



BUSINESS PLAN

2016-2019

Riverside Community Association Ltd

Working
For the Community,
With the Community,
In the Community

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EXECUTIVE SUMMARY

This Business Plan sets out the key priorities until 2019 for the Riverside Community Association Ltd as we continue to serve our local community.

We are a grass roots organisation with particular strengths in working in partnership and in delivering programmes for young people and families and we aim to build on these strengths in the next 3 years. We are fortunate to have an excellent purpose built premises as a focussed community hub from which to both run and host a wide range of activities. This premises is a key asset to support our sustainability and serves as a foundation for our continued growth and development.

We look to the next three years with anticipation of both challenging and exciting times ahead. We are working in a situation where around us are continued cuts in statutory services, especially in local children's and youth services. This presents challenges and concerns. However, we believe that we have an excellent track record, experience and expertise that will help us to continue to offer high quality services for those in our community, especially those who are most vulnerable and may be most affected by these cuts.

ABOUT RIVERSIDE COMMUNITY ASSOCIATION LTD

The Riverside Community Association Ltd (The RCA) is a registered charity (No.1156422) and a charitable company limited by guarantee (No. 8555270). We manage the Riverside Centre – a community centre located in The Wrythe ward of the London Borough of Sutton (LBS).

We both run and facilitate others to run daytime, evening and weekend activities at the Riverside Centre for the benefit of all residents in the area; the area of benefit covers the 3 Northern Wards (The Wrythe, Wandle Valley and St Helier) in LBS which are among the most deprived in the country. We also work in partnership with other organisations to deliver and support community activities in other parts of the borough.

The Riverside Centre is a valuable community asset that is a hub of activity and support in the local area. Details of current activities at the centre are attached at Appendix 1.

HISTORY

The RCA was set up in 1997 at the request of local people, at that time mainly residents of the former Durand Close estate.

We operated from a converted underground car-park until 2012 when we moved to the new purpose-built centre as part of the regeneration of the old estate.

We were 'preferred bidders' for the lease of the new centre which we hold at a peppercorn rent from Affinity Sutton (the landlords) because, over time, we had established a good reputation for innovation and adapting to change and for delivering or facilitating quality services for all age groups.

We achieved and built on this reputation through establishing good working and partnership relationships with LBS, the Police, the Safer Sutton Partnership, and Sutton Life Centre (where we are the voluntary sector strategic partner) as well as a number of other voluntary organisations.

A key condition of the lease of the new centre at a peppercorn rent was that we would have to be financially sustainable without relying on core funding from LBS or Affinity Sutton. Originally we received core funding of £80k a year from LBS reduced to £40k from Affinity Sutton in the year before the move.

Over the course of the last 3 years we have grown our work in the Riverside Centre and increased our self-generated income from room hire to partner groups and individuals to over 40% of our turnover. We remain committed to running on a sustainable basis while remaining true to our primary purpose of serving local people by providing services they want and need.

OUR MISSION, VISION AND VALUES

Our Vision is of a neighbourly community and high quality of life for residents of the Northern Wards in Sutton.

Our Mission is to ensure children and adults in the Northern Wards have access to appropriate community services, clubs and other facilities at each stage of their lives.

OUR COMMUNITY

Our key focus is on the areas immediately surrounding the Riverside Centre – in particular the wards of The Wrythe, Wandle Valley and St Helier – which are a part of the SM5 postcode area in the London Borough of Sutton. These 3 wards are collectively commonly known as the “Northern Wards” of the London Borough of Sutton. Census data from 2011 tells us the following information about the demographics of these wards -

- The total population is 33,742 living in 13,508 households.
- Both Wandle Valley and St Helier are identified as being in the most deprived quintile of the Index of Multiple Deprivation scores in England and Wales. The Wrythe contains some areas which are also classified in this way.
- The three wards have a lower mean age than the borough average – with a higher proportion of children, families and young people. 14.6% of the population are aged under 10 and 13.6% are aged between 10 and 19.
- 30% of households are social rented housing (24% council and 7% housing association), 1% shared ownership, 55% owned and 13% privately rented.
- Life expectancy is the lowest in the borough for men in St Helier and women in Wandle Valley, demonstrating significant health inequalities between these wards and the more affluent areas of the borough.
- These wards have fewer people with level 2 or above qualifications than any other wards in the borough. In St Helier 51.8% of the population has these qualifications, compared with a borough average of 67.2%. 27.3% have no post-16 qualifications at all.
- The percentage of dependent children in out of work households is higher than the borough average – in St Helier and Wandle Valley this is 25-26% and in The Wrythe it is 15.3%.

We conducted a community survey in February and March of 2016 (see Appendix 2) which resulted in 138 responses. The two main things highlighted from this, in terms of what most concerned people about their local community, were that there is not enough for children and young people to do and that there is not enough opportunity for the community to get together. A summary of the

results from our community survey is shown in Appendix 3 and has helped shape our priorities and approach to working.

Good partnership is part of our DNA and we work closely with all organisations that use space at the Riverside Centre. Each of these organisations and those who attend their activities are a part of our community. Our space is also rented to individuals for occasions such as birthday parties and this is becoming more and more popular as a facility for local people.

We also see ourselves in the context of the wider community of Sutton and beyond, where we aim work in partnership to share best practice and support the delivery of services in other areas, without our direct long term involvement. We see it as important to share our resources of experience and expertise to help others to develop and grow high quality services in their local communities. We hold recognised Strategic Partner status in the borough with the local authority, particularly linked with our support for the Sutton Life Centre, where we deliver a programme of youth services.

RIVERSIDE CENTRE – STRATEGY MAP

Our Vision – Our vision is of a neighbourly community and high quality of life for residents of the Northern Wards in Sutton.

Our Mission - Our mission is to ensure children and adults in the Northern Wards have access to appropriate community services, clubs and other facilities at each stage of their lives.

KEY OBJECTIVE	To strengthen families and enable children and young people to achieve their potential.		To deliver high quality services that meet identified social need within the local community.		To share our expertise and good practice with other organisations and in other geographical areas.
OUTCOMES	Children and Young People have improved wellbeing and opportunities in life	Families experience improved relationships and greater resilience	Local people feel a sense of pride and belonging in the community	Partner organisations feel supported and better able to deliver their work	
Internal Perspective – what we need to excel at to deliver	Effective partnerships		Delivering varied services		Providing a welcoming, attractive environment in Riverside Centre
Staff and Volunteers - Learning and Growth Perspective	Staff and Volunteers have access to regular and appropriate training and learning opportunities		Staff have opportunity to share good practice with other organisations		Gathering and disseminating feedback and sound outcome evidence, giving information and tools to continually learn and improve
Financial	Grow self-generated income to at least 50% of turnover		Maximise local support		Use financial resources strategically and efficiently
Underpinning Values	Generosity Inclusivity Community-Focused Passion Partnership Flexibility Action				

KEY OBJECTIVES

KEY OBJECTIVE 1 –

To strengthen families and enable children and young people to achieve their potential

Work to support families, children and young people will be the focus of the community work which we directly deliver as an organisation. These priorities have been identified due to a number of factors –

- These are areas in which we have a track record of successful delivery
- These were priorities identified by our community survey undertaken in February and March 2016
- Local funding cuts mean that the local authority will no longer deliver any open-access youth services from June 2016, leaving a significant gap in local provision.
- Opportunities for young people to have a voice are being reduced, with no expectation of continued local authority support for the Youth Parliament or an annual youth summit.
- The demographics of the area in which we work show a higher proportion of children, young people and families than the borough average.

To achieve this key objective, we will –

- Grow our existing youth service provision to reach 10% more young people each year with work delivered both in the Riverside Centre and detached work using our outreach “Urbie” bus and at the Sutton Life Centre.
- Increase the targeted services that we offer to young people facing specific challenges
- Develop a young people’s committee to help shape and manage the youthwork provision
- Create a soft play area within our café to provide an attractive community meeting point for families with young children
- Develop and grow our range of services for families to encourage them to enjoy time together and with other local families. This will include opportunities to learn and grow together, including targeted work for disadvantaged families
- Continue to work in partnership with other organisations to offer complementary and additional services for children, families and young people within the Riverside Centre

KEY OBJECTIVE 2

To deliver high quality services that meet identified social need within the local community

We recognise that the centre offers an excellent focus for community activities. Our community survey indicated that, after a lack of activities for children and young people, people were most concerned that there was a lack of opportunities for the community to get together. These factors, combined give us a basis for our second key objective.

Our community survey indicated that our reputation locally is good and we aim to continue to deliver high quality services from an attractive building, that enhances our good reputation.

To achieve this key objective, we will –

- Organise whole-community events each year, such as fun days and the Big Lunch
- Develop a marketing strategy that will help us to promote our services in a clear and cohesive way so that we can raise awareness of what we can offer within the local community.
- Promote the café as a community meeting point and ensure that it continues to offer affordable catering in a welcoming environment.
- Develop a “community card” to attract people to use services offered at the Riverside Centre and to strengthen relationships with partners and local businesses
- Offer well supported volunteering opportunities to people in our local community
- Work with our partners to ensure an offering of varied activities available at the Riverside Centre at different times and days. These will include activities with a focus on health, wellbeing, fitness, learning and social interaction. They will also include activities for targeted groups such as older people and creative activities. Each of these were identified in our community survey as activities that people wanted.

KEY OBJECTIVE 3

To share our expertise and good practice with other organisations and in other geographical areas

We take a very proactive approach to partnership working. In particular, we work with organisations who use the Riverside Centre as partners and not simply as hirers of the space. This contrasts with the way of working in many other community centres and offers an environment where mutual sharing and collaborative working are fostered.

We are also represented on various local partnerships and work collaboratively with organisations across the borough to support local consortia and projects. For example we are involved with the Safer Sutton Partnership Board, the voluntary sector Children, Young People and Families Forum, the Voluntary Sector Forum, the LBS Local Committee, the Compact Committee, the Domestic Violence Forum and the Safer Sutton Partnership Anti-Social Behaviour Problem Solving Meeting.

Recent work by Affinity Sutton and HACT¹ shows the dramatic social impact that our work can have, in financial terms – with a retrospective impact projection equivalent to over £2million from our work in running youth clubs, moderate exercise programmes and involvement in tenants’ groups.

Our history, expertise and learning are valuable to offer other organisations and groups.

To achieve this key objective we will –

- Continue to grow “Riverside in Partnership”
- Offer training, placement and partnership opportunities to other organisations and groups who want to develop good practice in other geographical areas.
- Develop closer working relationships with local businesses, schools, primary and secondary health care services.

¹ “Community Asset Transfer – A Toolkit for Housing Providers” - Mary-Kathryn Rallings Adams and Frances Harkin, HACT September 2015

PLANNING

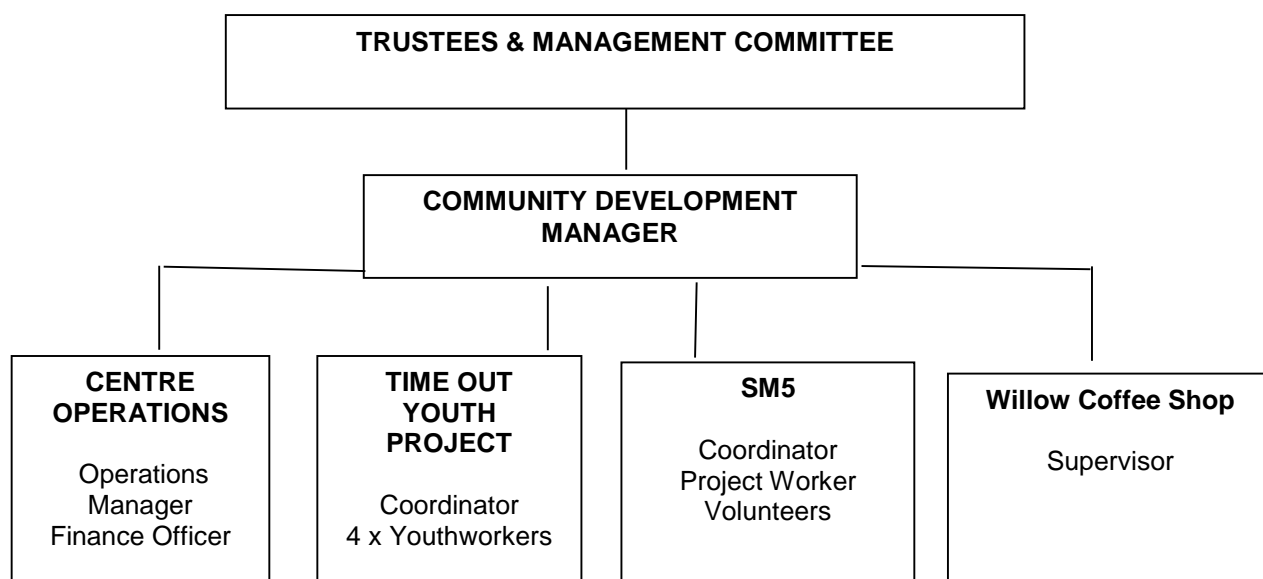
SWOT ANALYSIS

<p>STRENGTHS (Internal)</p> <ul style="list-style-type: none"> • Good level of financial sustainability • Committed staff and trustees • Experienced strong staff team • Strong history in the community • Broad range of activities on offer • Excellent new build premises 	<p>WEAKNESSES (Internal)</p> <ul style="list-style-type: none"> • Large percentage of rental income from small number of most regular hirers • Need to find new local trustees • Lack of cohesion and planning in marketing • Defining and embedding into local community • Not engaging enough of the local community • Focus on development can be overshadowed by day to day centre operations
<p>OPPORTUNITIES (External)</p> <ul style="list-style-type: none"> • To extend to areas outside estate boundaries • New residents on estate due to new housing development • Diminishing statutory services – gaps emerging in children, families and youthwork • LBS Commissioning may provide opportunities for contracts • Could do more workshops for all age groups • Grants are available to us as a charity 	<p>THREATS (External)</p> <ul style="list-style-type: none"> • Competing services – e.g. other places offering room hire, other nursery provision • Financial climate outside our control – less money in people’s pockets • Changes in government policy (e.g. re free childcare)

We have considered our organisational strengths, weaknesses, opportunities and threats and used this as we build our development plans and approach to risk.

ORGANISATIONAL STRUCTURE

The structure at April 2016 is shown below. We anticipate that this will remain our core structure. However, as we develop any new projects we would factor in both staff to work on those projects and a proportional increase in core staff support capacity as necessary to ensure quality of delivery, supportive management structure and efficient administration of every area of our work. Therefore, overall staff numbers are expected to grow within this structure and we aim to develop volunteering opportunities across the organisation, to further expand our capacity and community involvement.



IMPLEMENTATION

Key activities that will need to take place in order to achieve our key objectives are as follows –

2016-17

- Start young people's committee
- Seek grant funding to grow our youthwork, children and families offering according to identified need, including targeted work
- Create soft play area in café
- Implement new marketing strategy
- Organise a minimum of 4 significant community events and other seasonal celebrations
- Seek capacity building funding to allow focus on developing the café, community discount card and marketing

2017-18

- Review need for and viability of additional premises and implement actions according to outcome of review
- Focus on developing volunteering programme, with volunteering roles and volunteer support defined across the organisation and marketing to increase volunteer numbers to 10. Aim to recruit and retain at least 2 new Board members a year for the next 2 years.
- Organise a minimum of 4 significant community events and other seasonal celebrations

2018-19 AND BEYOND

- Organise a minimum of 4 significant community events and other seasonal celebrations

- Implement community survey and compare results with survey of 2016. Use for future planning.

MONITORING AND EVALUATION

We aim to continue to gather data that will enhance our impact evaluation. However, we recognise that this needs to be proportional and realistic and that we can ask partners to work with us to support this but cannot expect them to devote large amounts of time and effort to this end.

Therefore, we will continue to monitor numerical and demographic data about footfall and activities being attended at the centre as well as in our detached work. We will also use case studies to show the impact that activities and services have had on individuals' lives.

We plan to develop a community card that would give local residents incentives for services and activities that are offered. We will invite any "Riverside in Partnership" organisations who would like to do so, to take part in this. We will invite holders of the card to take part in some more detailed and regular monitoring and evaluation work if they would be happy to do so, but this would not be a requirement.

We will monitor our performance against our 3 key objectives and develop a monitoring framework that shows our progress against indicators for each of these objectives. This will be reviewed regularly by the Board of Trustees.

RESOURCES

STAFF AND VOLUNTEERS

Our staff and volunteer team are the lifeblood of the organisation and we are committed to recruiting staff with a passion to make a difference and to deliver high quality services. We are fortunate to have a staff team with extensive experience and high levels of qualification. We will consider ways to promote this to demonstrate our commitment to delivery of quality. We aim to be an employer that seeks the views and ideas of staff and volunteers and gives opportunities to grow, develop and try out agreed ideas.

We will recognise the contribution of volunteers in our publicity and by taking opportunities to acknowledge and thank them for their contribution. We will also offer appropriate expenses and training.

Staff training needs will be discussed and we will support staff to access training relevant to their role that will give them opportunities to continually develop their practice. When we have vacancies available we will recruit staff who most closely align with the Person Specification for the role on an equal opportunities basis.

FINANCE

Our projections for our anticipated ongoing core costs to run the Riverside Centre and deliver our core youth, family and community work are in the region of £150k per annum for the next three years, at current operational and service delivery levels.

We project income from the following sources in the next 12-36 months –

Income from rental – c£80k

Income from contracts – We currently have a contract with the Safer Sutton Partnership Service, funded through MOPAC, to deliver detached youth work. The contract is for £15k pa and ends 31 March 2017.

Income from already committed grants – We receive funding from Sutton Life Centre, AYCES (Big Lottery Fund) and Doorstep Sports Club (Streetgames) to the value of c£40k for the financial year 2016/17.

The Willow Coffee Shop is expected to make a small operating loss in 2016/17.

Any shortfall in our projected income will be potentially offset by additional grants and our reserves.

We intend to continue to grow our income from rental of rooms in the Centre, but recognise that the scope for this is limited by the space and hours available. Our rental levels are in line with the local market and so we do not anticipate any significant increase in the hourly rates being charged over the lifetime of this plan, although we will keep this under review. We estimate that we have the capacity to grow this income by 10% over the next 3 years.

The Willow Coffee Shop is still in the early days of its development and will be run directly by RCA from April 2016. We aim to grow the coffee shop to become self-sustaining over the next 18 months as more local people get to know about it. We will implement some changes to the area to incorporate a soft play space and will market the coffee shop locally and at our community days. We will develop add-on services such as providing catering and cakes for parties at the centre, take-away options and holding special events.

We will continue to tender for contracts that are directly relevant to our objectives, whether as sole or lead partner or as a delivery partner for a contract covering a wider area of work or geography.

Although we are not dependent on grants for the majority of our day to day work, we see grants from trusts, foundations and lottery sources as an important part of our funding mix, especially to fund new developments and allow us to trial ideas or help us build capacity. When submitting funding bids, we will use a full cost recovery approach to overhead calculations in line with accepted good practice to ensure that we are able to meet our core costs.

We aim to retain reserves of 6 months unrestricted funds. (Please see our Reserves Policy for further details). We will use any surplus when there is identified to need to invest internally in quality and our infrastructure capacity and facilities to continually improve our services to the community. We will retain some designated funds to use for ongoing maintenance of the building.

PREMISES

The Riverside Centre itself is our flagship resource, offering space and welcome to the community. The building is 4 years old and unlikely to need major works in the lifetime of this business plan. The building is owned by Affinity Sutton as a community asset and is rented to the RCA at a peppercorn rent. We continue to maintain it to a high standard and consider that its good appearance in terms of décor, fittings and cleanliness, are of the highest importance in offering an attractive environment for our community and partners. We are committed to a programme of redecoration and maintenance every 5 years and will finance these accordingly through our designated funds and reserves policy.

We recognise the competing demands on us to both develop our own projects and to have space available for rental to partner organisations and individuals in the community. We will continue to monitor this situation and will ensure that any grant funding for new activities that we will deliver directly include funding towards the space being used for that activity in the building.

We have considered the need for additional space and will keep under review the option of renting another premises in the area (eg a shop front) to offer a space for additional activities, particularly for our own direct delivery of services for children, families and young people. At this time the Board of Trustees have decided that it is a priority to develop the Willow Coffee Shop to the point of sustainability. Once this has been achieved we will be in a good position to consider additional premises commitments.

GOVERNANCE

The Riverside Community Association Limited has a Board of Trustees & Directors who meet monthly and discuss our strategic objectives, review progress, maintain financial oversight, update policies and set priorities moving forward. Regular reports are presented to the Board including financial, personnel and operations/projects. An Annual General Meeting is held in the autumn, where our annual accounts and annual report are presented.

We aim to grow our Board of Trustees to at least 5 members with complementary and relevant skills and, where possible, resident or with a connection in our area of operation.

RISK

The trustees maintain and review a risk map relating to the charity and take a calculated approach to risk where it could have a destabilising effect on the charity. However, they want to take risks that enable trying out creative and innovative approaches where these aim to lead to improved outcomes for people in the community, even when it does mean trying out previously untested approaches. Our approach is to be brave and take calculated risk but not to be foolhardy or uninformed.

APPENDIX 1 – CURRENT ACTIVITIES (MARCH 2016)

ACTIVITIES AT RIVERSIDE CENTRE RUN BY THE RCA

SM5 – Saturday morning and school holiday family activities

Time Out Youth Project -

Riverside Means Business – active promotion of meeting and conference space at Riverside Centre to businesses

Willow Coffee Shop – community cafe

ACTIVITIES OUTSIDE THE CENTRE RUN BY THE RCA

Time Out Youth Project – “On the Streets” - URBIE outreach bus – detached youth work, outings, youth work at the Sutton Life Centre.

Forget- Me-Knots – Occasional outings

ACTIVITIES RUN AT RIVERSIDE CENTRE BY PARTNER ORGANISATIONS

AYCES (Young Carers)

Forget-Me-Knots – Social Opportunities and activities for those aged over 50

Hackbridge DoJo Karate

HomeStart Sutton

Innovation Fitness

Jump Start (Off The Record)

Muslim Association of Carshalton

Ready2Work (Affinity Sutton)

Rehabiah Ministries

Ripples Pre-School (Jancett)

Riverside Digital (Superhighways)

Sing & Sign

Slimming World

Sutton Weight Management Programme (LiveWell)

Zumba

APPENDIX 2 – RIVERSIDE CENTRE COMMUNITY SURVEY 2016

The Riverside Centre is YOUR local community hub.

Our 2016 Community Survey is your opportunity to tell us what you think! This survey will help the us gather information on how to develop the Centre for the future to best meet the needs of the local community. **We really value your time to help fill it in and will enter all forms returned by XXXX DATE into a prize draw to win XXXXXXXX**

Do you use the Riverside Centre? Yes No

If yes go to question 1, if no go to question 7

1. **What activities have you been to or do you go to at the centre? Please list.**
2. **How frequently, on average, do you go to the centre?** (Please tick the one that best applies to you.)

More than once per week	Once per week	Twice a month	Monthly
Once every 3 months	Less than once every three months		

3. **What do you like about the Riverside Centre?**
4. **Is there anything you think could be improved about the facilities at Riverside?**
5. **Have you used the café? – Yes / No If yes how frequently?**
6. **What would encourage you to use the café more?**

PLEASE GO TO QUESTION 8

7. **If no, please tick the reasons why you do not use the Riverside Centre (tick all that apply)**

I did not know it was there	I don't know what is going on there	I never felt the need	No suitable activities for me
I am nervous to go in	Activities not at a suitable time	The Centre is not open at a suitable time	Not welcoming
Too expensive	Poor Reputation	I am too busy with other things	

Other (please state what) -

8. **What Services would you like to see available at the Riverside Centre? (please tick up to 4)**

More activities for children	More activities for young people	Adult Education classes	More sports and fitness classes
Arts & Crafts classes	Performing Arts activities	More activities for older people	Activities for both parents and pre-school children
Crèche to enable you to attend activities	Welfare rights and debt advice	Help getting back into work	Female only activities
Male only activities	Local soft play space		

Other (please state what) -

9. What are the two main things that concern you about where you live?

Not enough for children and young people to do	Lack of activities for older people	Not enough opportunity for the community to get together	Unemployment
Lack of access to health and fitness activities	Not enough opportunities for training and to improve or develop skills		

Other (please state what)-

10. What time of the day would you prefer to access activities and services Riverside Centre? (please tick all that apply)

Weekday mornings	Weekday afternoons	Weekday evenings
Weekend daytimes	Weekend evenings	Not interested

11. Would you be interested in volunteering at the Riverside Centre?

Yes No Maybe

THANK YOU SO MUCH FOR YOUR TIME WHICH WILL HELP US DEVELOP OUR SERVICES FOR THE LOCAL COMMUNITY

If you wish to be kept up to date with Riverside Centre activity please leave your contact details below. If you would just like to enter the prize draw please tick the box to request that we do not contact you about anything else.

Name		
Address		Postcode
Telephone		
Email		

Please tick this box if you only want to be contacted about the prize draw if you win but not about what is happening at the Riverside Centre. We will not pass your details to anyone else.

All those who leave their details will be submitted for a prize draw to win £100. You can also find this questionnaire on our website, as well as more information about what we do – www.riversidecentre.org (Only one prize draw entry per household)

Please return paper copy to Riverside Centre, 113 Culvers Avenue, Carshalton, SM5 2FJ or complete the survey online by DATE.

Please fill in the information below which will be kept separately from your questionnaire and personal details

Gender Male Female Transgender Prefer not to say

What age group are you in?

Under 11 11-18 18-25 25-40 40-60 60-75 75+ Prefer not to say

Would you consider yourself to have a disability? Yes No Prefer not to say

Ethnic Background

White British	White Irish	White Other	Caribbean	White Asian	White and Black African	Eastern European
Indian	Pakistani	Bangladeshi	African	Chinese	Eastern European	Other

Riverside Community Association Limited. Registered Charity 1176422 Company 8555270

APPENDIX 3 – SUMMARY OF FEEDBACK FROM COMMUNITY SURVEY 2016

Total responses – 138

Do you use the Riverside Centre? Yes - 114, No – 24

What activities have you been to, or do you go to at the Centre?

ACTIVITY	NUMBER	PERCENTAGE
SMS	5	4.6
Forget Me Knots	4	3.7
Slimming World	5	4.6
Veg Bag	1	0.9
Ripples Pre School	4	3.7
Local Committee	1	0.9
Zumba	9	8.3
Doorsteps	2	1.9
Willow Coffee Shop	8	7.4
Karate	3	2.8
Ready to Work	1	0.9
AYCES (Young Carers)	4	3.7
Jump Start	7	6.5
Rascals	2	1.9
Church	19	17.6
Paper	1	0.9
Sing & Sign	20	18.5
Sutton Weight Management	12	11.1

How frequently, on average, do you go to the Centre?

More than once a week - 7

Once a week - 83

Twice a month - 3

Monthly- 1

Once every 3 months - 1

Less than once every 3 months -2

What do you like about the Riverside Centre?

It is clean – 30

It is friendly - 22

Great size – 14

It is welcoming – 11

It is local – 11

The staff – 7

Coffee shop – 4

Quiet – 3

Parking – 3

Other answers mentioned once or twice – Playing, football, convenient, organised, peaceful, facilities for toddlers, value for money, colourful, safe, well equipped, accessible, kitchen, noticeboard, fun, toilets, modern.

Is there anything you think could be improved about the facilities at Riverside?

Parking – 5

Other suggestions mentioned once or twice – Outings, buggy park, after school, market, drinks machine in foyer, chairs, café, mirrors in hall, heating, storage, security, play / toddlers, soften meeting rooms, marketing, flooring.

Have you used the café? Yes – 41, No - 43

If yes, how frequently?

Daily – 1

Twice per week – 2

Weekly – 4

Every couple of weeks – 1

Twice per month – 1

Monthly - 1

What would encourage you to use the café more?

Opening/Longer hours - 13

Wider menu - 4

Other options were mentioned once or twice - Improve the food, parking, Dogs Welcome sign, cheaper prices, fresh coffee, nothing, burgers, events, quality, seating.

If no (to the opening question) why do you do not use the Riverside Centre?

I don't know what is going on there - 15

Activities not at a suitable time -9

I am too busy with other things - 9

I did not know it was there - 8

No suitable activities for me - 7

I never felt the need - 5

I am nervous to go in - 3

The Centre is not open at a suitable time – 3

The following were mentioned once – too expensive, not welcoming, other.

What services would you like to see available at the Riverside Centre?

More sports and fitness classes - 43

Arts and Crafts classes – 40

More activities for children - 34

Soft play space - 32

Adult Education classes – 27

More activities for older people - 22
More activities for young people - 21
Activities for both parents and pre-school children – 21
Performing Arts activities - 15
Crèche to enable you to attend activities - 12
Welfare rights and debt advice – 12
Female only activities - 12
Help getting back into work - 11
Male only activities - 3
Other suggestions given once - Camera Club, Intergenerational, Cinema Club, First Aid, Gym/Exercise, Market, Nightwatch, Soup kitchen, Donate, IT, Coffee days, Quiz nights

What are the two main things that concern you about where you live?

Not enough for children and young people to do - 45
Not enough opportunity for the community to get together - 37
Lack of access to health and fitness activities – 26
Lack of activities for older people – 23
Not enough opportunities for training and to improve and develop skills - 15
Unemployment - 6
Other (written once or twice) - Noisy neighbours, Drugs, Parking, Travel, Crime, Traffic

What time of the day would you prefer to access activities and services at the Riverside Centre?

Weekday mornings - 38
Weekday afternoons – 44
Weekday evenings- 46
Weekend daytimes – 39
Weekend evenings- 22
Not interested - 1

Would you be interested in volunteering at the Riverside Centre?

Yes – 4, No – 71, Maybe - 35

Gender - Male- 22, Female – 106, Transgender - 1

Age- Under 11 – 8, 11 to 18 – 13, 18 to 25 – 7, 25 to 40 – 37, 40 to 60 – 43, 60 to 75 – 15, 75+ - 12


Would you consider yourself to have a disability? - Yes – 14, No- 87, Prefer not to say- 3


Ethnic Background –

White British - 88
White Irish – 3
White Other - 7
Caribbean - 11
White and Black African - 2
Indian – 1
African – 7
Eastern European – 1
Other - 9

RIVERSIDE COMMUNITY ASSOCIATION LIMITED

Riverside Centre
113 Culvers Avenue
Carshalton SM5 2FJ

 020 8669 9050

 www.riversidecentre.org

Registered Charity: 1156422
Registered Company: 8555270

‘Working for the community, with the community, in the community’