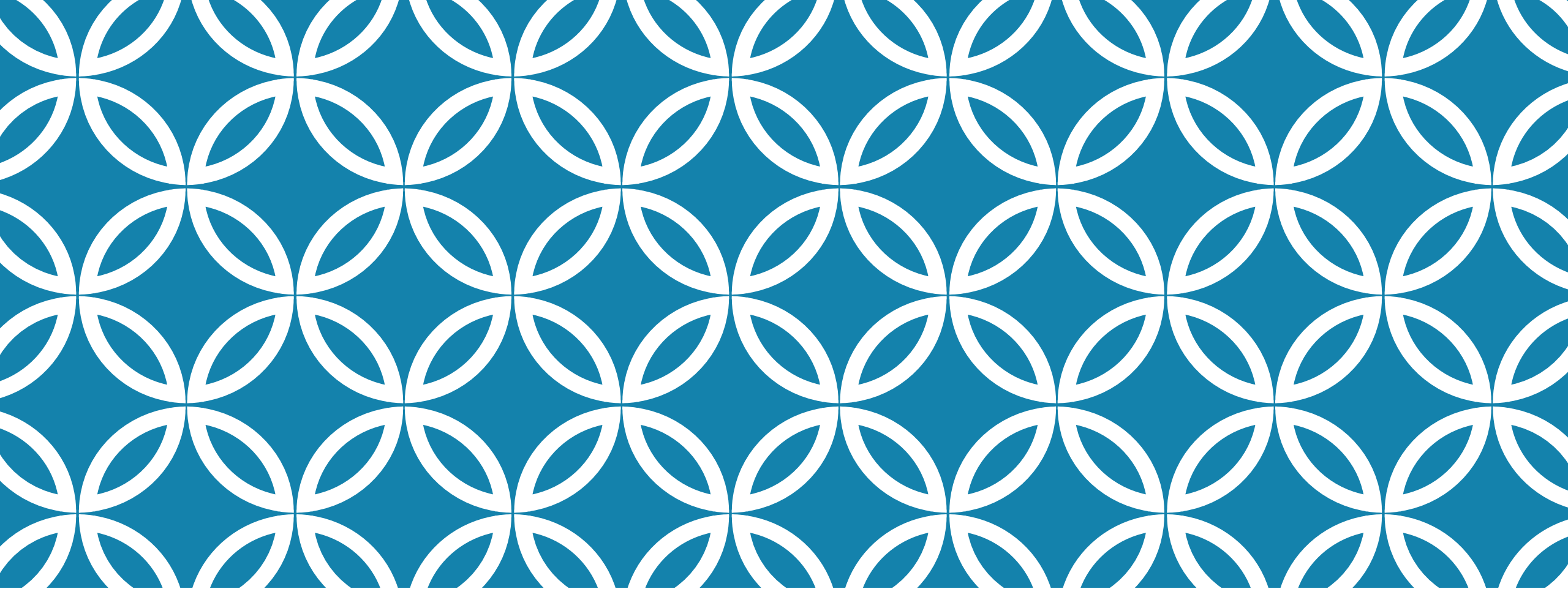




CENTRE MANAGER'S REPORT

Or
How I came to love
this franken-building



THE PAST YEAR AT THE CENTRE





VISION

Work with the church to make the Centre more welcoming, adaptive and generally more pleasant to hire and occupy.

Increase the range of community activities offered across all age groups.

Raise awareness of the Centre's contribution to the local community.

Raise the profile and expand the reach of the Centre in the wider Lewisham community.

Generate increased income to reinvest in the Centre – building and staffing improvements.

Ensure all safety and fire regulations are met.



BUILDING

Safety is paramount at the Centre.

All electrical circuits and fittings have been inspected and safety tested.

New emergency lighting has been installed in both kitchens.

Fire alarm system throughout the building and church has been extended and upgraded.

Clearance of fire exits and door fitting upgrades.

Fire drills and regular emergency alarm testing.

All these improvements have led to the Centre being listed as an emergency rest centre for the Lewisham borough.

Installation of cctv.

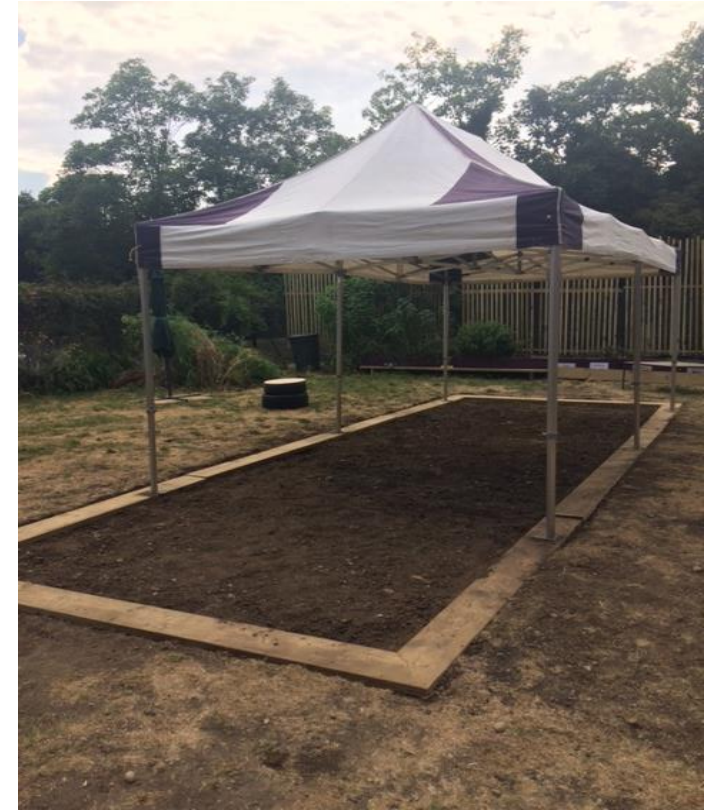
Decoration – Parlour, foyer, deep clean in spring, general tidying up of rooms.

Garden improvements have begun.

Banners at Centre entrance and on Kitto Road.

Bank of America Merrill Lynch looking to have on-going relationship with the Centre.

BANK OF AMERICA MERRILL LYNCH VOLUNTEER DAY — JULY 2018





OFFICE AND
INCOME

Extended office hours – now open 9am to 5pm.

New staffing – office administration and bookkeeping.

New invoicing system for hirers.

Introduction of supervisor throughout one-off hires.

Streamlined on-line calendar, now integrated with invoicing system.

Better communications with hirers and community through pamphlets, annual report listings, social media.

Film location income – used as a unit base by Adidas last month and Gillette next week. Now listed with four film location agencies.



COMMUNITY

Increase in use – by both regular and one-off hirers as well as free events.

Increase in variety of hirers.

Wider community engagement – social media.

Hosted much of the biggest Telegraph Hill Festival ever.

Grants from Lewisham borough council, Positive Ageing and smaller bodies.

Forged stronger and new links with the council and Goldsmiths.

Social media presence enhanced with Twitter and Facebook accounts.

Emergency training for community and subsequent listing as emergency centre for Lewisham borough.

SUMMARY OF ACHIEVEMENTS SINCE JULY 2017

What	When
Appoint and induct a new Centre manager	June-August 2017
Appoint and induct a new Centre Chair	June-August 2017
Revamp of Parlour and foyer to increase amenity, visibility and security of office staff	Since July 2017
Deep clean of whole of the Centre	August 2017
Extensive fire regulations survey	August 2017
Toilet facilities upgraded incl. hand-dryers	September 2017
New invoicing systems introduced	September 2017
New emergency lighting installed	October 2017
Garden upgrade planning begins	October 2017
New water boiler and cooker for Narthex	October 2017
Fire awareness training for Centre community	October 2017
Grants for Branching Out received - £5000	Since November 2017
Centre electrical system inspected for safety	December 2017
Fire alarm system upgrade	January 2018
Appoint and induct a new book-keeper	January 2018
Lewisham emergency centre training for community	January 2018
Art project for Branching Out and Goldsmiths starts	January 2018
CCTV cameras installed to increase security	January 2018
Banners for Centre	March 2018
Installation of LED lights in Narthex	April 2018
Fundraising campaign delivered £31K	April 2017- April 2018
Appointment of new Office Administrator	May 2018
Office now open 9am to 5pm	May 2018
Listing as emergency centre for Lewisham borough	May 2018
Garden renovations begin	July 2018



THE YEAR AHEAD |



BUILDING

Improvements to the Lounge and its kitchen – new floor, lights and redecoration. New water boiler, bench top and cupboards fixed.

Painting of the Narthex, new screen dividers and sound-dampening measures including new curtains.

New seating and tables for Narthex and Lounge, including two large round tables.

Garden improvements to continue – fencing, more planting, seating platform.

New front entrance display.

Program of art installations in the foyer.



OFFICE AND
INCOME

Give more flexibility to hirers regarding billings and thus regularise income stream.

Redecoration of Lounge and Narthex and garden improvement are expected to increase usage and therefore income.

Continue to seek film location income.



COMMUNITY

Continue to expand the range of activities the Centre offers, both in paid and free events.

Expand events for less able and socially isolated people – Branching Out on Mondays, community shows.

Encourage a sense of responsibility to wider community in our hirers and organisers.

Embryonic talks about new ventures for the Centre.

Welcome new ideas, community input and suggestions so please let's talk.