

Curve Community Centre

Board of Governors Meeting (4)

19:07:18

Attendees BOG:

Lizzie Cho LC, Reedah N El-Saie RE, Kerstin Razzaq KR, Tom Charles TM, Aziza Boudafcha AB, Nadia Boujettef NB

Attendees The Curve:

Callum Wilson CW (Head of Service, Grenfell Assistance Centres), Kevin Ramsey KRA (Centre Lead), Di Donaldson DD (Secretariat, Community Liaison)

Apologies: Jacqui Haynes JH Emily Stevens ES Abderrahman Elgerbouzi AE

Minutes of the meeting: Di Donaldson

Chair: Nadia Boujettef NB

Agenda Point#	Agenda Point	Introduced by	Key Discussion Point(s)	Action(s)
	10-minute private BOG	NB	N/A	N/A
N/A	Stewart McCure Director of Dramatic Change met with the BOG prior to start of meeting to discuss Open Space Technology.	DD	<ul style="list-style-type: none">The Open Space Technology (OST) consultation session is being held on the 12th October at The Curve. OST is an alternative method of consultation which Stewart has facilitated in other arenas. Stewart is providing it free of charge.The BOG were in agreement with the OST proposal and that it should run alongside AB's proposed Consultation Survey.The OST and Survey will give residents a voice, in planning the future of The Curve and how it can serve the community more effectively.	A1 DD and BOG to work in partnership to ensure residents are aware of the OST Event and Consultation Survey.

			<ul style="list-style-type: none"> The outcomes will contribute to the development of the BOG Business Plan. 	
	72 second silent observance	NB	N/A	N/A
	Minutes approved and seconded	NB	<p>Minutes approved</p> <p>Query from TC from last BOG's meeting regarding ownership of the Grenfell site, TC found Afthab's presentation unclear and not as informed as he would have expected.</p> <p>CW clarified that the management and responsibility for the current site and future decisions about the site are two separate issues. After the police declared that the site was no longer a crime scene, the management of the site, which was previously under the police's control, is now the responsibility of the Ministry of Housing, Communities and Local Government. This was agreed at the request of Grenfell United given the conflict of interest that would have occurred if the Council had been asked to manage the site. A commission, formed of representatives of the bereaved, survivors and Lancaster West estate, has been set up to oversee and decide what will happen regarding the future of the site. This will ensure the voice of those who were most affected by the tragedy govern the future of the site.</p>	<ul style="list-style-type: none"> Seconded by LC
A1#	Reception	KRA	<p>The Board agreed the following:</p> <p>The reception desk will be moved inside the ground floor under the mosaic.</p> <p>Security presence provided by AMEY in the building will cease as there have been no incidents whereby security personnel have been required to intervene to diffuse conflict. A list of accredited local qualified security guards will be developed which can be called upon for particular events, or if in future the Board and team</p>	<p>A2 KRA to implement key agreed actions re reception and security.</p> <p>A3 KRA to develop long list of local qualified security guards.</p> <p>A4 CW to work with Council to end and replace corporate AMEY contract.</p>

			<p>feel security is needed more permanently again. The Board noted and understood CW's comment that there could be moments of turbulence in the future as a result of the on-going Inquiry and that this will need to be managed carefully.</p> <p>A tablet will be made available at the reception desk for visitors to sign in. This will offer confidentiality to service users and improve the efficiency of data being gathered.</p> <p>KR raised the proposal of installing CCTV cameras and door lock controls in the centre to help safeguard residents The Board agreed.</p> <p>A receptionist post will be advertised imminently.</p>	
A2#	Consultation	BOG	<p>REL asked for clarity regarding the aims of the BOG and how the OST could assist with this (REL was unable to attend the OST presentation with Stewart McCure).</p> <p>DD gave a brief explanation of the OST model of consultation and how this might support the development of the BOG Business Plan.</p> <p>TC wanted to know if BOG could assist with any COMMS. DD will present a paper at the next BOG regarding potential areas of focus that members might wish to consider.</p> <p>The Board discussed the need to consult with residents in many different ways, to ensure people feel comfortable and enabled to share their views. As such, the Board agreed that AB could launch her survey simultaneously with OST plans.</p> <p>CW offered for the team to draft a consultation plan outlining how we will consult and use this to both build a coherent business plan and deliver change immediately,</p>	<p>A5 Date for Business Plan meeting to be secured via NB and DD before next BOG meeting.</p> <p>A6 AB to roll out survey with support of DD and team</p> <p>A7 CW and team to bring consultation plan to next meeting. DD to send out invites to</p>
A3#	Staff	KRA	<p>KR updated that:</p>	<p>A8 KRA and CW to see whether the Council will provide</p>

		<p>Regular staff meetings are in place. The development of training plan is in progress encouraging an environment of learning for staff and service users. All managers will be given the opportunity for professional development.</p> <p>NB asked if managers have the required skills to offer supervision to CCO's. KRA provided some background regarding how the team had come into place, and the challenges this had thrown up, but provided assurance re the skill set management and CCOs have, and how any areas for improvement are being addressed.</p> <p>The Board asked if staff are sufficiently supported via clinical supervision. CW outlined that while staff have access to routine Council employee assistance programmes and can access NHS therapeutic services, this is not mandatory nor regular. The Board stated that they felt this should be mandatory, particularly because they felt men s were less likely to access optional therapeutic support.</p> <p>The Board raised that they had heard that Service users have reported that Curve staff are rude to people visiting The Curve. KRA outlined the work he is doing to improve standards and address performance in these crucial areas, and particularly asked whether they feel emotionally capable to manage in their roles as CCO's. LC noted her staff at Nova were affected by the Grenfell tragedy, but they had worked together for a long time prior to the tragedy so felt comfortable supporting each other, unlike the Curve staff who came together because of the tragedy so co-support maybe more of a challenge.</p> <p>The Board also raised that there have been complaints from staff that they are having to carry out jobs that are not on their individual Job Description. REL Staff should be focussed on supporting service users with their needs as opposed to whether some tasks do or do not fit in to and individual's job description.</p>	<p>mandatory clinical therapeutic support for the team, and identify where this would be financed from.</p> <p>Ag KRA to bring JD and update on staffing to next meeting.</p> <ul style="list-style-type: none"> •
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			KRA outlined that he felt staff morale is improving but agreed to monitor this and bring JDs to the next meeting for reference.	
A4#	Information	DD/KRA	Directory of Services, activities and training is in final stages of proof reading.	A10 The Directory will be delivered to residents, services and schools. A11 KRA to forward the Directory to BOG on completion.
A5#	Communication and interface with wider Grenfell Recovery	BOG/CW	The Board outlined that they felt they needed more oversight about what was happening in the wider Grenfell recovery efforts to do their job effectively. They asked if they could have sight of papers and minutes from other strategic/ oversight board.	A12 CW to ask Grenfell Exec Director whether papers from other relevant boards can be shared with the BOG and to bring any relevant papers to the next meeting.
A7#	Performance reports	BOG	The Board decided that they should consider the development of sub-groups within the BOG to review key aspects. Additional s detail on finances was requested for the next meeting.	A13 BOG to consider potential sub-groups of interest. A14 KRA to bring updated and more detailed finance overview to next meeting.
A8#	Planning objection	NB/CW	The Board discussed whether there was likely to be a next step in terms of the planning application that was refused. CW outlined that there may be an appeal and that this may be direct or they may get in touch with BOG. He explained there is a balancing act for the BOG to follow now to ensure residents are appropriately consulted about any potential development of this size in the immediate areas given sensitives, that time and residents views are respected, and that the local areas still receive good, inclusive investment and growth. REL agreed and stressed that growth is inevitable, but that the community can become more part of the process and that the BOG should focus on this.	

	Signage	DD	DD Document indicating where signs are required and road signs needing translation sent to LA.	
A9#	BOG training	DD/BOG	BOG to decide on training requirements they would find useful. Members were in agreement that 'Governance and Boundaries' and 'Chairing' a meeting would be useful training sessions.	A15 DD to secure commissioning of agreed training sessions.
A10#	Promotion and Communication	KRA	The Board stressed that a new website and newsletter is needed. KRA and CW agreed and outlined plans. TC stressed the importance of getting this sorted before phase 2 of the inquiry begins, where the Council will be giving more evidence and incidents pre and post the night of the fire will be discussed, in order to clearly communicate how the Curve is moving forwards and offers a different type of Council support.	A16 KRA to progress urgently.
AOB			TC would like to come in to the Curve to get a better sense of the centre. He would also like to see information regarding events and any other things happening at the Curve. CW outlined that the Grenfell Scrutiny Committee, a Council function, has requested an update paper on the Curve for their next meeting on October 15 th . CW wil draft the paper and present it, and the BOG requested to be able to see the paper before the meeting. The Board talked about the different backgrounds and expertise of individual members of the Board and how they might assist the Curve to improve the quality of service for residents, both in the long and short term, by taking lead roles in certain areas.	A17 CW to forward scrutiny paper to Board members. A18 CW and the team to draft a paper on how this could work to bring to the next meeting for formal agreement.