
Community Facilities Monitoring Policy

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1. INTRODUCTION

This procedure is practical guidance on the monitoring of community facilities for use by Island Homes staff, and the Community Investment Team in particular. The Community Investment Manager is responsible for ensuring that this procedure is followed at all times, unless deviation is authorised by the Assistant Director of Community Investment\ Service Improvement.

In the event of non-compliance by the community centre management organisation the matter will be referred to the Managing Director or relevant Board for advice and a decision on a lease termination.

2. AIMS AND OBJECTIVES

Aims

- to provide the framework to monitor effectively the investment made by Island Homes in the upkeep and running costs of the facilities
- to provide the framework to monitor and evaluate the usage of the facilities, in line with requests and evidence that the communities are making

Objectives

- to ensure that the Community Investment Officers (CIO) and Housing Officers (HI) work closely with Management Committees, Trustees and Community Groups, to increase community facility usage and to increase the availability of venues and services to all sectors of the community.
- to ensure that Tenant and Residents Associations (TRA) demonstrate that they are representing their users and their local communities, to be eligible for funding either directly or indirectly from Island Homes.
- to ensure Island Homes support TRA offices in line with Management Agreements, ensuring office space is made available for community use when not in use by the TRA.
- to ensure office space can further be used to generate income by hiring to outside organisations, subject to agreed standard hiring policies being in place.
- to ensure Island Homes support Management Committees and or Groups who run Community Halls in line with the Management Agreements.
- to ensure halls are made available to the community, community groups, and to individual hire, in line with policies and procedures of the venue.
- to ensure CIO's support the management structures of community halls to implement a Full Cost Recovery method of charges, which will include a sliding scale for different users/hirers.

3. POLICY STATEMENT

We have a legal and moral obligation to monitor effectively the investment made by Island Homes in the upkeep and running costs of community facilities. Furthermore, we are required to monitor and evaluate the usage ensure that community facilities meet the diverse needs of the communities they serve.

It is the responsibility of the community centre management organisation to adhere to conditions laid down in the new lease.

4. MONITORING, PERFORMANCE AND DATA COLLECTION

CIO's will work with groups who are the primary users to devise a joint Annual Action Plan. Monitoring will take place on a quarterly basis, using evidence gathered from quarterly monitoring forms.

4.1 ROLE OF COMMUNITY INVESTMENT OFFICERS (CIOs) & HOUSING OFFICERS (HOs)

CIO's will meet with groups and committees responsible for community facilities on a quarterly basis. CIO's will feed in any recommendations or requests that have been made by sections of the communities that they are supporting the development of. CIO's will supply any relevant information regarding consultations that are taking place in order to support the development of the community facilities.

4.2 ROLE OF PROPERTY SERVICES

Property Services are responsible for dealing with health and safety, fire safety, planned maintenance and general repairs

4.3 ROLE OF USER GROUPS

The groups that are the primary users of the community facilities will be required to submit a monitoring form on a quarterly basis.

The monitoring form will be discussed with a CIO at a meeting where evidence can be reviewed and action plans can be written.

4.4 MONITORING STANDARDS

The monitoring form will include the following information:

- **MEETINGS**

Groups and committees will supply minutes of their formal meetings to IH representatives. These representatives may sit as observers on committees if invited to do so or if IH request in writing that Community Investment Staff observe committee meetings.

Officers will not be able to accept named posts within a committee while representing IH.

Groups and committees will also supply Annual Reports and Annual Accounts in line with Management Agreements.

- **FINANCE**

Quarterly reporting will include the publishing financial details from both the community facility and IH. This information will be made available through the OHG/IH website.

Financial reports will be prepared by both parties on a quarterly basis. Accounts need to be maintained by the management organisation and submitted to the Finance Department for audit on 31st March each year.

- **REPAIRS AND MAINTAINENCE**

Quarterly reports will also include details of repairs and maintenance. CIO's will review the information and forward to the appropriate Housing or Property Services Officer concerned.

- **ACTIVITIES**

Groups or committees will be responsible for reporting their activities, both current and planned. This information will be used directly for marketing by IH.

Reports from new users and new activities will be given directly to CIO's in order for them to develop synergies and work with new organisations that may require support.

- **ARBITRATION PROCEEDURE**

In the event of a dispute regarding the lease or the policy IH formal complaints policy will apply.

COMMUNITY FACILITY MONITORING FORM

Q1 1 st April – 30 th June	
Q2 1 st July – 30 th September	
Q3 1 st October – 31 st December	
Q4 1 st January – 31 st March	

MEMBERSHIP OF COMMUNITY CENTRE MANAGEMENT ORGANISATION	
New members this quarter	
Current membership levels	
Number of meetings held with IH	
Number of other meetings held	
HALL HIRE	
Number of user groups	
Number of users	
MEETINGS HELD	
Own organisation meetings	
Meetings with IH, OHG	
Meetings with other organisations	
Meetings with community	

FINANCE	
INCOME	
From Island Homes	
From Hire	
From other sources	
TOTAL	£0.00
EXPENDITURE	
Capital costs	
Revenue costs	
Repair costs	

Ref:

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