



COMMUNITY OVERVIEW AND SCRUTINY PANEL

Panel Report

Public

Date of Meeting: 11th October 2012

Title: SHADDONGATE RESOURCE CENTRE

Report of: The Director of Community Engagement

Report reference: CD43/12

Summary: This Report covers the first six months of YMCA occupation of the Shaddongate Resource Centre and gives details of the early progress made in developing services and securing the involvement of outside agencies

Questions for / input required from Scrutiny:

1. Has the first months of operation of the Community Resource Centre met the Panel's expectations?
2. What areas of work would the Panel like to see developed over the next 6 months?

Recommendations: That Community Overview and Scrutiny Panel note the report, consider its implications and make any appropriate recommendations.

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Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

PUBLICITY AND GENERAL PERCEPTION OF THE SHADDONGATE RESOURCE CENTRE

- 1.1 Publicity and awareness raising about the YMCA and the vision for the Resource Centre as a Place of Change is ongoing. Following a visit by Executive Members, the News and Star visited the Resource Centre and produced a positive article highlighting the physical features of the building and how this may support local communities to access services. The News and Star have asked for regular updates about the service offer so that they can publicise and raise awareness.
- 1.2 The dedicated website includes a timetable of regular activities at the Resource Centre and valuable information on what is available elsewhere in the City particularly around services for vulnerable people. The YMCA has created their own mailing lists of organisations and agencies to raise awareness and encourage dialogue about the service offer.
- 1.3 Feedback from agencies and individuals shows that the Resource Centre is light and airy and has a welcoming feel. Visitors are keen to know what is planned and how they can be informed of what is going on. Training agencies, e.g. Inspira, Barnados, Adult Education, CVS are very keen to use the building, as the rates are very competitive. Customer evaluation is routinely carried out.
- 1.4 The official Opening Event has been set for Monday 22nd October 2012. All are welcome to attend. The YMCA are very keen to attract local residents.

1. OUR OWN PROGRAMME

- 2.1 The YMCA aims to deliver activities at the lowest cost possible to encourage take up by all sections of the community. To ensure that income does not restrict access, the YMCA are seeking additional funding via Neighbourhood Fund and Charitable Trust applications.
- 2.2 As part of the County Council Adult Mental Health Prevention Services, the YMCA have received grant funding for the delivery of an Arts Based Therapy Programme targeted at people who are recovering from mental health illness, including people who are experiencing or at risk of homelessness.

- 2.3 From 23rd July 2012 the YMCA Inspira funded Youth Project relocated to the Resource Centre. The project offers diversionary activities, advice and information about training and education to young people aged 14-19. In the longer term, the YMCA aims to develop a support network and activities for Care Leavers and 16/17 years through the Resource Centre.
- 2.4. All of the above programmes are in line with the vision for the Resource Centre and Place of Change objectives.

2. ACTIVITIES DELIVERED BY OTHERS FROM THE RESOURCE CENTRE

- 3.1 Barnardos have been a heavy user of the Resource Centre delivering Parenting and Mental Health recovery programmes to local families. The YMCA have received very positive feedback from the operational staff and the parents about the Resource Centre and a commitment to continue using the Resource Centre in the future.
- 3.2 Impact HA provides the Supporting People service to John Street Hostel residents in the Resource Centre. This enables the YMCA to engage directly with John Street residents about the type of services and activities they would wish to see delivered from the Resource Centre.
- 3.3 Adult Education in partnership with Job Centre Plus are delivering a number of Courses aimed at providing support to client in receipt of Job Seeker's Allowance, including John Street residents. Adult Education have been very impressed with the facilities at the Resource Centre and want to enter into a longer term arrangement . Courses delivered in July/August/September included Office Skills, Employability and Customer Care.
- 3.5 Adult Education have extended their commitment to deliver courses from the Resource Centre until Christmas 2012. An Entry Level IT course aimed particularly at those who have little or no keyboard skills and who will require this skill to re-enter the jobs market has recently started.
- 3.6 A two year Diploma in Therapeutic Counselling at the Resource Centre is on offer from Adult Education. A wider range of vocational courses is under consideration.

3.7 A local Arts Group have booked one of the larger rooms for a 36 week course in theatre skills for clients with Learning Disabilities. The importance of this booking is two fold:-

- a) The Group are very known within their field and have committed to using the Resource Centre for the Workshop and subsequent performances
- b) A number of their clients have profound needs and will make use of the Changing Places Facility , thereby raising awareness of this asset, encouraging further bookings.

The YMCA have also provided individual rooms for meetings and short courses. Demand for individual rooms is expected to increase.

3.8 New developments have included hosting MENCAP delivering a music and dance activity for young people, a group for budding opera singers and a base for a band (many of whose members have sight problems). A number of recent bookings have come on the back of previous visits made by either a local agency or an individual attending a course or activity at the Resource Centre, highlighting the importance of personal visits and recommendations.

3.9 The YMCA is developing relationships and strengthening links with statutory and voluntary agencies with which there are shared aims and objectives. Partnering opportunities through funding bids are being sought.

3. MANAGEMENT OF THE RESOURCE CENTRE

4.1 The YMCA have strengthened the Management of the Resource Centre by employing a Business Support Assistant to run the back of house function, freeing up the Operations Manager to promote the Resource Centre. Volunteering is actively promoted as a means of increasing training and employment opportunities. The YMCA have established excellent arrangements with the CVS who are using the facilities later this year to promote Volunteering on a wider scale in Cumbria.

4.2 There are now 6 Volunteers offering their services through the YMCA all of whom receive full induction and supervision. Having the Volunteers in place has meant that the YMCA can develop and extend our activities into the early evening making more use of the Resource Centre and ensuring that everybody has equal access to what is available.

- 4.3 All risk assessments, policies and procedures are now in place. Users are happy with the security arrangements particularly around the zoning procedures.
- 4.4 The YMCA continues to secure additional income through bookings and has recently distributed a brochure of booking charges through the mailing list.
- 4.5 A Management Agreement is in place between the City Council and the YMCA, with quarterly reporting required. Performance indicators for centre usage and income targets have recently been developed.

4. FINANCIAL SUSTAINABILITY

- 5.1 The YMCA is generating a significant amount of revenue through room hire in a very competitive market. Income from room bookings is forecast at around £40,000 this year taking into account the additional long term Office charges made to the County Council and Impact HA.
- 5.2 The YMCA have invested heavily in capital costs associated with the Resource Centre, on items that are considered necessary to secure the Resource Centre as the number one location in Carlisle for conference, meeting room and training facilities.
- 5.3 The sale of the Fisher Street building through auction will take place on 4th October 2012.
- 5.4 Whilst the Training Workshop remains on the Commercial Market there has been little or no interest shown.
- 5.5 A number of organisations have expressed interest in the Office Suite and the YMCA remains optimistic about securing a long term partner.
- 5.6 The YMCA is confident about the financial sustainability of the Resource Centre in the medium term. Whilst revenue streams can be maintained, building/staffing costs carefully monitored, and a realistic price obtained on Fisher Street the future is optimistic.

Impact assessments

Does the change have an impact on the following?

Equality Impact Screening	Impact Yes/No?	Is the impact positive or negative?
Does the policy/service impact on the following?	yes	positive
Age	yes	positive
Disability	yes	positive
Race	yes	positive
Gender/ Transgender	yes	positive
Sexual Orientation	yes	positive
Religion or belief	yes	positive
Human Rights	yes	positive
Health inequalities	yes	positive
Rurality	yes	positive

If you consider there is either no impact or no negative impact, please give reasons:

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If an equality Impact is necessary, please contact the P&P team.