

# Hackney Community Halls

## Project Update

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**Living in Hackney Scrutiny Committee - 16th December 2019**

- 1. Who are we?**
- 2. What are we doing?**
- 3. Overview of location, stock and use**
- 4. Proposals for improvement**
- 5. What next?**



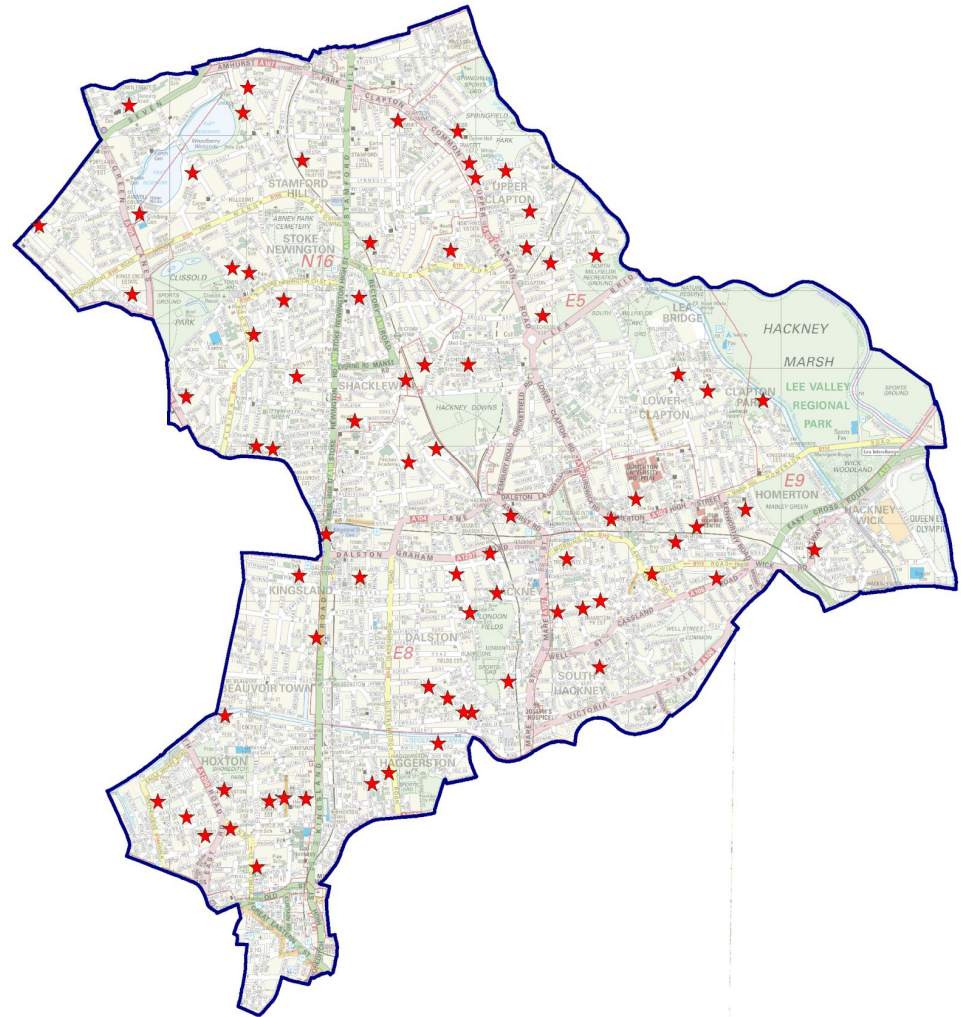
**What are we doing?**



**Housing Services has 87 community hall assets spread across Hackney**

**There are heavier concentrations in Hoxton, central Hackney and Upper Clapton...**

**...but most households are within 10 minutes walk of a hall (800m)**



# Multi functional halls



# Larger halls



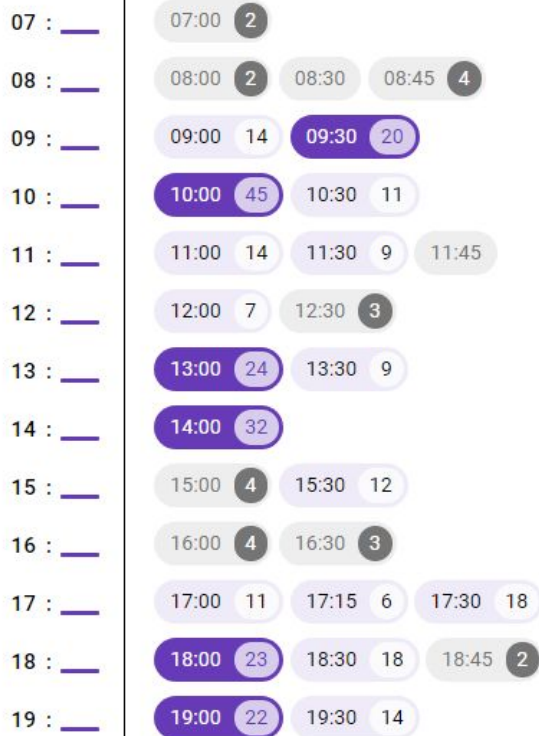
# Smaller, local halls



# Hackney Managed Halls - bookings by time of day

Time of booking

335 responses



## Start times

Morning:  
123 bookings

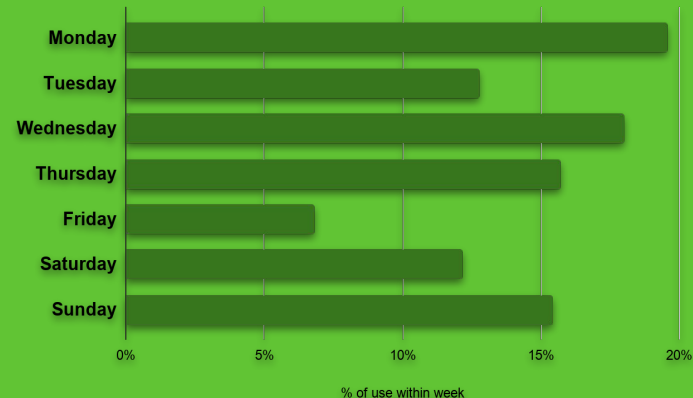
**35.8%**

Afternoon:  
98 bookings

**28.5%**

Evening:  
114 bookings

**33.1%**





# Halls delivery supports corporate priorities...

## Healthy, active residents

- Fitness Classes
- Healthy Eating
- Just Juice
- Community Lunches

## Local Prosperity

- Hackney Works / Employment Fairs
- Construction Training
- IT Training / Silver Surfing Classes

## Quality of Life

- Youth Work
- Theatre Groups
- Nursery Provision / Creches
- Social Events

## Community Cohesion

- Community meetings /consultation
- Intra-generational activities
- Volunteering
- Celebrating diversity

## **...but a number of factors reduce use of the halls**

- Lack of inclusivity through signage, membership requirements or other 'local' restrictions on use
- Noise complaints and parking issues
- Poor state of repair, with decoration and facilities that do not match modern expectations e.g lack of wifi, audio equipment
- Location / proximity and transport to halls
- Poor booking and hiring experiences.....

## Our findings: Visibility

- Hard to find information about community halls both online and offline
- Inaccurate information
- Not the right kind of information
- Over 14,000 unique views online, but 132 online enquiries



# Our findings: Getting access

- Pricing is opaque
- Day rate can be a perverse incentive
- Frustration with the time and effort it takes to get answers to enquiries and to make a booking
- Mismatch between the information on disabled access vs reality\*
- Difficult to arrange access for viewing and on day of hire





# Proposals For Improvement

# Space Bank - Direction of Travel

Ten proposals ranging from 'tweaks' to significant investment, including:

- Improving on-line / off line promotion
- Online booking and payments
- Adding basic availability information to the website
- Increasing pricing transparency
- Online video guide for bookers
- Trialling remote access
- Improving support for long-term hirers

What works - prioritising, developing, trialling and testing with the community halls team and service users

# Community Halls Project - Direction of Travel

Proposals to improve use / accessibility through:

- Improved maintenance, linked to the seven year investment strategy
  - Working with London School of Architects on student design project
- Roll out of free fibre wifi connections to community halls
- Better regulation of local management arrangements - creating a framework of rights / responsibilities
- Improving support for 'local managers' e.g. linking to community networks, funding opportunities, more shared learning events
- Strengthening performance management arrangements