

### Curve Community Centre – Board of Governors and Curve Management Team’s agreed Action Plan

No.	Action	Detail / Outcome	Completion date
1	Refreshing staff structure	<p>Over the last 2 years, the Curve Community Centre has transitioned from being an emergency response centre to a community centre that hosts a number of local and specialist recovery focused services. While staffing has changed intermittently, the same overall structure has been in place in September 2017. This now needs to be refreshed to reflect the change in delivery.</p> <p>This change will help streamline staffing costs, and provide an opportunity to integrate the staffing requirements of the centre across the wider community engagement team and the staffing provided by partners delivering in the centre. This will help improve partnerships with providers who deliver in the centre and who work in the local area. The new structure will also include a proper receptionist provision to respond to the negative feedback we heard through the consultation.</p> <p>In line with employment law, existing staff will be able to apply for posts to help support continuity and relationships with the community, but it is envisaged that there will also be new opportunities for local people. All staff who join the new structure will go through further training in delivering excellent customer services to improve the experience</p>	May 2020.
2.	Reducing security presence	<p>We are committed to ensuring the centre is as welcoming as possible and have heard clearly how people feel we needs to have a more caring and friendly reception. While Action 1 will support with this, we will also work to reduce the security presence in the centre, moving away from having 2 security guards present every day, to only using security for particular events when we need support.</p> <p>This will help improve the community feel of the centre and help us ensure the centre is a cost effective as possible,</p>	April 2020
3.	Improving communication	<p>It is clear that there is room for improvement in this area, given many of the respondents to the survey didn't know the centre was available to them.</p> <p>To improve this, the Curve team will launch its own Twitter page. This will only be to post information about activities and services available at the centre, and to retweet services our partners are delivering in the local area. It will not be used to post comments or thoughts.</p>	March 2020

4.	Implementing a proper membership and feedback system	<p>We have over 300 Curve members and this number is always increasing, however this is all managed by a paper system currently. This means the booking system and feedback system is all manual and not always aligned.</p> <p>To improve this, we will launch a digital membership system to help us better understand the types of people who are using the centre, what services and activities they are using, and what people thought about the services/ activities they used. This will help us communicate more effectively with the people who are using the centre, quality assure our services and utilise feedback to shape what services are delivered/ hosted/ prioritised in the centre.</p>	May 2020
5.	Commission a social return on investment study	<p>Aligned with Action 4 above, we want to better understand the impact the centre has and the value it offers to the people who use it. We are also keen to make improvements in our practice and ensure we are offering services that are most likely to be useful and effective.</p> <p>Commissioning an independent study will help us develop this thinking effectively.</p>	April 2020
6.	Review of existing services and new opportunities	<p>The consultation findings provide helpful feedback on the services that are currently on offer, along with offering ideas for additional services that could be provided. To ensure we listen effectively we will publish a “you said, we did” document detailing the changes we have made to the services on offer.</p> <p>This includes exploring ideas such as cooking classes, Dad’s groups, services for young people, and more services available in the evening.</p>	April 2020
7.	Sharing building costs	<p>To ensure as much of the Curve’s budget is spent on services for local people, we will explore recharging major established partners, such as the NHS for the use of space at the Curve.</p>	April 2020
8.	Refresh the Curve BoG role and advertise for more reps	<p>In order to improve the community leadership over the centre, we propose to refresh the Terms for Reference for the Board of Governors of the Centre and to recruit more representatives. This will be a public and open process and will look to get the appropriate skills set that matches the current delivery of the centre.</p>	May 2020