

Annex 2: Update on community centres

1) Background

The three community centres are in Banstead, Woodhatch and Horley.

The community centres have been operated by Staywell (a Kingston based charity specialising in older people's services) since 2016. Prior to 2016 the centres were operated by RBBC in conjunction with local management committees.

Staywell and Reigate & Banstead Borough Council mutually agreed to transfer the centres' day-to-day operation back to the Council from 1 April 2020.

The community centres offer services to older people, with a core day centre offer including food and activities operating Monday to Friday. The centres are also hired to community and commercial groups for activities. Each of the centres are used by others to provide services relevant to older people and the wider community, for example hairdressers, chiropodists, and the Citizen's Advice Bureau.

2) Outline Plan

Reigate & Banstead Borough Council (RBBC) has established a project and appointed a project manager to deliver the community centre transformation project. The project will be delivered by a team of subject matter experts from across RBBC and robustly project managed. A consultative all-party working group has been established to inform the project.

The project objectives are to:

- Transition the community centre service into RBBC in a way that is seamless for service users
- Integrate staff and volunteers into RBBC and maintain staff engagement and effectiveness
- Agree a vision for the future of the community centres that appropriately reflects community needs and the RBBC corporate plan
- Deliver the vision for the community centres and further support the community

The project will be delivered in two phases.

Phase One – bringing the community centres in house

This phase is underway and is focused on smoothly transitioning the service into RBBC and developing all the associated operational processes and management structure to support this change. Detailed handover plans with Staywell are being drafted.

The community centres are each staffed by a manager and deputy manager, a cook and caretakers. A facilities manager supports all three sites. The staff will be TUPE transferred¹ to RBBC. Engagement with staff, in line with the requirements of a TUPE transfer is underway.

¹ TUPE refers to the "Transfer of Undertakings (Protection of Employment) Regulations 2006" as amended by the "Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014". The TUPE rules apply to organisations of all sizes and protect employees' rights when the organisation or service they work for transfers to a new employer.

The service will transition on 1st April 2020 and we anticipate a further three months of transition activity while we ensure appropriate processes are in place and any “snagging” issues are resolved. This phase of the project will therefore close by the end of July 2020. Budget growth of £144k has been included in the 2020/21 Revenue Budget proposals to reflect the forecast additional costs of bringing the Centres back in-house.

Phase Two – transforming the community centres to further meet community needs

We believe there are further opportunities for the community centres to meet community needs. We are commencing initial in-house research on community centre models and approaches to services for older people and have visited a number of other boroughs to learn about their approaches. We are also exploring within RBBC the potential for future service delivery and community development in the centres. We expect to complete this initial research and ideas generation by the end of March 2020.

We believe that user (both current and potential future user), staff, volunteer and community engagement are crucial to informing the future direction. This cannot commence in full until we have brought the service in house. We therefore anticipate undertaking a consultation period over the summer in 2020 to explore ideas about the potential evolution of the centres and the services they provide for older people.

Based on the findings from the consultation period we plan to put options and recommendations for the future vision of the community centres to the RBBC Executive in the Autumn of 2020.

The delivery timetable for the future vision of the centres will be dependent on decisions taken by the Executive.

[ENDS]
