



Feedback Report

2022 - 23

Introduction

HTA Design LLP were appointed in April 2022 to undertake a period of investigative engagement to address the need to refurbish and reinvigorate the Priory Court Community Centre in Waltham Forest.

The Centre (PCCC) refurbishment project is a stand alone development, outside of the other regeneration activities in the area - housing regeneration and potential changes to parking restrictions.

This report sets out our approach to engaging with the local community in the first instance, through different engagement methods, and reporting back on our findings. This will then inform the next stages of the development for PCCC in securing it's long term future as a commercially successful community facility.

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Section 1

The site and our challenge

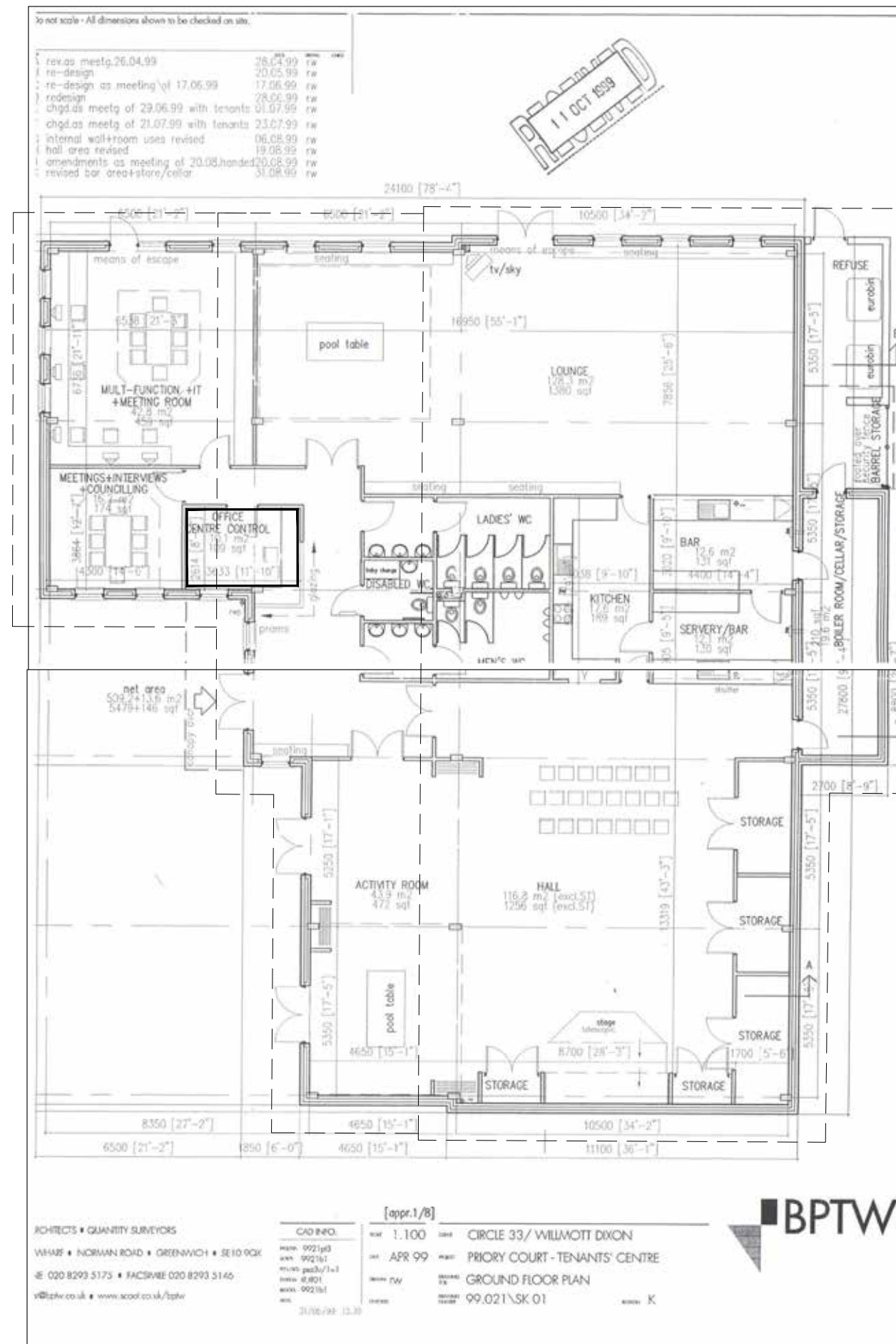
The site and our challenge

Reflecting on the issue of how the community centre can be better utilised to maximise its full potential, leads us to a few conclusions:

- the buildings fabric remains largely unchanged since it was first built in 1999.
- the internal design and layout was fit for purpose when first constructed, but a changing demographic, and the passing of time, has meant that the building has been somewhat left behind.
- although usage of the centre has increased significantly with the provision of new activities, services and projects, it is not fully utilised by the all sections of the wider community.
- the building fabric, it's aesthetic, uses, and facilities, all need addressing to ensure a successful future for the centre.
- Governance and commerciality are key to making the centre a successful future facility.

Our challenge is to engage with the local community, to ensure their voices are heard in developing and maximising the centre's full potential into something that reflects the changing needs of the community. The following document sets out our approach to this first stage of engagement.

The existing Community Centre



The original layout for the centre from architects BPTW in 1999. The building largely remains in the same condition it was originally designed to.



Our initial thoughts

The building and it's fabric has some fundamental issues that need addressing to ensure it is brought up to contemporary standards - not only in terms of repairs and refurbishment, but those that will help make the centre more sustainable for it's future performance.

There is a brief commentary here on some of the issues we are facing, which, alongside the reorganisation of the interior, and the possible changes of uses, should be accounted for in the redevelopment.

Commentary:
The retention of the Community Centre building and its embodied carbon is a positive first step, but it has some problems that need to be addressed to encourage its ongoing use and enable an increased range of activities.

Leaks related to the roof may be due to the designed rainwater system being overwhelmed, introducing hoppers and rainwater harvesting are possible solutions along with additional rainwater pipes if needed.

Drafts can be addressed by improving the internal lining of the external walls and carefully detailing improvements to junctions with window and door frames and any service penetrations.

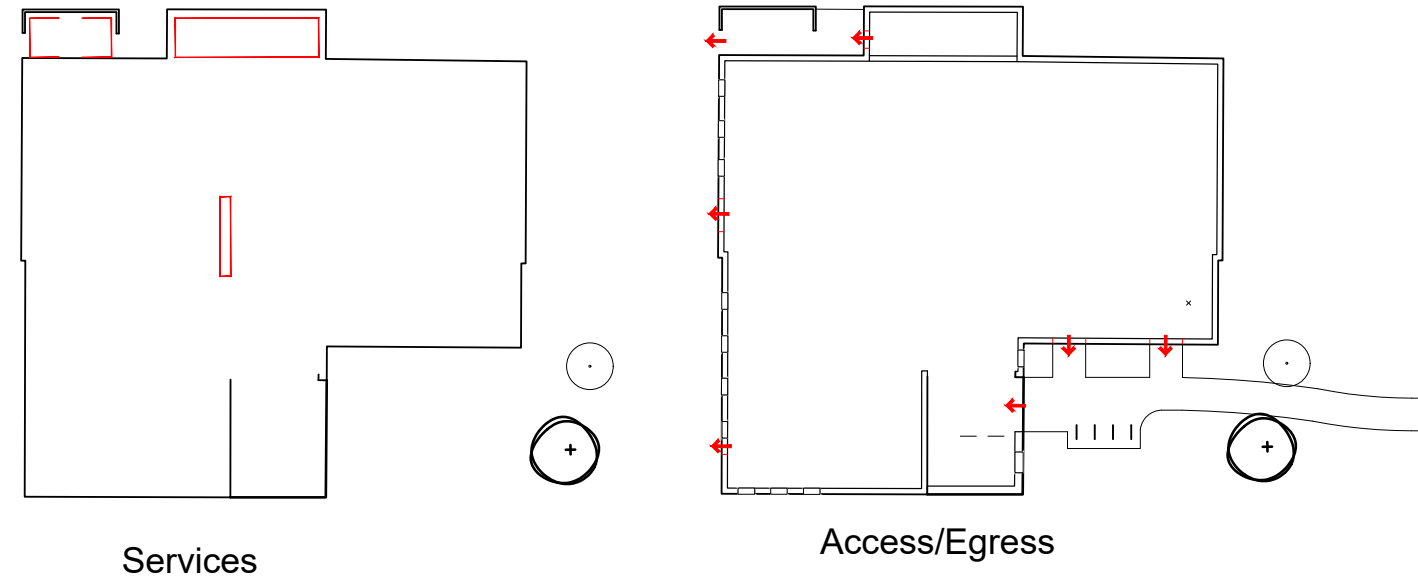
Ventilation can be improved by new passive means as well as new rooflights that can be opened.

Heating and hot water present challenges as prices increase, and more efficient systems may be the answer with engineer's assessment of photovoltaics and solar thermal systems.

Organisation of the spaces is somewhat confused by the intention to offer multiple configurations of spaces and sub-spaces, though difficult folding partitions, unsightly floor tracks and the uncertainty of how much need there is for this flexibility suggest a clearer and simpler organisation of the building would simplify its management.

Circular economy principles that seek to minimise waste from alterations and future resource need from installations will be followed in assessing options for improvements. A fabric-first approach is favoured over reliance on systems that require maintenance and periodic replacement. Changes can seem radical but they are focussed and consider existing structure and building services alongside function to minimise works and waste.

Climate change indicates higher peak-rainfall events and increased temperatures in the future. The Centre's high ceilings in the main spaces are an asset, but the potential for interior overheating will be studied to inform any measures that may need to be taken. Large areas of roof could be used for rainwater harvesting as noted. However alterations to introduce a green roof to cover the lower parts of the building could help slow



rainwater discharge and make a small contribution to urban greening with its benefits to the heat island effect and biodiversity, similarly to encourage a community garden on site replacing some of the hard surfaces. New cycle stands closer to the entrance will help encourage sustainable local transport and the community garden will also promote exercise. The existing tree at the front of the site should be retained and a new tree planted opposite symbolising a fresh commitment to the place.

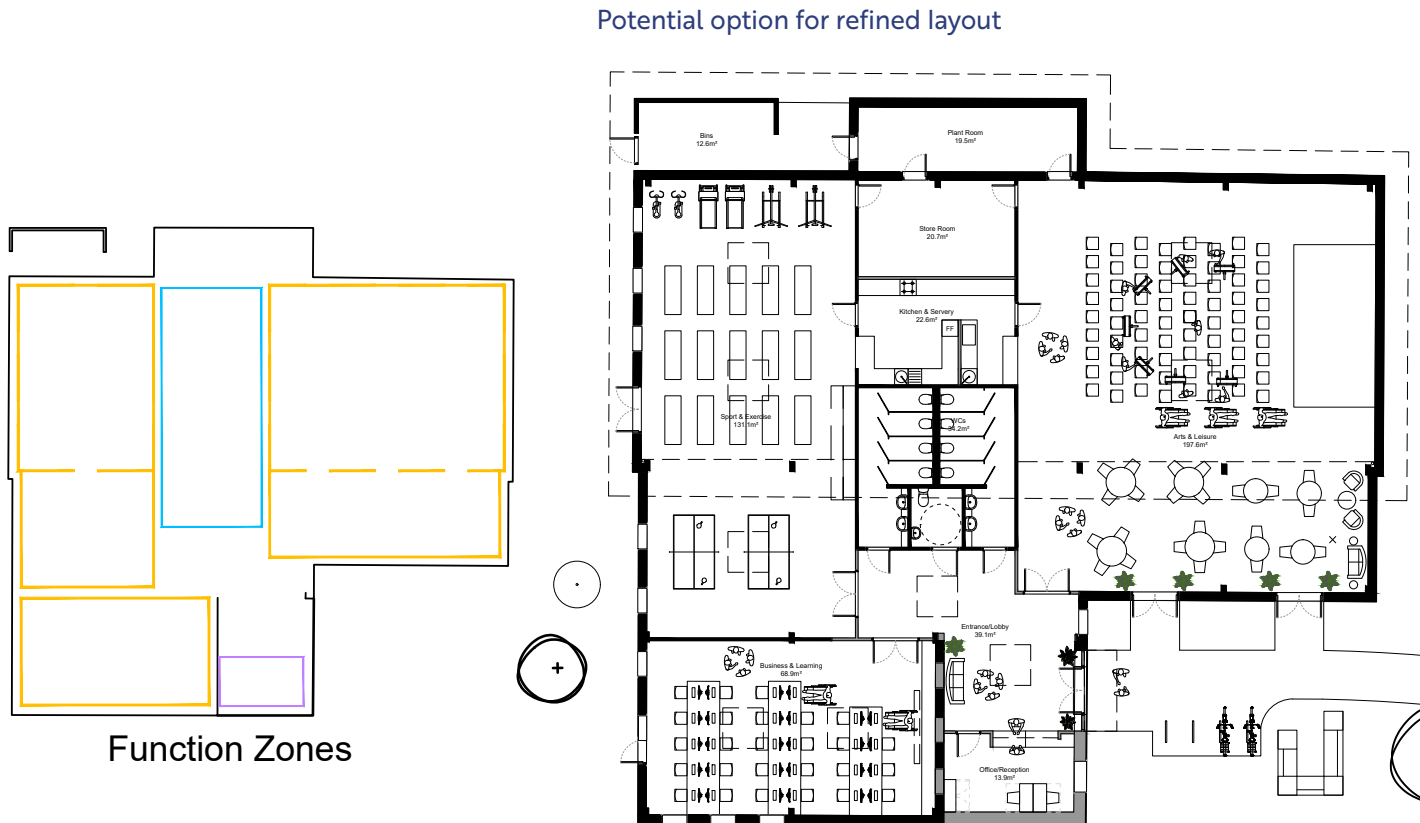
At the scale of the estate, the Community Centre has the benefit of being located on a street serving local traffic with many homes nearby. The building as existing is known and established, if not fully utilised. However, it would benefit from greater visibility for the activities it hosts and a clear entrance defined at the public footway. Additionally, clear demarcation of boundaries at the front and sides will deter loitering and provide an enclosure for the community garden that has to be breached even with a railing of modest height. These markers will help to identify the building in its place improving legibility and a sense of safety for the community that wishes to use the building.

Inside, some reorganisation will address the need for an improved entrance with a front extension giving reception staff a better view of the approach to the building as well as simpler orientation for visitors on entry. These changes will make using and managing the building in use easier. Consolidating storage in a single place will open up space in the larger hall.

Reorganising the kitchen will make it efficient and convenient for any visiting caterers and refitting using more durable stainless steel fittings that are easier to clean will serve the Centre for the long term. Changing the servery towards a café offering and away from a disused bar serving alcohol will broaden its appeal while still catering for an increasing range of activities. Refitting the WCs for durability and a fresh appearance will demonstrate a commitment to the future use of the centre and the new sanitaryware and fittings will reduce water usage.

These changes support a refinement in the organisation of the different spaces toward a clearer understanding of the range of activities the Centre will offer by separating them into three different zones of activity: Business & Learning, Sport & Exercise, and Arts & Leisure. These three groups of activities can support existing users while enabling new users whether for yoga, life drawing or First Aid training.

The Centre has good means of egress in the event of emergency from its various spaces but an assessment will be carried out in the light of recent regulations in case additional measures are needed or other improvements found.



Section 2

Neighbourhood research

Research

The following maps have been taken from the Consumer Data Research Centre, research that provides insight into societal and economic challenges.

The Priory Court estate is centred on all of our analysis maps with a variety of data maps depicting different aspects that contribute to the complete neighbourhood concept.

The data maps provide a good background piece to our overall understanding of how the estate sits within the wider context of the borough and gives telling insight to how the neighbourhood stands overall. This context helps us to understand the local demographic, their needs, priorities and any gaps within the physical environment that we can potentially help to bridge.



Index of Multiple Deprivation

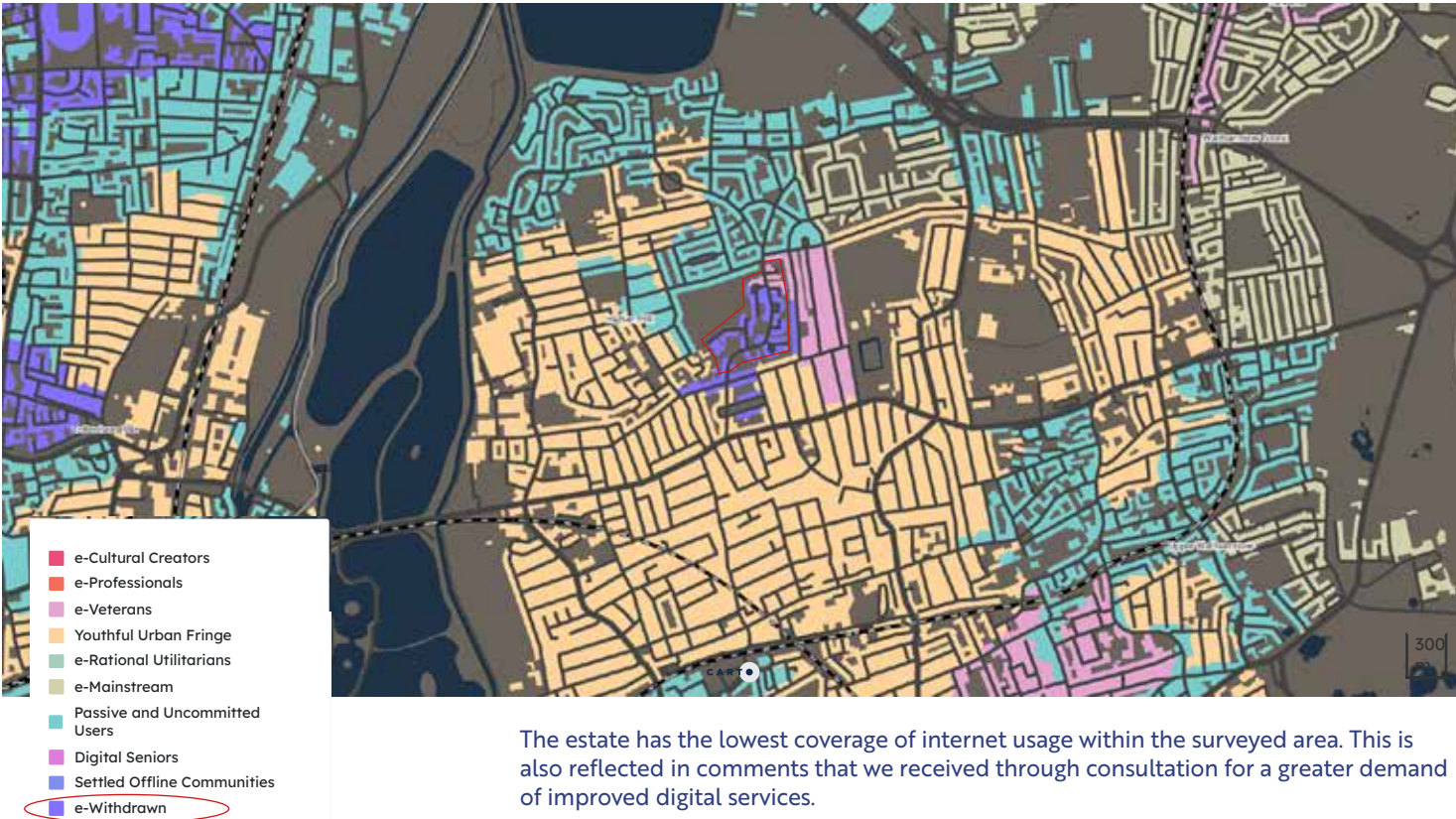
Population & Mobility, Finance & Economy



The estate sits within the second most deprived decile, with pockets of some affluence nearby

Internet User Classification

Digital



The estate has the lowest coverage of internet usage within the surveyed area. This is also reflected in comments that we received through consultation for a greater demand of improved digital services.

Broadband Speed and Ultrafast (UFBB) Availability

Digital



There is an average broadband speed availability in the surveyed area, although the estate itself is a pocket of slightly lower levels than neighbouring streets.

E-Food Desert Index

Retail Futures



A food desert is generally described as an area where residents' access to affordable and primarily healthy food is restricted due to the absence of retailers in the locale. The estate is in the third highest decile, indicating that there is an extreme lack of provision available.

Retail Centres

Retail Futures



Local retail centres, or in this case, small retailers are shown in the surveyed area, with a distinct lack of any local retailers in proximity to the community centre or to the estate.

Ethnicity Estimator

Population & Mobility

Forename and surname-based declared ethnicity proportions combined with linked consumer registers to create modelled populations, aggregated by local authority and converted to proportions.



The ethnicity estimator is of mixed accuracy in this instance as a detailed breakdown of nuanced ethnicity is not given. The general make up of the area is as follows:

White British - 49%
 White Other - 20%
 Asian Pakistani - 13%
 Black African - 6%
 Asian Indian - 5%
 Black Caribbean - 3%
 Asian Bangladeshi - 2%
 Asian Other - 2%
 Asian Chinese - 1%
 White Irish - 1%

In conclusion, the CDRC maps reinforce many of the statistics that we have found through our discussions with the staff and attendees of the centre. There is very low digital activity, very low accessibility to retail facilities apart from the very small amount of provision adjacent to the community centre, and the estate is largely in an area of deprivation, with little access to healthy and affordable food provision.

These statistics were further reinforced by our desktop research into the 15 minute neighbourhood (see overleaf).

15-Minute Neighbourhood

As part of the Waltham Forest principles for regeneration, the aspiration to achieve as much of a 15 minute neighbourhood for communities is aimed for. Our desktop research of the local area is shown here and aims to address the primary principles of the 15 minute neighbourhood concept:

- 1. proximity
- 2. diversity
- 3. density
- 4. ubiquity.

15-minute neighbourhoods are a new way of shaping how communities work, meaning that everyone should have access to services helping to provide a healthy and fulfilling life, including food shops, green spaces and parks, GPs, gyms, schools, libraries, theatres and more, all within 15 minutes from home – whether walking, cycling or by public transport.

The Priory Court estate is centred on all of our analysis maps with a variety of data maps depicting different aspects that contribute to the complete neighbourhood concept.

Key

School / College

Pre-School / Nursery

Gym / Leisure / Fitness / Sport

Doctor / Dental / Pharmacy

Convenience / Grocery Store

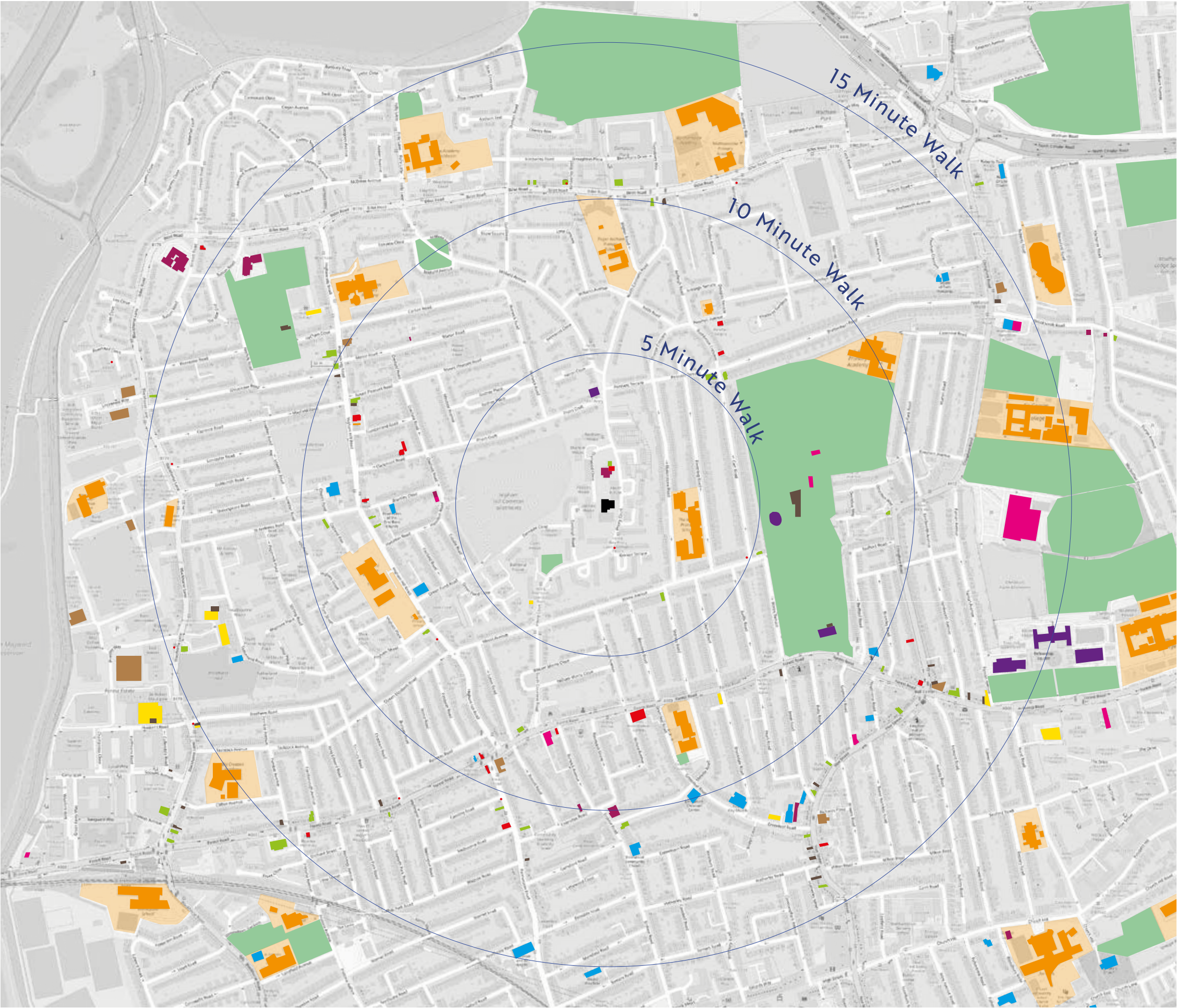
Place of Worship

Pub / Tap Room

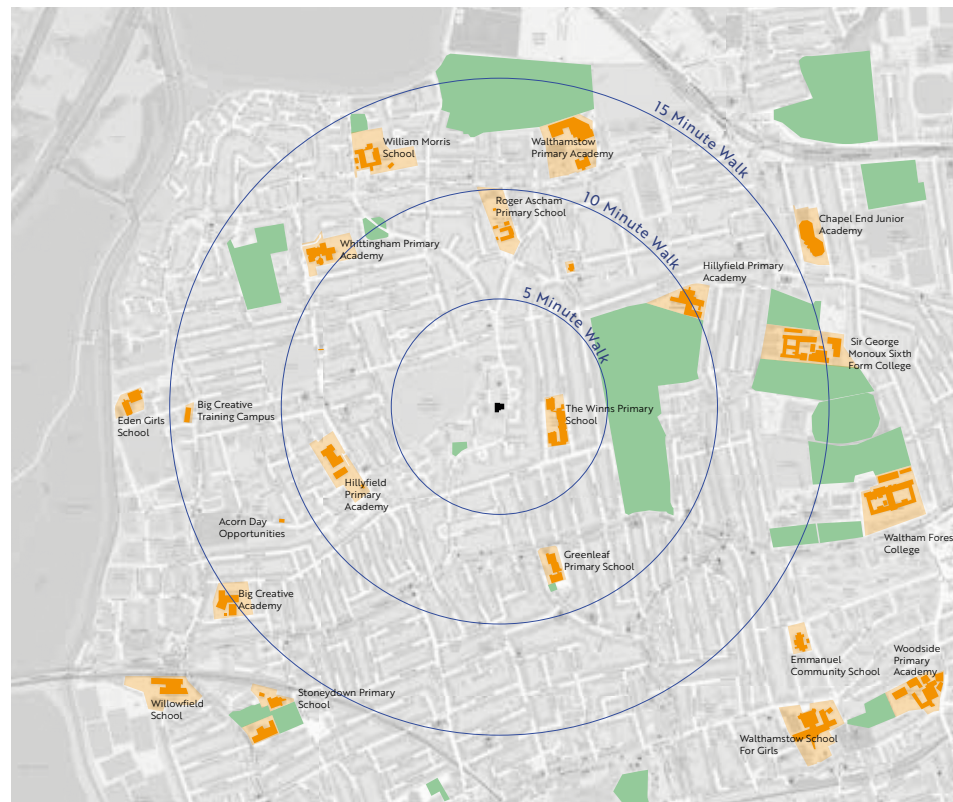
Coffee Shop / Café

Museum / Library / Public

Miscellaneous / Other



School / College



Pre-School / Nursery



Gym / Leisure / Fitness / Sport



Doctor / Dental / Pharmacy



Convenience / Grocery Store



Place of Worship



Pub / Tap Room



Coffee Shop / Café



Museum / Library / Public



Special Needs



Miscellaneous / Other



In conclusion, our 15 minute neighbourhood maps show the lack of any particular provision of community facilities apart from the centre itself within the first 5 minutes.

Outside of the 5 minute neighbourhood, there are more local facilities - particularly gathered around transport hubs, where a range of facilities are clustered.

There are a number of significant green spaces just 5 minutes away from the centre, but most facilities are at least a 15 minute walk away.

Key

- School / College
- Pre-School / Nursery
- Gym / Leisure / Fitness / Sport
- Doctor / Dental / Pharmacy
- Convenience / Grocery Store
- Place of Worship
- Pub / Tap Room
- Coffee Shop / Café
- Museum / Library / Public
- Miscellaneous / Other

Section 3

Our engagement approach

Consultation Event 1

Our first consultation event was held on 23rd May, following a period of promotion. We fliered 450 homes across the estate with details of the event, including leaving posters across the local area, laminated posters to key corners, fences and in flat stair noticeboards, in the local shop and in the neighbouring nursery.

On the day of the first engagement event, we set up a gazebo on the community centre entrance drive way to enable us to maximise coverage of passers-by.

We set up our engagement stand inside the centre along with a comments box and feedback cards for people to complete.

We had a bouncy castle to keep our younger visitors busy, and inside has a series of activities for people to participate in - there was a planting workshop, colouring sheets, activity exercise and refreshments.

Overall we met with around 110 households - mostly from within the estate area, but some from further afield as they walked past the centre. The maximum access time to residents was around the time of school pickup - both on the way to collect children, and on the way back where most families stopped to use the bouncy castle or do activities and talk to us.

The comments received were overwhelmingly positive about the refurbishment project, with lots of helpful suggestions about new uses, or how the centre could be improved.



Promoting the event



Engaging with the community



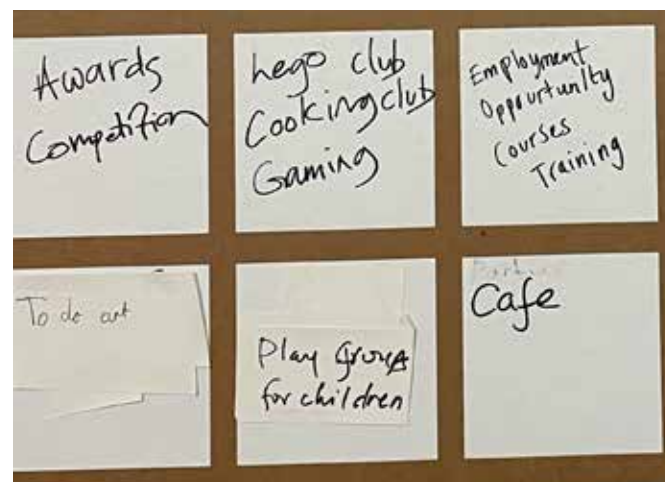
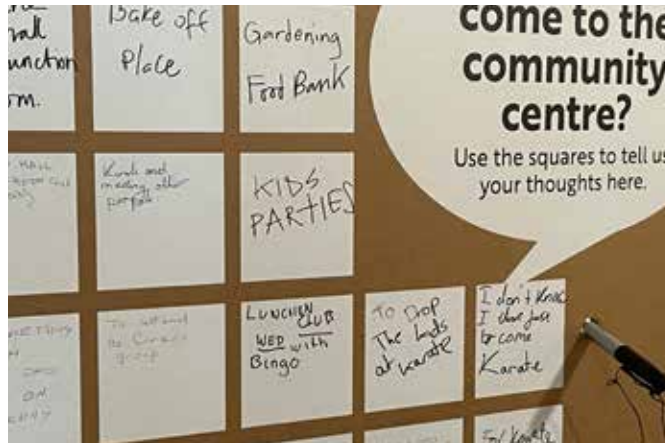
Promoting across the estate



Activities inside the centre



Comments stand for people to add suggestions



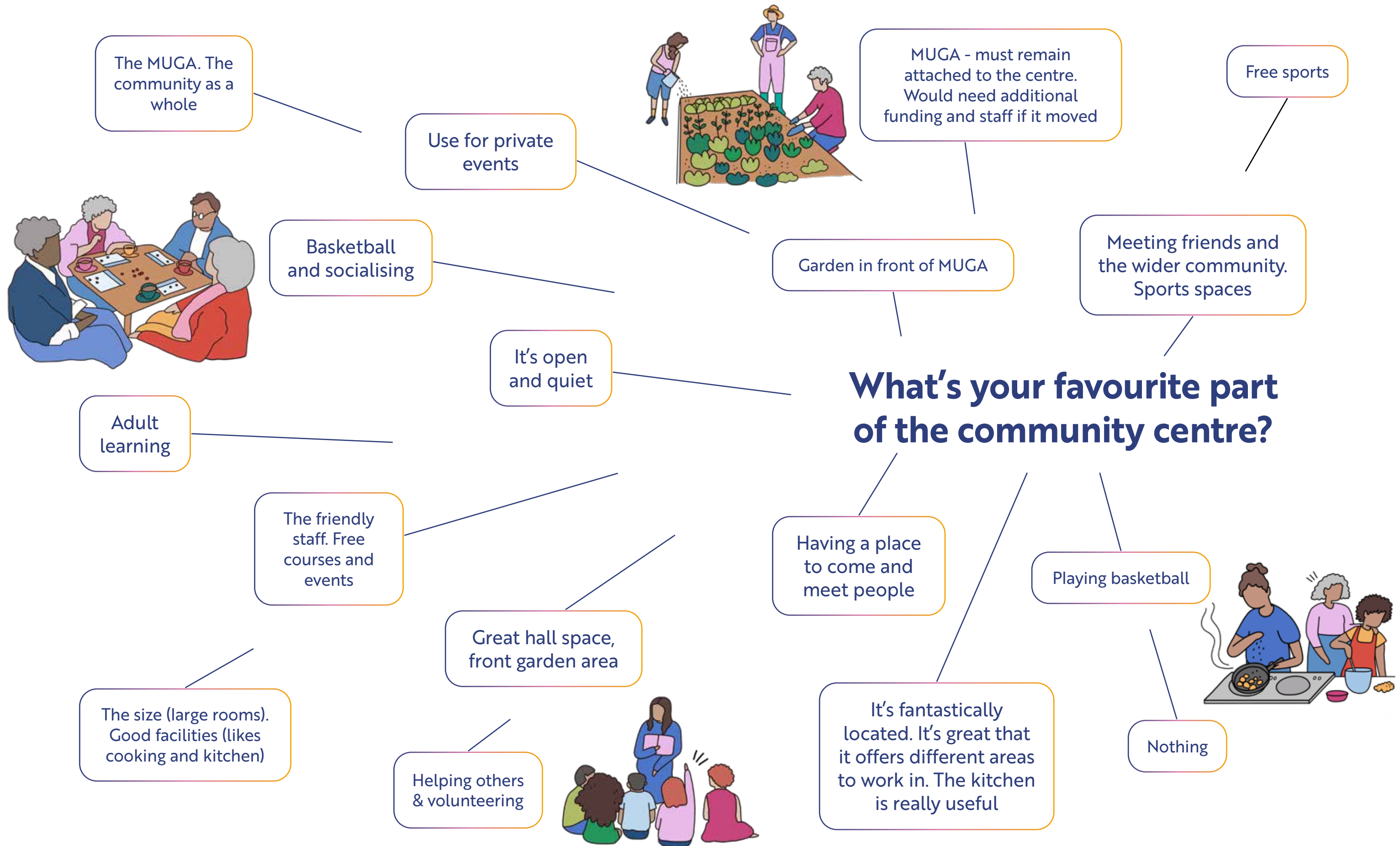
Promoting across the estate



Feedback from event 1

We received a range of comments from attendees at the event and most of the uses are covered by the range of comments here.







Seating area. Private sessions.
Girls area. Gaming area.
Better kitchen and seating
area. More intimate spaces.

The cage should be improved. It has a concrete hard floor - could it be Astro surface. The net should go all around the cage. Currently the cage is not safe, please improve the safety of this

Gaming / Games
/ Music events

A new kitchen.
Theatre and drama opportunities.
Singing and Dance.
A better stage - hold productions.

Arts and Crafts

What would make you come here more often?

Film Club/Cinema/A shop - retail. More Youth Clubs



Gym. Girls sessions. Better kitchen and WCs

Sports activities. Offering trips to other areas / experiences such as theatre shows, events etc organised through the centre. Games Room / IT room. Health and sports facilities.

Play Sessions, Donation only sessions, Toy Library, Singing, Yoga etc... Tackling separation COFFEE SHOP!

Astro playing field.
Air hockey. Assistance with school - tuition for core subjects such as maths and English. Sofas so that I can sit comfortably.



Better kitchen.
Bar/Social club

Food Trucks -
Food Generally



Rhymetime, library, stay and play, somewhere community can meet - a hub. Bringing something to the area, making it less insular. Get people from outside the estate to come in.

Pilates/ Yoga, Exercise Classes. Improve appearance, it looks untidy. Improve the front garden area, it looks messy. The mural can't be seen, put it on the outside. I might be interested in using computers for WFH if it were a nicer environment.



Roller skating,
Skateboarding.
Improve the interiors.

Education classes, garden projects, meeting places for hire! Indoor sports, b/ball, f/ ball, garden equipment, gym equipment after school clubs (KS 1 & 2). SOMEWHERE SAFE TO GO! Swimming and indoor soft play always well used.

Adult Classes.
Mentoring
(Council run)
Back to work opportunities



New toilets - The taps / facilities are old and worn. Bike racks with security overlooked by CCTV. A requirement for parking permits in the area as others outside the area use the parking ad then go elsewhere. Street lighting at night as it doesn't feel safe.

Youth club engagement

On the evening of May 23rd, we met with the youth club who attend the centre and talked with over 40 young people and their leaders and young leaders.

The young people were enthusiastic about change and had some good ideas about adding to the existing youth provision.

The young people were split across different activities - basketball coaching, table tennis and snooker, cooking for the group and hanging out at the front of the centre in the garden area.

Most of the boys mainly wanted the basketball court to be improved and have access at all times of the day. They also enjoyed the games inside, but particularly requested somewhere that they could access computer games systems and a relaxed seating areas in which to hangout.

Most of the girls wanted spaces to sit and chat, get a coffee and sit with friends. Some of them had been to the girls youth sessions, and cited the sessions where they were shown make up and hair demonstrations as very successful. They also requested arts and crafts provision for older teenagers rather than younger children.



Consultation Event 2

Our second consultation event was held on 11th August, following a period of promotion. We fliered 500 homes across the estate with details of the event, including leaving posters across the local area, laminated posters to key corners, fences and in flat stair noticeboards, in the local shop and in the neighbouring nursery.

On the day of the first engagement event, we set up a gazebo on the community centre entrance drive way to enable us to maximise coverage of passers-by.

We set up our engagement stand inside the centre as well as consultation boards. We also set up a table for a Magnetic Masterplanning activity, along with a comments box and feedback cards for people to complete.

We hired an ice-cream van and offered 100 free ice-creams in exchange for feedback. There were also activities arranged by Aston Group to keep our younger visitors busy; there was a planting workshop, crafts table and refreshments.



Promoting the event





Engaging with the community

Feedback from event 2

We received a range of comments from attendees at the event.



57%
of respondents
said they would
visit a Coffee Shop
at the centre



92%
of respondents said they
would like to use the
centre more

55%
of respondents said
they are interested in
attending Clubs



57%
of respondents said they
would use a quiet space
to work or meet friends

22%
of respondents
said they never
use the centre

62%
of respondents said
they think there should
be more activities for
the youth



64%
of respondents said
they would visit to
exercise / keep fit



39%
of respondents said they
were always aware about
what's on at the centre

64%
of respondents said
they would visit a social
club at the centre





There's nothing to do unless you are very old or very young. Nothing for men my age. Nothing appeals to me. I would like somewhere to socialise



I'm too busy working to visit, maybe if the opening times were longer

I used the Job Club before to help me with my CV, but there's nothing that appeals now. I would use it for fitness or gym. The centre is tired looking

More Football!



More fun days with actual stalls and games. Activities for families and ages between 30-49

Activities for under 10's



Quiz Nights,
Music Nights



Social spaces to meet friends. Opening times are limited



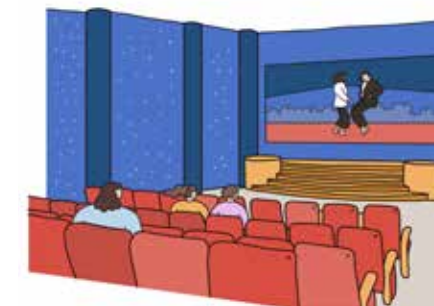
Space / appointments for advice / assistance with housing, education, immigration, legal

To hold more courses for example cookery & art classes

Greenhouse or more visible growing space



To hold more courses for example cookery & art classes



Gaming, cinema nights

Consultation Event 3: Residents Design Group

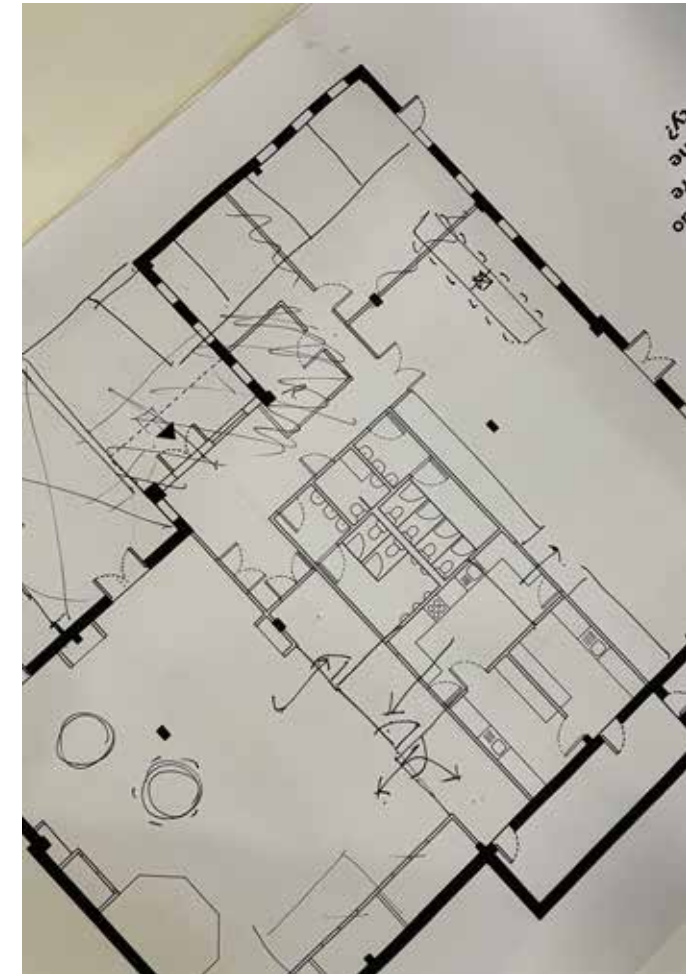
Our third event was a smaller co-design exercise involving a group of 11 residents. We reached out to range of individuals who had showed particular interest in the refurbishment project to form a Resident's Design Group representing the community who use the centre. We contacted individuals from a range backgrounds and by working with the centre staff, we were able to communicate with the group about suitable dates for the event to maximise attendance.

The Resident Design Group event was held on Tuesday 18th October. The session involved updating residents on the project so far, feeding back on the main findings of the consultation process and then sharing with residents our key recommendations for the centre based on this information. The session was an opportunity to ask the group how they felt about the suggestions and weather they had any further thoughts or ideas to put forward.

The session also involved workshop activities with the group. The first activity involved a co-design process, asking the group to think about the layout of the centre and how this could be modified to accommodate the new spaces and uses which have been requested by the community at large.

The second workshop activity involved individuals in the group creating mood boards of their desired look and feel of the centre, using a range of existing examples of furniture, floor finishes, fittings and spaces.

Both activities have helped to steer the design process of the centre refurbishment itself, with the aim of allowing the residents to take ownership in the decisionmaking and enabling them to be a core part of the design process from the very beginning.





Section 4

Data collection

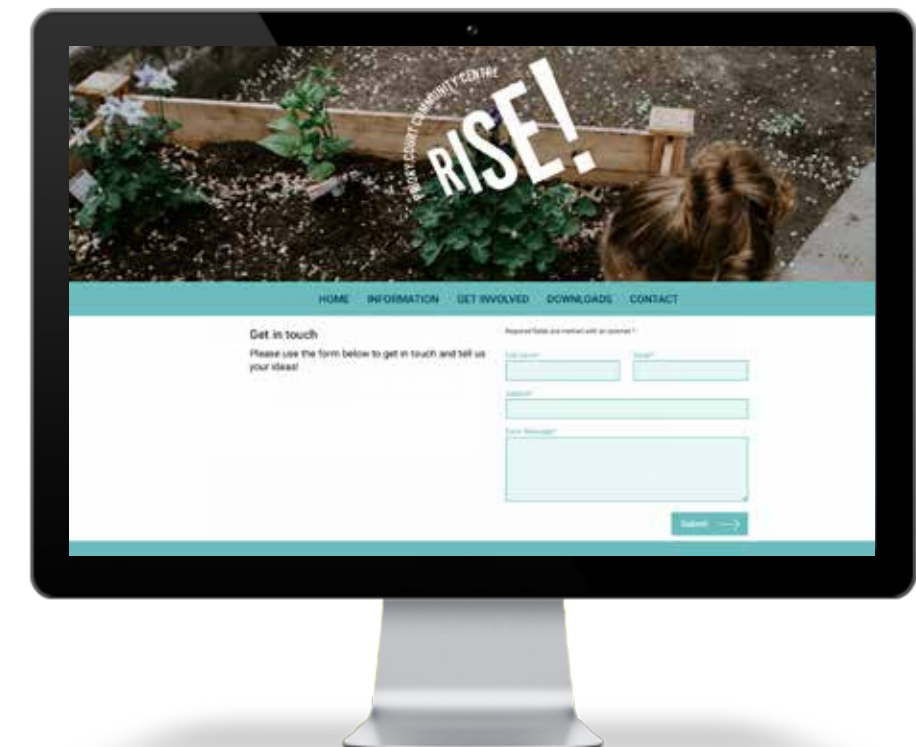
Digital collection

The website was launched at the beginning of our appointment and in advance of the flier distribution advertising the first event or the start of our engagement period.

The primary aim of the website was to advertise events, report back on key feedback issues, and featured a contact form enabling us to record all comments submitted through the website.

We advertised the web address on all communications materials and also included a QR code on the banner, and the fliers that we used in the door knocking period.

www.rise-priory-court.htadesign.co.uk



Website screenshots

Door Knocking

In between engagement events, we supplemented our consultation with some local area door knocking and talked to as many residents as we could. Each home we visited, we asked for their opinion of the centre, if and when they used the centre, and what would potentially make them use the centre more often.

We visited approximately 200 local properties, and spoke to approximately a further 65 residents from the homes. All homes we visited, we left a flier advertising the website.



I had my engagement party at the centre years ago - everyone came

Bring back the bar and the evening events

Activities to get the kids off the streets - like trips to the wetlands to go fishing

There's no community left - everyone has moved away

Computer courses for older people - I have no clue how to use anything!

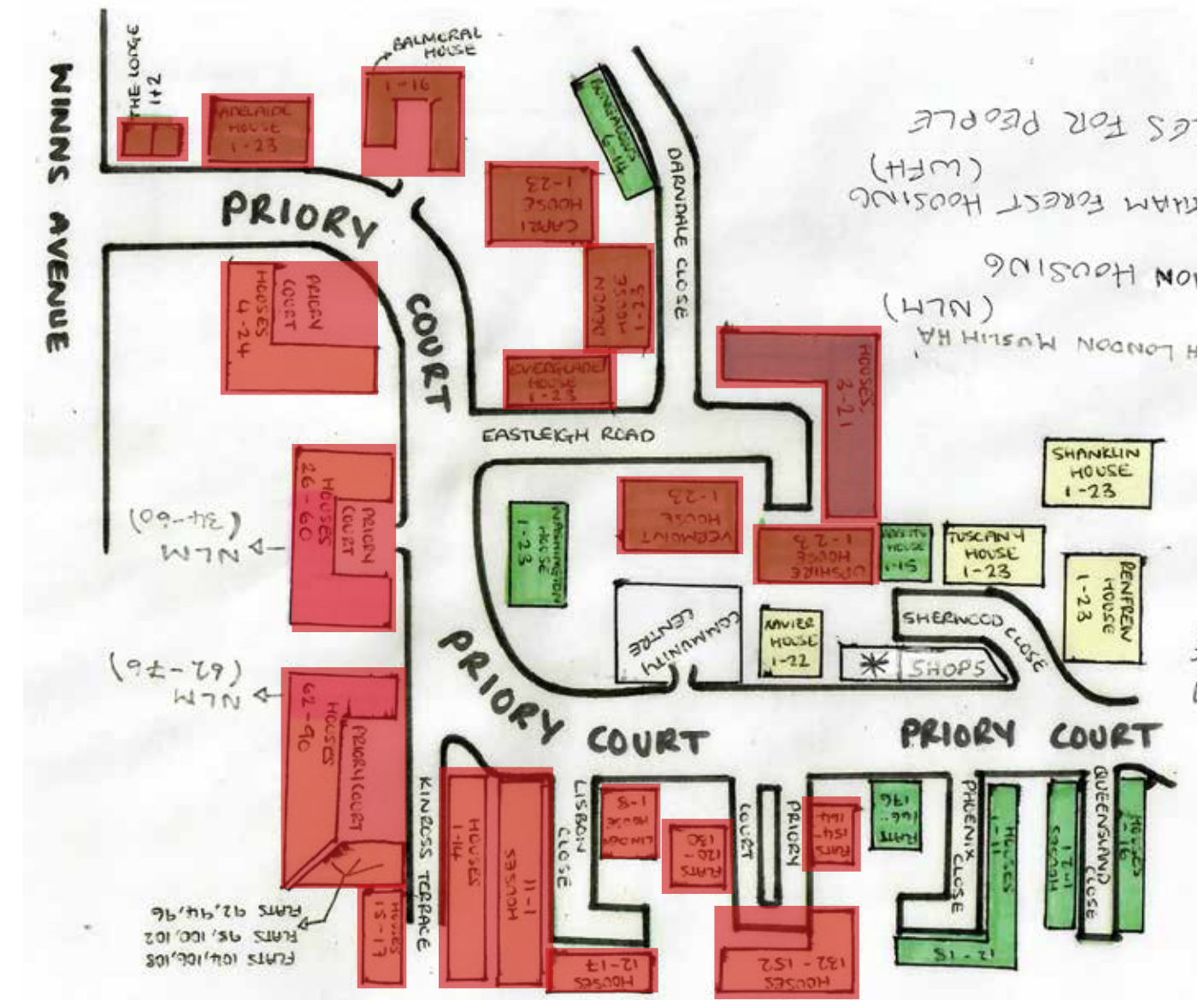
Anything to do with football and i'll be there

If you had comedians, or singers and a bar, I would come to that



Speaking with local residents

Area covered by door knocking, leaflet distribution and talking to residents



Section 5

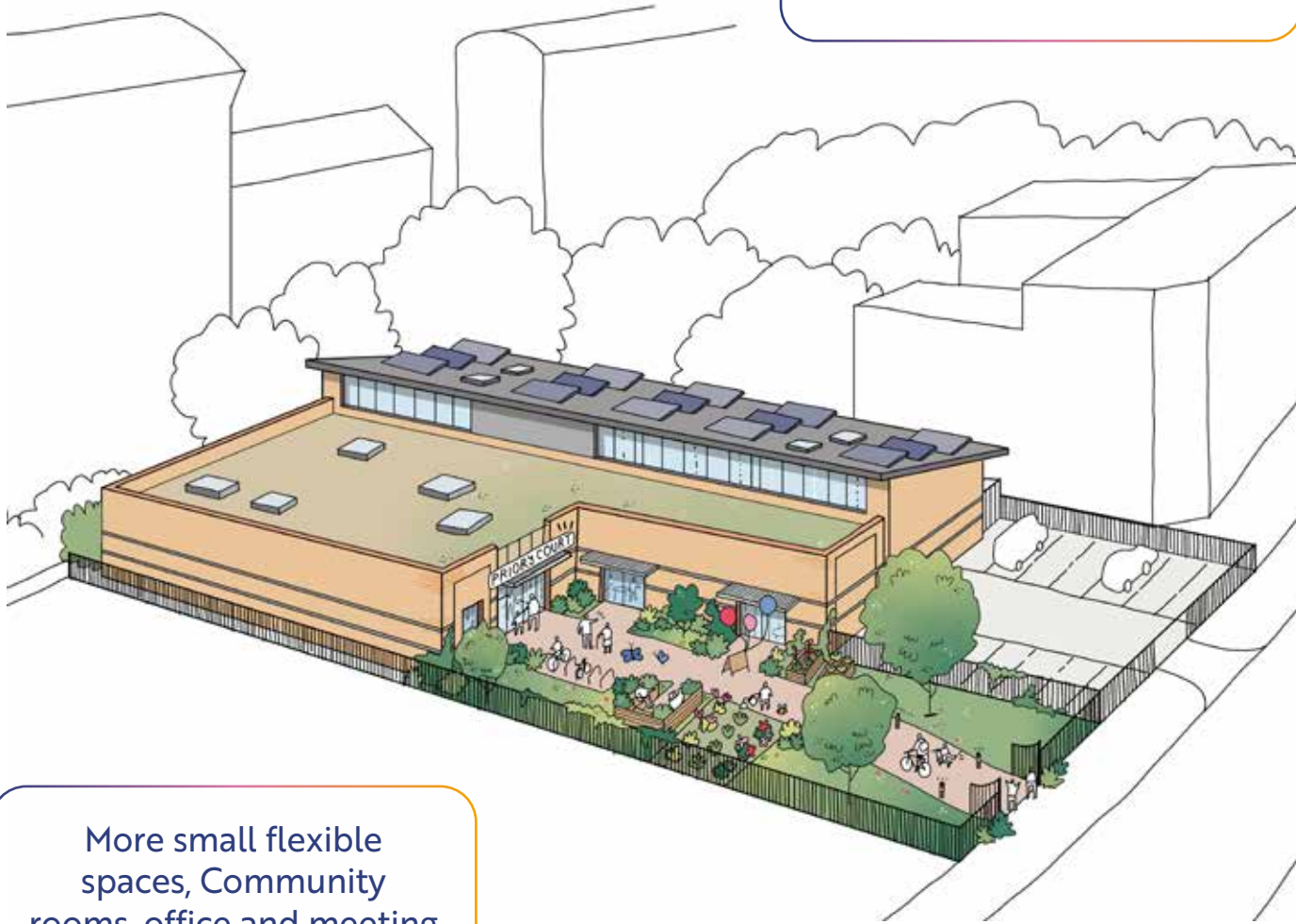
Feedback from Organisations

Feedback from Organisations

We received a range of comments from organisations which use the centre

Layout problems with the Kitchen Space, The spaces are not flexible enough - either too big or too small

Improve the building footprint, reception and frontage, allow people to see into the building so that they are interested to go in. Consider a mezzanine to make more use of the space



More small flexible spaces, Community rooms, office and meeting rooms. Spaces for hire to community groups to be based there while also bringing in a source of income for the centre



There is a lack of engagement in general. Activities are often run by outside organisations

Provide small office spaces within the centre, offering more professional setting for their organisations who work with communities

Better access to online / internet / computers



Would benefit from having multiple small private meeting pods/ rooms which are wheelchair accessible suitable for one on one conversations

Well equipped with computer, scanning and printing facilities on-site

Age UK

- Wednesday 10am-1pm
- Free to attend

Age UK have had an established presence at Priory Court Community Centre for several years.

They regularly run a range of courses and events for those over the age of 55, such as gentle exercise classes, Thai-chi, computer skills, lunch clubs and community days, making use of the centre's main hall, lounge space and computer room.

They also run a weekly drop-in session on Wednesdays from 10am-1pm in the office space behind reception, offering one-to-one support to individuals on matters such as managing benefits, filling out online forms and offering a space for general advice.

Drop-in sessions are regularly attended by 10-20 individuals weekly. Attendees use the small lobby area to wait for their appointments.

Due to the demand for this service, Age are considering increasing their presence at the centre on another weekday.

The group feel that being based at Priory Court Community Centre is beneficial to them and the communities they serve, who cannot easily travel to their main office in Chingford.

Feedback and Observations

- There is a desire improvements to the general appearance of the meeting room offering a more professional setting for the organisation.
- An office equipped with computer, scanning and printing facilities so that paperwork can be processed on-site rather than being taken back and forth to their Chingford office.
- The provision of multiple small private / soundproof meeting rooms or pods which are wheelchair accessible and suitable for one-to-one confidential conversations with individuals or couples.
- Improved access to internet and computer facilities in the centre.
- They currently use some of the cupboards in the centre to store for work-related items.
- A larger and more comfortable waiting area or lobby space could be of benefit, as there are several individuals and groups waiting for the drop-in sessions.



Bees Knees Sewing & Quilt Making

- Tuesday 12-2pm

Bees Knees Sewing & Quilt Making Club have been based at Priory Court for over 14 years. The group consists of 20-30 regular members and weekly attendance is around 15 to 20 individuals. The club is generally formed of retirees from a diverse range of backgrounds who live inside and outside of the Priory Court Estate.

The group use the entire main hall space for their sessions. Large tables are set up in a rectangle formation in the middle of the hall so that the group can sit facing inwards.

During sessions the group set up facilities such as a laptop, fabric printer, ironing boards, sewing machines and cutting mats. These are dotted around the hall, some of which requiring proximity to plug points. The group access two large cupboards containing their equipment and also use a trolley for their refreshments.

The group see themselves as more of a social club than an educational sewing course and are proud to provide a welcoming space for individuals to meet and socialise over a common passion for sewing. Many attendees are older and attend the club to work on individual sewing projects, use the facilities at the centre and meet up with friends. There is a belief among members that the group offers a lifeline to some individuals who may otherwise be completely isolated.

Some of the members have mobility issues. A few arrive via Dial-a-ride service and others are picked up by members, walk or drive from farther afield - so accessibility and parking is important.

The group are commissioned to create commemorative quilts, some of which hang in the centre. There is a sense of great pride for the sewing club that these works are on display.

Feedback and Observations

- The large main hall is well-liked and suited for the sewing groups' activities.
- The group use storage facilities in the main hall which can be easily accessed during their sessions.
- Tables are large in size and suitable for spreading out fabrics and other equipment. Light-weight furniture is essential as it needs to be moved around easily.
- Several members of the group have requested improved lighting especially in instances when the partitions in the main hall are used. Their preference would be for more natural light which is best for crafting and sewing.
- A corridor separation between the main hall would be ideal, as the group have observed that the main hall space is often used as a thoroughfare into the kitchen. The group are highly aware of safety but there is a concern that equipment such as the ironing board or sewing machines could be hazardous.
- Some members using wheelchairs have expressed that the doors in the centre are heavy, therefore accessibility into and out of the centre could be improved.
- The group feel the centre would generally benefit from comfortable seating areas to sit and socialise or read the paper, as well as a café to make their visits more enjoyable and to encourage people to stay at the centre for longer.



Community Gardening Club

- Wednesday 1-3pm / Saturday 10am-12pm
- Free to attend

The Community Gardening Club has been part of the centre for several years and its current leader has been running it for the past 5 years. The group is organised by 3 regular volunteers, and it is free to attend.

Sessions take place on Wednesdays from 1-3pm and Saturdays from 10-12pm in the garden spaces around Priory Court Community Centre. (Times can vary throughout the year) The group maintain and grow plants on the beds around the centre and offer a place for gardening enthusiasts to spend time gardening while also offering an open peaceful space to have tea and socialise.

There are currently six regular members, some who have special needs and who benefit from the hands-on activity of gardening. During this time the group make use of the kitchen area for hot beverages. They also make use of chairs and benches to sit outdoors, and sometimes use the lounge in bad weather.

The storage space at the rear of the centre is used for keeping equipment and supplies and a tap in this room is used as a water supply for watering cans and hose pipes.

The group grow seasonal vegetables and herbs and these are contributed fortnightly to the food bank provision at the centre when ready to harvest, with the aim of growing and donating as much fruit, vegetables, and herbs as possible. They hope to have a greenhouse or covered outdoor area which can be used during winter months, so that so that they can maintain gardening activities and create produce throughout the year.

The group also work with organisations such as Organic Lea, and Kid's Kitchen, aspiring to create a regular farm to table initiative which would involve growing, harvesting, and cooking workshops for the community.

Feedback and Observations

- The group would benefit from more organised storage such as fixed shelving and units for their gardening equipment. The current storeroom is a fire-exit and so it is important that this space is clear from obstructions.
- A greenhouse would be desirable for year-round growing produce and maintain gardening group activity throughout colder months.
- Food storage facilities such as a dedicated space in the kitchen / fridge would create a smoother operation for the food bank, as currently harvest must be planned around food collections because there is not sufficient storage for produce in the centre.
- More raised beds would help those with accessibility issues to take part in planting / gardening activities.
- Access to the garden area from can be difficult when the lounge is booked by another group. This also affects access to the kitchen area.
- The group would also like to add some vertical planting along the south-facing entrance wall as this would be a good place to plant, as well as creating more visibility for the group and their work.



Worth Unlimited Youth Groups

- www.worthunlimited.co.uk
- Monday 7-8pm / Thursday 5-6pm
- Funded by Clarion Housing
- Free to attend

Worth Unlimited are a national organisation working with young people from marginalised communities in socially deprived areas. Funded by Clarion Housing and subsidies by the centre as a social project, Worth have been working in Priory Court Community Centre for over 10 years. Their programme runs two youth groups per week on Mondays and Thursdays.

The youth groups provide a free service offering young people a space to socialise, play sports, games and learn skills in a safe environment overseen by youth workers. Attendance is 20-40 young people per week.

The Monday group is run in the Main Hall and MUGA space from 6.30pm-8pm for a mixed group (predominantly male) aged 11-19 years. Games tables such as ping-pong, snooker and table-football are set up inside the centre, along with tables and chairs for seating. A basketball hoop is erected in the MUGA outside the centre and is a popular activity among the group. The young people use the space in a relaxed way, playing games, sitting with friends socialising and speaking to youth workers for advice or support.

The Girl's Group takes place in the lounge space on Thursdays from 5-6pm for females aged 11-18 years. It has recently been set up for young women who may not be able to mix with males due to religious or cultural reasons. The girl's youth group provides a space for young women to socialise as well participate in activities geared towards young women such as make-up, henna design, arts and cooking. It also gives individuals an opportunity to talk about any issues and receive one-to-one support from a female youth worker.

Specific needs:

- The large space in the main hall allows for several activities to take place in one space.
- Equipment for games and sports are currently stored in the old bar area due to the size of this equipment. Therefore, any additional storage should be adequate.
- Volunteers express that the MUGA is an important element of their service which draws the main interest of the Monday night group. This being adjacent to the main hall allows one youth worker to keep surveillance on both indoor and outdoor spaces which is vital to keeping their costs down and for the service to run.
- There is a desire for smaller meeting rooms and pods which would allow for private conversations as and when required. Ideally these would have a glass facade so that staff are able to maintain visibility of the entire group.
- There is an appetite for an updated interior which is more comfortable and enjoyable space to spend time in.
- Many of the group are provided with meals during their time, and sometimes participate in cooking activities, so an improvement and expansion to the kitchen space could be well utilised by both groups.
- Games consoles and seating areas for social gaming activities are highly requested, though the group would like to encourage sports and fitness for health benefits.



Senior Citizens Luncheon Club / Bingo

- Wednesday 11am-3pm
- Charges £3 for each lunch which covers cost of food

The luncheon club and bingo has been a fixture at Priory Court Community Centre for 67 years. It provides a valuable social environment for senior citizens every Wednesday from 11am-3pm. Members must be over the age of 55 and it is attended by 12-20 members each week.

The group provide a hot meal and games, as well as a chance to socialise and catch-up with friends. Members look forward to the club as a way of feeling less isolated and it is an important part of their week.

The group make use of the kitchen facilities, as well as storage cupboard in the main hall. This contains all of their equipment such as plates, cutlery, tinned ingredients and condiments so that it does not have to be carried. The lounge space is also used when the main hall is booked out.

There is an attendance charge of £3 and this is put toward costs of the food and bingo prizes. The centre staff assist with setting up tables and chairs. The organiser takes responsibility for purchasing food, cooking meals, organising events, games and taking care of finances. Although the event starts at 11, the organiser begins setting up from 9.30am.

At Christmas, the group organise a small party, making use of the stage when hiring entertainment and outside catering for these special events. The centre is ideal for the group as it is within easy reach for most users living locally, many arriving by foot with trolleys and walking sticks, and one arriving by dial-a-ride. The group appreciate the centres good kitchen, hall, toilets and storage facilities.

A larger kitchen space would be desirable as it sometimes must be shared with other groups using the centre and therefore worktop and hob space can be an issue. Multiple kitchen workstations would be beneficial.

Feedback and Observations

- The group are generally happy with the space as it is suitable for most of their needs.
- A larger kitchen area with multiple stations could be beneficial, as sometimes the kitchen is used by another group, meaning the areas must be shared.
- The group require space to store their equipment, and therefore retaining storage is important.



Priory Court Food Rescue

- Monday 12-2pm fortnightly
- Charge £1 per visit

The Priory Court Food Rescue began during the Covid-19 Pandemic to offer food support for those in need and to reduce food waste. It is part-funded by community grants and the Hornbeam Cafe as well as donations from local supermarkets and the PCCC community garden.

The service runs every fortnight on Mondays between 12-2pm. Various food items are sorted on tables in the lounge space ready to be selected. Most of the stock is brought into the centre on the day, and this includes items such as fresh fruit, vegetables and bread.

Other surplus stock and dry or tinned food is stored in rooms at the back of the centre. Accessibility into these areas requires going through several doors and could potentially be streamlined for ease. There is also a lack of shelving which means items cannot be accessed, checked or sorted easily.

The group start setting up from 9.30am and make use of trolleys (one of which is damaged) to transport food items from storage to the lounge.

The lounge space is preferred as it means that the volunteers can set up the items without being disturbed.

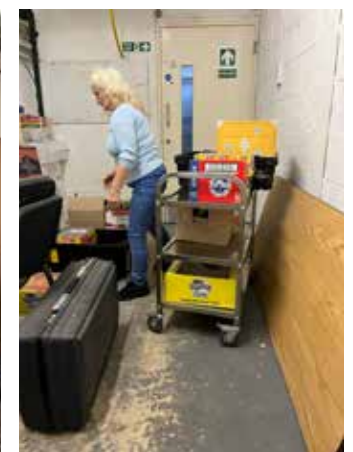
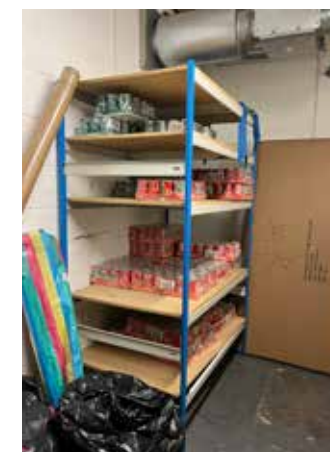
The volunteers also mention that being in the lounge opposite the garden is helpful in allowing users to pick their own fruit, vegetables and herbs. The group would like more refrigerated storage for items from the Community Garden, as well as more suitable shelving to assist with stock checking and lifting items.

Users of the food rescue service wait outside in the lobby area for their allotted time slot. The users exchange a payment of £1 to take 20 items from the selection. The £1 is used towards the cost of petrol for volunteers.

The service is used by 56 individuals and families and around 32 visitors per fortnight. The waiting area can become busy with individuals lining up at the door around the reception desk, therefore a suitable waiting area or lobby space may be beneficial.

Feedback and Observations

- There is a desire for more shelving units such as the one currently used for tins, so that all stock can be properly stacked and easily accessed. Storage which is adjacent could also help to make the stock-checking and set-up more efficient and easier for volunteers.
- A larger waiting area could be of benefit as users tend to wait outside of the centre.
- There could be benefits to providing a fridge for storing fresh items from the community garden.



Little Kickers

- www.littlekickers.co.uk
- Saturday 9am-12.30pm
- Charge £40 per month membership

Little Kickers provides football training for pre-school aged children. The franchise at Priory Court has been ongoing for 4-5 years. Sessions make use of the main hall and MUGA spaces from 9am-12pm on Saturdays weekly.

During sessions, cones and nets are set up in the activity space. Parents are required to stay nearby to supervise their children.

Equipment used for the sessions has previously been stored at the centre, but since an incident of theft, the organiser prefers not to use the storage facilities.

During the summer the MUGA Space can be used for classes, but generally the hall space is preferred. The organiser feels that temperature in the hall can become too hot in summer, but is ideal during winter.

The parking at the front of the centre is used by the coach, their assistant and several of the families who attend. Some also arrive by bike and therefore a bike parking provision could be beneficial.

The sessions are generally attended by families from outside the estate such as Upper Walthamstow and Higham Hill, and they do not use the centre for any other activities due to their distance from the centre. The parents expressed an interest in a coffee shop or more relaxed social space where they could oversee their children while socialising with other parents.

They also mentioned that any other children's activities which could be tacked onto the little kickers would tempt them to stay for longer on Saturdays.

Ideally there would be secure storage. The large hall could be increased in size as it is not large enough for a class of over 24 children. The organiser feels that the stage and cupboards in the main hall can encroach on some of the floor space and suggests that this could be moved to enlarge the space in the centre.

A higher ceiling or pitched roof would also be preferable, and this is the case in some of the other centres which the organiser uses.

Feedback and Observations

- The hall space could be re-configured to create more space for sports.
- Sessions are well attended and therefore maintaining adequate parking is important.
- Bike and scooter parking may be beneficial.
- Parents have expressed an interest in a space which offers more children's activities, facilities, a coffee shop and a place to socialise and relax with other families.



Forest Youth Club

- www.wfchub.org
- Wednesday 4.30-6.30pm

Forest Youth club has been operating at Priory Court Community Centre for over seven years. It is run by Waltham Forest Community Hub and is currently funded by an initiative called Stronger Futures, which is set up by Action for Racial Equality and supported by the Mayor of London.

The club makes use of the main hall and MUGA space on Wednesdays from 4.30pm-6.30pm weekly. Football nets are set up in the MUGA and are stored at the centre. The indoor hall space is also used for board games, table-tennis, boccia and cooking. In addition, the club regularly runs workshops in life skills such as banking, food storage, stop and search rights and employability training.

There are 72 members registered at Forest Youth Club Priory Court with an average attendance of 30-35 per week, mostly male. There is also a regular cohort of young people with special educational needs (SEN) who the youth workers are trained to support.

The club is proud to provide a safe space for young people away from violence, drugs, gangs, grooming, knife and gun crime. There is a concern that without the adjacent MUGA space there will be little to attract the members to the club and there is a risk that without a youth offering, young people could be intimidated and recruited into gangs.

Feedback and Observations

- Most of the cohort take part in the football activity in the outside MUGA. This space is also easy to view from the centre.
- The large main hall space is utilised for several activities, as well as providing shelter in bad weather.
- The adjacent MUGA space is ideal for football activities and can be easily overseen from the centre.
- There is a desire for a 'chill-out' space containing beanbags, sofas and a place to relax and listen to music, experiment with mixing decks. It is thought that this would particularly benefit the group with SEN.
- The group would benefit from more indoor sports facilities and exercise equipment such as hooks for punching bags, wall pads or a mini gym.
- A larger hall space would be more suitable for indoor sports to take place especially in winter when the MUGA can become icy.
- Partition walls are sometimes used to create smaller spaces for workshops or separate activities, but these no longer function.
- A kitchen with multiple workstations would be ideal for cooking class activities which the group undertake.

UKA Karate

- Tuesday 5-8pm
- Charges £25 per month membership

UKA Karate have been based at Priory Court Community Centre for several years. Three sessions are run weekly on Tuesdays from 6pm-9.30pm and membership starts at age 5 upwards. Classes take place in the Main Hall space with an average of 30 pupils per class, and 60-80 students per week.

The centre is ideal for the size of the classes and proximity to members. The wooden floor in the main hall is in good condition and is safe and suitable for bare foot activity. The centre also offers storage for mats and parking facilities.

The karate class is consistently one of the most well attended activities at the centre and the owner feels proud to provide an important service for the community and especially for young people in the area.

Feedback and Observations

- The large space in the main hall is ideal for karate classes and the flooring is in good condition which means it is suitable and safe for bare foot activity. Any new flooring would also need to be suitable.
- On-site parking is a plus-point and means some equipment can be easily transported.
- Storage facilities at the centre mean large mats do not need to be transported. These are currently stored in a room at the back of the centre and accessibility to this could be improved.
- The temperature of the hall during summer months is not ideal, it becomes too hot and therefore fire exit doors need to be opened. A regulated temperature system would be ideal.
- The stage and storage cupboards in the main hall encroach on space which the organiser feels could be better utilised creating a larger floor space.
- Smaller touches like storage cupboards or pegs for shoes, coats and bags to be stored out of the way are not essential but would be welcome.
- Accessibility could be improved for those using wheelchairs as doors are heavy.
- The toilet urinal and sink heights are not suitable for the younger users of the centre – this should be improved to be suitable for all ages.

Crest Carers

- Thursday (Fortnightly) 10am-12pm

Crest Carers are a support group who hire the lounge space at Priory Court Community Centre every fortnight. They have been present at the centre for the past 10 years. Their aim is to provide a space for carers to meet and socialise over a hot beverage in a warm and friendly environment.

The group, consisting of 8-10 regular members, make use of the lounge and kitchen space. In summer they also like to make use of the rear garden space as a tranquil place to sit.

Previously they have hired a masseuse to give the group members massages in a partitioned space, but since Covid-19 this has not yet been reinstated.

The group store some of their equipment in the kitchen space and a storage box. They also make use of parking as some drive to the centre and one member uses Dial-a-ride.

The community centre and lounge space are received positively by the group and they feel it is ideal for their needs. There is however, a desire for smaller spaces so that any sensitive conversations can take place in privacy if required.

The group may benefit from a more informal seating area with coffee tables, armchairs and sofas to help them feel more relaxed and comfortable.

Feedback and Observations

- The lounge is large and so it could do with private smaller spaces for one-to-one conversations.
- Informal seating and furniture such as sofas, armchairs and coffee tables may be welcome but not necessary.



Inspirations Coffee & Chat (Ladies over 50)

- Mondays 10-12pm
- Free to attend

Inspirations is a group for women over 50 to socialise and craft together. The group has a rich history which started as the Social Justice Unit. Members have always been very active in the community and take on a variety of tasks such as mending furniture, organising fund-raisers and knitting clothing items for those in need.

The group consist of about 10 members and they use the space to discuss and organise community related initiatives, as well as undertaking practical tasks like knitting and crafting. The group also like to use the time to socialise and chat over refreshments as a means for local women to get together.

Though the group do not need too much space, they prefer to use the larger main hall because it is adjacent to their belongings which are stored in the cupboard here. This contains their equipment such as wool, a sewing machine, kettle and other items.

Feedback and Observations

- The group find the tables are porous which makes them difficult to clean.
- The centre can become cold in winter and noisy when it rains outside due to the roof.
- There is a desire for the look and feel of the environment to be improved with better furniture, the addition of colour and improved lighting which would help with needlework activities.
- The group have previously been disappointed with the outcome of past consultations when the centre was re-built in the 90's.



William Morris Big Local

William Morris Big Local are a community organisation backed by lottery funding and community grants, who have close links to Priory Court Community Centre. The group also work collaboratively with other organisations at the centre for example Age UK, Worth Unlimited and the Priory Court Food Rescue.

The group run approximately four events at the centre per year and a variety of activities for example games nights, celebration days, roller discos and sports days. They find centre staff very helpful in assisting with their events and feel the community centre is an important space for local people.

Feedback and Observations

- A larger waiting area / lobby space may be of benefit. In their view the centre has a lot of potential as a community hub, but they feel it is currently not engaged with enough by the community and therefore there are areas for improvement.
- They express that spaces in the centre are sometimes not flexible enough for their needs - either too large or too small. They also point to acoustic issues, dated appearance and lack of welcoming spaces for the community to sit and relax outside of specific activities or events.
- Improving the general layout of the building could benefit the community as some of the spaces are underused. Starting with the building frontage which could be reoriented so that it is more visible presence on the street.
- They suggest improvements such as updated amenities, a larger and refreshed community kitchen, smaller community rooms, offices to hire, meeting rooms and relaxed and inviting seating areas could offer a welcoming place for the community to 'just sit' if they want to.
- Spaces could also be more flexible to accommodate several needs. An example they give is the computer room - which they feel could be enhanced with laptops instead of fixed desktop computers and therefore the room could double up as a screening room for presentations or perhaps for relaxed community film nights with bean bag seating.
- The group express an interest in hiring an office space in the centre which they feel could also benefit the centre as a means of income, as well as the potential to encourage networking opportunities with other community groups based at the centre.

Note: The following groups have not been met for reasons of privacy or infrequency at the centre.

REF Parenting

- Friday 09.45am - 12.15pm
- Free to attend

REF Parenting hire space at Priory Court Community Centre to run their parenting programme. The organisation use both the main hall and lounge space, the latter being used as an unofficial crèche space for those who require child supervision while attending the course.

Courses run on a number of weekdays over a 16-week period and the hire charge is agreed with the centre on ad-hoc basis.

Feedback and Observations

- The centre may benefit from a designated play space / safe space for children along with various security requirements in place in order to offer such a service

Vaccination UK

- Every other Tuesday + 1 Saturday per month
- 2.5 hours per session

Vaccination UK have a regular hiring arrangement with the centre on some Tuesdays and Saturdays. The service provides the opportunity for those who have missed their vaccinations such as HPV and Polio, to receive them at a later date.

The organisation hire the main hall or the lounge space and use small partitions for patient privacy.

Feedback and Observations

- There may be benefits to having smaller rooms and spaces which could be utilised instead of having to partition larger spaces.
- A larger waiting area / lobby space may be of benefit.

Kid's Kitchen

- Offer one-off sessions approximately 3 times per year
- Free to attend

Kid's Kitchen are a charitable group offering cooking sessions for children approximately three times per year. Their presence depends on funding which is raised through community interest groups and grants.

Sessions are free to attend and gives children the opportunity to learn basic preparation and cooking skills.

The group use the main hall space and set up several tables with 'cooking' stations. Activities usually involve food preparation and mixing ingredients, but children do not cook in a kitchen environment due to safety and space considerations.

Kid's Kitchen also work with the Priory Court Gardening Club and together they have aspirations to run a more regular farm-to-table activity making use of locally grown produce.

Collated Feedback

Across the engagement events we asked two very open questions, 1. Why do you go to the community centre? and 2. What would make you want to visit more often?

The answers offered a rich insight into the communities feelings about the centre, sometimes in lengthy comments and suggestions.

In order to quantify this information into useful data we have calculated the occurrences of any specific word or term had been used in the context of these questions. This information then informs an overall picture of our findings.

Why do you go the community centre?	2nd May	29th Jun	Wall	Total
Do not use / No / Not currently	20	10		30
Youth Club / Girl's Group Session	18	1	3	22
Events / Parties / Weddings	12	1	2	15
Volunteers	8			8
Food / Foodbank	7		1	8
Martial Arts / Karate	5		7	12
Garden / Gardening Club	4	1	2	7
Football	4		1	5
IT / Computer Room	3		2	5
MUGA	3			3
Socialise /Hang out	3		1	4
Basketball	3	1		4
Workshops	2		1	3
Hall Hire / Function Room	2	1	3	6
Counsellor Surgeries	2			2
Workshops	2			2
Children's Activities	2			2
Summer Fayre	2			2
Creche	1			1
Elections	1			1
Baby Bank	1			1
Pool	1			1
Table tennis	1			1
Vaccination	1			1
Music Club	1			1
Games	1			1
Cooking	1			1
Special Needs	1			1
Roller-Skating (Previously)		2		2
Work-Skills / CV / Job Club		1		1
Games Bus (Previously)		1		1
Walthamstow Carers Association (Previously)		1		1
During School Holidays		1		1
Luncheon Club			5	5
Bingo			5	5
Carers			2	2
Arts & Crafts			1	1
Friendly / Safe Place			1	1
Toilets			1	1

Below we have ordered the same data from largest to smallest, giving a clearer picture of the feedback and reasons for visiting the centre.

Why do you go the community centre?	Total
Do not use / No / Not currently	30
Youth Club / Girl's Group Session	22
Events / Parties / Weddings	15
Martial Arts / Karate	12
Food / Foodbank	8
Volunteers	8
Garden / Gardening Club	7
Hall Hire / Function Room	6
Bingo	5
Football	5
IT / Computer Room	5
Luncheon Club	5
Basketball	4
Socialise /Hang out	4
MUGA	3
Workshops	3
Carers	2
Children's Activities	2
Counsellor Surgeries	2
Roller-Skating (Previously)	2
Summer Fayre	2
Workshops	2
Arts & Crafts	1
Baby Bank	1
Cooking	1
Creche	1
During School Holidays	1
Elections	1
Friendly / Safe Place	1
Games	1
Games Bus (Previously)	1
Music Club	1
Pool	1
Special Needs	1
Table tennis	1
Toilets	1
Vaccination	1
Walthamstow Carers Association (Previously)	1
Work-Skills / CV / Job Club	1

What would make you come here more often?	23rd May	29th June	8th Aug	Box	Wall	Total
30-50 years Activities / Middle-aged People / Families	1		4	1		6
Adult Learning	11	1		1		13
After School Club	1		1			2
Arts & Crafts Workshops	5	1	2	5	3	16
Assistance & Advice / Support			1	1		2
Astro-turf pitch / Nets / Goals / Higher Fences	3			4	1	8
Accessibility Improvements / Electric Doors	1			3		4
Awards / Competitions / Talent Shows					2	2
Badminton	1					1
Bar	4					4
Basketball	5		1			6
Better Advertising / Information / Web Presence	4	1				5
Bike Racks	1					1
Bingo		1		1		2
Book Club				1	1	2
Bubble shows	1					1
Café / Coffee Shop / Costa	5	1	1		2	9
Cage Improvement	1					1
CCTV	2					2
Children's Activities / Kid's	14	2	2	2	1	21
Choice of furniture for hall hire			1			1
Cinema / Film Nights/ Film Club	4		2	1	1	8
Coach Trips / Experiences / Theatre Shows / Days Out / Fishing Trips	1	1	4		4	10
Community Initiatives			1			1
Community Meeting Spaces	2					2
Computers / IT / Coding / Courses / Filming / Editing / Recording / Scanning / Printing	7	1	3	1		12
Cooking / Baking	6		1		1	8
Co-working space				1		1
Craft Fayres				1		1
Dance / Dance Class / Bollywood Dance	4		2			6
Disabled Toilets Improve				4		4
Dodgeball	1					1
Driving Lessons Theory Test Assistance	1					1
Eid /Muslim / Mosque Events			2			2
Elderly Activities / Over 60's / Older peoples night's		1		2		3
Employment Opportunities			1			1
Evening Activities				4		4
Events & Activities During School Holidays / Weekends	3		1		1	5
Events / Fairs/ BBQ's / Community Events /Fête's / Fairs / Fun Days	13	1	6	1	2	23
Fitness / Gym / Exercise	7		3	2		12
Food / / Food Pantry / Food Bank	7			2		9
Football / Women's Football / Football team	5		5		2	12
Free to attend	6					6
Games / Gaming / Games Room / Board Games	9		1	2	1	13
Games Bus			1			1

Gardening / Equipment / Planting / Greenhouse	6		1			7
Henna Art / Design	2					2
Housing					1	1
Improve spaces around estate / Benches to sit			2			2
Improved appearance of Centre / Exterior & Interior	4	2	2	1	1	10
Increased Opening Hours			2			2
Kitchen Improve / Community Kitchen		1		5		6
Language Courses				1		1
Larger Hall	1					1
Lego Club					2	2
Library	3					3
Lighting in centre improve	1			1		2
Lockers/ Storage	1					1
Money Club					1	1
More Activities			1		1	2
Mother / Baby	4					4
Music, Live Music, Instruments / Recording / Music Club	7		1		2	10
Nerv Guns			2			2
Office for Richard			1			1
Parking Improve	3	1	1	1		6
Pilates	1			1		2
PlayStation	2					2
Quiz Nights			1			1
Rainbows / Brownies / Scouts			1			1
Respite Care	1					1
Retail shop	1				1	2
Roof	1					1
Safe spaces					1	1
Safety	6					6
School Tuition / Study area	2					2
Seating Areas / Comfortable Seating / Sofa's / Place to 'hang' / Lobby	7	1	3			11
Security	2					2
Self Defence	1		1			2
SEN / Autism / Sensory / SEN Activities / Area	3				1	4
Skating / Roller-skating	1	2				3
Smaller meeting spaces / Intimate spaces	2					2
Smoking Room					1	1
Snooker / Pool	1		2			3
Social Spaces / Gatherings / Club	5		2			7
Soft Play / Stay & Play / Toys	7			1		8
Space for Wheelchairs / Prams	1					1
Sports/Health	12		1		1	14
Spray Painting	1					1
Stage Improve / Larger	1		1			2
Street Lighting	1					1
Swimming Pool	1			2		3
Table Football			1			1

Table Tennis	2		4			6
Tea Dances / Line Dancing / Disco's / Monthly				5	2	7
Temperature / Ventilation / Air Conditioning			3	1		4
Temperature Improve (Air-conditioning / Heating)	1					1
Theatre, Drama, Performing Arts, Singing	5					5
Toilets Improve	5			4		9
Trampolines	2					2
Volunteering Opportunities	2				1	3
Water Feature	1					1
Windows Improve / Enlarge				4		4
Women / Girls Sport's / Groups / Mums Fitness	6		2			8
Workshops			1			1
Work-skills / Back to Work Assistance / Job Club	3		2		1	6
Yoga	3			1		4
Youth / Teen oriented	8	1				9
Zip Wire	1					1
Zumba	3					3

Below we have ordered the same data from largest to smallest, giving a clearer picture of the feedback and the communities ideas and suggestions for what they feel would improve the centre.

What would make you come here more often?	Total
Events / Fairs/ BBQ's / Community Events /Fête's / Fairs / Fun Days	23
Children's Activities / Kid's	21
Arts & Crafts Workshops	16
Sports/Health	14
Adult Learning	13
Games / Gaming / Games Room / Board Games	13
Computers / IT / Coding / Courses / Filming / Editing / Recording / Scanning / Printing	12
Fitness / Gym / Exercise	12
Football / Women's Football / Football team	12
Seating Areas / Comfortable Seating / Sofa's / Place to 'hang' / Lobby	11
Coach Trips / Experiences / Theatre Shows / Days Out / Fishing Trips	10
Improved appearance of Centre / Exterior & Interior	10
Music, Live Music, Instruments / Recording / Music Club	10
Café / Coffee Shop / Costa	9
Food / Food Pantry / Food Bank	9
Toilets Improve	9
Youth / Teen oriented	9
Astro-turf pitch / Nets / Goals / Higher Fences	8
Cinema / Film Nights/ Film Club	8
Cooking / Baking	8
Soft Play / Stay & Play / Toys	8
Women / Girls Sport's / Groups / Mums Fitness	8
Gardening / Equipment / Planting / Greenhouse	7
Social Spaces / Gatherings / Club	7
Tea Dances / Line Dancing / Disco's / Monthly	7
30-50 years Activities / Middle-aged People / Families	6
Basketball	6
Dance / Dance Class / Bollywood Dance	6
Free to attend	6
Kitchen Improve / Community Kitchen	6
Parking Improve	6
Safety	6
Table Tennis	6
Work-skills / Back to Work Assistance / Job Club	6
Events & Activities During School Holidays / Weekends	5
Theatre, Drama, Performing Arts, Singing	5
Accessibility Improvements / Electric Doors	4
Bar	4
Better Advertising / Information / Web Presence	5
Disabled Toilets Improve	4
Evening Activities	4
Mother / Baby	4
SEN / Autism / Sensory / SEN Activities / Area	4

Temperature / Ventilation / Air Conditioning	4
Windows Improve / Enlarge	4
Yoga	4
Elderly Activities / Over 60's / Older peoples night's	3
Library	3
Skating / Roller-skating	3
Snooker / Pool	3
Swimming Pool	3
Volunteering Opportunities	3
Zumba	3
After School Club	2
Assistance & Advice / Support	2
Awards / Competitions / Talent Shows	2
Bingo	2
Book Club	2
CCTV	2
Community Meeting Spaces	2
Eid /Muslim / Mosque Events	2
Henna Art / Design	2
Improve spaces around estate / Benches to sit	2
Increased Opening Hours	2
Lego Club	2
Lighting in centre improve	2
More Activities	2
Nerv Guns	2
Pilates	2
PlayStation	2
Retail shop	2
School Tuition / Study area	2
Security	2
Self Defence	2
Smaller meeting spaces / Intimate spaces	2
Stage Improve / Larger	2
Trampolines	2
Badminton	1
Bike Racks	1
Bubble shows	1
Cage Improvement	1
Choice of furniture for hall hire	1
Community Initiatives	1
Co-working space	1
Craft Fayres	1
Dodgeball	1
Driving Lessons Theory Test Assistance	1
Employment Opportunities	1
Games Bus	1
Housing	1
Language Courses	1

Larger Hall	1
Lockers/ Storage	1
Money Club	1
Office for Richard	1
Quiz Nights	1
Rainbows / Brownies / Scouts	1
Respite Care	1
Roof	1
Safe spaces	1
Smoking Room	1
Space for Wheelchairs / Prams	1
Spray Painting	1
Street Lighting	1
Table Football	1
Temperature Improve (Air-conditioning / Heating)	1
Water Feature	1
Workshops	1
Zip Wire	1

Appendix

Engagement Materials

Creating a Brand

We created a bespoke brand so that all of our materials stand out from the other engagement projects in the local area. It helps to define the look and feel of our materials and it starts to be recognised by the local community.

An engaging brand



An engaging brand

- Not a new Community Centre brand
This needs consideration and should potentially be developed with the community.
- Have a clear and strong message
Make it a very simple proposition - We need you!
- Direct, engaging, bold and professional graphics
Let people really know something is happening. This is not to be missed!

An engaging brand
An idea

To Rise...	climb	scale	pile out
	grow	sprout	reach up
	lift	surface	rise and shine
	move up	surmount	rise up
	push up	tower	roll out
	rocket	up	sit up
	soar	be erect	slope upwards
	surge	be located	stand up
	arise	be situated	straighten up
	arouse	blast off	sweep upward
	aspire	come up	turn out
	awake	get out of bed	upspring
	levitate	get steeper	get to one's feet
	mount	go uphill	
	rouse	have foundation	

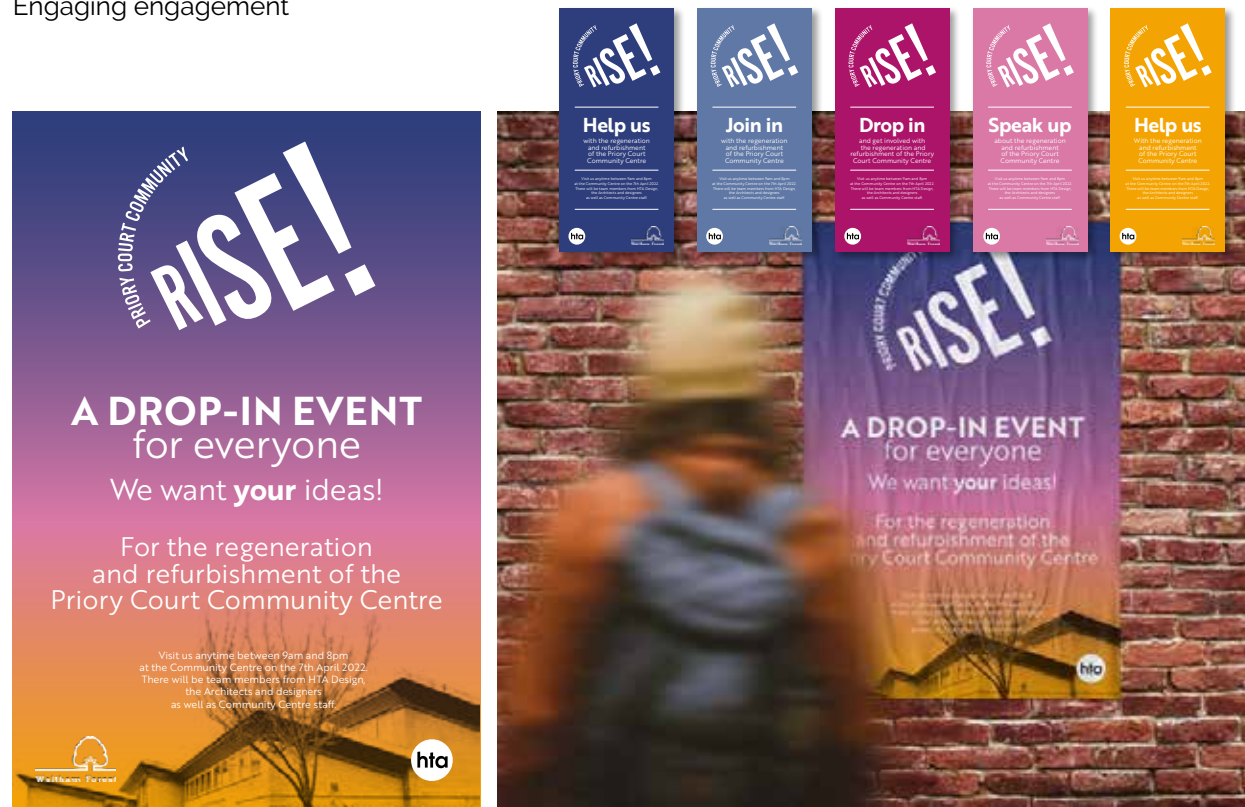
An engaging brand



An engaging brand
Pin badges



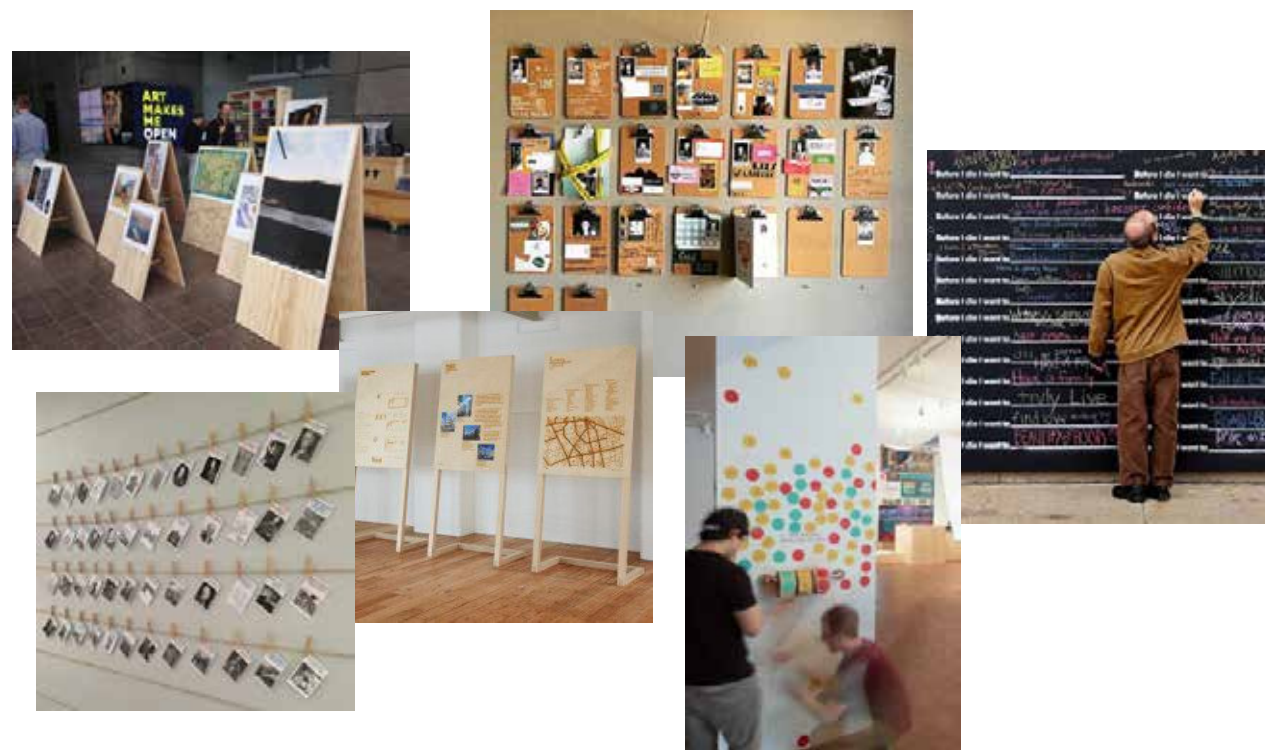
Engaging engagement



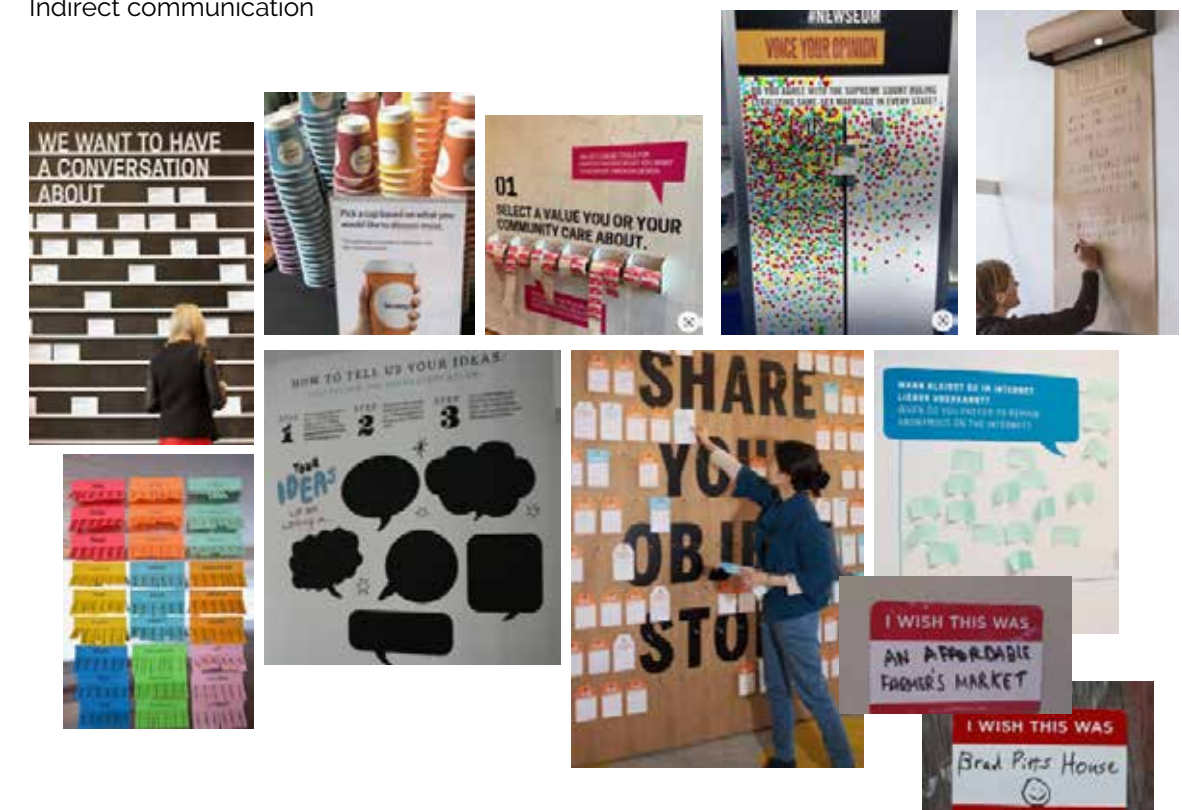
Engagement events
A kick-off event



Engagement events



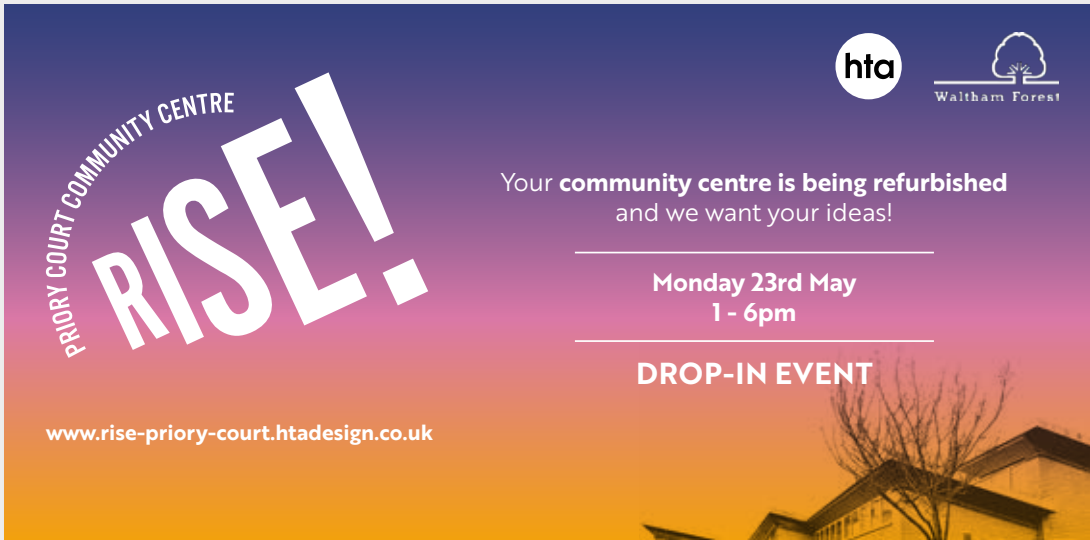
Engagement events
Indirect communication



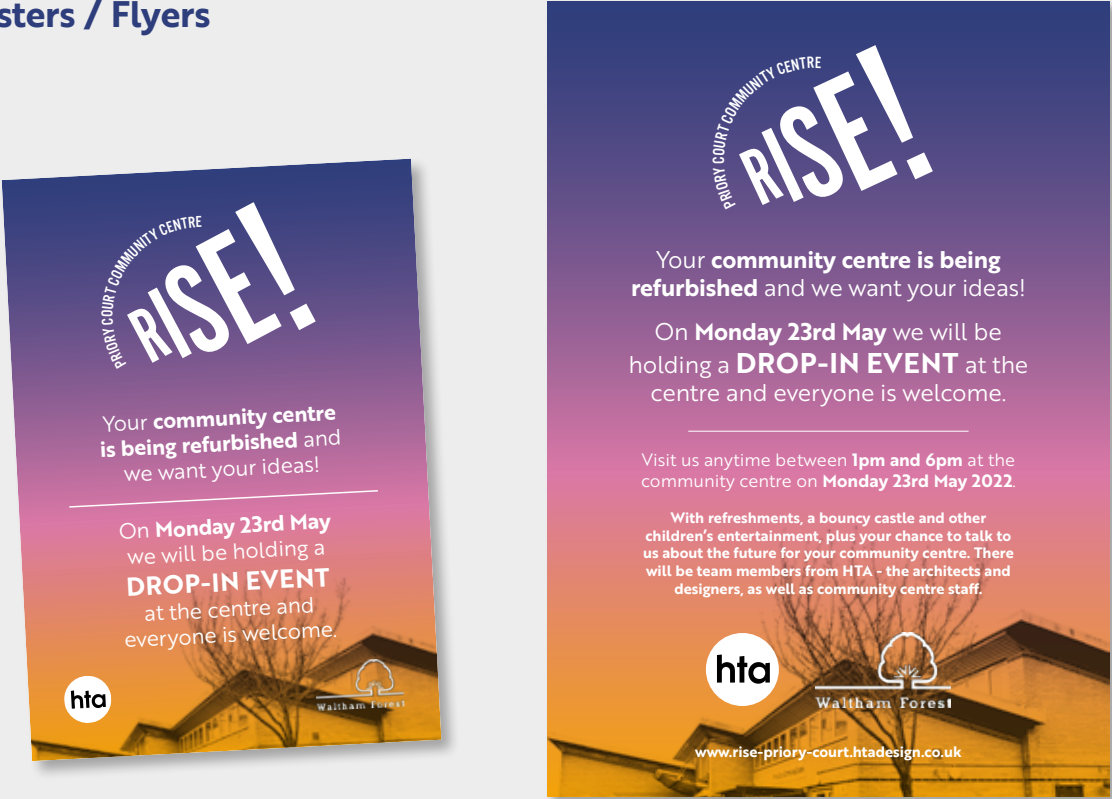
Website
www.rise-priory-court.htadesign.co.uk



Banner



Posters / Flyers



T-Shirts



Questionnaire & Comment Cards

**Your feedback will help us improve
Priory Court Community Centre**

RISE!

Name

Address

Share your ideas for the centre

.....

.....

.....

.....

.....

.....

**Your feedback will help us improve
Priory Court Community Centre**

RISE!

Name

Address

Why do you come to the community centre?

.....

.....

What's your favourite part of the community centre?

.....

.....

If the centre had one thing in it that would make you come here more often, what would it be?

.....

.....

Tell us something interesting about the local area.

.....

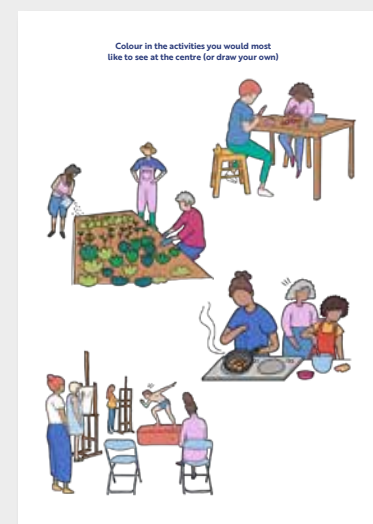
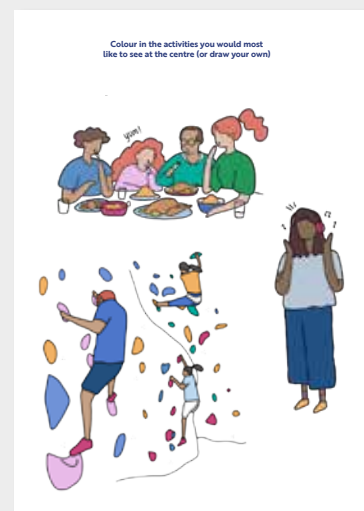
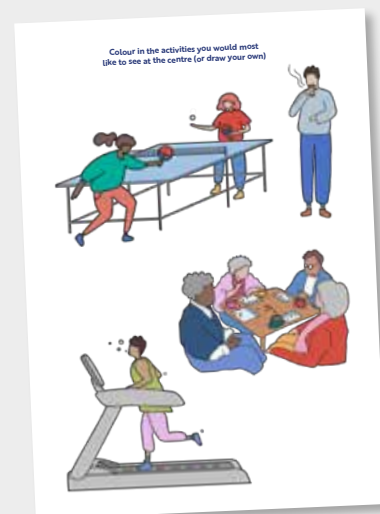
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Drawing Response Sheet

My ideal community centre
looks like this:

Draw or write your response in the space above

Colouring Sheets



Boards

hta

Priory Court Community Centre

RISE!

Priory Court Community Centre is changing and we need your help!

We are very pleased to be able to announce the start of Rise! Priory Court Community Centre, a new project to steer the refurbishment and development of the centre.

Please tell us your ideas on this wall and keep coming to events at the centre to help shape the future!

Creative making

Social sports

Music or recording studio

Learning new things

Tell us more!
www.rise-priory-court.htadesign.co.uk

RISE!

Please add stickers next to the activities that you see here if you would like to see them at the community centre

Why do you come to the community centre?
Use the squares to tell us your thoughts here.

What's your favourite part of the community centre?
Use the squares to tell us your thoughts here.

Tell us more!
www.rise-priory-court.htadesign.co.uk

RISE!

If the centre could have one thing in it that would make you come here more often, what would it be?
Use the squares to tell us your thoughts here.

Tell us something interesting about the local area
Use the squares to tell us your thoughts here.

Tell us more!
www.rise-priory-court.htadesign.co.uk

Posters / Flyers



Questionnaires

Your ideas and answers are important to help us change your Community Centre

Name

Address

Age range
Up to 13 ☐ 14-18 ☐ 19-29 ☐ 30-65 ☐ 65+ ☐

How often do you use the centre?
☐ Never
☐ Occasionally (A few times a year)
☐ Often (Monthly or weekly)

Would you like to use it more?
☐ Definitely
☐ Perhaps
☐ No

Would you visit a coffee shop at the centre?
☐ Definitely
☐ Perhaps
☐ No

Would you visit a social club at the centre?
☐ Definitely
☐ Perhaps
☐ No

Do you think there should be more activities for the youth of the area?
☐ Definitely
☐ Don't know
☐ No

Are you interested in attending clubs (gardening/cookery etc)?
☐ Definitely
☐ Perhaps
☐ No

Would you visit to exercise/keep fit?
☐ Definitely
☐ Perhaps
☐ No

What would be the best way for you to find out what's on at the centre?
☐ Email
☐ Website
☐ Noticeboards
☐ Newsletter/Flyers
☐ Social media (Twitter/Insta etc...)

Are you aware of what's on at the centre currently?
☐ Always
☐ Sometimes
☐ Never

If you do, how do you find out?

Use the space below to tell us anything more or give us your ideas

Your ideas and answers are important to help us change your Community Centre

Name

Address

Age range
Up to 13 ☐ 14-18 ☐ 19-29 ☐ 30-65 ☐ 65+ ☐

These are some of the ideas you gave us previously for the community centre, please circle the ones that mean the most to you (or give us more at the bottom of the page).

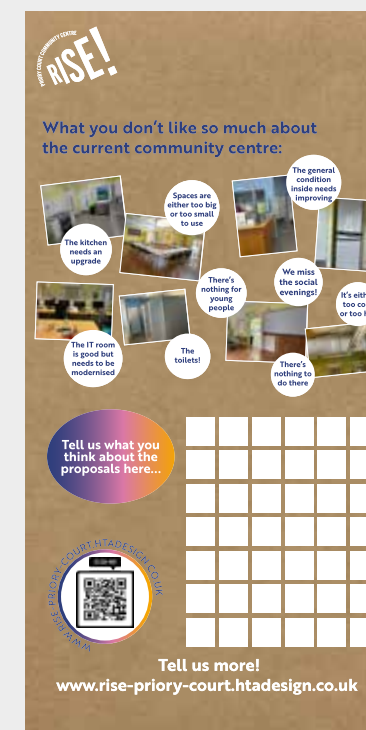
Coffee shop/cafe Library Repair shop
Climbing wall Social club/bar Food & drinks
Toy library Quiet space Archery Cookery classes
Office space Soft play Tea dance
Exercise machines Girls activities Weekend activities
Fitness classes Green space Kids club
Cinema room/film club Live music Gaming room
Recording studio Education classes Art classes
IT classes Study spaces Pottery

Any other thoughts...

Banner



Boards



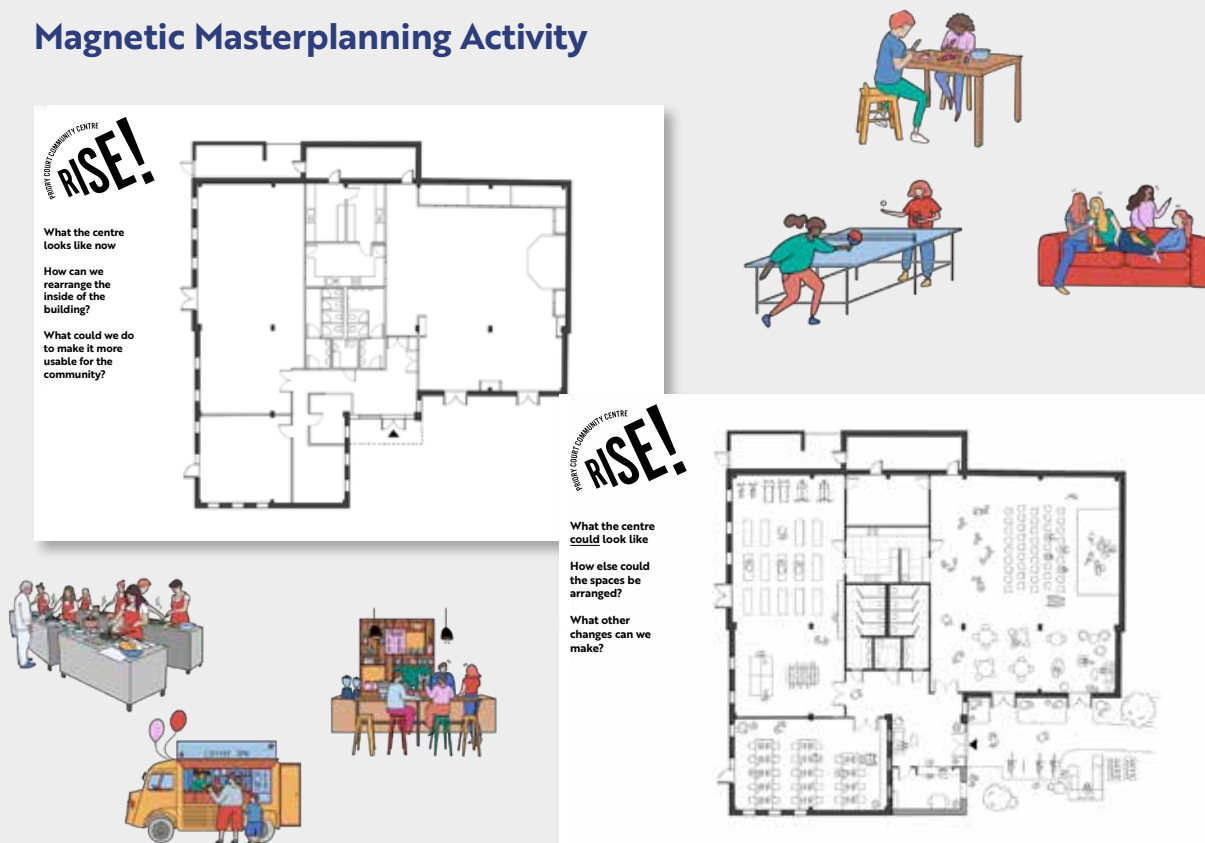
Consultation Boards



Posters / Flyers



Magnetic Masterplanning Activity



Interiors mood board activity

