

Alive

South Lynn
community centre

**South Lynn and Fairstead
Community Centre**

Business Plan

2019 - 2020

Fairstead
community centre



Introduction:

South Lynn and Fairstead Community Centres are managed by Alive West Norfolk and owned by the Borough Council of Kings Lynn and West Norfolk. Both sites are to serve the community as well as providing facilities for hiring to external and internal partners and organisations

The staffing structure consists of:

- Chief Operating Officer – Neil Gromett
- Centre manager – Lucy Mellish
- Administrative assistant - Sue Morgan
- Casual caretakers

South Lynn Community Centre

South Lynn Community Centre offers a range of meeting rooms and facilities that can be booked by internal and external companies and groups. The centre has a main hall and 4 meeting rooms as well as a local charity called 'Headway' which is a tenant at the centre.

The centre has 40 different organisations that book the venue for meetings, training courses and special events. The centre also host the Alive West Norfolk training company who provide first aid training for the employees of the Borough Council of Kings Lynn & West Norfolk as well as the Carter school of Taekwondo.

Fairstead Community Centre

Fairstead community Centre offers facilities to the local community mainly through the tenants based at the centre.

These are:

- Brownies
- Independence Matters
- Youth Club
- Youth Advisory Board
- Lavender Hill Mob
- Kings Glory Church Group
- Surestart

All of the groups are assisting many people in all age ranges and walks of life within the local community.



1.	Site specific objective:		Centre income to exceed target of:	
	South Lynn Community Centre Fairstead Community Centre		Refreshments - £2000 Catering - £1500 Tenant Lettings - £25,680 General Room Hire - £11,000 BCKLWN internal room recharge - £6600 Total SLCC £46,780 for centre operations. Income - £800 Service charges - £1950 General Room hire - £8420 Tenant/Lettings £7440 FCC £18,610 for centre operations.	
			Centre Operations	£65,390
	Lead Officer:	Centre Manager (LM)	Target date:	March 2020

Monitoring areas to assist in achieving objective:

Monitoring tools	Lead Officer	Target Date
Monitor income on a monthly basis including casual, journal transfers and sundry debtor income	LM	Ongoing
Continue to use feedback from main bookers to ensure we are offering the service / facility that they require – main agencies – personnel / NCC.	LM	Ongoing
Maximise occupancy and income from vacant rooms at community centres	LM/Property services	Ongoing



Continue to work with key bookees to maximise income from that stream, mainly: <ul style="list-style-type: none">• Personnel• NCC• NHS• Other internal departments• Tenants	SM / LM	Ongoing
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Objectives		Lead Officer	Target Date
1.1	Work in partnership with Headway to provide a car boot for the community (FCC)	LM/Headway	ongoing
1.2	Advertise the old Sure start and Nursery rooms at Fairstead Community Centre	LM/Property services	Ongoing
1.3	Advertise Office 1 at South Lynn Community Centre	LM/Property services	Ongoing
1.4	Work with Property Services to advertise vacant rooms for new tenants	LM/PS	ongoing



2.	Site specific objective:	Centre operations not to exceed budget figure of:		
		SLCC £70,890		
		FCC £30,340		
	Lead Officer:	LM	Target date:	March 2020

Monitoring areas to assist in achieving objective:

Monitoring tools	Lead Officer	Target Date	Measures
Monitor expenditure on a monthly basis to ensure budgets are not exceeded	LM	Ongoing	Monthly Review
Continue to utilise the work of the procurement department to continue with efficiency savings	LM	Ongoing	N/A
Work with the income section to raise invoices to bookees.	LM	Ongoing	Monthly Review
Work with the income section to ensure that all any arrears are paid	LM	Ongoing	Monthly Review

Future plans to influence overall expenditure figure:

	Objectives	Lead Officer	Target Date
2.1	Monitor external services to bookees to ensure that we are getting the value for money i.e. external caterers etc	LM / SM	Ongoing
2.2	Provide monthly invoices to be raised by the income section	LM	Ongoing
2.3	Monitor monthly trading accounts for community centres	LM	Monthly



3.0	Site specific objective:	Reduce energy consumption from records that we have in place (not fully year or seasonal year)		
	Lead Officer:	LM	Target date:	Ongoing

Monitoring areas to assist in achieving Objective:

Monitoring tools	Lead Officer	Target Date	Measures
Monitor all energy usage on a monthly basis to evaluate usage and consumption	LM	Ongoing	Meter readings
Continue to work in partnership with the council's Energy Officer to reduce energy consumption	LM	Ongoing	N/A

Future plans to influence overall energy consumption:

	Objectives	Lead Officer	Target Date
3.1	Work with the nominated person in relation to Refit	LM	Ongoing
3.2	Ensure the heating programme is set appropriately and is working efficiently / effectively.	LM	Seasonal



4.0	Site specific objective:	To maximise public awareness of the community centres and assist with increasing participation by the local community.		
	Lead Officer:	LM	Target date:	Ongoing

Monitoring areas to assist in achieving Objective:

Monitoring tools	Lead Officer	Target Date
Develop marketing / promotion plan to advertise centre and its facilities to gain a wider range of use (especially local community usage)	LM	Ongoing
Develop specific marketing to target specific groups i.e. local businesses for meetings, presentations etc,	LM	Ongoing
Provide local community groups with activities at the community centres	LM/VK/MM	Ongoing

Future plans to influence overall energy consumption:

	Objectives	Lead Officer	Target Date
4.1	Work with marketing to develop Social media, Instagram, Facebook and Twitter	LM/CW	Ongoing
4.2	Work with development section of Alive West Norfolk to deliver community activities	LM/VK	Ongoing
4.3	Work with the head of Health and Wellness to develop an activity programme to assist the local community to get active and healthy	LM/MM	Ongoing
4.4	Work with the BCKLWN communications department to update the current website	LM/BCKLWN	Ongoing



5.0	Site specific objective:	Maintain the building and its equipment to ensure it is safe and well presented.		
	Lead Officer:	LM	Target date:	Ongoing

Monitoring areas to assist in achieving Objective:

Monitoring tools	Lead Officer	Target Date
Service Area Operations maintain standards of presentation and service delivery	All staff	Ongoing
To ensure service area operations are maintained in terms of health and safety, service delivery and presentation.	All staff	Ongoing
To ensure service area proactively mitigates risk of equipment/facility defects.	All staff	Ongoing
To complete capital projects as outlined and agreed within time scale and within budget.	All staff	Ongoing

Future plans to influence overall energy consumption:

Objectives		Lead Officer	Target Date
5.1	Completed through H&S checks and building inspections. Report and rectify any faults within timescale.	Caretakers & CM	Ongoing
5.2	PPM schedule in place and to be monitored and adhered to.	Admin assistant & CM	Ongoing
5.3	Routine walk arounds of facility to ensure standards are being met. Action plans put into place when required.	CM	Ongoing
5.4	Opening inspections completed by key holder prior to opening.	All staff	Ongoing

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King's Lynn Community Centre hiring information



South Lynn community centre

10 St Michael's Road,
King's Lynn, Norfolk PE30 5HE
southlynncc@west-norfolk.gov.uk
Tel: 01553 763620
www.west-norfolk.gov.uk/slcc



Fairstead community centre

Centrepont, Fairstead Estate,
King's Lynn, Norfolk PE30 4SR
fairsteadcc@west-norfolk.gov.uk
Tel: 01553 763620
www.west-norfolk.gov.uk/fcc

Borough Council of
King's Lynn &
West Norfolk





South Lynn Community Centre

Information about our South Lynn Community Centre and how to make a booking

South Lynn Community Centre

The centre boasts extensive facilities. Whether you're looking to host a birthday party or company conference, we can meet your needs with either our main hall, or one of our community rooms.

If you would like to view the centre, please contact us on 01553 763620 to arrange this.



Fees and charges

All prices are inclusive of VAT and may be subject to change.

Peak and off peak hire charges

Area	Off peak (Monday to Friday before 5.30pm)	Peak (weekdays after 5.30pm, and weekends)
Main Hall	£20.40 per hour	£27.10 per hour
Community Room	£17.60 per hour	£17.60 per hour

Fairstead Community Centre

Information about our Fairstead Community Centre and how to make a booking

Fairstead Community Centre

Our Fairstead Community Centre is situated in Centre Point, Fairstead. The centre has its own on-site car parking and spacious grounds.

The Community Centre is the perfect location for community groups and private functions to meet.

Whether you're looking to hold a wedding reception or host a training session, we have experienced members of staff to help meet your needs.



Fees and charges

Area	Off peak (Monday to Friday before 5:30pm)	Peak time (weekdays after 5:30pm, and weekends)
Main Hall	£20.40 per hour	£27.10 per hour

Licence information

We are working in partnership with Premier Bars regarding our alcohol licence. [Premier Bars](#) are our preferred service provider for all bar related services provided at the centre.