# The Curve Community Centre

Meeting Pack for the Interim Board of Governors

Tuesday, 6<sup>th</sup> February 2018 5.30pm – 7.30pm



The Curve Community Centre, 10 Bard Road, W10 6TP

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# Agenda



# Agenda



#### Attendees

Interim Board of Governors	Curve Officers
• Fatima, Elguenuni, NHS and mother of a resident of Grenfell Tower (Chair of the Interim Board of Governors)	<ul> <li>Callum Wilson, Head of Service – Assistance Centres</li> <li>RBKC Curve Minute Taker</li> </ul>
Revd Dr Michael Long, Notting Hill Methodist Church	
Abderrahman Elguerbouzi, <i>Making Communities Work and Grow</i> (MCWG)	
Fatai ('Adbul') Towolawi, Healthwatch Central West London	
Abdurahman Sayed, Al Manaar	

#### <u>Agenda</u>

#	Item	Supporting Document(s)	Decision(s) Required	Who	Time
1	Welcome and Introduction to Agenda	<ul> <li>Agenda (p.4)</li> <li>Project Plan (p.6)</li> <li>Recap Slide (p.7)</li> </ul>	<ul> <li>Agree to sign off minutes from the previous meeting of the Interim Board of Governors (25<sup>th</sup> Jan)</li> </ul>	Fatima	10 mins
2	Improving a resident's experience at the Curve	<ul> <li>10 recommendations for improving a resident's experience at the Curve (pp.8-10)</li> </ul>	Decision to implement 10 recommendations for improving a resident's experience at the Curve	Callum	20 mins
3	Criteria for becoming a Governor of the permanent Board of Governors	<ul> <li>Proposal for the role criteria for the permanent Board of Governors (pp.11- 16)</li> </ul>	<ul> <li>Agree the criteria for becoming a Governor</li> <li>Agree where a quota(s) is necessary to achieve collective representation</li> </ul>	Callum	20 mins
4	Options for the selection process for the permanent Board of Governors	Options for the selection process for the permanent Board of Governors (pp.17- 22)	Decision on an option for the selection process for the permanent Board of Governors	Callum	20 mins
5	Communications	Communications plan for governance at the Curve (pp.23-24)	<ul> <li>Decision to ratify immediate communication actions</li> <li>Decision to ratify the development of a forward communication plan depending on the option agreed for the selection process</li> </ul>	Callum	10 mins
6	A.O.B.	<ul> <li>Curve Consultation Open Event Update on 1<sup>st</sup> Feb (Verbal Update)</li> <li>Recruitment Update – Community Secretariat (Verbal Update)</li> </ul>	• N/A	Fatima	10 mins 4

# Updated Project Plan and recap of the last meeting of the Interim Board of Governors (IBoG)





# Revised Project Plan on a Page





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Agenda Point 1: Welcome and Introduction to Agenda

# At the last meeting, the IBoG asked the Curve Team to focus on three priority areas

At its first meeting the IBoG agreed its three main priorities as:

- 1. Advise on and oversee the set-up of the permanent Board of Governors
- 2. Advise on and oversee the set-up of the Residents' Steering Group
- 3. Review and make recommendations to improve the structures for reporting and monitoring feedback for services, activities and events delivered at the Curve

For the purposes of this meeting (6<sup>th</sup> Feb) the IBoG asked the Curve Team to:

- · Develop a proposal for improving a resident's experience of the Curve
- · Develop a proposal for the criteria for becoming a permanent Governor
- · Develop a proposal consider two selection processes for the permanent Board of Governors

A resident's experience of the Curve	The criteria for becoming a Governor	The selection process for the permanent Board of Governors
The IBoG asked the Curve Team to prepare a list of recommendations for improving a resident's experience of the Curve so that it is ' <i>inviting, welcoming</i> <i>and professional</i> *	The IBoG asked the Curve Team to consider what criteria a Governor will need to meet such as ' <b>demographics</b> , <b>geography and experience</b> '*	The IBoG asked the Curve Team to develop a proposal for the selection process for the permanent Board of Governors. The IBoG felt that both a ' <b>membership</b> <b>with election</b> ' and a ' <b>application and</b> <b>selection</b> ' process for the permanent Board of Governors should be considered to see which 'would be more appropriate'





# 10 recommendations for improving a resident's experience of the Curve



# A list of 10 recommendations to ensure that the Curve is 'inviting, welcoming and professional' to have in place by <u>1<sup>st</sup> March</u>

#	Recommendation	Deadline	Regularity of Review	Responsible
1	<b>Replace front-desk Security with a dedicated Curve receptionist</b> and introducing a new Curve phone number and Administrative Officer to manage all queries and bookings	23 <sup>rd</sup> Feb	The reception function and receptionist's performance will be reviewed monthly	Centre Manager
2	Review of wall display information and new display of consistent messaging throughout the Curve	6 <sup>th</sup> Feb	Fortnightly	Centre Team Leader
3	Regular door-to-door leaflet drop of Curve activities to 3,000 neighbouring addresses	9 <sup>th</sup> Feb	Half-termly	Strategic Lead
4	Establish a revised route in and out of the Curve, to reflect a range of reasons people use the centre and to enable confidentiality.	12 <sup>th</sup> Feb	Weekly review of how it's working	Strategic Lead
5	<b>Install 10 more bilingual signs</b> for the Curve across sites on Bramley and St Ann's Road, Lancaster West and Silchester Estate. Interim Board of Governors and Residents' Steering Group to advise on steps to improve the centre's cultural inclusivity.	23 <sup>rd</sup> Feb	Reviewing accessibility and signage monthly	Strategic Lead
6	A Community Artist behind the 24 Hearts Project to work with local children to decorate the hoarding on Bard Road. Run four inclusive art sessions to build a community mosaic to welcome visitors at the entrance of the Curve	1 <sup>st</sup> March	Community art and decoration in and around the centre will be reviewed every 6 months	Strategic Lead
7	<b>Re-configure the layout of the Curve so that there is clarity about what is offered in each space:</b> 1) the ground floor becomes a dedicated space for socialising and community gatherings; 2) the 1st floor becomes the base for all activities and 3) the office is converted into a multi-disciplinary hub including all working staff from services currently operating on the 1 <sup>st</sup> floor. This includes retaining one of the 2 <sup>nd</sup> floor meeting rooms as a confidential space for service desk staff to meet with residents	19 <sup>th</sup> Feb	Performance and efficacy to be reviewed fortnightly	Strategic Lead
8	Establish Service Planning & Quality Group at the Curve to Quality Assure all services at the Curve	19 <sup>th</sup> Feb	Fortnightly meetings; governance review 6 monthly	Centre Advisor
9	Recruit new Curve Centre Assistant posts to fulfil new service 'Navigator' roles, with a preference on <i>local</i> recruitment	26 <sup>th</sup> Feb	Navigators supervised and performance assessed monthly	Centre Managers
10	Recruit new Curve Communications Officer to focus on timely, accurate communication of information in a range of accessible formats and languages	28 <sup>th</sup> Feb	Office supervised and performance assessed monthly with RBKC Grenfell Communications team	Strategic Lead 9



# These recommendations will be split into three phases and will be regularly reviewed at each of the subsequent Board meetings



### February

March

10

# Criteria for becoming a Governor of the permanent Board of Governors





# In order to agree the criteria for who should be able to become a Governor, three considerations could be addressed

The aim of the permanent Board of Governors is to ensure that the Curve is as accountable to the local community as it is to the Council. It is vitally important the right people are appointed to sit on it to ensure that the Board is considered legitimate, trusted and community-led, so that it reflects the community it is here to serve. The needs of the community will also evolve so it is equally important that a process is in place for a regular re-election or re-selection of the Board. The process for doing this will be explored in the selection process proposal discussed later in this document.

To begin with, it is worth re-visiting all of the governance groups that will be set-up within the Curve. This is an important consideration as the roles and priorities for each group may differ. For example, certain characteristics such as living in the area may be better met via the Residents' Steering Group rather than the Board of Governors.

	Board of Governors	Residents' Steering Group	Service Planning & Quality Group
Key Objective(s)	'Hold the Curve's management team to account and ensure they are delivering services that residents need and want'*	Advise and direct the priorities of the Curve's management team	Review and monitor the quality and effectiveness of services delivered at the Curve, in consultation with the Residents' Steering Group and Board of Governors
Key Priority	Ensuring that the Board of Governors is representative of local demographics and has the skillsets required to be successful	Ensuring that there is a fair representation of the neighbourhood	Ensuring that providers delivering services out of the Curve are held accountable to delivering quality, effective and responsive services
Proposal	IBoG to outline criteria for a Governor at the Curve	IBoG to establish a formula for ensuring that the neighbourhood and its resident associations are fairly represented in a quota for the Residents' Steering Group	BoG to implement a Quality Assurance Framework

With this in mind, this proposal has focused on three areas which could be considered as important for establishing the criteria for becoming a Governor:

Demographics	Skills and experience	Relationships with the local community
An analysis of local demographics has been completed for consideration	The recommendations from the Curve Consultation have been re-visited to ensure that skills and experience are considered in determining the criteria for becoming a Governor	Consideration has been given to the importance of relationships with the local community to ensure that a permanent Board of Governors is trusted 12

Source: Draft Terms of Reference for the Board of Governors, Thursday 25th January (https://grenfellsupport.org.uk/wp-content/uploads/2018/01/Meeting-Pack-for-the-Interim-Board-of-Governors-250118-v4.0.pdf)

## Maps of North Kensington and Notting Dale





- 2. St Helen's
- 3. Golborne
- 4. Notting Dale
- 5. Colville
- 6. Norland
- 7. Pembridge
- 8. Holland
- 9. Campden
- 10. Abingdon
- 11. Queen's Gate
- 12. Earl's Court
- 13. Redcliffe
- 14. Courtfield
- 15. Brompton and Hans

#### Town

- 16. Stanley
- 17. Chelsea Riverside
- 18. Royal Hospital



**Notting Dale** is the ward in which Grenfell Tower and the Lancaster West Estate are situated.

**North Kensington** is generally recognised as the 7 wards above Holland Park Avenue: *Dalgarno, St Helen's, Golborne, Notting Dale, Colville, Norland and Pembridge.* While this by no means defines those affected by the Grenfell Tower Fire, it offers a helpful starting point for our discussion.



## **Demographic Profile of North Kensington and Notting Dale**

It is essential to consider the local demographics so that a permanent Board of Governors is reflective of the diverse backgrounds, cultures and voices of the local area. The below demographic data is presented to the IBoG to aid a discussion on whether the permanent Board of Governors might benefit from the use of a quota(s) so that the Board is representative on a collective basis.



#### \*The Demographic profile of North Kensington

- North Kensington\*\*\* is ethnically diverse, with around 40% of its population identifying as BAME
- North Kensington's gender profile is 51:49 (those identifying as) female to male





 Notting Dale ward is even more ethnically diverse, with 47% of its population identifying as BAME

#### Conclusion:

- It is important to think about how diversity is currently reflected in decision making in the borough.
- Consideration of the demographic profile of the permanent Board of Governors will help to ensure that the Curve is reflective of the local community
- The Interim Board of Governors may opt to introduce an ethnicity and a gender quota.

\* Source: Health and Wellbeing Team analysis

\*\* Source: Kensington and Chelsea Council website (<u>https://www.rbkc.gov.uk/pdf/Notting%20Daledata.pdf</u>)

\*\*\* For the purposes of this discussion, represented by the 7 wards above Holland Park Avenue, as per previous slide

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## **Skills and experience**



It is important to consider the skills that board members might usefully bring to the role. The first 5 characteristics list below reflect the findings of the Curve Consultation. The final criteria reflects the experience of a board member. The IBoG may need to consider which of these characteristics is considered as either desirable or essential. The IBoG may also consider that there are other characteristics that need to be included too.

#	Characteristic
1	Experience of delivering, or using, emotional support services (76 per cent of people feeling that the Curve should deliver emotional support for affect adults and children)
2	Experience in using, or delivering, relaxation or holistic support services (64 per cent of people felt that massage was an important complementary therapy, and yoga also scored highly)
3	Experience in the field of Communications and/or user experience (people wanted the Curve to feel welcoming and to have good communications)
4	Experience in delivering learning programmes or work in an educational environment (over two thirds of people indicated that training and learning opportunities would be very useful)
5	Experience working in community centres and services (71 per cent or people said it was important to have a space for activities, a space for socialising and for holding events)
6	Experience in being on a Board – this may, or may not be considered a desirable or essential criteria for permanent board members.

**Conclusion**: in designing a fair and representative process, it is important that the IBoG considers the skills and experience (desirable or essential) of each individual board member, and considers how to achieve representation of these across the 9 roles in the permanent Board. This could mean assigning 'leads' for different areas of the Curve's work.



### **Relationships with the local community**

It is important to consider the relationships that a potential Board member has with the local community. The table below has listed characteristics that may fall into this category. Similar to the area of skills and experience, the IBoG may want to consider which of these is considered as desirable or essential

#	Characteristic	
1	Close to, or directly affected by, the Grenfell Tower tragedy	
2	A resident of the local area	
3	Well-known in the community or considered as a Leader	
4	Represents a key resident or community group	
5	Works from the North Kensington community rather than directly living in the area	

**Conclusion**: An important consideration for the criteria for becoming a permanent Board Governor is whether a person has a directly lived experience of the local area. As shown above this can take on a variety of forms and could be considered vital in ensuring that the permanent Board of Governors is legitimate and reflective of the experiences of the local community. On the other hand, the IBoG may want to consider the distinction of each of these characteristics to see if they are better captured in the Board of Governors or Residents' Steering Group.

## Summary criteria list



It is important to consider demography, skills and experience and relationships with the community among potential permanent Board members, on an individual and a collective basis. This will ensure that individuals meet *essential* criteria, and that the group reflects *desirable* criteria and diversity across its membership. The IBoG are asked to consider the below proposed criteria, agree or disagree with their inclusion, and consider whether each is an essential or desirable characteristic.

#### A proposed list of key criteria for a Governor

Criteria	Do you agree?	Essential	Desirable
Individual			
Close to, or directly affected by, the Grenfell Tower tragedy		Yes	
A resident of the local area			Yes
Representative of the local demographic		Yes (see below)	
Well known in the community			Yes
Has experience of being on a board			Yes
Has professional experience relevant to areas of the Curve's work			Yes
Represents a key community or residents' group			Yes
Works from the North Kensington community rather than directly living in the area			Yes
Collective			
That at least 50% (reflecting 47% in Notting Dale) of the Board should reflect the diversity of the North Kensington community, and identify as BAME		Yes	
That at least 50% (reflecting 51% in North Kensington) of the Board should identify as female to reflect the population		Yes	

#### Key Decision Required:

The IBoG is presented with the consideration of two key decisions. This will support the development of an 'Essential Criteria and Desired Skills' document that will support the selection process for the permanent Board of Governors. These are:

1. Consider a decision on a list of essential and desirable criteria

2. Consider a decision on whether it is necessary to implement a quota(s) to achieve collective representation

# Options for the selection process for the permanent Board of Governors



Agenda Point 4: Options for the selection process for the permanent Board of Governors



# Two options for the selection process for the permanent Board of Governors have been reviewed

#### Key principles for appointing the permanent Board of Governors

There must be a transparent procedure to appoint new Governors to the Board. All appointments or nominations of Governors should be made on merit, against standard criteria, and the diversity of the Board must be considered. The Board will need to regularly review its expertise, identify any skills gaps, and consider how these will affect the composition of the Board.

#### There are two proposed options for appointing the permanent Board of Governors

Option	Description
Application & Selection	The permanent Board will be set up using a similar process to that used for the Interim Board of Governors.         However, instead of the Council developing a shortlist and selecting Governors, anybody can express interest in becoming a Governor.         'Expressions of Interest' forms will be submitted by all candidates.         The Interim Board of Governors, or as delegated, will then select Governors from the applications received.         The Curve Management Team would not hold any vote in this selection process.
Membership & Election	<ul> <li>Local community residents are invited to join the Curve as 'Members'. 'Members of the Curve' can then stand as candidates in an election to the Board of Governors.</li> <li>The Interim Board of Governors would oversee the election of the permanent Board, ensuring that it is conducted democratically. In this approach, neither the Interim Board of Governors nor the Curve Management Team would have a role in appointing the permanent Board.</li> </ul>

For each option, the process for set-up or constitution will now be considered



## Set-up process for 'Membership & Election'



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## Long term considerations for the permanent Board



Scenario	Application & Selection	Membership & Election
Governor duration of tenure	An initial term that the Governors will serve must be agreed in the Terms of Reference.	An initial term that the Governors will serve must be agreed in the Terms of Reference.
Managing Change – Planned and Unplanned	<ul> <li>The application and selection process should be repeated regularly to change the Board prior to the end of the initial term and should be made widely available to the public.</li> <li>If a Governor steps down during their current term, a new member can be co-opted to replace the outgoing Governor for the remainder of that term.</li> <li>A process for co-opting new members will need to be agreed by the IBoG.</li> </ul>	Elections to change the Board should be conducted prior to the end of each Term and should be made widely available to the public. If a Governor steps down during their current term, a by-election may need to be held to replace the outgoing member.
Adapting to the evolving needs of residents	<ul><li>The expertise, skills mix, and diversity of the Board should be reviewed regularly (tbc).</li><li>This should be used to develop the Expression of Interest Forms for the next occurring election.</li></ul>	<ul><li>The expertise, skills mix, and diversity of the Board should be reviewed regularly (tbc).</li><li>This should be used to develop the Nomination Forms for the next occurring election.</li></ul>
Ensuring that new voices are able to inform the Curve's evolution over time	Introduction of new voices will be dependent on the re-run of the 'Application & Selection' process	<ul> <li>The ability to join the Curve as 'Members' should continue for the life of the Curve.</li> <li>The IBoG will need to consider what the 'Members' Offer' is – e.g. members should receive the annual report of the Curve, regular email updates, and enjoy periodic invitations to special 'Members' events at the Curve.</li> </ul>

The above are initial considerations for the permanent Board. Regardless of the selection process that is chosen as the preferred option, a full process will need to be developed.

## Advantages and Disadvantages of each option



Option	Description	Advantage	Disadvantages
Application & Selection	<ul> <li>Anybody can express interest in becoming a Governor</li> <li>All candidates will submit 'Expressions of Interest' forms developed to capture agreed eligibility criteria</li> <li>The Interim Board of Governors will select Governors from the pool of applications received</li> <li>The Curve Management Team would not hold any vote in this selection process</li> </ul>	<ul> <li>This process can be completed with a quicker turnaround, potentially concluding within two months</li> <li>Greater opportunity to ensure that the agreed criteria for becoming a Governor are captured and met</li> <li>Opportunity to consider working dynamics of the Board</li> <li>This will require less resource than the Membership &amp; Election process</li> </ul>	This process could be perceived as less transparent than Membership & Election Selection by consensus of the Interim Board may be perceived as a less democratic process than Membership & Election
Membership & Election	<ul> <li>Local community residents are invited to become 'Members' of the Curve</li> <li>Members of the Curve are then invited to stand for election to the Board of Governors</li> <li>The Interim Board of Governors oversees the election of the permanent Board</li> <li>Neither the Interim Board of Governors nor the Curve Management Team has any role in appointing the permanent Board of Governors</li> </ul>	The local community will have significant influence over the selection of 'their' permanent Board of Governors This process is likely to encourage both diversity and inclusivity Selection by membership and election is a robust demographic process	<ul> <li>This will be more time-consuming than the Application &amp; Selection process, possibly taking 3 months to set-up the permanent Board of Governors</li> <li>It will possibly be more difficult to ensure the skillsets required for the Board are delivered</li> <li>This will require a two-step process (Member &gt; Governor) which the community might not have appetite for</li> <li>This will require more resource than the Application &amp; Selection process</li> </ul>

Key decision required: Agreement by the Interim Board of Governors on the preferred option for the selection process for permanent Board of Governors.

# Communications plan for governance at the Curve



# The Curve will need a full communications plan to ensure there is transparency about the process for setting up governance groups





Week Commencing	Description	Channels	Supporting Documents
w/c 22 <sup>nd</sup> Jan	<ul> <li>Notice of first meeting of IBoG</li> <li>Notice of RSG Open Event</li> <li>Sharing of minutes of first IBoG</li> <li>Interview with Callum Wilson (Head of Service – Assistance Centres) to explain process for setting up the permanent BoG</li> </ul>	<ul><li>Twitter</li><li>Grenfell Response Website</li><li>Grenfell Speaks</li></ul>	<ul> <li>Meeting pack of IBoG (25<sup>th</sup> Jan)</li> <li>Minutes of IBoG (25<sup>th</sup> Jan)</li> </ul>
w/c 29 <sup>th</sup> Jan	<ul> <li>Publish 'Governance Roadmap' and 'Curve Governance Structure' in the Curve</li> <li>Share papers for IBoG meeting on 6<sup>th</sup> Feb</li> <li>1<sup>st</sup> Feb: Curve Consultation Event</li> </ul>	• Curve	<ul> <li>Governance Roadmap</li> <li>Curve Governance Structure</li> <li>Meeting pack of IBoG (6<sup>th</sup> Feb)</li> </ul>
w/c 5 <sup>th</sup> Feb	<ul> <li>Interview with Revd Dr Michael Long on Grenfell Speaks to feedback on the IBoG meeting</li> <li>Share papers and minutes of second IBoG</li> </ul>	<ul><li>Twitter</li><li>Grenfell Response Website</li><li>Grenfell Speaks</li></ul>	Minutes of IBoG (6 <sup>th</sup> Feb)
w/c 19 <sup>th</sup> Feb	<ul> <li>IBoG to agree communications plan presented by the Curve Team at the next Interim Board of Governors</li> <li>Interview with IBoG on Grenfell Speaks</li> <li>Share papers and minutes of third IBoG</li> </ul>	<ul> <li>Twitter</li> <li>Grenfell Response Website</li> <li>Grenfell Newsletter</li> </ul>	<ul> <li>Curve Governance Communications Plan</li> <li>Minutes of IBoG (22<sup>nd</sup> Feb)</li> </ul>

Key decision required: Agreement by the Interim Board of Governors to approve the immediate actions above as well as the development of a full communications plan in line with the agree selection process for the permanent Board of Governors