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1. Introduction

The Highgate Newtown Community Centre building

Highgate Newtown Community Centre, located at 30 Bertram Street, N19 5DQ, is a purpose-built, customer-focused, fully staffed facility with a variety of tenants and uses designed to serve all the local community.

The community centre building is one element of a new development that is owned in its entirety by London Borough of Camden.

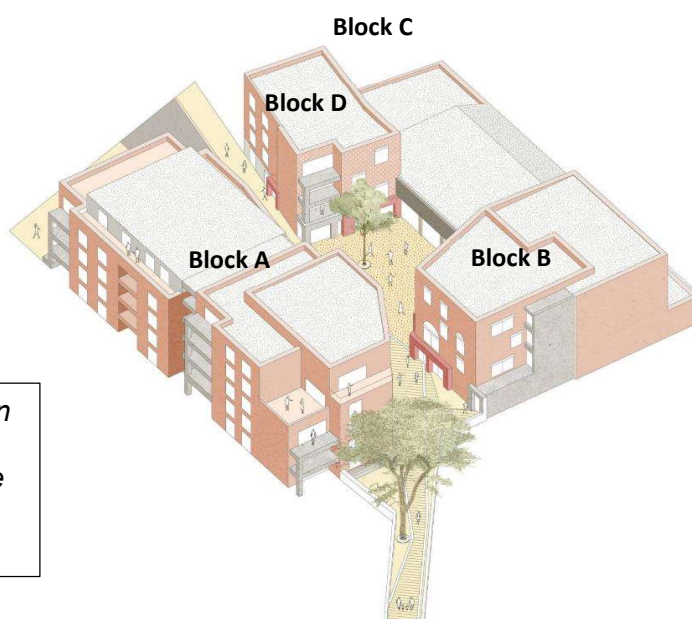
- The hall, ground and first floor are leased to Highgate Newtown Community Partners. Control of access to the community facilities and first floor will be through the main entrance. This will be managed by HNCP staff.
- The second floor will be occupied on an agreement by LB Camden Early Years' Service, part of the Camden Integrated Youth Support Services.
- The third floor will be occupied on an agreement by LB Camden Fresh Youth Academy, part of the Camden Integrated Youth Support Services

This community management plan sets out the details of the management and operation of the centre.

The Highgate Newtown development

The community centre is part of a development project that provides 36 new affordable homes. Ownership of these new homes will be retained by Camden to re-house Afghan families in line with the Government's Refugee Housing Programme.

The management and maintenance of these homes is the responsibility of LB Camden housing officers and their contact details will be displayed in noticeboards within the estate.



This map shows the distribution of the HNCC estate where Block A, C and D represent the affordable homes and Block B the community centre.

Highgate Newtown Community Centre -Vision

To create a welcoming, high-quality facility which brings people together and gives those who struggle financially opportunities they would not have elsewhere. To ensure that people feel valued when they are in the buildings, and that they deserve the quality of what has been delivered. The overarching aim of the management strategy and all future management and maintenance activities should seek to fulfil this goal to ensure that: Highgate Newtown Community Centre (HNCC) remains an incredibly popular and much-admired community facility in London. Maintained to the highest standards, both inside the buildings, and the public realm hard and soft landscaping.

The overall landscape design and a range of informal and planned uses and activities will animate the open space; and provide opportunities for residents and visitors alike to dwell, rest, relax, and be included in the community engagement. Whilst subject to several different land uses and management the public realm will appear as 'one place'; as a visitor it will be impossible to detect any boundaries.

Who are HNCP?

Highgate Newtown Community Partners (HNCP) is a registered charity (Charity Number: 290712). HNCP has been at the heart of community life in Camden and Islington since 1978. It aims to provide a welcoming, 5-star experience to all visitors. HNCP mission statement is "*We want to make our community better where everyone has a chance to succeed, and nobody gets left behind*". Services are mostly funded through grants and donations. There are targeted projects for those aged over 60, families with young children and those who are isolated or live on a low income.

Located in Camden, on the borders of both Islington and Haringey, the organisation's purpose is to support people in these three boroughs. It provides education, training, health promotion, and support for people with disabilities. It works with partners to prevent or provide relief of poverty. It offers services in arts, culture, and heritage. It supports amateur sport, human rights, racial equality and diversity, and other charitable purposes. The HNCP board of trustees is committed to openness and transparency. It releases frequent decision-making updates and publishes its annual reports on the HNCP website.

Who is IYSS/ Early Years' Service?

Camden's Early Years' Service is part of Camden council and delivers support to families with young children. Access to the service is controlled by Early Years' staff. The service will use the 2nd Floor of Block B.

The service provides a range of free support for expectant parents and families with children aged 0-5. This includes midwifery and health visiting services, group sessions, and one to one support.

Families are offered emotional and practical support to help them navigate parenthood. This includes family support services, welfare rights advice, employment and training opportunities, and arranging affordable childcare. Their services will run during school hours and occasionally in the evening or at the weekend.

Who is IYSS/Fresh Youth Academy?

Fresh Youth Academy is run by the Council Integrated Youth Support Service. The Fresh Youth Academy will provide a range of youth support services to young people such as those living in areas of high deprivation, regularly miss school, have special educational needs and disabilities, or are at risk of being involved in crime or antisocial behaviour. This group is designed to provide a safe, informal, and supervised environment to ensure that young people can access exciting social interaction opportunities among different age groups during the day and evenings and weekends.

This will support and encourage young people to develop into active and confident young adults. We believe that young people have the potential to thrive and make a positive contribution to their community.

Fresh Youth Academy will use the 3rd floor and gym on the ground floor. On a day-to-day basis, IYSS staff will be responsible for overseeing the work delivered from these two spaces.

These two spaces will be in use daytime, evening and weekend till 9pm term time and holidays. During holiday times, the youth project will run during the daytime from 10am onwards.

2. The community space and summary of responsibilities

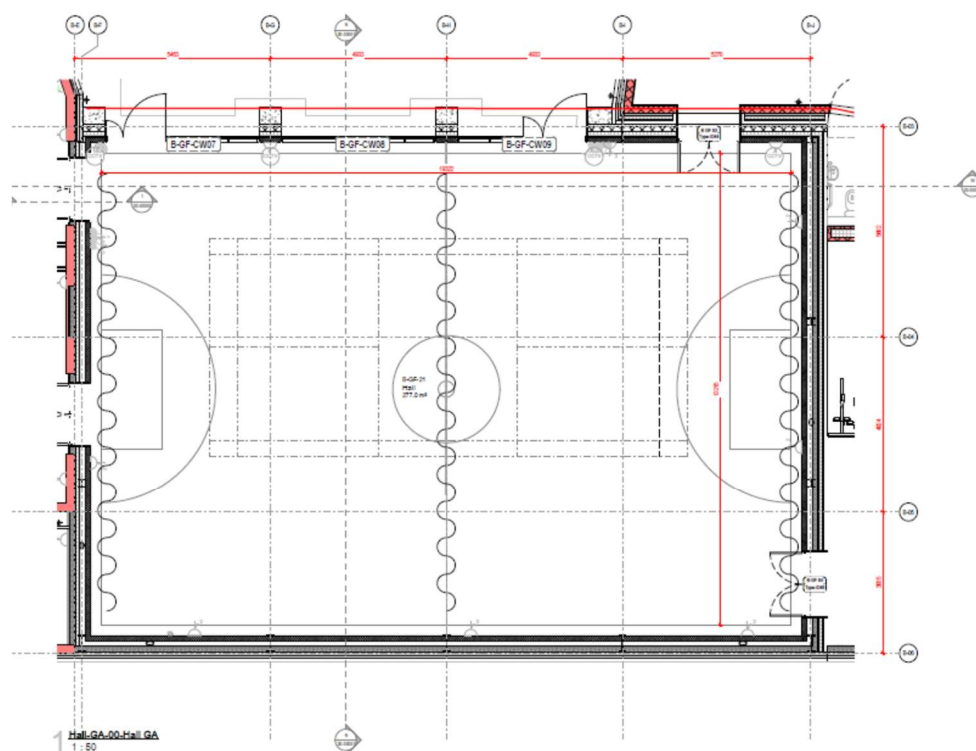
The Highgate Newtown Community Centre comprises

- a multipurpose hall designed to be flexible to accommodate a range of sports and community activities such as indoor football, table tennis, keep fit and a schedule of events throughout the year;
- an affordable quality café;
- an affordable hairdressers and laundry;
- cooking and pottery schools; and meeting rooms.

These spaces are intended for community uses, and the organisations involved in providing the service may change to suit community needs over time.

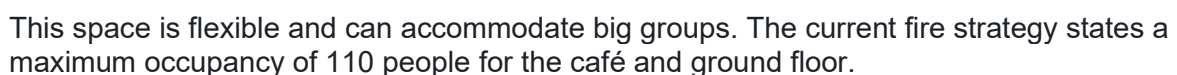
The space available for community use includes:

2.1 The Hall – main user HNCP



The sports hall will be available for community meetings and a range of events such as job fairs and concerts. This space will be managed by HNCP and any potential individual bookings will need to be agreed and arranged with HNCP.

2.2 Ground Floor Community Centre (Block B) – main user HNCP



The first floor would have access to toilets and storage space. This space can accommodate large groups and its maximum capacity will always comply with the limits set in the fire strategy.

The space which is let to Camden council services includes:

The space can accommodate groups of up to 60 individuals.



2.5 Third Floor Community Centre (Block B) – used by FYA



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The provision and use of the facilities will be determined by Camden IYSS.

IYSS team will be responsible for the operation of these areas with LBC FM managing maintenance and repairs.

The space will include four activity rooms, including three meeting rooms (different sizes) and a recording studio. There will also be a kitchen area and an open space for activities, open plan class or circulation.

The third floor will have access to toilets and storage space and this space can accommodate groups of up to 60 individuals.

There is separate staircase and lift access to this floor from the outside of the building.

2.6 Ground Floor Block D – main user FYA

Access to the gym is directly from the main courtyard and will be controlled by FYA/IYSS

The space will include an activity room which is intended to be used as a gym and will have access to a toilet.

IYSS team will be responsible for the operation of this area and LBC FM will be responsible for maintenance and repairs.

2.7 Associated public realm

There is a small public square at the front of the community centre building which is intended as an amenity space for the whole community. This area is open to pedestrians and cyclists and secured from motor vehicles by bollards at the end of Bertram Street



The public open space may be used by customers of the café during daylight hours; responsibility for securing and stowing away any tables and chairs used in this area is for HNCP staff. Any use of the courtyard will have to be agreed in advance by LBC and subject to appropriate licences.

- Activities held within this public square must avoid disturbance of nearby residents in this tight urban location.
- Overall security and community safety of the development is a responsibility of LB Camden. HNCP staff will be expected to comply with security and community safety related requests from Camden officers.
- Management of the public square will be the responsibility of LB Camden FM team; overall cleaning, repair and maintenance of the square, security bollards, and the walkways through the site from Bertram Street to Croftdown Rd are the responsibility of LB Camden.
- Access to the courtyard is described in Appendix A, Section 2.

3. Community services and activities – hours of operation

Hours of operation

The community facilities in Buildings B and D and the community hall shall only be used between
8.30am – 10pm Monday to Thursday,
8.30am – 11.30pm Friday and Saturday
9.30am – 9pm on Sundays.

Fresh Youth Academy spaces will be in use daytime, evening and weekend till 9pm term time and holidays. During holiday times, the youth project will run during the daytime from 10am onwards.

Early Years staff will use the second floor during office hours and most of their services will run during school hours and occasionally in the evening or at the weekend.

Events and larger activities

- Larger community events and activities may take place in the hall and café, with attendance limitations set by HNCP but always complying with the maximum capacity allowed for in the fire strategy, this is 360 people for the hall and 110 people for the ground floor. Such events will be planned and coordinated with other community centre occupiers and communicated to adjacent residents.
- There will be several planned events held over the course of the year, and a range of sports activities are likely to be scheduled per week. HNCP is responsible for organising these events and ensuring appropriate security measures are in place to mitigate the impact on surrounding residents avoid anti-social behaviour issues within their facilities.

Restrictions and conditions of use

- The general public will not be able to rent/hire the facilities outside of approved opening hours and they are to follow HNCP booking system.
- HNCP will vet the partners able to use the community centre, and ensure all insurances are in place for the events.
- Partners must agree to comply with the conditions of use for the building and may be asked to supply risk assessments in advance for their activities.
- All use of community facilities will be restricted to the hours of operation and all users will be notified that car parking is not permitted on site under any circumstances.

- All advertising and marketing for events must specify that there is no parking on site, and no vehicle access from Bertram Street. It is important to discourage vehicle access into Bertram Street to avoid congestion and vehicles having to reverse out onto Chester Road.
- Information about public transport for the site must be included in all marketing materials to encourage people to avoid using cars or trying to access Bertram Street with a vehicle.

See Section 8 below for further detail on minimising amenity issues.

4. Staffing

Operational responsibility for the community facilities (GF, hall and 1F)

HNCP is recruiting an experienced manager, versed in customer care. A second full time member of staff will also be employed for the first 6 months of operation to help set up. Each day, there will be a full-time manager, plus one other team member in the morning and 2 in the evenings. There is no reception desk, and staff / volunteers will welcome people on the door and all will need to touch in the new club card.

Operational responsibility for 2nd and 3rd floors of the building

The LB Camden services who will occupy the 2nd and 3rd floors will be responsible for the staffing and operation of these areas.

5. Marketing and advertisement of the community facilities

HNCP is responsible for marketing the community facilities running on the hall, ground and first floors, the branding of the facilities and providing a public interface for visitors. HNCP wants to ensure that the community facilities are advertised widely to ensure the space will be widely used.

The marketing and advertising that HNCP would utilise include:

- HNCP launched a website in Spring 2022 which shall be used to provide details of the facilities, including photographs, prices, availability, a live register of programmed events and contact details. <https://www.highgatentown.org.uk/>
- Advertising the space in local directories – this includes local newspaper such as Hamstead and Highgate Express
- Attendance and engagement with local community organisations
- Advertising on community noticeboards in the vicinity of the site – this includes noticeboards in nearby housing estates and the electronic notice board facility in Highgate Library.

Council services provided at the building (IYSS Fresh Youth Academy and Early Years) are targeted in nature, please see their services description in Section 1. The marketing/communications about these will be the responsibility of LB Camden staff.

6. The management of the community facilities and public courtyard

6.1 Access to the community centre for the public/users

Access to the community facilities on ground and first floor will only be granted to those that scan their club card at building entrances. The club card is provided to members upon registering with the Community Centre and is the tool for individuals to manage their access and bookings with the facility (bookings managed through the Time to Spare service). This will also serve to keep a register of members and provides management the ability for HNCP to restrict access for those that do not comply with the terms and conditions of membership.

Before receiving a card, members will be given an overview of the services available along with rules associated with the use of the centre. The email registered with the card will also be the mechanism by which members receive offers and communication from HNCP. Further information on applying for membership and the accompanying regulations is available on the HNCP website.

Access to 3rd floor (FYA)

As an open access youth provision, there will be no appointment for those young people accessing youth provision. Any young person wishing access youth activities, would be able to attend without appointment when youth sessions are running. Similarly, young people can drop in at point to see their youth worker during daytime, after school and evening. For family case work, and one to one support, some young people will be given appointment time.

6.2 Use of the Courtyard space

The quality of the courtyard space is integral to the success of the scheme. This space is at the centre of the development and acts as a focal point. It is also at the heart of the new pedestrian thoroughway between Bertram Street and Croftdown Rd, so needs to respect the needs of all users.

The courtyard has been developed with a wide range of potential uses in mind in order that they should offer flexible and active spaces for the community. Fixed items of planting and furniture are kept to a minimum in order to maximise the flexible use of the space and allow for the right of way as well as access by service vehicles for waste disposal.

Free standing tables and chairs will provide seating for the ground floor café of Block B (subject to licence approval from LBC) and these will be stowed away inside by staff when the community centre is not in operation.

As the estate is designed to allow free pedestrian flow, and cycle connectivity between Bertram Street and Croftdown Road, there are vehicular access control measures in place. It is currently proposed that only emergency services and waste collection will be granted vehicular access to the courtyard. In addition, the street furniture, trees, and rising bollards at both entrances of courtyard, promotes safe / slow cycling through the site. See more details in Section 2 of Appendix A Travel Plan.

6.3 Future uses of the courtyard space

Any alternative future use of the courtyard by HNCP will require consultation with and approval by LB Camden.

LB Camden Markets team may conduct consultation with members of the local community to determine if users of the space are interested in the courtyard hosting periodic weekend markets, and if so, what kind of kiosks would be best suited to meet local interests. Any proposed markets on the courtyard will need to take into consideration that vehicular access is not allowed on site.

7. Compliance with statutory and policy requirements

The building management team (LB Camden officers) will be responsible for ensuring that all relevant statutory and policy requirements for the structure of the building and the operation and management of the building are met.

Regular liaison with the HNCP management and trustees will be required to effectively fulfil this obligation. HNCP staff will be expected to comply with all legal and good practice requirements as part of their operational responsibility for the community facilities:

- Health and Safety requirements
- Fire Risk Assessments and recommendations
- Fire Evacuation procedures, including training and fire drills
- Security and crime prevention measures
- Emergency procedures as directed by Camden's Emergency Management Team

7.1 Disabled Facilities & Equality Act 2010

The estate will be an accessible location and will be fully compliant with the relevant Building Regulations, Equality Act 2010 (formerly Disability Discrimination Act 1995 & 2005). The Management Team will ensure that an Access Audit has been carried out for the public realm by an independent specialist advisor.

Disabled facilities include:

- Compliant seating
- A disabled parking bay: provided at the Croftdown Rd near the entrance to the site

7.2 Health and Safety

The prevention of accidents and ill health is one of the most important functions of the Management Team and an estate-wide Health and Safety plan will be implemented, ensuring:

- Occupiers, residents, visitors, employees and service partners' staff are protected from injury whilst in the public realm.
- Compliance with health and safety legislation.
- Prevention of accidents or unsafe/ unhealthy working conditions within the public realm, which would otherwise create a drain on resources and demonstrate a lack of efficient management.

7.3 Crime Prevention and security

The prevention of crime is important to all residents, occupiers and visitors, and the ongoing reputation of the facilities. The combination of passive surveillance plus communication and coordination between the occupiers, residents, and the Metropolitan Police is fundamental to creating an environment that will help discourage crime.

The development, including the community centre, complies with the 'Secured by Design' criteria including door entry systems and CCTV coverage monitored by the Camden CCTV team.

7.4 Fire Strategy

A Fire Strategy for the completed Estate will be agreed with Building Control/ the District Surveyor and the London Fire Brigade.

The Strategy will follow the Fire Regulatory Reform Order with the Management Team co-ordinating the findings of their Fire Risk Assessments for the common areas with those of each occupier. Emergency and contingency plans will be published for each block with an overarching statement for the estate.

Fire alarms will be tested on a regular basis, in compliance with regulations. The position of firefighting equipment in the building will comply with fire regulations.

7.5. Fire Evacuation

- Fire evacuation procedures will be signposted within the building.
- Fire marshals from each service/floor of the building will be appointed to assist in the event of an evacuation.
- Fire drills will be conducted to meet the requirements of the fire regulations.

If the fire alarm is triggered, users of the community centre, please note this does not apply to the residential buildings, will be asked to follow the instructions of the fire marshals:

- Do not panic.
- Stop whatever you are doing and calmly make your way to the nearest and safest fire exit as indicated on site maps and by signage. Fire Marshals will assist occupants toward exits.
- Make your way to the Assembly points off site, being sure to stay off the roadway to allow site access for emergency vehicles.
- Fire Marshals will check the register to confirm that all the children, students or members and visiting occupants have been evacuated from the building and are assembled.
- If anyone is missing, each floors' Fire Marshals and/or a member of HNCP / EY / FYA staff will inform the emergency services immediately.
- In no circumstances must anyone re-enter the building until advised to do so by the Fire Marshal.

7.6 Other emergencies

Pandemics, national and localised outbreaks of infectious diseases, such as influenza, coronavirus or measles can have serious implications for businesses and society. The Building Management Team will liaise with Camden's Emergency Management Team and follow any recommendations and requirements. HNCP / EY and FYA staff will be expected to follow Camden's policies and recommendations as requested.

8. Measures to address/minimise amenity issues

- Regular feedback will be sought from users of the facilities, and the surrounding neighbours through regular community liaison meetings. This should provide early identification of issues and an opportunity to mitigate these.
- The complaints procedures of both LB Camden and HNCP will address any issues that have caused a complaint to be made. See section 9 below for details.

Limiting disturbance for local residents / neighbours

- Noise producing events and activities will largely be contained within the community facilities. All facilities on site (incl. pottery, hairdressers, café and hall) have their own staff to be trained on site policies for minimising amenity issues.

- Programming of activities will be staggered to ensure facilities do not become overcrowded, and to regulate facility access.
- During larger events, mandatory security cover will be in place.
- Marshals will facilitate attendees off the property at the end of the event if required.
- As per site policies, no events will proceed past hours of operation.
- Signage reminding users of key policies (incl. no parking and respecting neighbours) will be posted on site.
- All bookings for use of community centre facilities on ground floor and hall are to be made via HNCP booking system. HNCP will approve bookings only if their booking criteria, rules and policies are met; all service providers are expected to adhere to the centre's policies.
- The Community Centre building is designed and built with acoustic insulation that prevents and reduces excess noise levels. The noise reduction criteria are bespoke to each room / space depending on their use.
- HNCP / EY / FYA must adhere to the Environmental Noise (England) Regulations 2006 (as amended) and ensure their events comply with noise mitigation rules whilst avoiding any statutory nuisance to fellow neighbours.
- Any complaint about noise that could be a 'statutory nuisance' (covered by the Environmental Protection Act 1990) will be investigated and dealt with by Camden Council. A summary of this process can be found in [Statutory nuisances: how councils deal with complaints - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/statutory-nuisances-how-councils-deal-with-complaints)

In addition, should any event or activity require additional security presence, provision and cost of the required resources will be the responsibility of the event operator.

9. Feedback from service users and complaints procedure

LB Camden

- LB Camden has a published complaints procedure
- Any complaints relating to Camden services or staff should be directed to this procedure.
- Collection of regular feedback from users is the responsibility of each service manager.
- LB Camden service managers will undertake to share feedback and participate in meetings to discuss any issues that arise with the building management team and building occupiers, with the aim of jointly resolving any issues.

HNCP policy for feedback and complaints

There is a robust Complaints Policy in place to deal with any issues that may arise, while it is hoped to minimise these occurrences based on upon our management procedures. These procedures will be communicated during the membership application process and during event booking and tracked via the club card.

10. Details of consultation on the plan with the local community

The draft community management plan has been reviewed by stakeholders including the services operating from the building, facilities management team, and representatives of the neighbouring communities via the Construction Working Group (CWG).

The comments and feedback received have been considered and the plan amended accordingly. Consultation with local residents will continue, and any further feedback will be addressed accordingly. The final management plan will be published online and shared again with stakeholders, occupiers and CWG.

HNCP Opening event – outreach

For the grand opening of the site this will include the distribution of 10,000 informational brochures, a local door knocking exercise and meet and greet sessions held with the Designer's Guild and HNCP staff.

Once the facilities have officially been opened, ongoing meetings, open houses, and community events can be arranged with individuals and groups with attendance from HNCP management and representatives from the Designer's Guild to ensure queries and concerns are heard and a response made.

As discussed in Section 5, ongoing and active communication regarding event programming and site policies will be maintained with the local community through the electronic display board in the library, community board on the Bertram Street site entrance, and regular updates to the HNCP website's news page. Key contact information will be made available in all these locations.

11. Review period

Quarterly meetings will be held between LBC and representatives of the various building occupiers (FYA, EY and HNCP) to address any potential concerns or issues and to keep working collaborative to provide the best services to the community.

In addition, HNCP will conduct review of their own consultation processes, feedback, and complaints by as a standing agenda item within their management meetings.

This community plan will be reviewed and updated on a regular basis. Following first year of operation, HNCP and Camden officers will jointly review this document in context of any feedback received, and if considered necessary, procedures can be updated accordingly.

12. Appendices**Appendix A: Travel Plan Summary**

Appendix A Travel Plan Summary

1. Travel Plan Introduction

A travel plan (TP) has been prepared to provide a strategic tool to promote more sustainable travel choices in accordance with national and local planning policies. Active and sustainable travel can bring a number of benefits to site users and the wider community, including reduced parking demand, improved accessibility and potential localised environmental and health benefits through a reduction in vehicular traffic.

The aim of this TP is to provide information and to increase awareness of the options for sustainable and active travel available to residents and community use staff members, and to secure and promote incentives that encourage residents, visitors and staff to actively choose sustainable travel modes over private car use wherever practical.

The Management Team (to be agreed and specified) will nominate a travel plan co-ordinator. This individual will be responsible for the day to day running, promotion and implementation of the Travel Plan, as well as being the person that helps others with transport questions.

Full travel plan can be found via the Camden planning portal.

2. Access

Pedestrian Measures

A key element of the new development is the provision of a pedestrian north-south route across the estate which will be open to the public (not gated), providing an improved connection between Bertram Street and Croftdown Road.

Pedestrian access to the new development will be possible from both Bertram Street and Croftdown Road. Access to the Site from Croftdown Road will be restricted to pedestrians and cyclists, except for servicing activity (on-street parking, street furniture and trees ensure vehicles cannot access the Site), whilst the Bertram Street access will be restricted to vehicles by a rising bollard.

Vehicle access for deliveries, emergency services and waste disposal

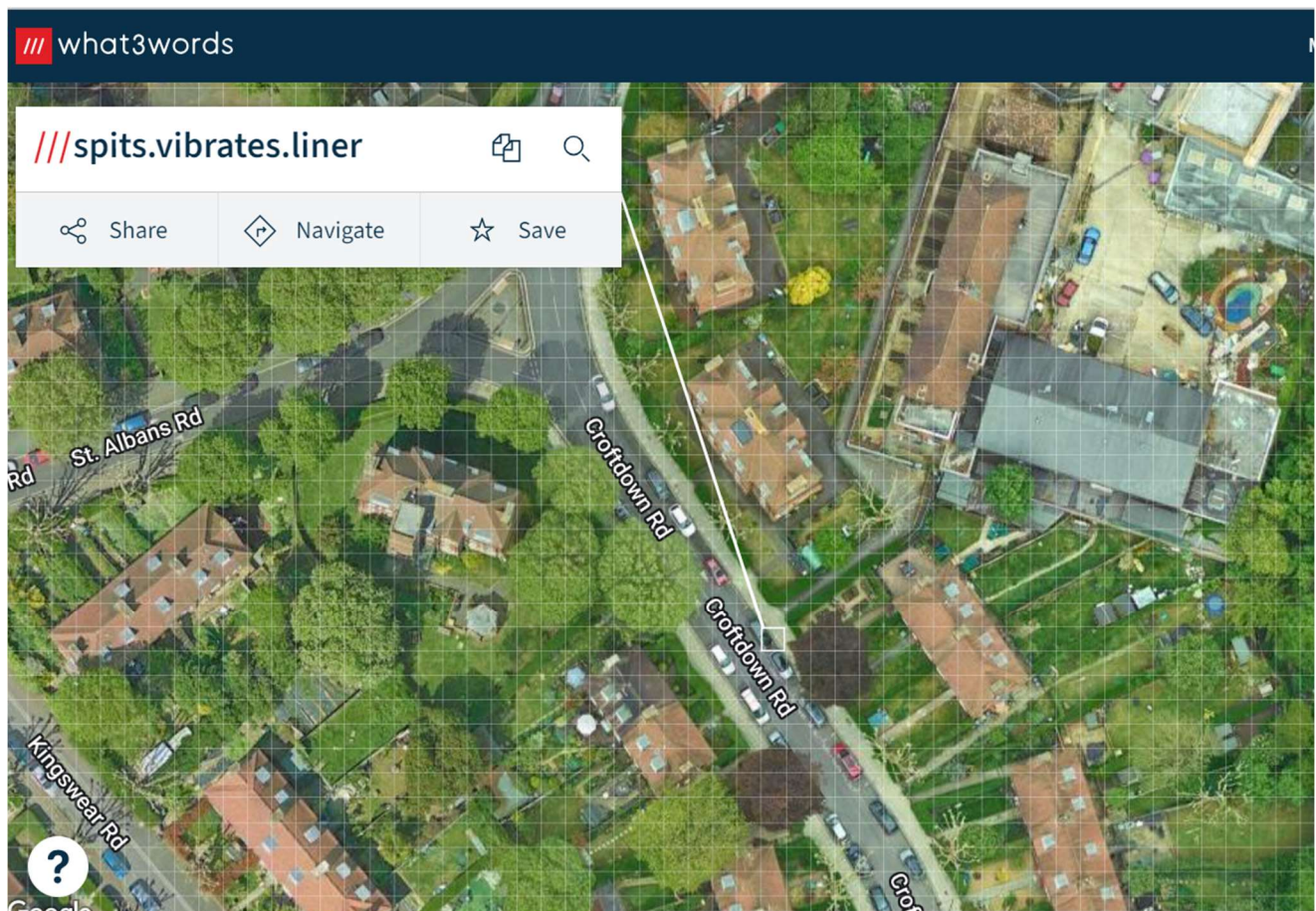
As the estate is designed to allow free pedestrian flow, there are vehicular access control measures in place in the form of bollards.–Management of the bollards bordering the courtyard will be determined through agreement between LB Camden and HNCP.

It is currently proposed that the following servicing and delivery trips will be granted access to the Site:

- Refuse collection vehicle – operatives will be given a key to lower the bollards. These are trips expected to take place out of peak hours.

Deliveries can be undertaken on-street from Croftdown Road.

The what3words website signalling this space is: [what3words /// The simplest way to talk about location](https://www.what3words.com/). This website identifies a specific area via giving it an unique identifier made from three words (the words are distributed by a mathematical algorithm; they are fixed and will never change).



3. Public Transport

Four daytime bus services operate within an accessible walk distance of the Site (defined by TfL standards as a maximum walk distance of 640m). The closest bus stops to the Site are located on Chester Road, approximately 200m to the north.

The Site is located approximately 650m north-east and 750m south-east of Archway and Tufnell Park London Underground stations respectively, whilst the closest London Overground stations are Gospel Oak and Upper Holloway.

Information about public transport for the site will be included in all marketing materials to encourage people to avoid using cars.

4. Car Parking

As previously mentioned, the development has been designated 'car free' in response to planning policies and to encourage healthy and sustainable travel choices. Occupiers and residents will not be eligible for parking permits. This will be communicated to all parties as a condition of occupation before the buildings are occupied.

In line with the planning permission for the new development, the community elements of the Site will also be car-free, with the exception of one disabled bay for use by community centre visitors.

It is noted that any disabled users travelling by car to the community centre will be able to be dropped off or picked up near the site either at Croftdown Rd or Bertram St; however, their vehicles will need to be parked off-site.

5. Car Club

Car clubs are short-term car rental services that allow members access to locally parked cars and pay by the minute, hour or day. There are quite few car club spaces close to the community centre, four of them being within 350 or 600m to the site.

- ☐ Bickerton Road (Zipcar), located approximately 350m to the east of the Site;
- ☐ Darmouth Park Road (Zipcar), located approximately 600m to the south of the Site;
- ☐ Pemberton Gardens (Zipcar), located approximately 600m to the east of the Site;
- ☐ St Alban's Road (Zipcar), located approximately 600m to the west of the Site;

6. Cycling Facilities

Secure cycle parking will be provided for both the residential and community uses of the new development. A key issue regarding the uptake of cycling is the provision of safe and convenient storage for cycles, and therefore this measure aims to meet this and encourage greater use of this mode.

There is provision of cycle parking as follows:

- 22 short stay cycle parking spaces will be provided in two locations within the internal courtyard for visitors to both residential buildings and the community centre,
- 58 long stay cycle parking spaces within the new buildings.

