



Healthwatch Central West London

**Dignity Champions Visit
The Curve Community Centre**

February - April 2018

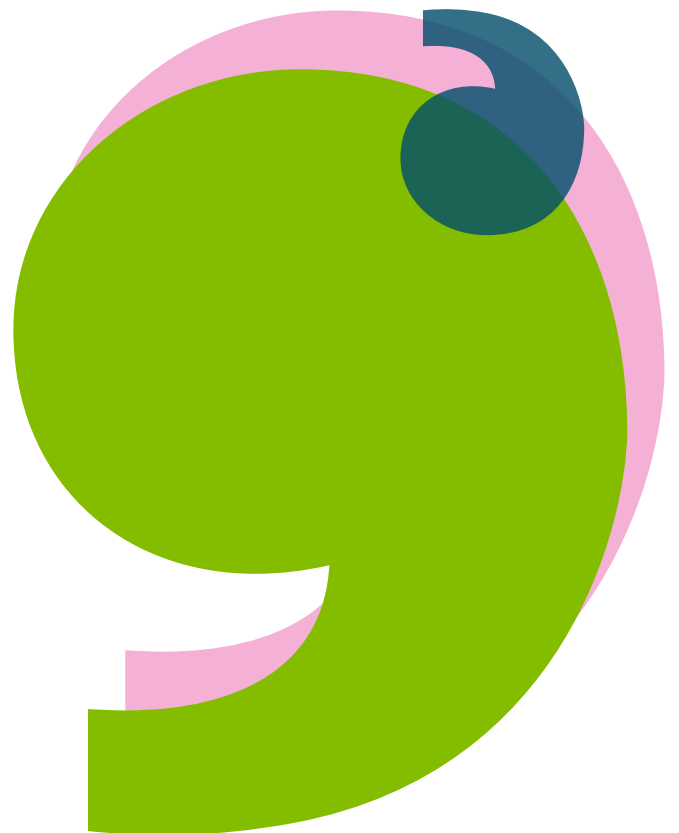


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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	The Curve Community Centre 10 Bard Road, North Kensington London W10 6TP.
Service Provider	The Royal Borough of Kensington and Chelsea Council.
Date and Time	12 th February, 2PM-8PM 21 st February, 10AM-1PM 23 rd April, 4PM-7PM
Authorised Representatives	Zivile Adulcikaite, Carena Rogers, Naomi Line, Gaenor Williams-Holland, Donna Harris.
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1.2 Acknowledgements

Healthwatch Central West London would like to thank the Curve Community Centre, the guests, staff members and volunteers for their contribution to the Enter and View programme.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific dates and times set out above. The Enter and View report is not a representative portrayal of the experiences of all service users, staff, and volunteers. It is only an account of what was observed and contributed through interviews at the restricted time of Healthwatch Central West London representatives' visit.



2 Executive Summary

Healthwatch Central West London (Healthwatch CWL) champions for better standards of care in health and social care services. Its team of Dignity Champions are volunteers recruited from the local community who work to improve standards of dignity in health and social care services. This report presents the findings of the Dignity Champions' Enter and View visit of the Curve Community Centre (the Curve) situated in North Kensington, the Royal Borough of Kensington and Chelsea (RBKC). It is run by the Central and North West London Foundation NHS Trust.

The Enter and View visit to the Curve was conducted as part of Healthwatch CWL ongoing work listening to local people affected by the Grenfell Tower fire and ensuring that NHS and local authority councils include their views as they commission health and care services. Building on the previous work using our statutory powers to support local residents in getting answers to their concerns and questions about health and care provision following the fire and our report for the Grenfell Recovery Scrutiny Committee, which outlined the problems people were facing in accessing support, this Enter and View visit to The Curve forms part of our ongoing monitoring of service provision for people affected by the fire.

At the time of the visits, the Dignity Champions found out that people using services at the Curve considered it to be a convenient and needed space for the community affected by the Grenfell Tower fire. The Curve guests had positive feelings about the Centre in general and spoke highly of the staff and volunteers' team.

By listening to people and recording their experiences, Healthwatch CWL has formulated some recommendations in regards to information sharing, reaching wider community and the use of space. The recommendations were designed to help the Curve management to improve service users experience.



3 What is Enter and View?

Healthwatch Central West London (Healthwatch CWL) is working to ensure local people's voices count when it comes to shaping and improving local health and social care services across the London Borough of Hammersmith and Fulham, the Royal Borough of Kensington and Chelsea and the City of Westminster.

Under Section 186 of the Health and Social Care Act 2012 Healthwatch has a statutory power to 'Enter and View' places that provide publicly funded Health and Social care services¹. This may be unannounced or through prior arrangement to view and assess a service.

Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - to learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Enter and View visits can be carried out if one, or a combination of the factors are identified by Healthwatch CWL:

1. As a contribution to a Healthwatch CWL programme work;
2. As a consequence of service user, or public feedback;
3. As a strategy to explore good practice;
4. As a method for checking the responses of a service following an earlier Enter and View visit;
5. As a response to a request or recommendation by a health or social care professional who has involvement in the commissioning, contracting or regulation of that service.

The Healthwatch CWL authorised representatives who carry out Enter and View visits are a group of volunteers referred to as 'Dignity Champions'. They receive training on the Care Act 2014 and the duties and implications in the provision of care around respect and dignity, safeguarding vulnerable adults and health and safety. All the Dignity Champions have a current enhanced Disclosure and Barring Service (DBS) certificate.

When carrying out Enter and View visits, the Dignity Champions follow the 10 standards set out in the Department of Health's 'Dignity Challenge':

1. Have a zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service

¹ Apart from Children's Social Services



4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect people's right to privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and positive self-esteem
10. Act to alleviate people's loneliness and isolation

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.

3.1 Purpose of Visit

All Enter and View visits must have a clear purpose identified by Healthwatch CWL to ensure effective evidence gathering and reporting.

A combination of factors led to the Enter and View visit to the Curve Community Centre.

The Enter and View visit to the Curve was conducted as part of Healthwatch CWL ongoing work listening to local people affected by the Grenfell Tower fire and ensuring that NHS and local authority councils include their views as they commission health and care services. Building on the previous work using our statutory powers to support local residents in getting answers to their concerns and questions about health and care provision following the fire and our report for the Grenfell Recovery Scrutiny Committee, which outlined the problems people were facing in accessing support, this Enter and View visit to The Curve forms part of our ongoing monitoring of service provision for people affected by the fire.

3.2 Strategic drivers

Following the Grenfell Tower fire in June 2017, Healthwatch CWL used our statutory powers to raise questions and concerns about health and care provision that we were hearing from local people and community organisations and that were not yet responded to by the local NHS and council. We collated a list of questions and concerns, which were presented in writing to the Royal Borough of Kensington and Chelsea Council and West London Clinical Commissioning Group. They were required to respond within 20 working days.

Healthwatch CWL is dedicated to working with local people to ensure that the health and care needs of the local community are met or addressed by public bodies. We want to see local people given the information and services they need and be included in the decisions made that will impact on the lives of the community. We also want to ensure that health and care provision is of a high quality and provides the best support possible for local people.



3.3 Methodology

The team of Healthwatch CWL Dignity Champions collected data using the following methods:

- The announced visits were set up to be carried out on the 12th February, 21st February, and 23rd April.
- An introductory letter was sent to Callum Wilson, the head of service for the Curve.
- A meeting was arranged with the Head of Service for the Curve.
- During the meeting a member of Healthwatch staff and the head of service for the Curve discussed the Enter and View visit.
- An observation check-list was devised to help the Dignity Champions to record their observations of the environment of the Centre.
- Two different questionnaires were developed for the service users (guests) and the Curve team.
- The Healthwatch CWL representatives talked to the guests and the Curve staff and volunteers who were willing to share their opinion. It was made clear that they could end the interview at any time.
- In total Healthwatch CWL representatives spoke to:
 - 23 service users
 - 7 paid staff (5 staff members employed by the Curve, 1 NHS employee, 1 Citizen Advice Bureau employee)
 - 2 volunteers (1 The Curve volunteer and 1 Citizen Advice Bureau volunteer)
 - the Centre Strategic Lead

3.4 Summary of findings

- At the time of the visits, the Dignity Champions found out that people using services at the Curve considered it to be a convenient and needed space for the community affected by the Grenfell Tower fire.
- The Curve guests had positive feelings about the Centre in general and spoke highly of the staff and volunteers' team.
- Healthwatch CWL has formulated some recommendations in regards to information sharing, reaching a wider community and the use of space.



4 Results of visit

4.1 Background

The Curve Community Centre opened its doors to the residents affected by the Grenfell Tower tragedy on 20th July 2017. It replaced the Grenfell Assistance Centre at Westway Sports Centre.

The Curve is open Monday to Friday from 10AM to 8PM and Saturday to Sunday from 11AM to 6PM. The Centre provides official services and a space for the community to meet and catch up with family, friends and neighbours. The services provided in the Centre includes:¹

- Housing
- Royal Mail
- Keyworkers and the Care for Grenfell service
- The Home Office (for passports and immigration)
- NHS
- Citizens Advice Bureau (CAB)
- The Grenfell Muslim Response Unit (see below)
- A crèche facility
- A communal area with a newly installed kitchen for socialising with other members of the community
- A place to meet with volunteers and others to hold key meetings
- Family and group activities/events
- Coffee mornings

The team of staff and volunteers are present at all times to offer practical and emotional support to the Centre guests.

4.2 Environment

At the time of the Enter and View visits at the Curve, Healthwatch CWL representatives made observations and asked the guests what they thought about the environment of the Centre.

4.2.1 Location and Outdoor Signage

- The Curve is located just around the corner from Latimer Road Tube Station - a 10-minute walk to the South West.
- Most of the guests that the Dignity Champions spoke to thought that the location of the Centre was convenient and close for them to get to.
- Nevertheless, the guests mentioned that the Centre was difficult to get to for older people and people with mobility difficulties as the nearest bus stop was more than a 15-minute walk from the Centre:



- “It is hard to get for older people as there is no bus stop nearby”,
 - “I have a disability and come only when my friend drives”.
- The residents, using the Centre, mentioned that the location was rather hidden and lacked signage. Therefore, they believed that some people were not aware of its existence or able to find it:
 - “Not many people know about it”,
 - “It is difficult to find, no one guides people, there are no signs and just few people know about it”,
 - “It is very difficult to get here - I got so frustrated finding it that I nearly left”,
- Indeed, during the Dignity Champions visits, there were no clear signs indicating where to find the Centre.
- Only the front gate of the building had an A4 sign in a small font revealing the purpose of the building.
- However, some guests appreciated the Centre being not on the main street and hidden:
 - “The location is brilliant - it is out of the way,”
 - “No undesirables come here”.
- The sign on the front door had a polite notice to media representatives that the Centre provided a safe and welcoming space to the people affected by the Grenfell Tower fire and therefore media representatives were not allowed to enter.

4.2.2 Reception

- At the time of the Enter and View visits, the Curve reception was staffed by a security guard.
- The security guard ensured that all the visitors signed in before entering the Centre.
- The guests mentioned that the security guard made them feel unwelcome and did not provide any relevant information about the Centre:
 - “The man at the reception is very rude and unfriendly”
 - “[He] needs better communication, [he has] no manners, [he] needs to be trained properly”
- Two guests mentioned that they arrived 10 minutes before 10AM and the security guard asked them to wait outside even though the front door was unlocked and the staff were preparing for the start of the day.
- A person who visited the Centre for the first time, told the Dignity Champions that the security guard did not provide her with any information about what services and support were available for her in the Centre.
- During the third visit the Healthwatch representative had concerns about how well the security guard was informed about who was in charge of the Centre. When asked who the duty manager on the day was and where they could be found, the security guard answered that he did not know.
- At the time of the visit, the centre strategic lead mentioned that they were aware about the need to have a receptionist and were advertising for the role.



4.2.3 The Atmosphere at the Centre

- At the time of the visit, the Centre was airy, well-lit and bright.
- The back of the communal area had sofas and couches for comfortable sitting.
- There were some toys and books available for children.
- The Centre had a couple computers and a TV for the guests to use.
- The communal area was decorated with children's and the community's art work.
- During the second and third visits the Centre had an art installation for the guests to explore ideas about home and belonging.
- To celebrate the community's diversity, a map indicating where the Curve's guests and team members came from was hung on the wall.
- All the guests the Dignity Champions talked to said that they liked the space:
 - "It is a welcoming space",
 - "Nice space. They have big garden. Good for children",
 - "Feels like the second home",
 - "I am very pleased with the overall facility",
 - "Vibrant atmosphere, people seem to be happy".

4.2.4 Health and Safety

- The Dignity Champions did not have any concerns about levels of hygiene and cleanliness in the Centre.
- The toilets and shower were clean and various hygiene products were available for the guests to use.
- During all three visits, the cleaner was at the Centre, making sure it was kept neat and tidy.
- Fire exits were clearly signed and fire extinguishers and blankets were on site.
- Only volunteers and the staff members trained in food hygiene were allowed to enter the kitchen and make food for the guests.
- Hand sanitiser was available on the food counter for the residents to use.

4.2.5 Service Accessibility

- The Centre is accessible to service users with mobility difficulties.
- One of the Curve managers has a mobility difficulty and provides insights on how to make the Centre more accessible.
- The Curve has an accessible and spacious toilet and shower facility.
- A ramp is currently being built to improve the accessibility.
- The Centre's strategic lead told the Dignity Champions that the team could arrange a taxi for people with mobility difficulties who wanted to get to and from the Centre when needed.
- The Centre runs an art group that is accessible to individuals with learning difficulties and disabilities.
- However, at the time of the Enter and View visits, the Curve did not have a dedicated space that people could use if they need some quiet time.



- Raising awareness about mental ill health is one of the priorities within the team. All members of the team including volunteers have attended mental health first aid training.
- The Curve management is aware about the language barriers some of the community members might have and some arrangements are in place to make sure they are not left out: the Centre uses interpreters, employs an Arabic speaking counsellor, and sends information and newsletters to the residents in English, Arabic, and Farsi.

4.2.6 Privacy

- The Curve has 10 confidential rooms upstairs. The guest can access them if they need them for meetings, talking or therapies.
- Most of the people the Dignity Champions spoke to thought that there was enough privacy if they needed to talk to the staff confidentially.
- However, some guests mentioned that they did not feel the Curve provided enough privacy during the sessions of certain services:
 - “I come here for reiki, I did not feel there was enough privacy, I did not feel comfortable”.
 - “It could have individual cubicles”.

4.3 The Curve Guests

Dignity Champions spoke to 23 guests in the communal area to hear about their experiences of using the Centre.

4.3.1 Who Uses the Curve

- The Curve welcomes all people affected by the Grenfell Tower fire.
- During the visits, the Dignity Champions noticed that the Centre was particularly popular with female Moroccan and Iranian community members.
- Members of other ethnic communities were not so well represented. Initially the Dignity Champions thought it might have been due to the timings of the first two visits and tried to arrange the third visit with hopes to be able to speak with a more diverse group of the Curve guests.
- During the third visit, the Healthwatch representative spoke to four female members of the African Caribbean community who told them that they felt they did not belong at the Centre:
 - “I don’t see many people like myself. Different culture dominates. You feel you are intruding someone’s else space”
 - “Black people feel unwelcome. It feels we are pushed away”
 - “It seems that the space is overtaken by another community”
 - “I don’t know why it is dominated by one community. They come and sit in a circle in the middle of the Centre. You don’t want to come. They come and own it. You don’t feel welcome”.



- The women mentioned that they knew a lot of members of their community who do not come to the Curve because they feel that they are not welcome.
- It was expressed that the Centre should do something about integration of all the communities and that the Centre should raise awareness and encourage all communities to come here.
- All four women mentioned that they felt that African Caribbean people did not receive the same level of information as other communities:
 - “They [the Moroccan and Iranian community] knew from the beginning about the support you can receive - benefits and other things they could claim. They [the Moroccan and Iranian community] got that access. Whereas African Caribbeans were left behind.”
- During the Dignity Champions visits the Centre guests were predominantly female.
- Out of the 23 guests that the Dignity Champions talked to only 3 identified themselves as males.
- One guest who identify himself as male mentioned that he felt apprehensive about the Centre:
 - “Where are the men?”
- Furthermore, some guests questioned whether they were entitled to receive support:
 - “I feel guilty. It feels it [the service] is only for Grenfell survivors”.

4.3.2 Why People come to the Curve

- The Centre provides the community affected by the Grenfell Tower fire with access to various services (see above), information and advice, emotional and wellbeing support, a safe and welcoming space to gather and community-based activities.
- The majority of the guests that the Dignity Champions spoke to came to the Centre to socialise with the community rather than to access services:
 - “I come here to relax. Change of the environment”
 - “I come here to meet the community”
 - “For tea and a chat”
 - “If there were no Curve where people would go? Particularly those in hotels”.
- The activities for the children and the creche were the most popular services among the guests the Dignity Champions talked to.

4.3.3 How the Curve Communicates with the Community

- The Curve communicates with the residents in a variety of ways, such as weekly newsletters in different languages, the website, social media channels, a WhatsApp group, social workers, key workers, and word of mouth.
- Residents receive the activities timetable a week before.



- Information leaflets in different languages were available at the Centre. However, not all the guests thought they were in a prominent place and easy to read:
 - “Leaflets are there but not all people find them. Writing is too small to read.”
- 11 guests the Dignity Champions talked to said that they did not receive enough information from the Curve.
 - “First time here. I did not know about it. More people would come if they knew about it”
- Some of the guests mentioned that they were not aware of the services they could get access to in the Centre at all.
- One individual said that the Centre should work more closely with other community centres in the area. Although he works in one of them, he only learned about the Curve from his friend.
- A couple of the guests mentioned that some information reaches people only by word of mouth:
 - “People learn about *big trips* [outings for children] only by the mouth of word. Even though I come every day, I don’t know about them”.
- It was felt that the information about what services and where were available on the day was not very clear:
 - “I was given a leaflet with activities but I feel there is a lack of information”,
 - “Today I asked the staff member what activities there were - the staff member said: ‘go and check on the board’. But nobody can see the board”.
- There was a comments box available at the reception.
- The majority of the guests told Dignity champions that they were not aware how they could make a complaint. Some mentioned that probably they could go and talk to the manager.
- Indeed, at the time of the Enter and View visits, there were no complaints procedures in place. The Curve management encouraged people to talk directly to them if the guests were not happy about something.

4.3.4 The Curve Team

- The Curve team is led by the centre managers, three of whom were formally community volunteers supporting the residents since the Grenfell tower fire.
- A mixed team of employed staff and community volunteers offer their support to the guests.
- The guests spoke highly about the Centre team:
 - “Staff are fantastic. They do fantastic work”,



- “Very nice people. When I was having a hard time they were never unsympathetic, human, really supportive”,
- “They help a lot”.
- Not everyone in the staff and volunteer team wore name badges. The guests mentioned to the Dignity Champions that it was hard to know who were the members of the Curve team, who were employed and who were volunteers. It was hard to know what role they played in the Centre and what support they provided.
- It was felt that the team was busy and would not always be able to greet new guests to the Centre:
 - “Since I am in the Centre no one approached me. I am a new face to the Centre and no one came to talk to me”.
- A few of the individuals said that they do not speak to the staff when they come to the Centre

4.3.5 Emotional Support

The Dignity Champions talked to the Curve guests about the emotional support they and their community members received at the Centre:

- Only a third of the interviewees said that they had been given the emotional support they needed at the Curve.
- However, a few guests mentioned that they receive emotional support and counselling elsewhere and did not need it from the Curve.
- There were a few individuals who told the Dignity Champions that they did not want emotional support from the Curve.
- The people mentioned that the peer support at the Centre was what they were looking for and that is enough.
- A couple of interviewees said they were not asked whether they needed any emotional support.

4.3.6 Practical Support

The Dignity Champions talked to the interviewees about the practical support they and their community members received at the Curve.

- A third of the guests said they had received the practical support they needed from the Curve.
- A few guests said that they had not received any practical support from the Curve:
 - “We come and sit and talk to members of our community. There could be other services like finances available so we would not need to go to other places”
- Some interviewees felt that the services were pulling out and that more services were available in the past:



- “Water bottles and toiletries, clothing are no longer given as it was at the beginning. Still needed as we are still in the hotel. We want what was at Westway to be here”,
- “Why they can't have services and facilities that there were at Westway?”
- There were a few individuals that told the Dignity Champions that they did not want practical support from the Curve.

4.3.7 What Works Well and What Could be Improved

The Dignity Champions asked the guests what they thought worked very well at the Centre and what could improve their experience at the Curve.

Among the main things that worked well the interviewees mentioned:

- The Curve team that is very helpful and supportive:
 - “Staff is fantastic, they do fabulous work”,
 - “The staff makes it work”.
- Space for the community to gather:
 - “It is very good it is here. People need space where they could go to”,
 - “People come here, support each other, it helps, people chat, chat, chat”.
- Coffee mornings and food related activities. The community members felt that food brings people together.
- People mentioned that it was good that they could access services such as the CAB and NHS. However, not all the people were aware about the services they could access.

Among the main areas for improvement the interviewees mentioned:

- Better communication with the all residents about the Centre and its activities and services.
- Networking with other community centres in the area and sharing information to reach wider community.
- Some people told the Dignity Champions that the communal space downstairs sometimes gets overcrowded:
 - “When children are back from school the place gets crowded”
- The guests mentioned that the Centre could have a separate space for children:
 - “They [children] are running around the tables. It is not safe because there are hot drinks on the tables”.
- The guest thought that it would be nice if there were more organized activities for children, particularly on the weekends.
- It was felt that teenagers were left out. The activities and support offered at the Centre were not particularly suited to that age group.



- The Dignity Champions were told that guests would like to see more activities offered to younger children.
- Activities designed to meet the needs of older people would be a welcome addition to the activities programme.
- The guests wanted to have more therapies, exercise classes and employability skills workshops available to them.
- People staying in the hotels mentioned that they would like to access kitchen facilities so they could make hot food for their children.
- People said, they would like to see events that would appeal to a more diverse range of people in the community.
- At the time of the visit the TV had just one game console and children had to wait for their turn to play. Parents mentioned that they asked the staff to get more consoles.
- More computers for the guests use and IT classes.



5 Additional findings

Healthwatch CWL representatives talked to seven paid staff (five employed by the Curve, one by the NHS and by the CAB), 2 volunteers (1 volunteering with the Curve and 1 - with CAB) and the strategic lead to find out what they thought about the services they were delivering.

- The members of the team told the Dignity Champions that although working at the Curve has its own challenges, they enjoyed working there and found their job fulfilling.
- The majority of the team thought that the community attending the Curve were happy with the Centre. Members of the Curve team emphasised the importance of building trust within the community as some people are reluctant to engage. They mentioned the difficulties of building trust following the mistrust that many local people had of Kensington and Chelsea council following a slow and disjointed response to the Grenfell Tower fire.
- Individuals who were providing services mentioned that not knowing where their service would be located in the Centre the next day was difficult:
“Unpredictable set up. You don’t know whether you will be based downstairs or upstairs”.
- However, the team mentioned that the service was changing and more structures were coming into place. The strategic lead confirmed to the Healthwatch representative that they were trying to bring more regularity to the services and activities.
- People who had been with the Curve since the Westway time mentioned that the mood had become more positive and the Centre was able to reach a wider community.
- Some of the team members questioned why the Home Office support was pulled out of the Centre before the Curve attendance picked up. They also questioned why housing support issues are now dealt with by the CAB.



6 Recommendations

By listening to people and recording their experiences, Healthwatch CWL has formulated some recommendations designed to help the Curve management to improve service users experience.

Based on the Enter & View visits to the Curve, Healthwatch CWL recommends that:

Signage

- The Curve team engage with people using the Centre to improve and increase signs directing people to the Centre

Reception

- The Curve team ensure that everyone who visits is greeted when they arrive at the Centre so that they feel welcome

Quiet and private spaces

- The Curve team give consideration to how they can provide a quiet space for people who need some time out from the busyness of the communal space
- The Curve team explore with guests what level of privacy they would like for the activities offered to ensure that everyone feels comfortable participating
- The Curve team consider the possibility of creating separate spaces for children to play, especially during busy times to ensure that everyone is safe and feels comfortable at the Centre

Community use of Centre

- The Curve team give consideration to how they can continue to encourage all communities to participate in the Curve activities to ensure that everyone affected by the Grenfell Tower fire feels welcome at the Centre
- The Curve team work with local communities to find ways to encourage men to come in and use the Centre

Communication with local communities

- The Curve team work with local communities to develop information about the Centre and the activities that are on offer to ensure that local people are aware of the support and activities provided



Emotional support

- The Curve team ensure that everyone who attends the Centre is told about the emotional and psychological support that is available and asked whether this is something that they would like to access to ensure that everyone is able to get the support they need

Activities available

- The Curve team consult with guests and the wider community about the range of activities offered, with particular attention given to activities for younger children, teenagers and older people to ensure that everyone's needs are being met
- The Curve team consult with people living in hotels about the types of activities or provisions that they need that could be provided at the Centre
- The Curve team consult with guests at the Centre to ensure that the range of therapies, classes and skills sessions are meeting their needs

Service provider response to recommendations

Firstly, and in summary, we'd like to thank you and your team for undertaking this 'enter and view' process, and for producing the subsequent report. We recognise and agree with many of the recommendations, and consider it a balanced account of the Curve - the support it offers, and the challenges it faces.

Since the time period of the report the following changes have been made to address a number of the challenges and recommendations, with future plans in place also.

Signage

Recommendation	Provider Response
The Curve team engage with people using the Centre to improve and increase signs directing people to the Centre	Signage to the area has been doubled, with additional signage on the front door that some of the people who use the Centre helped design.



Reception

Recommendation	Provider Response
<p>The Curve team ensure that everyone who visits is greeted when they arrive at the Centre so that they feel welcome.</p>	<p>We recognise well many of the concerns raised about the reception. We have subsequently moved security off the reception desk and staff who work in the Centre, who are better informed about what is on offer through the Centre now manage the Centre on a rota basis. While this has significantly improved the welcome visitors receive, we are planning on recruiting a dedicated receptionist to provide greater consistency and ensure that visitors are always met with a friendly face and can-do attitude.</p> <p>Additionally, we have recently installed new screens on the front desk, so people can see what is happening in the Centre on that day, and into the future.</p>

Quiet and private spaces

Recommendation	Provider Response
<p>The Curve team give consideration to how they can provide a quiet space for people who need some time out from the busyness of the communal space.</p> <p>The Curve team explore with guests what level of privacy they would like for the activities offered to ensure that everyone feels comfortable participating.</p> <p>The Curve team consider the possibility of creating separate spaces for children to play, especially during busy times to</p>	<p>The 2nd floor of the Centre (well-being space) has 10 private and confidential rooms that visitors can use. We have received very positive feedback about the space.</p> <p>To improve levels of access however, we have made room 1 a drop-in room for residents which is always available, and room 2 as a dedicated prayer and reflection room.</p>



ensure that everyone is safe and feels comfortable at the Centre.	
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Community use of Centre

Recommendation	Provider Response
<p>The Curve team give consideration to how they can continue to encourage all communities to participate in the Curve activities to ensure that everyone affected by the Grenfell Tower fire feels welcome at the Centre.</p> <p>The Curve team work with local communities to find ways to encourage men to come in and use the centre.</p>	<p>We recognise the comments about a lack of diverse use of the Centre, whilst also celebrating that some cultural and ethnic groups feel so comfortable using the Centre. To improve diversity, we have held a number of different cultural events, including “Byron’s Afro-Caribbean Bonanza” in the early May bank holiday which had over 300 attendees, the vast majority of whom were from the African Caribbean community. We have additionally developed and set up activities that appeal to more cultural groups (steel-pan band workshops, and DJ courses etc), and re-jigged the lay-out of the Centre to improve cohesion of different groups using the ground floor. This has led to a better mixture of users.</p>

Communication with local communities

Recommendation	Provider Response
<p>The Curve team work with local communities to develop information about the Centre and the activities that are on offer to ensure that local people are aware of the support and activities provided.</p>	<p>We recognise the issues we have faced historically with communication. To improve this, so far we have developed a forward plan of events which is online and shared 1500 leaflets around the community regarding our summer plans, along with establishing a database of people we can contact directly via email. Moving forwards, we have committed to:</p>



	<ul style="list-style-type: none"> • Recruiting a dedicated communications officer • Setting up a separate website, twitter account and newsletter for the Curve which would ensure people are fully up to date about the services we offer and receive news and information that is better targeted to them. • Fully establishing our database and using it effectively.
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Emotional support

Recommendation	Provider Response
<p>The Curve team ensure that everyone who attends the Centre is told about the emotional and psychological support that is available and asked whether this is something that they would like to access to ensure that everyone is able to get the support they need</p>	<p>None provided.</p>

Activities available

Recommendation	Provider Response
<p>The Curve team consult with guests and the wider community about the range of activities offered, with particular attention given to activities for younger children, teenagers and older people to ensure that everyone’s needs are being met.</p> <p>The Curve team consult with people living in hotels about the types of</p>	<p>Over time the services and support the Curve has offered has changed to reflect and meet the needs of the community and people using the service. At the turn of the year we developed an initial service offer and are now transforming this into a strategic plan that clearly articulates what services and support the Curve will provide, either directly or through our partners.</p>



<p>activities or provisions that they need that could be provided at the Centre.</p> <p>The Curve team consult with guests at the Centre to ensure that the range of therapies, classes and skills sessions are meeting their needs.</p>	<p>Additional experienced management capacity has been brought in to help direct and lead this on a day to day basis. Through this plan, the Centre is currently working to offer:</p> <ul style="list-style-type: none"> • Social and cultural activities that bring the community together and celebrate heritage and diversity • Health and well-being including emotional support provided by NHS partners on the 2nd floor, complementary therapies and physical activity - all of which helps to support resilience and recovery • Employment, skills and training • Practical advice including support work and housing.
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The support the Curve offers and how it offers it will remain flexible and responsive to ensure we are providing what the community value and need, and to ensure we complement the work of other local partners and providers. As a part of this, the Curve - in its current form and future potential - will be part of the consultation exercise the Council will be undertaking between September and November with the wider community regarding the North Ken wide recovery strategy.

At the same time however, the strategic plan will ensure the support that is offered at any one time is clearly communicated and intelligently designed to provide the regularity and consistency people need to work well.

