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Grange Park Centre - Questions and Answers – 13th December 2017

Please note these answers were updated on 7th June 2018.

Thank you to everyone who has made contact with the Grange Park Centre group in the run up to the meeting on 13th December 2017. We had already considered and begun to plan for many of the concerns that have been raised, but it is useful to understand which the highest priorities are for residents, and to ensure we have covered all aspects.

The following concerns and questions have been provided to the Grange Park Centre team:

- Q1-9 questions received by GPC group via email / website contact us form
- Q10-22 concerns raised by GPRA via Charnwood Borough Council
- Page 8-11 table of 29 resident's questions provided by GPRA.

1. Green Space

This is still an issue but residents understand it won't happen but would like to preserve green space in the ward. Issue of green space was amplified by the plans for the cemetery.

See updated FAQ on the website.

2. Location of the building

This is still an issue because deeds show different plans and this is creating uncertainty. The location is also linked to parking/traffic.

See updated FAQ on the website.

3. Parking

This is an existing issue. There have been crashes with stationary vehicles. The road is very tight already.

We understand the concerns raised by residents and are aware that this is an issue which will need management. The Centre will have its own dedicated car park with 36 spaces which will help to reduce the pressure on surrounding roads by visitors to the Centre. The GPC will encourage users of the centre to walk, bike or share lifts to the centre where possible. There will also be guidelines for parking, and the importance of being respectful to neighbours. We will encourage residents to share any issues with the GPC team so that they can be addressed.



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4. Traffic

As above – the place is already a rat run. The road was not built to cater to anymore traffic. It's getting worse.

The GPC group appreciate that this is a concern shared by residents across the estate. We will work with the Highways Agency to see what measures could be taken to reduce the volume of traffic and reduce its speed around the proposed centre.

We will actively promote, as part of the Green Policy for the Centre, that people use alternative means of travel, where possible.

The group is also aware that traffic calming measures are planned around the estate including table junctions, and the lozenge at the end of Highland Drive/Haddon Way is due to be raised 10cm or so when the road is finally adopted.

The road was designed and built to cater for the whole estate, including the traffic and delivery vehicles associated with the planned community hub (Doctors' surgery, shops, place of worship and community centre), and a possible bus route.

5. ASB/Crime

This is an issue because people do not understand what is going to be happening in the centre. Crime is already an issue and there are concerns about the security of the centre.

We are working closely with the Police local beat team and we are aware of existing issues in the area including anti-social behaviour and theft from motor vehicles.

Users of the Centre will be secured with a monitored alarm system, CCTV and a secured car park. The GPC group are taking advice from CBC, local police and anti-social behaviour experts to minimise the risk of ASB.

Hirers of the Centre will be asked to sign an agreement which will provide guidelines on noise, parking and respecting neighbours. We will also actively work with residents and make it as easy as possible for them to share any issues with the GPC team so that they can be addressed.

6. Opening hours

Big concerns around noise and what will be happening in the centre. Conflict of interest – will the management committee get their way based on financial pressures. Will commercial viability be put above the needs of the residents?



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Centre opening hours will depend on bookings. Looking at similar centres we would expect potential opening hours to be 8am to 10.30pm Monday to Sunday, but this is unconfirmed at this stage. The opening hours may be extended for occasional events.

These are the expected opening hours however this does not mean it will be open these hours every day, this will depend very much on the activities which are booked in the centre.

There will also be guidelines for noise, and the importance of being respectful to neighbours. We will encourage residents to share any issues with the GPC team so that they can be addressed.

The Centre will be run as a Charitable Incorporated Organisation on a not-for-profit basis. It will need to cover its operating costs, with income from:

- Main hall hire (e.g. Exercise/physical activity classes/Parent & Toddler group/activities for children and young people/Tea Dances/Birthday parties etc)
- Meeting room hire (smaller rooms for business meeting, training sessions etc)
- The Business Hub (5 desks for hire)
- Virtual Office Services (business PO Boxes and message answering services)
- Operating grants from various organisations

A budget and cash flow projection has been carried out for years one to three, identifying the sources of income for the running of the building and delivery of projects, and the associated operating expenses. We have developed a three year income / expenditure forecast which indicates that the centre is viable and sustainable. The forecasts will be rigorously examined by the Big Lottery as part of the grant process and demonstrating viability is a key condition for getting the award. Charnwood Borough Council will also be assessing this forecast prior to the purchase of the land for the centre.

7. Privacy/CCTV

Who will have control over CCTV and who will have access to viewing it and will they be DBS checked?

The present advice is that 6 CCTV cameras are installed. The CCTV will be operated in line with legal guidelines regarding the use of CCTV, and with advice from local police and other experts. No plan has been decided yet about who will manage the CCTV.

8. Appearance/size of the building

The approved planning application P/17/2344/2 shows the final position of the Centre and its design. It can be viewed on the Charnwood Borough Council's planning portal.



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9. Residents of Shelthorpe using the building

Not an issue. No issues related to Shelthorpe being more troublesome. Just that people will have to travel and bringing groups of youth.

See answer to traffic and ASB questions.

10. The centre was only supposed to be for Grange Park Residents

People are anxious because a community hall is what it was described as a small facility. The perception is that it is a super centre for the whole ward.

The community centre building included on the 2009 planning application by William Davis was 463m² (gross internal area), the proposed Centre building is 331m² which is nearly 40% smaller. The current proposed design meets the community needs expressed during the consultation process.

11. No consultation

Still an issue as previously discussed. There are residents who live in the Grange Park area who feel they have not been consulted or given any information about the centre.

Details of the community consultation carried out to date is available on the Grange Park Centre website. This included a community event on the proposed site on 23rd September 2017 which was attended by over 500 residents who had the opportunity to view the plans and speak to the team.

Community consultation is currently on-going via public meetings, website, emails and Facebook and working with local organisations to ensure residents are kept informed, can comment on plans and be a part of developing solutions and shaping the project.

12. No information on the centre and activities which will take place

Still an issue. The use of the building by businesses raises concerns about high value equipment being left out and encouraging theft.

There are many ideas for activities and services that could be run from the centre, but nothing has been finalised as yet. Data from engagement with stakeholders and consultation activities tells us there is a need and demand for:

- Young people's activities
- Skills and training
- Health and fitness activities
- Homework club



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- Parent and toddler groups
- Coffee mornings
- Debt and money advice
- Counselling and advice service
- Local community groups
- Life event parties
- Meeting hub

The Centre will be fitted with a monitored alarm, CCTV, and the car park will be secured at night to minimise the risk of crime.

13. GPC are not responding to concerns

Still an issue. GPRA are aware of residents who have sent emails to GPC and have not had a response back.

As far as they are aware the GPC team have responded to all emails that have been received. If you have not received a reply please check your spam folder. If the reply is not there please forward your original email to help@grangeparkcentre.org.uk.

The Grange Park Centre Charity is run by a group of volunteers. We aim to respond to all emails and messages received via the official channels (help@grangeparkcentre.org.uk, message sent via Grange Park Centre Facebook page, Contact us page on the Grange Park Centre website) within 3-5 working days. The GPC group also holds regular public meetings for residents to learn more about the project.

Interested parties can request that they are added to the Grange Park Centre email database to receive regular email updates, by emailing help@grangeparkcentre.org.uk. Unfortunately the current stage of the project means that we cannot yet answer all queries that residents may have – for example, we cannot confirm the specific activities that will take place at the centre until we have secured funding for the building, and can begin to take bookings. The project is still being shaped and there is plenty of opportunities for residents to get in involved. The concerns and questions raised are being recorded and are helping to ensure that all possible impacts are considered and planned for.

14. Will the Centre be used for children outside the education system?

The needs assessment identified activities for children and young people as a key need in the area. We have been working with local schools to see how they would like to utilise the Centre e.g. for offsite meetings with parents. Nothing has been confirmed yet. It is hoped that a homework club will be held at the Centre.



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15. Changing places

Will GPC have 'changing places' facilities? This would be especially important for disabled users who may need more room than the space available in a disabled toilet.

This possibility is currently being explored.

16. Drug rehabilitation

Will the Centre be used as a drug rehabilitation centre?

The Grange Park Centre group has not applied for funding to run a drug rehabilitation centre, and have no plans to.

17. Private sector funding

Has private sector funding been explored?

The Grange Park Centre group is in the process of applying for funding to build the Centre. If this is unsuccessful we will look at other possibilities e.g. private funding. The group are also exploring a number of grant funding opportunities alongside the Big Lottery.

18. Will the car park be secured at night?

When the centre is not in use will the car park be gated to stop the likes of travellers coming in the middle of the night and parking up?

The plan is for the car park to be secured at night. We will also be putting together a procedure for dealing with this if it did occur, taking advice from Charnwood Borough Council. Low level lighting in the car park helps security and safe use at night for users.

19. Additional housing

Will the remaining part of the site be used for additional housing?

See updated FAQ on the website.

20. Will the Centre have activities for the disabled?

The centre will be designed to comply with building regulations to ensure that disabled people are able to integrate within the activities.



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It is the intention that the committee and centre management will not be running any of the activities at the centre – our goal is to provide a facility which can be used by groups in the community. Activities could include promoting health, well-being, exercise, and community cohesion.

We will be contacting local groups to inform them about the new facility, and also inviting others to develop new ideas which they can run from the centre. We will encourage groups using the centre to involve all groups within our society.

21. Is there still time to influence the lottery application or has it been submitted?

In March 2018 we were thrilled to report that the Big Lottery has awarded us £500,000 from the Reaching Communities buildings Fund. The project continues to be developed and refined and we welcome resident's involvement to continue to shape the activities which might take place in the community Centre.

22. Lack of transparency

Why haven't the GPC Business Plan and funding applications been made public?

The Grange Park Centre group have put together an overview document to provide residents with further details about how the proposed Centre will operate. The website www.grangeparkcentre.org.uk includes information about the project background and the vision for the Centre. The FAQ's will be updated to reflect the questions that have been raised. If you have any questions please email help@grangeparkcentre.org.uk or write to us at Grange Park Centre group, PO Box 10543, LOUGHBOROUGH, LE11 9JG.



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Questions collected by GPRA and emailed to Grange Park Centre group

Question	Section	Ans Type	Question	Answer
1	1-Use	1-YN	Will it be licensed for marriage?	No – a need has not been identified at this stage.
2	1-Use	1-YN	Will it have an alcohol licence of any kind?	No - Groups hiring the centre who wish to sell/supply alcohol would need to apply for a Temporary Events Notice (TEN).
3	1-Use	1-YN	Will there be a sound system or will they be allowed to be brought in?	Yes – there will be a basic sound system installed. Yes - Hirers of the centre may choose to bring in their own systems but would need to agree on the Terms & Conditions set out in the hire agreement.
4	1-Use	1-YN	Will there be services on a Sunday?	Room hire will be available 7 days a week. Type of activities will depend on the groups who hire the centre.
5	1-Use	2-FCT	What will be the operating times?	We expect the centre to be available for bookings daily from 8am to 10.30pm. Exact opening hours will be dictated by bookings particularly on weekends and occasional events. These are the expected opening hours however this does not mean it will be open these hours every day, this will depend very much on the activities which are booked in the centre.
6	1-Use	3-DSC	Will family mediation be undertaken at GPC and which business or institution will be providing it?	At this moment we do not have centre bookings from any business/institution for family mediation.
7	1-Use	3-DSC	How will parking and noise control be enforced/policed?	Hirers will be asked to sign an agreement which will provide guidelines on noise, parking and respecting neighbours. We will also actively work with residents and make it as easy as possible for them to share any issues with the GPC team so that they can be addressed.
8	1-Use	3-DSC	Who is envisaged to have access to the business hubs	There will be 5 rentable desks for small businesses who will go through a thorough vetting process. The 2 meeting rooms and training room will be available to hire.
9	1-Use	3-DSC	What arrangements are the GPC putting into place to address antisocial behaviour and vandalism around the proposed CC e.g. fencing, secure gates, CCTV, etc..	The GPC group are taking advice from CBC, local police and anti-social behaviour experts to minimise the risk of ASB. Early ideas include: <ul style="list-style-type: none"> • Securing the car park at night • Monitored Alarm System • Design the space around the building to prevent youths hanging around at night



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				<ul style="list-style-type: none"> • Installing CCTV • Installing fences and low level hedges to prevent unnecessary challenges to gain access but enough of a deterrent • Installing prickle sticks on the top of gates to prevent them being used as seats • Using removable outside seating near to fences or hedges • Providing police with access to the secure car park • Installing dusk to dark lighting
10	2-Plan	1-YN	Is there a link between the proposed Aldi development, HWRA and the Grange Park Centre?	No
11	2-Plan	1-YN	Have the GPC been made any offers of support or finance from Aldi such as 'sponsorship' or a 'contribution'?	No
12	2-Plan	2-FCT	What are the entrance /exit arrangements of the car park going to be?	There is one entrance/exit into the carpark – please view the approved planning application P/17/2344/2 on the Charnwood Planning Portal
13	2-Plan	3-DSC	How big is the car park, what will happen to overflow?	The carpark has 36 spaces. There is no planned overflow at this time. The GPC will encourage users of the centre to walk, bike or share lifts to the centre where possible. There will also be guidelines for parking, and the importance of being respectful to neighbours
14	2-Plan	3-DSC	Why is the centre so big?	The proposed Centre building is 331m2 compared to the community centre included on the 2009 planning application by William Davis which was 463m2. The current proposed design meets the needs expressed during the consultation process.
15	2-Plan	3-DSC	Why did the GPC (HWRA) meet with Aldi in a closed meeting?	Aldi approached the Haddon Way Residents Association (HWRA) committee and requested a meeting with them. HWRA requested that the meeting was widened to include representation from the Shelthorpe Community Association and the Grange Park Centre Group as local interested groups.
16	3-Consult	3-DSC	Why were Grange Park residents attending a meeting of HWRA in June told that Grange Park residents would only be told about the 'vision' for the GPC when 'they are ready to build'?	The vision for the GPC has been freely available on the website, Facebook page, emails and via consultation events.
17	3-Consult	1-YN	Is there any actual plan to consult residents again	Yes - Community consultation is currently on-going via public meetings, website, emails and Facebook and working with to ensure residents are kept



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				informed, can comment on plans and be a part of developing solutions and shaping the project.
18	3– Consult	2-FCT	Where are the meeting minutes of the GPC sub committees?	Minutes are maintained for internal record keeping and to track tasks. Minutes are not published.
19	3– Consult	3-DSC	When will the full details of the surveys from the fun Day be made available? What questions were answered, and what were the results. Why haven't they been made public?	The results from the consultation at the community event on 23 rd September 2017 are published on the Grange Park Centre website, along with details about the event.
20	3– Consult	3-DSC	Why were Grange Park residents told that the proposed location couldn't be moved?	Based on conversations between William Davis and Charnwood Borough Council, the GPC group were told that the allocated site could not be changed. However, The GPC group were able to negotiate the movement of the building within the allocated site, in response to feedback from residents concerned over proximity of the centre to nearby houses.
21	4– Finance	2-FCT	What money has been received and where has it been spent?	<ul style="list-style-type: none"> - £500 grant from P & C Hickinbotham Charitable Trust to organise a previous consultation event - £50K has been awarded by the Big Lottery Fund which has been used to engage our architects (Corporate Architecture), an Employers Agent (MDA Consulting) and an EMPA construction company (G F Tomlinson). - £1,300 Loughborough Community Grant was awarded to organise the community event on 23rd September 2017. - A conditional £20K Facilities Grant has been awarded by Charnwood Borough Council towards the building. <p>Please see Sponsors page on the website for the latest information.</p>
22	4– Finance	2-FCT	Who has aided in the grant applications?	A group of volunteers have put together the applications and support has been provided by the VCS Development Officer at Charnwood Borough Council.
23	4– Finance	2-FCT	Who actually paid for the design?	The Big Lottery Fund awarded a Development Grant.
24	4– Finance	3-DSC	What are the sustainability/income plans?	Income generating activities have been outlined in a summary document published on our website . We have developed a three year income / expenditure forecast, monthly for the first year then quarterly thereafter in line with Big Lottery requirements, which will be rigorously examined by the Big Lottery as part of the grant process. Demonstrating viability is a key condition



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				for getting the award. Charnwood Borough Council will also be assessing this forecast prior to the purchase of the land for the centre.
25	5- Inclusion	1-YN	Are all welcome eg celebrating same sex marriage/anniversary, transgender/homosexual support groups?	Yes – the Centre will operate in line with the Equality Act 2010. GPC shall have the right to refuse or stop any activity which contravenes their governing documents and Equality Policy.
26	6-People	2-FCT	Are there a list of conflicts of interest for each trustee and can these be made public	Yes it is a legal requirement for Trustees to declare any conflicts of interest immediately they are aware of any possibility that their personal or wider interests could influence their decision-making. A list is maintained internally, in line with GPC policy.
27	6-People	2-FCT	Can a full set of committee members be provided and not just the trustees	<p><u>Trustees:</u> Paul Gadd (Chair) Andy Nevill John Masters Nigel Trasler</p> <p><u>Working committee:</u> Joanne Lipman (Secretary) Andrew Bowler (Treasurer) Helen Smith Ingrid Cunningham Jay Parmar Rev. Sue Willetts</p>
28	6-People	3-DSC	Why does Councillor David Hayes have a person working on the GPC for him at the council?	We are not aware of a dedicated officer for the GPC project. This is a question for Cllr Hayes to comment on.
29	6-People	3-DSC	Who will be on committee to run it? Can more residents of grange park be put on?	<p>The GPC was set up as a Charitable Incorporated Organisation (CIO) in 2014 to raise funds for a new community centre. As stated in the GPC Constitution, the CIO is run by Trustees and is supported by volunteers with representation from the communities of the Shelthorpe Ward.</p> <p>We are still shaping how the running of the centre will operate when it is built.</p> <p>We welcome the involvement of local residents to support the Charity's aims.</p>