on entry.	<p>A member of staff is working on a floor plan to be able to utilise the floor space more effectively and to be more aesthetically pleasing for service users. This will be completed in conjunction with consultation with services users.</p> <p>The first floor is currently mainly utilised for events/activities booked by the local community.</p> <p>The second floor rooms 4-9 is used by NHS and CNWL local providers for trauma support. Room 3 is used for complimentary services as a drop in.</p>
	CW	CW updated on consultation with staff regarding the implementation of a different model of security being actioned which would see a reduction in the presence of security from 2 full	<p>A5 To consider security personnel wearing t shirts as opposed to uniforms, to be implemented and service users to give feedback.</p>

	CW	<p>time posts at all time, to only for key events. This proposal was shared with the BOG for discussion. The BOG were mindful of the variation of different people coming into the Curve for support, and the different stages they would likely be at. Some members also raised the point that the building is still a Council facility, and that while relationships are definitely improving between the Curve and the community, there is still tension between with the Council as whole. As such, the BOG felt that rather than reducing the security presence, we should monitor any incidents over the next 3 months and how they are managed, and if there are no incidents we can then make the change.</p> <p>At the last meeting the BOG challenged the Curve team around the proposed reporting structures which would have seen the Curve BOG reporting into the wider Grenfell Recovery governance system, but only on a one-way basis. The BOG asked that information be shared two-ways so they could hold the function to account appropriately. CW updated that he had spoken to the independent Taskforce that is in place to hold the Council to account for the government and they had asked if they could come to the next meeting to discuss how best to ensure the BOG could hold the Council and the Curve to account for the future. CW asked the BOG if they were happy to host the Taskforce in July which was agreed.</p>	<p>A6 To review the situation in September as to how many incidents required security intervention before making final decision.</p> <p>A7 To invite the task force to the next BOG meeting.</p>
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4. Election of a chair	CW/BOG	BOG were asked their preference regarding chairing meetings. CW went on to explain that a chair needed to be allocated to ensure the BOG could hold the Curve to account effectively, and the lack of a decision in the last meeting had meant that he was to all intents and purposes chairing this meeting which was not appropriate. The BOG agreed that a decision needed to be made with immediate effect.	BOG decided to chair on a rotational quarterly basis. Nadia agreed to chair for the first quarter and Abdelrahman will chair the quarter from September.
5. Planning in local area	Chris Alfred - local resident	<p>Chris requested a meeting with BOG to discuss the proposed build of high rise commercial building on the site opposite the Curve which would potentially be happening whilst the Tower remains standing in its shroud and before Lancaster West estate refurb has started.</p> <p>Chris reported the resident's concerns as follows:</p> <ul style="list-style-type: none"> • A commercial decision over residents has been put forward without the appropriate consultation. • Noise, traffic and build pollution from the drilling, demolition and creation of a two story basement and 9 story building would lead to significant disruption to the Curve 	A11 In advance of the planning scrutiny committee, the BOG will draft a letter of concern for the attention of the Leader of the Council in the hope that this may influence their thinking. The letter will be submitted on Monday 25 th June by one of the Board members.

		<p>users and environment for the next 2 years.</p> <ul style="list-style-type: none"> • The blocking out of natural light that will occur due to the height of the build. • The relentless coming and going of heavy goods vehicles, removing rubble and delivering building materials. This will be in the direct vicinity of the Curve on Bard Road. • The general health and safety of service users when visiting the curve. • The land has been purchased to change usage which would not be in support of the community. • The community would lose the Martial Arts centre on the corner of Bard and Freston Road. • There will be no residential accommodation made available as this is a commercial project. <p>The BOG thanked Chris for raising this as they were not aware and decided to write a letter of concern to the Leader of the Council.</p>	
6. AOB	AB	Aziza will be leading on a service user's consultation survey.	Aziza will be present at the Curve most days when the survey is launched. Consultation will also be delivered to local residents giving insight in to the wider community view. The survey will be sent to the Curve for approval prior to launch.
	ES	Emily Stevens is relocating to Peterborough she requested that Board members consider her remaining on the Board.	All were in agreement that Emily remain as a board member.

	BOG	The Board to get to know each other better.	A dinner to be organised.
	LC	Lizzie reminded everyone that there were activities planned in memory of Jo Cox such as 'the great get together' and 'Mini Human Library'.	The event will be held at Nova from 2-5 on 22 nd June.
	BOG	Concerns raised that the Curve was somewhat disorganised in comparison as to how it used to be, staff smoking outside and gathering in groups which is off putting for service users as they approach the entrance.	This to be discussed with managers and staff.
	CW	Kevin Ramsay has been appointed as Centre Lead. A member of staff has been released from service. Callum thanked Saskia for her significant contribution to the Curve and that she would be missed.	Start date to be confirmed.