



Local Development Framework Research Report

Social and Community Facilities Study

DRAFT

**Produced by the Planning Policy Team.
For further information please contact:
Planning Policy, Woking Borough Council, Civic Offices, Gloucester Square,
Woking, Surrey, GU21 6YL.
Tel: 01483 743871. Email: planning.policy@woking.gov.uk**

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A big thank you

This audit could not have been produced without the information provided by you - the community groups and facilities. Thank you for taking the time to fill in our online response form and for providing detailed information about the activities and facilities you run in the local area. Every comment has been read and recorded, and considered as part of this report. Although the report does not specifically quote every point made, all comments have been taken into account to form the recommendations in this report. We hope the information gathered together in this document and its annexes is useful to the valuable work you carry out in the local community. If you have any questions, please contact us using the contact details on the front page of this document.

Different formats

If for any reason you are unable to access the information in this document in this written format, please let us know and we would be happy to discuss with you how we can make it more accessible for you. Please contact us using the contact details on the front page of this document.

1.0 An introduction – what is this study and why are we doing it?

- 1.1 If you live in Woking Borough, the chances are that you live close to a community facility, whether that is a village hall, a centre for the community, a school, a church hall or a youth centre. Equally likely is that you or your family have used these type of facilities through your membership of a local community group or attendance at an event. In Woking Borough, there are nearly 700 community organisations registered on the Window on Woking [website](http://www.windowonwoking.org.uk)¹, with many more in operation, running groups and facilities across the borough.



- 1.2 We greatly benefit from the existence of these community groups and facilities, whether as attendees, volunteers or as members of the wider society. The groups provide social interaction (for example, for elderly people who may otherwise be lonely), opportunities for people to express their personal interests outside of work (such as flower arranging or photography), opportunities to keep fit (such as exercise and dance classes), to educate and build confidence (such as scouts and guides) and to find support and meet new people (such as parent and toddler groups). These are just a few examples.
- 1.3 There are also many people who volunteer to keep these groups running. Many groups rely completely on volunteers and desperately need more. It is widely proven that it is not just attending a group that is beneficial, volunteering is too. Volunteering has recognised health benefits, opportunities to make new friends, and the satisfaction of making a difference to people's lives.
- 1.4 However, to operate, most volunteers and community groups need use of suitable facilities that meet their requirements. Provision of adequate, efficient and suitable community facilities in our borough now and in the future is an aim we would like to be able to achieve. However, as the Government cuts back public spending, resources become tighter, the focus may fall on the Big Society² and key organisations to try and fill the gap. To prepare for this, we need to look to see what the planning system can do to help unlock resources to assist community groups and facilities in the future.

¹ Window on Woking is a Community website, hosting a wide range of 'micro sites' developed by local community organisations. This is a free service for community groups and organisations in the Woking area, where they can publicise and share information about their activities, events and provide their contact details.

² The Big Society is the flagship policy idea of the 2010 Conservative Party general election manifesto and forms part of the legislation programme of the Conservative – Liberal Democrat Coalition Agreement. The aim is to create a climate that empowers local people and communities, building a big society that will take power away from politicians and give it to people.

- 1.5 This audit provides evidence to underpin future planning policies³, making sure they are appreciative of local situations and progressive in terms of achieving greater community benefits and cohesion. The audit also provides the evidence we need to negotiate for financial contributions from developers towards social and community infrastructure when there is a direct link between a development and increased need.
- 1.6 The audit aims to be a useful resource to community organisations, alongside the Window on Woking [website](#), to provide information about facilities in the borough and possible partners. Any information which can facilitate partnership working or help future provision is beneficial.
- 1.7 The report that follows is written from a planning perspective, as this work is providing evidence for the new planning framework for the borough (the Local Development Framework) and for negotiations with developers through the planning application process. However, the conclusions and recommendations should be useful to all with an interest in community work in the borough.

³ Future planning policies are being prepared in the Core Strategy, which is the emerging spatial framework for the borough, see www.woking2027.info for more information.

2.0 What are the aims and objectives of this work?

Aims

- To collect information from community groups and organisations about their operational needs, with specific focus on the community facilities they use in the Woking area.
- To collect user information from community facilities located outside of the Woking area to see if they are regularly frequented by residents of the Woking area.
- As an emerging policy initiative, to collect the initial thoughts of community organisations on 'localism' and 'the Big Society'.
- To gather information on the provision of libraries, cemeteries and places of worship in the Woking area to ascertain any specific spatial requirements now or in the future.
- Through consideration of examples and new policy initiatives, explore examples of new ways to deliver community services (e.g. community hubs).

Objectives

The Community Facilities Audit will:

- Inform the Infrastructure Delivery Plan (IDP). The IDP will set out what new infrastructure is required to meet the levels of growth proposed in the Core Strategy, including details of where and when the infrastructure will be provided, who it will be provided by and how it will be funded.
- Inform the formulation of a Community Infrastructure Levy. The Community Infrastructure Levy is a new levy that councils can choose to charge on new developments in their area. The money can be used to support development by funding infrastructure that the council, local community and neighbourhoods want. The Council's Executive has agreed implementation of the CIL and hopes to have it in place by end of 2012.
- Form part of the Local Development Framework evidence base and inform the preparation of spatial policies on the provision of social and community infrastructure up to 2027.
- Provide an updated and more detailed understanding of the needs and operations of community organisations in the Woking area to help inform delivery of wider corporate objectives including the Council's vision⁴ and the Community Strategy.

⁴ A Healthy Inclusive and Engaged Community, an Enterprising, Vibrant and Sustainable Place and an Innovative, Proactive and Effective Council.

- Aid understanding of how policy initiatives based on 'localism' and 'the Big Society' can assist community organisations.
- Help all organisations (including the Council and the community organisations themselves) be better informed and prepared for any changes in funding that might impact on the provision of community facilities in the future.

3.0 The planning background to this work

- 3.1 Local spatial planning can help create strong, safe and prosperous communities by preparing local planning policies, making land available for development and ensuring qualified financial contributions are made by developers towards the local infrastructure.
- 3.2 All Local Authorities are required to prepare a Local Development Framework (LDF) to provide a spatial framework for the borough for the next 15 years. The Core Strategy forms the main part of the LDF, setting clear objectives to deliver a spatial vision and setting the amount of development proposed (see footnote 3). We are currently preparing our Core Strategy, and intend to submit the document for examination in October 2011. A Site Allocations DPD will then follow, which will identify appropriate sites to deliver sustainable development now and in the future.
- 3.3 As community facilities contribute to the health, education and well being of our communities, it is appropriate that a spatial policy considering current and future provision is included in the Core Strategy. It is vital that the Core Strategy policy is supported by up to date, robust evidence. Planning Policy Statement 12: Local Spatial Planning (2008) states that, "The core strategy should be supported by evidence of what physical, social and green infrastructure is needed to enable the amount of development proposed for the area, taking account of its type and distribution" (p. 8 para 4.8).
- 3.4 Assessment of need and any subsequent recommendations should be carried out in the context of sustainable development, where sustainable and inclusive patterns of urban and rural development are promoted. Planning Policy Statement 1 (2005, p.11) specifically states that development plans⁵ should seek to "provide improved access for all to jobs, health, education, shops, leisure and community facilities, open space, sport and recreation".
- 3.5 Accessibility varies for different groups of people depending on mobility, age, location and access to private vehicles and/or public transport. Planning Policy Guidance 13 (PPG13) Transport (2001) states that it is a key planning objective to ensure that jobs, shopping, leisure facilities and services are accessible by a range of transport modes such as public transport, walking and cycling. It is important in view of social inclusion, a primary objective of sustainable development, that community facilities can be accessed by those who do not have regular or any use of a car.
- 3.6 Further supporting the value of sustainably planning for community facilities, Planning Policy Statement 4 includes community facilities in its definition of economic development, recognising their importance in promoting the vitality and viability of town and other centres as important places for communities. PPS4 states that planning should promote the provision of innovative and efficient local services in town centres, which allow genuine choice to meet the needs of the whole community (particularly socially excluded groups) (P.4).
- 3.7 The South East Plan (2009) is the regional plan, to which the Core Strategy must be in general conformity. The weight to be attached to the South East

⁵ For example the Core Strategy and Site Allocations Development Plan Document

Plan has, over the last year, changed and may change again in the future before it is fully revoked by the Government⁶ through the Localism Bill.

3.8 South East Plan Policy S6 – Community Infrastructure, promotes the mixed use of community facilities by different agencies and providers, whilst ensuring that community infrastructure supports economic growth and regeneration, with particular priority for health and education provision.

3.9 The Core Strategy must demonstrate how proposed growth will be supported by appropriate and adequate infrastructure. In response to this requirement, and the national policy framework as set out briefly above, the Core Strategy includes the following objective:

To ensure the provision of community infrastructure, including key services and facilities, keeps pace with growth of the Borough. This will include schools, healthcare, water supply, drainage and flood alleviation, leisure, green infrastructure and community facilities.

3.10 This objective must be deliverable. This study provides information to help achieve the objective.

3.11 The assessment of existing community facilities and the requirement for future provision must be done in the context of the following key planning policy requirements:

A community facility should;

- Contribute towards mixed communities (PPS1).
- Be inclusive, with access for all, especially those without a car (PPS1, PPG13).
- Be innovative and efficient with genuine choice to meet the needs of the whole community, particular those who are socially excluded (PPS4).
- Be able to be used by a mixture of agencies and groups (South East Plan).
- Be sustainably located (PPS1).
- Be sufficient in number to support the current and future population of the borough up to 2027 (PPS12).

⁶ The South East Plan was published in May 2009. In July 2010, the Coalition Government revoked all Regional Plans, resulting in the policies in the South East Plan carrying no weight. However, in November 2010, a developer won a high court legal challenge, resulting in the revocation being classified as unlawful, thus returning the South East Plan to Development Plan status. The Secretary of State advised that weight should still be given to the future abolition of the plan through the Localism Bill, however, that statement was successfully challenged in the High Court, and since the Government has launched an appeal of that decision. For up to date information on the status of the South East Plan, please visit our website at <http://www.woking.gov.uk/planning/policy/regional>.

What are community facilities?

- 3.12 A community is a group of people who have things in common. Communities can be defined by location (such as a street or a neighbourhood), race, ethnicity, age, occupation, a shared interest (such as local businesses or hobbies) or affinity (such as religion, faith or belief) or other common bonds. Community facilities provide a publicly available place for these people to meet together⁷. Community facilities form part of the social infrastructure that support the borough.
- 3.13 We are assessing the current and future provision of social infrastructure across the borough through various different evidence base studies. For clarity, the table below sets out how each use is being assessed. This study assesses community facilities and the findings will feed into the Infrastructure Delivery Plan.

Table 1 – Social infrastructure (in part, an extract from South East Plan Policy CC7 – Infrastructure and Implementation)

Type of infrastructure	Uses included within category	Evidence base study
Social infrastructure	Supported accommodation	Strategic Housing Market Assessment (SHMA)
	Sports centres	PPG17 Open space, sports and recreation audit
	Open spaces, parks and play space	
	Social and community facilities	Social and Community Facilities Study (this document)

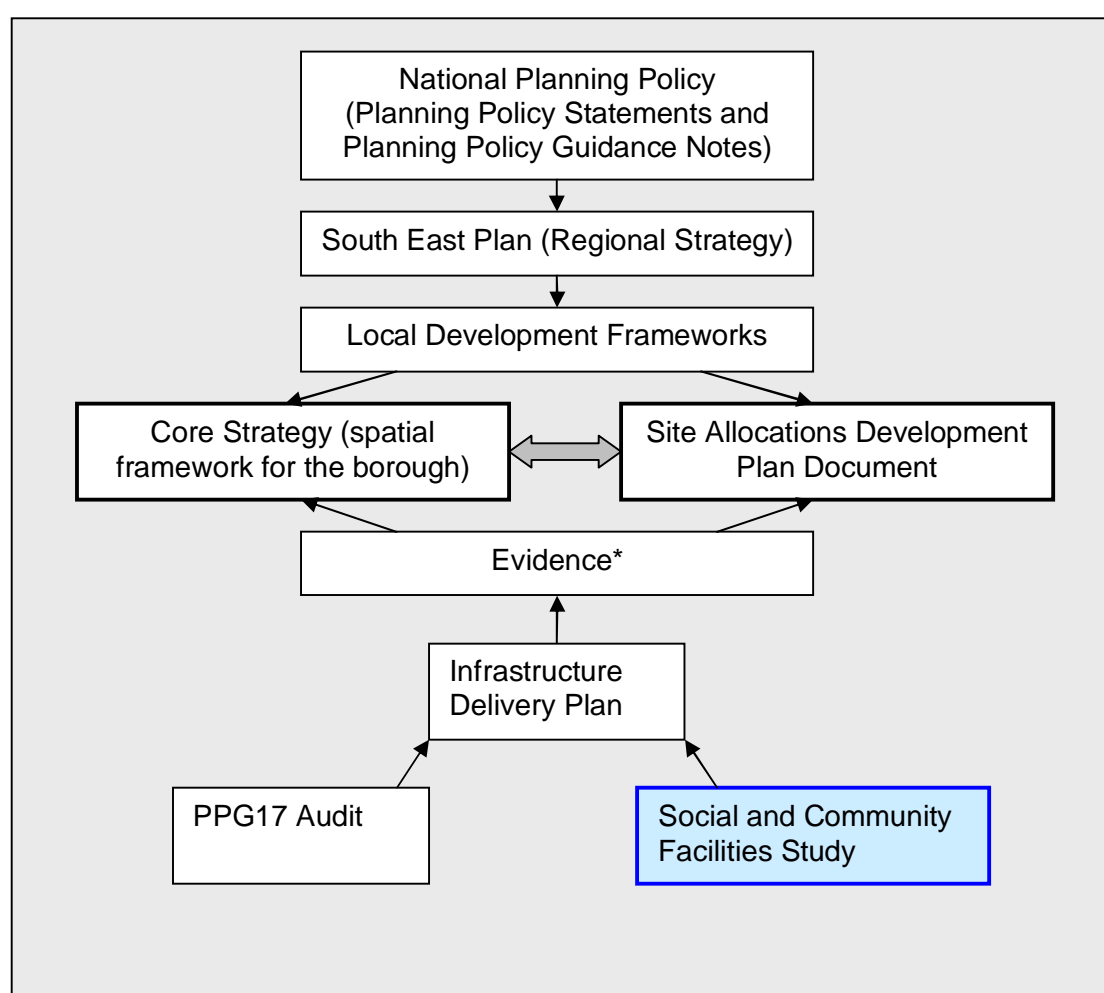
- 3.14 There is however some overlap, for instance, with sports centres that also provide rooms for hire for community groups. There are some examples of this in the audit.
- 3.15 For the purpose of this study, we have defined social and community facilities which include the following uses:
- Centres for the community
 - Day centres
 - Youth clubs
 - Village halls
 - Scout huts
 - Church halls (if available for hire or used for community activities)
 - Schools halls (if available for hire or used for community activities). The education use will be addresses in the Infrastructure Delivery Plan.
 - Libraries
 - Cemeteries

⁷ Not all communities physically meet. Many communities carry out community activities on the internet and never physically meet. As this community generally is made up of individuals residing in their own homes, it is not necessary to consider the 'online' community or their spatial requirements in this study.

- Conference facilities (where subsidised to allow community groups to use them)
- Theatre, museums.

3.16 It is recognised that uses such as public houses and social clubs are a place where members of the community meet together. However, unless these buildings operate organised activities facilitating the coming together of people, they are not accounted for in this study. There are many public houses in the borough and their contribution towards sustainable mixed communities is recognised, but not specifically assessed in this study, other than those described above. Planning Policy Statement 4: Planning for Sustainable Economic Growth (2009) includes public houses in the definition of economic uses and therefore provides specific policy guidance on this use.

Figure 1 – Context



*Only evidence relating to this study is listed. There are many more evidence base studies feeding into the Core Strategy and Site Allocations DPD. For more information see www.woking.gov.uk/woking2027, Core Strategy - Appendix 1 Evidence Base Supporting the Core Strategy.

How many community facilities should we have?

- 3.17 In 2005, as evidence for the South East Plan, a document called 'South East Counties – the cost and funding of growth in South East England' was published⁸. This recommended a standard of 1 community centre of 750 square metres per 1500 dwellings. The report recognised that this may be overprovision in view of current facilities being able to cope with expected growth, however, it continues to say that in view of an anticipated widening role of community facilities, the standard is believed to be justified.
- 3.18 There are approximately 40,489 dwellings in Woking Borough⁹ (February 2011). Applying this standard, this would equate to 20,244 square metres of community facilities in the borough, totalling 27 individual buildings. However, community facilities do not develop in accordance with standards, instead, they tend to be historically located where they are most needed, best used and resources are available to operate them.
- 3.19 The standards are useful to give a rough estimate of an appropriate level of provision, however, the calculations as evidence for the South East Plan are a little dated, and cannot be applied generically to all areas, as needs vary, as do levels of volunteering.
- 3.20 The report also estimates the cost of provision of a community facility on this basis. Costs are approximately £1,746 per square metre, based on a cost build-up of external and ancillary works and fitting-out costs. The cost of a community centre therefore works out at £1,309,500. However, it must be noted that this study was carried out in 2005. As an up to date comparison, the new community centre being built as part of the Hoe Valley scheme in Woking is estimated to provide 2497.5 square metres of floor space and cost £5,400,000 to build including all external works such as landscaping, garages, related furniture and lighting. This equates to £2,162 per square metre. Based on these figures, the cost of a community centre sized 750 square metres would cost approximately £1,621,622 to build.

How might the population of the Woking area change in the future?

- 3.21 As we consider whether the current provision of community facilities is adequate, we need to look at what provision might be needed in the future in relation to changes in the population of the area and lifestyle patterns.
- 3.22 The mid-2009 resident population in Woking Borough was estimated to be 92,400¹⁰. This is a projected increase of 800 people since the previous year. Children aged less than 16 years old represent around one in five of the total population – a trend observed nationally. The proportion of the population of retirement age¹¹ is smaller, representing around one in six of the total population.

⁸ www3.hants.gov.uk/cost_and_funding_of_growth_in_se_england.pdf

⁹ Source: Council Tax records – the number of households listed in the Council Tax database

¹⁰ Source: ONS mid-year population estimates 2009 for UK, 2010

¹¹ The state pension age in 2009 was 60 for women and 65 for men

- 3.23 Woking has a lower proportion of people aged 20-24, mainly attributed to people moving away to attend university. It also has a larger proportion of older females than males, and a larger proportion of people aged 35-44, due to the baby boom of the 1960s.
- 3.24 Overall though, the population is 'greying', with the percentage of people at retirement age gradually increasing and the percentage of children slightly declining over the next 17 years. In Woking, there is expected to be an additional 4,600 older people (aged 65+) between 2010 and 2027, an increase of 33%.
- 3.25 The population is estimated to continue growing between 2010 and 2027, leading to an increase of circa 11,500 people, a growth rate of 11%.
- 3.26 Community facilities are used by all people at various stages of their life. Woking Borough is fortunate to be an attractive and prosperous area with relatively high standards of health and education. There are, however, some places in the borough where deprivation exists, and these are often home to some of the most vulnerable people in our communities. The Core Strategy and the Woking Partnership identify the ward of Maybury and Sheerwater and the Lakeview Estate area of Goldsworth Park as 'priority places', which through objectives and action plans, aims to provide support and real positive change for the communities in these areas. It is, therefore, recognised that the overall need for accessible community facilities in these areas may be higher than in other areas of the borough.

Where can I read more about the planning background?

- 3.27 Having read the planning basis for this work, if you wish to read any of the documents referred to, they are available online.
- 3.28 All national planning policy documents (Planning Policy Statements) are available from the Communities and Local Government website at www.communities.gov.uk
- 3.29 Information about the Woking Local Development Framework is available from www.woking2027.info
- 3.30 Information about the South East Plan and a downloadable version of the final Plan are difficult to track online since the closure of the Government Office for the South East (GOSE). A copy can be made available on request using the contact details on the front of this document.
- 3.31 The Population Topic paper is available to download from the Council's website¹².

¹² www.woking.gov.uk/planning/policy/ldfresearch

4.0 Other strategies that relate to this work

Surrey Strategic Partnership Plan 2010-2020

- 4.1 The Surrey Strategic Partnership Plan has been prepared to help Surrey to respond to the significant changes happening in the world. The partnership brings together representatives from Surrey County Council, the district and borough councils, Surrey Police, NHS Surrey, local business groups and the voluntary, community and faith sectors. The plan identifies five main challenges facing Surrey and ten things we can achieve by working together. One of the identified objectives is:

“Wider community involvement in making Surrey a better place for all - We will work with communities to encourage a wider group of people to get involved in local decision making and improving Surrey life. We want to make cultural, sporting and voluntary activities more widely available to all residents”.

- 4.2 One of the priorities of the partnership plan is to strengthen local communities through targeted public and voluntary sector activity, active citizenship and work to tackle inequalities. The plan of action to help achieve this includes mapping places where people have become detached from their communities, and helping local people to engage with their communities and develop their identity, facilities and image and support their more disadvantaged members. Also to encourage participation and engagement in local cultural, environmental and sporting activities, for example through developing local voluntary and community sector activity, a regularly updated register of local facilities, and a cultural events diary.
- 4.3 The Surrey Strategic Partnership Plan 2010-2020 is available to download from Surrey County Council's website (www.surreycc.gov.uk).

Woking Community Strategy (2005/06)

- 4.4 The Woking Borough Community Strategy (2005/06) sets out the longer term vision for the borough under six broad themes, the following four of which are relevant to this study;
- 4.5 Theme 1 - A strong community spirit with a clear sense of belonging and responsibility
- Ensuring that there is fair and equal access to services and *facilities*
 - Providing resources and *facilities* to enable local communities to help themselves.
- 4.6 Theme 2 – A clean, healthy and safe environment
- Ensuring that when new areas are built the *local infrastructure* grows with it.
- 4.7 Theme 3 – A community which values personal health and well-being
- Concentrating resources on developing services which are accessible for disadvantaged vulnerable members of the community
 - Promoting emotional and spiritual well-being by encouraging support structures that help individuals live life to the full

- Encourage the use of key leisure and recreational opportunities to assist people to keep themselves fit and healthy.
- 4.8 Theme 4 – Provide opportunities and encourage people to participate in learning throughout their lives so they progress and reach their full potential
- Focusing resources on developing learning in communities who need them most
 - Providing opportunities for people who would benefit from improved basic skills so they increase the choices available to them
- 4.9 Woking Borough Council runs a community grant scheme. The grants scheme aims to support those projects designed to meet purely local needs or which demonstrably provide significant benefit to the local community. The Council targets its resource towards those organisations (who must operate on a non-profit distributing basis) that contribute towards the achievement of its general priorities and objectives and, more specifically, those set out in the Community Strategy.

Woking Cultural Strategy

- 4.10 The Woking Cultural Strategy (2004) was prepared as a plan of action that fits within the aims of the Community Strategy. It focuses particularly on developing cultural activities that can contribute to the quality of life experienced by people in one or more of the following ways:
- Encouraging social inclusion – providing fair and equal access and opportunities for people to enjoy and participate in cultural activities, irrespective of their age, ability, income, ethnic background or level of disadvantage.
 - Promoting healthy lifestyles – enabling people to enhance their physical, emotional and mental well-being through a wide range of cultural activities that encompass the arts, sport, recreation, and social interaction
 - Enabling lifelong learning – providing the opportunity for people to enrich their lives by developing new skills, knowledge or expertise, and new experiences at any stage in their lives.
 - Stimulating economic vitality – contributing to the prosperity of the Borough through diverse and sustainable cultural activities that generate investment and employment.

The Cultural Strategy incorporates four action plans including: Arts, Sports, Community Health and Well-being and Green Spaces (including Playing Pitch and Play strategies) which, having being developed in consultation with cultural partners across the borough, look to address more specifically the delivery of the vision and ambitions of the Cultural Strategy by addressing issues related to: strategic planning, funding and innovative delivery, participation, quality of service and communication and consultation. Consideration is currently being given to the update and review of the Cultural Strategy and associated Development Plans which are due to run until the end of 2011/12.

The Council's key priorities

4.11 The Council's four key priorities for 2010/11 are:

1. Decent and affordable housing
2. The environment
3. Health and well-being
4. Economic development.

4.12 For more information on each of these priorities, visit the Council's website¹³.

Woking Partnership Pilot

4.13 The Woking Partnership Pilot has looked at how the public money going into the borough could be better used to meet the needs of people in the area, with an aim to join up services, and avoid duplication and overlap between organisations.

4.14 The pilot has considered:

- The role of the voluntary, community and faith sector in building strong, self reliant communities.
- Where partners can achieve better outcomes for people in Woking if there were more influence locally over how funding allocated to Woking is used.
- How services can be improved, and savings made, if what people want from services, rather than what we currently do, is considered.

4.15 The Pilot includes two projects: one on support for children and young people in Woking and one on the health and well-being of people in Woking. The outcomes covered in this report were selected because they are all issues that can only be successfully tackled in partnership. They are issues which are already recognised by partners and in various partnership strategies, but which do not have simple solutions. They are so called 'wicked issues', i.e. complex problems which cannot be solved by a single organisation.

4.16 Health and well-being project:

- Reduced harm from alcohol use.
- People with dementia enabled to live independently.
- Improved access to green spaces and leisure activities.
- Improved access to support services for those with mental health needs.
- A reduction in smoking prevalence.

4.17 For these five areas the project has also considered:

- Needs and provision across different ethnic groups in Woking.

¹³ www.woking.gov.uk/council/about#our_priorities

- How economic well-being underpins sustainable improvements in health and well-being.

4.18 Support for Children and Young People project:

- A reduction in the number of young people not in education, employment or training (NEET).
- A reduction in childhood obesity.
- A reduction in youth offending (first time entrants and repeats).
- Provision of suitable accommodation for vulnerable and disadvantaged young people.

4.19 For these four areas the project has also considered:

- A co-ordinated response to address the needs of the families who receive support from a number of organisations.
- Needs and appropriate provision across different ethnic groups in Woking.

4.20 The pilot is due to report its findings in summer 2011. It is likely that the pilot will make recommendations around the efficient use of social and community infrastructure, including the possible development of community hubs.

Public sector shared assets review/ transformation agenda

4.21 The Transformation agenda is driven by a 'user view' of services and is formed of three key components:

- Public access to joined up services – which might include one stop shops, service co-location, public service 'hubs'.
- Back office integration – which might include fire and rescue and ambulance co-location, single corporate functions/
- Asset remodelling and release – as a result of the above, potential for release of assets may be released for alternative uses.

4.22 Co-location of the Woking Safer Neighbourhood team to the Civic Offices happened in January 2008 as part of a long-term plan for the two organisations to develop a closer working relationship which, in turn, will lead to better outcomes for the local community. Woking is the first borough in the South East to implement a co-location project of this nature, which saw staff from the Woking Safer Neighbourhood team including Neighbourhood Specialist Officers, PCSOs and the Community Safety team share one wing of the Civic Offices with Council staff.

4.23 The LDF has a role in delivering the above components. PPS12: Local Spatial Planning requires LDFs to bring together different services and to play a role in identifying, reviewing and releasing public sector land and buildings.

The Council's Community Assets Programme

- 4.24 The Council has established a Community Assets programme in response to the identified need for investment in aging community facilities across the borough. The programme seeks to acknowledge the importance that the voluntary, community and faith sector plays in providing opportunities for residents and visitors to Woking in the provision of a vast array of social, cultural and learning opportunities the resultant outcome being a enhanced quality of life experience – whether related to place, person or both.
- 4.25 The programme therefore seeks to support those groups who are able to meet the ongoing running costs of their organisations, but who are not able to secure the significant levels of capital funding required to improve and/or enhance their facilities to meet the groups / organisations needs. For those communities where such community networks are not in place, it is the Council's intention to continue to directly invest itself in these areas to help strengthen the communities concerned.
- 4.26 Funding for capital investment is in the interim being met from loans and or the New Homes Bonus, whilst the longer term intention is to establish a Community Assets Fund funded from capital receipts or from elsewhere. Clearly in the future the Council, as Local Planning Authority, will be able to seek contributions from developers under the Community Infrastructure Levy (CIL), and this levy, together with other funding sources approved by the Council will be able to finance such community assets.
- 4.27 It is also worth noting that the Council operates a Community Lettings Policy, the purpose of which is to allow not for profit organisations access to the Council's assets at a community rent. All such arrangements allow for the issue of a lease on a full repairing and insuring terms or with the Council undertaking repairs and insurance but recovering the cost from the group, thus insuring that the property assets are adequately maintained.

5.0 The latest ideas and research

- 5.1 The coalition government, whilst operating in an era of recession, global economic crises' and cuts in public spending, is promoting the idea of localism and the Big Society – giving power back to the communities on the understanding that local communities know their areas well and work best together to bring about the changes they want. This idea is about to be ingrained in legislation (the Localism Bill) and needs to be considered in the context of this work.

Localism and the Big Society

- 5.2 The Localism Bill was published on 14 December 2010 and is expected to become legislation approximately twelve months from publication. The Localism Bill looks to shift considerable power from central government to the local communities. In practice, it is likely to introduce an era of greater reliance on the Big Society to support and meet the needs of the community. However, it is questionable whether the Big Society is equipped and resourced enough to carry out the extent and variety of this work without further support.
- 5.3 In January 2011, Communities and Local Government (CLG) published a plain English guide to the Localism Bill. In relation to the future role of community groups, it says, "Government alone does not make great places to live, people do: people who look out for their neighbours, who take pride in their street and get involved. Until now, however, many people have found that their good ideas have been overlooked and they have little opportunity to get on and tackle problems in the way they want. Voluntary and community groups often find that their potential contribution is neglected, when, in fact, they carry out some of the most innovative and effective work in public services and we should be encouraging them to get more involved. We want to pass significant new rights direct to communities and individuals, making it easier for them to get things done and achieve their ambitions for the place where they live." (p. 8).
- 5.4 In Woking Borough, the Big Society is not necessarily a new concept, as can be seen from the type of work done by the large number of community organisations registered on the [Window on Woking](#) website. As Government funding is cut, however, it may be that the Big Society is looked to, to fill the gaps left behind. However, recent research suggests this potentially anticipated response is not in practise guaranteed to happen¹⁴. It is beneficial to bear this in mind so this audit is not built on an assumption that the community can easily pick up any gaps in provision left by Government cuts.
- 5.5 Research carried out by the Institute for Volunteering found that there was a boost in interest in volunteering at the beginning of the recession, but that did not convert into actual people volunteering. It also found that people who are out of work are generally less likely to volunteer than those in work (37% compared to 44%).

¹⁴ Volunteering and the recession – Institute for Volunteering Research Think Piece, Matthew Hill, February 2011.

- 5.6 There has also been a decrease in informal volunteering (that is volunteering as an individual, for instance, offering a lift to an elderly neighbour, rather than through an organisation) over the last few years. The reasons for this are not yet clear, but the research paper identified that as the levels had been stable between 2001 and 2007/08, it suggests that the recession and its aftermath is likely to be the reason for the change. The decrease in informal volunteering serves to increase the overall need and place greater pressure on community groups or others who try to address it. The research concludes that 'faith in the ability of volunteers to fill the vacuum left by a retraction of the state is misplaced and misguided'. For this reason the Coalition government is trying to stress that the focus on volunteering is one small part of a much wider policy direction seeking to give communities the power to identify and solve the unique problems they face. Certain national data suggests that 'for volunteering rates to be sustained (never mind 'flourish') they will require considerable investment to support volunteers and those who support volunteers'.¹⁵ In light of the cuts to local government budgets, enterprising approaches are necessary throughout local government to make sure proper investment is maintained.
- 5.7 The data provided as part of this audit gives an insight into the situations of many of the borough's community groups and facilities, and helps to identify where investment and support is needed. The Big Society will struggle to perform to its full capabilities without careful consideration of how it needs to be resourced. One resource option and assisting tool is the planning system, and that should be used where possible. This audit will provide evidence to help achieve that aim.
- 5.8 As part of the audit, community groups and facilities were asked to comment on the impact they believe the introduction of the Big Society (through the Localism Bill) will have on their work in the community. The responses received give us an insight into how the policy initiative is currently perceived by the community organisations.

Support for voluntary groups in the Woking area

- 5.9 The local area is fortunate to be supported by Woking Association of Voluntary Service (WAVS) which is a registered charity whose vision is to;
- "Sustain and develop a healthy voluntary sector in Woking by:
- Providing support, representation and advice to voluntary bodies in the Borough of Woking in order that they may work together in the best interests of their service users.
 - Promoting voluntary work in the community and actively recruiting and placing volunteers in organisations of their choice".
- 5.10 WAVS provides a range of services including:
- Information, advice and training.
 - Information and support on human resources, funding, payroll and group development.

¹⁵ Source: Volunteering and the Recession - Institute for Volunteering Research Think Piece, Matthew Hill, February 2011

- Promoting voluntary work in the community and actively recruiting and placing volunteers in organisations of their choice.
 - Acting as an 'umbrella' for all voluntary/charitable activities.
 - New initiatives and organisations in response to local needs.
 - Providing representation and advice to voluntary bodies in order that they may work together in the best interests of their service users.
- 5.11 WAVS' core funding is provided under a tri-partite agreement between the Council, Surrey County Council (SCC) and the Primary Care Trust (PCT), although funding from SCC and the PCT for 2011/12 is likely to significantly reduce. In its 2009 Annual Report, WAVS recorded a total of 538 volunteers registered/placed through WAVs.

Big Society event (WAVS)

- 5.12 On 3 February 2011, WAVS ran an event called The Big Society in Woking – your 24 square miles, giving an opportunity for representatives of groups in Woking to hear the local MP, Jonathan Lord, speak about the impact of the Big Society in Woking.
- 5.13 The discussion involving the community groups was centred around;
- What you do already
 - What works and what doesn't
 - What encourages people to come forward
 - What skills, support are needed and
 - What obstacles need to be overcome to make the Big Society a success.
- 5.14 The outcomes from this event, including a SWOT analysis on the Big Society in Woking, are discussed in paragraphs 8.28 to 8.32.

Volunteering

- 5.15 The positive benefits of volunteering perhaps explain the diversity and amount of community groups running in our area. Research shows that volunteering increases people's network of friends, develops skills, improves employability and brings health benefits (for example, immune systems are stronger, insomnia is improved and volunteers are more likely to recover from surgery)¹⁶.
- 5.16 However, a shortage of volunteers is one of the key restrictions to the activities of many groups. In research carried out by the Institute for Volunteers, the most commonly cited barrier to volunteering was time, and that once involved, they would not be able to relinquish their responsibilities. Interestingly, however, younger people (aged 16-34) was the age group most likely to say that they wanted to spend more time volunteering, whilst those aged over 65 were the least likely to do so. People said that having more

¹⁶ www.ehow.co.uk/list_6128775_advantages-voluntary-work.html

information about volunteering opportunities would encourage them to volunteer.

- 5.17 Facilities and groups cannot operate and support our communities without volunteers. As this audit is prepared, it is important to remember this link, as provision of community facilities is without benefit if there are not sufficient volunteers to run and use them. Concerns from groups about lack of volunteers therefore need to be heeded, and fed into this work and its recommendations.

Community Hubs

- 5.18 Most local areas have at least one community facility nearby, whether that is a village hall, a scout hut, a school, a place of worship or a library. Historically, people would have walked or cycled to these facilities, used the one closest to them, and got to know the people in their local community. This does continue today, but to a lesser extent. For example, children attend schools that are not always located close by, and thus want to attend community groups with their friends, which may not be located near where they live. Equally, people don't work as close to home as they used to, and may attend community groups identified to them through their work colleagues. With the accessibility of the car, people are more likely to drive to their chosen group, which perhaps better caters to their individual interest or which their friends attend, rather than join a group closest to their home. Although individual networks are created through this approach, they are not always linked to the local area (the exception being groups for elderly people). Moreover, through this approach there can be a tendency for community networks to be created of like minded people from similar backgrounds, rather than the connecting factor being location.
- 5.19 The changing life patterns and the shift of the community away from a specific location to personal communities linked by activities, work places or life choices has potentially hindered the creation of mixed local communities. In recognition of the consequences of this shift, and the well documented strain on resources, the approach of the '**community hub**' has started to emerge. The community hub serves to relocate the community back to a physical location, joining together a mix of people reflective of a physical neighbourhood, and creating a renewed local community spirit and sense of place.
- 5.20 A hub is a centre around which other things revolve or from which they radiate; a focus of activity. A community hub would serve as a central focus point for the local community. It would be a multi-functional space catering for a whole variety of uses which seeks to improve the quality of life of the local people. It could not operate in isolation. As a hub, it would need many partners and would need to be infectious in how it attracted people and, most importantly, as a community led and managed space, infectious in how it made people want to volunteer and be part of their local community.
- 5.21 One definition put forward is:

"The complex system of physical facilities, programs, and social networks that aim to improve people's quality of life. These services, networks and

physical assets work together to form the foundation of a strong neighbourhood'. (SGS Economics and Planning, October 2010).

- 5.22 On the ground, this perhaps refers to a space different to what we have seen before, not necessarily in design or built form, but in its set up and approach. A community hub would be a space which accepts a truly modern and progressive approach, using modern media to operate and attract young people and vitally, young volunteers to work alongside the more experienced ones, to build up and strengthen a new volunteering generation. Achieving a community hub would not always require excessive funding for new buildings, rather use of a cluster of current buildings would suffice. The step change is in its availability (potentially 24/7), its method of operating (significantly reliant on a volunteer culture and the Big Society), and its approach (through modern media and social networks). It would seek to create mixed communities, provide a safe environment for learning and enjoyment, significant access to services and be open to all.
- 5.23 This report will consider the potential role and benefits of community hubs to our borough based on the evidence received from community groups and in the context of the changing life patterns of the community and the limited resources available. This whole community hub idea would look to reflect the Council's approach to 'communities of place' in which 'communities of interest' will take place by multiple organisations and stakeholders. Early discussions have taken place in respect of the potential to establish a multi-agency Community Hub within Sheerwater – where a number of key agencies are currently delivering services from a relatively tight cluster of community buildings, and it is felt that with the appropriate direction, support and investment in the community, such an approach would only help to strengthen the identified community.

Case Study – A pioneering community hub opens in Levenshulme, Manchester

- 5.24 A church faced with closure has been transformed into a vibrant community centre called INSPIRE which opened in Manchester in March 2011. The centre has lots to offer – dance classes, IT groups, meeting rooms, shared desk space for small businesses, mental health support, a cafe and even several dozen flats and some of the original building has been retained as a place of worship, with a small church meeting regularly.
- 5.25 The project has been brought forward by many volunteers, with support from the Council, businesses who came on board as local partners and architects. Members of the public and businesses can buy 'community shares' in the project.
- 5.26 The centre has a modern interactive website, with the latest news and blogs, follow us on facebook option, room bookings online, gallery of pictures and subscribe to a newsletter facility. There is rolling information of what is on that day, and mechanisms to donate through just giving. It's bright and attractive, and easy to use.
- 5.27 The facility is split into sectors, as set out below.
- 5.28 Café inspire - food and drink in a friendly setting, Bubble Enterprises offers employment and volunteering opportunities for people with mental health

issues. Products are sourced from local companies who offer employment opportunities for vulnerable individuals. The Cafe's Opening Hours are 9.30am – 6pm Monday to Friday and 11am – 4pm Saturday and Sunday. Halal and vegetarian options are available.

- 5.29 Worship inspire - At the centre of the Inspire partnership is a small group of United Reformed Church members committed to bringing faith and worship to the table as the partnership engages with and serves the local area. One of the ways this will be done is to offer a weekly time of worship in and amongst the many other very varied activities on offer all through the week. Inspire Church will be a warm, welcoming and lively bunch, made up of people from all walks of life: young, old, single, married, black, white, gay, and straight. Everyone will be welcome whether they're long-standing church-goers or people who've never been to church before in their lives.
- 5.30 Forum inspire - The Inspire Forum will meet regularly to discuss how the Inspire Centre is being run. Forum members will be able to suggest new activities and improvements to existing ones. The Forum will also provide an opportunity for local residents to discuss and debate matters of local concern. It will invite representatives from the Council, the police and other public services to hear our views and ideas on local issues. Forum members will also have the opportunity to stand as Directors of the Board.
- 5.31 Enterprise and inspire – There are high quality facilities for meetings, training, events, parties and film showings available at Inspire. The business centre and cafe at Inspire are managed by Bubble Enterprises. The Bubble Business Centre is based on the first floor of the Inspire Building and it is set up to develop a Community Business Hub. The services provided range from hot desk, permanent desks, IT and telephony systems that can be modularised to fit. The service went live on 1st Nov 2010. The Hub 'comes alive' due to the encouraged interaction between businesses and the informal business consultation support provided by Bubble Enterprises CIC.
- 5.32 Inspire living - the Inspire centre is home to 14 apartments let by Great Places Housing Group for affordable rent, easing a local shortage of such accommodation. One of several partner organisations, Great Places, who purchased and developed the site, secured more than £2m for the Inspire project including funding from the Homes and Communities Agency. A contemporary four-storey extension incorporates reclaimed materials from the old building and outside there is car parking and a landscaped garden. Apartments include original features such as stained glass windows, wooden trusses and some have far-reaching views to the Peak District.
- 5.33 When opening the centre, the leader of Manchester City Council said;

"People often think the council can wave some kind of magic wand to do regeneration. We can't. It depends on communities doing things for themselves and the council being able to support them. Inspire is a perfect example of a community doing that. The council has been able to support the project in practical ways, including money, and we think it's the right way to help communities come back to life."
- 5.34 As the centre has only just opened (March 2011), there is limited data on its use and successes. However, it cannot be disputed that its website promotes an inviting and welcoming place, with many interesting activities on offer,

bringing together local people (as volunteers or attendees), vulnerable people (and offering employment/volunteering opportunities and assistance), and businesses (working in partnership and/or hire of rooms and facilities) in their neighbourhood. It appears to be a place where people from all walks of life living or making their living in the neighbourhood mix together, with use of social network and the internet, on a 24/7 basis.

- 5.35 If you would like more information about this project visit www.lev-inspire.org.uk or <http://insidethem60.journallocal.co.uk/2010/11/01/pioneering-community-hub-opens-in-levenshulme>.



Fit for the future



- 5.36 Surrey County Council is launching a new way of supporting children, young people and their families in Surrey from April 2012. As the national funding situation worsens, Surrey County Council needs to find new ways to live within its means, and so is radically redesigning what, and how, services for children and families are delivered.
- 5.37 Over the next few years demands will increase and change, but resources will be strained, so a leaner, fitter set of services must be developed. Surrey County Council is aiming to be 'fit for the future' by continually improving what it does, but also doing less of some things and stopping doing some things altogether.
- 5.38 This context provides a unique opportunity for partnership working to reshape services for children and young people, with tough decisions ahead.
- 5.39 Surrey County Council have now confirmed what services they are planning for young people in Woking after April 2012 to improve their outcomes specifically to address areas relating to:
- More young people participating in education, training and employment
 - More young people safe from crime and anti social behaviour

- More quality youth work delivered locally

5.40 Planned services include six key areas of deliverability:

- SCC Youth Centres – to look to a 3rd sector partner to deliver a youth work programme within SCC owned and maintained buildings, and for the such buildings to be more fully utilised in meeting the needs of young people and for local communities to be involved in their governance. SCC intentions are to maintain all of the existing four centres in Woking (Sheerwater, Woking Town, Knaphill and Goldsworth Park).
- Neighbourhood Skills Centres – to be located in Youth Centres and run in partnership with providers of education, they will offer foundation opportunities for vocational learning directly to employment or in preparation for further education opportunities.
- Youth Support Service – a new integrated service to increase participation in education, training and employment and to increase the number of young people diverted from the youth justice system.
- Youth Preventative Framework – provision of a devolved budget for the commissioning of local preventative youth services in accordance with an assessment of local need and local priorities.
- Small Grants – budget to be made available to support small organisations who rely on volunteers and who work to deliver outcomes for young people consistent with local needs and priorities.
- Surrey Outdoor Learning and Development (SOLD) – centres at Thames Young Mariners, High Ashurst and Henley Fort will continue to be available to young people in Woking through schools, youth clubs and youth organisations. The Duke of Edinburgh Award Scheme will also be retained.

5.41 SCC have been running Neighbourhood Skill Centre pilots across the county with four pilots taking place within existing youth centres in Spelthorne, Camberley, Guildford and Tadworth. There is more information below.

A case study nearer to home – Leacroft young people's centres, near Staines

5.42 Leacroft young people's centre is located near Staines in Spelthorne. It was re-launched in September 2010 as part of the fit for the future programme run by Surrey County Council, currently transforming young people's services across the county and establishing neighbourhood skills centres.

5.43 Leacroft Young People's Centre hopes to foster a new kind of youth work, where professionals, young people and the community are equal partners in its running and share ownership of it. As equal partners, all will contribute to the running of the centre. The involvement of the young people in running the facility is critical to its operation, and a young people's committee has been established.

5.44 The club facilities include upstairs professional hot-desk area, currently used by staff from Surrey County Council's Youth Development Service, the Community Film Unit and the Youth Justice Service, badminton court, outdoor space, kitchen area and meeting rooms. Further plans are for an arts, cultural and music programme and developing activities for Saturday and Sunday opening. Ideas are also being developed around the use of the grounds for cultivating a small allotment. The aim is to provide a weekly programme totalling 50 hours of activities.

- 5.45 Leacroft can be followed on facebook, with a prominent link on the homepage saying 'visit the facebook page' with the facebook icon, and the ability to sign into the website and sign up online to be kept informed.
- 5.46 A key comment on the website which perhaps best summaries this approach is;
- “The centre may be old but Leacroft Young People's Centre is brand new.”
- 5.47 The success of the Leacroft model depends of the involvement and continued enthusiasm of the people that work there, young people who use it and the community it serves.
- 5.48 More information can be found on the centre's website at www.leacroftstaines.moonfruit.com. However, it is noteworthy that the website is difficult to find through Google, and does not feature on the first page of a Google search. It is other sites referring to the centre which appear first, with the facebook page appearing as the first direct link. It would be beneficial if the homepage of the official leacroft young people's centre appeared at the top of the list following a Google search.

Key observations from these case studies

- 5.49 Both case studies have taken an older building and revitalised it, providing a multi-functional facility, used by a variety of people from the community, and predominantly run by the community. Both were responding to the challenge of an underused facility, with one facing closure.
- 5.50 Both facilities are attempting to use modern media to communicate and operate, with links on their own website to facebook and other social networking sites.
- 5.51 Both facilities are seeking to maximise the use of the building (Levenshulme is operating 24/7 with the inclusion of affordable accommodation; Leacroft is currently aiming to operate 50 hours of activities a week).
- 5.52 There are clear similarities between the two projects from which ideas can be drawn.

6.0 How we have collected information about community facilities in the Woking area

- 6.1 We started from a point of knowing that there are hundreds of community groups operating in the area, regularly using community facilities and bringing many benefits to our local communities, but also in the knowledge that groups and facilities might be under resourced with limited time to devote to this work. Window on Woking provides the quickest and easiest means to electronically contact hundreds of community groups/facilities in the area, but we realise it does not provide the personal interaction that often encourages detailed information to be forthcoming.
- 6.2 However, in view of resources, an email was sent to all organisations registered on Window on Woking¹⁷ giving all community facilities and community groups registered with the site the opportunity to complete an online questionnaire (see Annex A). The questionnaires (separate questionnaires for community groups and community facilities) provided the opportunity for organisations to identify their current and future needs, consider if they are operating at capacity, discuss the positive impact made on the community and identify how they can best be supported in the future.
- 6.3 The questionnaires were launched on 2 February 2011, with a closing date for submitted forms of Monday 28 February 2011. The forms remained available online until the end of March 2011 following the closing date. Hard copy forms were posted on request to anyone who was unable to use the internet.
- 6.4 Despite providing an extensive list, all community groups and community facilities in the borough are not listed on Window on Woking (there are 685 organisations registered). Through desktop research, additional venues were identified and contacted by email, including all schools in the borough (schools often provide a venue for community groups such as parenting classes, adult IT lessons and halls for hire). Responses from community facilities identified the community groups which use those facilities, and these were contacted also where possible. This equated to at least an additional 60 organisations.
- 6.5 We also contacted all adjoining areas to Woking Borough to seek information about large community facilities outside of the Woking area which attract residents from Woking. People movements, especially by car, do not have regard to Council boundaries, and many people living close to the edge of Woking will travel to use community facilities in other areas. Equally, where there are large or specific facilities catering to a need or interest outside of the Woking area, people will travel to them. Therefore, there can be facilities outside of the Woking area which are catering for the needs of the local communities.

¹⁷ Window on Woking is a Community website, hosting a wide range of 'micro sites' developed by local community organisations. This is a free service for community groups and organisations in the Woking area, where they can publicise and share information about their activities, events and provide their contact details.

- 6.6 In addition to the information received from respondents, there is also a wealth of information available on the internet and this has been used to feed into the analysis, where it has been deemed reliable.
- 6.7 As an aside to the questions asked in relation to this work, a couple of questions were asked about energy efficiency, asking whether respondents to the community facilities survey would be interested in receiving a free energy audit from the Council, and separately, whether they would be interested in taking part in a new carbon offset initiative to install renewable energy funded through local businesses and residents. The responses to these questions were given to the relevant officers at the Council to follow up and do not form part of this audit.

Data Assessment

- 6.8 Information received was read, considered and responded to with questions directed to the respondent if more information was thought to be useful. Responses were grouped together by facility (i.e. the responses from the facility and the groups that use it) to give an overall indication of the level of use and specific needs of that facility.
- 6.9 Criteria are needed to assess the information provided. It is appropriate for the criteria to be based on planning policy given the context of this work.
- 6.10 The table below was used to consider the information which we received, and to draw together key themes emerging from the data.

Table 2 – Planning policy assessment criteria

Contribution towards mixed communities	<i>Inclusive Cater for all members of the community Include socially excluded groups</i>
Accessible for all, especially those without a car	<i>Distance to nearest public transport stop Safe access in evenings? Disabled access? Disabled toilet? Parking provision? Bicycle parking? Sustainably located?</i>
Innovative and efficient with genuine choice to meet the needs of the whole community	<i>Variety of uses Energy efficient Partnership working Operating at capacity Planning for the future</i>
Versatility	<i>Able to be used by a mixture of agencies, groups ages and people Versatility of the building</i>
Sufficient in size to support the current and future population	<i>Groups over subscribed Capacity Located near any other facilities</i>

- 6.11 We were also interested to hear from community groups that do not use community facilities. They were not excluded from the study; rather they were invited to let us know whether they wished to use facilities and what their specific requirements are.

Response rate

- 6.12 The response rate received was, to a certain extent, as expected given the nature of the contact and the constraints of the groups, at approximately 13%. This equates to 95 responses from approximately 736 contacts. The contacts do not equate to all community groups as there must be some groups that have not come to our attention through the study and are not online or advertised in the local newspaper.
- 6.13 The 95 responses are made up of responses from 25 community facilities and responses from 70 community groups/organisations.
- 6.14 Although the response rate is low, it is widely accepted that response rates to surveys are generally low, and although only representing 13% of those contacted, the data which has been returned is detailed and specific, allowing for useful information to be drawn out.

Who responded and who didn't?

- 6.15 A full list of the facilities and groups who have contributed to this audit is available in Annex B. Community groups form the majority of the respondents, but by proportions, they are larger in number than facilities themselves.
- 6.16 Interestingly, despite individually contacting all schools in the Woking area by email, none responded. There were a handful of responses from places of worship and the rest from community centres and village halls. We are certain that the lack of response does not equate to a lack of community use, as the internet clearly shows how many places of worship, schools and centres are active in the community providing meeting places for many different organisations and groups.

Libraries and cemeteries

- 6.17 Information on library provision was obtained from Surrey County Council, as the statutory provider. As the crematorium and main cemetery within the Woking area are not managed by the Council, information on these facilities and others in and outside the borough was obtained either through information on the internet or by telephone.

7.0 The findings – what can we draw from the information we have gathered?

- 7.1 There is no disputing the great amount of community work ongoing in the Woking area. We knew that before we started this work, but the information that has come back, and what we have seen on the internet, on Window on Woking and through speaking to people has only served to emphasise this.
- 7.2 The findings section of this audit will first look at the information supplied about the community groups and their work, and then move on to look at the individual facilities available for community use in the Woking area and just outside of it. The information reported in this section is mainly drawn from the responses we have received to the questionnaire, but is also taken where possible and reliable, from the internet and officers' knowledge.

8.0 Community groups

- 8.1 70 community groups and 25 community facilities responded to our survey. We contacted approximately 736 organisations. This equates to a 13% response rate.

Membership

- 8.2 Community groups were asked questions about the facilities they use (if at all) and the nature, makeup and purpose of their group. It is worth re-iterating at this point that the results are based on a 13% response rate from all contacts, however, given the variety of organisations that responded, it is thought that a good sample has been achieved.
- 8.3 Based on the 70 groups that responded, official membership ranged from 1-1200 people, giving a total of 5734 members, with regular attendance at a total of 3335 people. If this multiplied up to 100% (as this is the result of 13% of all contacts) assuming the appropriate split between facilities and groups is similar to actual numbers in existence, that would equate to 44,613 people being members of a group and 25,948 people regularly attending a community group in the Woking area. However, it is expected that many people attend/are members of more than one group, but even if done on the basis of 1 person attending/being a member of on average two groups, this would equate to 22,306 people having membership of a group and 12,974 people regularly attending a group, which respectively is 24% and 14% of the borough's population. We cannot guarantee all groups were contacted as not all are advertised online and in the local newspapers, so the numbers and proportions could be higher. These are, however, very rough estimates based on the information provided.

Capacity

- 8.4 17 of the 70 community groups who responded said that their group was operating at capacity, with 13 having a waiting list. 8 of the groups operating at capacity and with a waiting list are either scouts, brownies, rainbows or guiding groups. It is these groups where places seem to be most in demand.
- 8.5 However, many groups are not operating at capacity and could accommodate more members.

Use of publicly available buildings

- 8.6 A high proportion of the groups that responded use publicly available buildings to meet (86%). Some of those who have responded to say they do not use publicly available buildings have possibly misinterpreted the question and do actually use school buildings, sports clubs or bars/conference facilities such as the Holiday Inn. Of the two who said they would like to use a publicly available building, the reason for not is 'no knowledge of available buildings' and have used one before but it was not suitable.

Volunteers

- 8.7 The majority of the groups are run by volunteers. Only five groups said they were solely run by paid employees. 46 groups said they were solely run by volunteers which equates to 386 people.

- 8.8 17 groups said that they have staffing resource requirements, with the main issue being a lack of volunteers. To give a flavour of the need, these are a few quotes from the responses;

“We cannot take more members without more adult volunteers. We find it very difficult to have enough adults, despite having a parent volunteer rota.”

“Although we have three volunteers for our Rainbow Unit, there are other groups of the Girlguiding community who are desperate for more volunteers and indeed one group of Brownies has had to close due to lack of volunteers.”

“We are always short of volunteers”.

“Shortage of volunteers to train as girl guiding leaders. The Rainbow pack at the church has had to fold as there is no leader.”

“We need more volunteer drivers”.

“Need more leaders for Rainbows and Brownies.”

- 8.9 Although this study is primarily about the provision of community facilities, as we discussed before, community facilities cannot operate without volunteers. From this sample, it appears that many groups are facing severe pressures from lack of volunteers, especially the brownie/scout/guiding groups for which there is demand for places, which could be satisfied if more volunteers were available.

Partnership Working

- 8.10 26 groups said that they work in partnership with other organisations (37%). The other organisations named were mainly directly associated with the group. 43 groups¹⁸ not working in any form of partnership however suggests that there might be support mechanisms and resource sharing opportunities available that are not being tapped in to.

Financial constraints

- 8.11 30% of the groups that responded said they are currently restricted by financial constraints. In the comments given in response to this question, some groups highlight what activities they would be able to offer if they had more financial support.

¹⁸ 1 respondent did not answer this question.

- 8.12 For example, the Emmanuel Chapel, in relation to the activities they run including a toddler group, youth club, youth mentoring service and young homeless drop in, said;

“We are really struggling to obtain funding and yet the need for what we offer is growing.”

- 8.13 A church run youth group open to all members of the community said;

“We would organise occasional trips if we had sufficient funds”.

- 8.14 A group which helps people with restricted mobility and uses Woking Pool in the Park commented;

“We are running close to full potential at present. We could respond to greater numbers by offering more swimming sessions, if finances and numbers of volunteers will allow. . . We have full funding from the PCT until 31 March 2011; but 80% for the following year up to 31 March 2012. We are most grateful for this, in the present economic circumstances.”

- 8.15 A group that assists people with visual impairments to read the newspapers commented;

“We currently receive a grant from Woking Borough Council to pay for the rent of a room at Moorcroft Day Centre. If, due to the cut-backs in local authority spending, the grant is not approved, we only have sufficient funds to continue for 18 months to 2 years.”

- 8.16 The National Ankylosing Spondylitis Society (Woking and Weybridge branch) helps Ankylosing Spondylitis (a painful, progressive form of inflammatory arthritis) sufferers who have been recommended by medics to have regular supervised exercise which helps to maintain mobility. The group uses the gym and hydrotherapy pool at St Peters Hospital, Chertsey. The facilities are used free of charge and the group is run by paid employees, trustees and volunteers. The work carried out by this group reduced pressures on local health services and provides a friendly forum for attendees to seek advice or discuss problems. However, the response from the group stated that, although;

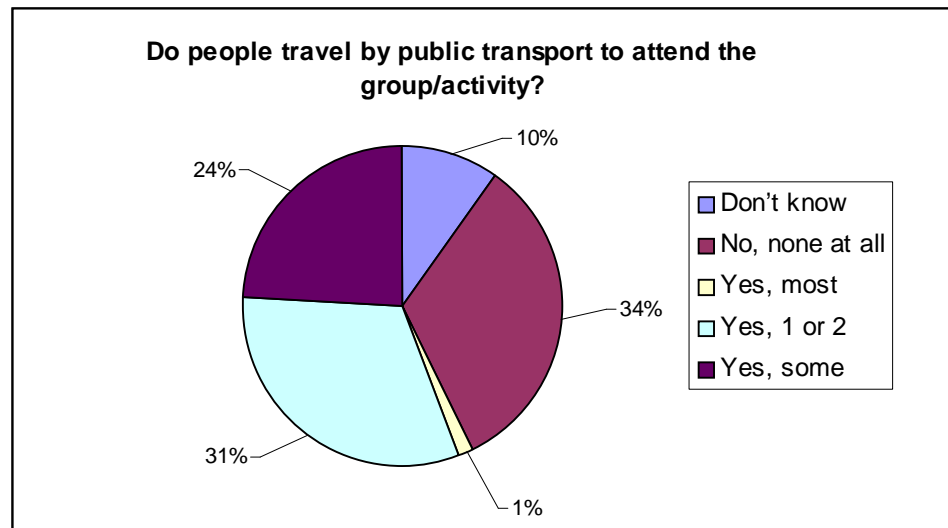
“We ask a contribution of £40 per quarter to cover the cost of hiring a chartered physiotherapist to supervise gym and hydrotherapy sessions. This is negotiable for those in financial hardship, and we will not turn anyone away through an inability to pay. We currently run at a loss due to financial hardship affecting some members, and finding it difficult to recruit new members. Currently we can probably run for a further 12-15 months. However, this means that there is no money to buy or replace equipment”.

Transport and accessibility

- 8.17 There is a mix of where people travel from to attend groups, but it does appear that although some groups are very local, many others have members who live outside of the Woking area.

- 8.18 It is encouraging that more groups said that some people attend using public transport, than groups where no one does, but in terms of actual numbers of people, it would still equate to more people using private vehicles to attend groups rather than public transport.

Figure 2 – Public Transport



- 8.19 The key reasons given for people not using public transport are that attendees are very local, attendees are elderly, there is no public transport, or there is no public transport at night.

"There is no public transport to the hospital during the evening when classes are held, as far as I know."

"Most of the girls live near enough to walk."

"I think the buses may not run close enough to the community centre."

"Lack of public transport at night."

- 8.20 13 groups specifically stated that they were aware of people who would like to attend the group, but were restricted by transport constraints. The comments below from respondents give an indication of the reasons why.

"Have been advised by some members the bus service in the evenings makes it difficult to get home again."

"Some clients cannot use public transport."

"Young people who would like to attend but can't get to the club as it is dangerous in the dark for them to walk home."

"A bus fare on top of the weekly charge may make classes too expensive to attend."

A positive impact

- 8.21 As discussed previously, attendance and volunteering at a community group/venue can bring many personal and community benefits. We should not forget this as it is the foundation for this study and the importance we attach to the provision of community facilities.
- 8.22 It is, therefore, interesting to read the thoughts of the community groups on the positive benefits of their groups on attendees and the wider community. Below are a few extracts from the responses.

“We are full nearly every week, and it's been a privilege over the past two years to watch the friendships between the women (and men) grow, as well as the toddlers interacting with each other and growing.”

“We enjoy it! Learn a lot, make friends, laugh!”

“Members use drama to explore issues of relevance to them in the communities/families in which they live.”

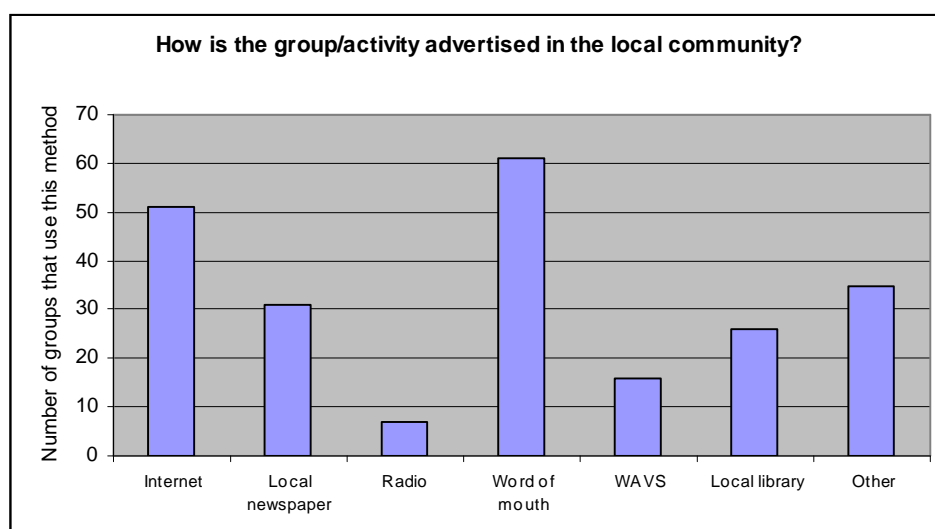
“Recoverers say they enjoy the social interaction and opportunity to practise and improve their communication skills. Relatives and Carers report that Recoverers are motivated and happy when they return from the session. For many this is their only trip.”

“The children are encouraged to respect their community, the world and others and take part in community based activities annually. They develop independence and a sense of responsibility for their surroundings and other people.”

“Singing is good for the soul. It is a sociable and supportive group. We perform to local nursing homes, charities etc.”

Advertising

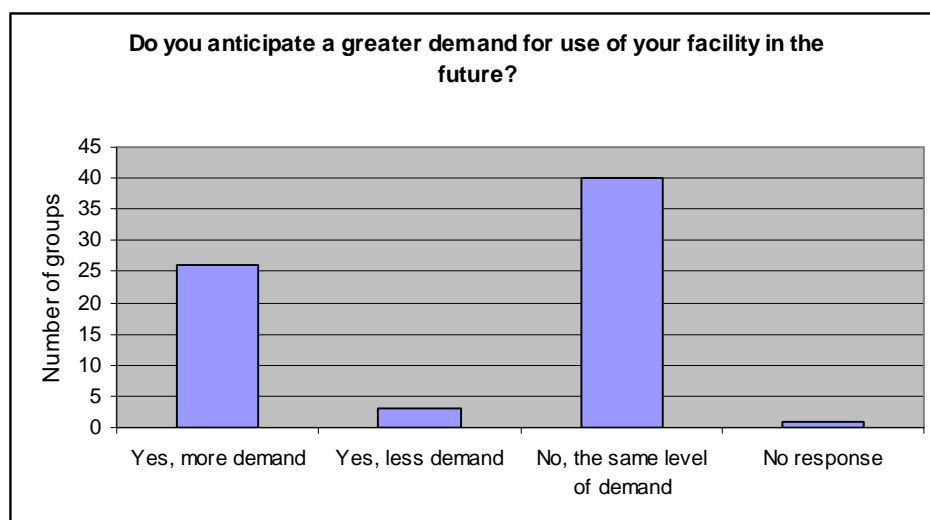
Figure 3 – Advertisement of group



- 8.23 The most frequently used method of advertising a group is by word of mouth, followed by the internet. These methods are not exclusive, however, and many groups, as can be seen by the numbers, selected more than one method of advertising.
- 8.24 It is interesting that although the internet is the second most used method, nearly 30% of respondents said that the group did not have sufficient skills/resources to effectively advertise the group/activity on the internet. There is no disputing that 'people talk' and that word of mouth is always going to be an effective way of advertising a group, however, the way people talk is changing, specifically through social media websites such as facebook and twitter, and an inability to use the internet effectively may in future hinder groups being able to advertise successfully by word of mouth. This issue is discussed further in the recommendation section (see section 23.4).
- 8.25 Most community facilities have a website, but there is a great range in quality, and many local groups have very little information online, if at all (mainly just information on the Window on Woking website). Many groups, including some registered on Window on Woking, only provide a name and phone number as a contact for the group. In the era of the internet and smart phones, people may prefer to email rather than phone, and people may be deterred from enquiring about a local group by the lack of an email address or website. In particular, in reference to enquiring about volunteering, one of the concerns listed by the Institute of Volunteers as a barrier to volunteering was the fear of being tied in. There may be the perception that a verbal conversation is a closer, more personal contact than an email contact, and people may prefer to take the first step to enquire about volunteering by email rather than speaking to someone, to maintain an element of detachment and possible retreat.

Future demand

Figure 4 - Demand



- 8.26 Of those who said that they expected demand to increase, the main reasons were that generally when new groups start, members invite friends, the demand is already there but they are not equipped to cope with it, actively seeking volunteers to provide more activities which creates demand and improved facilities. Some extracts from the responses received highlight these points;

“The demand is already there, but we don't have the resources in the volunteer capacity to cater for it. If we were to run more groups, I'm sure we would continue to fill them as much as we do now.”

“We are seeking funding for a refurbishment of the building and to provide extra services that are so desperately needed.”

“I have taken on another adult leader which will enable us to welcome 6 more girls into the unit.”

- 8.27 Groups were asked if they were aware of any specific community need that is currently not catered for in Woking Borough. Not many groups provided responses, and those that did were very specific and tended to be related to the work they carried out. The number of responses is not sufficient enough alone to conclude a specific need, but it is interesting to read the responses, from which some extracts are shown below.

“I think we need to do more for new parents, especially first time parents. In my volunteer work I come across so many new mothers who feel so out of their depth, and don't know where to go for support. The SureStart centres are great, but so many women don't attend them as they don't know that they are accessible and available for all ... It's such a 'given' in this society that people have babies as part of their life path, but society has changed so much and people don't have extended family around as much, and don't have enough in the local community to support them.”

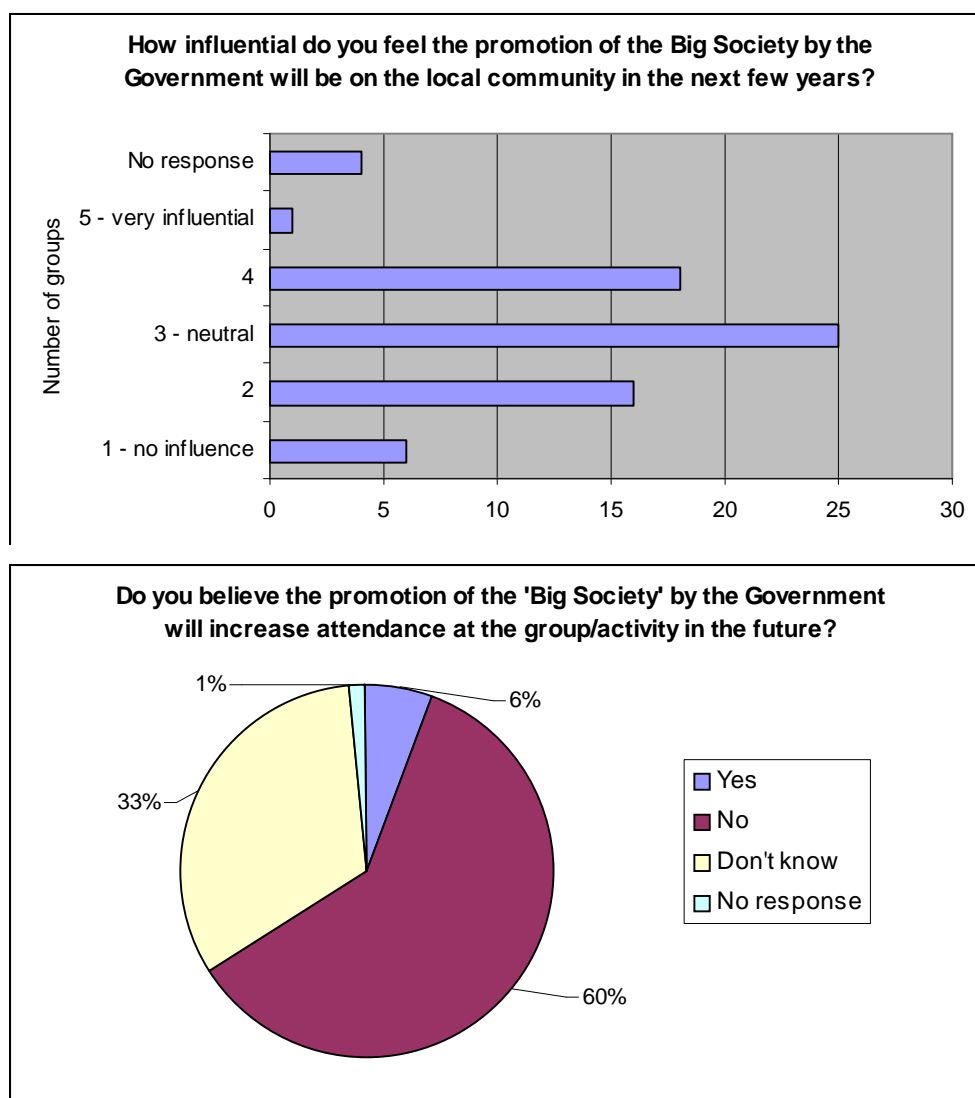
“Good quality venues are very hard to find.”

“Integration of elderly groups with younger groups.”

The Big Society

- 8.28 The groups were asked two specific questions about the introduction of the Big Society by the Government. There was mixed feeling and uncertainty in response to the first question, with limited enthusiasm. The responses to the second question showed that many people simply do not know the implications of the Big Society for their group and are a little sceptical that it will increase attendance at community groups.

Figure 5 – Influence of the Big Society on the local community



8.29 One comment perhaps best summarises these figures;

“I have no idea what The Big Society is - have you? In my experience, most of the interest groups, clubs, conservation groups etc are already run by ordinary people for each other, on a volunteer basis”.

8.30 In February 2011, WAVS held a workshop attended by community groups, representatives from its core funders, and the local Member of Parliament to explore and discuss what the ‘big society’ means for the Woking area.

8.31 During the workshop, the tables below were produced with input from all attendees. The tables show a SWOT analysis of localism and the Big Society and identified proposed actions and the support that might be required to achieve them. This information is very useful to further show the thoughts of the local community groups on these issues. The results appear more informed than the responses to the questionnaires on this issue, however, they were derived in a forum where the topic was being discussed and the Local Member of Parliament spoke on the issue. Not all respondents to the

questionnaire will have had the benefit of this environment, potentially hence the difference in awareness and knowledge.

Table 3¹⁹ - SWOT analysis of the Big Society

Strengths Wider working Good local knowledge Holistic Approach Well established groups already exist Ability to influence the statutory sector Better position to influence Better recognition for the voluntary sector Local decision making/empowerment More resources at a local level Highly committed people Setting local priorities Support from WBC Coordination from WAVS Have confidence in the Woking community	Weaknesses Lack of framework for delivery Lack of professional support Resources spread too thinly Failure rate of the social enterprise model Money/ resources needed for volunteer training Perception that there are too many small groups doing the same thing Cuts/ uncertainty in funding Support from WBC not across the board Capacity to meet growing demand Weak quality assurance systems
Opportunities Shift of decision-making to local level Big Society Bank Sharing resources, knowledge and expertise Mergers and partnership working Experience in the volunteer pool Encourages more interest in volunteering Client led services Interest from private investors Opportunities to offer/ market our services Reduced bureaucracy eg CRB Community organizers Hold council to account Volunteers can gain skills and experience Opportunity to work closely together to deliver community objectives Community right to bid – Localism Bill Building new markets	Threats Difficulty in getting the right volunteers Conflict around the maximum size of organization Risk that some less skilled volunteers are marginalized Reliability of volunteers Less money Reduction in transport Small groups get pushed out More competition Further structural changes Fear of litigation Different groups bidding from the same funding Groups need to be more professional Adequate safeguards not being put in place Managing more volunteers Accountability
Proposed actions Partnership working Local coordination Pool resources Changing models for service delivery Maximize efficiency Avoid duplication Communication with businesses/ corporate Local monthly forums Develop better links with boroughs and councils Volunteer recruitment/ training strategy Actively promote younger trustees Maximise the use of good quality community space Needs analysis Review service delivery models of care Raising awareness of existing groups	Support needed Central shared office/ resources Pooling of resources Centralized training Fundraising support Quality Assurance Signposting Better understanding of services available Professional / legal back up More effective/ streamlined CRB process IT skills – support with website development/ maintenance Financial / Accounting support Help to access hard to reach groups Shared insurance More training for volunteers including better induction Improve communication

¹⁹ Source: Prepared by participants of the WAVS Big Society workshop (03/02/2011).

- 8.32 This table illustrates that the Big Society is not something that can just happen without resources, support and reflection and thought about new initiatives and ways of working.

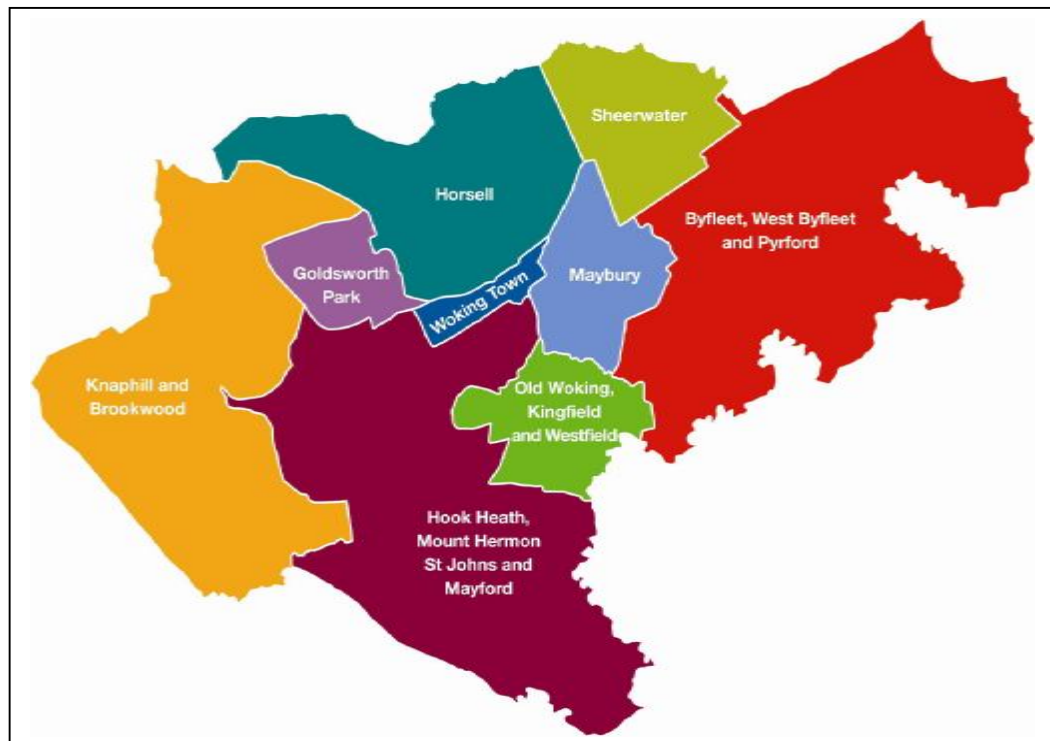
Summary

- 8.33 These are the key observations from the responses from the community groups.
- A rough calculation based on the information provided suggests that approximately 24% of the borough's population is a member of a community group, and 14% of the borough's population regularly attends a community group.
 - Community groups have a positive impact within the community and directly on the lives of individuals.
 - There appears to be capacity for more members of groups and partnership working. An exception regarding membership is the brownie/guiding/scout groups which are mainly operating at capacity with waiting lists.
 - There is a significant need for volunteers to come forward to continue and expand community groups.
 - Public transport constraints can hinder specific groups of people from attending, such as the elderly and young people in the evenings. There is a reliance on private vehicles to travel to groups.
 - Groups self publicise most commonly by word of mouth. Groups, however, are not all equipped to run up to date websites, and this may in future hinder word of mouth communication if its forum shifts primarily to social networking websites.
 - Some groups are constrained by financial limitations.
 - There are mixed feelings about the Big Society initiative. There is scepticism (potentially based on a lack of available information or knowledge, and concerns about resources) mixed with optimism about the opportunities that could come from it, and an identified need for support and resources to make it work.

9.0 Facilities

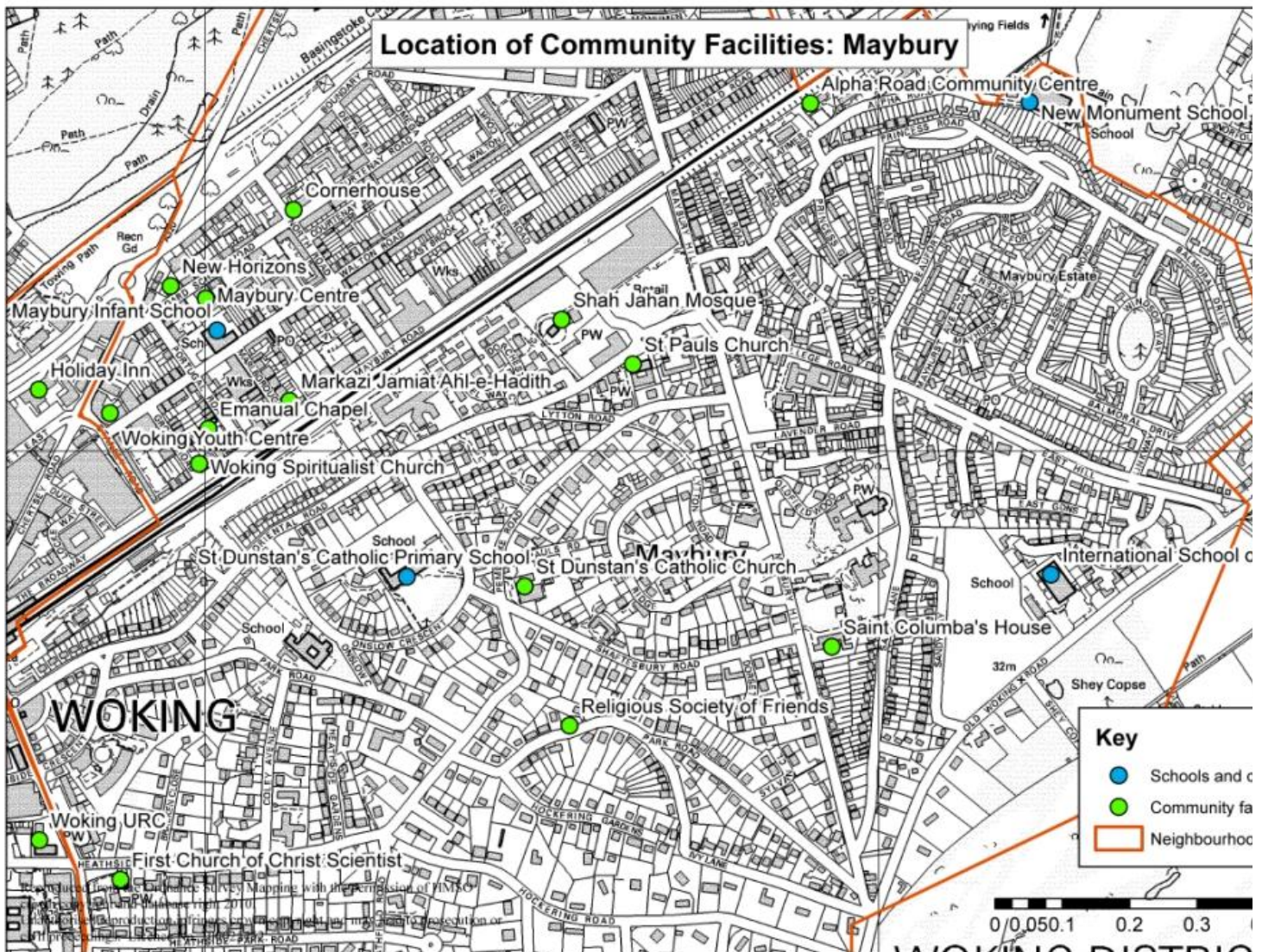
- 9.1 Each community group contacted was asked to comment on the community facility primarily used by their group, if at all. Community facilities were contacted too, and where there are responses from both group and facility, it provides a wider range of views. In some cases, there is only one viewpoint provided, and where this is the case, it is stated that the views have not been qualified.
- 9.2 The following section will consider the comments provided on each facility, and any other relevant information available. For the purpose of this report, the analysis of the information on community facilities is grouped by neighbourhoods.
- 9.3 Maps of the facilities in each neighbourhood area are shown in Annex C

Figure 7 – the neighbourhoods in Woking Borough



10.0 Maybury

- 10.1 As discussed earlier in this report, the ward of Maybury and Sheerwater is identified as a priority place, where socio-economic deprivation exists, and the need for active community groups and facilities may be higher than in other areas of the borough.



Alpha Road Community Centre (ARCH)



- 10.2 The ARCH Centre is situated in Alpha Road, Maybury. It was set up to provide a meeting point for the local community with reasonable hire rates. It has been managed by The Maybury Centre since April 2002 and is fully funded and supported by Woking Borough Council. The Centre has one main hall and a smaller meeting room. There is also a kitchen.
- 10.3 Three community groups who use/have used this facility commented. A children's group said that they had previously used the facility but found the venue did not attract families and there were concerns about the cleanliness of the facility, particularly in reference to ensuring the floor of the hall was clean and clear of objects before use by small children. The kitchen and storage facilities were described as poor by one group and fair by the others. The groups described the overall general repair of the building as fair and good. All the respondents were unsure whether there is secure cycle storage available.
- 10.4 One respondent stated that the facilities are not big enough for their needs (dance practices) and that two separate classes are run on different nights to accommodate everyone. The group would like to use a bigger hall that is not too expensive to hire. These comments are from two groups and although make some similar points, do not provide sufficient information to draw significant conclusions or to qualify assertions.
- 10.5 It is noteworthy that the centre does not operate its own individual website; rather it is listed on Window on Woking and the Council's website. There is an email address for the centre, but for the 'what's on' feature, it lists activities and contact phone numbers only and says, "Please note bookings were corrected when entered and we cannot be responsible for change in dates/times of bookings by our users. Please contact them directly". Phone numbers only followed this comment, without a last edited date, does not encourage contacts to be made and suggests information could be out of date.

New Monument School

- 10.6 As part of the Council's community asset programme, approval has now been given to proceed with the improved provision of community facilities in the area, with planning permission granted for a new changing pavilion and outdoor pitches at New Monument School, which is just down the road from the Alpha Road Community Centre. This development will provide improved access to green space and sports provision, giving children, young people and their families in this significantly disadvantaged part of the area access to a dedicated local outdoor sports facility. Funding for the new outdoor facilities of £41,000 coming from Surrey County Council with the remaining cost of £259,000 being met from the Council's Investment Programme. .
- 10.7 The Woking Borough Local Plan 1999 allocated the playing fields for housing, with an estimated 30 units planned for the site. However the Council's aspirations for the site have changed significantly since 1999 and recreational use is considered to be the most suitable for the site.
- 10.8 There is an opportunity for partnership working between New Monument School and ARCH to create facilities which work together towards shared goals and promotion. There is also a real opportunity for an overhaul of the current information online, and a launch of an interactive, modern website

incorporating social networking, potentially with both venues on one website. This may require more funding, but its importance to the operation and success of an emerging community partnership should not be underestimated.

Shah Jahan Mosque



- 10.9 The Shah Jahan Mosque in Woking was the first purpose built mosque in Britain, established in 1889. There are large halls in the mosque grounds which are used when there is need for more space. There is a large community hall with an attached kitchen and additional washroom facilities, available to hire for weddings and gatherings. It is also used as a sports hall on a few days during the week.
- 10.10 Anecdotal evidence has suggested that there are capacity problem, particularly relating to space for educational activities.
- 10.11 Schools, colleges and other organisations and individuals interested in visiting the mosque can request a tour. We did not specifically hear from the mosque as part of this survey, however, there is considerable information online about what is on, classes and tours.

St Paul's Church



- 10.12 St Paul's church is located close to the Shah Jahan Mosque, opposite the Lion Retail Park. It recently gained funding from the Council's community grant scheme to improve the public access path between Pembroke Road and Oriental Road and part funding towards an improved community hall entrance and upgrade of toilet facilities in the community hall. This work has now been carried out. At the time of writing, the respondent said that bicycle parking was about to be installed.
- 10.13 St Paul's church responded to our survey, stating that the building is used approximately 25% of week (Mon-Sun 7am-midnight) for community uses, with approximately 300 users each week. The facilities are described as good. There are halls available for hire for groups "whose aims and values are not contrary to the spiritual mission of St Paul's Church". The pricing schedule for hall hire is being reviewed at present and will be posted on the website in due course.

- 10.14 St Paul's runs youth groups, is involved in the Woking People of Faith group and often holds its Management Committee meetings in its hall and has run a 'Hope' weekend for many years in May when people from the church help in the community in many different ways including clearing gardens, decorating, free family fun day, free car washes and food and drink.
- 10.15 St Paul's is also involved in the Woking Street Angel Initiative, with its reverend being the chair of the group. All training sessions for Woking Street Angels were held in St Paul's community hall.
- 10.16 The church has an informative website, including an up to date 'upcoming events' section on its homepage.

St Columba's House



- 10.17 Saint Columba's House is a retreat and conference centre located on Maybury Hill towards Hoebridge golf club. It is open to residential and day groups and individuals who want a quieter, spiritual environment in which to meet, study, work, rest, or just stay after a hard day's work. The facility is open to businesses, churches, charities, schools, or any group that wants a quieter environment to meet in.
- 10.18 We did not hear directly from this facility or any group that uses it as part of our survey. There is a lot of information on its website about what is on and what facilities are available. It has ten meeting spaces including Saint Columba's Chapel and Saint Peter's Oratory and can accommodate 4 -100 people. Catering is available and there are 27 bedrooms.

St Dunstan's Church



- 10.19 We did not hear from the church as part of this survey. The website and photos show a large facility, and identify links with local schools; St Dunstan's Catholic Primary and St John the Baptist School.
- 10.20 St Dunstan's church is located on the junction of Shaftesbury Road and Pembroke Road, The new church opened on 8th August 2008 with the dedication in October 2008. The new St Dustan's replaced the previous church with the same name which was located on White Rose Lane.

- 10.21 The church contains a main function room with kitchen and bar and two further function rooms which can be used as one. It is unclear if the rooms are available only to church members or to the general public, the website does not provide any specific information but does make reference to a weekly mother and toddler group.

A cluster of facilities in Maybury

- 10.22 There are six other facilities in Maybury which are located very close together, all with GU21 5 postcodes. They are the Maybury Centre, New Horizons, Woking Youth Centre, Maybury School, Emmanuel Chapel and CornerHouse.

The Maybury Centre



- 10.23 The Maybury Centre is owned by Woking Borough Council and leased. It is used by many groups, resulting in the facility estimating that it is used by 1800 people a week, and in use 70% of the time (Mon-Sun 7am to midnight).
- 10.24 Six groups that use the Maybury Centre and the centre itself responded to our survey, interestingly showing a consensus of opinion that the facilities at the centre are of a good standard and currently meet the needs of the groups that responded. Two comments from separate groups praised the facility and its staff, saying,

“The Maybury is excellent – all the staff are polite and always on hand to help out with chairs and equipment.”

“We are very pleased with the facilities offered at the Maybury Centre and more than pleased with the service we receive from the Centre staff”.

- 10.25 The general consensus was that the centre is very accessible to those without a car, however, although the facility said that there are three secure cycle parking spaces, the groups did not seem to know whether there was secure cycle parking or not. It may be useful to improve or advertise the availability of cycle spaces if it could increase use of bicycles rather than cars, especially given its proximity to the town centre.

- 10.26 In terms of extra floorspace, the response from the centre manager said,

“We do require a larger reception that is better suited to the amount of visitors we have and an improved office area.”

- 10.27 As this is an operational space, rather than a space for hire, it is not too surprising that the groups that commented have not identified this specific need. However, with approximately 1800 visitors passing through each week, the reception and office are an important part of the overall facility. In addition, it is Officer's understanding that the Neighbourhood Advice Centre (previously the Pakistani Muslim Welfare Association) who operate from the venue are in need of additional office and interview / small private room meeting space. This need should be investigated further with the facility.
- 10.28 The centre does not have its own website; rather it relies on the Window on Woking website where there are detailed lists of what's on²⁰, hire rates, disabled access information and lots more. The 'what's on' page tends to provide names and phone numbers for more information. It is possible that a venue such as this, located within a densely populated area and used by many groups throughout the week, could benefit from its own website which is modern, interactive, and attractive to help get information out to the community and encourage young people in. This would need further discussion with the centre manager regarding its potential effectiveness and the resources available.

New Horizons

- 10.29 New Horizons is a building primarily used for the benefit of those with learning disabilities in the community. It is located in close proximity to the Maybury Centre.



- 10.30 As part of this survey we have heard from the facility itself, and Link Leisure Ltd, the service provider which is a registered charity that supports people with a learning disability to build an enhanced quality of life through sport and social activities in the community.
- 10.31 The building is regularly open on Wednesday, Saturday, Monday and Friday, and is in use for community activities approximately 33% of the time (Mon-Sun, 7am-midnight). It is used by approximately 100 people per week. The facility has rated its main hall and office as fair, and its toilets, disabled toilet, kitchen and shower/changing rooms as poor, saying that the overall general repair of the building is also poor. There is car parking for six cars with one disabled space, and no secure bicycle parking. The condition of the car park is noted as poor.

²⁰ www.windowonwoking.org.uk/sites/themayburycentre/whatson

10.32 The response from Link Leisure rates the condition of the main hall as fair, but the stage, toilets, kitchen, shower/changing rooms, storage and office as poor. The overall general repair of the building is described as poor, with not enough car parking and no bicycle racks.

10.33 Link Leisure commented as part of their response to our survey that they do have health and safety concerns about the building, saying;

“It does not enable us to offer all the services required and because of its state it is not fit for purpose.”

10.34 Further to Link Leisure as the lessee and occupier of the Council owned building making an application to the Council under the Community Grants Scheme for the necessary improvements required to meet the groups needs and occupation of the building, the Council determined that it was not appropriate to fund from grants, but determined that the project should be considered as a Council investment in its own asset. The Council therefore agreed in March 2011 to proceed with the investment at a cost of £500,000, which would enlarge the New Horizons site by transfer of land from garden areas of Council owned properties currently used for Temporary Accommodation, and redevelopment of the building itself to significantly enhance the range and number of people that can be supported through this venue.

Woking Youth Centre



10.35 Woking Youth Centre is located on Walton Road, in Maybury. It is owned by Surrey County Council and run by the youth development service. We did not hear from any groups that use the facility, but did receive information from Surrey County Council, who said,

“The building is very old and does need external and internal maintenance/decoration.”

“In need of some modernisation and external repairs i.e. roof and dampness”.

10.36 The building is available for hire, and is currently used by a weight training group, a church group and partnership groups with Surrey County Council. The coffee bar is due to be refurbished with cooking facilities. There is no car parking, disabled car parking or secure cycle parking available, and there is not a disabled toilet. Users are mainly from the local Maybury area.

10.37 The response from Surrey County Council identifies that changes in how SCC delivers its services will impact upon this building.

“The current SCC Transformation Project will definitely impact on the building.”

- 10.38 There is the potential for this facility to become a Neighbourhood Skills Centre under Surrey County Council's fit for the future project, subject to the outcome of decisions to be taken by SCC as referred to earlier at 5.40. Until SCC's tender exercise is complete, it is not possible at this stage to speculate the impact of such on these facilities.

Emmanuel Chapel



- 10.39 Emmanuel Chapel is located in the heart of Maybury, close to the Youth Centre and Maybury Centre. The youth and families worker from the church responded to our survey identifying the community activities which take place in the building. These include; a weekly toddler group, urban saints youth groups (5-10 years, 11-16 years and 16-21 years), holiday clubs, mentoring (11-21 years), homeless drop in (16-25 years) and at these groups, offering as much support as possible for those for whom English is not their first language.

“We help young people to find a sense of direction and worth and help them with education, living skills, employment, housing, form filling, cv writing etc. We encourage the young people to be involved on community projects to help break down the barriers with the local community and youth.”

- 10.40 The facilities themselves are rated as good, although accessibility can be an issue in terms of young people who would like to attend but are restricted because they would prefer not to have to walk home in the dark on their own. The real issue for this venue is funding for the work it is carrying out,

“Lack of funding for paid staff – therefore paid staff are doing double hours on no more pay.”

“We are struggling to obtain funding and yet the need for what we offer is growing”.

- 10.41 It appears that Emmanuel Chapel is carrying out a considerable amount of youth work in the local community, and may be able to work in partnership with the Youth Centre, if it is modernised and re-launched as part of Surrey County Council's fit for purpose project. Sharing resources and working together where possible, may help the Emmanuel Chapel solve some of its resource issues. If work progresses at the Youth Centre, it may be highly beneficial to liaise with the Emmanuel Chapel and incorporate their work and experiences where possible, whilst respecting their primary use as a place of worship. Two facilities in close proximity trying to achieve the same thing

separately is unlikely to be as beneficial as if they were working in partnership.

CornerHouse

- 10.42 CornerHouse is located near lots of people in the community in a converted end of terrace house on Courtenay Road in Maybury.



- 10.43 Set up in 2003, CornerHouse offers premises, facilitation and support for mental health organisations, charities and voluntary groups providing a mental health service. It provides a central point where meetings can take place and people can come to find information, as well as running an up to date informative website.

- 10.44 The operation model used at CornerHouse helps raise awareness of mental health in the community and provides a cost effective and efficient way of empowering local people and local groups to help mental health services in the area.

“The CornerHouse approach enables small groups to be supported during start-up and inevitable periods of vulnerability, and provides a fast track for them to publicity, funding, governance advice, financial advice and other resources. Many of the groups are user-led and the approach is a highly cost-effective way of harnessing the energy, commitment and resources of people in the community experiencing mental distress.” (CornerHouse – a mental health community development hub, 2010).

- 10.45 CornerHouse has also taken the opportunity to raise awareness through partnership working with the Lightbox, the new museum and gallery in the town centre. The Lightbox has provided exhibition space for CornerHouse art projects and has run a creative writing project for people with mental health issues. The Lightbox is well used by all members of the community and is a good opportunity for this type of partnership working.

- 10.46 CornerHouse responded to our survey, listing many of the groups which use the facility, some of which are provided by CornerHouse and some of which are provided by others such as Woking Mind and Shifa, Asian women’s support service. The building is regularly closed at weekends and is in use approximately 65% of the week (Mon-Sun, 7am – midnight). Approximately 250 people use the facility each week. The venue would accept more groups to use the facility if there is capacity.

- 10.47 The condition of the facility is generally rated as good. There are, however, only four car parking spaces available, none of which are allocated for disabled drivers, and there are no secure cycle spaces.
- 10.48 Users come from the borough and beyond, with attendance increasing and new groups planned for 2011/12.

Maybury Infant School



- 10.49 Maybury Infant School is owned by Surrey County Council, but we did not receive any specific information about the facility during this survey. It operates a lively modern website, but it is not clear if the school is used as a community facility or available for hire. However, it is located in the central area of Maybury in close proximity to the three facilities discussed.

St Johns Ambulance

- 10.50 The Woking unit of St John Ambulance is situated between Board School road Walton Road. The Window on Woking website outlines some of the community activities that the centre carries out. The youth arm of the organisation is split in two. There are the badgers for younger children and the cadets run for 10-18 year olds. It is for those interested in being volunteers within the community providing first aid cover and training to other local groups.

Woking Homes

- 10.51 Woking Homes is a residential care home on Oriental Road. The Window on Woking website identifies this as a venue with a hall for hire catering for up to 30 people, however Woking Home's own website does not advertised this facility. In addition there is a hydro-therapy pool available on site, which has previously been available for community use. This facility has assisted significantly with provision of ladies only facilities for a local Asian female community. Negotiations are currently taking place in response to community request for this facility to be made available for community use again.

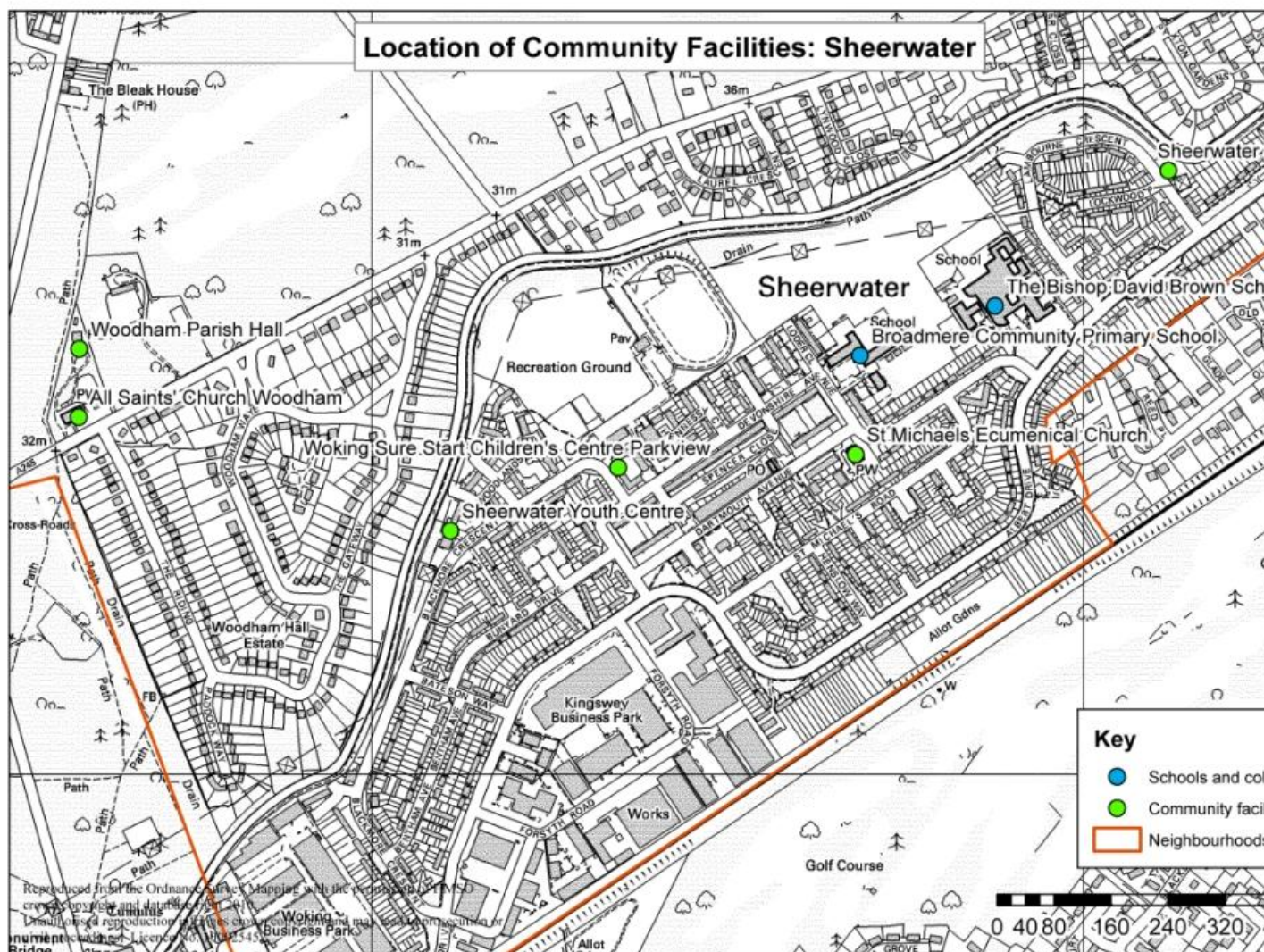
Summary

- 10.52 This area of Maybury presents real opportunities for partnership working between existing facilities. There are two distinct locations, ARCH and New Monument School located close together on Alpha Road, and the six facilities all in very close proximity of each other in Maybury, as discussed above. The

six facilities, with the potential transformation of Surrey County Council's youth centre, present a real opportunity for further partnership working, ensuring facilities are aware of what the others are doing, and working together to achieve common goals and reduce costs. The Council has identified the need, benefit and value of investing in the New Horizons building and has allocated funding for project works to commence. The model presented by CornerHouse where empowerment, support and facilitation are key is of great interest to this study, and how facilities operate, especially in the era of the Big Society. If volunteers do come forward following successful encouragement, they do need support, advice and guidance, otherwise groups can fold as quickly as they are formed.

- 10.53 This area of Woking in Maybury is a priority place, where the Council is already working with partners to make a positive contribution towards the challenges in this area. Further investigation would be useful of some of the potential improvements that could be made based on the evidence collected, including provision of secure cycle parking and/or promotion of provision already there, refurbishment of the youth centre, improved reception and office facilities at the Maybury Centre and safer access for young people walking to and from youth centres and youth activities (e.g. at Emmanuel Chapel) in the dark.
- 10.54 Also, in an area with a multitude of facilities and people, there is not a single online place to visit to find out what is on at the venues in Maybury, with the exception of CornerHouse. There may be a case for an innovative, community led, Maybury website, including all the facilities in the area, which can be followed on facebook and twitter.

11.0 Sheerwater



11.1 Sheerwater is located outside of the town, between the railway line and the canal which restricts its accessibility as entrance and exit is only in two specific areas. If without car, it is not within easy walking distance of Woking town, and busses only pass through the main road, Albert Drive. In which case, people who are based at home in the daytime e.g. parents of young children, unemployed, those who work unsociable hours, may be more inclined to regularly use shops and facilities in the local area, than travel outside of Sheerwater.

Parkview and neighbouring community facilities

11.2 Parkview Centre for the Community is the central community facility in Sheerwater, owned by Woking Borough Council and reopened in 2009 following refurbishment to provide a multi-use venue accessible to all. It offers a café, rooms for hire, and venue for many community groups. The list of users of the centre is extensive, ranging from dance and exercise classes, to health, educational and interest groups.

- 11.3 Located next to Parkview are a health centre, SureStart centre, athletics track and recreational ground. These back onto the outdoor sports facilities of the Bishop David Brown School. This creates a cluster of community uses in one location.
- 11.4 Parkview has been rated as good by the venue itself and three groups which use it, with all groups saying it met their needs. One group commented;
- “I always find the venue clean and welcoming.”
- 11.5 The centre has parking and cycle storage for six bikes. Bikes are secured using personal locks. The groups that responded were aware of the availability of cycle parking.
- 11.6 The centre is generally closed at weekends, but is available for private hire. It is in use approximately 76% of the time (Mon-Sun, 7am-midnight) with an estimated 1000 users each week.
- 11.7 Parkview is advertised on the Council’s website and Window on Woking. However, it does not appear easily on Window on Woking even following a specific search on the site.
- 11.8 Whilst the Parkview facility is adjoined to the surgery and dentist, the original proposal to have a open link door through to the Community Centre in order to assist with social and community integration has for various operational reasons not been facilitated. However, through recent enhanced multi-agency working in this area to support ‘Priority Places’ there is an increased appetite to explore the potential to develop a Community Hub in this location, particularly as additional support could be offered by the Children’s Centre which is immediately adjacent to the Centre.
- 11.9 Work is currently underway to develop an area within Parkview Community Centre to contain a Community web-based radio station (WOW Radio), which through partnership with Eagle Radio will seek to develop the skills and abilities of the local community

Sheerwater Youth Centre



- 11.10 The Youth Centre is owned and run by Surrey County Council and is located on Blackwater Crescent, slightly separated from the cluster of facilities discussed above. Under SCC’s Fit for the Future programme, it has now been confirmed that this Youth Centre will remain in the ownership of SCC whilst the day-to-day management is likely to be provided by a 3rd sector partner. There is very limited information online, however, what information is available contradicts the information provided by Surrey County Council in response to this survey..

- 11.11 Window on Woking features the youth centre, providing an address and contact details but says;

“Sheerwater Youth Centre is currently awaiting new staff to take up youth work positions so is only open on Sundays at present.”

- 11.12 Presumably this information is incorrect, as Surrey County Council say that the facility is in use approximately 43 hours a week, and is fairly full at the moment in core hours. The facility is only listed on Window on Woking and Surrey County Council website, of which presumably neither is the top favourite website of young people. The facility is advertised by word of mouth. As discussed before, word of mouth is changing with the use of social media, and no where is this more prominent than amongst young people. More information on line in places where young people visit may increase the profile of this facility.
- 11.13 The building is in fair condition, however, it is noted from the comments received from Surrey County Council and from observations from Google maps, that the car park is not marked out and there are only three cycle spaces. There is no clear signage from the street and the building is shrouded by high trees, with metal fencing and gates. This may not appear to be the most attractive and safe environment for young people.
- 11.14 It may be helpful to mark out the car park, provide more secure cycle storage and improve the outside appearance of the building to make it more of a feature from the street and inviting to young people. The car park provides a reasonably sized tarmacked outdoor space, which whilst not visually appealing, may provide a versatile space for outdoor activities such as skate boarding if facilities were improved.

Other facilities in Sheerwater



- 11.15 There is a purpose built scout hut which opened in 1997 and has a large hall, kitchen, tables and chairs and PA system. It is available for hire. No further information has been gained about this facility, which provides a venue for Sheerwater Beavers, Scouts and Cubs to meet.
- 11.16 There are two local schools; Broadmere Community Primary School (BCPS) and Bishop David Brown School (BDB) (a specialist school for the performing arts). No information was forthcoming from either schools, although it is known that BDB hire out their Main Hall on occasions for community use as well as their sports pitches. BCPS have a small hall which again on odd occasions is hired out for community use – predominately at weekends.

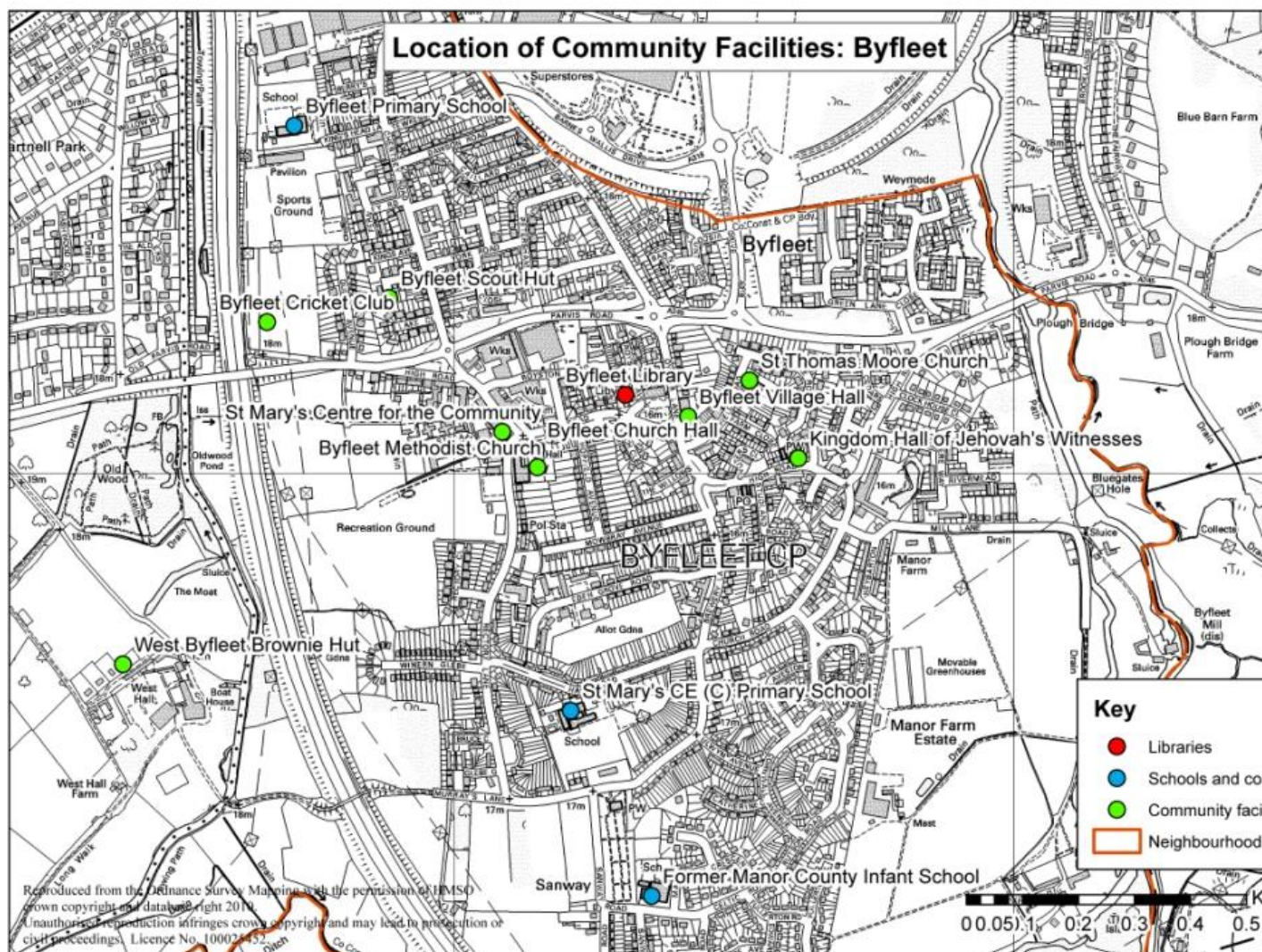
- 11.17 Athletics club is located in between Bishop David Brown School and the Parkview Centre and is run under a lease agreement by the Woking Athletics Club. The associated clubroom / pavilion is made available for community hire, although is predominately used by the athletics club during the summer season and Sheerwater Football Club during the winter season.
- 11.18 St. Michaels Church located on Dartmouth Avenue is in the parish of Woodham and Sheerwater. It has a Main Hall which can accommodate 150 seated, a small lounge area for 15 people and has a large car park. Whilst we received no specific return from the church, from website information it appears the building is available for public hire between the hours of 9am-11pm Monday to Saturday and Sundays between 1pm-5pm. There is however no indication of how well used the venue current is. The majority of the building is wheelchair accessible.
- 11.19 The Children's Centre have two small but pleasant rooms. One benefits from with good technology for example white boards,. Once again no information was forthcoming in response to the questionnaire about availability for hire to the community, although whilst the venue is used predominately for child care support, the venue has been used by an older persons group to meet there for free in the past. It is unclear whether the Centre actively promote the rooms they have available, including access to information technology systems for community hire.

Summary

- 11.20 There is an abundance of facilities in Sheerwater, with many concentrated around Parkview, and then in addition the Scout Hut, youth centre and two schools. The key for these facilities is to see if they can effectively work together to meet common goals, and assess whether improved information on the internet would provide significant benefits, especially amongst young people. There are specific improvements that could improve the youth centre including work to the car park, entrance and cycle storage to encourage young people and help them to feel safe.

12.0 Byfleet, West Byfleet and Pyrford

Byfleet



12.1 Byfleet is located in the east of the borough. It is separated from the rest of the Borough by the M25, which runs through the border between Byfleet and West Byfleet.

12.2 In 2010, St Mary's Church (with support from Woking Borough Council) undertook a survey of community opinion about community facilities in the Byfleet area. A total of 185 questionnaires were completed by the community. The key findings of this exercise are summarised:

- 46% of respondents agreed that Byfleet is 'adequately served' by community facilities, 29% disagreed.
- Existing facilities were given an average rating of 6 out of 10.
- 25% of respondents had had to hire facilities outside of the Byfleet area, primarily due to the adequacy of the facility rather than the price or availability.

- 75% of respondents considered that a new facility would be an 'excellent idea' (rising to 79% for heavy users).
- 60% of respondents preferred the redevelopment of the former Manor School site over the redevelopment of the facility at St Mary's church hall when given the choice between those two locations.

12.3 The survey was undertaken by St Mary's Church to ascertain the scale and scope of the proposed redevelopment of their church hall, in the overall context of the opportunity that may arise for community use should they design it according to identified need. Whilst the Church have a preferred scheme, due to current funding opportunities, the church have undertaken minor improvements to their current hall facility to keep it operational and functional for existing users.

St. Marys Centre for the Community



12.4 St Mary's centre for the community is a key community facility in Byfleet. It is comprised of 8 halls/rooms to hire. These are reported to be in generally fair condition but the office is said to be in poor condition. It is used by friends of St Mary's but is also hired out to a wide range of outside community groups and activities throughout the week. These include adult education courses, library, school holiday club, and as a general meeting & training venue for lots of clubs and interests groups. The venue is anticipating greater demand in the future with new heritage safaris, family quizzes and family learning activities planned. In the 2010 survey, respondents rated the facility 7.6 out of 10.

12.5 In terms of access, the car parking provision was reported to be in poor condition with the block paving sinking in places. There are 18 car parking spaces 2 of which are for disabled. More disabled parking is needed and should be placed near to the door if possible for the added convenience of disabled service users. Room for more parking and moves to improve this aspect of the facility are being thought about. The site also lacks bicycle parking provision.

12.6 The facility does not feel they are sufficiently resourced to operate a regularly updated website. Finding information was difficult online, surprising for such a busy facility and something that may be holding the facility back.

Byfleet Village Hall

- 12.7 Byfleet village hall is opposite St. Mary's Centre for the Community. It provides village hall facilities for hiring events, children's parties, gym clubs, dance classes and hosts the local Parish event. It is reported to be in generally good condition. It is listed on Window on Woking but there is no website. In the 2010 survey, respondents rated the facility 6.3 out of 10.

Byfleet Methodist Church



- 12.8 Byfleet Methodist Church is a Christian facility located at the heart of Byfleet in Surrey. The church is a place of worship and meeting. Information online states that the church takes an active role in the community and is involved in charitable and social outreach projects to help those in less fortunate positions. It is not known whether the facility is available for any sort of community hire outside of church activity. In the 2010 survey, respondents rated the facility 6.2 out of 10.

St Mary's C of E School

- 12.9 St Mary's C of E School is located to the south of Byfleet on Hart Road. It is a mixed state primary school. There is a gymnastics hall as well as an outdoor heated swimming pool that is used in the summer. We have not heard directly from the school and this information is taken from the school's website. The website does not suggest that any facilities are available for wider community use. This would need to be clarified with the school. In the 2010 survey, respondents rated the school hall facility 6.4 out of 10.

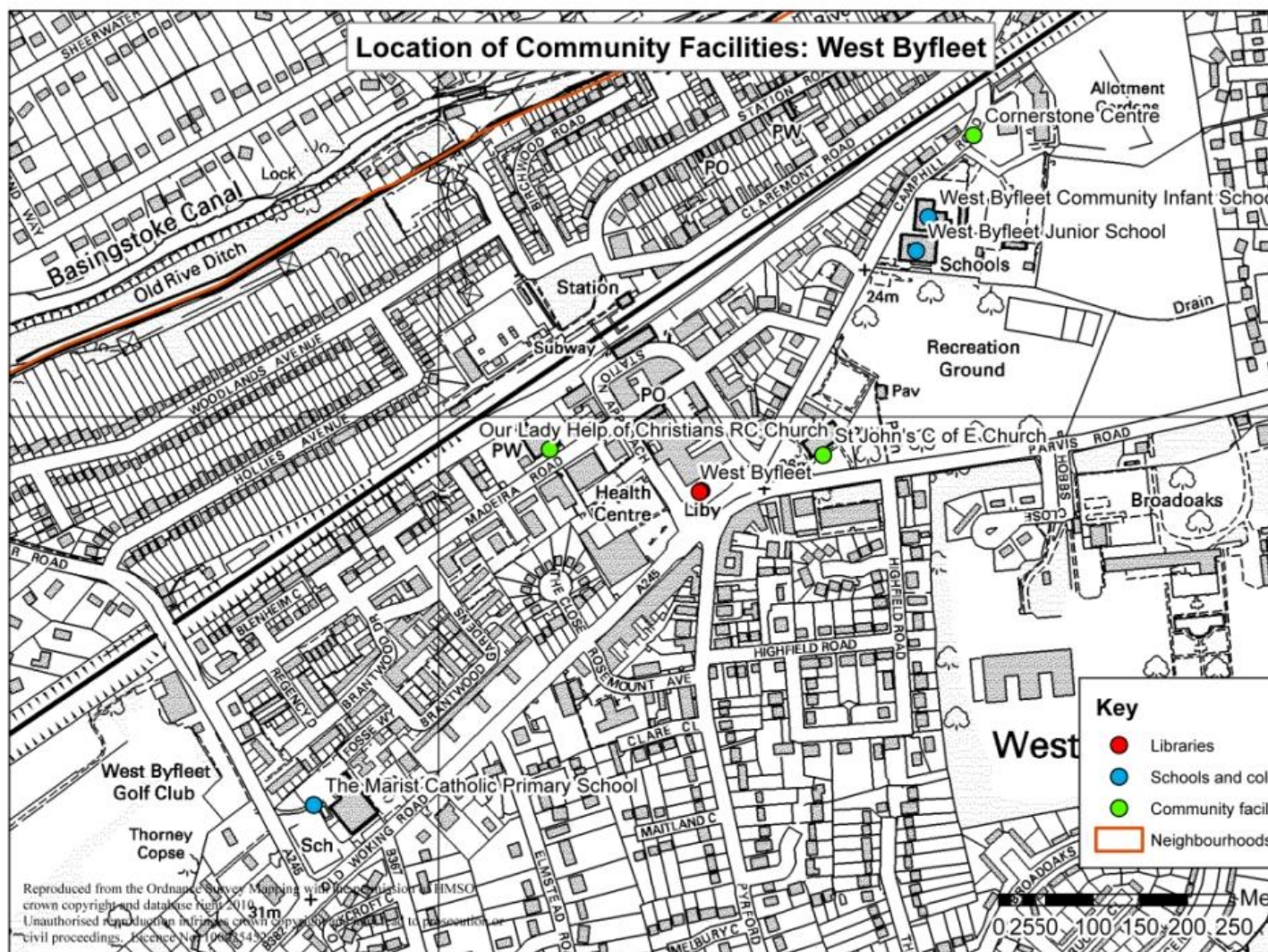
Byfleet Primary School

- 12.10 Byfleet primary school serves the north of Byfleet and is found at the end of King's Head Lane. It is a mixed state primary school. There is a hall, heated outdoor swimming pool and good sized playing fields. The pool can be hired for private swimming lessons or parties but there is no suggestion that other facilities at the school can be hired by the wider community on the website. We have not heard directly from the school. This would need to be clarified with the school. In the 2010 survey, respondents rated the school hall facility 6.2 out of 10.
- 12.11 Byfleet library is on the village green, off the High Road. It was refurbished in autumn 2009. It is open Tuesday, Friday and Saturday with different hours

each day. The library houses the Local and Family History Centre. The website reports that the library hosts Storytime and rhymetime on a Tuesday afternoon and regular introductory computer courses. It also states that a number of community groups meet at the library including a Reading Group, Scrabble Club, Bridge Club and Heritage Society.

- 12.12 St Mary's Church in Byfleet dates back to 1310 and is one of only a handful of Grade 1 listed buildings in Woking Borough. In addition to normal church services St Mary's Church organises a number of community groups catering for all ages of children e.g. youth clubs, disco as well as a men's social group. St Mary's Church has close links with St Mary's School and welcome pupils to the church for celebrations and services throughout the year. The Rector is also a school Governor.
- 12.13 Their website states, the Church Hall is busy throughout the week playing host to a wide number of diverse groups. A full timetable of activities and contact details is available in the entrance hall but includes: Ozone Youth Club & Club Zone, Byfleet Toddler Group, Julie-Sianne Theatre Arts, Hilary's YogaPilates, Little Kickers (childrens' football training), Rainbows, and Scottish Dance.
- 12.14 The church did not respond to the 2011 survey but rated the facility 5.1 out of 10 in 2010.
- 12.15 The 1st Byfleet Scout Group incorporate a Beaver colony for young people between the ages of 6 and 8 years, a Cub pack for those aged from 8 to 10 ½ years and Two Scout troops for those aged 10 ½ to 15 years old. They are shortly to open an Explorer unit to cater for our older Scouts of 15 and above. The group has been running since 1910. The group is currently located in Walnut Tree Lane. Planning permission was approved in April 2011 for an outdoor activity centre with ancillary accommodation for the Scouts on Murray's Lane, Byfleet.
- 12.16 Early stage sport and Recreational plans for Byfleet Playing Fields include consideration of development of rugby, which potentially would include a clubhouse provision, which could be made available for community use.
- 12.17 There has long been an aspiration to look to pull together the many community facilities in Byfleet into a more cohesive and sustainable venue, and to create a community hub for the benefit of all. In view of the age and condition of many of the buildings in the vicinity, a strategic approach should be taken to the provision of services by the various agencies with a view to explore how and community / wellbeing hub could be developed. Work undertaken by St Mary's Church through the Community Facilities survey will act as a strong base for indentified need

West Byfleet



12.18 West Byfleet is a village adjoining Woking on the east side and lies just outside the M25 motorway. The village grew up and is centered around the railway station. It is a focal point for some of the surrounding suburbs and villages of Woking – Pyrford, New Haw, Woodham, Byfleet and Ripley.

Cornerstone Centre, St John's Church

12.19 The Cornerstone Centre is attached to St John's Church. It comprises a main hall, a smaller meeting room and an upstairs office. The main hall and the meeting room are both available for hire, individually or together. Also, although not generally available, the church can be used for appropriate events like concerts. It is reported that the facility is in generally good condition.

12.20 The church car park at the rear of the Cornerstone Centre has spaces for 26 cars and 2 of these spaces are reserved for disabled users. There is wheelchair access to all downstairs rooms from the car park. There is however, a lack of bicycle parking provision.

- 12.21 The Main Hall is a large multi-purpose hall with polished floor marked out for badminton. It is well lit and heated in winter months. The hall has tables and chairs to seat 120.
- 12.22 At the end of the hall a door leads to toilets with baby-change facility. There is also a large, modern and well equipped kitchen attached to the hall. The meeting room is suitable for up to 25 people. This room has a sliding wall that connects to the Main Hall and may be hired in addition to the Main Hall to give an even larger space. A useful facility.

West Byfleet Scout Hut

- 12.23 West Byfleet Scout Hut caters for all ages providing activities, learning objectives, team work for the community and learning outdoor life skills. The building has been vandalised and is generally in bad condition. They report that rent is high and has gone up recently. On top of this the scout/guide groups have to pay for all repairs despite it being owned by the council. The condition of the building, the fact that it is divided into two small rooms when one large room would be better as well as some unsound heating and wiring make for a facility that is inadequate for the children that use it.

West Byfleet Junior School

- 12.24 West Byfleet Junior School is located in Camp hill road near to the railway station. It is a state mixed school for children seven to eleven. The school has a range of facilities including a hall and outdoor space. We have not heard directly from the school and this information is taken from the school's website. The website does not suggest that any facilities are available for wider community use. This would need to be clarified with the school.

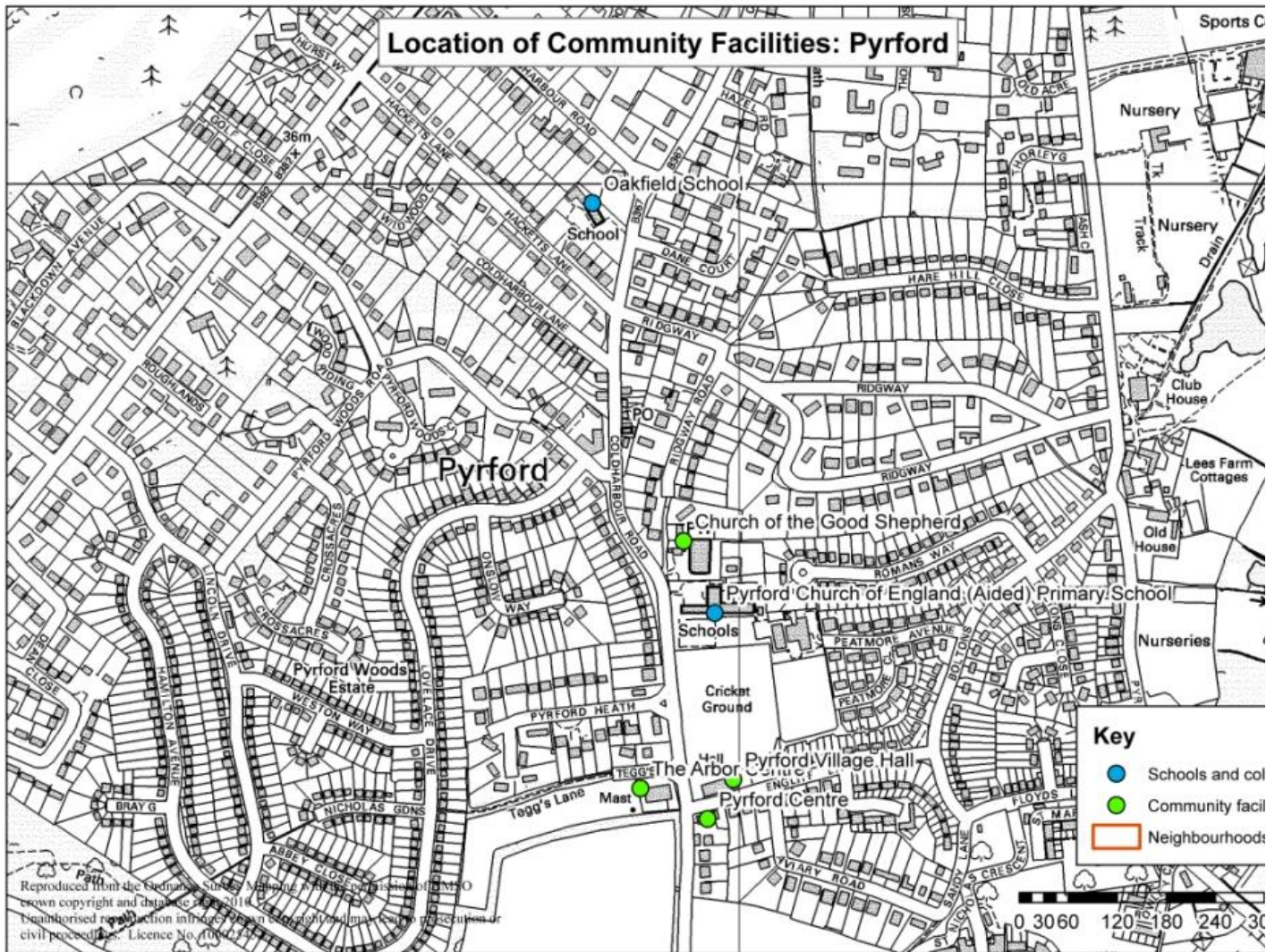
The Marist Catholic Primary School

- 12.25 The Marist Catholic Primary School is a Voluntary Aided School under the auspices of the Surrey County Council. We have not heard directly from the school and this information is taken from the school's website. The website does not suggest that any facilities are available for wider community use. This would need to be clarified with the school.

West Byfleet Community Infant School

- 12.26 We have not heard directly from the school. The website states West Byfleet Infant School was built in 1914. It is a Community Infant School for children from four to seven years of age. Our school has six classrooms, a hall, an ICT suite and a library. It is situated on an attractive site with a large playground, an adventure playground, an environmental science garden and a large playing field.

Pyrford



12.27 There is a strong cluster of community buildings in Pyrford, with three located together on one junction; The Arbor Centre, the Village Hall and Pyrford Centre (a short stay school run by Surrey County Council). There is a bus stop right in front of the Arbor Centre, serving all three venues. Not far away, there is also Pyrford C of E School and the parish church (Church of the Good Shepherd). There is also the independent school Oakfield in the village, another church and the common.



The Arbor Centre

- 12.28 The Arbor Centre has a mix of uses including scouts, guides, mother and toddlers, pre-school, sport and exercise classes, dance classes, children's activity groups and occasional parties. The building is owned by Woking Borough Council and leased.
- 12.29 It is accessible by car and public transport, with a bus stop right outside the building and provision for 30 cars in the car park. The car park facilities are noted as fine by the two respondents, but cycle parking is noted as poor by one.



- 12.30 The venue has a range of facilities which are noted as fair and good. It does not have shower or changing facilities. It is highly used, with both respondents suggesting it is used 70% of the week (7am to midnight). There is partnership work between some of the groups to fundraise to maintain the building and pay the bills.
- 12.31 Online information is very limited, and the venue is not easy to find even on the Window on Woking website. The venue does not have its own website, with one respondent saying they were not sufficiently resourced to operate an up to date website.
- 12.32 The building appears relatively versatile given the range of activities being run and the information provided. The response of behalf of the facility stated that if there were capacity, they would be willing to accept more groups.

Pyrford Village Hall

- 12.33 There is limited commentary available from the questionnaires about Pyrford Village Hall with only a single response from one user. The hall itself did not respond. The one respondent generally rated the facility as good.
- 12.34 The hall does have its own website, which is welcoming and provides useful information. It lists the groups which regularly use the venue and provides their website links. It is, however, quite slow to navigate and not highly sophisticated.
- 12.35 The venue is obviously well used by a variety of groups. There is no clear sign from the website of partnership working with facilities nearby, not to say that partnership working does not take place (this has not been qualified), but there is no evidence of it online.



Pyrford Centre

- 12.36 Pyrford Centre is located on the same junction as the Arbor Centre and Village Hall. It is a short stay school run by Surrey County Council.
- 12.37 There is a garden, an outdoor learning area, a well equipped ICT room, wireless access, kitchen, two main classroom bases and several smaller rooms for meetings and quiet work. The annex building provides a base for the youth worker. No information has been gained from this facility for this study on the availability of these facilities to the wider community.



Churches (the Good Shepherd and St Nicholas)

- 12.38 The Church of the Good Shepherd is the largest church in the Parish of Wisley with Pyrford and offers a kitchen and four halls for hire or meetings, lectures, parties and receptions. All the halls are interconnecting and offer flexibility to cater for groups from 5 to 150 people. There is car parking on site.
- 12.39 A couple of responses were received from groups that use this venue, with neither raising any concerns, and rating the facilities as good, especially for computer use (availability of wifi). The church itself noted that the building is in use approximately 50% of the time for community activities and that they would be willing to accept more groups as the church life develops in the community.
- 12.40 St. Nicholas is an older church located a little way from the village hall. It does have a room for hire which can accommodate up to 30 people.
- 12.41 The churches do not have their own individual websites, with information provided only on the Parish of Wisley with Pyrford website.



Pyrford C of E School and Oakfield School

- 12.42 No specific information has been gained through this work about these schools. However, both are within the proximity of the other community facilities in Pyrford. Pyrford C of E school is used by Pyrford and Byfleet SureStart, there is also a nursery in the grounds of the school. The school offers opportunities for parent volunteers and also has close links with the Parish Church.

Summary

- 12.43 The cluster and amount of community facilities available in Pyrford is noteworthy, none of which appear to be in need of considerable repair, based on the responses received. However, the number of responses was low, and may not give a comprehensive overview of the situation.
- 12.44 Further investigation would be worthy in this location to speak to those who run the facilities to see if there is the potential to move towards creating a community hub using the buildings that already exist, through sharing ideas, working together, maximising use of buildings and modern advertising potentially with a new single website for all facilities. This would require considerable co-ordination, expertise and investment.

13.0 Horsell



- 13.1 There is a strong volunteer base in Horsell, and although recognised as a wealthier area within Woking, there are pockets of lower income areas. As part of the Council's community asset programme, and a specific well known need regarding the scout and guide hut, work has already been carried out to consider the community needs in Horsell.
- 13.2 In a cluster in the village centre, there is the village hall, the scouts and guide hut and the Institute, all adjacent to the Council owned land at Elizabeth Gardens. Within the gardens there is a public toilet which lacks disabled access, and a tennis court, but with space for a second court. The buildings are well used, but in need of replacement and repair.
- 13.3 Under the Council's Community Assets Programme, the Executive Committee on 10 March 2011 approved an overall project to improve community assets in Horsell at a cost of £1.7million. The project which will be phased in over a period of three years and which seeks to give priority to enabling the construction of a replacement building for Horsell Scouts and Guides includes the following proposals:-

- Replacement of an existing dilapidated Scouts and Guides hut with a new building
- Improvements to the existing Village hall to provide disabled access and additional meeting/changing space
- Provision of improved vehicular access and pedestrian routes
- Creation of additional parking for provision of cycles
- Installation of a new multi use games area and tennis court
- Provision of disabled access to existing public toilets, and
- Improvement to the appearance of the village centre by providing a more attractive setting for community facilities.

Horsell Scout and Guide Hut

- 13.4 Two respondents commented on this venue highlighting that it is well used and valued, but in great need of replacement, with the facilities mainly rated as poor. The comments received include the following:

“The hut serves a purpose, but is in dire need of renovation.”

“Due to safety, parking is only for leaders and disabled members.”

“With the rapid deterioration it is a current worry that the roof may leak badly. The hall is maintained to the best of the group’s ability but it is at the point where we’re fighting a losing battle.”

“Ideally we need a bigger HQ to allow us to meet the demand from local children.. “

“The condition of our building means we have to use scarce funding to complete repairs, rather than spend it on activities for the children.”

- 13.5 For one respondent their comments resulted in the conclusion that they had health and safety concerns about using the building.
- 13.6 Work is ongoing as part of the Council’s community asset programme to bring forward the replacement of the hut with a new facility onsite. A lot of the background work to this proposal has already been carried out and is documented in the Executive report referenced above, but the comments shown provide some context for that ongoing work.
- 13.7 Horsell Scout and Guides have their own website which focuses on the groups rather than the facility itself, but that is not surprising in that it is not a facility which is excessively shared, rather it is for the primary use of the Scouts and Guides. The hall is available for private hire when not in use by the Scouts and Guides, and this is stated on the website.

Horsell Village Hall



- 13.8 Undoubtedly, Horsell Village Hall is in better condition than the Scouts and Guides Hut, however, there are some specific needs. The hall is well used by a variety of groups including keep fit groups, music and dance groups and the Women's Institute, as well as private parties.
- 13.9 As part of the Council's Community Asset Programme, specific upgrades to the Village Hall have been rated second priority following the replacement of the Scout and Guide Hut. The proposals include provision of disabled access to the lower hall, a second meeting room, improvements to toilets and storage, a covered area for pushchairs and improved access and parking.
- 13.10 These proposals fit with the comments received regarding the hall;
- “There is a limited area to park cars on which we would like to improve at some stage. There is a need for cycle parking.”
- “There is little or no storage facilities and there is a great need for additional space for a small meeting room.”
- “There are no disabled facilities to get a wheel chair down to the small hall which is in the basement accessed only by one flight of stairs.”

Institute Building

- 13.11 There was no response to the survey, (this might be because it is run closely with the Village Hall). From internet research it can be seen that the Institute building offers another hall facility near to the Village Hall also accommodating a variety of community groups, public meetings and functions. Horsell Junior School after school club, a children's music group and dance classes are examples of some of the facility's uses.

Other facilities in the village centre area

- 13.12 Other facilities within the area of the scout hut and the village hall are; Horsell Evangelical Church, St Mary's the Virgin Church (www.stmarys-horsell.org.uk), St Andrews school, Bowls Club, Horsell C of E junior school, Horsell Village School and Woking High School.



Horsell Evangelical Church



St Mary's the Virgin Church and St Andrews School (Independent Preparatory School)



The Horsell Village School and SureStart Centre.

- 13.13 We have not been able to collect any specific information about these facilities directly from the facilities or groups who use them. From the internet, we can see that Horsell Evangelical Church (www.horsellec.org.uk) runs a weekly mothers and toddlers group, however, websites for this church and St Mary's the Virgin Church are not sophisticated and do not provide a lot of information about community use or activities. This is not to say that community use is not occurring, just that the information is not available.
- 13.14 There is also Horsell Bowls Club in this locality, which, primarily a sporting venue, according to the Window on Woking website, does offer its facilities for hire, including a disability friendly hall with a maximum capacity of 60 people, kitchen and purpose built disability toilet available, plus the bar if required. Similarly, Window on Woking lists the Wheatsheaf public house on Chobham Road as having facilities for hire, including a large function room that can accommodate 80 people with bar, projector and screen, and a smaller room that can accommodate 30 people, however, it is presumed this would be booked by phone, as it is not advertised on the website of the operating company of the venue.
- 13.15 Still within the Horsell area, but within a different ward (Horsell East and Woodham), there is the Woodham Parish Hall and Halstead Preparatory School. Woodham Parish Hall is part of All Saints Parish Church, Woodham. There is limited information available online, as the hall features as one page of the church's website, and provides a picture of the hall, some information about directions and facilities and contact details to make bookings (phone number and email address).

Trinity Methodist Church



- 13.16 Although attention in the community asset programme has focussed on supporting the facilities at the village hall and scout hut, there is a significant amount of community use at Trinity Methodist Church in Horsell, located close to Brewery Road car park.
- 13.17 The response from the church itself listed 33 external organisations which use the building, including scouts, Woking Society of Arts, children's social services, choir, dance class, slimming world, NCT, photographic society. There are also many activities provided by the church itself including brownies and guides, youth club, youth band, women's group and NOELA (no one ever left alone).
- 13.18 As can be seen from the activities mentioned, it provides a valuable role in the local community and from the responses received (one from the facility, and three from groups using the facility regularly), the building appears to be in good condition, with a car park (20 spaces) and secure cycle facilities (16 spaces), and a long history of use (used by the groups for many years).
- 13.19 A few comments from the groups of note are that sometimes the car park is full due to multiple uses, so Brewery Road car park has to be used at cost, sometimes the heating is unsatisfactory and sometimes it can be difficult to make contact with the office by phone or email. One respondent said they had requested a plan showing the position of fire extinguishers and fire doors, and were still awaiting that information. These are, however, individual comments and have not been further qualified, and it is expected that these can be resolved through further communication between the groups and the facility.
- 13.20 When redevelopment of the facilities in Horsell, as discussed, takes place, it may be that Trinity Methodist Church may be a suitable venue for any temporarily displaced groups. It is currently operating at 50% capacity for community use, and is happy to accept more groups if there is space. The church stated that it may need additional floorspace in the future due to its anticipation of greater demand in the future. It may be useful to liaise with Trinity Methodist in relation to the plans set out in the capital asset programme and keep a close eye on their needs as an active and well used facility close to the town centre.
- 13.21 Following the opening of the Lightbox, and the forthcoming development of Brewery Road car park to accommodate WWF Head Quarters, a revitalised small area is emerging, and the interest in the use of facilities at Trinity Methodist may grow as more people visit and use this area of the town. The

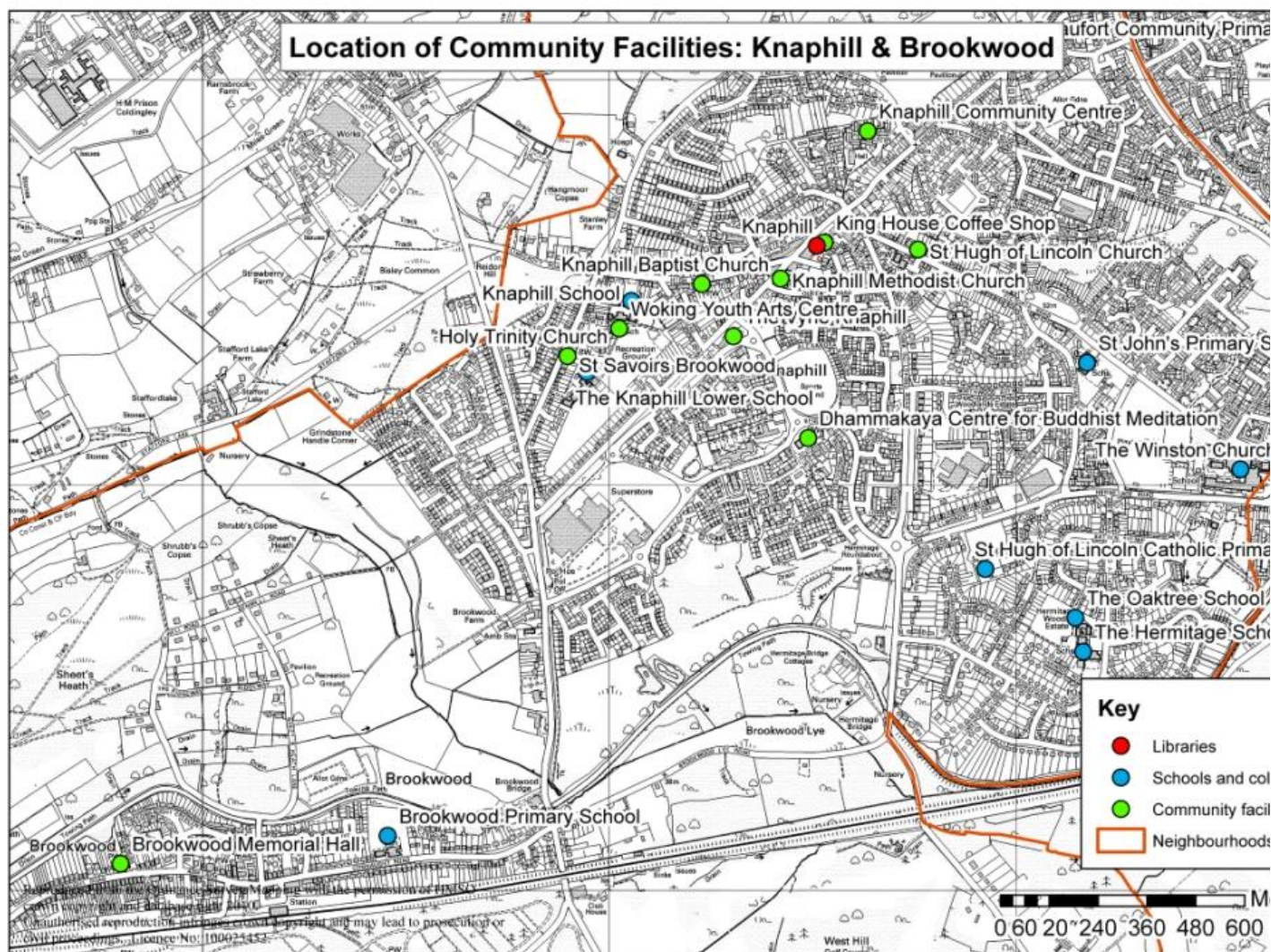
church is providing a key community use within walking distance of the town centre and, although it has not specifically identified any requirements, its role and needs should continue to be considered in relation to any new development in the area, and specifically if any facilities are temporarily unavailable in Horsell due to redevelopment.

- 13.22 Virtually adjacent to Brewery Road Car Park, Woking and Horsell Cricket Club have a club house which is available for community hire to both Members and Non-members of the Cricket Club. The facility includes provision of a main hall for approx 100 persons, smaller meeting room and a staffed bar area and is available for private weekend hire outside of the cricket season. Daytime use of the facility is currently affording provision to various community and Toddler groups.

Summary

- 13.23 There are a lot of facilities in the Horsell area, with a cluster in the village centre where redevelopment work is programmed to improve the facilities available, and with a potential emerging centre around the Lightbox, the forthcoming office building and Trinity Methodist Church.

14.0 Knaphill and Brookwood



Knaphill



- 14.1 Knaphill is towards the edge of the borough on the western side, about ten minutes drive from Woking town centre. Many people travel through en route to the large Sainsbury store on its edge, towards Brookwood, and out to the M3.

The High Street and surrounding area

Kings House Coffee Shop



- 14.2 The coffee shop is run by Knaphill Churches together and is located in a prominent position on Knaphill High Street. Its purpose is to provide a welcoming environment for the community to come in and have a drink or food.
- 14.3 We did not hear directly from this facility as part of the survey, however, an application made through the Council's community grant scheme was in part supported recently for new equipment.
- 14.4 The only information about this facility on the internet is on Window on Woking, with a short description of the facility, a postal address, phone number and email address.

Knaphill Methodist Church



- 14.5 Knaphill Methodist is a large building on the high street, clearly visible to passers by and drivers. It has rooms for hire, and accommodates many community groups including play groups, fellowship groups, CAMEO (come and meet each other), Bisley ladies choir, Knaphill keep fit, dance class, rainbows and toddler groups. Two of the groups which use this facility have responded to our survey.
- 14.6 The responses from the two groups suggest that the standard of the facility is good, especially the main hall and second hall, with both describing the toilets and disabled toilet as fair. One group said,

“Lovely building at a reasonable rate but can’t always get it when we want to”.

- 14.7 Both groups acknowledged that parking is available, however, neither group was aware of whether there is cycle parking available.
- 14.8 The building appears to be well used, and it would be useful to hear from the venue itself to see whether it has any specific needs and whether there is cycle parking available.
- 14.9 The church operates its own website which is fairly informative and provides information about what is regularly on in the week.

Knaphill Scout Head Quarters



- 14.10 The Scout HQ is located behind Anchor Hill, the main route through Knaphill which leads up to the high street. We have not heard from the group itself as part of this survey, but the website says that the facility is available for occasional hire. There is a large hall with a sprung wooden floor and a smaller hall together with a large kitchen. It is well equipped with tables and chairs and has ample parking. From the website, it is presumed it is in frequent use by the scouts and therefore not often available for external use.
- 14.11 The pictures above show that there is a large car park which may provide development potential should it be needed.

St Hugh of Lincoln Church



- 14.12 This is the local Catholic Church which hosts outside groups such as mother and toddlers, twins group, child minding group, keep fit, dancing classes and weight watchers. There is also a senior citizens luncheon club supported by the church and ad hoc events such as bazaars. It has a main and secondary hall, and in response to our survey, the facility has rated these halls as good, apart from the stage which is rated as poor, and storage which is rated as fair. It has car parking (30 spaces) but no cycle storage facilities.

Upper High Street area

Knaphill Baptist Church



- 14.13 Located further up the high street, is Knaphill Baptist Church which runs in house community groups such as a toddler group, women's fellowship and two children's clubs per year. The facilities are not available for hire, and the building is closed four days a week. The facilities are mainly rated as good, although the kitchen has been rated as poor and storage fair. There is no parking of their own, however the church is in walking distance of the village car park which offers a car share scheme to Sunday worship for those with a disability of no transport. The church did not respond to say whether it would be willing to accept more community groups to use its facilities, although it did say;

“We are actively seeking to grow our membership and reach out the community”.

- 14.14 Presumably, the building may therefore become more open to wider community use in the future.
- 14.15 The church has an informative website, with an up to date ‘upcoming events’ section on the homepage.

Knaphill Junior School

- 14.16 Knaphill Junior School is located near to Knaphill Baptist Church. Unfortunately, we have not heard from any schools as part of our survey.
- 14.17 The school has a bright, user friendly website, but there is no indication from information online as to whether facilities are available for hire, or whether the building is used by the community for activities other than schooling.

Holy Trinity Church



- 14.18 We did not hear directly from Holy Trinity Church, however, from their website, we know that they run;

- A weekly parents and toddler group to which all are welcome

- A pre-school from the age of 2½ to 4. The Ofsted registered Pre-School sessions operate at the church hall offering a safe, stimulating and fun environment for children to learn.
- The Sunrise Breakfast Club during term time from 7.30-8.45am in the coffee room for Knaphill school children of reception age to year six.
- A coffee room open to all from 9-9.30am and from 2.30pm onwards, and
- Practical parenting courses.

14.19 A large hall is available for hire and there is also a coffee room for a capacity for 40 people (seated) and toilet facilities.

14.20 Holy Trinity is clearly trying to provide practical assistance to the community and a place where people can go and meet others. It is not known whether there is any specific need in terms of the standard of the facilities or any need for more floorspace, however, it would be useful to engage with the church and find out more.

Woking Youth Arts Centre (WYAC)

14.21 The WYAC is located in-between Holy Trinity Church and Knaphill Junior School. It is owned and run by Surrey County Council (SCC) We have received a response to our survey from SCC and from one user group of the facility.

14.22 According to SCC website, the centre features;

- a theatre space,
- dance room,
- soundproof music room,
- recording studio,
- chill out room,
- computers with internet access,
- and art facilities.

14.23 In response to the survey, SCC reported that the building is in use 50% of the time (Mon-Sun 7am-midnight), with up to 100 users a week. They generally rate the facility as fair, however describe the condition of the toilets as poor. The user group which responded also regarded the facility as fair, saying that storage was poor. There are approximately eight car parking spaces at the front of the building, but they are not marked, and there are no dedicated disabled parking spaces. The user group commented;

“There is not enough allocated parking outside the front of the building, however there is on street parking.”

14.24 It is not clear if there is cycle parking, as SCC said there is not, however the user group said there was sufficient cycle parking for their needs. This needs to be clarified as a youth centre really needs to have a secure place for young people to store their bicycles to encourage attendance.

14.25 SCC stated that there is currently not available space within the facility for further groups to hire the building, i.e. they are fully booked (despite being in

use 50% of the time, although potentially the demand is for similar times of day as the majority of activities will need to take place outside of school hours). The comments received from SCC suggest there is a lack of space to preventing further activities taking place. This could be clarified in more detail, especially as they are closely located to Holy Trinity church which has a large hall which potentially could be used more in partnership with WYAC.

- 14.26 SCC said that the WYAC was not sufficiently resourced to operate an up to date website. There is a small amount of information available on SCC's website, and a feature on Window on Woking, but there is not an individual website for the WYAC.

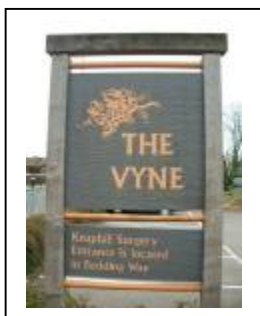
Knaphill Lower Primary School



- 14.27 Knaphill Lower Primary School is located with the cluster of facilities which include WYAC, Holy Trinity Church, Knaphill Junior School and Knaphill Baptist Church. We only have information available on the internet about this school, however, its own website has a section dedicated to 'extended school' and talks about parent and family support, adult and family learning, extended access to ICT and sports facilities.

The Reading Way area

The Vyne



- 14.28 The Vyne is one of the Council owned and run Centres for the Community. It offers a wide range of activities including dance workshops, arts society, film club, foot care (provided by Age UK), evening youth café, a walking club and lots more. It is also available for private hire. We have received a response from the venue and two groups that use it as part of our survey.
- 14.29 The venue has described its facilities overall as fair, with storage as poor, but the main hall, secondary hall, stage kitchen and social facilities as good. It said;

“Although this building was purpose built some 18 years ago and has been kept in a good standard or repair over the years, it needs a total re-vamp in the carpets, chairs, curtains and painting. There needs to be investment in the building to be a greater resource to the community.”

- 14.30 However, the two groups who responded described the facility as good, with one saying;

“Our group is very appreciative of the building available at the Vyne”.

- 14.31 However, the groups were not specifically asked to comment on fixings and fittings such as carpets, and it may be that these issues are best known to those that run facility. This however, would be worth qualifying.

- 14.32 The venue also commented on the possibility of extending the facility, saying,

“There is room to extend at the back of the building but there are no funds available at present but we could if there was private investments extend quite easily”.

- 14.33 Further discussion is needed with the venue to qualify whether there is the need to extend, and what facilities are required as part of the extension, as at present, it is estimated by the venue that it is in use 60% of the time (Mon-Sun 7am-midnight).

- 14.34 The response from the venue says that there is no secure bicycle parking available, which is surprising given the variety of uses of the building including youth clubs. If this is the case, this is a specific need.

- 14.35 There is information on Woking Borough Council's website about what is regularly on at the Vyne, and how to hire the halls, with contact details. The response from the Vyne said that there is information on Window on Woking website, but a simple search on the site has not been able to locate it. The Vyne does not operate its own website.

- 14.36 Emerging discussions are currently taking place with SCC on the potential for this facility (as well as other community centres across the borough) being further developed as a 'well-being' centre in response to the growing need across the general population to support individuals accessing dementia services. It is envisaged that this will require adaptation and/or additional facilities and services to be provided.

Dhammakaya Centre for Buddhist Meditation



- 14.37 Located on Reading Way, a converted church provides the venue for the Dhammakaya Centre for Buddhist Meditation. A prominent building, offering courses and retreats and tours including lunch.

Sainsburys (Explore Learning)

- 14.38 The large Sainsburys store between Knaphill and Brookwood has an area which is operated by Explore Learning. This provides a venue for tuition for children within the supermarket. A lesson is up to 1h15 in length, and therefore presumably can take place during a parent's visit to the store to shop. This, however, is not a free facility (although free trials are offered). A standard monthly membership costs £98 and includes (as quoted from the website).

- Up to 2 tuition sessions per week.
- A maths and English course created for your child's individual needs.
- Parent feedback at the end of every session.
- Regular in-depth Parent Conferences to discuss your child's progress.
- No booking required - attend at any time during our opening hours.
- Regular Open Sessions for families.
- Regular specialist maths and English workshops in school holidays.

- 14.39 The idea of community facilities within large supermarkets is possibly worth exploring given the amount of people that regularly pass through the doors. However, this private enterprise does not really operate as a community facility given its pricing schedule. However, if Sainsburys were prepared to work in partnership with some of the community groups in the area or the Council and offer some space within their facility, there is potential for a new model of delivering benefits to the community through the provision of community facilities. Given Sainsburys role and presence within the community of Knaphill, it may be something to consider in the future.

St Johns Primary School

- 14.40 Although called St Johns, this school is located in Knaphill ward. It is the base for a SureStart children's centre, and its website contains information about extended school, including a breakfast club. It is located on Victoria Road, away from the clusters of facilities already discussed with run along or off the high street and Anchor Hill.

Hermitage and Knaphill South

- 14.41 This ward is within the Knaphill neighbourhood area, and is the location for four schools; Winston Churchill School, the Hermitage Junior School, St Hugh of Lincoln Catholic Primary School and the Oaktree School.

Winston Churchill School

- 14.42 Although we have not received any responses directly from any schools as part of this survey, one group did respond that uses facilities at Winston Church School. Winston Churchill is a specialist sports school and therefore has an array of facilities, including outdoor facilities and indoor gym. It operates a sports centre which is open to members of the public and offers gym membership.
- 14.43 For example, it has specific classes for the over 50s including table tennis, gym sessions, badminton and tai chi. All sessions are £3, and the website makes a point of emphasising the benefits of exercise to this age group saying;
- Only one in ten individuals over the age of 50 exercises enough to gain any cardiovascular benefit.
 - Half of the physical decline associated with old age may be due to a lack of physical activity.
 - People over the age of 65 require adequate fitness levels to help them recover from illness and reduce the risk of disease.
 - The human body responds to exercise, no matter what its age, and the health benefits are multiple.
- 14.44 An outdoor sports group that responded did note that the toilet facilities are poor, but the general repair of the building was fair, although the group is predominantly based outside.

Proposed development at Brookwood Farm

- 14.45 Land at Brookwood Farm has been safeguarded to meet long-term housing needs in the Borough since the early 1990's. The Council is now progressing plans for the development of the site for around 300 new homes (subject to detailed planning).
- 14.46 The impact of this development on the nearby community infrastructure needs careful consideration by the Council. There is likely to be pressure on facilities like the Vyne

Summary

- 14.47 There are a large number of community facilities in the Knaphill neighbourhood, with the Centre for the Community (The Vyne), many active churches and the SCC youth arts facility. There is also strong business presence in the area with the large Sainsbury's superstore, opening the potential for encouragement of private investment or provision of facilities on site (alongside the private enterprise currently operating there) should there be a need.
- 14.48 There are a few distinct clusters of facilities, which potentially could work together. Especially noticeable is the youth arts centre which is located close to Holy Trinity church which appears to be an active church in the community, especially with children and parents. If these facilities could work more in partnership, potentially alongside the Outside Lights group, there may be increased benefits for young people, however, it is recognised that groups'

individual priorities would have to be respected (i.e. it is recognised that two are faith organisations and one is not, however, this alone should not necessary prevent any form of partnership working).

- 14.49 There is no information available to suggest that these facilities work together, and many facilities do not operate their own individual websites, mainly those which are solely community facilities. The most informative websites are the Outside Lights, schools and larger churches. It is interesting that the Outside Lights group is focussed towards young people and has the most modern (in appearance) website, with a blog. How community centres advertise themselves, especially when trying to attract young people, needs more thought and consideration.

Brookwood

Brookwood Memorial Hall

- 14.50 Brookwood Memorial Hall has an informative website with information about the facilities available to hire. There is a large hall and a smaller hall, kitchen and car park marked out and seemingly in good condition. There are photos on the website of the facilities.
- 14.51 One group which uses the hall responded to our survey. The group rated the main hall and kitchen as good, the second hall, stage and disabled toilet as fair, and the toilets and storage as poor. Overall they said the general repair of the building was fair. One comment made by the group perhaps identifies one of the limitations for the hall;

“The bus service to Brookwood is dismal!”

- 14.52 These are the views of one of the many groups that use this facility, and ideally, need to be qualified by more groups and the facility itself.

St Saviour’s Church

- 14.53 St Saviours Church is jointly run with Holy Trinity Church, Knaphill (see para 16.27). There is a ‘drop in for coffee’ facility at St Saviours, and rooms for hire - St Saviour's has a large hall, three small rooms, access to a kitchen and toilet facilities.
- 14.54 One group which uses the church to run a weekly youth club rated the main hall as good, and the meeting rooms, toilets and kitchen as fair. IN reference to the provision of bicycle parking, the group did comment;

“There is space that bikes could be left but no where to tether them, so no one brings them”.

- 14.55 Provision of bicycle storage and, potentially the option to hire/borrow a lock, may encourage more young people to attend the group.

Brookwood Primary School

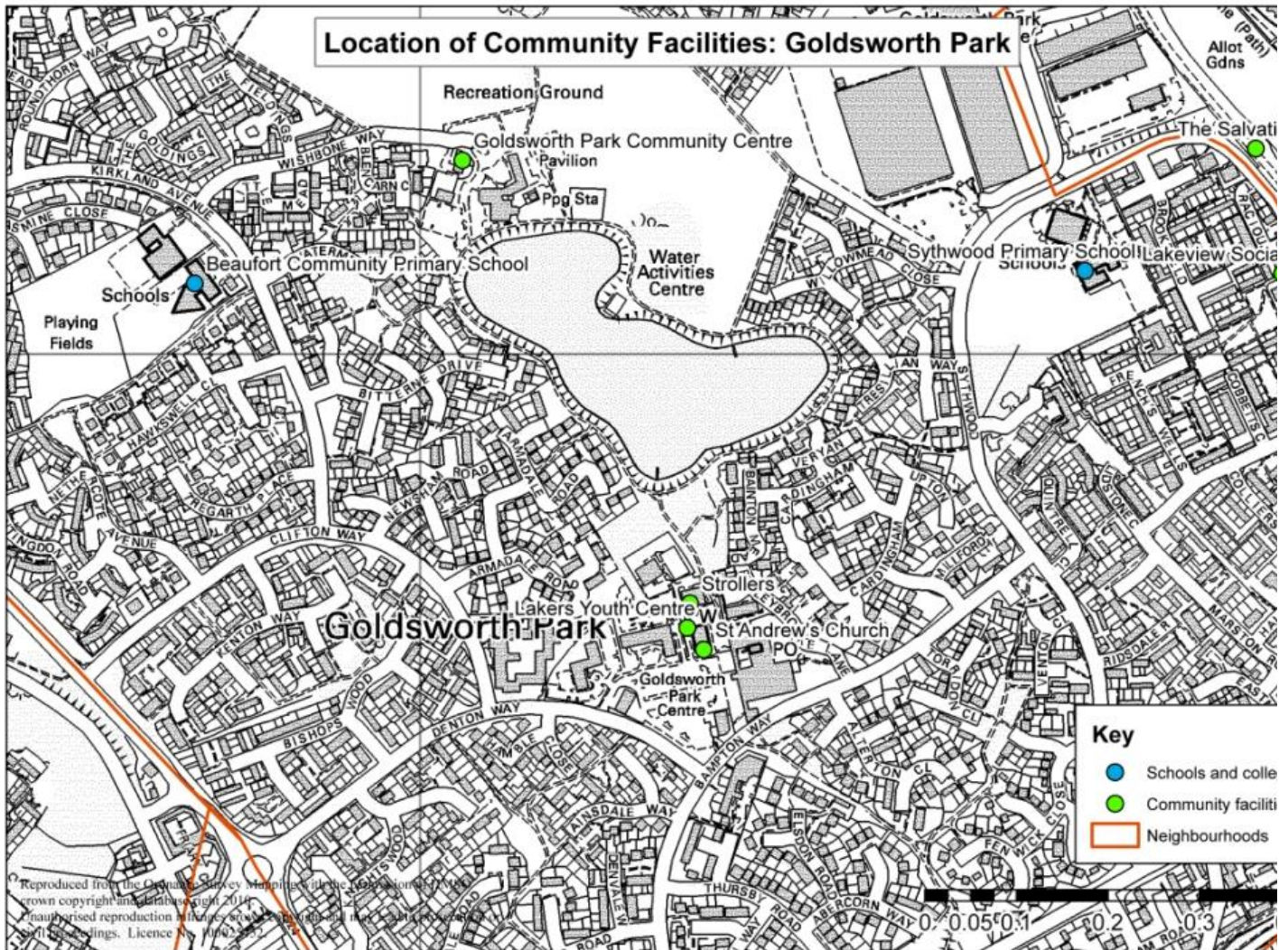
- 14.56 Located on the main road through Brookwood, Brookwood Primary School is also a SureStart Centre and offers extended school activities. It is a prominent building within the village and many local children attend the school.
- 14.57 The Athletics club is located in between Bishop David Brown School and the Parkview Centre and is run under a lease agreement by the Woking Athletics Club. The associated clubroom / pavilion is made available for community hire, although is predominately used by the athletics club during the summer season and Sheerwater Football Club during the winter season.

Summary

- 14.58 Brookwood is a smaller area by far in comparison to Knaphill, and therefore has considerably less community facilities. The Memorial Hall is the main purpose built facility in the village, and appears to be used for many activities (based on the information on the website). It would be useful to liaise further with the hall to see if there are any specific needs in this community. The lack of cycle storage at St Saviours is a small scale improvement that if made, might encourage more young people to the groups that are in operation.
- 14.59 It is quite likely that people who live in Brookwood use facilities outside of the Woking area, possibly in Pirbright, which is within the Guildford area. In Pirbright there is a village hall which is available for hire and is very close to Brookwood.

15.0 Goldsworth Park

- 15.1 Goldsworth Park is a large housing estate (once thought to be the largest in Europe) built in the late 1970s consisting of approximately 4500 homes. In 1999, the ward was split in two to create Goldsworth East and Goldsworth West. There is a frequent bus service through the estate to the town centre and out to Knaphill.



The Generation Centre

- 15.2 The Generation Centre is owned by the Guides and Scouts. There is a self contained part of the building which is run by the Council and hired out to Strollers to run a coffee shop for retired and disabled people. The coffee shop also offers the sale of items such as cards and wool, and has internet access and computers to use free of charge. Strollers is a registered charity. Out of hours, the Strollers' room is hired out.



- 15.3 We received a response to our survey from the manager of this part of the building and from a group that regularly hires it. The Strollers part of the building is closed on a Saturday and Sunday, and is in community use for approximately 35% of the time (Mon-Sun, 7am-midnight). Approximately 230 people use this part of the building a week.
- 15.4 The facilities are described as fair and good by the two respondents and very accessible to those without cars. It is noted that the manager stated that there is no secure bicycle parking spaces. Although a facility for retired people, it does not necessarily mean people cannot cycle, and as other groups use the facility out of café hours, it may be a worthwhile to invest in secure bicycle storage.
- 15.5 The information on the internet about this venue is a little confusing. Window on Woking has information about Strollers, but not about the Generation Centre. There is information in various places including Window on Woking, the Council's website and Disabled Go website about Strollers, but no comprehensive information all in one place about the venue as a whole. There is little information available about the use of the building by the Scouts and Guides, despite their ownership of it.

Goldsworth Park Community Association Community Hall

- 15.6 This hall is otherwise known as Goldwater Lodge. It is located next to the Goldsworth Park lake, within walking distance of the Generation Centre. The facility is run by Goldsworth Park Community Association, and is available for hire. We did not hear from the operators or any group that uses the facility as part of this survey. There is information about the facility on Window on Woking but it is not clear which groups regularly use it.
- 15.7 As part of the Council's Community Asset Programme, there is reference to adapting the sports facilities at this venue. This is being considered for investment, and an alternative scheme that would provide further improved facilities is dependent on another housing scheme elsewhere being approved and a significant financial contribution towards sports being achieved. This remains uncertain, and more information should be available in 2012.
- 15.8 It would be helpful to have more information online or an individual website for the facility given its location within the community and potential use. In reference to previous discussions in this report about providing email addresses and using social media, on the page on Window on Woking for this facility, people are advised to only phone to make bookings, not email. A direct quote from the website says;

"If you are interested in making a Hall booking please contact Pauline on 01483 8****7. DO NOT EMAIL US"
- 15.9 Such a statement, especially with the use of capital letters (which in plain English language equates to shouting) may put people off contacting the venue for more information as it might be interpreted as old fashioned in approach, not the contact method of choice and unapproachable.

- 15.10 All this information is based on the information that is available online. We do not presently know how well used this facility is and would welcome more information from the operators.

St Andrews Church



- 15.11 St Andrews Church is located at the heart of Goldsworth Park, next to the Generation Centre and local shops and supermarket, and with car parking available. It has its main church building and a purpose built youth and community centre called A2 next door (in-between the church and the Generation Centre). The church has a relatively large foot fall going past it on route to the shops and from the car park.
- 15.12 Three groups that use the facility provided comments to this survey. We did not hear from the church itself. All three groups said the condition of the facilities was good, with only one saying that storage was fair. Two groups said bicycle parking was sufficient for their needs and one group said they did not know if there was bicycle parking available. All groups said that they plan to continue to use this facility in the future.
- 15.13 The church has an informative website, with information about what is on. It is fairly similar to the website of St Mary of Bethany (Mount Hermon area); providing information but not providing social media options or separate web areas for young people (like the YPOD and the Coign).

Lakers Youth Centre

- 15.14 Lakers Youth Centre is located on Denton Way, not far from the cluster of facilities close to Waitrose and St Andrews Church. It is owned and run by Surrey County Council. As part of our survey we heard from a representative at Surrey County Council but not from any groups that use the facility.
- 15.15 There are six rooms available for use totalling 382 square metres of floor space. As part of the youth centre activities there are two afterschool sessions, three evening open sessions and four school sessions. The facility is also hired out to other groups including tumble tots, yoga, karate, youth counsellor (Surrey Youth Counselling Service) and careers advice.
- 15.16 The facility is often closed on a Sunday unless there is a one off booking. The building is in use about 60% of the time (Mon-Sun, 7am-midnight) and is used by approximately 340 people a week.
- 15.17 There is very limited information online about Lakers. If you were not sure where the centre was located, it would be hard to find it from the information on Window on Woking and the Council's website. The Window on Woking Website does not even provide a postcode as part of the address, simply

saying Denton Way. Postcodes are very useful for satellite navigation systems and are now relied on by many people when driving to somewhere new.

Sea Cadets



- 15.18 Woking Sea Cadets is having a purpose built new building at Goldsworth Park Lodge, which started work in August 2010 and the Cadets moved in early August 2011. This has replaced the building in Westfield (above) which will be redeveloped as part of the Hoe Valley scheme.
- 15.19 The two-storey building, funded by Woking Borough Council and costing £1.7m includes meeting rooms, a kitchen, offices and a special boatyard at the back of the premises. It offers sea cadets and the detachment of Royal Marines Cadets a range of new facilities, enabling them to move from their current premises in Westfield Avenue and being perfectly positioned for sailing on Goldsworth Park Lake. In addition, it provides meeting facilities for the wider Goldsworth Park community.
- 15.20 The facility does not yet have its own website. The only information available online from a Google search is from news reports about the start of building work, including a news report on the Council's website. Now the facility is open and the cadets are recruiting, it might be useful to start creating an individual website for this facility where local people can get information on progress and how the building will be used. For example, in Guildford, work is progressing to final stages on a new entertainment venue called G Live, and the website is already up and running promoting the venue before it is open (scheduled to open in autumn 2011). On the website people can sign up to the mailing list and find information about venue hire. For more information, see the G Live website²¹.

Woking Hockey Club

- 15.21 The hockey club uses an area close to Goldwater Lodge, and has a built pavilion. The Astroturf is available for hire. The club has an informative website with information about fixtures, teams, how to join, socials and facility hire. Also, on its homepage, it has the twitter icon, saying 'join the conversation'.

Lakeview Social Centre

²¹ www.glive.co.uk/

- 15.22 Lakeview Community Action Group responded to our survey commenting on the standard of the facilities at Lakeview Social Centre. There is a main hall, toilets, kitchen and storage at the centre, all of which have been rated as poor. The group also commented;

“There are plans afoot to improve all these – but we await the outcome. The doors are not disabled access friendly.. poor state of repair, poor storage, no disabled facilities.”

- 15.23 The groups also said;

“We have good links to many sections of the local community, and run activities which are geared to helping make a more inclusive and cohesive community”.

- 15.24 This is seen on the website of St Andrew's Church, which has a page dedicated to activities in Lakeview which are run at the social centre, including Noah's ark toddler group and roadrunners children's club. The centre is also used by Lift Up, a self help group that offers the opportunity to meet others, relax and have a friendly chat.

- 15.25 This appears to be a well used centre in an area identified as a 'priority place' due to its pockets of deprivation. Whilst the centre is heavily used, there is very limited information available online about the Lakeview Social Centre and the centre does not have its own website.

- 15.26 Following consideration by the Council's Executive in March 2011, approval was given to invest £115,000 from the Council's Investment programme into required improvements to the Community Centre. Further consideration is also been given to the option of an additional second floor to meet the social needs of the Lakeview area.

Example - Woking Cycle Station

- 15.27 Another example of a group using this facility is Woking Cycle Station that takes abandoned or donated bikes and turns them into usable affordable bikes that people can use to get around. They have volunteer mechanics of all ages.

- 15.28 Anyone can go along to the project and help build bikes or simply to repair their own bike and learn how to repair or maintain bikes in general. The project operates from the Lakeview Social Centre in Woking and is part of the Woking Cycle Town Project. There are sessions on a Saturday morning from September through to March and a regular Tuesday evening session year round.

- 15.29 The project is set up as a Community Interest Company that allows the group not only to trade the bikes they build, but also to return any profits back into the company. Following consideration by the Council's Executive in March 2011, approval was given for the submission of a planning application at Sythwood for the relocation of a community building that was acquired to enable the Hoe Valley project to proceed without delay. This will become a specific Woking Cycle station building which will be leased to the CIC on a rent fee basis.

Salvation Army

The Salvation Army (this is shown on the map for Horsell, is right on the edge.



- 15.30 This is a purpose built facility near to Lakeview. The building appears modern and has only been in operation for a few years. Unfortunately, however, as part of this study, we did not hear directly from the facility or any groups that use it.
- 15.31 The website is slow and a little dated, still showing information about the build process. However it does provide information about what is on, which includes a café drop in Monday to Friday 10am-midday, toddler group, lunch club and CAMEO (also run at Knaphill Baptist Church and other churches, see para 16.8).

Schools

- 15.32 There are three schools in the area, Goldsworth Primary School, Beaufort Primary School and Sythwood Primary School.
- 15.33 As part of Sythwood Primary School there is a SureStart Centre, which provides services such as child and family health services, parent support including adult learning and outreach services including home visits.
- 15.34 Goldsworth Park Primary School is one of the few schools to advertise its facilities for hire on its website. On the extended school page, it says;

“Community Use - Goldsworth Primary School is used for a wide variety of activities by the local community:-

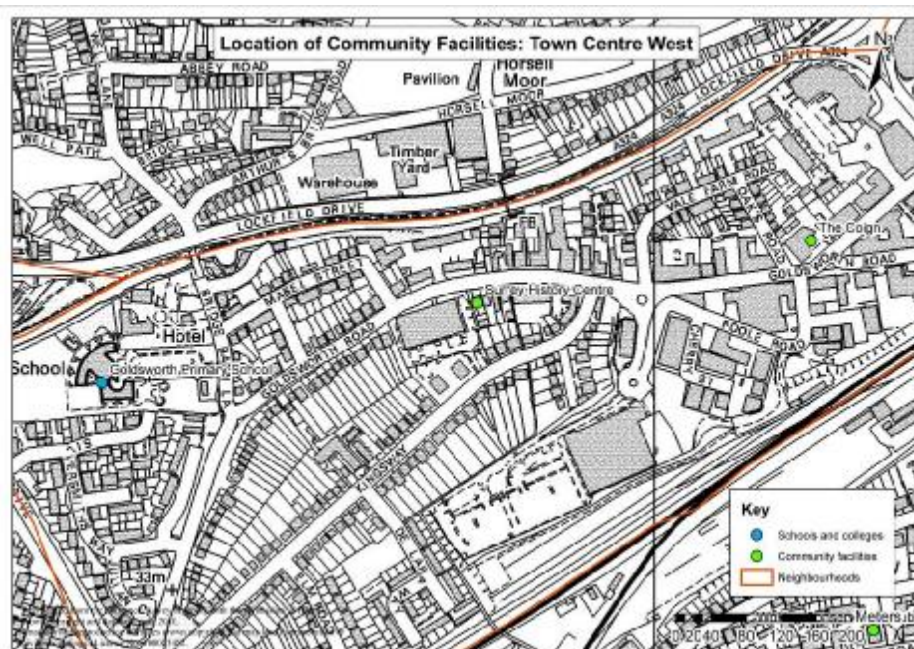
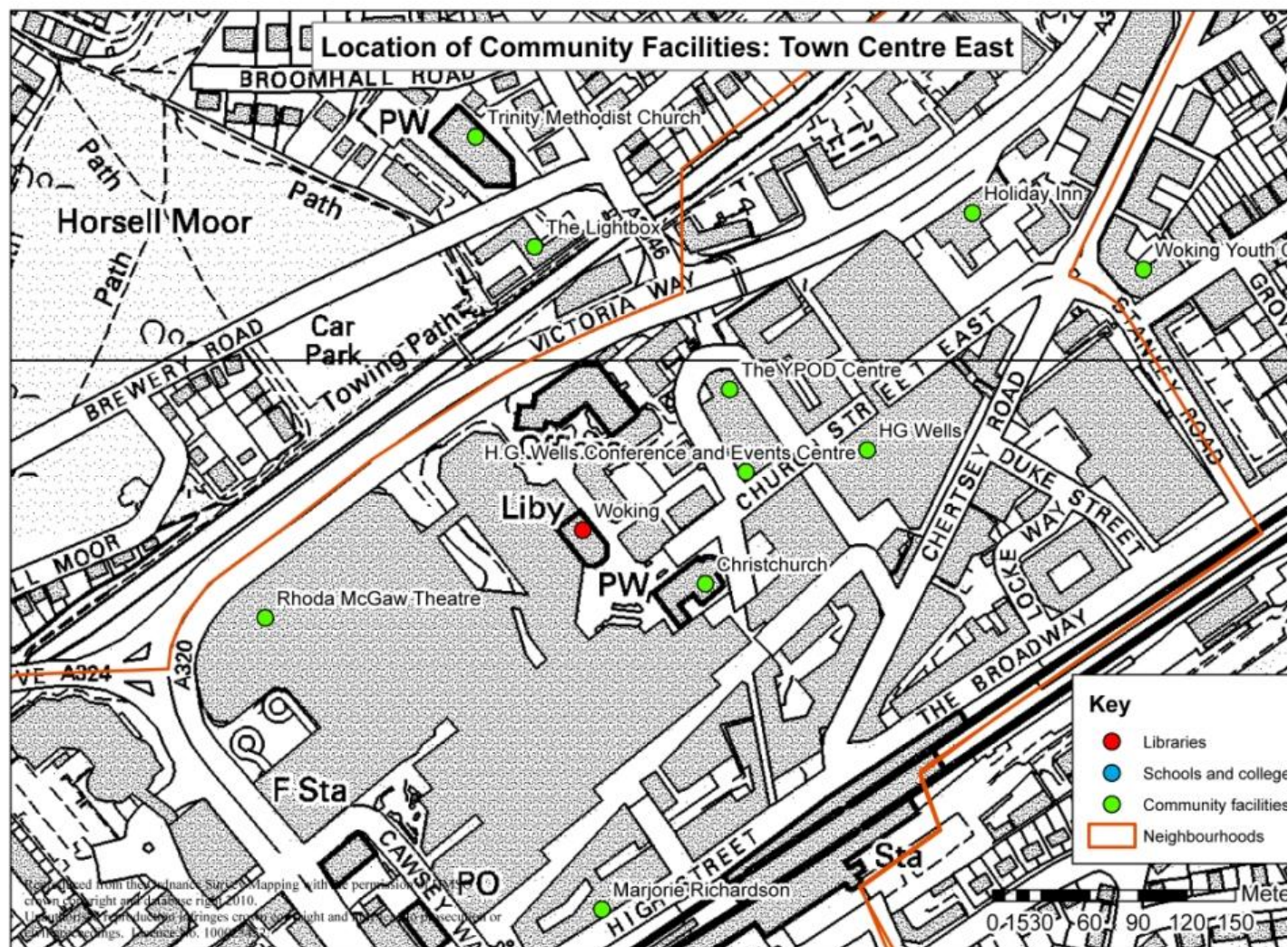
- Dance and drama groups
- Sporting organisations
- Religious groups
- Police (for Neighbourhood Watch meetings)
- Woking Borough Council as a polling station for local elections.”

Summary

- 15.35 There are a significant number of community facilities within Goldsworth Park, offering many venues for hire and places to meet for the community. There is, however, little evidence available of partnership working between these many venues.

- 15.36 Some of the key venues are also closed on certain days of the week, for example Strollers on Saturday and Sunday and Lakers Youth Centre on Sundays.
- 15.37 The opportunities provided by the new sea cadet's venue, funded by the Council, are many. There is a chance to share facilities and work together with other groups. There is also the opportunity to pilot a new advertising campaign, using the internet and social media, to see if it helps users to have more information available online.
- 15.38 The amount of information available on the internet about the community facilities in Goldsworth Park is limited. It also does not present itself in a particularly modern way, with the example of the text saying 'DO NOT EMAIL US' particularly pertinent. It would be wise to change this on Window on Woking, and explore with the venue any resource issues surrounding the use of email. Consideration of a new website with the sea cadet venue before it opens might also be useful, especially if it could also list other venues in Goldsworth Park and start to promote joint working.

16.0 Woking Town Centre



Marjorie Richardson



- 16.1 Marjorie Richardson's is a drop in centre supported by Woking Borough Council. Woking Borough Council's website says,

"It is a place to meet friends in pleasant surroundings, or take a break while doing shopping or waiting for a bus. Wheelchairs can be accommodated and there is a toilet for disabled people."

- 16.2 It is located in the town and open to all people aged over 50 and disabled people. It is open Monday to Friday 10am to 2.30pm and Saturday 10am to midday.
- 16.3 The facility did not respond directly to our survey and the information provided in this report is taken from information available on the internet. It does not have its own website but is publicised on Window on Woking and Woking Borough Council's website.

Christchurch

- 16.4 Christchurch is the prominent church building located in the town square. It runs a café and book shop which is accessible from the town square and also well advertised to passers by and has rooms available for hire.
- 16.5 It has a resourceful website, visually most like the case study discussed in Levenshulme, Manchester. It has an up to date 'what's on section' on the homepage, and identifies the following;
- 16.6 Beacon café @ Christchurch - serving from 9.30 till 4pm every day except Sunday, the Cafe seats up to 60 inside and 24 outside. The Café welcomes supervised children, providing high chairs, a play area and a children's menu. The café also serves the conference business at Christ Church.



- 16.7 There is also Beacon Plus which provides a place for retired people to meet each other in a relaxed environment. Fortnightly lunches are followed by a variety of talks, interactive discussions and input on different aspects of church life.
- 16.8 Origin @ Christchurch – this is the well stocked store which sells a wide range of Christian books and media.



- 16.9 Conferencing @ Christchurch – a range of meeting rooms and halls available Monday to Saturday with flexible hours.



- 16.10 The website also advertises the church's events, including a forthcoming comedy night with a British comedy award nominated writer and many of the courses on offer which are open to all including a marriage course and money management course. Writing about the money management course, the website says of this free course;

"CAP Money is a course for anyone who would like to get their finances under better control. Over 3 evenings, it teaches you a proven method for controlling your spending and saving for the future. You are helped to analyse your income and your spending but you don't have to share your information with anyone else. You will get ideas on how to save more and how best to pay off debts if you have them. Anyone may attend and you don't need to be a church-goer. You may have lots of money, just enough or have debts - this course can be applied whatever your situation."

- 16.11 The money course is held in Goldsworth Park, but this example gives a flavour of the community facilities and groups on offer through Christchurch.

- 16.12 As part of this survey, we heard from four non faith groups that use facilities at Christchurch. All four respondents rated the facilities as good, with one saying the kitchen was fair, and another saying storage was fair. Comments made include the following;

“The hall is prepared for us with seating, tables for displays and loudspeakers etc. The administrators could not be more helpful”.

“The cupboard we use for storage is accessible by the church and often seems to have been used. However, thoroughly appreciate the space. It’s a church building and we pay no rent, so that is really appreciated.”

“I would like to have storage space.”

- 16.13 The responses from the group are positive, and simply show a need for provision of more storage space.
- 16.14 Judging from the website and the information received from four groups this is a well used and inviting facility in a prominent location in the town centre.

The YPOD (Woking YMCA)



- 16.15 The YPOD is the name for the Woking YMCA, located in the town, just behind the main shopping area. It opened in 2006 with the support of the Council.
- 16.16 There is lots going on at the YPOD for young people with many free activities including;
- Youth Café
 - Pool
 - Table Tennis
 - Internet
 - Recording Studio
 - Performance Hall and Stage
 - Dance classes
 - Gigs
 - DJ Workshops
 - Card making workshops
 - Band practice

- 16.17 There is also a group offering support to young parents up the age of 24. We have not heard directly from the YPOD as part of this survey, but there is a lot of information on their website, with the website split from the home page for young people and adults/organisations. This appears to be unique for community facilities in Woking, but useful, providing information on the history, aims, activities and room hire for adults, and keeping the site for the young people relevant and lively. The website also publicises YPOD extra, a new group operating in the heart of Barnsbury.
- 16.18 We do not have information on the condition of equipment and facilities, but from the website note that the building is not in use all the time, and is closed on Sundays. Children's activities appear to take place some mornings.
- 16.19 There is a range of rooms available for hire with competitive rates and good facilities, including a recording studio, IT suite and counselling room.



Photos from YPOD website:
http://corp.wokingymca.org.uk/facility_hire_rooms_and_facilities.htm

- 16.20 Further liaison would need to take place with the YPOD to identify if it has any specific needs or whether it would benefit from longer opening hours (thus great staff resource), or the potential to share facilities with other groups.

HG Wells



- 16.21 HG Wells is a conference and events centre within a very short walking distance of the shops in the town centre. One of its rooms, the Wells room, is the largest event space in Surrey. The centre provides modern facilities and can cater for six to 700 people with a choice of six purpose built rooms, each with air conditioning and internet access. There is disabled access and facilities throughout. It has on site catering and bar facilities, and according to its website, specifically promotes its availability to cater for Asian weddings and Christmas parties.
- 16.22 One group which uses the centre for concerts described the facility as good and accessible for those without a car, with car parking and bicycle parking available. We are also aware that the Coign Church, a large charismatic

Woking based church with over 800 people uses the centre on a Sunday to hold its services which redevelopment options are considered for its own building.

- 16.23 The centre operates an up to date informative website, and offers packages including accommodation at the neighbouring Holiday Inn. HG Wells is a commercial operation and run as such however, the Council operates an Accreditation Scheme to allow community groups reduced fee access to facilities at the HG Wells so that their performance needs and requirements can be met within a Town Centre location.
- 16.24 We do not have information on whether the use of the building is at capacity or not. If not, it is worth remembering a few community groups which are looking for larger premises, particularly dance classes, and whether there is any possibility of exploring the potential to use facilities here.

The Holiday Inn



- 16.25 The Holiday Inn is a private town centre hotel with bar and meeting rooms. It does not operate primarily as a community facility but we heard from one singing group that uses a meeting room for rehearsals once a week, and another group that is a social group for 18-30 year olds that meets in the bar/restaurant. Both rated facilities as fair and good, however the group using the bar/restaurant (presumably at no cost), said it is;

“too noisy to hear each other during a meeting, no privacy”.

- 16.26 This group did also say:

“No knowledge of available buildings, need somewhere central to Woking to take advantage of public transport. We would like somewhere private to hold talks”.

- 16.27 This group may like to consider some of the other venues discussed in this section about facilities in the town centre, and explore the possibility of using ChristChurch, or the Marjorie Richardson which is only open for limited hours in the day time. There are also facilities which geographically are not in the town centre neighbourhood but are within walking distance of the town centre such as the Lightbox, Trinity Methodist and the United Reform Church on Rose Lane which the group may consider approaching.

- 16.28 Although a private enterprise, it appears that the Holiday Inn is providing space for community groups to meet, the extent of which we do not know, but we are at least aware of two groups currently using it.

The Coign Church



- 16.29 The Coign is within walking distance of the town, located close to Pizza Express and Zizzi's on Goldsworth Road. The church has plans to expand on site. Due to its growth in membership, it is currently meeting at the HG Wells centre, but uses its main building during the week for its church and communities activities.
- 16.30 We have not heard directly from the Church, but it has a very modern up to date website with a lot of information about what it is doing in the community and what is happening. Members can log into the website, and there is the option to follow the Coign on facebook. Some of the community based activities are run outside of the church setting in local cafes.
- 16.31 The church runs marriage courses and parenting courses. It also runs;
- Way In - gives help to the homeless, unemployed and single parents through friendship, practical help, a meal on Friday lunchtimes and mentoring,
 - Debtscape – provides a listening service and confidential response for those with financial concerns
 - Bereavement Support - a mutual support group lead by a trained bereavement counsellor
 - Genesis - a support group for parents who have a child/children with any kind of special need.
 - Parent and toddler group - twice a week
 - Kids Club – Monday evening
 - Cheer, parenting alone, together - Cheer is open for any person who has sole responsibility for the care of a child or children running social events, help with DIY, meals out, advice on parenting and finances etc.
 - Lots of youth groups, impact group (age 20-30s), XChange (Men's breakfast), ladies breakfast and Options (over 60's group).
- 16.32 The church appears to be used frequently throughout the week, providing a venue for many community activities. The building itself is too small for its current requirements and the church is looking to redevelop. It would be useful to gain information on the latest redevelopment plans as it is understood options are currently limited due to the financial climate.

Redevelopment is likely to provide an improved community facility in walking distance of the town and would be expected to be highly used.

Rhoda McGaw Theatre

- 16.33 The 230 seat Rhoda McGaw Theatre is a community performance space jointly managed by Woking Borough Council and The Ambassadors, Woking in association with Woking Drama Association.
- 16.34 The theatre caters for Woking's many community groups and societies, with a varied programme of entertainment throughout the year including musical theatre, opera, plays, comedy, youth performances and an annual drama festival.
- 16.35 The theatre can be hired. The theatre is frequently used by Woking Drama Association, who has priority on bookings.
- 16.36 The information on the Rhoda McGaw theatre can be found on the New Victoria Theatre Woking website, the main theatre in Woking of which the Rhoda McGaw is a part. The website is modern, with the opportunity to follow on facebook and twitter. We have not heard directly from the theatre of any groups that use it as part of this survey. This information is taken from the theatres website.

The Lightbox



- 16.37 The Lightbox is an exciting new facility in Woking, providing a gallery, museum, café, exhibitions and rooms for hire. It is well known in the community and prominently visible on the main route in and out of Woking and towards the M25. The Lightbox has a modern, attractive website and can be followed on facebook and twitter, and operates a blog on its site. One suggestion may be to display the facebook and twitter logos on its homepage, as they are currently on their own page called 'join in'.

The Council offices

- 16.38 Although not often used as a community facility, the Council has provided a base for the newly formed Woking Street Angels - a charity established by the Churches of Woking to care for people who, for whatever reasons, find themselves vulnerable in Woking town centre late on Friday nights. A nearby office has also provided free parking for volunteers on the night.

- 16.39 The Council has provided use of its canteen to Street Angels during the night, so they can prepare, take breaks and debrief at the end of the night. The scheme is already in operation in Guildford and Camberley where it has helped calm situations and has reduced anti social behaviour. The scheme has been set up in Woking with the support of the Council and Surrey Police.

The Lightbox

- 16.40 Although geographically located outside of the Town Centre neighbourhood area, this facility feels very much part of the Town Centre, located close to the Council offices and visually prominent on the main route through the town (See Section 15.28 for more information about the Lightbox).

Surrey History Centre

- 16.41 Surrey History Centre is owned and run by Surrey County Council. It is a prominent building on Goldsworth Road, just outside of the main Town Centre shopping area. It collects and rescues archives and printed materials relating to Surrey's past and present, so that they can tell the story of the county and its people to future generations. It provides talks, study days, training sessions, family activities, concerts, plays, film shows and meetings. Its facilities are also available for hire including conference room, seminar room and events room. The building is closed on Sunday and Monday. It is approximately in use 30% of the week for community activities (Mon-Sun 7am-midnight) and has approximately 400 visitors a week.
- 16.42 As part of our survey, we received information from Surrey County Council about this facility. The main hall, secondary hall, toilets and disabled toilet are rated as good and the kitchen as fair. The car park and bicycle parking are rated as good, with four secure bicycle parking spaces. Surrey County Council stated that they believe there will be a greater demand for this service in the future, saying;

“There is increasing interest in family, local and community history and we are always seeking to engage with new audiences.”

- 16.43 There is detailed information available on Surrey County Council's website about this facility, but it does not have its own website.

Summary

- 16.44 Geographically, there are three large, non profit, wide ranging community facilities in the town centre providing free activities and/or rooms for many groups. They are ChristChurch, the Coign and the YPOD. Non geographically, the Lightbox could be included in this group. Interestingly, they all (including the Lightbox) also have the best resources online, tailored to specific age groups, using social media with lots of information about what is on.
- 16.45 The YPOD's idea to have a separate website for the young people seems a good idea and interestingly the Coign does the same with a Coign Youth website²².

²² http://www.coign.org/Groups/91778/COIGN_Church/Church_Life/Youth/Youth.aspx

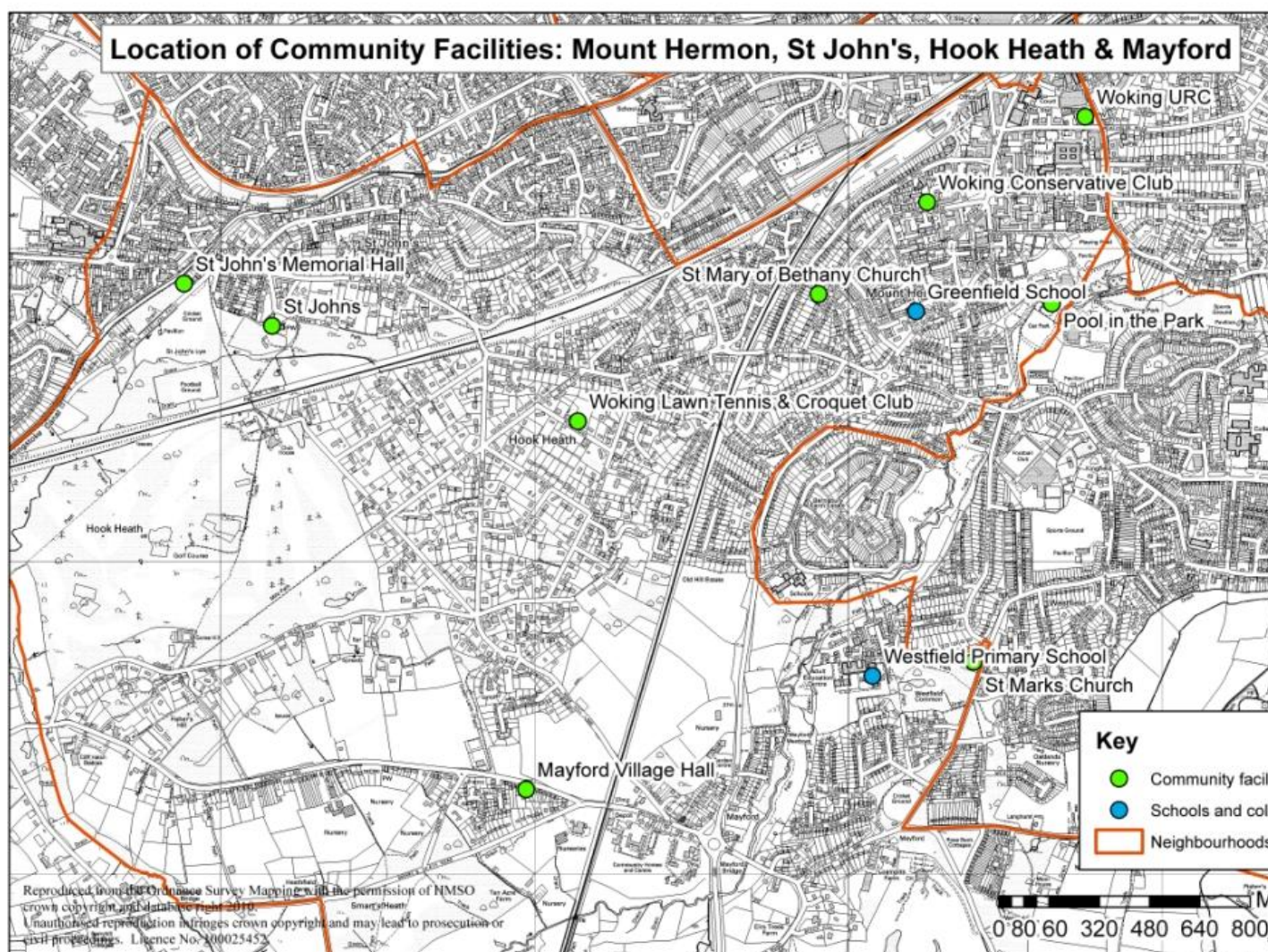


Homepage of Coign Youth website

- 16.46 The Coign youth website on its homepage has a section for parents, for the youth, for new people and a blog. It is a lively and up to date, and to give a flavour of the information on there, its next social activity is advertised; a ready, steady, cook evening on 8 April 2011 giving the opportunity to get the ingredients and cook a three course meal for an entrance fee of £3. It does appear that these facilities have grasped how to use the internet effectively and to their own advantage, with the Coign leading the way.
- 16.47 It may be worth exploring, especially when the Coign is redeveloped and redevelopment plans for the town square progress²³ (in relation to location of ChristChurch), how these three key facilities can play a greater role and potentially provide a location for groups looking to relocate or currently not using their facilities to full capacity. To have these three forward thinking and modern facilities (all with Christian foundations but open and looking to serve all), further strengthened and working together in the town centre, could bring about many community benefits.

²³ Potential Council plans for redevelopment in the town centre including the Wolsey Place shopping centre.

17.0 Hook Heath, Mount Hermon, St Johns and Mayford



St Johns

St Johns Memorial Hall

- 17.1 In response to our survey, we heard from four groups that use the memorial hall, and the organisation that runs the hall itself. The building is owned by St Johns Memorial Hall Association. The treasurer of the hall provided the names of all the groups that use the hall, and these groups were contacted for their thoughts where possible. The use of the hall equated to nearly 30 groups.
- 17.2 The building is not regularly closed on any days of the week, and is used by approximately 100 people a week, approximately 35% of the time (Mon-Sun 7am-midnight).
- 17.3 The overwhelming consensus from the responses received is that the building, which is 69 years old, is in a very poor state and desperately in need

of replacement. All respondents have made similar comments. These are extracts of responses from all respondents, not just the facility itself;

“The building performs a vital function in the community but is in desperate need of replacement.”

“The overall state of the hall is poor. We have been hoping that a the new hall would be built by now.. As a result we have been looking to locate our meetings in an alternative venue.”

“There is just the public car park opposite the hall. There is no proper disabled space available in close proximity to the hall. On really busy times, people park on the road obstructing other traffic.”

“Baby change facilities would greatly enhance the condition of the hall. St John’s Hall is also so cold, that extra heaters are deployed to make it possible to use with young children.”

“The Memorial Hall is old and in need of being replaced.”

“The Hall does not have its own car park, there are only 2 disabled car park spaces available in the public car park, quite often members have to park down Festival Path as the car park is full.”

“We used to meet in St John’s Memorial Hall and had to move because of the deterioration of the hall. We would definitely return to St John’s for our meetings if a new hall was built”. (A group now using a venue in Goldsworth Park).

17.4 Three separate groups raised health and safety concerns, saying:

“Metal filing cabinets not fixed to walls; no socket covers on plugs, no fire plan displayed.”

“The kitchen is so dilapidated that sterility is impossible to achieve.”

“The toilets aren’t very nice for young girls to use. The roof leaks in heavy rain. I believe there is asbestos in the roof. There is some nasty pipe work as part of the central heating system in the secondary hall. “

17.5 The operators of the facility clearly spell out the current situation, saying,

“If we don’t get funding soon to rebuild we will be forced to close. The increasing cold in winter is now such that our heating cannot cope and we are spending 40% of our income on heat and light. This will only increase as the fabric of the building deteriorates. It is an old wooden building with no insulation and is as warm as a garden shed – and in similar condition!”

17.6 Acknowledging the dilapidated condition of the hall, there are plans in place for its replacement.

17.7 The trustees of the hall have secured planning permission for the replacement of the memorial Hall and four residential units. It has also discussed with the Council how it might help the trustees achieve the delivery of the

development. Following a meeting on 5 February 2011, it was proposed that the Council request Thameswey Developments Limited (TDL) to undertake the development of the site and request that Woking Borough Homes Limited (WBHL) acquire the four residential units for use as affordable homes on a shared ownership basis.

- 17.8 The estimated total development cost, including capitalised interest and TDL profit of £50,000, is some £2.2m. Of this sum £1m can be attributed to the new homes to be acquired by WBHL upon the completion of the development. The resultant new St John's Memorial Hall will therefore be achieved for a net cost of £1.2m to be ultimately financed by the Council through the Community Asset Fund in 2012/13 from Capital Receipts.
- 17.9 To enable TDL to undertake the development work the Council will need to provide it with short term Loan Finance up to £2.2m which will be discharged at the completion of the development, part by WBHL and part by the Council. In 2012/13 WBHL will require additional share capital of £325,000 and an additional loan of £975,000 (£1m to be paid to TDL and £0.3m for capitalisation) in accordance with the framework approved by the Council.
- 17.10 As can be seen, there are building and funding plans for this site in place. Finance information constantly needs updating, and the figures above are the latest at the time of writing. That is not to say that all funding issues are resolved, and costs and plans need to be continually monitored to identify any short falls or alternative funding sources.

St Johns Church

- 17.11 The Memorial Hall appears to be the main facility in St Johns, with the church being the only other local alternative. The church has a hall and rooms available for hire. The church also runs a Friday night youth group, weekly parents and toddler group, and a free holiday club (specific dates in August).
- 17.12 Interestingly, the website has recently been overhauled and the church can be followed on facebook and twitter. There is a note on the homepage which says;

"Having undertaken lots of work on our web site and with the aim of opening up communications channels across our congregation, we now have our own church Twitter account. The account name is @StJohnsWoking - for those wondering what this is, Twitter is another example of "social media" and a route by which you can keep in touch with all sorts of people and organisations. Give us a look (a follow in Twitter terms) and see what we are doing. Access is via www.twitter.com or through the twitter logo on the left hand side bar of the website."

Summary

- 17.13 There will hopefully be a new community facility in St Johns when the memorial hall is replaced. As there are only two community facilities in St Johns, communication between the two would be valuable as the new hall is built to see if there is any potential for joint working and sharing spaces. It would also be interesting to liaise with St John's church to see what the take-

up through social media has been and whether it has improved communications, especially with younger people.

Mount Hermon East

Local schools

- 17.14 Within this ward there are four schools; The Park School (secondary school for students with learning disabilities), St Dunstan's Catholic Primary School, Hoebridge School (independent prep school) and the International School of London in Surrey (for children of all nationalities offering an international education). (these should be in Maybury section I think)
- 17.15 We did not hear from any schools as part of this work but we did hear from a Scout Group that uses Hoebridge School. The group rated the facilities as good and fair, but storage as poor, saying;

"The school facilities are good but they are not our own purpose built facility, we do have to fit around other users of the school and they have next to no storage which is essential for cubs/scouts".

- 17.16 There are also various pieces of information on the internet, for example, St Dunstan's primary school offers an extended school for the whole community which includes breakfast and after school clubs, holiday clubs and adult learning. As part of adult learning, two classes are run; computers for beginners and building confidence in maths (a 12 week course costing £2 per session).

Summary

- 17.17 The facilities in this ward are either based in churches or schools. There are no specific community run halls, however, there are facilities available within other buildings, and not far to travel to another area within this neighbourhood where there are many facilities. Equally, it is not known whether halls are available to hire at St Dunstan's church or any of the schools.

Mount Hermon West

- 17.18 There is no obvious cluster of facilities in this ward, with five facilities all a distance apart.

United Reform Church, Rose Lane



- 17.19 The United Reform Church used to operate from two separate facilities, the one on Rose Lane, and one on York Road. The York Road site was sold and has now been developed for housing, and the Rose Lane site has been redeveloped to provide additional community facilities and increase the floor space by 40%. The church is in a location that sees considerable foot fall on route to the station and close to schools. One of the aims of the redevelopment project was;

“To have top quality facilities for all users that meet 21st century needs and will allow the church site to become a focal point of community life and activity.”

- 17.20 The new facilities are available for hire, and wifi and computer access is available in meeting rooms. There are many community groups being run by the church from these premises including parent and toddler groups, youth groups, boys' and girls' brigade, tots together (for 2-3 year olds) and weekly drop ins for school children to play pool, table tennis, chat and use the internet.
- 17.21 One group that uses the facility weekly responded to our survey, and overall rated the facilities as good. The group said the building is very accessible and that car parking, including disabled parking, is sufficient for their needs. The group was not sure if there is cycle parking, but this can be clarified with the church.
- 17.22 Interestingly, the most prominent icon on the church's homepage, right in the centre of the page is the facebook logo, saying “find us on facebook”.



Icon taken from the church's homepage on its website.

St Mary of Bethany Church



- 17.23 St Mary of Bethany Church is located in-between Mount Hermon Road and York Road, in a primarily residential area of Woking and approximately 15 minutes walk from the town centre. The church responded to our survey.
- 17.24 The church runs three parent and toddler groups a week (which are running at capacity), older people's meetings and lunches (fortnightly), two weekly youth clubs on Friday nights and a learning disability group (fortnightly). It also provides a venue for other groups to use including; bi monthly carers lunch

run by Woking Mencap, neighbourhood meetings run by Surrey Police, polling station, meetings and coffee mornings run by SWAN (South Woking Assisting Neighbours), residents meetings run by residents associations and guides and brownies (weekly).

- 17.25 The church has strong links with the Barnsbury community, and runs church services in Barnsbury primary school and runs a 'Hope' weekend in Barnsbury in May when people from the church help in the community in many different ways including clearing gardens, decorating, free family fun day, free car washes and food and drink.
- 17.26 The church rated its main hall and kitchen as in good condition, and its meeting rooms, disabled toilet and toilets as fair. It has a car park which can accommodate 13 cars and at weekends or after 11.30am on weekdays, attendees can park for free on street. The car park is rated as in good condition. The church has not responded about bicycle parking, however, it is understood that cycle parking is about to be installed shortly. It would be useful to clarify this, as given the extent of community use, it may encourage people to cycle to the venue.
- 17.27 The church website has recently been updated, and a members section added where members can sign in. The website provides up to date information about what is on at the church and in other venues across the borough. There is not the option to follow the church on facebook or twitter.

Woking Conservative Club



- 17.28 Woking Conservative Club is a membership club, however, guests can be brought. The facilities are located on Mount Hermon Road, towards the town and close to the offices used by Surrey County Council.
- 17.29 There is a function hall, bar, dance floor, private meeting room, snooker hall and darts room. The function hall and meeting room are available for hire. There is an events calendar which includes social and musical activities such as line dancing classes, musical evening entertainment and quiz nights.
- 17.30 The club has its own website which advertises what is on and how to hire the facilities.

York Road Project

- 17.31 The York Road Project supports homeless people in the Woking area through providing accommodation, resettlement and support services, temporary move on accommodation, a day centre and meals, including a full roast on Sundays.

17.32 The initiative was started by members of local churches offering soup and sandwiches to homeless people. This developed into a winter watch programme with the support of Shelter and then in 2001, the York Road Project with a building leased to the charity from the Council and refurbished.

17.33 The website reports,

“In 2008 we helped over 125 people but had to turn away over 900 people through lack of space and resources.”

17.34 The website offers volunteering opportunities and also the chance to donate towards the work. The website is refreshingly simple but informative, clearly setting out what the project does and why, and how people can help. We have not heard directly from the project as part of this work, but it would be helpful to liaise with them to see if they have any specific needs.

Greenfield School



17.35 Greenfield School is located just off at the A320 on the approach into the town centre, before Constitution Hill. It is an independent mixed school. The school has many facilities including a sports hall, art department, music room, science room and outdoor space. We have not heard directly from the school and this information is taken from the school's website. The website does not suggest that any facilities are available for wider community use. This would need to be clarified with the school.

Summary

17.36 Mount Hermon West ward has two churches that are very active in the community, offering venues for outside groups and running many of their own community groups and initiatives, with the addition of the Conservative club offering halls/rooms for hire. The York Road project is well known in Woking and provides a valuable service for many homeless people. As part of a follow up to this work, it would be worthwhile to liaise directly with the project to see if they have any specific needs.

Mayford

Mayford Village Hall

17.37 Two groups that use Mayford Village Hall responded to our survey, although we did not hear directly from the hall operators themselves. The two groups both rated the facilities as between fair and good, with both overall saying that the general repair of the building is good. Both groups, however, said that the

venue is not very accessible to those who do not have a car. Clarification is needed regarding the provision of bicycle storage as one group said that the bicycle storage is sufficient for their needs and the other said that there are no specific bike racks.

- 17.38 The website provides the initial information needed with some pictures of the facilities, hire rates, dimensions and contact details.

Hook Heath

- 17.39 The two listed venues in Hook Heath are private businesses and not always open to the public.

Woking Lawn Tennis and Croquet Club

- 17.40 Woking Lawn Tennis and Croquet Club is a members' club and not open all the time to the community. It is open to the public for under 8's tennis sessions, on polling days and for visiting teams. It provides a venue for the only Table Tennis club in Woking. Also, Woking Chess Club meets here, and did respond to our survey, but did not comment on the standard of the facilities available.

- 17.41 The club itself said that the condition of the main hall and toilets are good, the secondary hall, shower/changing rooms and social facilities are fair, and the kitchen and office poor.

- 17.42 The club commented that;

"We are currently working on an improvement project which will enhance facilities for all members.. Hoping to develop the tennis programme for both adult and juniors, also looking into special needs and disabled tennis.

- 17.43 The club's website is informative and offers the 'follow us on facebook' option.

Gorse Hill hotel

- 17.44 The Gorse Hill hotel in Hook Heath offers conference facilities with eight meeting rooms and 11 syndicate rooms. It is primarily marketed at the business community.

Sutton Green

Sutton Green Village Hall

- 17.45 Sutton Green is on the edge of Woking Borough, towards Guildford Borough. According to Window on Woking website, it has a village hall, but there is no further detailed information about this venue on the internet. From a basic Google search, an individual website for the village hall cannot be found, and presumably this is the case as Window on Woking only provides an email address and not a website address. We did not hear from this facility as part of our survey.

All Souls Church

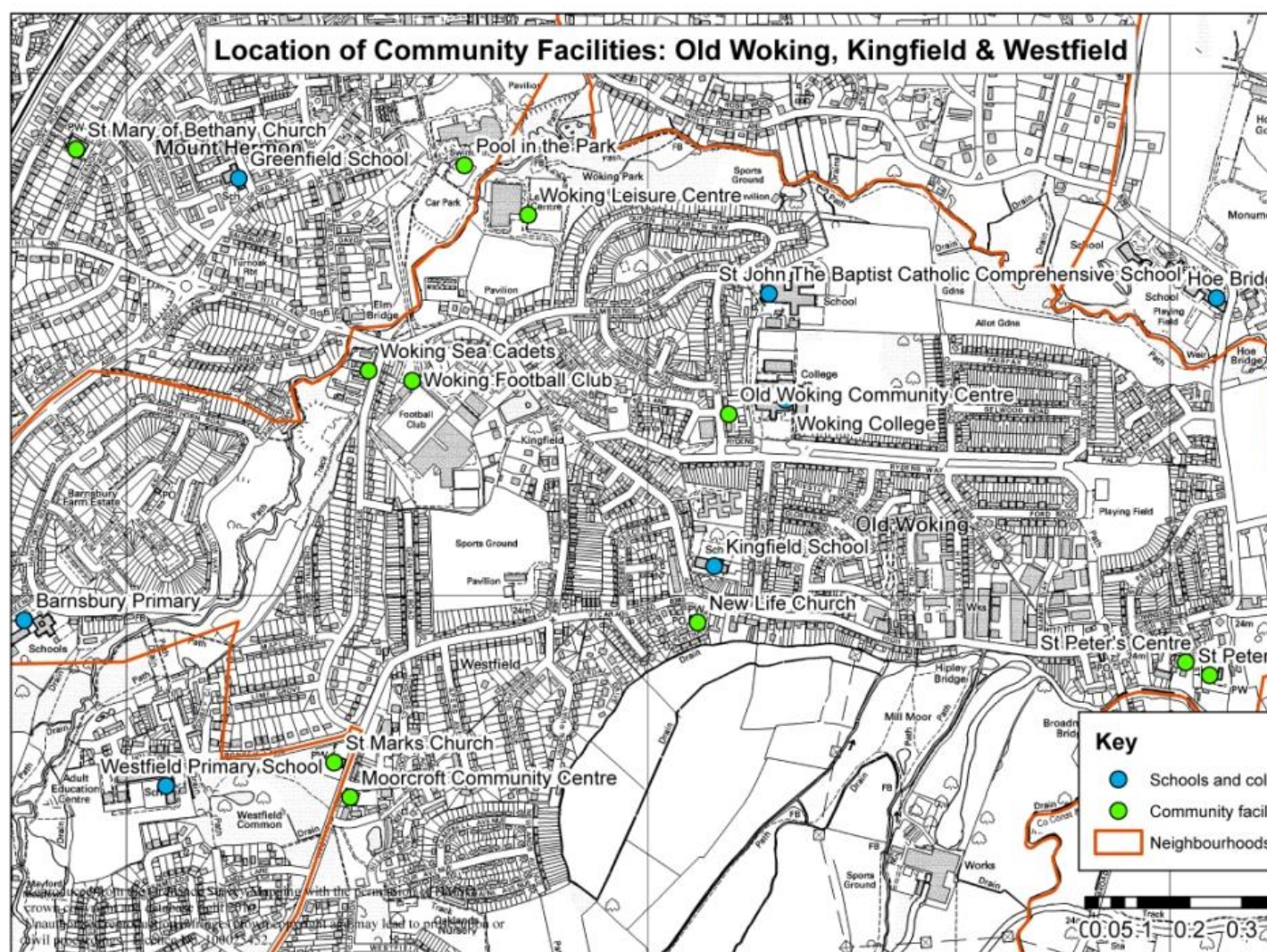
- 17.46 All Souls Church in Sutton Green was originally built as a war memorial and runs home groups and women's groups as part of its fellowship. Its website also reports it on its traditional themed supper evening which happened in January 2010. There is information available online, but not as much as some of the other Church of England churches within the South Woking area. We did not hear from this church as part of our study.

Summary

- 17.47 This is a large neighbourhood area covering smaller localities. In some localities there are more facilities than others, but across the whole neighbourhood, there are many facilities available to the community, and the whole neighbourhood will benefit from a redeveloped facility at St Johns Memorial Hall and the new facilities at the URC church. The URC has started using facebook and it would be useful to know how successful this is in terms of engaging, retaining and advertising to gather information on whether it would be useful for more facilities to use this type of social media.

18.0 Old Woking, Kingfield and Westfield

Old Woking



The Old Woking Community Centre

- 18.1 The Old Woking Community Centre is a two storey building located in the heart of Old Woking and is just a five minute walk away from Woking Town Football Club and the Woking Leisure Centre. There is a variety of halls and rooms available to hire (six halls and two committee rooms). As part of our survey, we heard from one group that uses the facility, but did not hear from the facility itself.
- 18.2 The group that commented used the facility less than once a month for dance classes. It rated the condition of the main hall and toilets as good, and the kitchen and storage as fair. Overall, it said the general repair of the building is fair. The group said that car parking and cycle parking is sufficient to its

needs, and the group plans to continue using this venue. The group commented on the staff, saying;

“The Centre management are very helpful with the provision of grab rails etc”.

- 18.3 There is reasonable amount of information about the facility online, and it does operate its own website. However, it is questionable how up to date the website is as the last post on the news section was in September 2009. Out of date information on one page may leave the visitor questioning whether other information on the website is dated too, including the list of activities which are currently using the venue. The website does helpfully list the groups, clubs and societies that use the venue, but mainly provides names and phone numbers, rather than links to other websites or email addresses.
- 18.4 Given the apparent level of use of this facility, it is unfortunate that as part of our survey, we did not hear from more groups that use it or the facility itself. The facility is invited to provide comments on the standard of its facilities and any specific needs it may have.

The New Life church

- 18.5 Located in a visually prominent position at the much used roundabout from Kingfield into Old Woking (by Sainsburys), the New Life church is unique in Woking in that it has an operating Post Office within the building. The post office is open from 9am – 5.30pm weekdays and until 12.30pm on Saturdays. This is a good example of co-locating services and facilities.
- 18.6 The church also runs many youth and children’s activities, including holiday clubs, and weekly ‘chill out and chat’ sessions. In June 2010 the church hosted a free BBQ for the community with over 100 people coming along, and has also run Christmas Day lunches (using facilities at Moorcroft), the last one providing lunch for 70 guests who would have otherwise been on their own.
- 18.7 As part of our survey, we did not hear directly from the church and the information presented in this report is taken from the internet. The website does not say whether facilities are available for hire. The location of a Post Office within the church is noteworthy and it would be worth considering whether this is a model that might work well elsewhere, not necessarily specifically in terms of Post Officers, but within the idea of community hubs and a variety of services and facilities co-locating, sharing and working together.

St Peter’s church

- 18.8 St Peter’s is a picturesque church in Old Woking. Although we have not received information directly from the church as part of this survey, there is a reasonable amount of information online on a shared website with other churches in the Diocese. The following information is taken from the website but has not been qualified for accuracy.
- 18.9 The church is a venue for brownies, guides and sea rangers, CAMEO (as discussed before in reference to other churches), its own music and singing group, open door (an independent counselling service), foundations (an

independent pre-school group), sparks (a carer, baby and toddler group), the church's own bell ringing groups, women's group and youth groups.

Kingfield

Woking Leisure Centre

- 18.10 Woking Leisure Centre is located in Woking Park and is run by the Council. The leisure centre has six squash courts, a multi-function main hall and ancillary halls and studios, a gym, weights room, sauna, spa and steam suite, outside pitches, indoor play frame, a multi-sensory suite, restaurant and bar.
- 18.11 As well as open to public use, facilities are available to hire. As part of our survey, we received information from three groups that use the centre. From these three groups there was a mixture of opinion about the standard of the facilities available.
- 18.12 One group said the secondary hall is in a poor condition, and that the general repair of the building is poor. Another said that the main and secondary halls, the kitchen, shower/changing area and storage are fair and the meeting rooms and toilets are in good condition. Overall this group described the condition of the building as fair. The third group rated the toilets as good and the kitchen and social facilities as fair.
- 18.13 The groups did not think the venue was particularly accessible for those without a car. Two groups said it was reasonably accessible and one group said it was not very accessible. One group commented:

“Have been advised by some members the bus service in the evenings makes it difficult to get home again”.

- 18.14 Other comments of note are as follows;

“Parking can be a real challenge for our members as Woking Leisure Centre can get very busy.”

“Fees to use the facilities at Woking Leisure Centre is a real concern for our charity and we have recently commissioned a survey at what alternative facilities exist elsewhere in the borough”.

Woking Pool in the Park



- 18.15 Woking Pool in the Park is located directly next to the Leisure Centre in Woking Park and has three swimming pools plus a cafeteria. As part of our survey, we heard from two groups that use this facility once a week.

18.16 One group rated the main hall (presumably main pool), toilets and shower/changing areas as fair and the disabled toilet and storage as poor. The other group rated the toilets as good, the meeting rooms and shower/changing areas as fair and storage as poor.

18.17 Comments to explain these ratings include:

“We would like to store more equipment that we need to use but there is no-where to use! Anything left unlocked gets trashed.”

“We realise that the Woking Pool in the Park was once an excellent facility but it has become run down and in need of maintenance. Nevertheless, we enjoy our sessions and our patients derive much benefit from the water therapy.”

“More attention to cleanliness would be greatly appreciated.”

18.18 One group was concerned about the costs of hiring the venue, saying;

“Continuing concern as to the rising cost of pool hire.”

18.19 Information about Woking Leisure Centre and Woking Pool in the Park is primarily on Woking Borough Council's website. The facility does not have its own individual website. However, firstly, people may not automatically think to look on the Council's website for information (although it is top of the list from a Google search), and the format may not be as appealing as a purpose created website may be. For example, although Guildford Spectrum (a leisure centre in a nearby area) is currently run by Guildford Borough Council, the Spectrum has its own website²⁴ with lots of information, the option to follow the facility on facebook, and to sign up for a mailing list. Something similar for the Leisure Centre and Pool in the Park might be a good way forward. It is also clear from the comments received that there may be a need for some maintenance work and increased storage space at these facilities.

New community facility currently under construction

18.20 The Hoe Valley Scheme is a £40 million pound scheme to take hundreds of Woking homes out of the flood plain, provide a range of new community facilities and bring about improvements to both highways and public amenity areas. Work is well underway with this project.

18.21 As part of this, in order to remediate Westfield Tip and to install the new Elm Bridge and flood scheme, the existing community buildings on Westfield Avenue are required to be demolished. Therefore, as part of the Hoe Valley Scheme, new community facilities are being provided for the existing community groups. One building is being located in Woking Park next to the Leisure Centre and is currently under construction and the other building has been discussed in reference to the Goldsworth Park neighbourhood area (Sea cadets on Goldsworth Lake).

18.22 The Woking Park building will provide accommodation for the 7th Scouts, Air Training Corp and Army Cadet Force, District Scouts, Sea Rangers, Girl Guides, Westfield Football Club and Woking Boxing Club. All of these groups

²⁴ www.guildfordspectrum.co.uk

will benefit from a purpose-built, highly energy efficient community building as opposed to the sub-standard facilities they have been using.

Woking football club



- 18.23 Woking football club is located opposite Woking Park (the Leisure Centre and Pool in the Park) and offers venue hire including a hall, bar area, boardroom and sponsors lounge. The club responded to our survey and rated the condition of their main hall, meeting rooms, stage, social facilities and office as good, and the disabled toilet and kitchen as fair, commenting;

“We are getting busier all the time as word spreads about us being active in driving the business forward.”

- 18.24 The club is also active in the community, running soccer schools and has close links with Woking Mind, helping with Woking Minders Football Team; the first mental health football club to be registered with the Surrey FA and which currently competes in the Positive Mental Attitude League. The team comprises of players who attend the Woking Mind drop in centre.
- 18.25 The club has an informative website and it can be followed on facebook and twitter, with the logos appearing on its homepage.

Schools

- 18.26 Within the Kingfield area, there are three schools; Woking College, Kingfield School and St John the Baptist School.
- 18.27 Woking College is one of the few schools to advertise venue hire on its website, including conference rooms, lecture hall, teaching rooms, IT suite, theatre, dance studio and sports facilities. It also has a brochure that can be downloaded for more information. It also has information available about adult education, including courses on numeracy, GBCS English and Maths and IT beginners and intermediate.
- 18.28 St John the Baptist is a secondary school with a sixth form, and has a lot of information available online about the school but it is not clear from that information whether facilities are available for hire. On the homepage, the facebook icon features, saying ‘new page on facebook’.
- 18.29 Kingfield School is a primary school relatively close to the New Life Church and local Sainsburys. There is no additional information online about activities other than the primary focus of the school.

Westfield

Moorcroft

- 18.30 Moorcroft is one of the Council run Centres for the Community, offering a range of activities including social day care, bingo, arts and crafts, life history courses, scrabble, Wii games, singing, day trips, meals and holidays. Services and activities are also provided by outside groups such as Age UK, and the building is available for private hire. There is also a café on site that is open from 10am until 4pm offering a full midday menu.
- 18.31 One group that uses the facility has responded to our survey, rating the condition of the main hall and meeting rooms as good, and the overall general repair of the building as good, with parking and bicycle parking available.
- 18.32 As part of our survey we also received information from the area manager for the centre. The building is in use approximately 60% of the week (Mon-Sun 7am-midnight) for community activities, with approximately 860 people using it each week. There are six rooms, equating 680 square metres of floor space. The response from the facility rated the main hall, secondary hall, stage, toilets, disabled toilet, kitchen and social facilities as fair, and the meeting rooms and office as good. Storage was rated as poor. The general repair of the building is described as fair.
- 18.33 There are 32 car parking spaces, three disabled car parking spaces and three bicycle spaces. The condition of the car park is rated as fair.
- 18.34 Comments from the facility backing up these ratings include;
- “The whole building could do with some money spent on it. The décor needs to be updated as well as the heating and lighting. There are some areas that are better than others and most certainly the whole building is well maintained by an outside contractor, however, it is an old school and that brings issues with the lay out of the building for renting rooms out.”
- “A whole new purpose built centre would be a good move for the community. This has been tried to achieve in the past but there has been great local feeling not to knock down this building and build new.”
- 18.35 There is information available online about Moorcroft on the Window on Woking website and the Council's website.
- 18.36 There is a lot of information about the centre in general on the Council's website, including general information about the types of activities that are on, how to get in touch to find out more, opening times and venue hire. However, there is not the specific up to date information that has been seen on some websites, especially those of churches who often have a calendar showing exactly what is on that week and the times.
- 18.37 The information available on Window on Woking website about Moorcroft is quite limited, just giving an address, phone number and email address, with a

general description of what is on. The address does not include a postcode, which can make it difficult to locate the venue on an electronic map (via satellite navigation of Google maps) and not particularly in keeping with modern methods of finding information and travelling.

- 18.38 It appears that there may be improvements that are needed at this facility to keep it operating to a high standard and meeting community needs. A new purpose built facility may be ambitious, however, given the current condition of the facility (however it is recognised we have only heard from two organisations to quality this information), the current financial climate and the new facility currently being built in Woking Park.

Woking Sea Cadets



- 18.39 The Woking Sea Cadets were re-homed in August 2011 in a new purpose built facility on Goldsworth Park Lake, as part of the Hoe Valley scheme which involves the demolition of the current building (shown above). See para 17.22 for more information.

St Marks Church

- 18.40 We did not hear directly from the church as part of our survey. The church's website which is shared with other Church of England churches in the South East of Woking has a little bit of information about what community activities are happening in the church. There is a parent and toddler group called Tots that meets every week and Saturday and Sunday evening youth groups.

Ypod Extra 30 Ash Road

- 18.41 The YMCA no longer runs Ypod extra in Barnsbury but they are now running a youth drop-in on a Thursday evening between 7 and 9pm. Presently it is just an informal drop-in with sessions being covered by members of the neighbourhood services team. They do not run any organised activities but do have a small pool table, table football and a Wii computer games console. They are looking to employ a dedicated youth worker.

Schools

- 18.42 There are two local schools in this area; Barnsbury Primary School and Westfield Primary School.
- 18.43 Barnsbury school offers extended school activities including parenting courses (a ten week course called the Parenting Puzzle for which the school has received funding to run), family learning sessions and information

sessions at key transitional points. The school facilities are available for hire, and this is advertised on the website. The facilities are currently hired by local Scout groups and church groups. As discussed in reference to St Mary of Bethany Church (Mount Hermon area), this church often uses facilities at Barnsbury School to hold events and services for the wider Barnsbury community.

- 18.44 We have not heard directly from Barnsbury School as part of this survey, and the information above is taken from the website and local knowledge.
- 18.45 Westfield Primary School has information on its website about how it is active in the community, including the children's choir singing at Moorcroft Centre for the Community and Woking Hospice. There is also information about extended school in reference to sporting facilities, but no clear information about venue hire.

Proposed development at Moor Lane

- 18.46 Land at Moor Lane has been safeguarded to meet long-term housing needs. Subject to detailed planning, the site is likely to yield in the region of 400 new homes. The development will impact on local community facilities such as Moorcroft and Old Woking Community Centre. A planning obligation will need to be drawn up to appropriately mitigate the impact of the development.

Summary

- 18.47 There are many community facilities in this area. The consideration of them in more detail, however, has identified some issues. Firstly, there is a recurring theme of a need for more storage at some of the main facilities. Secondly, there is also a recurring theme around investment in some of the larger facilities such as the Leisure Centre, Pool in the Park and Moorcroft to keep these facilities operating at a good standard and attracting visitors (especially given competition at places such as Guildford Spectrum and Surrey Sports Park at the University of Surrey).
- 18.48 Looking at the issue of information available online, there is a need for information to be kept up to date, and also consideration about whether an individual website for the sports facilities (the leisure Centre and Pool in Park) would be useful, and a website for the sea cadet facility that is currently under construction. Surrey Sport's Park is a good example of modern website with information presented in an attractive way, and social media options (facebook, twitter and you tube icons). See the centre's website for more information²⁵.
- 18.49 In this neighbourhood we have a good example services and facilities sharing space, with the Post Office in the New Life Church. Sharing facilities should always be a consideration to make best use of resources.

19.0 A stated specific lack of facilities

²⁵ www.surreysportspark.co.uk

- 19.1 One response was received from a member of the public who wished to express the need for a indoor facility for wheeled sports such as skate boarding, BMX, inline skating and scooters. There is currently an outdoor venue in Woking park where people can meet and use the facilities available, however, as the respondent stated, there is no such facility for people when it is dark, cold and/or wet. An indoor venue would provide a safe and secure facility for those wishing to participate in this sport. However, it would need to be managed, unlike the current outdoor facility which is not managed when open by staff.
- 19.2 Through redevelopment of any existing facilities, especially those owned by Surrey County Council and being considered for improvements through the fit for purpose programme, it would be useful to consider the need for such a facility as described, and whether it could be incorporated into any current facilities in the borough. In the current financial climate, a new build facility solely for this purpose without private backing or run as a private enterprise, would be unlikely to happen.
- 19.3 Another group commented on the lack of outdoor tennis courts for public use, and when asked as part of the survey if through their work they are aware of any specific community need that is not catered for, they responded;
- “The poor state of tennis courts for free public use in St Johns and Knaphill”.
- 19.4 1st Old Woking Scout Group currently uses Hoebridge School to meet for activities, but although the facilities are good, struggles with storage and availability. The group commented;
- “We have funds available to put towards a new building for the group but alas we have no land. Our historic home near Hoe Stream was destroyed by fire several years ago. The aim was to build our own purpose built facility. In the meantime Hoebridge School is a useful alternative.”
- 19.5 The Council's Community Asset programme reports that various options have been unsuccessfully considered to secure a location for Old Woking Scouts and Guides. The current consideration is related to the development of Rydens Way with the possibility of some financial benefit being secured to provide a new Scouts & Guides facility adjacent to St Peter's Recreation Ground near the redundant Ford Road garage site. In light of the current situation in Rydens Way work on this option has been suspended pending clarification of the way forward. Officers are presently continuing to explore this, however, the group may find this study useful to identify potential other venues, and may wish to explore the possibility of sharing current or forthcoming new build facilities.

20.0 Groups without a facility

- 20.1 Many groups operate without using a specific community facility, and do not necessarily have need to use one. This is interesting in terms of an alternative model to groups hiring a specific venue to meet and may be a consideration for any groups that are restricted by lack of finances due to the current economic pressures.
- 20.2 For example, Debtscape, an organisation that provides free of charge advice on money and debt management to anyone in need by trained advisors meets people in their own homes, and operates using an office in the managers homes. The organisation responded to our survey but did not state any specific need for use of a community facility.
- 20.3 Equally, Woking Wine Society (an interest / social interaction group) responded to our survey and does not use any publicly available community facilities. It did not state any specific need to use one in its response to our survey. Xxx
- 20.4 Another group that we are aware of, but did not respond to our survey that we believe does not use a specific facility is Woking Besom. Woking Besom formed in 2006 and provides a bridge between churches in Woking and the local community. The organisation takes what people want to give, their time or money, skills or things, and finds someone in need, referred to Besom by Social Services, who would love to receive those things. Besom also has a van which was donated and a warehouse (a single garage). As the Besom is working closely with Social Services, it would be useful as part of this study to specifically liaise with the group to see if it is in specific need of more storage space than a single garage, and if there is any current or future new build facility which could assist if required.

Other comments

- 20.5 One group that quarterly uses the Surrey History Centre as a venue stated that they would like to bring some meetings to the Lightbox if they could negotiate “reasonable rates for room hire”.
- 20.6 The group commented;

“We feel that Woking has not realised the potential of The Lightbox for those involved in local voluntary heritage activities. The local history and archaeology displays occupy a disproportionately small part of the total. And the very high rates for room hire, not rebated for charities and other volunteer groups, mean that the building stands idle when it could be used for community events”.
- 20.7 The comments about the occupancy rate of the facilities for hire are not qualified and are one group’s perception. Prices listed on line appear to reflect modern conference centre facilities for delegate packages.

21.0 Equal opportunities and access

Gypsy and Travellers

- 21.1 This study has not specifically targeted the Gypsy and Traveller community to find out about their usage of community facilities, nor has any response identified this group as users or attendees of community groups/facilities. However, there are permanent Gypsy and Traveller sites in the Woking area, and members of the community do use some community facilities, for example the SureStart centre at Brookwood.
- 21.2 It would be useful through the forthcoming update of the Gypsy and Traveller Accommodation Needs Assessment (GTANA), to find out whether Gypsy and Travellers are encouraged to use community facilities, whether they feel welcome and how they can be attracted to get involved and attend groups. Encouraging members of all communities to use community facilities, and especially community hubs, helps to create integrated mixed communities, and may also help to break down barriers between communities.

Access to the internet

- 21.3 Although a lot of the discussion about the community groups and facilities has been focussed around the availability of information online, not every member of the community has readily available access to the internet in their home or on their mobile phones.
- 21.4 Internet use is linked to various socio-economic and demographic indicators, such as age, location, marital status and education. For example, the majority of those aged 65 and over (60%) had never accessed the internet, compared with just 1 per cent of those aged 16 to 24. While 97% of adults educated to degree level had accessed the Internet, 45% without any formal qualifications had done so.
- 21.5 Internet use is growing. In 2010, 30.1 million adults in the UK (60%) accessed the internet every day or almost every day. This is nearly double the estimate in 2006 of 16.5 million. The number of adults who had never accessed the internet in 2010 decreased to 9.2 million, from 10.2 million in 2009. It must be noted however, that there are 9.2million adults in the UK that have never used the internet, and it would be reasonable to assume that some of these people live in the Woking area. These members of our communities must not be excluded from information because they cannot or do not have the means to use the internet.
- 21.6 Social networking was also a popular internet activity in 2010, with 43% of internet users posting messages to social networking sites or chat sites, blogs etc. Social networking activities proved to be most popular among 16 to 24-year-olds with 75% posting messages, while 50% of this age group uploaded self created content. However, social networking is not limited to young adults; with 31% of internet users aged 45 to 54 having used the internet to post messages, while 28% uploaded content.
- 21.7 This data on internet use is taken from the Office of National Statistics Opinion Survey 2010²⁶.

Disabled access

²⁶ www.statistics.gov.uk/cci/nugget.asp?id=8

- 21.8 Through the responses to the survey, a few points have been raised about disabled access and disabled toilets. Provision of these facilities at community venues should be a priority for resources so that people with disabilities are not excluded or do not feel uncomfortable using some facilities within the Woking area. Equally, if new websites are created focussing on modern means of communication, accessibility to information on line for those with visual impairments should be considered, so the website can be used by those using screen readers.

Older generations

- 21.9 Many older people are restricted by access to public transport and do not wish to travel too far to attend groups at community facilities. Equally, if transport is provided by the facility, it would not be economical for it to travel great distances to collect people. The Woking area benefits from many community facilities, and considering the map work carried, distances to community facilities are not too great. However, many people have raised concerns about the bus services, and the frequency and the availability at night. If consideration is given to sharing facilities, or changing the venue of facilities, it should be considered whether there is regular access to the new facility for those not able to use a private vehicle, so that older people or those with mobility issues are not excluded.

22.0 Facilities outside of the borough

- 22.1 We have not managed to collect significant information about facilities outside of our borough but well used by Woking residents. Not many adjoining Councils have carried out this type of detailed research work as part of the Local Development Framework yet, and therefore have not been able to provide data. However through local knowledge, information online and responses to our survey, we have the following information.

Guildford Spectrum

- 22.2 One large facility outside of Woking Borough which attracts groups and people from the Woking area is the Guildford Spectrum. The Spectrum is a large leisure complex with swimming pools, ice rink, bowling alley, café's, large hall, exercise classes, exhibition area and athletics track.
- 22.3 Information provided by the Spectrum shows that 5% of the people who have loyalty cards (Active card) for the Spectrum have a Woking postcode.

Table 4 – Location of Active card members at Guildford Spectrum

	Total	Percentage
Guildford	10,473	75%
Woking	733	5%
Other Surrey districts	2,749	20%
Total	13,955	

- 22.4 For some areas of the borough, it is not much further to Guildford Spectrum than to facilities within the Woking borough, and with the large range of activities on offer and additional ice skating route, and with many Woking residents working in Guildford (and possibly using the Park and Ride facility at the Spectrum), it is not surprising to see that loyalty card membership of Woking residents is 5%. No doubt many other Woking residents who are not loyalty card holders use the Spectrum. Noticeably, the Spectrum runs a detailed up to date website, where users can follow the Spectrum on facebook.

G Live

- 22.5 A future attraction offering facilities to hire is G Live, the new entertainment venue opening in Guildford in Autumn 2011. Next to this venue, a new hotel is currently being built which will also offer conference facilities. This venue may provide competition for Woking theatre, although it is not yet known exactly what types of entertain G Live is to be used for.

Birchmere Scout Campsite, Wisley Common

- 22.6 Although located within the boundary of Guildford Borough Council, Birchmere Scout Campsite near Wisley Common attracts many users from the Woking area and did respond to our survey as they are registered on Window on Woking.

- 22.7 Birchmere campsite describes itself on its website as a 'proper little campsite', providing an outdoor facility for scouts, guides, Duke of Edinburgh expeditions and other bona fide youth groups. It has a main hall, toilets, disabled toilet, kitchen, storage and an office. It describes the toilets and main hall as in a poor condition. However, it has gained planning permission to replace the activity hall with a new structure and to enlarge and upgrade the toilet facilities with the provision of showers.
- 22.8 The organisation plans to carry out a user survey of the existing facilities in the summer to provide evidence for grant applications. If successful with grant applications, work is proposed to commence in the spring/summer of 2012. Early work to upgrade the electric and water supply and for an efficient waste water management system was completed in the last two years and plans to update the soiled water drains to cope with the new structures are already arranged for this summer (2011). Despite the current financial climate, every attempt is being made to progress with this work, as failure to do so could result in the current facilities failing to meet Health and Safety and scout rules.
- 22.9 The facility is therefore looking for funding to progress this work at an outdoor facility well used by Woking residents. It may be helpful as part of the user study to ascertain the proportion of users from the Woking area.

St Peters Hospital, Chertsey

- 22.10 A group which uses the gym and hydrology pool at St Peter's hospital responded to our survey. They commented that the toilets are poor, the disabled toilets are good and the shower/changing area is fair. The facilities are not very accessible though, with the group commenting;

"There is no public transport to the hospital during the evening when classes are held, as far as I know".

- 22.11 Although primarily a hospital use, as this example shows, the facility is used by groups to provide aftercare and support to specific members of the community.

Bisley Pavilion

- 22.12 Bisley Pavilion is located near Knaphill, but within Guildford Borough Council's area. The pavilion has been refurbished over the past 5 years, and offers a total of four separate function rooms. When used together they can seat a total of 530 for a meal and dancing. Veranda's surround the entire building for summer occasions.
- 22.13 Used extensively for Wedding Receptions, Dinner/Dances, Disco's and conferencing, Bisley Pavilion has full in-house catering facilities with preset menus of all variations and custom menus available to suit all.
- 22.14 Three licensed bars are located throughout the building, kitchen facilities are located in the centre of the building to quickly serve all function rooms. There is also hotel accommodation on site.
- 22.15 Bisley Pavilion is listed on the Window on Woking website as a facility to hire in the Knaphill area. We have not heard directly from the facility as part of this

work and the information above is taken from the facility's website. The website is informative and provides useful information and photographs.

Fairoaks Airport

- 22.16 Fairoaks airport is in Surrey Heath borough. We received a response to our survey from a group which uses the Aircrew centre here approximately once a month. The group rated the facilities as good, including the car parking and bicycle parking available. The group raised the issue of inaccessibility because there is no public transport at the required times and some members of the group are getting older, but the facility is good because of its speciality. The group said

“It is a good place to meet like minded people. There are talks most months on flying relating subjects plus visits and once a year flying evenings at Fairoaks.”

23.0 Libraries and cemeteries

- 23.1 Public libraries meet the wide social, educational, cultural and information needs of communities, ensuring they are both economically and socially successful. Libraries provide free access to books, information, Information technology (IT) and opportunities for learning. The future delivery of the library service nationally has been under review over the last year due to cuts in public spending.
- 23.2 In Surrey, a public value review of library services was carried out in 2010-2011 during which all aspects of the service were reviewed and a strategy developed for the library service. The Public Value Review and recommendations were agreed by Cabinet on 1 March 2011. The review report states that the Government is currently supporting 36 libraries authorities to explore new ways of delivering the service more efficiently through the Future Libraries Programme. Ideas being explored include transferring control of some library services to communities to run, merging services provided by different authorities into one cross-boundary service and locating libraries in retail stores. Some of these ideas are already in development in Surrey e.g. use of IT, developing a model of community partnered libraries and greater sharing of services across boundaries.

Standards for library provision

- 23.3 Surrey County Council has a statutory duty to provide a 'comprehensive and efficient library service', for all persons desiring to make use of it under the Public Libraries and Museums Act 1964. The precise size and scope of the service is not specified, and there is no national strategy guiding the library service. Recommended standards for libraries were provided by the Museums, Libraries and Archives Council, however this organisation is currently being wound up and transfer of its functions has not yet been communicated. The MLA standard proposes a minimum of 30m² of public lending space per 1,000 population. Catchment areas for libraries are not firmly defined, although as a general rule it is recommended that the population should be no more than 2 miles away from a static library.
- 23.4 Surrey's library service currently operates a network of 52 libraries, and members can borrow books from any of these and then return them to any branch they choose. Although many customers are loyal to just one branch, it is often the case that, for convenience, people choose to use the library nearest to where they work or shop and as a result, library customers often use more than one library branch.

Current usage

- 23.5 In 2009, almost half of all residents in Surrey visited a public library, placing Surrey in the top quartile when compared with other counties.

The service has 220,396 'active'²⁷ borrowers, out of a total of just under 400,000 registered members. There has been a 6.5% reduction in the number of active borrowers in Surrey since 31 March 2005. The decline nationally (England and Wales) has been more severe at 12.5% over the same period. Usage patterns for libraries in Woking Borough in 2009/10 are set out in Table x below.

Table x: Library usage patterns

Library	Total Book Issues	Including audio-visual	Rate of decline over last 3 years
Woking	353,346	380,249	- 19.2%
Knaphill	73,422	380,249	+ 116.3%
West Byfleet	51,102	54,232	-16.7%
Byfleet	29,969	31,417	-12.5%

Byfleet Library Action group have contested these figures. They say an adjustment should have been made to account for the closure of the library for six weeks in October and November 2009.

Current level of provision

- 23.6 There are four libraries within the Borough located in Woking Town Centre, Knaphill, West Byfleet and Byfleet. Table x sets out the floorspace provision for the four libraries.

²⁷ Based on the annual national survey of library use for National Indicator 9.

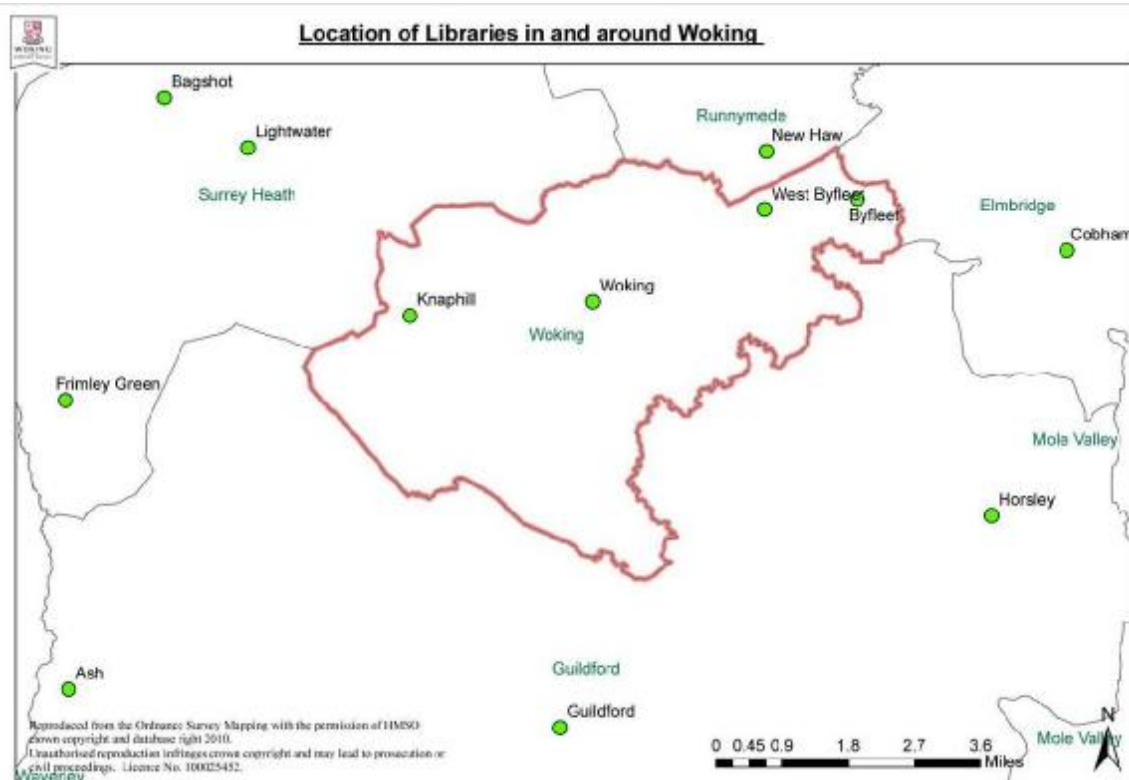
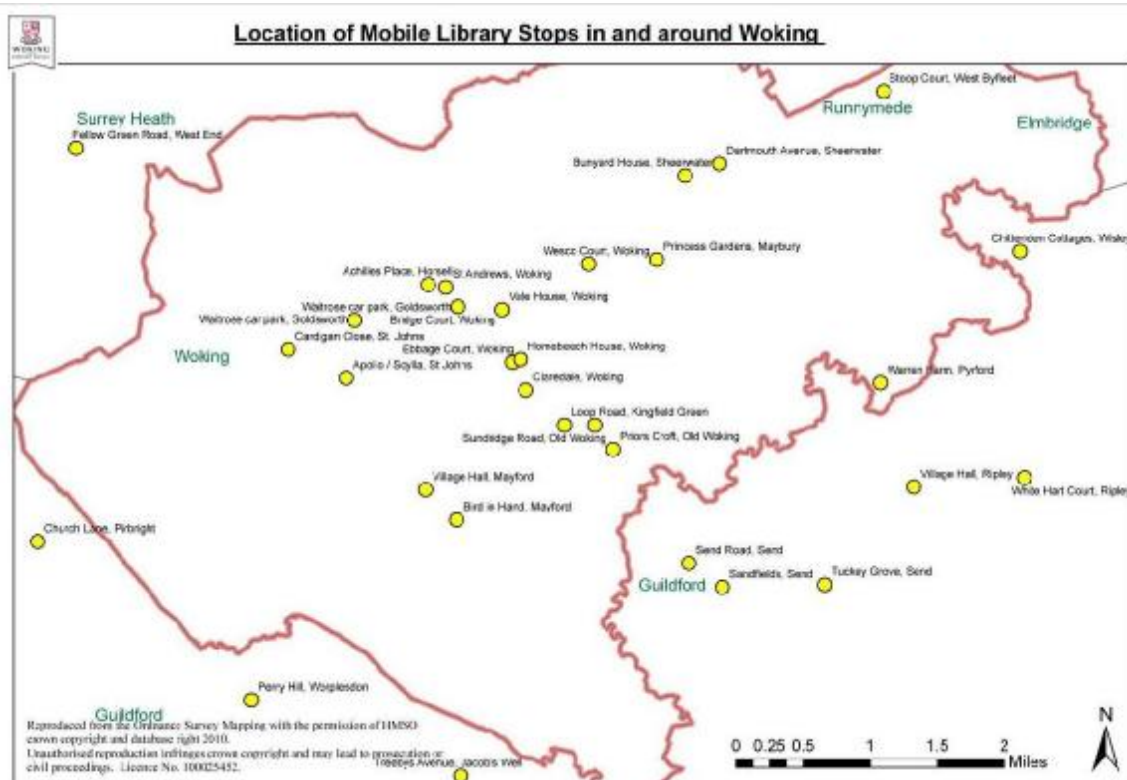


Table x: Library floor area

Library	Lending area m²	Non-public areas m²	Total area m²
Woking Town Centre	1,509	331	1,839
Knaphill	241	79	320
West Byfleet	159	32	191
Byfleet	191	50	241

Source: SCC library services

- 23.7 Mobile library services are currently provided in Woking Borough through public stops and services to residential homes and sheltered housing. The public stops are sited in Goldsworth Park, Kingfield Green, Mayford, Onslow, Sheerwater, St Martha's, West End, Horsell, Maybury, Old Woking, Pyrford, St John's, West Byfleet and Woking.



- 23.8 The following sections set out in more detail for each library:
- The qualitative provision of existing facilities
 - Current provision against MLA standard
 - Potential plans for future provision, if any.

Woking Town Centre library

- 23.9 The Town Centre library has not been refurbished but is currently in good internal and external condition, notwithstanding the need for normal wear and tear replacements. Opening hours are Monday to Saturday. In addition to a very good stock of books the library also contains DVDs, newspapers, large print and talking books, music CDs, public internet terminals, a photocopier, fax service, printer, supernova, scanner, CD/DVD rewriter, digital printing kiosk, bus information desk and events and activities. Events and activities include services for children and teenagers and health and well-being talks and workshops.
- 23.10 Against MLA standards Woking Library is 374m² under-provided and should have 1,883m² of lending space. However this standard is based on resident population and the library services a wide customer base, including businesses and shoppers. Woking is currently the busiest library in Surrey.
- 23.11 In 2007/2008, several improvements to meet the demands of the forecast additional resident and workplace population were identified for Woking Library including - additional book stock (£43,500) and ICT

upgrades and enhancements (£50,000) giving a total cost of £93,500. These improvements have not been implemented.

- 23.12 On 04/10/2010 planning permission was granted for the change of use of the library entrance area to provide a restaurant and the formation of a new library entrance through extensions adjacent to Gloucester Walk and provision of a new library mezzanine floor to provide staff facilities. The proposed library reconfiguration has been planned to maintain its current level of service, despite a slight reduction in floor area of just under 7m².

Knaphill library

- 23.13 The current library at Knaphill relocated to a fully refurbished facility in April 2007. The library currently opens Tuesday to Saturday and is shut on Thursday afternoons. In addition to a good stock of books the library also contains DVDs, newspapers, large print and talking books, 5 public internet terminals, a photocopier, fax service, printer and events and activities. In addition to library activities and events the library is also used for a police surgery which takes place approximately once a month.
- 23.14 Against MLA standards Knaphill library is 50m² undersized. Despite this the new library has experienced a significantly higher level of usage than the old facility. Library Services consider that this facility is adequate to serve the local population at this time.

West Byfleet library

- 23.15 West Byfleet library building, currently leased from Woking Borough Council, is of an unusual round design, and is located in the centre of a busy public car park. The library currently opens on Tuesday, Thursday, Friday and Saturday. In addition to a good stock of books the library also contains DVDs, newspapers, large print and talking books, public internet terminals, a photocopier, fax service, printer, coffee machine and events and activities.
- 23.16 Against MLA space standards West Byfleet library is currently on target. In 2007 Library Services identified several improvements that will be required for West Byfleet Library, in order that it is able to meet additional demand created by new development. These included - additional book stock (£5,000), an additional internet terminal workstation (£2,650), hardware, software and workstation for assistive technology (£2,290) and ICT upgrades (£14,500), giving a total cost of £24,440. There are no firm plans to implement these improvements at present.

Byfleet library

- 23.17 Byfleet library underwent a complete refurbishment approximately 18 months ago. Improvements have included a replacement roof, works

on the plumbing and heating systems, works to bring the library up to the required accessibility standards of the Disability Discrimination Act and works to improve the interior of the buildings. The Library currently opens on Tuesday, Friday and Saturday. In addition to a good stock of books the library also contains DVDs, newspapers, large print and talking books, public internet terminals, a photocopier, fax service, printer, a local family history centre and events and activities. In addition to library activities and events, the library is also used by the scrabble club, bridge club and Heritage society.

- 23.18 Byfleet library is currently 20m² undersized against MLA standards. In March 2011 the Public Value Review recommended that 11 less cost effective libraries should be made more sustainable by engaging the energy of the community in delivering services through the formation of community partnerships and volunteering. Byfleet was one of the 11 libraries chosen. The local management of community partnered libraries will be transferred to local organisations. However, the libraries will remain within the County network and be fully supported by the provision of buildings, books and other resources, Information technology and advice and guidance. A consultation within these communities has been launched looking for potential partnerships with an initial review date of 30th June.

Mobile library

- 23.19 The mobile library service serves communities that are more than two miles from a static library. Any stops which achieve an average of less than ten book issues per visit are considered for withdrawal. The length of each visit is determined by the formula of 1.5 book issues per minute. Sheltered housing complexes receive a visit of at least 20 minutes every four weeks. Residential homes are served by a single dedicated mobile library. Exchange of stock is made every three months. In 2007 the following need for additional mobile library facilities was identified - new library for additional and extended stops (£80,000) and additional book stock (£20,000), giving a total cost of £100,000.
- 23.20 The mobile library service has suffered a prolonged and steep decline in use, hence the decision by Surrey County Council to close the service from 30th September 2011. The service is to be replaced with an alternative personalised service for people who cannot access the usual library service. The development of this service is currently under consultation with users.

Demand for facilities in the future

- 23.21 Woking currently has around 424m² less library floorspace than is recommended by MLA standards to serve its population. New residential and commercial development and the consequent rise in the resident population and number of workers will impact the demand for library services. The projected rise in the resident population alone,

to 2027, is estimated at 11,500 and as labour supply is projected to grow at a slower rate than total employment Woking is expected to be a net importer of over 12,000 employees by 2026. Based on current MLA standards, the increase in resident population alone would result in an overall shortfall in lending space by 2027 of approximately 769m².

- 23.22 This shortfall in lending space however needs to be considered in the light of a reduction in the number of 'active' borrowers and the rapidly changing nature in which library services are being accessed through increased public interest in and use of virtual services. The government is consistently turning all forms of public activity over to on-line access and libraries already have a key role in providing equipment training and skills for people to access these services. Information technology rather than the need for larger libraries is the key area where current provision will be under pressure, although space will be required for IT suites and wi-fi lounge spaces. These resources will have to expand to meet demand and be accessed from anywhere providing a 24/7 virtual library service. Given their increasing scope, libraries and library sites present and future, will be key in the development of community hubs where a range of useful and relevant services to residents are supplied from one central location.
- 23.23 The aging population, and provision of services through 'Library Direct', which will provide ways for people to use the service who cannot access a static library will also be under pressure. Work in gaining and improving literacy for children and adults is also increasing as is the involvement of libraries in personalized social care. In terms of locational coverage, Maybury and Sheerwater is a priority area for Surrey County Council. This area is currently served by the mobile library service, but given the closure of this service it is considered that development of a community partnership library facility within a pre-existing community building should be considered. This type of provision may be a more cost effective option for service delivery, rather than a mainstream library, given the proximity of the area to Woking Town Centre.

Cemeteries

- 23.1 There is a statutory duty under the Local Government Act 1972 and the Cremation Act 1902 and 1952 for the disposal of the dead; however this does not have to be provided by a local authority. Section 214 of the 1972 Act gives the Council the power to provide for the disposal of the dead or contribute towards the expenses of another provider (where provision is made for local residents), however where existing provision exists the Council is under no obligation to do either.

Current provision within the borough

- 23.2 Provision for burial within Woking Borough Council is provided by the following facilities. In addition, use is made by former residents of facilities in neighbouring boroughs and sometimes further afield.

Woking Crematorium

- 23.3 Woking Crematorium was the first crematorium built in the UK in 1878, although the first cremation did not take place on the site until 26th March 1885 due to local opposition. The site currently occupies approximately 4.9 ha of space and the buildings are Grade II listed.
- 23.4 This facility is able to accommodate demand from the local area with the majority of clients being former residents of the Borough. There is no differential in charges for residents and non residents.

Brookwood Cemetery

- 23.5 Brookwood Cemetery is a privately owned cemetery and covers a total area of 143ha. Opened in 1854, it remains the largest cemetery in the UK and was listed as a Grade I Historic Park and Garden in June 2009. Since opening over 235,000 people have been buried here. Due to its size, there is considerable capacity remaining at the cemetery. Reduced prices exist for residents of the Borough, and for some burial plots, people living within a 17 mile radius of the site.

Church graveyards

- 23.6 There are a number of churches within the Borough providing burial grounds. In many cases provision comprises a closed cemetery surrounding the church which is only used for burial for family members with existing family plots, and a new open cemetery, usually adjacent or close to the closed one. Some graveyards which are closed for burial have gardens of remembrance for the interment of cremated remains. The following churches have open cemeteries which are usually reserved for parishioners:
- St Mary's Church, Byfleet (there is approximately 30 years of supply). The Church also owns additional land nearby originally allocated for burial which is currently in sport/recreational use.
 - St Nicholas Church, Pyrford.
 - St Mary the Virgin Church, Horsell (there is still approximately two years capacity with the graveyard surrounding the church, and an

estimated 10 years supply of land for the internment of cremated remains).

- St Edward the Confessor, Sutton Park. There are three sections to the graveyard – the original cemetery which is only used for existing family plots, the burial ground given by the Duke of Sutherland which is almost half full, and a new consecrated burial ground purchased by the church approx six years ago but currently used for recreational purposes. This is thought to have an estimated capacity of 1500 plots. This graveyard is for use by Catholics from the parish and neighbouring parishes.

Closed cemeteries

23.7 There are five closed cemeteries in the borough which are open for recreation. These include:

- St Peters Church and Burial Ground, Old Woking
- St Mary's Church, Byfleet
- St Nicholas Church, Pyrford
- St Johns Church, St Johns

23.8 Cemeteries (closed and operating) have a role in recreation provision. PPG17 gives recommended thresholds for public access to cemeteries for recreation of 5,000m for cemeteries greater than 20ha and 800m for cemeteries of less than 20ha. Brookwood cemetery alone provides access for approximately half the borough.

Memorial gardens

23.9 A number of churches have memorial gardens for the internment of cremated remains.

Current provision adjacent to the borough

Crematoria

23.10 Generally any member of the public is able to choose a crematorium irrespective of where they live. Due to their location, the following crematoria are sometimes used by residents of the Borough. In most cases fee charges are the same for residents and non-residents of the respective Borough.

1. Guildford Crematorium
2. Aldershot Crematorium
3. East Hampstead Park Cemetery and Crematorium (Near Bracknell)
4. South West Middlesex Crematorium, Feltham.

Cemeteries

23.11 There are a number of cemeteries surrounding the borough. In most cases fees are double for non-residents of the borough.

1. Stoke Cemetery, Guildford Borough
2. Send Cemetery, Guildford Borough
3. Chobham Cemetery, Surrey Heath Borough

Cremation verses burial

- 23.12 Cremation did not become popular until after the Second World War. However it was not until the late 1960's that Cremation became the principle means of disposal of human remains. For the last decade rates of cremation in the UK have remained relatively stable with around 70% of deaths followed by Cremation. The figure in 2007 was 72% (although for England and Wales it was 75%), which has recently risen to 73%. In the UK, only a few religious groups including Muslims, Orthodox Jews, Greeks and Russians actively oppose cremation.

Adequacy of supply over the lifetime of the Core Strategy

- 23.13 The facilities in the Borough are considered adequate to serve the needs of residents for the period of the Core Strategy. In addition, residents are also able to access facilities in neighbouring Boroughs although costs may differ.

Places of worship

- 23.14 This survey has not specifically collected information from places of worship to see if they have a need for additional floor space. However, it is widely known that the Coign Church, one of the largest churches in the area and one involved in a significant amount of community work (as previously discussed in relation to the Town Centre neighbourhood), has active plans to redevelop its premises to provide a greater floor space and additional facilities.
- 23.15 In 2006, the Coign submitted a request for a screening option for the development of its site for up to 161 residential units, a church and ancillary facilities (including a café) of floor space of 4000 metres squared. This did not progress to a planning application. The proposal is large in scale and may need more discussion with planning officers before an application can be submitted. The church currently meets in the HG Wells centre on Sundays, and uses its own site in the week for its church and community activities.

24.0 Conclusions

- 24.1 Community facilities and groups play a big part in the lives of people who live in and around the Woking area. This is evident from the number of facilities and groups in operation, and the response rate and information received as part of this survey. The work of groups and organisations is clearly highly valued and provided with considered thought and care as to the needs of the local community. A substantial amount of the work that is undertaken by community organisations is voluntary, bringing positive benefits to those directly involved, and the wider community through the relief it brings to services which otherwise may be called upon.
- 24.2 The health benefits of volunteering and being part of a group have already been discussed. However, one of the key conclusions from this report is the struggle for many groups to recruit volunteers. However, groups and facilities simply cannot exist without the volunteer resource.
- 24.3 There is a vast amount of information available about community facilities, especially on the internet. However, there is little evidence from the information available and provided as part of this survey of close partnership working between facilities. In some localities in the borough there can be up to six facilities all within walking distance of each other, but working in isolation. Maybury is a prime example, and would serve as a good location to trial partnership working between key facilities, especially if Surrey County Council decides to resource its facility there to become a neighbourhood skills centre. Many facilities openly discuss lack of resources, volunteers and a need for investment in facilities, but do not actively appear to be sharing resources, or exploring the possibility of doing so. It is accepted that such a move for many facilities which are owned and managed by different organisations would be a culture change, but in the era of austerity measures, it may be a necessity. Equally, it might provide a better service to the neighbourhood, and provide the building blocks for a community hub.
- 24.4 In particular, there are examples of facilities that are not open every day of the week, and provide a specific use that potentially could be provided within another facility. Where such facilities are not providing for a specialist need (for example medical issues), but are providing a social setting for refreshments or activities, the potential for sharing, or another facility taking on this work, could be explored. The other reasoning for doing this is due to the large number of groups in operation, there is the potential to have many small groups trying to achieve the same thing. This should be avoided where possible as often it does not provide the best use of resources.
- 24.5 However, although not specifically picked up in this report, it is known in some cases that there can be tension between community groups as they compete for resources and volunteers. This may be a barrier to partnership working which needs to be explored further.
- 24.6 In the current economic climate, the Woking area is fortunate to have two new community facilities currently under construction/recently completed (the new facility in Woking Park and the Sea Cadet's facility at Goldsworth Park Lake) and more being planned (for example St Johns Memorial Hall). There is an opportunity with new buildings to explore shared spaces, closer working

between groups, and modern means of advertising (to be discussed). These new buildings will provide excellent facilities for people in the Woking area to use.

- 24.7 Despite the prominence of the new facilities and the positive benefits that they will bring to the community, there is a lot of valuable community work being undertaken by the faith communities within the borough. This is not always so often reported, but this report has shown how active many places of worship are in trying to help meet community needs, and how buildings are being opened up (for example the new purpose built community facilities at the URC church) and shared (in the case of the Post Office in the New Life Church) with the community. The majority of churches operate toddler groups as a given, with the addition of many youth groups, support groups, older people's groups, and outside the building groups such as Outside Lights and Street Angels. Many places of worship also make their buildings available for hire to external groups and in particular brownie and scout groups. The work of these groups is an important part of the community work currently going on in the Woking area.
- 24.8 Two large churches feature in what can be identified as a triangle of 'super' community facilities in Woking Town Centre. They are the YPOD, ChristChurch and the Coign. These organisations appear to be forward thinking, community and youth focussed and modern in their approach and style. Despite their religious founding, they offer many community uses and groups for all members of the community without restriction, with the YPOD specifically focussed on youth services. As redevelopment proposals continue to be considered for Woking Town Centre, and with the prime position of ChristChurch in Woking Town Square, there is great potential for these facilities to work closely together bringing positive benefits to young people and the wider community of Woking.
- 24.9 Outside of the town centre, but in an area often visited and well known to Woking residents, is Sainsbury's Brookwood. It is noteworthy in the conclusion that the store has acted on the idea of having a community use in the store (an education facility) but has brought in a private provider of that service. It may be a consideration for future policy to explore whether any future retail stores of similar size and attraction could be encouraged to provide a space in the store for community use, to encourage shared spaces, mixed communities and less need for new single use community facilities. For example some groups may just need an office a couple of mornings a week, but cannot afford to rent one. Such a facility may be able to be provided on site.
- 24.10 There are a few specific recurring needs that have been identified throughout this study. They are the lack of storage and the lack of secure cycle parking at facilities. Many groups have commented on this. There have also been comments about some facilities which specifically need investment.
- 24.11 Moving on to modern means of community and presenting information, information about community facilities and groups in the Woking area online is often sporadic, dated and un-sophisticated. Although the Widow on Woking website is useful and more than is available in some local areas, it appears a little dated in its list like approach and the way it presents information about

the organisations (i.e. names and phone numbers as contact details rather than email addresses)²⁸.

- 24.12 Given the reliance in society on the internet, it is staggering how little information is available online about the facilities in the local area. There is very little evidence of interactive websites, with blogs and opportunities 'to follow' through social media. There is little doubt that social media will feature heavily in the future in terms of marketing, a prime example being the demise of the printed Woking News and Mail paper newspaper where many community groups advertise. There are many predications available for when there will be no more printed newspaper, with some online discussion saying that by 2017 there may be no more printed papers, and news will be read on line through smart phones and i-pads or equivalent. Community organisations will need to take this on board and improve information online if they wish to advertise what they do, however, many organisations simply do not have the resources or skills to do this.
- 24.13 A good example of community focused website is that of the Coign church. It also has a separate website for its young people and is specifically focussed to that audience. It is surprising how most community facilities (apart from schools and places of worship) do not have their own individual websites and rely on Window on Woking or the Council's website. The information on these websites, especially on Window on Woking, can be little more than an address, phone number and general information about the facility. The most pertinent example being the case of the group which posted on Window on Woking 'DO NOT EMAIL US'. This should be removed and the group contacted to see what resource issues they have that they are unable to receive or reply to emails. The lack of information about a site's location can also make it physically difficult to locate the venue on the ground, for example some venues do not have a postcode listed on Window on Woking, yet this is the most useful piece of information if using an online mapping service or a satellite navigation system to find somewhere.
- 24.14 It is also interesting to see how places of worship are catching up with social media, and many of the larger places now display social media icons (such as facebook, twitter and you tube) on their homepages. Obviously the take up and success of this also depends on what they actually post on these social media websites, which has not been explored as part of this study.

²⁸ Understandably, it can only present information it is provided with.

25.0 Recommendations

Increase volunteers

- 25.1 There are already many people volunteering in the Woking area, but there clearly is a constant need for new volunteers. Great work already takes place in the Woking area to galvanise more volunteers (e.g. WAVS, Window on Woking etc). WAVS has created promotional material aimed at young people to attempt to attract them to volunteering and helped to develop the Woking Youth Action Team which is a group of young people aged 16 and 25 that promote volunteering to their peers, enabling them to make a difference in their community. It may be that further work is required to tap into this group of people, who said that they would be most likely to consider volunteering, to try and rise up a new volunteering generation in the Woking area, with community ownership of projects and facilities (in community hubs).
- 25.2 The benefits of volunteering may well be most attractive to the younger generation who are working their way through education and soon to be looking for jobs, or people who are starting out in jobs, looking to further their career. Some groups may be reluctant to take on volunteers for short periods of time, but given people's changing life patterns, flexibility may be what volunteers are looking for, as feeling trapped in a role was one of the barriers to volunteering.
- 25.3 Exploration of more ways to encourage people to volunteer is always useful, but it may be most fruitful to concentrate these efforts on the younger age groups, through schools and colleges and programmes such as the Duke of Edinburgh Scheme, to raise the profile of volunteering and extol and benefits.

Greater partnership working

- 25.4 Partnership working is an expression often bounced around but extremely difficult to achieve in practice. However, given the large amount of facilities and groups in Woking, but the competition for resources and people, it may be the necessary and most beneficial way forward. However, it would require a culture change in how many of the organisations work.
- 25.5 The potential danger of provision of facilities from the Council (whether directly or from schemes) is that community groups see the Council providing new facilities for one group, and thinking that their need is as great, lobby for similar funding and support. Of course, the value of community groups is recognised, but there is a limit to what can physically be provided in terms of new facilities, and we need to look to other models of provision, using facilities that already exist but are underused, working together as groups, sharing spaces and exploring the possibility of community hubs. The key feature about community hubs is that they are community lead, and the quote from the community hub provided in Manchester is key;

“People often think the council can wave some kind of magic wand to do regeneration. We can't. It depends on communities doing things for themselves and the council being able to support them.”
- 25.6 There are potential places in Woking where community hubs could be created, however, it is not just about the physical location of facilities, but how

they work together and how the community sees them, e.g. not just there for consumption but for something to be part of and involved in, putting in and taking back.

- 25.7 It is a recommendation that community hubs are explored further, with an attempt to pilot closer working between community groups. As discussed, there is potential in Maybury, but also in many other locations, including the triangle of facilities identified in the Town Centre, which given their foundations, may work well together.

A seismic shift in how the internet is used

- 25.8 There is great work to be done to bring the information online about community facilities into the modern era. If community facilities and village halls are perceived by young people as places for older generations, it may be because that is how they are presented on the internet, or if they are not known, perhaps it is because there is no information online at all. The use of Window on Woking needs to be examined to see whether it is meeting its original goals and how it can be improved to provide better information in the context of social media and modern communications.
- 25.9 As the internet, and especially social media sites, is many a young person's best friend, then perhaps young people are the best resources to help solve this problem. If a project could be run where young people built a new website for an area (for instance Maybury as part of a pilot of a community hub), or for a new facility, such as the Goldsworth Park Lake facility, then not only would the website be created, but young people would be more involved, and could take ownership of it. However, it is recognised that websites which present current up to date information need constant monitoring and can be resource intensive. Having used the example of the Coign's website, it might be worth contacting the church to discuss their experiences.
- 25.10 It would also be worth considering whether there are any resources within the Council to help community facilities to improve their websites. Possibly, not every facility needs its own website, and sharing sites might be a good start to partnership working.

Cycle Parking and storage

- 25.11 Many venues only have a small amount of cycle parking, and in quite a few cases, the groups are not always aware that it exists. To make venues more accessible to all, and to help encourage young people, the provision of more secure cycle storage would be beneficial. To make cycle parking secure however, it is reliant on the person who owns the bicycle to provide the lock. Heavy duty secure locks, however, are expensive and many young people may not be able to afford them to secure their bicycle whilst they attend a group. An initiative to provide locks to community facilities to hire to people wishing to use bikes may be useful to explore.
- 25.12 Lack of storage facilities has been raised as an issue by many groups, and it would be useful to explore whether there is any underutilised central place which can be offered to alleviate this problem. Although many groups would prefer storage on site, this is not always possible, but space may be available in other facilities if explored further.

Further work with the schools

- 25.13 The schools did not respond to our survey despite receiving emails about it. The information in this report is from information on the internet. Further work is needed to engage with the schools as they offer venues for hire, and through extended school, offer support to the community.

26.0 Monitoring and updates

- 26.1 This is a live study, which is current at the time of publication. The study will be updated regularly as new information or new facilities become available. The Annual Monitoring Report (AMR) assesses the need for updates to evidence base studies and will do so for this study too. For more information and to see the latest AMR, visit our [website](#)²⁹.
- 26.2 We welcome further comments on this document and the input of community groups that were unable to respond to the questionnaire at the time. Any comments can be emailed to planning.policy@woking.gov.uk or posted to the address on the front page of this document.

27.0 Equalities Impact Assessment

- 27.1 An Equalities Impact Assessment considers the possible impacts of Local Development Documents on specific groups within the community. Considering equalities issues throughout the preparation of the Local Development Framework will assist us in anticipating policy outcomes and avoiding inadvertent negative or discriminatory consequences for particular sections of the community. These specifically include race, gender, disability (physical and mental), religion, sexuality, and/or age, and includes people who may be within more than one of these groups.
- 27.2 An equalities impact assessment was completed for the Woking Core Strategy document. The document is available online.

28.0 Disclaimer

- 28.1 This assessment is based on the best available information within a fixed timeframe. Attempts have been made to contact all known community facilities in the borough. Any new or currently unidentified community facilities will be included in future updates of this study. Information provided by community facility operators has been verified where possible.

²⁹ www.woking.gov.uk/planning/policy/ldf/amr

Annex A – questionnaires

See separate documents at end.

Annex B – organisations that took part

Community facilities that responded to our survey

Arbor Centre, The
Birchmere Scout Campsite
Byfleet Cricket Club
Church of the Good Shepherd, The
CornerHouse
Cornerstone Centre
Horsell Scout Hut
Horsell Village Hall
Knaphill Baptist Church
Lakers Youth Centre
Maybury Centre, The
Moorcroft
New Horizons
Parkview
St. Hugh of Lincoln RC Church Hall
St. John's Memorial Hall
St. Mary of Bethany Church
St. Paul's Church
Strollers: the Generation Centre
Surrey History Centre
Trinity Methodist Church
Vyne, The
Woking Football Club
Woking Lawn Tennis & Croquet Club

Community groups that responded to our survey

Ahmadiyya Muslim Association
Brookwood Brownies, 1st
Bumblebees Toddler Group
Byfleet Community Action
Carers Support: Woking
Christian Youth Club
Churchill Tennis Club
Debtscape
Emanuel Chapel Groups
Evergreens, The
Fine Lines
Girl Guiding West Byfleet
HeartBeat Support Woking
Horsell Afternoon WI
Horsell Rainbows, Brownies & Guides
In Accord of the American Theatre Organ Society
Knaphill Rainbows, 2nd
Knaphill & St Johns Operatic Society
Lakeview Community Action Group

Link Leisure
 London Chapter
 Mayford Evening WI
 Mayford Lacemakers
 Monkey Music Woking
 National Ankylosing Spondylitis Society: Woking & Weybridge Branch
 NCT Classes
 Octavian Singers, The
 Old People's Forum, The
 Old Woking Ballroom & Latin Dance Club
 Old Woking Brownies, 1st
 Old Woking Scout Group, 1st
 Peer Productions
 Pyrford Folk Dance Club
 Pyrford Saddle Club
 Runnymede Dolphins
 St. Johns Brownies, 3rd
 St. Johns Care
 St. Johns Evening WI
 St. Johns Good Companions Senior Citizens Club
 TALK Surrey: Woking Group
 Toddler Group at the Arbor Centre
 West End Rainbows, 1st
 West End Rainbows, 2nd
 West Surrey Family History Society
 Woking Aircraft Association, The
 Woking Astrology Group
 Woking Brownies, 3rd
 Woking Brownies, 8th
 Woking Chess Club
 Woking Children's Centre
 Woking Choral Society
 Woking Community Play Association
 Woking Concert Society
 Woking & District Philatelic Society
 Woking Drama Workshop
 Woking Fuchsia & Pelargonium Group
 Woking History Society
 Woking Liesure Centre: 50+ group
 Woking Lifesaver Group
 Woking Malayalee Association
 Woking Photographic Society
 Woking Pupils' Education Needs
 Woking Roteract Club
 Woking Society of Arts
 Woking Symphony Orchestra
 Woking Talking Newspaper Association
 Woking Wine Society
 Woking Welsh Society
 Woking Writers Circle

Questionnaire - facilities

Section 1 - Contact details

Your name	
Your contact details (including email and website address)	
The name and address of the facility you represent	
Your role in relation to the community facility	

Section 2 - Uses

Q1 What is the primary use of your building?	Community facility		
	Education		
	Community hall		
	Place of workshop		
	Other		
	Description		
Q2 What community activities are provided in the building? (e.g. room hire, toddler groups, youth groups, exercise classes etc) <i>Add extra rows below as needed</i>			
<u>Activity</u>	<u>The name of the organisation that runs the activity?</u>	<u>Frequency?</u>	<u>Contact details of the organisation that runs the activity</u>
Q3 Are all the activities listed in Q2 open to all members of the community? (e.g. if a parenting class is held in a school building, is the activity open to all relevant members of the community, or just those whose children attend the school?).	Yes		
	No		
	If no, please give details		
Q4 Do you have a pricing schedule or any specific policies on usage of the facility?	Yes		
	No		
	If yes, please give details		

Q5 Approximately, what is the total proportion of time per week (Mon-Sun, excluding midnight to 7am) that the building is in use for the above activities?	_____ %	closed for a whole day in the week?
Q6 Approximately, how many people use the community facility?	Per week	
	Per year	

Section 3 - The building

Q7 Who owns the building?				
Q8 Type of ownership	Freehold			
	Leasehold		Length of lease ____yrs	
Q9 What is the size of the building?	<i>Square metres of total area used as a community facility</i>			
Q10 How many spaces (rooms/halls) are available for community use?	No. of spaces			
	Details			
Q11 Spaces and facilities in the building (please delete as appropriate)	Facility	Available?	Condition?	
	Main hall	Yes/no	Good/ fair/ poor	
	Secondary hall	Yes/no	Good/ fair/ poor	
	Meeting rooms	Yes/no	Good/ fair/ poor	
	Stage	Yes/no	Good/ fair/ poor	
	Toilets	Yes/no	Good/ fair/ poor	
	Disabled toilet	Yes/no	Good/ fair/ poor	
	Kitchen	Yes/no	Good/ fair/ poor	
	Shower/changing rooms	Yes/no	Good/ fair/ poor	
	Storage	Yes/no	Good/ fair/ poor	
	Social facilities (e.g. licensed bar)	Yes/no	Good/ fair/ poor	
	Office	Yes/no	Good/ fair/ poor	
	Car park	Yes/no	Good/ fair/ poor	
	Secure cycle parking	Yes/no	Good/ fair/ poor	
	Disabled access	Yes/no	Good/fair/poor	
	Other facilities (please state)	Yes/no	Good/ fair/ poor	
Q12 Do you have any comments on the above?				
Q13a Total number of car parking spaces available		Q13b Number of which are disabled spaces		
Q14 Total number of secure cycling parking spaces				

Q15 How would you rate the energy efficiency of the building?	Good		Fair		Poor	
	Any comments					
Q16 How would you describe the general repair of the building?	Good		Fair		Poor	
	Please give details of any specific needs					
Q17 How do you advertise your facility?	Internet					
	Local newspaper					
	Radio					
	Word of mouth in local community					
	Woking Association of Voluntary Service					
	Local library					
	Other (please state)					
Q18 If online, which websites do you use?	Own					
	Woking Borough Council					
	Window on Woking					
	Woking Works					
	Others (please state)					

Section 4 - Staff

		No. of people	
Q19 Who runs and maintains the facility?	Paid employees		
	Trustees		
	Volunteers		
Q20 Do you have any staffing resource requirements?	Yes		
	No		
		If yes, please give details	

Section 5 - Funding

Q21 How is the cost of running and maintaining the facility and any activities run by the facility met?	Fees and charges		
	Fundraising		
	Donations		
	Grants		
	Funding		e.g. funding from a larger organisation e.g. the diocese, church or association
	Other		Please state

Section 6 - Versatility

Q22 Do you work in partnership with any other organisations? (E.g. do you run joint activities, share premises?)	Yes		
	No		
	If yes, please provide the names of the organisations and explain how you work together		

Q23 Are your facilities suitable to be used by a variety of groups?	Yes	<input type="checkbox"/>	
	No	<input type="checkbox"/>	
Q24 If there is capacity, are you willing to accept/allow more groups to use your facility?	Yes	<input type="checkbox"/>	
	No	<input type="checkbox"/>	

Section 7 - The local community you serve

Q25 In general, what is the catchment for the use of your building? (e.g. where do people travel from?)	The borough and beyond	<input type="checkbox"/>
	The borough	<input type="checkbox"/>
	Woking town centre	<input type="checkbox"/>
	Village or local centre (e.g. Knaphill, West Byfleet, Horsell etc).	<input type="checkbox"/>
	Other (please state)	<input type="checkbox"/>

Section 8 - The future

Q26 Do you anticipate a greater demand for use of your facility in the future?	Yes	<input type="checkbox"/>	
	No	<input type="checkbox"/>	
	<i>Please give details</i>		
Q27 Is any additional floor space needed now or in the future for the building to continue to operate as a community facility?	Yes	<input type="checkbox"/>	
	No	<input type="checkbox"/>	
	<i>If yes, please provide details of the need and any available land on site or elsewhere.</i>		
Are you aware of the operations/future plans of another community facility that may impact upon the usage of your facility?			
Q28 How are you preparing for these demands?			
Q29 Are you sufficiently resourced to operate a regularly updated, informative website?	Yes	<input type="checkbox"/>	
	No	<input type="checkbox"/>	
	<i>If not, please give details</i>		

Section 9 - The 'Big Society'

Text on the big society - The Big Society is the flagship policy idea of the 2010 [Conservative Party general election manifesto](#) and forms part of the legislative programme of the [Conservative – Liberal Democrat Coalition Agreement](#). The aim is "to create a climate that

empowers local people and communities, building a big society that will 'take power away from politicians and give it to people'."

Q30 How important do you feel the promotion of the 'Big Society' by the Government will be to the role of your community facility in the next few years?	Of great importance		
	Of some importance		
	Neutral		
	Of little importance		
	Of no importance at all		
Q31 Do you believe the promotion of the 'Big Society' will impact upon the intensity of the use of your community facility in the future?	Yes		
	No		
	If yes, please describe how		

Section 10 - Any other issues

Q32 Are there any other issues relating to your provision of a community facility that you wish to make known to us?	
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*Thank you for taking the time to provide us with this information.
Please return your completed form to planning.policy@woking.gov.uk*

Please note: this is an information gathering exercise to inform future planning policies about community facility provision and to support any requests by the Council for financial contributions from developers towards the local infrastructure. The information you provide will inform our Community Facilities Audit, which is being prepared as part of the Woking Local Development Framework. Completion of this form or involvement in this study does not guarantee receipt of any support or funding from the Council or developers.

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Questionnaire – community groups

Section 1 - Contact details

Your name	
Your contact details (including email and website address)	
The name of the community group or activity you represent	
Your role within the community group	

Section 2 - Information about your group/activity

Q1 What are the purposes of the community group? (pick all that apply)	Education			
	Social interaction			
	Interest group			
	Health and fitness			
	Promote community cohesion			
	Art and culture			
	Religious outreach			
	General well being			
Q2a Who is eligible to be a part of the group/activity?	Those who live in a specific location			
	Those who live in Woking Borough			
	Those of a specific age range			
	Those with a specific interest			
	Those with a specific need			
	All			
Q2b Please specify the criteria of your selection (i.e. state the age range, or need).				
Q3 How many official members of the group are there?				
Q4 Approximately how many people attend the group/activity regularly?				
Q5a Is the group/activity operating at capacity?	Yes			
	No			
Q5b If yes, is there a waiting list?	Yes		No. on list?	
	No			
Q6 Does the group/activity operate a charging schedule for attendance?	Yes			
	No			
	If yes, please give details			

Section 3 - the building

Q6 Does the group/activity use publicly available buildings to operate? (e.g. village hall, school hall, church hall)	Yes		Please go to Q8
	No		Please go to Q7
Q7 Would the group/activity like to be able to use a publicly available building for its operations?	Yes		Please go to section 4
	No		
	If yes, what are the current constraints preventing use of a public building?		
Q8 Which building does the group/activity primarily use? (e.g. village hall, pavilion, centre for the community, church hall)	Please provide the name and address of <i>primary</i> building		
Is this building in Woking Borough?	Yes		Add question in about if no, why not and would you like to?
	No		
	Don't know		
Q9 Approximately how often does the group/activity use this building?	Every day		
	Every week day		
	More than once a week		
	Once a week		
	Less than once a week		
	Once a month		
	Less than once a month		
Q10 Is this the only building the group/activity uses? <i>Please provide the address of the secondary building and see the text at the end of this form*.</i>	Yes		
	No		Secondary building
Q11 Please rate the spaces and facilities in the primary building used by the group/activity (delete as appropriate)			

Facility	Available?	Used by the group?	Condition?
Main hall	Yes/no	Yes/no	Good/fair/poor
Secondary hall	Yes/no	Yes/no	Good/fair/poor
Meeting room / club room	Yes/no	Yes/no	Good/fair/poor
Stage	Yes/no	Yes/no	Good/fair/poor
Toilets	Yes/no	Yes/no	Good/ fair/ poor
Disabled toilet	Yes/no	Yes/no	Good/fair/poor
Kitchen	Yes/no	Yes/no	Good/ fair/ poor
Shower/changing room	Yes/no	Yes/no	Good/ fair/ poor
Storage	Yes/no	Yes/no	Good/ fair/ poor
Social facilities (e.g. licensed bar)	Yes/no	Yes/no	Good/ fair/ poor
Equipment (e.g. computers)	Yes/no	Yes/no	Good/fair/poor
Office	Yes/no	Yes/no	Good/ fair/ poor
Car park	Yes / no	Yes/no	Good/ fair/ poor
Secure cycle parking	Yes / no	Yes/no	Good/ fair/ poor
Heating and hot water	Yes / no	Yes / no	Good/ fair/ poor
Security (lockable doors, windows)	Yes / no	Yes / no	Good/ fair/ poor
Disabled access	Yes/no	Yes/no	Good/fair/poor
Other facilities (please state)	Yes/no	Yes/no	Good/ fair/ poor
Q12 Do you have any comments on the above, especially if rated poor:			
Q13 Does the building meet the needs of the group/activity?	Yes		
	No		
	Any comments		
Q14 How would you rate the general repair of the building?	Good		
	Fair		
	Poor		
	Any comments		
Q15 Do you have any health and safety concerns regarding	Yes		
	No		

the use of the building?	Any comments		
Q16 How long has your group/activity used this building?		Years	
Q17 Does the group/activity intend to continue to use this building in the future?	Yes		
	No		
	Any comments		

Section 4 – Staff

			No. of people	
Q18 Who runs the group/activity?	Paid employees			
	Trustees			
	Volunteers			
Q19 Do you have any staffing resource requirements?	Yes			
	No			
	If yes, please give details			
Q20 Do you work in partnership with any other community groups? (E.g. do you run joint activities, share premises?)	Yes			
	No			
	Please list your partners			

Section 5 - Funding

Q21 How is the cost of running the group/ activity met? (pick all that apply)	Fees and charges		
	Fundraising		
	Donations		
	Grants		
	Funding		e.g. funding from a larger organisation e.g. the diocese, church or association
	Other		Please state

Section 6 - The local community you serve

Q22 In general, where do people travel from to attend your group/activity?	The borough and beyond	
	The borough	
	Woking town centre	
	Village or local centre (e.g. Knaphill, West Byfleet, Horsell etc).	
	Other (please state)	
Q23 How accessible is the group/ activity to those who do not have access to a car?	Very accessible	
	Quite accessible	

	Not very accessible		
Q24 Are you aware of any people who would like to attend the group/activity but are restricted by transport constraints?	Yes		
	No		
	Any comments		
Q25 How do you ensure that the group is inclusive of all the community? (E.g. how do you cater for those for whom English is not their first language, or those with disabilities, special needs, or from a minority group?)			
Q26 How does the group or activity have a positive impact on its attendees and the wider community?			
Q27 How do you advertise your group/activity within the community?	Internet		
	Local newspaper		
	Radio		
	Word of mouth in local community		
	Woking Association of Voluntary Service		
	Local library or school		
	Other (please state)		
Q18 If online, which websites do you use?	Own		
	Woking Borough Council		
	Window on Woking		
	Others (please state)		

Section 7 - The future

Q28 Do you anticipate a greater or less demand for membership of your group/activity in the future?	Greater demand		
	Less demand		
	Please explain		
Q29 How are you preparing for this potential change in demand?			
Q30 Through the work of your group/activity, are you aware of any specific community need that is currently not catered for in Woking Borough?	Yes		
	No		
	Any comments		
Q31 Do you have sufficient skills / resources within the group to	Yes		
	No		

effectively advertise your group/activity online?	Any comments
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Section 8 - The 'Big Society'

Text on the big society - The Big Society is the flagship policy idea of the 2010 [Conservative Party general election manifesto](#) and forms part of the legislative programme of the [Conservative – Liberal Democrat Coalition Agreement](#). The aim is "to create a climate that empowers local people and communities, building a big society that will 'take power away from politicians and give it to people'."

Q30 How important do you feel the promotion of the 'Big Society' by the Government will be to the role of your group/activity in the next few years?	Of great importance		
	Of some importance		
	Neutral		
	Of little importance		
	Of no importance at all		
Q31 Do you believe the promotion of the 'Big Society' will impact upon the attendance at your group/activity in the future?	Yes		
	No		
	If yes, please describe how		

Section 9 - Any other issues

Q32 Are there any other issues relating to your community group/activity that you wish to make known to us?	
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* If you use more buildings to operate the community group, please complete another one of these forms for each building and answer the questions where applicable.

Thank you for taking the time to provide us with this information.
Please return your completed form to planning.policy@woking.gov.uk

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