

COMMUNITY SPACE PROGRESS REPORT: AUGUST-SEPTEMBER 2019

An Operational Information Update on Early State Facilitation of The Community Space facility

Report From: Cornerstone House Centre

Report To: Antonine Shopping Centre

Date: September 2019

Purpose: To provide an update on usage and progress of the first six weeks of operation of The Community Space facility at Unit 14 of Antonine Shopping Centre

1 0 BACKGROUND AND INTRODUCTION TO COMMUNITY SPACE

Following an approach from Antonine Shopping Centre, Cornerstone House Centre submitted a proposal paper regarding establishment of a town centre 'Community Space' facility at Unit 14 of Antonine Shopping Centre in the early part of the summer of 2019.

The paper provided a strong evidence base that the people of Cumbernauld, most notably regular town centre users, would benefit significantly from the opening of a dedicated Community Space. Moreover, it was derived that Cornerstone House Centre had the credentials, capacity and organisational model to justify it as the leading contender to initiate and operate such a provision on behalf of and in accordance with key agencies and partnerships. This proposal was endorsed by Antonine Shopping Centre and The Community Space facility was officially opened on Thursday 1 August 2019.

A central feature of The Community Space is a dedicated 'Ping Pong Parlour', an innovation providing four table tennis tables and relevant equipment, enabling anyone to drop in and play table tennis for free. The Space also incorporates a 'Light Bites Station' where visitors can have a seat and buy tea, coffee, refreshments and snacks at affordable prices, and a Community Information Point, where local organisations and not-for-profit service providers can host market-place stalls and facilitate citizen and community engagement.

2 0 OPENING TIMES AND OPERATIONAL COVER

Cornerstone House Centre designed a model which involves The Community Space opening hours in the main being covered by trained volunteers, supported by a member of staff. A team of **six Volunteer Community Space Assistants** were recruited and trained during the period June-July 2019.

Importantly, Cornerstone House Centre recognises that whilst volunteering is given freely, it is not cost free.

Centre commits time and resources to invest in volunteers in terms of recruitment, training, disclosure, development, supervision, support and recognition. The organisation believes that volunteering is more likely to work well if the roles of volunteers are clearly defined, so that volunteers feel secure about what they are doing and paid staff feel comfortable with the tasks of volunteers. As a result, all Community Space volunteers are provided with a comprehensive volunteer role descriptor.

Opening hours during August-September 2019 were designated as every **Monday, Thursday and Friday** from **12.00noon-3.00pm**. These hours were selected as a balance between feedback from Cornerstone House Centre service users and availability of volunteers. Cornerstone House Centre is currently working to increase the size of the volunteer team with a view to opening additional days and hours. In particular, The Centre is keen to establish coverage to open the facility on a Saturday. An update on this will be provided on additional and extended opening hours in the coming weeks.

3 0

FACILITY USAGE AND STATISTICS DURING FIRST SIX WEEKS

Over a six-week period from Thursday 1 August 2019 to Thursday 12 September 2019, The Community Space facility was open a total of **18 days** (three days per week), servicing **54 hours** (three hours per opening day). On some of the opening days, hours were extended to enable service users to enjoy usage of the facility for additional time.

To monitor visitor information and footfall within The Community Space, Cornerstone House Centre devised a bespoke Community Space Visitor Information Form, as illustrated in **Graphic 3.1**. This captured information such as service user gender, age and locality area / neighbourhood. The Form was designed to be simple and straightforward, which would only take visitors a matter of seconds to complete.

From the completed Visitor Information Forms acquired, it can be assessed that at least **339 individuals** accessed and used facilities within The Community Space during the specified six week period. Since this information did not always include the details of younger children, it can be estimated that at least 100 more people accessed the facility without completing a Visitor Information Form. As such, it can reasonably be estimated that an average of **25 service users** visited, utilised or accessed the facility each opening day.

3.1. Community Space Visitor Information Form

Community Space Visitor Information Form

Cornerstone House Centre strives to improve the services and facilities provided from the Community Space for the benefit of local citizens. To support our ongoing improvement and evaluation activity, we would be grateful if you could take a few minutes to complete this short Visitor Information Form.

YOUR GENDER (please tick one box only)

<input type="checkbox"/> Male	<input type="checkbox"/> Female
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YOUR AGE (please tick one box only)

<input type="checkbox"/> 0-10 years	<input type="checkbox"/> 40-49 years
<input type="checkbox"/> 11-15 years	<input type="checkbox"/> 50-59 years
<input type="checkbox"/> 16-25 years	<input type="checkbox"/> 60-69 years
<input type="checkbox"/> 26-39 years	<input type="checkbox"/> 70+ years

YOUR POSTCODE AREA (please tick one box only)

<input type="checkbox"/> G67 1	<input type="checkbox"/> G68 0
<input type="checkbox"/> G67 2	<input type="checkbox"/> G68 9
<input type="checkbox"/> G67 3	<input type="checkbox"/> G70 5
<input type="checkbox"/> G67 4	<input type="checkbox"/> G70 6
<input type="checkbox"/> G67 9	<input type="checkbox"/> G70 7

Other Postcode Area (please specify your postcode)

KEEPING IN TOUCH (only complete if you would like to hear from us)

Cornerstone House Centre sends out email information bulletins with a view to keeping local people informed of community events and activities taking place.

If you would like to receive email information updates from Cornerstone House Centre, please enter your email address below (leave blank if you would prefer not to receive email updates).

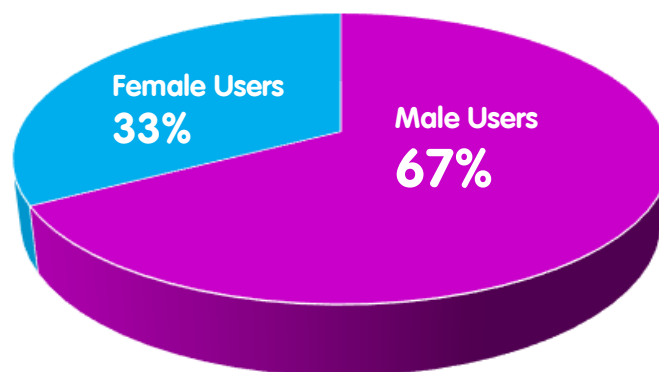
Email address: _____

As well as the provision of free table tennis and a Light Bites Station, the facility was also used during the period by a number of community-focussed organisations for promoting information stalls, including Cancer Research UK, North Lanarkshire Disability Forum, Tool Library Cumbernauld and Home Energy Scotland. Further development of this element of Community Space usage is planned for October 2019.

Chart 3.2 displays that of the recorded visitors to The Community Space during August-September 2019, two-thirds of these (67%) were male. This breakdown can perhaps be attributed to a greater interest in table tennis and table top games amongst local males than females.

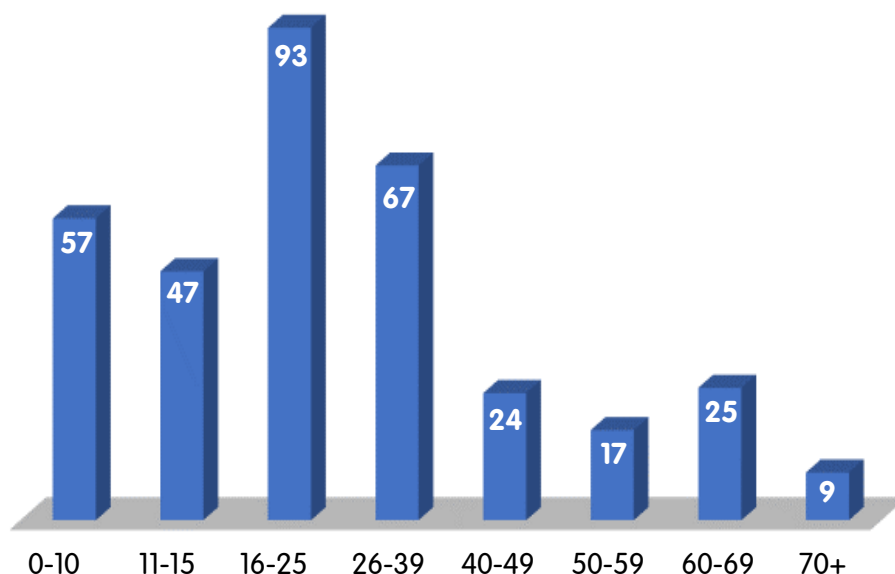
The main difference in gender breakdown was observed amongst adults, with more male adults evidently utilising The Space than female adults. The split of children accessing The Centre was in the main generally observed as fairly even.

3.2. Gender Breakdown of Community Space Users August-September 2019



The age breakdown of those visiting The Community Space during August-September 2019 is illustrated in **Chart 3.3**. Interestingly, the highest number of service users were young adults aged 16-39, accounting for almost half of all footfall. The facility also proved very popular amongst children and young people, notably

3.3. Age Breakdown of Community Space Users August-September 2019

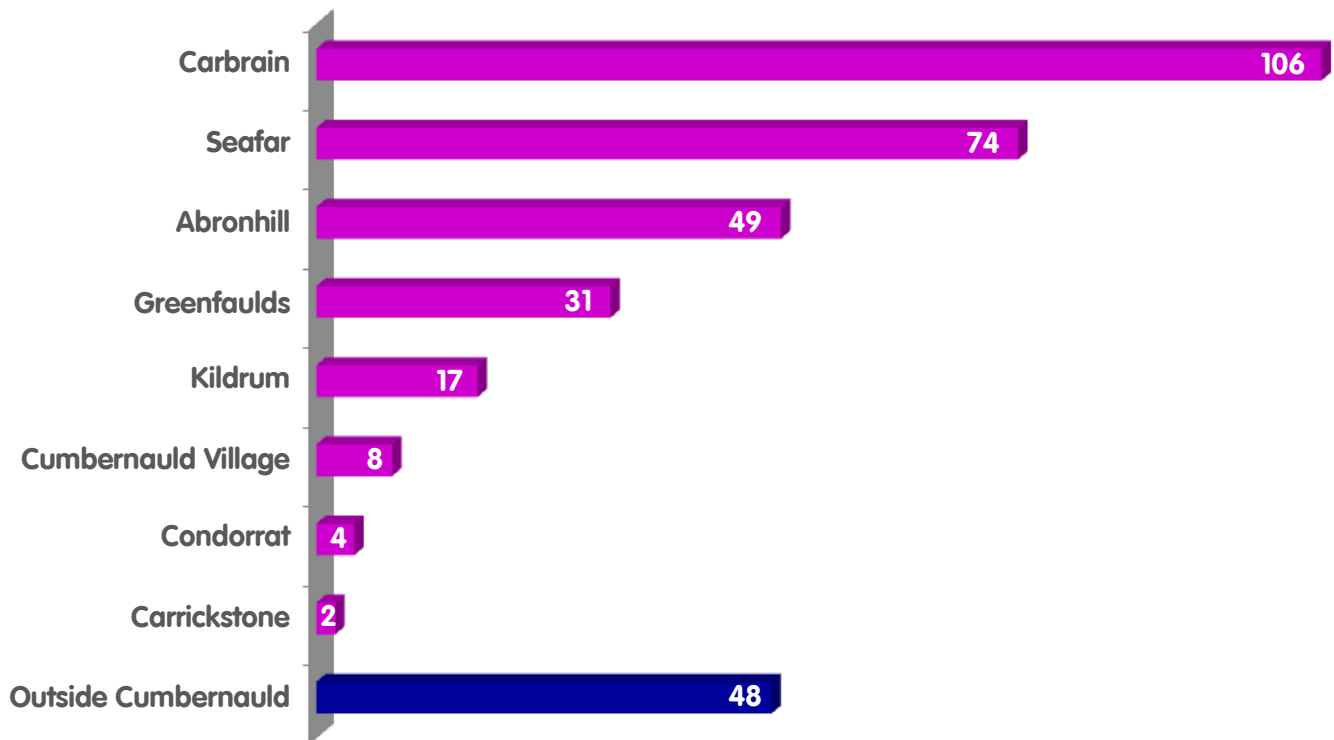


amongst younger children. In this respect, the facility was especially popular during its first two weeks of operation in early August 2019, as this coincided with the last two weeks of the school holidays. Encouragingly, it can be observed that The Community Space was used by people of all ages, with older adults also engaging. It was noticed that most of the older visitors tended to access the Light Bites Station and Community Information Points rather than table tennis or other table top games.

Other key observations included that The Community Space had a greater tendency to be used by children and families, those facing physical, learning or mental health challenges, carers, people on lower incomes and other people experiencing health or social inequalities. Indeed, the client group using The Community Space during its first six weeks of operation generally mirrored the targeted client group of **Cumbernauld Community Health Information Hub**. This is an innovative initiative established by Cornerstone House Centre in 2019 on behalf of Health and Social Care North Lanarkshire to facilitate information about and access to health and social care providers for the citizens of Cumbernauld, Kilsyth and surrounding villages.

Useful statistics were also obtained in relation to the areas in which visitors to The Community Space lived. Within the Cumbernauld area, neighbourhoods with the most visitors to the facility were **Carbrain**, **Seafar** and **Abronnhill**, as depicted in **Chart 3.4**.

3.4. Community Space Users by Locality Area During August-September 2019



Notably, people from Carbrain and Seafar accounted for more than half of all visitors to The Community Space during the reporting period, with almost a third of visitors alone coming from Carbrain. In particular, areas which ranked relatively poorly on the most recent Scottish Index of Multiple Deprivation (SIMD 2016) were more likely to have locals visit and use The Community Space. Visitors from Carbrain and Seafar reported that they found The Community Space a useful amenity because it was nearby and free of charge.

It was apparent that it was not only people from Cumbernauld but from surrounding towns and villages which also benefited from The Community Space. A number of visitors from other towns of Central Scotland were recorded, including people from Airdrie, Bishopbriggs, Coatbridge, Falkirk, Kilsyth and Kirkintilloch.

Overall, the first six weeks of operation of The Community Space can be viewed as highly successful, relative to the resources available within Cornerstone House Centre's sphere of capacity. Feedback from service users has been excellent, with individuals requesting extended opening hours and days, which the organisation is currently working to introduce. The people that have clearly benefited most from The Space

Space have been children and families, those facing physical, learning and mental health challenges, carers, people living in relative poverty and people experiencing health issues.

As well as individual service users, a range of positive feedback has been received from partner organisations and agencies, including Health and Social Care North Lanarkshire, NHS Lanarkshire, Police Scotland, Scottish Fire and Rescue Service, CACE Older People Active Lives, Independent Age, Cumbernauld Poverty Action, Cumbernauld Community Forum, Drop In Café and Tool Library Cumbernauld.

Cornerstone House Centre looks forward to continuing to develop the effectiveness and impact of The Community Space facility over the coming weeks and months. The organisation intends to keep Antonine Shopping Centre aware of latest progress through provision of reports and information updates.