Future of Broadwater Farm Community Centre

User & Providers Workshop, 15th July 2024

A Introduction

A1 A range of stakeholders involved with the Community Centre at Broadwater Farm came together for a morning to reflect on options for change for the future. (A list of attendees is at the back of this note.)

A2 The workshop was run by an independent facilitator, Radojka Miljevic (Rad) from Campbell Tickell.

B How do we want to work together?

B1 At the beginning, there was a chance to work in small groups around the tables in the Jazz Café to paint a picture of what working well together to plan the Centre's future should look like in a group like this one.

B2 The principles that stakeholders identified were:

a) **Working in an inclusive way**, in particular…

- Everyone getting their voice heard
- Building trust
- Feeling comfortable and confident to share opinions
- Feeling they can challenge each other
- A fair opportunity for all
- Utilising everyone's skills and knowledge, good opportunity to share

b) Knowing who you are working with

- Knowing who the stakeholders are
- Having some level of continuity in members of the stakeholder group – agreement to setting up a user/stakeholder group but residents also to be part of this group – all in one room, not necessarily run by the Council
- A frequency to how often that group comes together – a rhythm of meetings (same day and time e.g. every two months)

c) Shared purpose and co-production

- Recognising the journey – coming from a past but looking to the future
- Creating a joint cohesive vision/document – something to work towards, something to measure against
- Support for established projects and services

d) Having optimism

- Being positive about what is possible
- Openness to change
- Seeing as possible improvements to develop footfall
- Thinking big! Wrong to think the Council has no money and therefore to scale back ambitions – think creatively about other sources of funding

e) Feeling engaged

- Agreeing with the challenge or purpose of the work put forward, so you can feel active and engaged

f) Transparency and information sharing

- Information about any decisions that have already been made and what is happening when
- Clarity of Council positioning
- How the Centre is viewed strategically within the realm of other strategies
- Whether the Centre is viewed in the same way as the other leisure centres and whether the difference from those is recognised
- Gather and bring together intelligence for the group to consider e.g. about demographics of local populations
- What financial resources will be available for the Centre's future
- Best practice communications – mention was made of a website, email comms once a month, use of other media (podcast, film, social media) to reach different (and younger) groups of people and spread 'good news' stories

g) Scoping

- This shouldn't just be about the Centre, but about how it relates to the surrounding open and green spaces – reclaiming the public realm

B3 In summary, stakeholders involved in the group want to work to a set of values around inclusivity, engagement, openness and transparency. They want to work constructively through knowing the other group members and having consistency, fostering a participative culture and being optimistic about what is possible. They also want to work with a recognised voice alongside the Council's to scope and create plans together for the Centre.

C Where are we now?

C1 Ione Braddick (from Haringey Council) gave an update on the immediate timeline for change to the Community Centre and broader changes in the area. On 1st of October, there will be a handover from Fusion to Haringey Council and Fusion staff will be TUPE'd to Haringey Council.

Handover/ October transition

C2 There will be between 3 and 6 days in which the ground floor/ public areas will be closed for the handover (between 1st and up to-6th October). During this time, there will be a deep-clean, as well as training of TUPE'd staff on new systems, and updated signage/ branding/ uniform.

C3 There is a desire from Haringey Council for consistency of programmes and provision, and a smooth transition. There will be a process to set up new leases/ contracts/ regular bookings between Haringey Council and user/ providers. This will not be overnight. Novated contracts (from Fusion) are being extended for the short term (e.g. 6-12 months) in order to be reviewed.

Building Works

C4 From October 2024 some urgent building works will be carried out focused on the fabric and safety compliance of the building (such as the roof and drainage). Details of the works are as follows:

- Deep clean and signage installation at handover.
- Haringey's Hard Future Maintenance Services team will be undertaking as many smaller repairs as possible in first few months following handover.
- Wider urgent building works/ maintenance works are currently being programmed into urgent works packages. This includes:
  - External and internal drainage (smells)
  - Roof and gutter repairs (leaks)
  - Mechanical and engineering compliance
  - External wall repairs
  - Floor repairs
  - Ground floor toilets/ changing rooms (odour and tiling)
- Haringey Council office refurbishment works are being scheduled from early 2025 for the first-floor office accommodation, to bring the office space up to corporate standard. These works are to be phased with above urgent maintenance works to minimise disruption for all.
- Further repair, maintenance and compliance works are also being programmed.

Other leisure sites (Tottenham Green and Park Road)

C4 The leisure sites at Tottenham Green and Park Road also transition from Fusion to the Council this year and, like the Broadwater Farm Community Centre, will undergo handover closures of 3-6 days. As noted above, the question was asked as to whether the Community Centre is seen by the Council as a 'leisure' centre, and the response was that its difference to the other sites and distinctive history are fully recognised by the Council.

C5 As part of the questions about centres, there was curiosity about what the Council knows about resident views. Set out below are the findings of the leisure survey undertaken by Haringey Council in spring this year:

- 1634 responses across the borough. 134 of these stated that they had attended BWF Community Centre in some capacity.
- Very low satisfaction with current Leisure Centres, majority of feedback noted poor cleanliness and poor facilities being main reason.
- Types of classes people would like to see: yoga, Pilates, dance, boxing, kids activities.
- Moselle Community Hub specifically mentioned as a type of social group/activity that residents would like to see more of, with more activities that welcome the whole community being offered.
- Customer service and attitude of staff, changing rooms, and cleanliness noted as off-putting for users at BWF, with some classes ending and not knowing what classes were on.
- Key priorities: cleanliness, staff training and attitude, upgrade equipment and facilities, variety of classes, changing rooms.
- Increased offer of programmes being desirable at Broadwater Farm.

D Framing expectations for the Community Centre

D1 Stakeholders at the workshop discussed three key questions:

1. What hopes do they have for the Centre?
2. What strengths can the plans for the Centre build on?
3. What needs to change at the Centre?

D2 The responses from everyone are set out below and overleaf.

Hopes for the Centre	**Strengths to build on**
• Community building – information, education, opportunity, experience • Joined up thinking • Youth services/centre – to be a safe space and offer different activities – sports, arts etc. • Services for older people • Intergenerational activities and services	• 40 years of legacy • It's a space for the community • Grassroots organisations use the centre for events and activities and it has evolved organically • Will of the community to improve and develop Broadwater Farm • Loyalty to the Centre • The space has potential • The space has great events

Hopes for the Centre	Strengths to build on
• More footfall, more people/locals make more use of the centre – a multi-use space • Opportunities for being involved – training, voluntary, paid work • Community space to be inclusive • Wellbeing	• It has a great location with a thoroughfare to the park, bus routes, next to children's school and centre, future shop • Beautiful gardens and green space (best kept secret)

D3 The following **areas for change** were identified:

a) Sustainability

- Green sustainable energy – solar panels
- Rainwater harvesting from building roofs

b) The flexibility and adaptability of the space

- More flexible spaces
- Smaller rooms

c) How the space welcomes people

- 'Softening' the space so it feels inviting
- The aesthetics of the front of the building
- The entrance needs to be more inviting, even the interior does
- Colour – not red
- Someone to say welcome (training for staff)
- The feeling of the building – it needs warmth, needs to feel open like a library
- Positioning of the windows and the connection to the outside, to Harmony Gardens

d) Accessibility

- Accessible doors (automatic, and enabling access into the centre and outside to the gardens)
- Consideration of people's mobility challenges
- Separate accessible toilet on GF.

e) Affordability

- The affordability of activities – e.g. for children from the estate and the hire of spaces (a finance model with sliding hire charges?)

f) Types of activities

- Champion grass roots organisations – conversations, feelings, discussions
- Varied activity – music, social, celebrations, evening activities, school presence

- One thing bounces off the other
- Does the hall need to be that big – could it be divided? Could equipment be stored differently (e.g. containers) so that the cupboard could be used as a studio?
- Having a café – cooking workshops

g) Destigmatisation

- There is still stigma attached to the area which affects perceptions and consequently use of the building
- Important to recognise the pride and good news stories and 'sell' the space
- Celebrate heritage

h) Safety

- Locals feeling safe to come here – find out what 'safe and secure' means to local people
- Make the centre safe, think about lighting
- Inclusive for women and girls

i) People feeling informed

- Noticeboard at the front of the building to know what is happening
- Key contacts to be held at reception
- More promotion of the Centre

j) Removing barriers

- Understanding why residents do not come – a survey needed
- Consider the bus route
- Think about the Centre's location and the green and open spaces and how space is connected and flows through

k) A whole building approach

- The point was raised that staff working on the first floor has removed an income stream from the Centre – how fixed is this?

l) A whole communities approach

- Making explicit the connection with other centres, so that centres lead to and connect with each other rather than operation in isolation
- This could be a hub with spokes out to other spaces – also a place of knowledge and insight about how to work with communities from the years of experience
- The link with the health and wellbeing centre
- Routes in and out of the building – the Children's Centre, Somerset Close, Lordship Lane

- Remember the links with Ward Councillors too who are also stakeholders and can help remove barriers

D4 There was a feeling in the group that the Centre needs to make everyone in the community feel that it can offer them something, but also that the building needs to be able to reach out of its setting – to other spaces – creating a porous sense of people being able to move in and out, and connect, easily.

E What comes next

E1 Attendees said that they would like regular meetings and that these are well publicised. There should also be efforts to reach groups like the Bruce Grove Youth Space.

E2 Attendees want to be kept up to date with the Council's plans.

E3 They would like clarity about whether the Council views the centre as a cultural or a leisure space.

E4 There is a desire to work in partnership with the Council.

E5 The group may wish to run its own meetings.

E6 Some people said they were taking away feelings of optimism and opportunity.

This note was authored by Radojka Miljevic.

Stakeholders in attendance

Hesketh Benoit, Basketball

Ione Braddick, Broadwater Farm Project Team, LBoH.

Gemma Brown, Active Change Haringey / Lordship Sports & Activities Consortium

Angharad Chapman, Broadwater Farm Project Team, LBoH.

Joan Curtis, Friends of Lordship Rec.

Dawn Ferdinand, The Willow Primary School

Cherri Fox, Broadwater's Children's Centre

Baldeep Heer, Operations Manager NPRC, LBOH

Lily Labonte, Get Active Haringey, LBOH

Juan Lopez, Raza Sana Fitness

Radojka Miljevic, Campbell Tickell (Independent Facilitator)

Julia Morgan, Fit For All

Chris Setz, Haringey Fixers

Sandra Sutherland, Harmony Gardens