

SCDT Management Plan

1. Introduction

Somali Community Development Trust (SCDT) has been running the Cheriton Centre situated on unit 23-24 Cheriton, Queens Crescent NW5, since 2011. The centre serves the needs of Somali community in Haverstock and surrounding areas.

This plan sets out the trust's approach to managing the future of the Chariton Centre. The current temporary planning permission for the centre is subject to the condition that the management plan should be followed. The condition is;

"The use hereby permitted is for a temporary period only and shall cease within 12 months of the date of this decision notice, at which time the premises shall revert to their former lawful use which is a training/community centre (D1) on the ground floor and office (B1a) at basement level".

As the one year, temporary permission is coming to an end, the trust is planning to submit a permanent planning application for the centre.

This management plan then sets out the way in which, the Cheriton Centre, manages its operations. The aim is to prevent public nuisance to residents. To achieve this the centre pledges to carefully consider the impact of all events and activities on residents.

The centre acknowledges that it is sited within mixed commercial and residential estate and strives to foster good relations with its neighbours.

As part of its normal operation, the centre will take all reasonable precautions to avoid disturbing residents and will actively seek to prevent actions, by our users, which may cause nuisance or have adverse effects on the residents.

2. Evaluation of the temporary permission period

The centre has been operating as a community centre and a prayer facility. The centre has carried out the activities it set out to achieve prior to the temporary planning permission. Exclusion Prevention trainings (EXCLUSION PREVENTION MAY 2016 LEAFLET1) and BME women employment support consultations were held in the centre during the period.

The timetable is being modified a little too for this new coming year of 2017 (see next section). The tuition/supplementary school have been running on full capacity for the most of the period except during the month of Ramadan and the Summer school holidays where most students broke for holidays (see Supplementary School1-4 registers). As the prayer activities concerned, the Friday prayers have been running on full capacity. The average attendance has been around 165 per week excluding Bank Holidays when the centre was closed for all activities (Prayer Attendees Register

Feb-Nov 2016). The other prayers have been also running on the expected capacity. The number of prayers offered per day varies between two to four. More accurate prayer timetable, which gives the reader day to day changes of the prayer times are available with this document. It also highlights the challenges facing the centre management to portray the prayer times in a single timetable (Annual Prayer_Timetable_2016)

For travel patterns of centre users, the management planned and executed periodic travel surveys to capture the likely mode of transport for the centre users. As expected the majority has been using the choice of walking to the centre instead of either driving or using the public transport. For more information and detailed surveys see (Friday Travel Survey 1-3 and Tuition Travel survey). The Friday surveys have been conducted one random Friday per month while the tuition survey one random day a month has been also chosen.

3. Travel to and from the centre

The centre has been encouraging the users to avoid using private vehicles when coming to or leaving the centre. The centre is located uniquely at the junction of Malden Road and Queens Crescent NW5. Varieties of public transport and cycle routes are available to the public to reach the centre. Our Transport Statement (R01-JP- Full Planning Application Transport Statement (161213) and Travel Plan (R02-JP- Travel Plan (161213) are both available for the centre workers, users, residents, planning officers and the public at large to inspect.

4. Management Structure of centre

The centre is managed by a management team on behave of the trustee body of SCST. The current director is Mr Abdirahman Barkhadle; a local resident in Haverstock ward and a member of SCDT trustee.

Current centre services

Table 1.0 – SCDT Community Centre Use*

Use	Times hours	Frequency	Numbers Attending
Advice and advocacy Session (1-1 session)	1000-1200	Wednesday	10
BBO Women’s Project	1000-1200	Thursday	20
Bengali Session men	1800-2000	Thursday	7-10
Male & Female Islamic studies	1600-1800	Friday and Saturday	35
Tuition Classes English and Maths Boys/Girls	1000-1300	Saturday and Sunday	70

- This is an indicative timetable that will be subject to change and updated as necessary

Prayer information

Table 1.1 – Prayer Times*		
Prayer Times	Duration	Numbers Attending
Dawn Prayer (Times Vary)	No prayer service available	N/A
Mid-Day Prayer (Zuhr) British summer time (13:30) Normal time (12:30)	20 mins	average 40
Mid-Afternoon Prayer (Asr) British summer time begins 16:00 and ends 17:00 Normal time begins 14:00 and ends 15:00	20 mins	average 50
Sunset Prayer (Maqrib) British summer time begins 19:30 and ends 20:30 Normal time begins 16:00 and ends 17:00	20 mins	average 55
Evening Prayer British summer time begins 17:00 and ends 17:30 Normal time begins 17:30 and ends 20:30	20 mins	average 50
Friday Prayer (Juma'h) British summer time (13:30) Normal time (12:30)	30 mins	average 170

- This is an indicative timetable that will be subject to change and updated as necessary

The prayer and activities timetables are seasonal and changeable. This is due to the changing nature of the prayer times during the winter and summer as well as the British Summer Time. Detailed yearly prayer timetable is attached

Opening and Closing the centre

The centre opening times as follows;

Day	Opening Time	Closing Time
Monday	9.00am	9.00pm
Tuesday	9.00am	9.00pm
Wednesday	9.00am	9.00pm
Thursday	9.00am	9.00pm
Friday	9.00am	9.00pm
Saturday	10.00am	7.00pm
Sunday	10.00am	6.00pm
Bank Holidays	Closed	Closed

The centre manager is responsible for observing orderly opening and closing of the centre. He is also responsible for the centre key-holders.

5. Information dissemination

The centre will ensure that information about any event, activity or change that may possibly effect neighbours is communicated to them through one of the following channels;

By letter,

By email,

Working group meeting,

Notice on boards outside the centre,

Letter/email distribution via the Estate officer,

The centre manager from time to time will make announcements regarding sound, dispersal of users (i.e. not to gather or congregate outside the centre), transport information and so forth. The information posters will also be updated regularly when a new information is available.

6. Equipment

All main centre equipment is kept under lock and key. Especially, the microphone cabinet will always be locked. It will only be used for communicating to the basement room and for Friday prayer only.

7. In and out flow

During peak times (including Friday prayers) users will be directed in and out of the centre to avoid congestion and crowding. The following centre officers will be responsible for above duties.

Ground floor

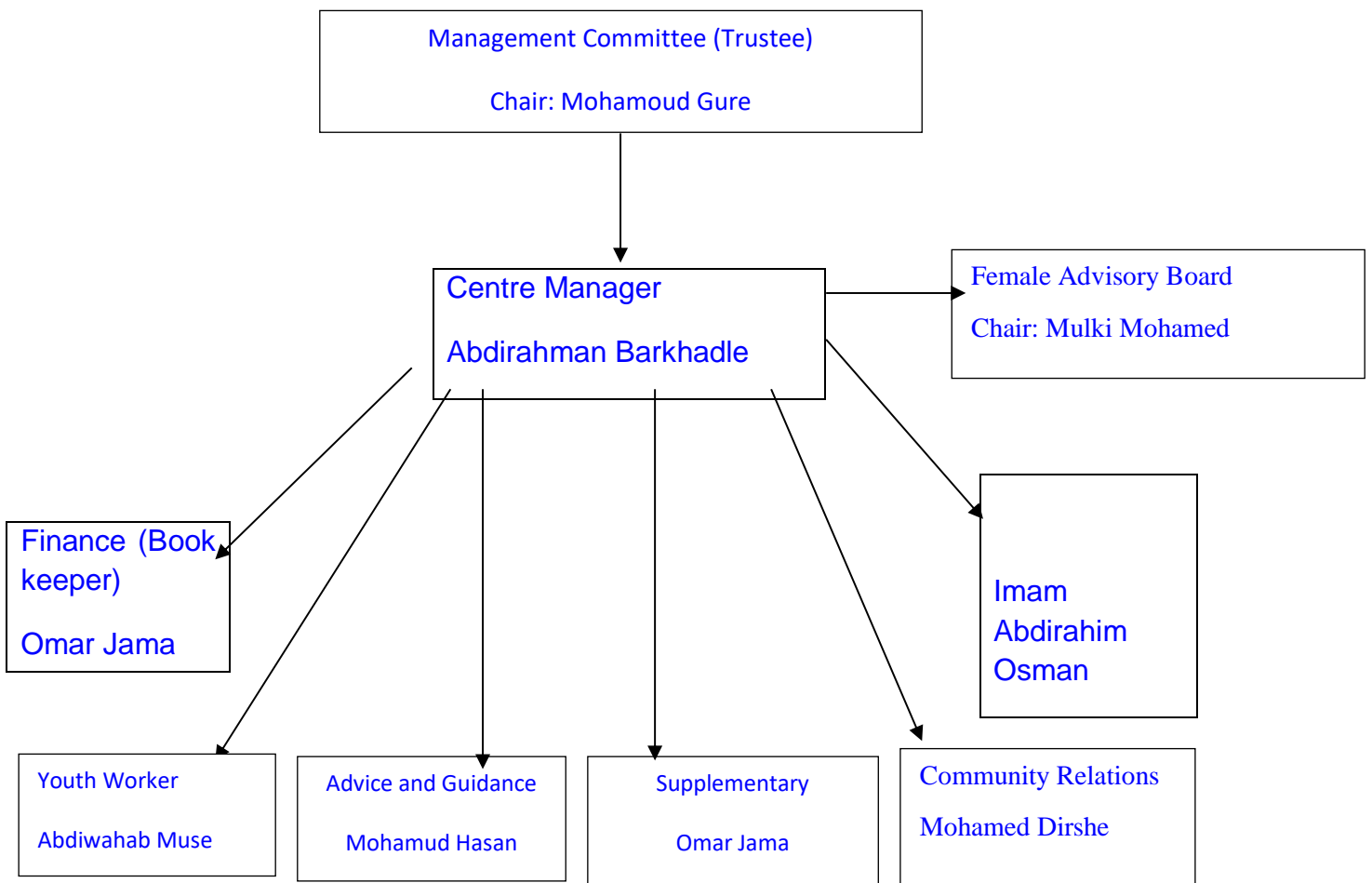
Mr Amir Salim and Omar Jama

Basement

Mrs Mulki Mohamed and Rahma Maow

Staff will make sure that the emergency exits are kept closed during the centre's use to prevent the leakage of sounds to the outside, and that they are only used in the event of an emergency.

8. Management structure



9. Centre management

The overall responsibility for managing the centre falls on the shoulders of the Centre Manager (Mr Abdirahman Barkhadle). He liaises with the centre's staff, committee members, volunteers, users, 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.

10. Managing access to the centre

The Centre Manager, through his support workers and volunteers, ensures that people can 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.

a) In view of past concerns,

We are making special provision to control the way people enter and leave the building, with a 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. The centre informs, before and after prayer times, users must come to the centre quietly and not conduct conversations the vicinity of the centre. Anyone who breaks this order the centre will warn him/her first then in the action continue the centre will ban them for period up to 30 days inclusive. The centre manager will record these contraventions and actions of the centre.

The marshals will make sure people leave the premises slowly and in a staggered manner while telling them to please lower their noise while outside the premises as this might disturb our neighbours.

We will post notices and have persons on site responsible for managing those activities. We have appointed the centre manager and the Imam to lead on this. 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. During busier periods, we will effectively marshal visitors in a pro-active manner, as necessary and appropriate.

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 the complaints/issues and disciplinary action that followed 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 for prayer.

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 inside our premises, but not normally during prayers 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 join in the congregational prayers as well as the other activities that we offer. Most social and educational establishments in our various communities, and especially places where people can worship, do not provide facilities for women. Furthermore, many 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.

Congregating outside our premises is discouraged except where a written agreement has been obtained from the estate manager in conjunction with residents' support. The activities where users may freely congregate outside the centre include community cohesion events and celebrations, health promotion events and activities that benefit the whole community in the area. The centre manager and the director of the trust must approve for any such activity to take place.

11. Overall Control in Emergency

Our Centre Manager (Mr Abdirahman Barkhadle) 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 Salim and Omar Jama
Basement	Mrs Mulki Mohamed 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' firefighting 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 Barkhadle (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 to the exit to the double doors

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

Fire extinguishers 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)

Fire Assembly Points



12. Complaints Procedure

The centre takes serious about complaints from residents, businesses, users and the public at large. Complainants are requested to submit feedback in writing or talk to the centre manager/community relations person or any staff for his/her complaint to be recorded on a Feedback Form.

Receiving and Recording a Complaint

If a complaint is received, it should be recorded and the Centre Management Committee notified. Timescale: Same day complaint received

Dealing with a Complaint either

The community relations person

If the Community Relations person can resolve the complaint, that should be done and Part 3 of the Complaint Form should be completed. A copy should be sent to the complainant and a second copy to the Centre Management Committee Secretary
Timescale: **Within 3 working days of complaint being received.**

Pass Complaint to Relevant Person/Manager

If the Community relations person is unable to resolve the complaint, it should be passed to the most appropriate person, if known, or to the Chair of the Centre Management Committee. In this case, the Community relations person should inform the complainant that they can expect a response within 15 working days.

Responding to the Complaint

The appropriate person identified by the community relations person or the centre Manager should investigate the complaint and respond to the complainant in full with the findings of their investigation and description of any action to be taken including action to prevent recurrence in the future Timescale: Within 15 working days of complaint being received.

Reporting Complaints

When the complaint has been dealt with, pass a copy of the completed Complaint Form (Appendix A) and all associated correspondence, emails, and so forth should be passed to the Centre Management Committee Secretary. Any complaints should then be reported to the next meeting of the Committee.

The Centre Management Committee should review complaints on an annual basis at the final meeting of the academic year to ensure that they have been resolved appropriately and that no further action is required.

13. Cheriton Centre working group

i. Purpose

To invite local residents, businesses and users of the centre to quarterly (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.

ii. Term

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

iii. 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.

iv. Roles and responsibilities

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

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

v. Meetings

Meetings will be held for 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 outline in the Management Plan (dated November 2015) and it is advised that they are done so between meetings.

14. Amendment, Modification or Variation

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

15. 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 be allowed 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.

16. Monitoring and Self-Evaluation

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

17. 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 integral to the principles of use of the centre.

REVIEW OF THIS DOCUMENT	
DATE AGREED BY MANAGEMENT COMMITTEE:	15/01/2017
NEXT REVIEW DATE:	14/01/2018

Appendix A

Centre Complaint Form

The person making the complaint must complete parts 1 and 2 of this form or ask staff to complete for them and it should be given it to the Centre community relation person. The person dealing with the complaint should complete Part 3.

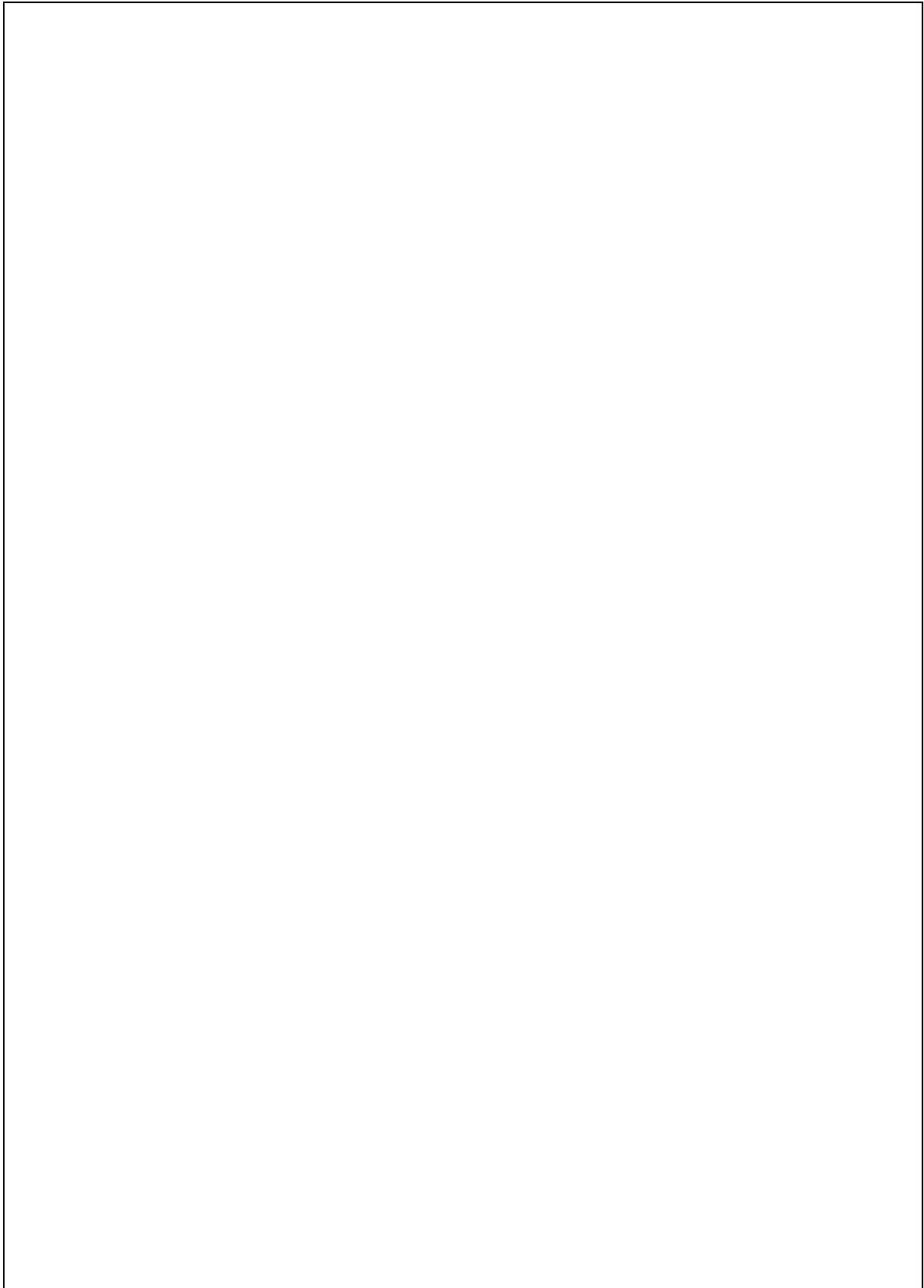
Part 1: Complainant Details:

Name:	Title:
Organisation if any:	Phone Number: E-mail address:
Address:	
Complaint received (date):	

Part 2: Details of Problem:

Please provide full details of the nature of the problem (ensure you include all facts clearly)

Part 3: Details of Problem Resolution:



Part 3 completed by insert name.....

