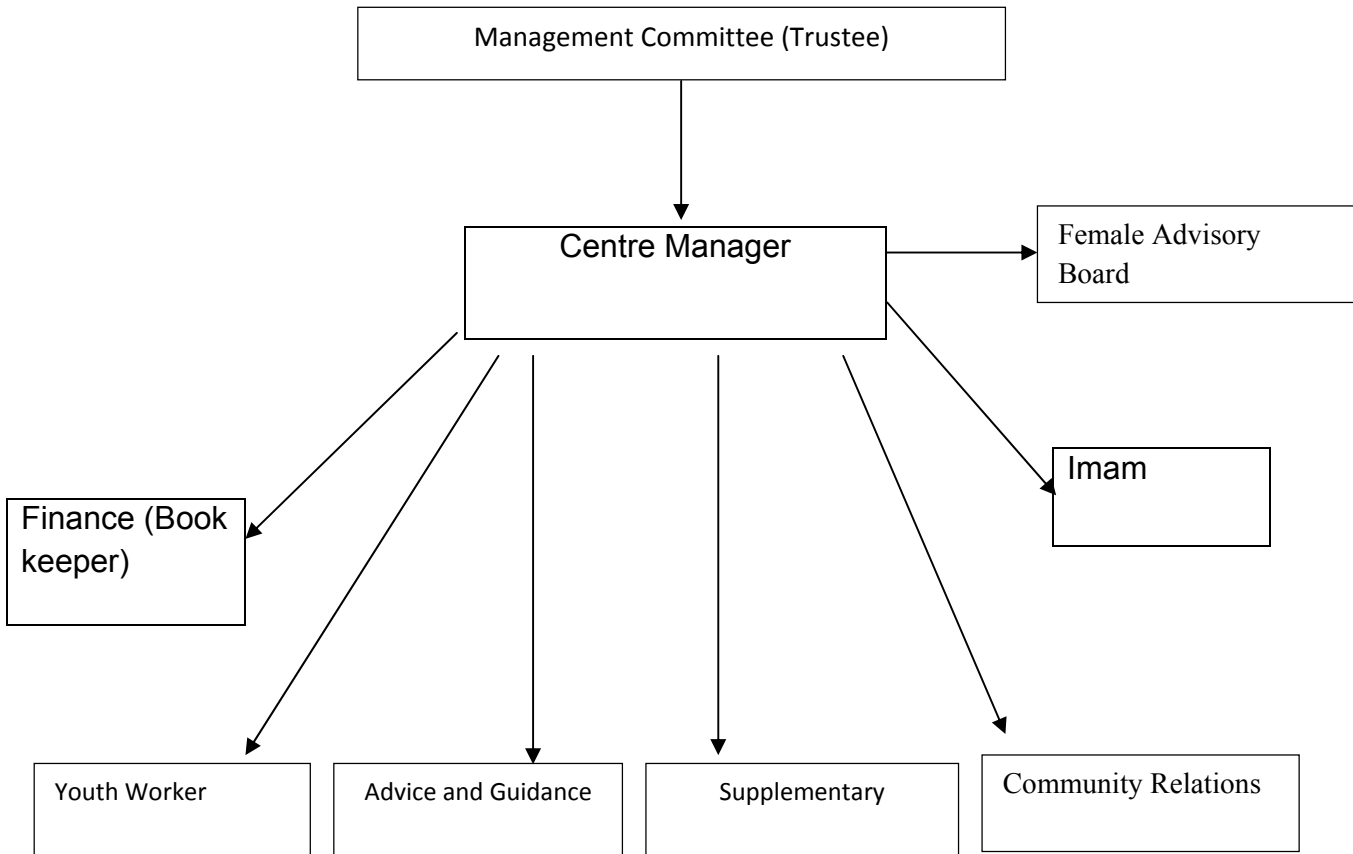


# SCDT Management Plan - November, 2015

## 1. Management structure



## 2. Centre management

The overall responsibility for managing the centre falls on the shoulders of the Centre Manager (Mr Abdirahman Hiraabe). He liaises with the centre's staff, committee members, volunteers, users of and visitors to the centre, neighbours and local businesses, as well as external organisations such as government agencies and statutory bodies.

Community relations are the responsibility of Mr Mohamed Dirshe, who also deals with any concerns that members, visitors or neighbours have. He works to resolve any matters that need attention in a timely manner. His contact

details are with the estate manager and through him, several neighbours, so that our community relations manager can deal with any queries or concerns immediately, and at any time around the clock.

The Centre Manager, through our volunteers and staff, will ensure that users and guests follow the management plan, i.e. follow the centre's rules. Our Health & Safety officers (being one male and one female, namely Mr Amir Salim and Mrs Rahma Maow respectively) will work with the Centre Manager to implement and enforce H&S rules and give guidance where necessary.

### **3. Managing access to the centre**

The Centre Manager through his support workers and volunteers, ensures that people are able to move in and out of the centre safely, which includes making provision to assist those with mobility difficulties as well as ensuring that they have unobstructed access.

In view of past concerns, we are making special provision to control the manner in which people enter and leave the building, with a particular focus on minimising the level of sound generated when they talk to each other as they come and go, as well as preventing any activity which may disturb others. We will post notices and have persons on site responsible for managing those activities. In particular, we will discourage people from gathering outside the building, particularly after leaving, as they can meet within the centre or elsewhere if they need to. There will be regular announcements to ensure that visitors and users of the centre are continually aware of the principles of use of the centre and their responsibilities towards others, including our neighbours, as good citizens. We will also pro-actively marshal visitors at busy times. Mr Abdirahman Hiraabe, Mr Amir Salam, Omar Jama, Mrs Juwayriya Jibril and Rahma Maow will share this responsibility.

We have installed CCTV at the front and the back of the centre to monitor activities, recordings from which will be made available should there be any

concerns about noise or disturbance. This will help to clarify the cause(s) of any disturbance that may be reported, verify whether there has in fact been a problem or if a report is purely malicious and unfounded, and establish whether any actual disturbance that has occurred was indeed linked to those using the centre, or by others unrelated to our activities or our visitors.

If any user is found abusing the centre's rules, they will either be given a warning or, if the breach is serious enough or irresolvable, they will be banned from the centre. Records of disciplinary action will be kept on file.

#### **4. Access to the basement area**

As male and female adult members worship out of sight of each other, our female advisory board members (representing women using the centre) chose to allocate the basement space for their sole use. This was agreed with by the male members of the committee. Men do not use that space.

As there is access directly to the basement from outside the building, women can make their way to their area without having to pass through the men's area, which is also preferable and a significant benefit in the layout of this building. Women are not forbidden from passing through the men's area but would normally prefer not to if they have the option. However, men would normally be forbidden from passing through the women's area. The present arrangement suits all concerned. There is no need to enforce this arrangement as it is self-policing and it would be inappropriate to do so. We do however have signs to indicate that there are separate entrances for everyone's convenience, should they choose to use them.

There are times when men and women may congregate together on the ground floor, but not normally during pray or for meetings that ladies arrange to discuss their social and personal matters. It is a very important part of the centre's policy to enable women to have the opportunity to join in

congregational prayer as well as the other activities that we offer. The majority of social and educational establishments in our various communities, and especially places where people can worship, do not provide facilities for women. Furthermore, many actually forbid women from entering their premises, even when they come to collect their children. Our progressive approach is to be welcomed and supported and we shall do our utmost to continue to encourage and provide for a mixed use of the centre. Having female representatives on the management team ensures that they not only have a voice, but are also able to introduce, initiate and control activities at the centre.

## **5. Overall Control**

Our Centre Manager (Mr Abdirahman Hiraabe) is in overall control in the event of an emergency. During his absence he will nominate a responsible person to stand in for him. If that has not been possible and he is not available, a committee member or trustee will either take responsibility themselves or nominate someone to do so.

During an emergency, he (or his substitute, if applicable) will:

- Take overall control of an evacuation (if that is necessary) and ensure that people are directed to a place of safety and assemble outside in the pre-determined locations indicated on notices within the centre by the exits (one for the basement and one for the ground floor)
- Ensure that the appropriate emergency service(s) are contacted, if necessary
- Ensure that other people with specific duties take relevant action, including a responsible female for controlling and managing the evacuation of the basement if it is in use by women
- Account for all persons on the premises
- Liaise with the Fire and Rescue Service, police and/or ambulance service as appropriate

- Initiate any additional response in relation to the care of people with special needs, children, or others who may not be able to cope with the emergency on their own (such as someone panicking or in fear)
- If named fire marshals are not available he should find replacement(s) as soon as possible and inform all concerned

### **Fire Marshals**

Fire marshals are valuable in an emergency involving fire. Our Fire Marshals and the areas for which they are responsible are as follows:

Ground floor	Mr Amir Salam and Omar Jama
Basement	Mrs Juwayriya Jibril and Rahma Maow

Their duties during an evacuation include: -

- Sweeping the building on their way out to ensure that no-one is left inside
- Carrying out 'first aid' fire fighting if safe to, within the limits of their training
- Always ensuring that they work together and avoid unnecessary risks to themselves or others
- Proceed to the assembly point as determined in the emergency evacuation notices
- Assisting Mr Abdirahman Hiraabe (the Centre Manager) who has overall control of the evacuation by confirming the area(s) they are responsible for have been checked
- Dispersing any crowds that may congregate in the vicinity if emergency services have not yet arrived and taken control of the situation
- Follow instructions and advice given over the telephone and, on their arrival in person, by emergency services
- Discourage untrained persons from becoming involved in fire-fighting activities unless the trained marshals ask for specific assistance and then to ensure that the assistance is limited to that which has been asked for

## **Fire Fighting**

Fire marshals should, within the limits of their training and if safe to do so, use the fire fighting equipment or other methods as appropriate, to mitigate and if possible extinguish, any fire(s) until professionals arrive and take over. They will then brief the professional service(s) on what has occurred and what action has been taken by them and others, particularly notifying them of any outstanding concerns that they are aware of

### **Fire extinguishers are located at these areas:**

**Ground Floor:** there are two fire extinguishers located each next the exit to the double doors

**Basement:** there is one fire extinguisher located the basement room next to the door

Fire extinguishes will be checked to ensure that they are always within their 'use by' date

### **Emergency Assembly Points for the centre**

There are two Assembly Points

For ground floor users assemble point A (outside 117 Queens Crescent NW5)

For basement users assemble point B (outside 92 Malden Road NW5)

## **6. Procedure for dealing with and recording complaints:**

A separate document deals with complaint procedures including a complaint form please see attached.

## **7. Centre rules and regulations**

Users and students are expected to observe the timetable of activities. The centre will be opened just before each activity and will be closed immediately

after it. For each prayer the centre will also be opened just before its start and will be closed immediately after unless the proximity between prayers is significantly close. This will minimise any opportunity for centre users to engage in activity unrelated to the centre's services that may disturb others.

If management, teachers or others are still inside the centre between the formal activities, the doors will be left closed to discourage others from coming and going. Management will be responsible for deciding who to allow to remain in the centre between timetabled activities as and when necessary.

We will, from time to time, conduct a centre usage survey to map out the number of users in the centre at any given time and the attendance levels of specific events and activities. At approximately six month intervals, management will make changes to the centre's activities timetable and prayer attendance as necessary, in response. Records of these will be kept on file for future reference. See centre event usage and occupancy form.

## **8. Monitoring and Self-Evaluation**

The centre will continuously monitor its activities and self-evaluate processes, procedures and policies, updating them if and as necessary.

## **9. Ensuring user awareness of the centre's policies**

A copy of this document will be available at the centre for all users to view. Those attending activities on a regular basis will be instructed to read it and agree to the principles we are promoting. They will thus also be informed on other matters such as emergency procedures and assembly points. They will also be invited to offer suggestions on improvements that we could incorporate and to assist in encouraging others to behave appropriately. We already promote and teach good manners, self respect and respect for others in our programmes and lessons. Such duties and responsibilities will be regarded as implicate in the principles of use of the centre.

# **Somali Community Development Trust**

**23-24 Chariton Queens Crescent London NW5 4EZ**

## **Cheriton Centre working group**

### **1. Purpose**

To invite local residents, businesses and users of the centre to monthly (unless another period is agreed by members of the working group) meetings to exchange views and find working solutions to solve complaints if and when they arise.

### **2. Term**

The term of the working group is effective from 01/02/2016 and continues until 31/01/2017 unless otherwise agreed by members of the working group.

### **3. Membership**

The membership will comprise of: the Centre workers, Councillors, users/visitors of the Centre, local residents and local businesses. The meetings will be advertised on the notice board outside the centre.

### **4. Roles and responsibilities**

The Centre is solely responsible for organising and running the meetings.

The centre manager, Mr Abdirahman Hiraabe, is responsible for the working group.

### **5. Meetings**

Meetings will be held on the last Wednesday (or another day as agreed by members of the working group) of each month (unless a longer period between meetings is agreed) between the hours of 18.00 to 19.00 O'clock and at the Centre (unless otherwise agreed).

If any concerns arise about the activities relating to the prayers, the working group will agree a proposed solution and timetable for resolving the matter(s) at the meeting if possible. If matters cannot be resolved at the relevant meeting, an agreed timescale will be decided in writing to resolve any outstanding issues. This will be consistent with our complaints procedure elsewhere in this management plan.

Issues can still be raised through the complaints procedure outlined in the Management Plan (dated November 2015) and it is advised that they are done so between meetings.



## **6. Amendment, Modification or Variation**

It is the Centre's responsibility to amend, verify or modify as appropriate to avoid conflict with the other activities of the centre.