



Registered Charity in England No. 1147289.

Ibn Abbas Islamic Centre Management Plan

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23-24 Cheriton
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Centre Management Plan

1. Introduction

Ibn Abbas Islamic Centre (IAIC) is the leaseholder for unit 23-24 Cheriton, Queens Crescent NW5 for the last three years. The centre serves the needs of Muslim community in the Haverstock ward and surrounding areas. The centre is needed to provide educational and religious requirement for the local Muslim community. The nearest Islamic centre, which is situated in Weddington Street NW5, was quite small a centre to handle the needs of all Muslim community in Haverstock area. Therefore, our centre became the natural answer to solve the crisis of worship place for the local Muslim community.

1.1. Site Description

The centre is managed by a management team on behalf of the trustees of IAIC. The current chair of the trust is Mr Abdirahman Warsame and the Centre manager is Mr Abdirahman Barkhadle - a local resident in Haverstock ward and a member of IAIC trustee.

1.2. Centre services

Table 1.0 – IAIC Community Centre Use			
Use	Times hours	Frequency	Numbers Attending
Islamic studies, Women only	1000-1200	Monday and Friday	Up to 20
Children Session (Islamic studies and Manner)	1700-1900	Tuesday and Wednesday	60-70
Advice and advocacy Session (1-1 session)	1000-1200	Wednesday	10
Tuition Classes English and Maths Boys/Girls	1700-1900	Friday	70
	1300-1400	Saturday	70
Bengali Session men	1800-2000	Friday	10-15
Men session (Islamic History in Somali)	1900-2000	Friday	20-30
	1600-1800	Saturday	20-30
Male &Female Islamic studies translation (Tafseer) Quran	1700-1800	Sunday	20-30

1.3. Prayer Times and Congregation Sizes

Table A

British Summer Time			
Salah/worship	Description	Day/timing (approx.)	No. people in attendance
Fajr	Pre-dawn prayers	Mon-Sun varies	10-15
Zuhr	Midday prayers	Mon-Sun ≈13:00hrs	35-45
Asr	Late afternoon prayers	Mon-Sun ≈17:00hrs	30-40
Magrib	Sunset prayers	Mon-Sun varies	40-70
Isha	Post sunset prayers	Mon-Sun varies	20-30
Jumu'ah	Afternoon prayers	Friday ≈13:00hrs	120-145

Table B

Winter			
Salah/worship	Description	Day/timing (approx.)	No. people in attendance
Fajr	Pre-dawn prayers	Mon-Sun varies	10-15
Zuhr	Midday prayers	Mon-Sun ≈12:30hrs	35-45
Asr	Late afternoon prayers	Mon-Sun ≈14:00hrs	30-40
Magrib	Sunset prayers	Mon-Sun varies	40-70
Isha	Post sunset prayers	Mon-Sun varies	20-50
Jumu'ah	Afternoon prayers	Friday ≈12:00hrs	120-145

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. The responsibility to update and change the timetable falls with the centre manager.

1.4. Opening and closing the centre

The centre opening times for normal activities including teaching and training, conferences, lectures, workshops and other educational activities as follows.

Day	Opening Time	Closing Time
Monday	9.00am	8.00pm
Tuesday	9.00am	8.00pm
Wednesday	9.00am	8.00pm
Thursday	9.00am	8.00pm
Friday	9.00am	8.00pm
Saturday	10.00am	6.00pm
Sunday	10.00am	6.00pm

1.5. The centre opening for Islamic prayers as follows

Day	Opening Time	Closing Time
Monday	4.00am	11.00pm
Tuesday	4.00am	11.00pm
Wednesday	4.00am	11.00pm
Thursday	4.00am	11.00pm
Friday	4.00am	11.00pm
Saturday	4.00am	11.00pm
Sunday	4.00am	11.00pm

2. Site Management Plan

This management plan builds on the successful management plan that has been in place since 2016. The centre is delighted to highlight that for five years in a row the centre has not received any complaints from anyone including the local residents, visitors and local businesses. It is also our intention to continue being a good neighbour to our neighbours as well.

This document sets out the aims under which the Ibn Abbas Islamic Centre manages its operations in order to maintain the responsibilities placed on it by local and national legislations in relation to the prevention of public nuisance. In fulfilment of this aim, the Centre pledges to carefully consider all events and activities, and changes in those activities and their potential impact on the local community. There are several activities and events that come under this management plan which are prayers including the early morning prayers and late evening prayers, two yearly Eid prayers, and the month of Ramadan prayers, .

This Management Plan is the working document for the centre and it highlights responsibilities for the management, workers and volunteers. The reason that this document is being updated is to accommodate the current planning application no. 2022/1248/P which is pending for approval. The aim of the application is to extend the use of the centre from 4:00am to 11:00pm as well as to standardise the days and the times of use. This require us to put in place extra guidelines and protections for our neighbours peace and tranquillity or safeguarding the local amenities.

The Management Plan is also a guide for users, neighbours and the wider community when complaining about any issue.

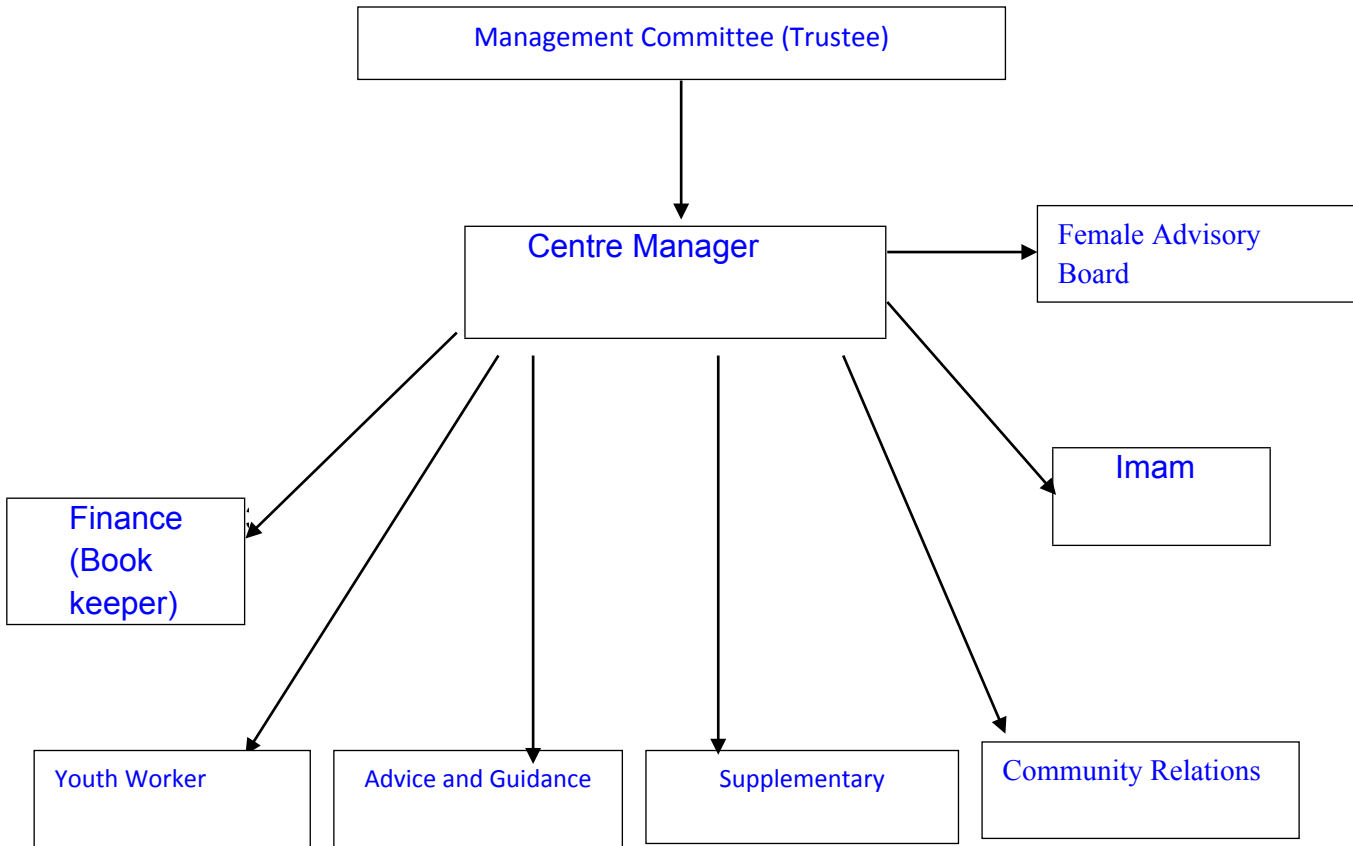
2.1. In and out flow

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

2.2. Management structure



2.3. 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 local 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 extra hard 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.

2.4. 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 the past concerns, we are making special provision to control the manner in which people enter or leave the building, with a particular focus on minimising the level of sound generated when talking to each other as they come in and go out, 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, especially at the end of each activity or prayer. There will be regular announcements to ensure that visitors and users of the centre are continually made 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 pro-actively to ensure the noise is an acceptable level.

We have installed CCTV at the front and the back of the centre to monitor activities and recordings will be made available should there be any concerns about noise or disturbance. This will help us 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 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.

2.5. 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 usage. This was agreed with by the male members of the committee. Men do not use that space while the females are around.

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 join together in an area though not during prayers. Normally, meetings that both sexes co-use an area include during trainings, workshops, focus groups or during discussions on social and community 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.

2.6. Overall Control of the centre

Our Centre Manager Mr Abdirahman Barkhadle has the 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

3. Equipment

All main centre equipment including the sound system is kept under lock and key. Donation boxes are also secured to the wall and only accessible with right key or code. All IT equipment such as laptops, printers, display screens, handheld personal digital assistant (PDAs) should be kept in the office where only the authorised staff can gain access using keys.

4. Information dissemination

The centre manager from time to time will make announcements regarding sound, users' dispersion; not congregating outside, transport information and so forth. Information posters will be updated regularly.

5. Dealing Emergencies

5.1. 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 Jama	Mr Amir Salim and Omar
Basement Rahma Maow	Mrs Mulki Mohamed and

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 by then 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

5.2. 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

5.3. 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 extinguishers will be checked to ensure that they are always within their 'use by' date

5.4. 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 opens just before each activity and will be closed immediately after it.

For each prayer the centre opens its doors just before the start of the prayer and closes immediately afterwards 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 in and going out. Management will be responsible for deciding who is 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.

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 integral part to the principles of use of the centre.

10. Managing the extended opening hours

The centre management is giving an extra attention to the proposed extended opening hours for the centre. Below are the days and times that this management

plan puts extra emphases to curtail any future noise and nuisance for our neighbours:

Monday to Friday 4:00 – 9:00 and 21:00 – 23:00

Saturday and Sunday 4:00 – 10:00 and 18:00 – 23:00

The additional opening hours for the centre, there will be a management team dedicated to successfully operate the centre during the proposed extended hours. The team will consist of a duty manager, first aider, and fire warden. They will all be trained to carry out their specialised duty with the highest possible professional conduct. The duty manager will be at the premises and be able to deal with any emergencies. Both first aid and fire warden will gain their respective certificates from well know organisations. The centre manager has to be responsible to make sure staff working in the centre has their up to date training yearly.

10.1. Main prayer room get-outs/get-ins:

For the early Morning Prayer, the doors from ground Level to the main prayer room will be closed and users come in and leave the building via basement back door. There is a whole level between the ground floor door and the first floor flats. This will reduce any an intended noise emitting from people coming or going out of the centre.

10.2. Contacting us

If any resident is disturbed by noise emanating from the Centre they should contact on 07944614726. During Centre opening hours the Duty Manager will then be contacted by phone, email and just come in the centre. Out of hours is the main point of contact on the same telephone number.

10.3. Communication Channels

- ⊖ The regular lines of communication between the Centre and the residents are as follows:
- ⊖ Twice yearly newsletter delivered to all local residents/neighbours,
- ⊖ There should be a meeting between centre management, the local residents/representatives and centre users once a year,
- ⊖ Special meetings where required on specific issues or projects,
- ⊖ Consultation with the Estate Officers,
- ⊖ Once a year, there should be an open meeting for residents, where the Centre will present information on its future programmes and events,
- ⊖ Abdiwahab Muse is the current first point of contact for residents.

- ⊖ Should any issues not be resolved through standard channels, or any new noise management issues arise which are not addressed by this document, the Centre agrees to meet with residents or their representatives,
- ⊖ The Centre agrees to work with the residents to find solutions to such issues and to take any measures to mitigate future disturbances as far as possible,
- ⊖ This document shall be updated to reflect the solutions reached and measures to be applied in the relevant circumstances. In any event this document should be reviewed by the Centre management and the trustees at least once a year,
- ⊖ The above points are not substitute for the normal complaint procedure. If anything it should be read with it as the two complement to each other.

10.4. The Centre User Management Strategy Plan

- ♣ The weekly Friday and two Eid congregations, where users/potential users could reach 150 the start times of prayers will be staggered to provide a phased entry and exit of users.
- ♣ The area around the centre entrances will be designated a no smoking area to minimise dwell time in this area.
- ♣ Customers gathering outside after exiting the venue will be encouraged to move on by venue staff and any persistent offender will be banned from the centre.
- ♣ Prominent signage will be displayed inside and outside the centre requesting that customers leave the area quietly. These signs will include directions to the nearest public transport.
- ♣ A dedicated telephone number will be provided to residents to contact should any noise or nuisance complaints occur.
- ♣ Waste/recycling bins will be placed next to the exit doors area inside the building to ensure that any customers leave any rubbish behind and do not litter the local area.
- ♣ The delivery and collection will be during the normal hours of use.
- ♣ Deliveries on Sundays and public holidays will only take place, if necessary, between 12:00 – 16:00.

- ♣ There will be no noise from any music equipment allowed inside and outside of the centre. Any amplified sound from PA equipment, will not be audible outside the premises.
- ♣ No PA equipment will be used inside or outside of the centre between the hours of 4:00am to 10:00am.
- ♣ Windows are not allowed to be opened between 4:00 to 10:00am and 9:00 to 11:00pm
- ♣ All windows in the centre will be replaced to a double glassing to prevent any noise going outside of the centre.
- ♣ No alcohol or smoking will be permitted to be used both inside and outside of the centre.
- ♣ Worshipers and other centre users will be discouraged from consuming drinks around the centre including the entrances in order to minimise dwell time in this area.
- ♣ No standing or talk of any kind, for any persons, outside the centre anytime during the opening times. Persistent offenders will be investigated and as a consequence will be banned coming or using the centre in anyway or shape.
- ♣ This will be managed by centre staff managed by the duty manager.

11. Conclusion

The centre has been a good addition to the local community facilities. For the last 11 years or more, we have invested thousands of pounds and great deal of energy to better the lives and the wellbeing of the local community as well as investing the maintenance of the centre. We have created number of volunteer work as well as some paid work. We also outsourced our supplies to local businesses helping the Council's drive to help the local businesses during Covid-19 pandemic. During this difficult time we helped the local residents physically by providing food both cooked and dry ones, which were distributed to their homes. For mental and spiritually, the centre helped the local Muslim community to successful weather the darkest hour of the pandemic.

Therefore, the centre is part and parcel of the local community, and the extension of the use is part of our response to the needs of the community. We will make sure the

protection of the local amenities for the benefit of all our neighbours. This centre acts as a focal point for the local Council service where the local Councillors and officers meet the local residents.

12. Complaints Procedure

Ibn Abbas Islamic Centre (IAIC)

23-24 Cheriton, Queen's Crescent, NW5

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.

1. 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

2. Deal with Complaint either

a. The community relations person

If the Community Relations person is able to 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.**

b. (b) 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. Timescale: Within one working day of complaint being received.

3. 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 fifteen working days of complaint being received.

4. Reporting Complaints

When the complaint has been dealt with, please pass a copy of the completed Complaint Form and all associated correspondence, emails etc. to the Centre Management Committee Secretary. Any complaints should then be reported to the next meeting of the Committee.

5. 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.

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):	

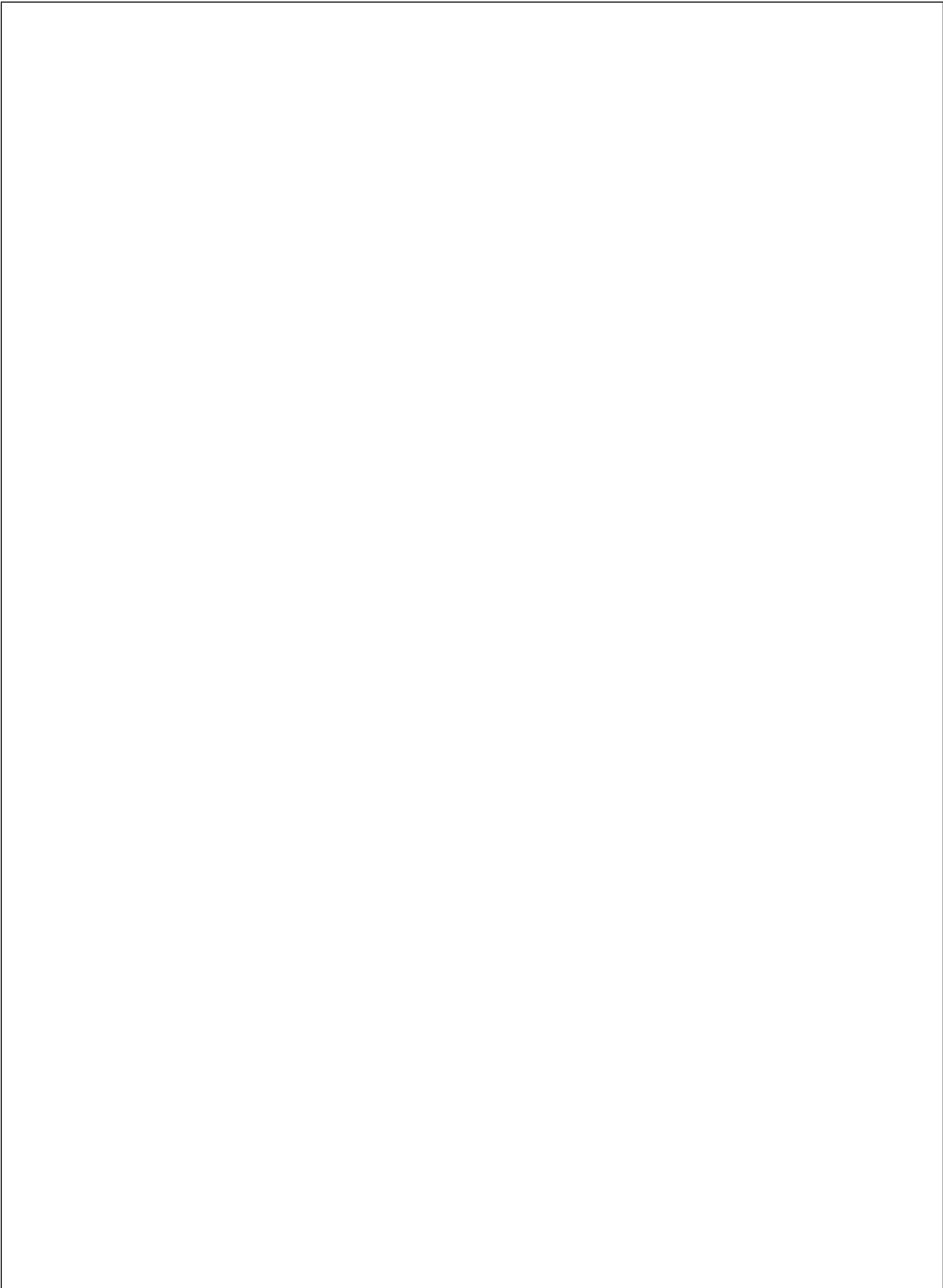
Part 2: Details of Problem:

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

Signature:

Date:

Part 3: Details of Problem Resolution:



Part 3 completed by insert name:.....

Date:

