



BURTON COMMUNITY CENTRE

UPDATE REPORT: APRIL 2024

AUTHORS: MAXINE MUSSELL (PARISH COUNCILLOR)

ALINDA HOWLAND (PARISH COUNCILLOR)

OVERVIEW

All booking enquiries are acknowledged by the Clerk, followed up by a member of the BCC management team, individuals invited to view the facility and discuss requirements. Booking details are then populated, confirmed by hirer before the invoice is raised by the Clerk and prepayment requested. One-off/party hirers are no longer issued with a key but rather met in person on the day of hire to be given access and receive building H&S and evacuation instructions. A BCC management team member returns at the end of the hire to check the premises, carry out a touch point clean and secure the building and grounds.

Feedback from all hirers remains extremely positive. A good working relationship with regular rolling hirers is key to the success of the centre, bolstered by weekend one offs and repeat party business.

Between 2017-2020 there were five regular hirers, over the last three years April 2021- March 2024 this has increased to over twenty and we continue to attract interest from new potential hirers.

Since reopening in April 2021, there has been a substantial increase in generated income. The financial objective for the year 2023/24 was to maintain the same level of occupancy and business achieved in the previous year, with what we hoped would be an achievable monthly average target of £1,000. Per below all targets were met and indeed surpassed. While the financial objective for each year is to maintain the same level of business achieved in the previous financial year, a realistic average monthly target would be £1,100.

Financial Year	Income	increase on previous year	Occupancy
2017-18	£1,637.50	£1,637.50	8%
2018-19	£4,568.00	£2,930.50	21%
2019-20	£3,310.50	-£1,257.50	15%
2021-22	£11,437.00	£8,126.50	53%
2022-23	£15,040.00	£3,603.00	66%
2023-24	£18,005.25	£2,965.25	63%

The aim of the community centre management committee remains to provide a clean, competitively priced facility available for use and hire to the entire community but it must be able to cover all running costs and overheads. This time last we reviewed the tariff taking the current economic climate, reported rising energy costs and our basic offering into consideration, concluding there should be no increase in hourly rate and to freeze the tariff. Having undertaken the same exercise this year the outcome is quite different largely due to global forces beyond our control an increase in hourly rate is a justified inevitability. The Clerk has sent a courtesy email to all regular hirers informing them of the impending rise in hourly hire rates. The community centre management committee recommends a £1 or £2 rise in hourly hire rates. Deposit and touchpoint to remain unchanged.

Current Regular Hirer 2021 to date =**£10ph**

Current One off and weekend 2021to date = **£15ph**

Majority approval sought.



The management team continues to actively explore grant/funding opportunities for such items as furniture, community projects and necessary capital expenditure.

Detailed records are kept on file and available for inspection.

MARKETING

In addition to a dedicated Facebook page, the Community Centre has a separate tab on the parish council website displaying photographs, providing current tariff, terms and conditions of hire and contact details.

All hirers are invited to advertise on notice boards within the community centre and post on the community centre Facebook page.

COMMUNITY INCENTIVES

After three years positive returns we are now confident the community centre is no longer a white elephant but rather a valuable parish asset that if managed carefully able to cover day to day running costs. We now in a position to pursue community incentives, however, we are unable to provide meaningful community support or even basic warm space coffee mornings without furniture in the reception area. The community centre management group continue to explore grant/funding opportunities for the provision of new furniture to meet requirement and applicable regulations.

In February 2024 we were approached by a volunteer group considering setting up a community café, for this Burton Community Centre will require certification including Food Hygiene Rating. As no food is prepared or cooked on the premises this is something we need to investigate further and progress over the next year.

FIRE INSPECTION and FIRE RISK ASSESSMENT

FIRE RISK ASSESSMENT undertaken in 2021 noted "The premises has had modifications in the past which appear to have been made without due regard for fire safety". BWPC acknowledge it is essential any and all works approved by the parish council and carried out in the community centre must be fully compliant and with consideration for the health and safety of employees, volunteers, hirers and visitors.

The next Fire Risk Assessment has been scheduled to take place during the Easter holiday April 2024, at an agreed cost of £350 plus VAT (same cost as 2001). These inspections and FRA document are necessary to ensure the building is compliant meeting current building regulations.

FIRE ALARM and BUILDING SECURITY ALARM

Disappointingly, the Clerk reports the new contractors, CHURCHES, are proving difficult to deal with, the issue appears to be that there is a break down between the office and engineers who are responsible for their own diaries.

The agreed replacement of the out-of-date smoke detector heads and components was partially completed 17th January. So far, all low-level smoke detectors have been replaced, leaving the high-level units which require a platform tower to safely access. A scissor jack was delivered to site, however, the unit was too big to manoeuvre at the top of the access ramps. We have been advised the contractor will return at the beginning of April once engineers have completed the necessary PASMA scaffold tower training course. – **Clerk to chase 4th April 2024**

The Intruder alarm has also been serviced, however, the invoice received for this work was not in line with the accepted quote and is being challenged. **In addition**, since fitting a new alarm keypad at the end of 2023 two different error codes were displayed preventing the activation of the alarm. This part was finally supplied and fitted under warranty on 26 March 2024.



GENERAL MAINTENANCE & REPAIRS

OUTSTANDING:

The concealing panels for placement between the high-level radiators need to be sourced or fabricated to fit and will follow at a later date. **On hold as nonessential**

ESSENTIAL MAINTENANCE

- An area of the floor in the reception coffee bar/kitchen area raised overnight (2nd /3rd November) and continued to do so for a few days.



The parquetry flooring and vinyl floor has delaminated in this affected area. Our insurance company was notified immediately together with BCP (holder of the Head Lease) and Sovereign Housing, the Superior Landlord. Having received insurance company approval to raise a section of the floor to thoroughly investigate. By process of elimination, the cause was identified as failing under floor pipework. Once aging pipework starts to fail, there's no telling where it will stop so best to replace a full run rather than repair damaged sections and risk future water escapes. Without digging up the screed base to reveal the pipe run the leak or leaks could not be located nor existing pipe run replaced. This would be incredibly disruptive in the community centre and would lead to closure of the centre and loss of income. We believe the plumber's recommendation of disconnection the existing underfloor pipework and rerunning from the roof space down makes perfect sense and will ensure future problems are more easily accessible, and of course, we will not need to close the centre. This 'repair' work was completed 18th March 2024.

Quotes to reinstate the parquetry flooring in the reception area and replace the vinyl floor covering in the reception/kitchen area have been submitted to the insurance company for the approval.

- Replacement of building heating boiler – to be included in grant application.

NON-ESSENTIAL MAINTENANCE

To consider for future expenditure and add to budget – grant funding to be investigated.

- Roof Cleaning **Clean roof of moss - £5K** (based on quotes received 2022)
- Sports Hall Flooring – estimated cost of replacement floor £12K (based on quotes received 2022)
- Solar Panels and battery storage
- Building insulation – roof only
- Acoustic sound absorption ceiling panels (apex only) in sports hall – estimate requested.
- Replacement of existing kitchen door and drawer fronts plus work tops, cooker, oven and dishwasher – quotes to be sourced.
- Replacement of worn carpet in long room with carpet tiles to match meeting room (to include lift, removal and disposal of existing flooring. **For the total sum of : £1959.14 Plus VAT**



PPL/PRS MUSIC LICENCE

On the grounds the community centre is not open to the general public, is run on a not for profit basis, has no facility to play music, has appalling acoustics and is not a performance venue, it was discussed and agreed at meeting that we should not renew the costly licence but rather update T&Cs of hire making it clear commercial hirers who wish to use music during hire their private hire session are responsible for the provision of their own music license. The Clerk was instructed to write to PPL/PRS with this decision and reasoning. **CLERK TO CONFIRM**

BACKGROUND: - the PPL/PRS originally classified the Burton Community Centre as a 'community building' and issued the music licence on the Community Building Tariff at a cost of £117.60. At renewal PPL/PRS issued an invoice for £714.20, which was immediately challenged and reduced to £300.70. Having made several telephone enquiries speaking direct to PPL/PRS we were assured each time Burton Community Centre should remain on the basic Community Building tariff and advised to take the matter up with PRS Customer Services tel: 0800 072 0808. BWPC made a good faith holding payment of £129 being net while we challenged the change in tariff, however, despite protestations PPL/PRS refused to acknowledge Burton Community Centre as a Community Building because monies are controlled by the Parish Council and issued a surcharge for non-payment. The surcharge was cancelled, The Clerk paid the £300.70 to clear the outstanding debt.

UTILITY COSTS & ENERGY EFFICIENCY

Due to ever increasing fuel costs, community centre management is investigating all possible energy savings and any grants available.

From September 2023 fluorescent lamps are no longer available in the UK. All remaining fluorescent lighting within the community centre needs to be replaced with energy efficient LED system. The meeting room, ante room, Clerk's office and men's toilet facility each need to be upgraded. Quotes to sourced.

Solar Panelling with battery storage to be explored.

Building insulation. The building has adequate cavity insulation; however, the roof insulation requires topping up to meeting current building regulations.

Estimates for the above have been gathered for inclusion in grant application.

NO FURTHER PROGRESS AT THIS TIME

FURNITURE

To consider for future expenditure and add to budget – grant funding to be investigated.

- Fixed furniture in reception area – Supplier meetings held and quotes for both fixed and modular banquette seating sought. We should budget £6000-£8000.

Requests for quotes for a mixture of fixed and modular seating for use in the reception and ante room were sent to several local specialists.

- fixed booth/diner style seating @ £4720 net for
- modular free-standing furniture @ £5,050

WASTE & RECYCLING

The collection rota is displayed in the kitchen and Clerk's office. A member of the community centre management team arrives early on the scheduled collection dates to wheel the dumpster out to the front of the building for kerbside collection.



GROUNDS & PERIMETER

Basic ground maintenance is contracted to Dorset Council until March 2025. Visits are monitored to ensure the contract service levels are achieved and maintained. BWPC has a positive working relationship with DCC. Contract to be reviewed December 2024 ahead of renewal date.

Overhanging shrubs from the neighbouring plot owned by Sovereign require cutting back. Clerk has written to Sovereign Housing asking for the overhanging trees be pruned and the hard prune/removal of the Lineside leylandii. Delay in response and action plan attributed to sickness and staff shortages. The Clerk continues to chase. **CLERK TO UPDATE**

Planting of hedging has yet to be arranged but it is still hoped this can be a community involvement opportunity.

ANTI SOCIAL BEHAVIOUR

Nothing to report.