


Agenda Item No:	4	
Committee:	OVERVIEW AND SCRUTINY	
Date:	5 JANUARY 2015	
Report Title:	COMMUNITY HOUSE	

Cover sheet:

1 Purpose / Summary

- To consider:
 - The outcome of a 12 week consultation with the community and partners regarding the potential closure of Community House
 - Actions to reduce the impact from any closure of Community House
 - The outcome from the exploration of alternative funding for the work of Community House
- To note:
 - Alternative funding has now been secured to allow the continued operation of the House through 2015/16

2 Key issues

- Cabinet on the 18th September 2014 recommended commencing a community consultation on a proposal to close Community House and to provide services through alternative means.
- The consultation took place over a 12 week period between September 26th and December 19th.
- Recognising the work undertaken by partners at Community House and also that the work undertaken by the Council at the house contributes to objectives of other public services, a consultation with partners was also undertaken over the same period to gather their views on the proposal and explore whether new funding could be secured.
- The consultation with both the community and partners show strength of feeling for the work the house does.
- There are potential funding streams emerging that could potentially support the type of Community Support service delivered at the house. However some of these funding streams will not become available until later in 2015/2016 and beyond.
- However a successful bid has been submitted to the Department of Work and Pensions (DWP) to deliver support services at Community House from April 2015.

- Whilst delivering this new support service it is proposed that the Council, with partners, will continue exploring a sustainable solution to the work of Community House from April 2016.

3 Recommendations

- For Overview & Scrutiny to
 - Note the successful bid for funding to enable the House to remain open through 2015/16.
 - Consider this report and to provide feedback for Cabinet to consider regarding the proposals and the findings from the 12 week consultation.

Wards Affected	Waterlees and surrounding Wards in Wisbech.
Forward Plan Reference	
Portfolio Holder(s)	Cllr Mike Cornwell, Portfolio Holder for Communities, mcornwell@fenland.gov.uk , 07732 558290
Report Originator(s)	Dan Horn, Head of Housing & Community Support, dhorn@fenland.gov.uk , 01354 622470
Contact Officer(s)	Alan Pain, Corporate Director, alanpain@fenland.gov.uk , 01354 622302 Dan Horn, (details above)
Background Paper(s)	Cabinet report, 18 th September, 2014, “ Community Support Developing a Future Approach”, http://www.fenland.gov.uk/aksfenland/images/att5250.pdf

Report:

1 Background / introduction

- 1.1 On the 18th September Cabinet considered and agreed an approach to refocus the Community Support offer the Council delivers to the community (minute C22/14 refers).
- 1.2 The agreement was based on the need to deliver further efficiency savings whilst also recognising that a “peer review” by the Local Government Association (LGA) concluded that the Council was trying to do too much and needed to look at how it prioritised resources to make the biggest impact.
- 1.3 However in agreeing a revised programme of Community Support activity Cabinet also agreed that before a final decision is made, a 12 week consultation is undertaken on 2 aspects of the proposal:
 - The closure of Community House
 - The reduction in Youth District Council grant

Cabinet also requested that Overview & Scrutiny reviewed the Community House proposed closure following the consultation period to help inform Cabinet’s final decision.

2 Considerations

Community House History

- 2.1 The Community House had been funded over a number of years from 2003 through Central Funding
- 2.2 “Neighbourhood Management Pathfinder” funding was initially distributed to Cambridgeshire County Council (CCC) between 2003 and 2007/08 with a CCC employed staff team. It was called “Fenland Links Neighbourhood Management Pathfinder” service.
- 2.3 Subsequently “Area Based Grant” previously dedicated to CCC for the Fenland Links Neighbourhood Management Pathfinder Service was directly allocated to Fenland District Council by Government Office via the Local Area Agreement (LAA) for the financial years 2008/09, 2009/10, 2010/11. The amount allocated was £354,000 per annum for those 3 years for what was called “Stronger, Safer Communities” with which a broad range of Community Development activity was undertaken including the running of Community House.
- 2.4 A TUPE transfer of the Fenland Links team from CCC to FDC was undertaken on the 1st March 2009.
- 2.5 For the years 2009/10 and 2010/11 CCC contributed £16,000 per annum to the running of Community House
- 2.6 At the end of 2010/11 the LAA Neighbourhood Management pathfinder grant was ended.
- 2.7 However in 2010/11 the Council made a successful application to Circle Housing – Roddons to continue to fund the House and it’s work via its “Community Fund” for the years 2011/12 and 2012/13. The allocation received was £34,480 for 2011-12 and £35,610 2012-13. Alongside this CCC contributed £7,500 for 2011/12.
- 2.8 When the Circle Housing - Roddons Community Funding ended, Fenland District Council was at the time able to pay for and maintain service delivery for 2013/14 and 2014/15.
- 2.9 The current running cost for Community House is £50,000 per annum.

Community House Performance

2.10 Table A below shows the usage of Community House for the last 3 full financial years 2011/12 – 1013/14 inclusive.

Table A – Community House usage and satisfaction

	2011/12	2012/13	2013/14
Number of individuals	527	665	861
Number of contacts / interventions	1233	1444	1726
Non British individuals	8.7% (46 individuals)	9.3% (62 individuals)	9.5% (82 individuals)
% of users questioned who were very satisfied with services	91% (480 of 527)	91% (605 of 665)	91% (784 of 861)

2.11 To gauge the type of interventions undertaken Table B below breaks down what sort of support has been offered for the last 2 full financial years, 2012/13 and 2013/14

Table B – Community House type of support delivered

Quality of Life issue	Number of contacts / interventions 2012/13	Number of contacts / interventions 2013/14
Community Engagement / Cohesion	413	838
Diversionary / Positive Activity for Young People	246	180
Skills / Job Support	223	108
Volunteering	115	199
Welfare Advice (financial)	109	42
Community Learning	107	170
Welfare Advice and Support (social inc homelessness / DV / Crisis support / health)	91	68
Business Development / Entrepreneurialism	19	42
Anti Social Behaviour / Crime	7	6
Environment	7	10
Other issues	107	63
Total Contacts / Interventions	1444	1726

The support offered covers a broad range of issues across the full range of public sector services. It is with that in mind that it was felt important as part of partner consultation on the proposed closure to ask if there were other sources of funding that could be used.

Partner Services using the facility

- 2.12 The Council has marketed the facility to other partners offering them the free use of Community House to bring services closer to the community in that area. It should be noted that Circle Housing – Roddons who own the facility have not charged rent to the Council.
- 2.13 At present the following partners regularly use the facility:
- Norfolk and Waveney Enterprise Services : Provide business start up advice for budding entrepreneurs
 - Youth Service Providers : Providing activities for young people including an evening drop in facility / youth club style
 - National Careers Service: The National Careers Service are offering assistance in opening lifelong learning accounts, developing CVs, improving interview and presentation skills amongst other things.
 - Fenland Volunteer Centre: Volunteer Centre are offering volunteer drop ins to enable people to find out about volunteering opportunities in the area and support them to participate.
 - Health Trainers (My Time Active) : Offering Health MOTs and health advice
 - CHESS (Cambridgeshire Human Rights and Equality Support Service) : Providing support to vulnerable people relating to benefit claims
 - Citizen Advice Bureau advice hub : A electronic advice kiosk for the CAB
 - Garden volunteers: Residents helping to maintain the gardens which gives confidence and skills development for employment development.
 - Duke of Edinburgh Award (D of E) : Volunteering at the House for their volunteering element of D of E award
- 2.14 As well as the partners listed in para 2.13, the following partners also use the facility on an adhoc basis:
- Oasis Childrens Centre : Use facilities and Garden for family based activity
 - Cambridgeshire & Peterborough Learning Trust : FDC staff trained to run IT based awareness and developing IT skills
 - Lottery funded Making Money Count (MMC) : MMC Events based at the house, and about to commence using the house as a learning space for new tenants
 - Circle Housing - Roddons : ADHOC engagement events
 - Spice Time Credits : Residents can earn credits through working at the house
 - Oasis Community Centre / Orchards School / Spinney : Joint community events with regard to engage with residents on variety of issues / opportunities linked to things like Welfare , Skills Development, Raising Aspirations
 - Doorstep Sports Club : To run a weekly sports club , aimed at 12 to 16 year olds – The Community House role has been Marketing , Promotion and Administration with funding secured for 14/15 through “Street Games”

Community House Community Consultation

- 2.15 A 12 week consultation period commenced from 26th September to 19th December 2014. A community “survey monkey” questionnaire was developed. Alongside this hard copies of the questionnaire was distributed to the 4 Fenland @ your service shops as well as Community House, The Oasis Centre, The Rosmini Centre, The Queen Mary Centre, and The Robert Hall Centre.
- 2.16 78 Survey questionnaires were completed. Hand written submissions were inputted manually onto the electronic survey monkey questionnaire. Appendix A has the full detail of the survey monkey responses. Appended to this are other responses we received to the consultation that did not complete the questionnaire.
- 2.17 Question 1- the majority of respondents had used community house (61 respondents)
- 2.18 Question 2 asked those who had been to the house the reason for visiting. The 4 highest responses (excluding “other”) were:
- Attend an event or club (24 respondents)
 - Use of the computer facilities (19 respondents)
 - Children’s activity (18 respondents)
 - Volunteering (13 respondents)
- 2.19 Question 3 asked if the help you have received at Community House was available at another place nearby, would you use it? e.g. Oasis Centre on St Michaels Avenue. 41 respondents answered yes with 30 answering no.
- 2.20 Question 4 asked if the respondent has used the Garden in the last 12 months. 34 responded Yes and 36 responded No
- 2.21 Question 5 asked those who had used the garden, why the garden was used with the most popular response being to attend a community event (27 responses)
- 2.22 Question 6 asked for any other comments from respondents. Table C below summarises the responses (full text responses available in Appendix A):

Table C – Question 6 - Summary of other comments received

Positive comments about the House and a need to keep it	Concerns about the house / other suggestions
The effectiveness / trust of staff	Other facilities could do “outreach”
Good for Children’s activities / diversionary activities	More awareness as what house does
Good to use computers	Relatively low usage
Place to volunteer	Waste of taxes
Place to learn	Not open enough
Other budgets should be looked at	Use other centres e.g Oasis
Can sort out problems	
Good for clubs	
Good location	
In an area of great need	
Help with employment	
No space at other facilities “crammed”	
Nice informal environment	

2.23 As well as this:

- The Councillor Cornwell and Councillor Oliver attended a meeting of the Waterlees Community Forum during the consultation period. The minutes from that meeting are appended at Appendix B detailing the discussion held at the Forum.
- Representatives of Cabinet and Corporate Management Team met with Councillor Mr and Mrs Bucknor, Clapp and Lay. Table D below summarises the points raised and response.

Table D - Summary of discussion with local Councillors 12th November 2014

Ward Councillors Viewpoint	Response
Lack of engagement with Oasis Centre	Extensive contact and consultation has been made prior to and during the consultation period
The severity of deprivation in the area	<p>This is acknowledged and the September 18th Cabinet paper referenced the need for FDC to continue to work with partners to tackle this as part of Wisbech 2020</p> <p>That Central government funding had ceased in April 2011 (354 k per annum) which resulted in the ceasing of community support activity in rural villages around Wisbech e.g Parson Drove, Elm and Christchurch whilst Community House was retained.</p>
The ability for residents to access the online petition	There were some technical issues that were resolved and a Full Council received the petition on the 18 th December
The design of the community consultation questionnaire not reflecting questions needed	That there was a question asking residents for any other comments to ensure any other points could be made.
That other areas should be looked at to find the savings, the house already has reduced its opening hours.	<p>The Council had, is and will continue to look at all service areas to ensure it delivers the savings expected as a result in reductions in Central Government allocation.</p> <p>Yes Community House has had reductions in FDC staff at the house but this is in the context of the loss of central government funding as noted above.</p>
The trust the community have in the FDC staff at the house	This again is acknowledged. One of the points made by external assessors to the Council (Peer review) was that it was trying to do too much and needed to prioritise effectively in light of reduced financial resources. As noted above the team support residents in many issues that are other areas of the public service e.g skills, employment, health which is why it is important to engage with partners to see if they have funding solutions to the proposed closure.

It was agreed that:

- The Council would continue to explore funding opportunities that would prevent the need to close the facility from April 2014.
- Councillor Clapp would refer the need for funding to maintain Community House to Cambridgeshire County Council

Finally on the 18th December a petition regarding the proposed closure was considered by Full Council. At the petition hearing 3 residents asked questions regarding the proposal.

2.24 Reflecting the feedback the following steps could be undertaken to reduce the impact to some extent if the house is closed:

- It is proposed that £5,000 is set a side by the Council for organisations currently using the house for free to hire alternative facilities in Wisbech.
- To work with partners in Wisbech to look at how the work of the Community House staff could be replicated as part of a bid for inward investment from Local Economic Partnership funding streams (at time of writing report we are awaiting detail and timescales for funding submissions)
- Help support other Community Facilities in the area to secure funding to increase capacity at their facilities. This helps to deliver action 26 of the Wisbech 2020 plan.
- Relocate the Community House kiosk which the house staff uses to help support residents at the Edinburgh Drive Office at Circle Housing - Roddons so that that support remains in the same location through the kiosk.

Community House Partner Consultation

- 2.25 A 12 week consultation period commenced from 26th September to 19th December 2014. 20 partners were written to inviting them to complete an online survey monkey. 18 partners completed the survey. The results are summarised in Appendix C alongside other partner responses that were not received through completion of the online survey.
- 2.26 Question 1 showed that 12 partners responding out of 18 had used the facility.
- 2.27 Question 2 asked partners who had used the facility what they used the facility for and 12 respondents detailed their service which has offered a range of support to the community including welfare, education & skills, employment & business advice, crime & disorder & community safety, health services, children & young people's activities.
- 2.28 Question 3 asked the partners if this included using the garden with 8 stating they had.
- 2.29 Question 4 asked whether partners could provide a similar service at an alternative venue nearby with the majority of respondents who answered (8) stating they could not.
- 2.30 Question 5 asked specifically how partners could help deliver action 26 in Wisbech 2020 which as part of it is looking to deliver a "shared building for community activities in North Wisbech". The table below summarises the responses :

Table E – Summary of responses to question 5 of the partner survey

Opportunities	Concerns
Support the principal	The informality of the house makes it less daunting – the need for a smaller facility to get groups started and build prior to progressing to a larger community facility
A good idea reflecting the resource pressures but needs to be linked to increase community capacity to be able to help themselves which requires resource	The expense of other facilities and lack of open space area
There is other facility better suited, equipped and accessible	Perception to how welcome young people are in other facilities
Partnership makes sense – “added value” with different areas of expertise	The importance of the role of staff in Community House is greater than location
Oasis should be extended for sports and additional rooms and community café	Families like the house as part of the estate
	The ability for 8 – 14 year olds to use the house is very important particularly with large number of homes that are multi occupancy
	Other areas not just Waterlees need investment. There are other areas that are ignored

- 2.31 Question 6 asked if there are any resources that could help provide services similar to those provided in the house. From the survey responses (13) there were offers relating to an alternative venue and working together for alternative funding. A comment relating to funding the staff was followed up but was in relation to the partner’s staff using the facility, not the Community House team. Please see para 2.34 – 2.37 below regarding other funding discussions.
- 2.32 Finally question 7 asked partners for any other comments relating to the proposal. The table summarises the responses (the full text responses are in Appendix C)

Table F – Summary from partners of other comments relating to the proposal

Positive aspects to the current house role	Other thoughts relating to the closure
Very accommodating and good environment	There are better venues which could host activities at the house
The role of the Community Support team based at the house as a way of getting partners to work together	Continued access not critical but access to subsidy for other meeting space is welcome
It is well used by Young People	Services in deprived areas are needed
The Council should look elsewhere to make savings	
Facility is needed greatly and Council should look to apply for grants using evidence of work that has been undertaken in the area	
Residents which are “harder to reach” use the facility	
The role of the community house team and their knowledge of the community	

2.33 Reflecting on the feedback the following steps could be undertaken to reduce the impact to some extent if the house is closed (over and above the points made in para 2.24):

- Contacting all partners advising them of the £5,000 set a side for partners to book alternative venues available locally and exploring with those partners who stated they could not deliver a similar service nearby, why this is the case and attempting to address any perceived barriers.

Community House Alternative Funding Discussions

2.34 Alongside the survey monkey questionnaire to partners and relevant follow up discussions the Council have been assessing opportunities to develop funding submissions and new ways of working. It is felt that the following areas are worthy of further consideration and this work is ongoing :

- The ability to secure capital and revenue funding through Big Lottery for enhanced community facilities in the area.
- The potential for big lottery funding for preventative health services in the area
- Local Economic Partnership funding streams, specifically the Social Inclusion funding element.

All these funds have potential, however it needs to it is clear that none of these funds would be available to be available by April 15. It is also possible that the governance structure for how the service is delivered would need to be moved away from the Council.

2.35 However with these funding opportunities not meeting the timescale of the Community House proposal conversations also have taken place with the Department of Work and Pensions (DWP) and whether the house resource could be used to help support DWP claimants to help them gain confidence to secure education, skills, training and employment. A submission was subsequently made to their Flexible Support Fund to deliver a specific support service to referrals from DWP to help support residents into employment. The submission of just under £48410 was successful and it is proposed a new support service for DWP referred residents will commence from April 15 for 1 year as a pilot project as DWP explore working with partners in different ways to support beneficiaries. The project will deliver:

- A referral service directly from DWP beneficiaries to the house
- The team will identify through a beneficiary support form the root causes of issues and to start taking practical steps to build confidence, address anxiety or perceived issues which prevent working.
- The project would provide much needed coordination and organisation between local partners to ensure beneficiaries receive a more comprehensive personalised service.
- The house FDC team will deliver a programme of “Community Based” activities to build confidence with beneficiaries to want to access a network of local partners offering further support using the informality of the house or nearby facilities

2.36 The types of support to be delivered on an individual , group or signposting basis:

- Developing a CV
- Writing a Job Application
- Preparing for interviews
- Using resources available from National Careers Service (NCS)(n.b the NCS use the facility once a week)
- E-based learning using the computer suite
- Signposting to address other areas of concern (non work related) that are impacting on the ability of the individual to address work e.g. use of Citizens Advice Bureau kiosk referrals to advocacy services, financial capability building or links to the Together with Families programme
- Volunteering e.g. Gardening , IT or helping to deliver a house Community Event or an event at the Oasis
- Confidence building and dealing with anxiety e.g. Cooking club & Life Skills
- Confidence Courses (e.g Domestic abuse victims)
- Referrals to 3rd parties such as Norfolk & Waveney Enterprise Service (who work from the house), Volunteer Bureau who have a drop in at the house or the Credit Union.
- Links to the SPICE timebanking initiative to improve CV

2.37 Although there will be a clear focus for the house based team to deliver the requirements of the funding submission with DWP, it is proposed the house will remain open to the wider community in relation to the Community access point (computer suite) and the signposting to support services through the CAB kiosk. The Council will alongside this to continue to look at funding opportunities with partners to help support action 26 of Wisbech 2020 with regard to a “shared building for community activities in North Wisbech”.

3 Effect on corporate objectives

3.1 The work at Community House contributes to:

- Communities – “Support vulnerable members of our community”
- Communities – “Promote health & well being
- Environment – “ work with partners to keep people safe in their neighbourhoods by reducing crime and anti-social behaviour and promoting social cohesion
- Economy – “Raise aspirations and improve learning opportunities”

4 Community impact

4.1 Community Impact Assessment was undertaken in relation to the proposal to close Community House. The impact assessment is attached as Appendix D.

5 Conclusions

5.1 In conclusion:

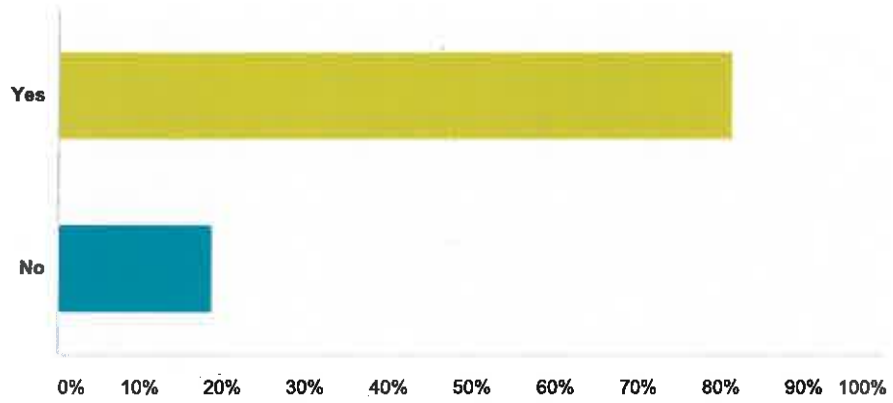
- The house historically has been funded through central government allocation between 2003 and April 2011.
- Since then the house has remained open through a combination of alternative funding and FDC resource.
- It is clear from the type of work that the house delivers that it contributes to services right across the public sector.
- Whatever the outcome from the proposal the Council is committed to continue to work with partners in the area to improve quality of life outcomes through the Wisbech 2020 programme.
- The consultation showed strength of feeling for the work the house undertakes and from the feedback the report outlines how the impact from the closure could be reduced by some practical actions outlined above.
- From the discussions with partners which the proposal initiated a new model of delivery for Community house was developed as a submission to the DWP Flexible Support Fund. The submission was successful and enables the house to remain open for the next financial year 15/16.
- It is hoped that together with partners the work the house offers can be sustained through other funding opportunities such as Big Lottery and Local Economic Partnership from April 16 and this will continue to be explored

Appendix A

Have your say: Proposed changes to Community House and Services in North Wisbech Community House consultation for local residents and users of Community House

Q1 Have you been to the Community House?

Answered: 75 Skipped: 3

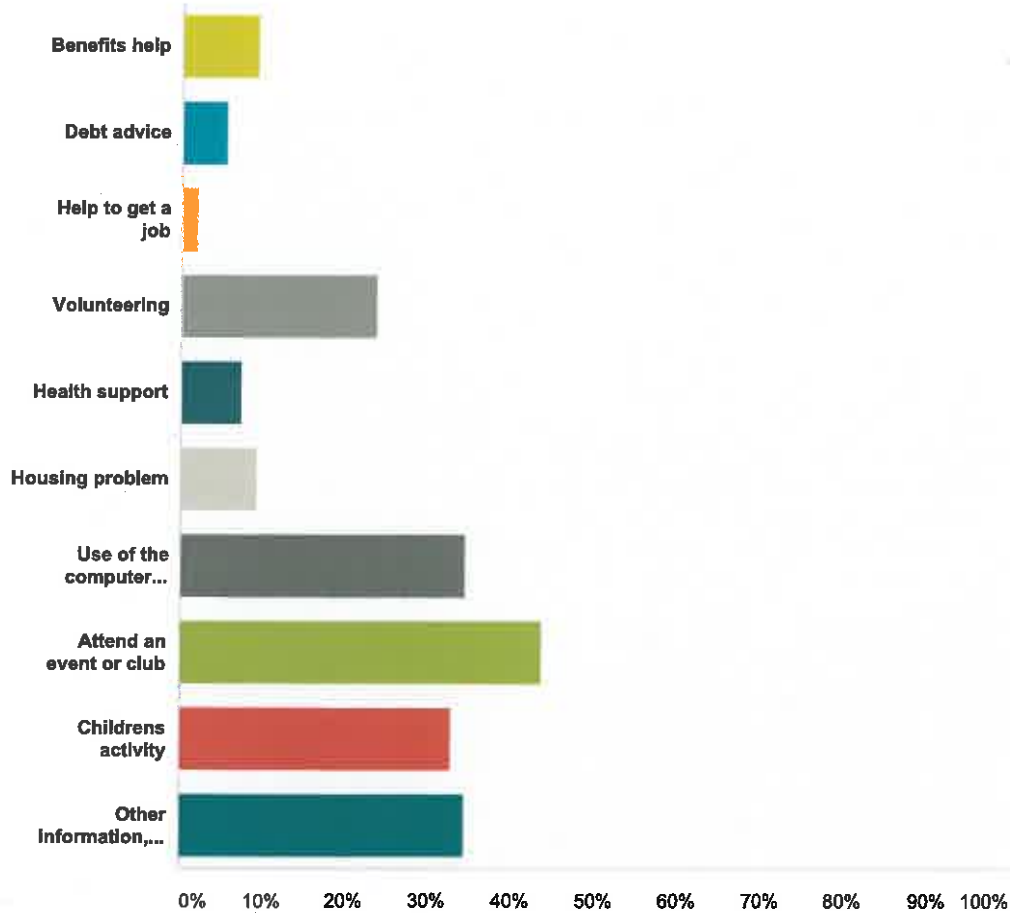


Answer Choices	Responses	
Yes	81.33%	61
No	18.67%	14
Total		75

Have your say: Proposed changes to Community House and Services in North Wisbech
Community House consultation for local residents and users of Community House

Q2 If you have been to the Community House, what services have you used in the last 12 months?

Answered: 55 Skipped: 23



Answer Choices	Responses
Benefits help	9.09% 5
Debt advice	5.45% 3
Help to get a job	1.82% 1
Volunteering	23.64% 13
Health support	7.27% 4
Housing problem	9.09% 5
Use of the computer facilities	34.55% 19
Attend an event or club	43.64% 24
Childrens activity	32.73% 18
Other information, advice or guidance	34.55% 19
Total Respondents: 55	

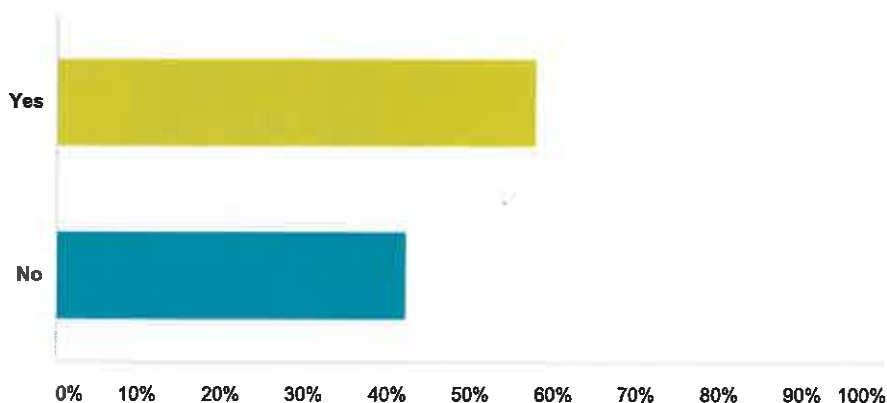
Have your say: Proposed changes to Community House and Services in North Wisbech
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#	If you have been to the Community House for another reason not listed above, please state what here:	Date
1	Education	12/5/2014 6:22 AM
2	I wasn't there last 12 months	11/26/2014 1:37 AM
3	Have fun	11/26/2014 1:19 AM
4	YSP	11/26/2014 1:13 AM
5	Computer and Garden	11/26/2014 1:08 AM
6	YSP	11/25/2014 8:54 AM
7	YSP	11/25/2014 8:53 AM
8	use telephone	11/25/2014 8:31 AM
9	Play in garden	11/25/2014 8:26 AM
10	Play	11/25/2014 8:23 AM
11	See staff	11/25/2014 8:21 AM
12	As Partner Community Organisation	11/25/2014 7:22 AM
13	As Partner Community Org	11/25/2014 7:10 AM
14	Brilliant Budget Recipe Group	10/9/2014 4:41 AM
15	never heard of it - presumably just another FDC vanity project for wasting money	10/7/2014 1:39 AM
16	Land register	9/29/2014 10:04 AM

Have your say: Proposed changes to Community House and Services in North Wisbech
Community House consultation for local residents and users of Community House

Q3 If the help you have received at Community House was available at another place nearby, would you use it? e.g Oasis Centre on St Michaels Avenue

Answered: 71 Skipped: 7



Answer Choices	Responses	
Yes	57.75%	41
No	42.25%	30
Total		71

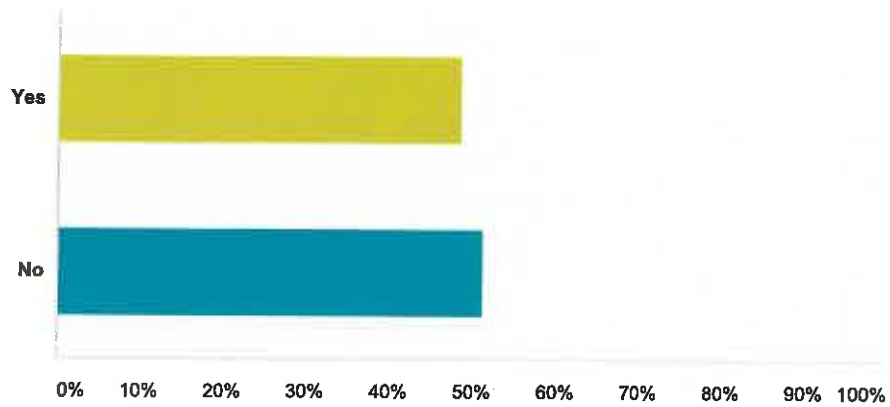
#	If no, why not?	Date
1	my english is good I can do everything by my self or I will go to Rosmini Centre. Wisbech	11/26/2014 1:38 AM
2	Too far	11/26/2014 1:19 AM
3	If mum would let me	11/26/2014 1:16 AM
4	community house is closer to me and easier to get too	11/26/2014 1:11 AM
5	If my mum let me	11/26/2014 1:08 AM
6	i feel the community house is a less institutional atmosphere in which I will learn more	11/26/2014 1:06 AM
7	Community House is a small and friendly place. I find it more personal and secure than a bigger establishment. It is easy to get to and to park plus I feel I get more individual attention which I feel I wouldn't get in a bigger place	11/26/2014 1:02 AM
8	not if we are not welcome	11/25/2014 8:54 AM
9	I like the support of specifically the community house staff	11/25/2014 8:43 AM
10	The Community house is alot closer and easier to get too. I know all of the staff at the community house so im more comfortable going there	11/25/2014 8:41 AM
11	I find the staff at the Community House are much more friendly, approachable and supportive, and I would feel much more comfortable there.	11/25/2014 8:35 AM
12	But only if they had the same internet facilities	11/25/2014 8:29 AM
13	But only if my friends was with me otherwise i wouldn't be allowed	11/25/2014 8:26 AM
14	Because you have to go with an adult	11/25/2014 8:23 AM
15	You can't just go straight in like you do at Community House and you can't go in unless they have an event and I wouldn't be allowed because it's too far away to go on my own	11/25/2014 8:08 AM
16	Easy to go up community house plus nearer as well	11/25/2014 7:58 AM

Have your say: Proposed changes to Community House and Services in North Wisbech
Community House
consultation for local residents and users of Community House

17	Not a nice place to visit	11/19/2014 1:14 AM
18	Not relevant....question fails to provide third option....not used the community house for help	10/10/2014 10:41 AM
19	I do not use it my daughter does	10/9/2014 7:52 AM
20	You have misleading advice, there is no room at the Oasis, I go there every week. they are full up there is nowhere to do any activity. I suggest that you talk with the manageress.	10/9/2014 7:32 AM
21	its further for me to walk and how can you guarantee all services will be able to move to the Oasis?	10/9/2014 5:10 AM
22	I will not personally use the Oasis Centre due to the staff being unapproachable, and you can't just drop in like you can at Community House	10/9/2014 4:43 AM
23	Not convenient and less accessible	10/9/2014 3:04 AM
24	Too far	10/7/2014 1:12 PM
25	don't know anything about it	10/7/2014 1:40 AM
26	Need more information	10/5/2014 9:45 AM
27	Too far, would have had to a taxi there and back, it's more convenient, it's suit me for the location.	10/1/2014 5:51 AM
28	The community house is closer to me and with me being disabled and not able to walk far the oasis centre is too far away and with all the other groups at the oasis centre I don't see how there will be room at the oasis centre for these services to be moved there	9/30/2014 4:45 AM
29	Not needed. if I had used it, then the answer would be yes.	9/26/2014 7:36 AM
30	because community house offers a private area in which you can discuss any problems you might have. There is no room at the Oasis Centre to provide such a service	9/26/2014 7:07 AM

Q4 Have you used the garden behind the Community House in the last 12 months?

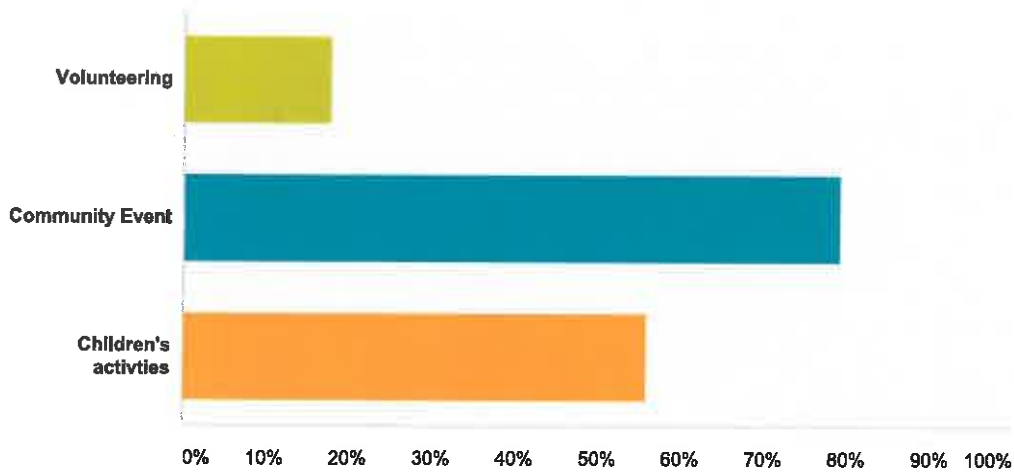
Answered: 70 Skipped: 8



Answer Choices	Responses	
Yes	48.57%	34
No	51.43%	36
Total		70

Q5 If you have used the garden behind the Community House in the last 12 months, why?

Answered: 34 Skipped: 44



Answer Choices	Responses
Volunteering	17.65% 6
Community Event	79.41% 27
Children's activities	55.88% 19
Total Respondents: 34	

#	If you have used it for another reason(s), please state what	Date
1	I helped organise and motivate the garden project for 12 months	12/5/2014 6:24 AM
2	Just to play	11/26/2014 1:31 AM
3	Play football	11/26/2014 1:20 AM
4	Play	11/26/2014 1:16 AM
5	YSP	11/25/2014 8:54 AM
6	Play	11/25/2014 8:27 AM
7	To play	11/25/2014 8:24 AM
8	Play on equipment with friends	11/25/2014 8:21 AM
9	Play with my friends	11/25/2014 8:03 AM
10	I designed the allotment side I laid out the measures [REDACTED]	10/9/2014 7:33 AM
11	Community support	10/9/2014 3:06 AM
12	never heard of it	10/7/2014 1:40 AM
13	picnic lunch	9/29/2014 2:45 AM

Have your say: Proposed changes to Community House and Services in North Wisbech
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consultation for local residents and users of Community House

**Q6 Do you have any other comments
regarding the proposal?**

Answered: 50 Skipped: 28

#	Responses	Date
1	Its a success why shut it?	12/8/2014 3:48 AM
2	Please see separate letter of objection	12/5/2014 6:25 AM
3	I think if the Rosmini Centre can use the community house it will be very helpful for the people who live there	11/26/2014 1:46 AM
4	I may not have been to the house but I know the staff and respect all their efforts helping people of all ages. I strongly disagree with all the redundancy and of savings need to be made, may I suggest you look in other departments	11/26/2014 1:35 AM
5	Please don't shut it because children really like to come here	11/26/2014 1:32 AM
6	Would like more information on what goes on and back access from Lime Avenue	11/26/2014 1:24 AM
7	Why are you closing, because loads of children use the community house and the computers as most of them don't have computers at home and we have fun	11/26/2014 1:21 AM
8	I spend my time at community house volunteering and learning new skills like how to grow veg and plants. If Community House close's I wouldn't have the opportunity to learn new things	11/26/2014 1:13 AM
9	Please do not close the community house because it is fun	11/26/2014 1:10 AM
10	I am aware of budget restraints but feel that the community house should be on the list of services to be saved	11/26/2014 1:07 AM
11	I understand that funding is limited but why change things that are working so well for this community. This isn't just a place to learn new skills, it also provides a social aspect as well	11/26/2014 1:05 AM
12	Don't do it! Because it is valuable to the Community	11/25/2014 8:45 AM
13	I believe the house is a valuable asset to the community and feel it would be a mistake to close it	11/25/2014 8:37 AM
14	We all need the Community House to be open because it's a way of people getting in touch and sorting out there problems and they are friendly people there	11/25/2014 8:33 AM
15	We use the internet at least once a week. We would not like to lose this facility	11/25/2014 8:30 AM
16	Please don't close the community House because I like going on the computers and playing in the garden	11/25/2014 8:28 AM
17	Please do not close the Community House because I really enjoy the kids clubs and get excited to go there	11/25/2014 8:25 AM
18	Can you please not close the Community House	11/25/2014 8:22 AM
19	can you please not close it because we can get to do computers and games in the garden, we can not do that at Oasis Centre	11/25/2014 8:20 AM
20	Please do not close the house because I like it there and all my friends go there and I like the clubs	11/25/2014 8:04 AM
21	We use the computer facilities at least once most weeks and have found no where else with the same facilities in the area. We also find the staff very helpful	11/25/2014 8:02 AM
22	we need it up Southwell Road as its convenient for the residents of nearby, as we need the staff as they are very helpful to the residents	11/25/2014 7:59 AM
23	The Rosmini Centre would use it better by doing outreach work. This could provide more activities	11/25/2014 7:53 AM
24	The Rosmini Centre could provide more activity's such as outreach work	11/25/2014 7:47 AM
25	It would be good if Rosmini Centre could use it for outreach work. Lot of people would be using community house	11/25/2014 7:28 AM
26	Many Rosmini Centre clients come from area around Community House but would be better if Rosmini Centre was able to use Community House as an outreach centre	11/25/2014 7:24 AM
27	We are working with a very lot number of people from this area, who advise us on how to improve the work of the Community House and would like to see us at the head of the organisation of this project, as they have a lot of experience in contact with us.	11/25/2014 7:16 AM

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28	I think it would be a very good place for outreach work from Rosmini Centre as many of the clients from the centre live that way	11/25/2014 4:50 AM
29	The Community House experienced staff have gained the trust of residents over many years. For individuals, they take a holistic approach - dealing with the wide issues of someone's problems - not in a simplistic way. There is nowhere else in Wisbech that deals with people's problems in this way. There is nowhere else I could direct individual people to with complex personal issues. Taking this vital resource away without considering the long-term impact is short-sighted. CCC have decided to focus their limited resources to areas with the most need. I would wish FDC to take a similar intelligent approach. I would hope Cabinet look at the long-term consequences or taking a short-term bottom line savings approach. This area has clearly been identified as needing the greatest support. A considerable amount of money has been invested in the past and now to consider simply throwing this investment away seems at the very least illogical.	11/19/2014 1:31 AM
30	Due to close proximity to Oasis Centre , there seems little reason keeping 2 centres open at a cost of £50 k to all resident tax payers. It is a duplication of resources and a waste regardless that it is Waterless or anywhere else in Fenland.	11/10/2014 6:05 AM
31	I have used the computer facilities at Community house most weeks over the past four years. I find the staff very welcoming and helpful. We have not found anywhere else which gives us the same downloading facilities. If anywhere else gave us all these facilities we would use it.	10/13/2014 5:05 AM
32	Do problems that resulted in community house being set up, still around, or have these been overtaken by different problems, and would a different approach be more acceptable, ie: outreach workers	10/13/2014 3:20 AM
33	It's regrettable that Fenland has to make savings, but to make savings Fenland needs to prioritise its services. Community House has a relatively low usage and is not the most cost- effective way in which Fenland can use its scarce resources. Fenland is therefore correct to save money from Community House as proposed.	10/11/2014 4:18 AM
34	No	10/11/2014 3:46 AM
35	What happens to the people who use it now are they just thrown out like everything this government thinks has no value. My daughter uses the community house every week.	10/9/2014 7:54 AM
36	This is very important to the locals, there is no other local venue.	10/9/2014 7:35 AM
37	I do not think all services will be available at the Oasis so where will they be held? Why is the most deprived area being made worst instead of better?	10/9/2014 5:16 AM
38	The Community House is more convenient for my family and my disabled son enjoys coming to the Community House and the staff.	10/9/2014 4:54 AM
39	Its amazing that the council want to shut down an asset to the community in such a deprived area of Wisbech. This community house has become a bedrock for so many under privileged people helping them into employment it pays for itself on an annual basis. The predicted savings to the council are insignificant in the overall context to the benefits. Its appalling that the council have decided to close such a positive and beneficial facility to a local community. Shame on you!!	10/9/2014 3:15 AM
40	This survey doesn't address potential	10/7/2014 1:14 PM
41	sounds like a daft vanity project - too much jargon on this document. Who or what are 'partners' - people who use it or people who fund it. You can't address ordinary people in Councilless	10/7/2014 1:43 AM
42	Yes I was sent to the CAB what a useless waste of my Taxes	10/1/2014 12:29 PM
43	I have not personally used the Community house, but know that many family and friends have.. Which they have found very useful with the help they were given..Their children love to go there and play in the garden and the activities they have on offer.. In my opinion it would be a shame to close this down.. Why close something which is used everyday!!	10/1/2014 7:32 AM
44	People are used to Community house and all the help it gives, scrapping it is a worthless proposal, cramming its' services into a building that houses other schemes cramps everything up - leave it alone! For example they would get a desk where they can help one person instead of a room where they can help many more - see my point? We have a saying, if it isn't broke, don't fix it!	10/1/2014 6:51 AM
45	The facilities provided are unique to the area. The garden for example provides a safe environment for children to take part in organised activities in a park like environment. As a whole Community House is a far less daunting and much more informal environment for people to seek assistance from.	10/1/2014 6:13 AM
46	As the proposal states, you may turn back into a home, if not, what would it become? I have serious misgivings over closing this. It serves the community in many ways, and to loose it would be a blow to the whole of the Wisbech community. Consider the merits of having this, and not just a cost cutting exercise, Wisbech has not got a lot, and FDC pulling the plug on something else, is a step in the wrong direction. This wouldn't be happening in March!	10/1/2014 5:58 AM

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47	Don't really see the need for the place as only have a few open days for kids ! Never have garden open for public ! Waste of house ! We have community centres like oasis or spinny ! The house does nothing for the public waste of funding in my eyes ! To much aniti socail behavior at nights times with older kids hangin out side of house! Give the house to some that needs it ! Worker seem to sit there drinkin tea allday !	10/1/2014 5:08 AM
48	I would be quite happy to attend the Oasis Centre instead.	9/30/2014 6:12 AM
49	I think it is a valued service and the already deprived area will be even more deprived if the community house is closed	9/30/2014 4:46 AM
50	if we were not translating into 26 different languages we would have the money to keep community house open.	9/26/2014 7:11 AM

From: [REDACTED]
Sent: 11 September 2014 22:00
To: [REDACTED]
Subject: Community house closure

Dear [REDACTED]

I am emailing you to complain about the current plans to close the community house on Southwell Road in Wisbech. As someone who uses this service i am very keen to keep it open as someone with mental health problems i feel safe in the environment the community house provides. The workers are aware of my problems and it also improves my confidence as we do a budget recipe group there, providing a recipe book available to the public. I feel this is very helpful especially as the Waterlees area i believe is one of the most deprived areas in the county. I feel local people will suffer if this service is taken away from them especially when there is a dispersal order in place you are removing the one place children can go to spend time together instead of hanging around the streets causing anti social behaviour as there isn't anywhere else the children can go to socialise other than the streets. The community house has also put me on a course for food safety in catering to help me towards getting into employment.

I would also like to know when and where the consultation will be about this closure and who will be attending from the council and other agencies as appropriate.

yours sincerely

[REDACTED]

From: [REDACTED]

Sent: 28 September 2014 19:00

To: Clerk

Subject: RE: Community House Consultation

[REDACTED]
I have no objection to the closing of the community house as the service can easily relocate to the oasis centre thus freeing up a sorely needed dwelling it has always seemed unfair that one ward in wisbech should have a community house when other wards with equal need have none
regards
[REDACTED]

[REDACTED]
Wisbech
Cambridgeshire
[REDACTED]

Tel:- [REDACTED]

5th December 2014

Dear Sir/Madam,

Re: Community House Consultation.

I feel obliged to write in objection to the proposed closure of Community House, Wisbech.

I have lived in the Waterlees Ward of Wisbech since relocating here 14 years ago and in recent years I have personally relied on the services available from Community House and the Oasis Centre.

I have used the facilities at Community House for various reasons and have seen how the local residents rely on the friendly and comprehensive services that are available. I personally have received information and advice from the CAB, used the IT facilities for research and job seeking etc, have attended various events and family fun days, have attended the cookery group (of which I was a founding member), as well as witnessing a very wide variety of advice and help given to other people who had nowhere else to turn.

In early 2013 I was approached to assist with the development of the Community Garden Project based at Community House, which as Vice Chair of Waterlees in Bloom I was happy to help with. This request was for advice, mentoring and encouragement of the gardening group for a few weeks. I assisted them for over twelve months in the end and I understand that the group is still going strong.

I have seen myself that the staff give friendly and impartial advice to anyone covering a wide range of services like reading and explaining official letters to those who struggle with literacy, advising on various issues, developing IT skills and gaining Food Hygiene qualifications, a huge variety of youth related work, the development of the cookery group who explore budget healthy eating etc. I have also spoken to many local residents who have used the services provided there which have been essential to them. This is especially true for those who are limited by mobility or age and find access to other services difficult or too

Appendix B

Community House

██████████ and ██████████ were present from FDC. ██████████ explained what was being proposed. He mentioned £17.1m in 2009/10 was FDC's budget, for 2014/15 it is £13.6m, some difference. Next year FDC needs to reduce this by another £975k. He didn't join local government to reduce services but you have to understand that this is the position they are in. Interestingly, he received information from CCC and next year they have to save £32.6m, having already saved £70m over the last few years. The police are continually having their budgets cut, these are real time cuts not just inflation cuts. What is trying to do is explain that public services have this major problem and the savings are ridiculous. They are undertaking a major review of all the services that Fenland provides. Initially they reviewed the back office services but they are getting to the point where they are running out of back office services to review. Staff figures for 2009 were 704, this year it is 487, this is because the biggest saving is in staff costs.

With regards to Community House, it has been open since 2003 to provide a place for people to get information, advice and support. Initially funded through Central Government through the 'Neighbourhood Management Pathfinder' project, for the Waterlees Community and some rural communities, to cope with the problems that these community had. That funding was suddenly pulled in 2011 and this was £350k. Work in the rural areas stopped, FDC with the help of Roddons managed to keep the Community House going, until April 2013, when only funding from FDC remained. It is currently around £50k. They are now in the situation where they have to look at everything and they had a shopping list of areas that have to be tackled, no option. One of those was community services, even though it is small, everything has to be examined, as it is at CCC. There are projects in Wisbech that County will be looking at in the same as Fenland is having to. Fenland has to consult, which is precisely what they are doing. When you consult, you have to give people an idea of what you are looking at and this is not a done deal, as is being said

locally and loudly in the press. This is a genuine consultation and [REDACTED] has handed out copies of this tonight and [REDACTED] encouraged those present to feedback via this consultation. When they receive the feedback, they can look at where the services are being provided. They don't want to stop the services currently being provided in Community House, they want to see this continue, which is why they have set up the transition fund for these organisation to draw upon initially to seek alternative venues. Maybe they will be difference versions available, because no-one wishes to lose valuable services but there must be other ways that things can be provided. If the community itself can come up with ideas, through the consultation document, they will look at them, see if they can help establish them. That is what the consultation is about. He stressed again that this is not a done deal, it very clearly states in the Cabinet paper, what is going on and gives a range of options of other things they are going to look at and they will look at anything. The services could be provided in a difference way or with Roddons agreement and community group could take it over, a community body that the residents themselves form. There are all sorts of options that the community can come up with and FDC will look at them and try and help to take this forward, but they still have to make their savings. This is the start of the process and as the months go on they will be looking at other services and will be having these discussions in other areas.

[REDACTED] mentioned that Roddons own the house and therefore the savings are in salaries and what is going to happen to the staff because she cannot see that closing Community House, is going to achieve their savings. Mike said it was difficult to talk about staff because this is a different consultation, maybe there will be staff implication with what is being proposed but they have to be very careful in the way that they handle this. He mentioned that Roddons used to operate from the house but now have their own shop. This would have supported the case for continuation of the house. There are staff cost, a programme budget of activities and running costs of the house and it is all these costs added together that you get to the figure of £50k. If a voluntary organisation were to run the house there are certain costs that this group wouldn't incur, that FDC does, like Council tax and reduced business rates, which reduces the running costs of the service.

[REDACTED] asked how much was Community House costing FDC in real terms and the answer was £50k. Community House is such a valuable/important part of the Waterlees ward community. There has been suggestions about the Oasis Centre and he asked Chris where they would put the groups because often the Centre is so busy. People in the community have built up a great rapour with the staff and [REDACTED] at Community House and feel that they can go along safely and talk to staff, community support officers as well, it is such a wonderful facility that for the sake of £50k, that isn't even a half years salary for one of the managers at FDC. It is ridiculous. This is meant to be the capital of the fens and the suggestion to move Community House services for just £50k. [REDACTED] asked what is stopping the residents getting together to take on Community House and Terry said he wants to and Mike said they are asking people to come up with some options and this is the whole point of the meeting.

[REDACTED] said that the 3 members of staff are what makes Community House and the services those staff put into the house, they are the heart of the community. We have had so much stuff taken away from us, being a deprived area, why take something else that is important to us, away. [REDACTED] asked her to say that on the consultation form as this is the sort of information that FDC desperately need. He asked what are the levels of support do you as a resident, who fully supports the work that goes on there, do you have any ideas of how else this can be provided. She said she has kind of and [REDACTED] apologised for putting her on the spot. She had bought her son along as well because he also uses the house and he is really upset and so are a lot of the children on the estate and she asked why is the Waterlees area always targeted. [REDACTED] highlighted that this is the only facility of its kind in Fenland and residents asked why then get rid of the only one that exists. [REDACTED] asked again if residents can help them solve the problem they have with finance and how can they help provide the services and residents must have some ideas of a way forward. She stated that it is the staff that make Community House and although residents can train to do their job, they can't because staff put in their hearts and souls into their jobs and give 150% to make residents happy and provide vital services. They build up special relationships with residents. They have built up trust and she begged the panel to not take them away. [REDACTED] said well-spoken and this has a lot of meaning and he thanked her for saying them.

[REDACTED] asked how much it costs to run the Fenland Youth Council and the response was between £24k - £25k (£14k for background costs and £10k for the grant) and [REDACTED] said he wanted to put this into comparison and many of the young people are privilege children, from well to do places that sit on this

forum, whereby the Community House benefits those that strictly don't have those benefits and aren't able to do these things and so to allow the Youth Council to continue is taking away something needed by those who need it most. Mike said he should put this in the consultation.

stated that we need a community sports hall, like the one in the old Centre and this was taken away. said they have been having conversations with Chris about expanding the Centre. mentioned that she used to attend a lot of activities at the old Centre but these don't happen now, which is a shame. stated that the old Centre was County funded and the Trust don't receive any core funding from FDC, CCC or anybody. We have to make every penny pay, since 2009 we have had to look after ourselves and have managed to keep the Oasis Centre open. We would love to do and this is what we want to do, but fortunately our hands are tied. Chris mentioned that we are doing a business case and we agree with that we want to build a sports hall for the community because we know as a Trust that this is what the community wants through the feedback we have received and we are still working on it.

was not happy with the way the consultation has been conducted so far, he felt it was biased. had mentioned that he had looked at all of the projects and will deal with them all via consultation or they have been out to consultation, said firstly local councillors were not consulted, none of them and this is wrong and item 10 of the cabinet agenda was actually hidden, right at the back on page 49 of a 52 page document and its lucky that Elaine reads documents from the back because she knows in the past that this is where things are hidden. He said the consultation questionnaire is really lame because the first question was 'Have you been to Community House?', well the first question should be 'Have you heard of Community House?', because if you haven't heard of Community House, how can you comment on the services provided or whether or not you feel it is a good idea. didn't think the questionnaire was worth the paper it was printed on. He felt the questions should have been:- 1) Have you heard of Community House? Yes/no. 2) Are you aware of the services that Community House provide? Yes/no. 3) If no, would you use these services if you were aware of them? He had a string of questions which are on his website. He felt that Community House had been selected for special treatment and this isn't right in a deprived area. He gave a copy of the document to the panel to have a look at, which includes some suggestions.

wanted to highlight what Community House had done for her. She wouldn't have been able to speak up like she is now, if it wasn't for Community House. They provided an environment in which she felt safe because she has mental health issues. They firstly built up trust with her and then they referred her to the Oasis Community Centre for a Confidence Course. They also taught her how to cook and improve her cookery skills at the budget recipe group. They also helped her get a certificate in food hygiene, as there was a mention of a café starting at the house and they were going to ask her to volunteer, but she takes it that isn't going to happen now. Due to her disability and where she lives, she won't be able to walk anywhere else and she can't pay for taxis because she is currently on benefits. She struggles to get to the Oasis Centre, unless her husband can bring her. She emailed and in his reply, he said his team would send a copy of the consultation document and she is still waiting to be sent that. She strongly believes that FDC shouldn't take this facility away.

Owen said he has been involved with Community House as a volunteer since 2000. He has been with 3 managers and they have all been excellent and the services that are provided for people is magnificent and it shouldn't be shut. It is like an unofficial Citizen Advice Bureaux, simple as that. It is absolutely brilliant and a life line for a lot of people. A lot of people on this estate don't like discussing their private business, but feel they can there and it works. He was also on the committee for the new build of the Oasis Centre and the saddest thing was losing out on the sports hall.

was trying to represent the youth as she is 17 years old and she has lived on the estate all her life and she lives 5 doors down from Community House. A lot of young people feel safe here and it is a good place to get what they need and for the 10 years that she has been using the facility, she has been to every event and recently volunteers at these events and really enjoyed them. She would really miss it, if it wasn't there and so would a lot of youth.

was asked last year to take part in the gardening project there. She had used the house prior to that but she has seen people like develop themselves, their confidence, their knowledge, their abilities and to take this away from them and the community, is ridiculous. She has seen people go there

unable to read a letter, it has been explained to them. They have all sorts of advice. There are job search facilities that she has used and everything done there, the staff put in 100%. She was asked to volunteer there for 3-4 weeks, she ended up working with them for a year. This was in addition to an awful lot of volunteer work she already does. Everyone gets a massive amount out of the work and activities at the house. The staff will help you and not criticise or judge, but they will do their very best or find out for you and to take this away is diabolical. Karen added that she has Gavle's personal number which she can call whenever she needs to and she will always reply. She is fantastic.

██████████ said she knows the panel are particularly interested in what the residents have to say but a lot of residents aren't brave enough to come to this meeting, but this is something that Community House offers. They work with women who have suffered domestic violence and they know they can go there, quietly and in confidence and they have done so and done so very recently. Alan mentioned that you can see how personal this gets and hopes he isn't talking out of turn and he asked why the three people employed at Community House are not here. ██████████ said she understood why they are not here but asked if she could continue. It has been mentioned about the difficulties and cost cutting, it was agreed, rightly that the people who suffered some damage due to the floods, 12 or 14 people, they will be a sum of about £10k in rate relief, she was the only one who didn't agree to the £800k to go towards the A14 upgrade, so this is not something separate. Mike mentioned that the £800k is coming out of capital money. You are asking residents what they can do to support the house, this is the most deprived area in Cambridgeshire and we are in the top 6% for child deprivation in the country and you want to take Community House facility away. It doesn't make sense. She feels very passionate about this and is really upset, not for the bricks and mortars. What have the panel done over the last 2 years, you knew this was coming up. The CCC know they are going to withdraw funding from the Adventure Playground in 2 years, so they are working with them now, having meetings, looking at options because over a £1m has been spent on these facilities and they are going to walk away from this in 2 years. So instead of waiting those 2 years and then saying, sorry there is no funding, they saying we know this is coming up, let's work together to see what we can do about this now. If you knew that you were having difficulties in finding funding and not likely to fund it, what funding applications have you made anywhere to get the support that it needs. You haven't and if you have, you certainly haven't informed these two FDC councillors about getting funding. She sees that Chatteris are getting some funding from the section 106 fund, for a skate park. Brilliant, the kids down here have been asking for the repair of our skate park because they keep getting injured on the metal which is sticking out. After ██████████ kept chasing this, the officer dumped all the paperwork on her doorstep because they couldn't get anywhere with it. We cannot reproduce the facilities there, offering £5k for the groups to move elsewhere. It isn't just about the groups, it is the individuals who go in there and she really appreciated all the people who have turned up tonight, speaking their minds as individuals. There was a woman who went in there, who had no food for her kid, since the previous night. Virginia gave her some money and her father repaid them and she went in there the next day, she spoke with Car and the team quietly about where her problems were. She had filled out the wrong forms, ticked the wrong boxes because of her literacy skills. Where could she go for that? That was a place she knew she could go to, with the confidence that they could help her. They turned that lady around and that is the difference they make, it's not just these little funding groups, it's that individual support that they give people. The skills they have got. How can you reproduce that with volunteers? This is 15 years of expertise with Car. The lady behind her has produced the leaflet which is on everyone's chair, because she feels so passionate. She has been talking to people, whilst she collected names on the petition. Virginia is speaking to people in the street with their problems and she is directing them to Community House, due to constant changes in funding, many didn't know about Community House. Many people that are really struggling with their problems are going to Community House. You cannot go to CAB because of the long wait for an appointment, often 2 weeks or more. This is the place it is needed because of the deprivation and deprivation doesn't just mean people are on a low income, we know what deprivation means and this is why it is so important.

██████████ asked if Alan had thought of the consequences of what would happen with removing this, prior to coming here, what would happen. We have high ASB, this is a stabilising asset of the Community and to pull it away, the council will reap a lot more consequences than you expect.

██████████ asked a question to all the four panellists, before they read the leaflet, did they know what the services that Community House actually give. They all said yes. ██████████ said he has had a meeting with the

staff and they have sat down with him and the way he talks to staff, being an ex-member of FDC staff and exchange views between four walls.

personally thinks the last statement is the most important in the booklet and this is the bottom one, which says that if you just want to go for a drink, we can do that too. That is the first step for everyone to go for the things that they need help for. In a deprived area, people don't have the confidence and can't go straight in to talk about their problems, this is the first step. This is why this facility is so important.

Karen had a printout of a newspaper article about the groups at Community House that she would like to share with the panel. It was about the Reaching the Communities project, cookery and gardening groups.

thanked everyone and said that they have listened to everything that has been said tonight. A resident said that they don't trust anyone from the Authority because like one of the ladies said, they ask for forms and they haven't been sent. We get this all the time. People at the House help us and give 110%. If they say they will ring up the next day, they ring us the next day. He waited in all day to hear from Highways and they didn't phone. Michael said that most of the questions on the questionnaire, they do have the answers to, they have the feedback from users. asked why these questions were asked if you already have the data. She met a gentleman yesterday who couldn't fill out the form because you come to a complete stop. It is such a poorly worded document. A resident approached her, who is trained in designing questionnaires and he said this is the most appalling questionnaire he has ever seen. She also commented on the large number of residents who didn't know about Community House and Mike asked if she knew why this was and the response was the reduced resources. There used to be staff that went out looking for funding, but they have been lost over the years. It is now all word of mouth.

David said that he had driven past it several times and didn't know what it was until he had to use it and he was absolutely amazed by the facilities, everything they provide for the community and it isn't just for Waterlees and if it went, it would be an absolute shame. He understands that cuts need to be made but it is always those less privilege that suffer the cuts first.

Virginia asked the panel if they could let Councillors know what services are being looked at where they live. Terry recently attended a computer course at Community House, along with residents from Twin Parks, for senior citizens to learn about computers from the beginning. If the House closes, this is facility that won't be available to his community because of their mobility issues and they cannot walk another 5 minutes to the Oasis Centre. Terry asked if could cope with Community House coming to the Oasis Centre and give everyone the personal touch. Someone said that some people would struggle to come in.

replied that some of the days we are completely booked and the issue is that we haven't got the accommodation to offer or we have had to turn groups away and because we are a very small organisation, dealing with running a big building like this, we don't always have the time, even though she would love to have the time, we as a Trust haven't got the capacity to deal with the issues that Community House deal with. Community House is like a stepping stone for the community because for some it is a big jump to come directly to the Centre and therefore the House offers a gently little step.

said Community House is like car insurance, until you have an accident, you don't really need it, until you have a problem, you don't need Community House but when you have a problem, you know you can go there. The trust that has been built up within the community is really important to our residents. He met a young lad of five, early one morning with 2 slices of bread and asked him if that was his breakfast and he said no, he was taking this to his friends because their electric had been cut off and he couldn't toast it. This is the type of local residents that Community House are there for.

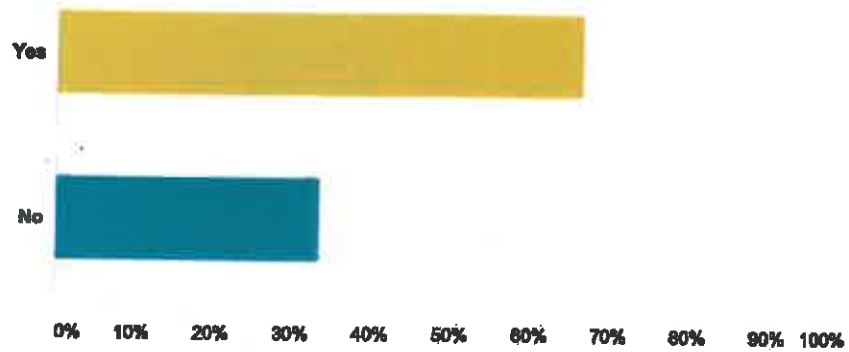
said that Community House is an asset, a bit like the NHS, it will never make a profit but it is an absolute necessity that it is kept here for the area. It was mentioned that a lot of passion was voiced for the House and it was hoped that when they go to the other projects mentioned in their agenda, that they asks those communities to see what they think and see if the passion is as high. Michael said that everyone agreed that it is the people working at the House that makes so special, otherwise it is just fabric and it is the staff that have the trust of the community and they know their community and it will be a sin if FDC get rid of it. said that will be there when FDC make a decision, after the consultation. Virginia said it will be cabinet making the decision and said no, not on this, this will be discussed at full council.

Appendix C

Have your say: Proposed changes to Community House and Services in North Wisbech Community House Consultation for Partners of Community House

Q1 Have you provided a service at Community House?

Answered: 18 Skipped: 0



Answer Choices	Responses	
Yes	66.67%	12
No	33.33%	6
Total		18

Have your say: Proposed changes to Community House and Services in North Wisbech
 Consultation for Partners of Community House

**Q2 If you have provided a service at
 Community House, what service have you
 provided?**

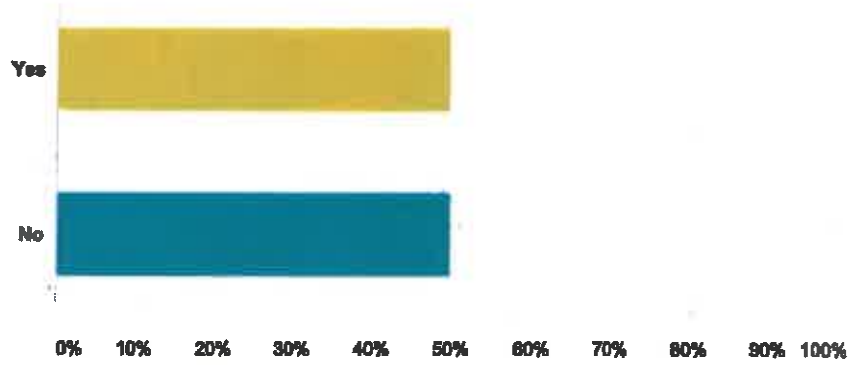
Answered: 12 Skipped: 6

#	Responses	Date
1	CHES provides advocacy, representation and advice to individuals and families who are experiencing discrimination, harassment and infringements to their human rights.	11/18/2014 5:51 AM
2	CCC Adult Learning and Skills service managed a joint bid for government funding (Community Learning Impact Fund) to revitalise the community house and garden in Fenland by organising learning activities identified in consultation with the community including residents and stakeholders.	11/12/2014 12:52 AM
3	Youth Facilities for young people aged 11 - 19yrs - weekly on a Friday	11/2/2014 2:07 AM
4	Local PCSO attendance for Surgeries	10/23/2014 8:02 AM
5	Information on adult education sessions available through family learning activities in the garden	10/13/2014 3:03 AM
6	x	9/30/2014 8:17 AM
7	Health MOT checks to the community and supported events held at the house	9/28/2014 4:25 AM
8	Smoking Cessation information sessions and drop in clinic but this was between 2003-2008. Since then our service has utilised the oasis for weekly clinic within a confidential room and training workshops as there are large spacious rooms available.	9/29/2014 4:17 AM
9	Part of a project, demonstrating skills and supporting children.	9/28/2014 3:37 PM
10	CHES - free, independent, impartial, advice, advocacy, representation service - AQS quality marked.	9/28/2014 11:05 AM
11	Skills checks (English & maths). Development of IT skills.	9/28/2014 8:19 AM
12	Business Advice	9/28/2014 8:10 AM

**Have your say: Proposed changes to Community House and Services in North Wisbech Community House
Consultation for Partners of Community House**

Q3 Does this include using the garden?

Answered: 16 Skipped: 2

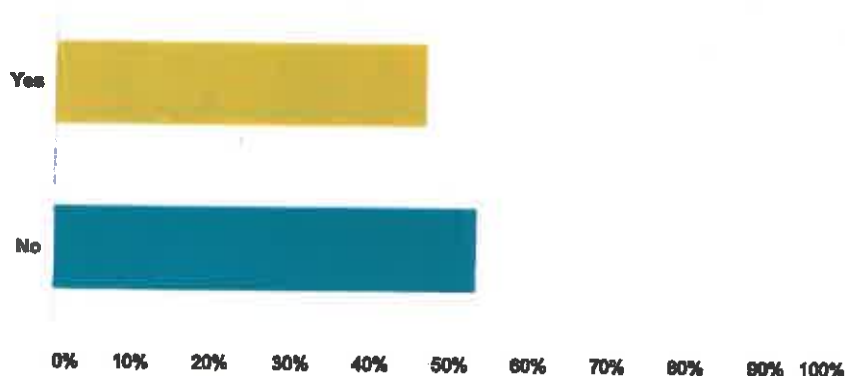


Answer Choices	Responses	
Yes	50.00%	8
No	50.00%	8
Total		16

Have your say: Proposed changes to Community House and Services in North Wisbech
Community House
Consultation for Partners of Community House

Q4 Could you provide a similar service at an alternative venue nearby?

Answered: 15 Skipped: 3



Answer Choices	Responses	
Yes	46.67%	7
No	53.33%	8
Total		15

Have your say: Proposed changes to Community House and Services in North Wisbech
 Consultation for Partners of Community House

Q5 There is a shared partner vision for Wisbech, called Wisbech 2020, with a focus on providing a "shared building for community activities in North Wisbech". (Action 26) What is your view to these proposals in terms of helping develop this action?

Answered: 13 Skipped: 5

#	Responses	Date
1	Community House is a valuable resource for the local community as a shared building. It would be difficult to replicate this elsewhere. The staff at Community House have established a strong, trusted relationship with members of the local community, being based within the community is an important aspect.	12/16/2014 10:51 AM
2	I feel a shared building might not be as informal and make people feel at home. It might also be too busy an environment, this can be daunting for some people.	11/18/2014 6:03 AM
3	I would support shared use of facilities however historically we have found the Oasis an expensive resource and it does not have the facilities of the garden where learning activities can take place.	11/12/2014 12:53 AM
4	I believe that Waterlees deserves a proper community facility which is available for all community members. At the moment we prefer to use Community House as its well known as a centre available for all. Young People are happy to engage there. We are aware of the Oasis Community Facility but we can't afford the rents, plus the young people are not made as welcome.	11/2/2014 2:08 AM
5	The Community House to remain as is or to move into the Oasis Centre, or even Circle Office. The current location however is not so important as the staff who provide local access to deprived area issues.	10/23/2014 8:04 AM
6	The community of Waterlees have many complex problems and due to low self esteem, need someone to start off in a small group before progressing into a larger one and Community House offers these facilities, before moving onto the Oasis Centre groups.	10/13/2014 3:05 AM
7	The proposal in principle is good and reflects the pressing financial pressures and it has some good suggestions. A strong theme is the development of community resilience to ensure that communities are fully engaged. This takes some resource to develop this fully engaged scenario	10/6/2014 2:52 AM
8	I think the Community House has been played a valuable part in engaging with the immediate population on the estate but that these services can be delivered after a transitional period in a venue such as the Oasis centre, which is better suited, well equipped and more accessible.	9/29/2014 4:22 AM
9	TCA has taken part in activities that take place in the Community House. Feedback from students is that they and their families feel comfortable at this site because it is actually part of the Waterlees Estate	9/27/2014 7:15 AM
10	Community house is well established as are the team there. They know the community and people do turn to them in need. The garden is a valued space especially for families with younger children. The events organised by the team take part in many of the community spaces including at the Spinney, Oasis, Astro turf and Orchards. Community House is not just about the space, however it is somewhere safe children aged 8-14 to go which is near their homes. There is very little in Waterlees for a very large community, especially considering a number of houses have multiple occupancy. An additional larger space is required for youth clubs and Sport including swimming, which would sit well on Orchards site, however this does not mean the community could do without Community house.	9/26/2014 3:43 PM
11	I think that it makes sense for organisations to work in partnership - providing 'added value' with different areas of expertise, knowledge and actual work that they undertake for clients and users.	9/26/2014 11:05 AM
12	I think the Oasis Centre should be extended to provide some appropriate facilities for some sports, as well as additional rooms. The reception area could be improved and potentially become a joint reception area for the Children's Centre as well. An area for a community café would also be good.	9/26/2014 6:27 AM
13	Services need to be provided across the whole of the north of the district, not just Waterlees. There are other areas of deprivation that are ignored.	9/26/2014 6:05 AM

Have your say: Proposed changes to Community House and Services in North Wisbech
 Consultation for Partners of Community House

Q6 Are you able to offer any additional resources / funding that could help provide services similar to those provided in Community House? If so, please state here:

Answered: 13 Skipped: 5

#	Response	Date
1	No.	11/18/2014 6:03 AM
2	No. I am currently not working in wisbech due to a secondment out of county therefore I am not ina position to offer funding. there are opportunities to deliver learning at the house but these could be offered at the Oasis Centre if the access and venue hire were reviewed.	11/12/2014 12:55 AM
3	No. We only access / have funding available for specific projects we deliver. E.g:- Street Work or Drop In sessions. This is all externally funded which current runs out March 2015	11/2/2014 2:10 AM
4	The Police are not able to provide funding	10/23/2014 8:05 AM
5	We as an organisation cannot provide either resources or funding for Community House because we are a charity, but we would be willing to partner a bid for either LEP or Lottery grant to support this vital service.	10/13/2014 3:06 AM
6	There are a number of public health services that could use Community House as it may give access to communities who would most benefit from these services	10/6/2014 2:53 AM
7	We would not be able to provide any funding but could continue to support providing our services	9/29/2014 4:27 AM
8	TCA needs to make major cuts to its budget in the forthcoming year but could offer a venue if needed.	9/27/2014 7:16 AM
9	No	9/26/2014 3:43 PM
10	No - but I have received funding from Lloyds Bank Foundation for England and Wales to provide an advocate 2 days a week in Fenland - operating from Community House and The Rosmini Centre	9/26/2014 11:05 AM
11	Unfortunately not, we are a small charity, who are funding through various grants. We use the house as a venue as there is no costs.	9/26/2014 8:27 AM
12	Are funding would cover the costs of the staff but not be able to contribute to building running costs	9/26/2014 8:12 AM
13	no	9/26/2014 6:06 AM

Have your say: Proposed changes to Community House and Services in North Wisbech Community House
 Consultation for Partners of Community House

Q7 Do you have any other comments regarding the proposal?

Answered: 11 Skipped: 7

#	Response	Date
1	Community house has been very accommodating and is a very good environment for the service CHES provides.	11/18/2014 6:11 AM
2	The Community support provided by the staff at Community House is invaluable for both residents and partners particularly [REDACTED]. He has a unique role in the area and is able to bring partners together to deliver their objectives collaboratively. My previous role was a district manager role and I found that in March, Chatteris and Whittlesey where this was not in place it was more difficult to bring partners together with shared agendas and it is my personal opinion that this wastes resources as provision to communities is not joined up.	11/12/2014 1:00 AM
3	We feel that Community House provides a much needed facility for the community. It is well used by the young people we support, and they feel that they have an equal right to access and use. If this is lost, it will be at the detriment to the community. Yet again the young people will feel that a resource they value will be taken away from them - when there is already so little for them to access on the estate.	11/2/2014 2:12 AM
4	Funding is hard to find, but funds are spent elsewhere on less risk environments, namely 850,000 on a leisure centre, may the way money is spent should be looked at. It is understood that all agencies have had to maintain big cuts, the police have had large cuts, but have to maintain the frontline. Maybe the Community House Staff should be considered as "front line".	10/23/2014 8:10 AM
5	Due to the complex problems within the ward of Waterlees, but also the whole of Wisbech, we feel that having just facility on the ward, will not help the community. We need a variety of options to meet their needs. Rather than closing down a facility and making staff redundant, maybe applying for a large grant to build on the foundation work that has already taken place. Our Place and the Roots solution project will provide a good base and evidence for these bids.	10/13/2014 3:09 AM
6	I think that it should be noted that the house has played a valuable part in the development of community development in the area as a whole. However there are now venues in Wisbech which have more spacious, up to date facilities which are already readily used by various community groups and organisations and could easily host services which are provided by the house.	9/29/2014 4:29 AM
7	My observations when using the Community House for business purposes or attending community events such as garden parties is that many of those attending are families who are traditionally harder to reach.	9/27/2014 7:19 AM
8	The team are vital for joint projects in the community and I value their commitment. Projects such as Time Credits and Waterlees words were successful because of the support of the team. They have an awareness of the children and their needs which no amount of data crunching can provide. There is nothing like knowing the families for identifying ways forwards.	9/26/2014 3:47 PM
9	I can't get back to the first screen to check this, but is there anything on how you will use my personal data e.g. name and address. Should there be a data protection statement somewhere. Apologies if it is there!	9/26/2014 6:27 AM
10	Community House is a suitable venue for us but continued access is not critical although having access to some subsidised meeting space would be very helpful	9/26/2014 8:15 AM
11	Services need to be provided for all areas of deprivation.	9/26/2014 6:08 AM

Dan Horn

From: [REDACTED]
Sent: 28 October 2014 10:58
To: [REDACTED]
Cc: [REDACTED]
Subject: Commendation For Community House

[REDACTED]

Would you be kind enough to pass this email to appropriate members in response to your consultation request dated 26 September 2014.

I am pleased to say that I have worked closely with Community House and with [REDACTED] and [REDACTED] extensively, and always found them helpful and supportive.

The Trustee Board also discussed the consultation request, and I have been asked on behalf of the Board to also commend the work of Community House in the highest terms. The Volunteer Centre Fenland is fully supportive of the work that Community House does, particularly in relation to its work in what is recognised as being one of the most deprived areas of the County, in economic, aspirational and opportunity terms.

The work that Community House does with young people is particularly valuable to give them the opportunity to use up-to-date Information Technology systems, and opportunities to involve themselves in community activities such as the community garden, and organised events.

We are also aware that there are many other agencies who provide support within that community making use of the facilities available at Community House, and of the exceptional services that they provide at that location.

The Board believes that the closure of Community House will be a serious detriment to that community.

Kind Regards,

[REDACTED]
Manager
Volunteer Centre Fenland
Rosmini Centre Wisbech
69A Queen's Road
Wisbech
Cambs PE13 2PH
Tel: 01945 582192

[REDACTED]
Fenland District Council
Fenland Hall
County Road
March
Cambs
PE15 8NQ

18 December 2014

Dear [REDACTED]

Re: Community House

I am writing with reference to the recent consultation exercise about Community House, and further to our recent discussions.

As discussed, Circle Housing Roddons is happy to support the ongoing use of the current venue (10 Southwell Road) for a further 12 months, provided you are successful in your bid for alternative funding. I am happy to continue the current arrangement and for the premises to be used, rent free and meet any on-going repair costs (day to day) for the next twelve months (1 April 2015 – 31 March 2016).

We are, unfortunately, unable to provide any additional funds to prevent the closure of Community House, should your bid be unsuccessful.


As you are aware, our office at Edinburgh Drive is located in close proximity to Community House and Circle Housing provides a number of published "surgeries" to residents and the wider community. Sessions are also provided by Centra Support and external providers such as Making Money Count, Women's Refuge and the Police. Free internet access is also promoted, although this is limited as we only have one computer; the office continues to see an increasing number of callers. As discussed, we are happy to host the CAB kiosk, should Community House close.

We have promoted Fenland District Consultation survey at our Edinburgh Drive office, although have received limited feedback from our customers. As you may be aware, Making Money Count colleagues are keen to explore the potential to commence pre-tenancy type courses for applicants on the waiting list and colleagues view Community House as a suitable and potential venue for pre-tenancy type sessions. Colleagues have highlighted the excellent work done by the Community House team and wider partners, in particular by the Youth Service providers. However, I understand the Council's current financial constraints and realise difficult

decisions have to be made in the current climate. Circle Housing Roddons are committed to working in partnership with you, to continue to support our customers and members of the wider community.

I trust the above is helpful and look forward to hearing further from you about the future of Community House.

Yours sincerely



Managing Director



RECEIVED
25 SEP 2014

23rd September 2014

[REDACTED]
Chief Executive
Fenland District Council
Fenland Hall
County Road
MARCH
Cambridgeshire
PE15 8NQ



Dear [REDACTED]

I am the Secretary of the Wisbech Community Development Trust, who owns and runs the Oasis Community Centre in Wisbech and I would like to comment on the recent announcement of the proposal to close Community House and other changes to the Community Development Team, which we believe will have a huge impact on the Waterlees wards.

Although the Trust notes these proposals, which if accepted by your Cabinet, will then go a 12 week consultation, our concern is that the Waterlees ward is the most deprived area in Cambridgeshire. The ward is sliding down the deprivation table rather than improving and therefore the Trust were wondering if you could enlighten us with what your plans are for the future and in what form your commitment will be.

The Trust are fully committed to this community and have worked alongside your Community Development team to try and enhance the services provided. Obviously without this support, it will make the job of the Centre much harder. We have no core funding from any organisations and rely on the income from the hire of our rooms and this enables our Centre Manager, [REDACTED] to work with our strategic partners to support initiatives on the ward. Due to the type of community we have, this is sometimes very labour intensive and results can only be achieved by the full support of all the organisations, over a long period of time.

Would it be possible to meet with yourself and members of your cabinet to discuss what direction you feel FDC wishes to go in and how this will work with the residents of the Waterlees community and the Trust.

Please can you phone [REDACTED] on 01945 428661, to let her know your availability.

Yours Sincerely

[REDACTED]

PR

[REDACTED]
Secretary of Wisbech Community Development Trust

[REDACTED]

[REDACTED]

Wisbech Community Development Trust

The Oaks Community Centre, St. Michael's Avenue, Wisbech, Cambridgeshire PE13 3NR

Tel: 01945 461826 Fax: 01945 429138

Charity No. 1100674

INTRODUCTION

The Equality Act 2010 reminded all public authorities of their duty to have ‘due regard’ to the need to:

- **Eliminate unlawful discrimination**, harassment, victimisation and any other conduct prohibited by the Act:
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it; and
- **foster good relations** between people who share a protected characteristic and people who do not share it.

The protected groups (previously known as equality strands) are as follows:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Gender
- Sexual orientation
- Marriage and civil partnerships (eliminate unlawful discrimination only)

Other legislation and practice has determined that we extend this to cover:

- Human Rights
- Socio Economic factors

The duty reminds us of the need to analyse the effect of existing and new policies and practices on equality.

The equality analysis should be proportionate and relevant – not just a tick box exercise. In some cases the written record will be a quick set of bullet points or notes under each heading. Others will need a more detailed explanation.

However, legal case law makes it clear that we must carry out the analysis **before making the relevant policy decision**.

A meaningful equality analysis will help the Council make the best decisions or formulate a policy which best meets our customers needs.

Once a Customer Impact Assessment (replacing our existing Equality Impact Assessment) has been completed there is no need to automatically carry out a new assessment each year. A review assessment has been put in place, and can be completed if there has been no change to the original policy, the way it’s implemented and its customer impact.

A SIMPLE GUIDE TO ASSESSING EQUALITY

What is Customer Impact Assessment (CIA)?

- CIA is the act of systematically assessing the likely (or actual) effects of policies or services on people based on the following:
 - Age
 - Disability
 - Gender reassignment
 - Pregnancy and maternity
 - Race
 - Religion or belief
 - Gender
 - Sexual orientation
 - Marriage and civil partnerships
 - Human Rights
 - Socio Economic factors

This means considering the above, as set out in the table below, in relation to a policy, practice or service, before a decision is made.

	Eliminating unlawful discrimination, harassment and victimisation	Advancing equality of opportunity between different groups	Fostering good relations between different groups
Disability			
Age			
Pregnancy and maternity			
Race			
Religion or belief			
Sex/ Gender			
Gender reassignment			
Sexual orientation			
Human Rights			
Socio Economic Factors			
Marriage and civil partnerships			

- You are looking for opportunities to promote equality, and good relations between all groups as well as removing or mitigating negative or adverse impacts.
- Remember it might not be possible to remove all barriers to service or your policy or practice may have a negative impact on certain groups ... please note anything of this nature

Why is it important?

- Assessing equality issues helps us understand the needs of our customers, ensures our decisions meet those needs, and are also cost effective, and demonstratable.
- As a public authority we also have a **legal** duty to show “*due regard*” for equality in decision making and the way services are provided
- To be able us to show “*due regard*”, we need to show that consideration of [possible impact to the groups mentioned have taken place **prior** to a decision being made; that equality issues were considered, and that this consideration was rigorous, open minded, and involved thinking about the three arms of the Equality Act as part of this process, and that potential adverse impacts were either removed or reduced, and that all our decisions can be defended if challenged.
- Documenting our equality analysis enables the Council show it has had “*due regard*” for equality if decisions are challenged. If “*due regard*” for equality can not be shown, decisions may be overturned at judicial review. This could result in lost time, money and negative publicity.
- The sooner equality is considered in a process; the more efficiently that process can be carried out.

How can equality be assessed?

1. Gather information This can be consulting with relevant groups, using a previous EqIA as a starting point, consultations carried out by other services, details of the service 'hard to reach groups', customer satisfaction surveys, MOASIC data, consider relevance to equality



2. Assess impact Could different groups be affected differently? Is this difference positive or negative? Consider the three arms of the Equality Act in relation to all the protected groups as per the table. NOTE: The quality of the assessment will depend on the quality of the information gathered



3. Take action This could be to reduce negative or increase positive impact. Produce an action plan where appropriate; make actions SMART. Unlawful discrimination MUST be actioned immediately



4. Summarise your findings on the EqIA form. Where it is clear from initial information gathering that a policy will not have any effect on equality, this may simply be a sentence recording this; the greater the relevance to equality, the greater the level of detail required. Publish your findings



5. Monitor the on-going effects of the policy on equality. This is usually in the form of the annual review carried out in October of each year, to fit in with the service planning cycle. The Equality Act is a **continuing** duty!

Customer Impact Assessment

Name and brief description of policy being analysed

Briefly summarise the policy including any key information such as aims, context etc; note timescales and milestones for new policies; use plain language – NO JARGON; refer to other documents if required

Closure of the Community House

The reason this proposal is being considered is to deliver additional efficiency savings and looking to see what is the best way to deliver services within the ward linked to Wisbech 2020 agreed actions, through refocussing the Council's Community Support offer to the community from 2015/16.

The Council's Cabinet made a decision on 18 September 2014 (<http://www.fenland.gov.uk/aksfenland/images/att5250.pdf>) to go out to consultation with the community and stakeholders to seek their views on this proposal. The consultation process will last for 12 weeks commencing on 26 September until 19 December 2014.

The proposal includes the creation of a transition fund of £5,000 from which partner organisations currently using the house can utilise other community facilities available in the area e.g. Oasis Centre with the fund contributing to the hire costs.

Alongside this the proposal report that was considered by Cabinet on the 18th September commits to continued support by the Council to deliver Action 26 of the Wisbech 2020 vision where reference is made to "Providing a shared building for community activities in North Wisbech"

Information used for customer analysis

Note relevant consultation; who took part and key findings; refer to, or attach other documents if needed; include dates where possible

Consultation process in place from 26 September 2014 until 19 December 2014.

Opportunities for consultation are available via the following means:

Survey on the Council's website for customers with access to computers at Community House to complete

Hard copies within the Community House, and Wisbech Fenland @ Your Service Shop. From week 2 of the Consultation additional hard copies to be available at 4 other Community Centres and the other Fenland @ your service shops in March , Chatteris and

Appendix D -Assessing Equality – The Equality Act 2010

Whittlesey. An offer has been made to translate to other community languages if requested to do so. Stakeholders and partner organisations via an on line survey.

	Could particularly benefit	Neutral	May adversely impact	Explanations	Is action possible or required?	Details of actions or explanations if actions are not possible Please note details of any actions to be placed in your Service Plan
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No impact	N	Alternative location identified to deliver service to this client group e.g. Oasis Centre. Effective transition plan can be put in to place in order that a range of suitable alternative support can be identified and delivered.
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No Impact	N	
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No Impact	N	
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Current location means that there is limited disabled parking. Main ICT suite is on the first floor with no lift.	Y	

Appendix D -Assessing Equality – The Equality Act 2010

Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	Alternative location opening times may be a factor.
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Y	
Pregnancy & maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Marriage & civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Human Rights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Socio Economic	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Multiple/ Cross Cutting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	

Outcome(s) of customer analysis

a) Will the policy/ procedure impact on the whole population of Fenland and/ or identified groups within the population; negative neutral positive

The outcome from the consultation is appended to the report to Overview & Scrutiny on the 5th January 2015. From the consultation the following actions could be undertaken to reduce the impact of any closure:

Appendix D -Assessing Equality – The Equality Act 2010

- It is proposed that £5,000 is set a side by the Council for organisations currently using the house for free to hire alternative facilities in Wisbech.
- To work with partners in Wisbech to look at how the work of the Community House staff could be replicated as part of a bid for inward investment from Local Economic Partnership funding streams (at time of writing report we are awaiting detail and timescales for funding submissions)
- Help support other Community Facilities in the area to secure funding to increase capacity at their facilities. This helps to deliver action 26 of the Wisbech 2020 plan.
- Relocate the Community House kiosk which the house staff uses to help support residents at the Edinburgh Drive Office at Circle Housing - Roddons so that that support remains in the same location through the kiosk.
- Contacting all partners advising them of the £5,000 set a side for partners to book alternative venues available locally and exploring with those partners who stated they could not deliver a similar service nearby, why this is the case and attempting to address any perceived barriers.

No major change needed

Adjust the policy

Adverse impact but continue

Stop and remove / reconsider policy

Arrangements for future monitoring: If closure occurred the above actions would form part of the exit strategy.

Details of any data/ Research used (both FDC & Partners): **Community House Community and Partner Consultation 26th September – 19th December 2014**

Completed by:

Name:

Position: