

Meeting Hall Use Strategy

Report Author: Angela Summers

1 What is it?

The TDBC Meeting Hall Use Strategy, please see Appendix A, outlines proposed vision, priorities and actions over the next five years, to provide more flexible and comprehensive use of the 13 meeting halls to ensure these assets are providing value for money.

This strategy has been positively received by Councillors and a number of actions have commenced. This is an evolving strategy and feedback is very welcome.

2 What has it achieved to date?

Works

A **Conditions Survey** has been completed to identify works required to meet all necessary regulations, to ensure the halls are compliant with, for example:

- i) Disability Discrimination Act 2005
- ii) Health & Safety, and
- iii) Fire Safety

Works were divided into high, medium and low priority risks. Property Services have commenced works on Middleway, Taunfield and Darby Way Meeting Halls to make them legally compliant. You will see that one of the actions contained in Appendix A is for Property Services to develop an annual maintenance plan for all halls and to ensure the plan is delivered.

Activities

Sheltered Housing Officers (SHOs) and Community Development Officers (CDOs) have been working with Zing Somerset and Age UK to arrange a number of new activities in the meeting halls. These have received a mixed reception, for example, the Healthy Eating sessions at Wellesley Street were not well received and Zing Somerset cancelled them after week 2. Whereas the Indoor Sports sessions at Moorland Hall ran have now been completed. Computer Kiosk and IT training sessions have also been run for a number of tenants in different halls and these have empowered tenants to develop new skills. For example, to Skype their family in other countries and communicate via email. Consultation has also taken place with sheltered and extra care housing tenants.

Wi-Fi Access for Tenants in the Meeting Halls

Last year we contacted the 13 tenants at Creedwell Orchard Sheltered Housing Scheme, Milverton to ascertain whether they would like to take part in the Wi-Fi Pilot in their Meeting Hall. The Pilot would enable them to use their own devices to access the Internet in the hall. A total of six registered to use the Wi-Fi connection and five continue to use it.

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3. What next?

Works

Property Services have been asked to produce a works programme for the remainder of this financial year, outlining remaining works for Tauntonfield, Darby Way and Middleway, plus the 10 remaining halls.

The Meeting Hall Bin Stores have been identified by Property Services as a fire risk. It is normal practice for users of community halls to take their waste home with them. Initial consultation about proposing this for our meeting halls have been positive, so we are now consulting the relevant sheltered housing tenants.

Activities

SHOs and CDOs continue to develop new activities for tenants and a small budget is available to meet the demands for new sessions, if sufficient tenants are interested, ideally 6+ tenants.

Wi-Fi Access for Tenants in the Meeting Halls

Our ICT Manager needs to know how many other sheltered housing tenants would like to use the Internet in the other 12 meeting halls. A survey will be distributed shortly to determine how regularly and when these tenants would use the Internet. This information will help the ICT Manager decide on the best solution for our sheltered housing tenants. The aim will be to survey these tenants in July, process the results in August and request a solution from the ICT Manager for September.

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Bookings at the Meeting Halls

The bookings for the majority of the halls continue to increase as illustrated in the table below:

Location	No Activities/month		
	11.4.16	7.6.17	
Broomfield House, Quantock Rd, Taunton, TA2 7NJ	1	4	😊
Bulford, Wellington, TA21 8QQ	22	30	😊
Creedwell Orchard, Milverton, TA4 1JY	32	37	😊
Darby Way, Bishops Lydeard, TA4 3BD	6	13	😊
Heathfield Drive, Monkton Heathfield, TA2 8PG	16	15	😊
Hope Corner Lane, Taunton, TA2	8	12	😊
Middleway, Taunton, TA1	16	23	😊
Moorland Place, Taunton TA1	28	36	😊
Newton Road, Taunton, TA1 2XQ	25	25	😐
Robins Close, Bishops Hull	6	10	😊
Roland Close, Galmington	8	1	😞
Tauntfield Close, Taunton, TA1 3DQ	22	23	😊
Wellesley Street, Taunton, TA2 7DT	24	28	😊

Table 1: Comparison of Bookings at Meeting Halls

Appendix B illustrates the present bookings for the Meeting Halls. To check availability of the halls or to book a session at one of the halls, the contact is:

Sarah Maynard – Email: S.Maynard@tauntondeane.gov.uk or Tel: 01823 356 389.

When Sarah is not available, please contact Mary Gibbs – Email: m.gibbs@tauntondeane.gov.uk or Tel: 01823 356 446.

Recommendations:

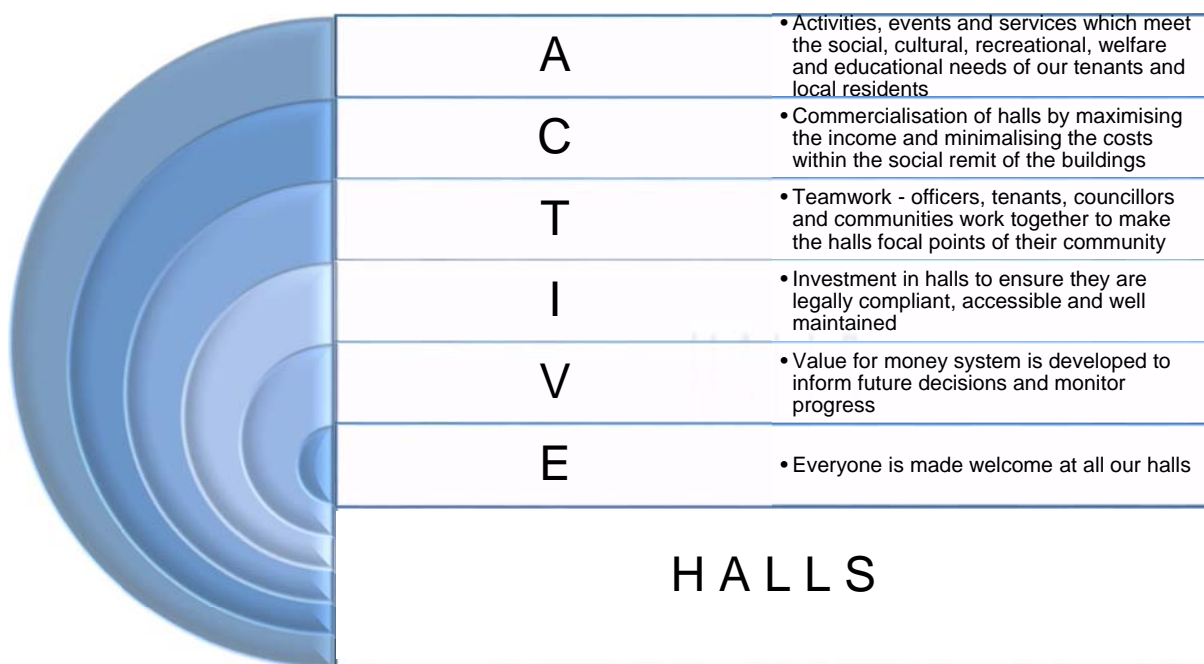
- The Tenant Services Management Board is asked to note the report and appendices and to comment on the contents

Appendix A: TDBC Meeting Hall Use Strategy 2016 – 2021

Executive Summary

Taunton Deane Borough Council are committed to putting our customers first. Our meeting halls act as a communal area for participation and activities to improve the quality of life for our tenants and potentially the wider community.

The vision for the meeting halls is to provide flexible spaces which are comprehensively used to ensure the assets are providing value for money and meeting the needs of our tenants and other users. The strategic objective is to increase value for money from our halls by 40% through delivering ACTIVE HALLS:



In order to achieve this we need to address the following recommended priorities:

- Priority 1:** Ensure all halls are legally compliant, meet the necessary standards for public access and are well maintained
- Priority 2:** Maximising the use of multifunctional halls, through a combination of:
 - Increasing programmes of activities for tenants and local residents
 - Generating additional income through lettings to external clients
 - Increasing officer presence in our community by creating additional hot-desk office spaces in underused guest rooms attached to the halls
- Priority 3:** Achieve value for money by:
 - Developing systems which ensure financial accountability and measure value for money
 - Creating on-line booking for halls to maximise hiring opportunities and review charges to external organisation

Appendix A: TDBC Meeting Hall Use Strategy 2016 – 2021

Year 1 – 2017/18 (1 April - 31 March)

Start Month	Action	Lead Officer	Expected Outcomes	Target Completion Date
Started	Run Guest Wi-Fi Pilot at Creedwell Orchard for all sheltered housing tenants and review March 2017.	AS	Wi-Fi access for all local sheltered housing tenants	Apr-17 Completed
Started	Property Services deliver urgent/high risk works - to ensure legal compliance	RW	All halls are DDA, H&S and Fire Safety compliant	Mar-18
Started	SHOs, CDOs and providers work together to develop services, activities and events which meet the social, cultural, recreational, welfare and educational needs of our tenants and other local residents	ACMs	Users' needs met through requested activities being delivered in improved facilities	Mar-18
Started	Develop officer surgeries in halls and promote	ACMs	Posters/flyers of officer surgeries	Ongoing
Started	Review hiring charges and formulate 'market' rates for external clients	MF	New charge list for internal and external hall users	Mar-17 then annual review
1	Property Services redevelop unused guest rooms into officer hot-desk spaces – Darby Way and Newton Road	RW	Additional hot-desk spaces in halls and list of locations	Dec-17
1	Property Services deliver med/low risk works in every hall to ensure legal compliance	RW	All halls are DDA, H&S and Fire Safety compliant	Dec-17
1	Property Services produce an annual maintenance plan for all halls and deliver first year's maintenance	RW	All halls are DDA, H&S and Fire Safety compliant	01/03/2018 then ongoing
6	Establish an accurate accounting system to ensure the correct income and expenditure allocation for each hall, with narrower cost and codes to enable specific allocations	CM	New account codes to ensure clear picture of running costs for each hall	Mar-18
6	Develop a system to measure value for money for each hall	CM	Costing system for each type of usage for each hall	Mar-18
6	SHOs provide programmes of activities with a wider community appeal, for example, the Wellington One Team Scam Awareness Pilot	ACMs	SHO's have suitable skills to develop new activity programmes for their local community	Dec-17
9	Develop web pages to promote halls and enable clients to hire halls online and provide feedback electronically	AS	Hall web pages and on-line booking system	Mar-18

Appendix A: TDBC Meeting Hall Use Strategy 2016 – 2021

Action	Year 2 2018/19	Year 3 2019/20	Year 4 2020/21	Year 5 2021/22
SHOs + CDOs continue activity organisation and develop intergenerational projects within their local area				
Replicate the Bulford Model to empower tenants to organise activities for their benefit and the local community				
Deliver further SHO + CDO development training				
Review accounts + value for money monitoring for each hall + identify savings				
Review hire charges				
Options appraisals of halls that are not being well used, which have alternative venues within walking distance				
Options appraisals of halls not running at 50%+ capacity				
Maintain halls				
Make necessary structural improvements to halls to meet increased usage needs				
Continue promotion of halls				
Consult sheltered housing tenants to determine satisfaction levels with halls and programmes of activities and make adjustments where needed				
Review user feedback to determine if processes or facilities need improvement				

Appendix B: Taunton Deane Meeting Hall Activities 2017 - updated 07.06.17

M = Morning A = Afternoon and E = Evening

Location	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Broomfield House, Quantock Rd, Taunton, TA2 7NJ (18 residents)	M - 1st of month - residents meeting	A – 2 nd and 4 th of month - Craft days	A – 2 nd of month – SHO & Estates drop in sessions				
Bulford, Wellington, TA21 8QQ (81 residents)	M - Coffee morning	M - Coffee morning	M and A - Resident activities	M and A - Coffee morning and activities	A - residents meeting	E – 2 nd and 4 th of month – residents meeting	
Creedwell Orchard, Milverton, TA4 1JY (13 residents)	A - Police surgery – dates as per poster	M - Coffee morning A and E – social	A - Resident lunch and crafts	M – 1 st and 3 rd of month - Church service A - 1st + 3rd of month - Primrose Club	M - Craft Club M – 1 st of month – SHO & Estates drop in sessions E - Social night every 5 wks	M - Gardening club	M – Coffee morning A - Craft Club
Darby Way, Bishops Lydeard, TA4 3BD (32 residents)			A - 2nd of month - resident activities	A – 1 st and 3rd - Resident tea, knit and chat	M - Last of month - Coffee morning A - Whist drive		
Heathfield Drive, Monkton Heathfield, TA2 8PG (33 residents)	E – Bi-weekly - Meditation Group	E – Residents Bingo	M - Coffee morning A – Last of month – SHO & Estates drop in sessions		E - Games night		
Hope Corner Lane, Taunton, TA2 7NU (16 residents)			A - Resident Activities	M and A - Craft Club			
Middleway, Taunton, TA1 3QW (9 residents)	A - Resident Activities	A – 3 rd of month - SHO & Estates drop in sessions	A – 4 th of month – NHS patient singing group	M - Arts and crafts A – Resident Activities	A – Lunch last of month A – Arts and crafts	A - Resident Activities	
Moorland Place, Taunton TA1 2DF (34 residents)	M - Halcon One mtg A - Bingo	A – Benefits Surgery	M - Halcon One mtg A - Tenant Activities A – Pop Up Sports	M - Benefits Surgery A – Bingo E – Diversity Group	M - One team		
Newton Road, Taunton, TA1 2XQ (31 residents)	M - 2nd of month - Church Service	M and A - Day Centre	M - Bi-weekly - Art Club A – Inspired to Achieve E - Bingo	E - 4th of month - Letra	M – Link Centre	M - 2nd of month - Cllr Surgery	

Robin Close, Bishops Hull, Taunton TA1 5EU (30 residents)	A – Various dates – NHS Parkinsons	A – 1 st of month SHO & Estates drop in sessions	M - Coffee morning + Police Surgery A – Flexercise – until end of May		A – Get Set Grow		
Roland Close, Galmington (18 residents)				A – 1 st of month – Resident Activities			
Taunfield Close, Taunton, TA1 3DQ (25 residents)	A – SS&L – Water Colour Painting	E - Whist drive	A - 1st of month - M&S Retired Group A - 2nd, 3rd + 4th of month - Bingo	M - Flexercise - Fitness League	M - Coffee Morning + A – 1 st of month - Residents fish and chips		
Wellesley Street, Taunton, TA2 7DT (39 residents)	M - Coffee Morning A – Read Easy	M - Coffee Morning	A - Bingo	M - Coffee Morning A – Read Easy	M - Coffee Morning		
Kilkenny Court, Taunton, TA2 7QL– Extra care housing (46 residents)	M - Support Group E – 1 st and 3 rd of month - Stamp Club	M - Support Group E – 1 st of month - Family History Group	A – Stay Strong Stay Safe	M - Support Group			
Lodge Close, Wellington, TA21 8JN (close to ASDA Supermarket) – Extra care housing (46 residents)	M – Yoga (term time only) A – Tai Chi	M - 1 st of month – U3A M – Toenail cutting – 2/3 times a month A – Bingo E – 1 st and 3 rd of month - Garden Club E – 2 nd and 4 th Gramophone Club	M – Wednesday Club	M – Stay Strong Stay Safe P – Rockwell Green Pensioners Club			
Northfield Gardens (49 residents)	M - Yoga A - Scrabble	M - Coffee morning	M - Ukulele Practice	M - Monthly Communion Service A - Themed lunches eg Fish & chips		A - Birthday parties every month	A - Monthly church service
Langham Gardens, Galmington (27 residents)			M - Coffee morning		M - Coffee morning	A - Birthday parties every month	

Blue = new activities since last meeting

To check availability of our halls, please contact: Sarah Maynard – Email: S.Maynard@tauntondeane.gov.uk or Tel: 01823 356 389. When Sarah is not available, please contact Mary Gibbs – Email: m.gibbs@tauntondeane.gov.uk or Tel: 01823 356 446.

Taunton Deane Borough Council and West Somerset Council Equality Impact Assessment Form and Action Plan

1. Name of policy, procedure, decision or service being analysed:

TDBC Meeting Hall Use Strategy

2. What is the reason for completing this EIA? Please tick.

New policy/service	<input checked="" type="checkbox"/>
Change of policy/service	<input type="checkbox"/>
New/change of budget	<input type="checkbox"/>
Service review	<input type="checkbox"/>

3. Sources of information used in this analysis:
(E.g. demographic data, research from websites, consultations, equality monitoring data, customer feedback)

Survey of similar local facilities, SINE data, including IMD information, websites, consultation with tenants, Supported Housing Development Group, Tenants Management Board, senior management and Councillors.

4. Identify the potential effect of this action on each of the groups below.
Please refer to the equality analysis guidance.

Protected Group	Comments	Actions
Age	<p>Consultation</p> <p>Access to halls</p> <p>Age profile</p>	<p>Ensuring all older tenants are able to take part in the consultations either via post, face to face or events regarding any changes to the halls.</p> <p>Ensuring existing or alternative facilities are within easy reach of older tenants and those who are less mobile.</p> <p>Majority of activities are utilised by older people and those with additional needs. Future promotion needs to be targeted at other age groups in the local communities to help build community cohesion.</p>
Disability	<p>Consultation</p> <p>Access to halls</p> <p>Guest Room removal</p>	<p>Ensuring all tenants with additional needs are able to take part in the consultations either via post, face to face or events.</p> <p>Ensuring existing or alternative facilities are within easy reach.</p> <p>Potential decline in family members coming to visit their parents/relations, due to high price of alternative accommodation options.</p>

Taunton Deane Borough Council and West Somerset Council Equality Impact Assessment Form and Action Plan

Protected Group	Comments	Actions
	Dementia support Legal compliance of halls to meet needs of users Fit for purpose	Potential to further deliver dementia awareness via Reminiscence Learning. Works survey to identify required works, time line and action plan to be produced by August 2017 to ensure accessibility. Additional equipment may need to be purchased to ensure that any member of the community can assess the halls. Eg bariatric chairs for those who cannot use other chairs.
Gender Reassignment	Transgender, Lesbian and Gay community awareness	Organising training sessions to raise awareness where required
Race	Understanding of cultural mix within hall areas Language barriers	Demographics for area and tenants. Build good relations through English courses
Religion and Belief	Different religious groups using the halls	Monitor potential reaction from neighbouring tenants.
Sex (Gender)	Domestic Violence Group meeting future needs Security of halls for vulnerable users	Consider their future needs, eg, when halls are closed for improvements Ensure intercom/Lifeline, well-lit halls to encourage
Sexual Orientation	Facilities accessible to all	Eg toilets which can be used by anyone.
Other	Wi-Fi access available to staff	Enable tenants to access Wi-Fi within halls to ensure equality of service.

5. Details of person completing this form:

Name: Angela Summers	Service Area: Housing & Community Directorate
Email: a.summers@tauntondeane.gov.uk	Telephone: 01823 219 441

6. Details of person responsible for signing off this EIA:

Name: Angela Summers	Service Area: Housing & Community Directorate
Email: a.summers@tauntondeane.gov.uk	Telephone: 01823 219 441

Taunton Deane Borough Council and West Somerset Council Equality Impact Assessment Form and Action Plan

7. Review date/timeline of this EIA:

1st December 2018

8. Comments/Observations relating to this analysis:

The results of the consultation will be used to inform the strategy. Research also included:

- Usage of halls
- Number of sessions in the halls

Further work is needed on the costs and value for money of the halls to the council, user satisfaction, works needed to become legally compliant and increasing the use of the halls to meet user needs.