

Supporting Document 10 - Survey of Community Facilities in Eye - March 2018 (Final)

1. The purpose of the survey of community facilities was to identify how well they are used, what needs each has for improvements and to obtain views about how they might be marketed better individually and collectively.

The Facilities

2. Nine community facilities were identified as having space for meetings and events. One (the Town Hall), is owned by the Town Council, two (Abbey Hall and the Queens Head) are privately owned and the others are owned by community groups and charities.

Facility	Ownership
Abbey Hall	Privately Owned
The Queens Head	The Prior Inn Co Ltd
Eye Community Centre and Playing Field	Eye Playing Field Association (EPFA Charity No 1012697)
Eye Town Hall	Eye Town Council
1St Eye Scout Group Headquarters	The Scout Association own the building on land that is rented from Eye Womens Institute
The Dove Hall	The Vine Church
The Volunteer Centre	The Volunteer Centre Trustees
The Bowls Club	Trustees of the Bowls Club
The Bank Arts Cafe	Eyes Open CIC

(Note: Hartismere High School also has space to let – mainly for leisure facilities. They have not been included in the full survey but what they offer can be summarised as follows:

'Here at Hartismere we have Badminton Courts, Astro, Tennis and Netball Courts available for hire. As well as various inside spaces for functions.

We normally accommodate a regular Dance class three times a week, Martial Arts and Clubbercise once a week and during the winter months the Astro is busy most evenings, a long side these, we have regular Badminton users.

Our charges vary from £8.75 per hour for the Badminton to £32.00 per hour for a third of the Astro.')

Description of the Facilities

3. Collectively the nine premises offer a wide range of facilities for a wide range of activities with the exception of the Volunteer Centre which is an office.

Facility	Description of facility
Abbey Hall	Converted and restored Scheduled Ancient Monument on grounds of 11c Benedicine Priory. Approx. 2500sq over two floors. Ground floor workshop for props or food preparation. Provides a unified space for events. Full fire safety provision and disabled access.
The Queens Head	Traditional pub serving food and drink daily, with three bars, outside garden/drinking area.
Community Centre	Large Hall and separate Lounge with separate double door access. Commercial Kitchen facilities. Both Hall and Lounge accessible from the Playing Fields. Lounge has the Moors Watering Hole Licenced Bar. 2 x Changing/ Shower rooms (Showers currently inoperable).Ladies and mens toilets in 2 locations. Disabled toilet and baby changing. State of the Art projector in main hall.

Eye Town Hall	Main Hall on ground floor and Council Chamber on first floor. Ladies/Gents toilets (disabled toilet under construction), large kitchen. Tables and chairs available with hire.
Scout Hut	Small meeting room and large activity room. Ladies, disabled and gents toilets. Kitchen with hatch through to main hall. Store rooms. With the exception of the upstairs store room, all areas are fully accessible to all and comply with disability regulations. Off street parking for 8 vehicles of which 1 disabled bay. Large outdoor activity area. Selection of games equipment held.
Dove Hall	One Large Room and One smaller room. Medium sized kitchen facility (Caters for Seniors Luncheon Club and Little Doves Parents and Toddler Group, parties etc).Media facility available, ie internet access and large screen. Table Tennis table. Snooker could be made available.
The Volunteer Centre	Ground and 1st floor offices, kitchenette and toilets. First floor offices accessed by stairs.
The Bowls Club	Club Room, Kitchen, Bar and Toilets
The Bank Arts Cafe	Main Hall is former bank offering an open space (~10x8m) with high stage (~3.5x3.5m) in which are facilities for the café. Meeting room upstairs. Former vault and space downstairs can act as green room or alternative meeting space. Toilets. Kitchen for use by organisation.

The Capacity of the Facilities

4. The facilities also offer a wide range of seating and standing capacities.

Facility	Capacity
Abbey Hall	100 seated or 200 standing
Queens Head	Unknown
Community centre	Main hall – 70 seated at tables, 85 mixed occupancy (for example tables and dancing area), 120 dancing, closely seated (for example for cinema). Meeting room - 14.
The Town Hall	Main Hall - 150 to 200 (currently under review). Council Chamber - seating around tables for up to 30.
Scout Hut	Main Hall up to 120 Small Meeting Room 14 seated
Dove Hall	Large Room seating 50/100 standing. Smaller room seating 25/50 standing.
The Volunteer Centre	Ground floor office for 5 people and first floor offices for 15 people.
The Bowls Club	80 people
The Bank Arts Cafe	Main Hall ~40 people sitting at tables, 60 theatre style and some standing. Upstairs room ~ 15 people Vault ~ 10-12

Primary Users of each Facility

5. The facilities have some differences in terms of their core purpose and therefore whether they have a primary user:
 - Abbey Hall is a commercial facility offering a venue for arts based activities, some weddings and group hire.

- The Community Centre is home to the Saints Football Club and the Eye Cinema but is used by a wide range of community groups and for private parties and weddings.
 - The Town Council is the primary user of the Committee Room in the Town Hall but it is also used for weddings and other functions while the main hall is used for private functions and community activities such as the indoor Market.
 - The Scouts, Guides, Cubs and Brownies are the primary users of the Scout Hut, the Vine Church is the primary user of Dove Hall and the Bowls Club for the Bowls Club building during the Bowls season.
 - Primary users of the Queens Head are those coming to eat and drink. The pub is also used for meetings for groups such as Eye Business Forum. The pub also hosts weddings, parties, musical events, etc which attract additional users.
 - The Bank runs as a community arts centre open as a café (currently Weds-Sat) with classes throughout the week, evening and weekend events /performances and regular art exhibitions. New partnerships with other voluntary organisations are forming.
6. All are well used for their primary use except the Volunteer Centre which is only used two half days a week by a single worker.

Facility	Description of primary users	Number of primary users
Abbey Hall	No core users - commercial facility	N/A
Queens Head	No core users - commercial facility	N/A
Community centre	No core users	N/A
Town Hall	Town Council	Mainly for council meetings of up to 25 in the Council Chamber but sometimes for public meetings of up to 200 people

Scout Hut	Main users are the 4 sections of the Scout Group. Each have weekly term time meetings. Used most days.	Section meetings between 25-40 adults and children
Dove Hall	Mainly Church use on some days	20
Volunteer Centre	Ground floor offices used once a week as the base for the volunteer travel scheme and both offices for occasional use such as first aid courses.	One worker
Bowls Club	Use for Bowls only daily between April and September inclusive	Up to 50
The Bank Arts Cafe	Run as a community arts centre seeking to boost community opportunities and cohesion. Café (currently Weds-Sat), regular classes in a variety of topics. Events and performances. Meeting venue. Developing collaborations with other voluntary organisations.	Variable numbers in café and classes. Events between 20 and 60. Meetings of various sizes.

Availability for hire by other users

7. All facilities are available for hire for a range of community and private functions and are hired out regularly. The exception is the Volunteer Centre which has offices for commercial use.

Facility	Description of availability to hire	Frequency of Hire
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Abbey Hall	Various “creative” events such as music, dance, theatre and art exhibitions where the space is used in a site-specific, original way. A limited number of weddings (maximum 2) per year. Local yoga and interest group meetings.	About one event per week
Queens Head	The garden and any of the bars are available to ‘hire’ but not in the traditional sense of hiring – the venue is hired along with catering facilities for parties, weddings, meetings, etc..	Regular, every two weeks on average.
Community Centre	Available and regularly used for; Blood Transfusion Service several times a year, Eye Bridge Club weekly, Yoga twice weekly, Dance (including Ballroom, Rock & Roll, Zumba etc), Weddings, Birthday celebrations.	Most days
Town Hall	Available and used by groups, private parties, public performances, weddings, meetings and indoor market.	Most days
Scout Hut	Available and used by Leading Lives for full day once a week, Fitness Class for an hour once a week, Bereavement Meeting once per month,	Some days

	Occasional children's parties. Used most days.	
Dove Hall	Available and used for Seniors Luncheon Club (Community), Little Doves Parents and toddler group (Community), Weight Watchers (Community), Dove Players, Parties and other Ad-hoc hire). Used most days	Some days
Volunteer Centre	Available for hire	Less than once per week
Bowls Club	Available for hire between October and March Inclusive	Most days in the off season
The Bank Arts Cafe	Available for hire to put on own events /meetings. Also to buy into the venue and services. Café 4 days a week with hopes to extend.	Hopefully something on every day

Hire Charges

8. The charges for the hire of the facilities vary on basic price but also whether additional charges are made for use of kitchens for example.

Facility	Charges
Abbey Hall	Negotiable but free for charities
Queens Head	No charge for facilities, but the users will use the bar and the restaurant either ad hoc, or for a prearranged function.

Community Centre	<p style="text-align: center;"><u>Eye Community Centre</u> <u>Hire rates for the above as at 1st April 2017</u> All rates are <u>hourly</u> except where stated Hall.....£20 Lounge.....£20 Hall and Lounge together.....£30 Kitchen <u>Day rate</u>.....£20 Facility to have the Bar open, if the lounge is hired, remains complimentary at this moment in time. However, any extension to the Bar opening times will be charged the licence fee levied.....TBA Discount of 25% available for Eye Residents Audio/Visual facilities priced on application</p>																																			
Town hall	<p style="text-align: center;">Eye Town Council charges for 1 April 2017 – 31 March 2018</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;"></th> <th></th> <th style="text-align: center;">Eye Residents</th> <th style="text-align: center;">Eye Non-Residents</th> <th style="text-align: center;">Commercial</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Main Hall</td> <td>Half day</td> <td style="text-align: center;">£38.00</td> <td style="text-align: center;">£43.00</td> <td style="text-align: center;">£63.00</td> </tr> <tr> <td></td> <td>Whole day</td> <td style="text-align: center;">£58.00</td> <td style="text-align: center;">£68.00</td> <td style="text-align: center;">£103.00</td> </tr> <tr> <td></td> <td>Evening</td> <td style="text-align: center;">£45.00</td> <td style="text-align: center;">£53.00</td> <td style="text-align: center;">£78.00</td> </tr> <tr> <td></td> <td>Parties/dances</td> <td style="text-align: center;">£58.00</td> <td style="text-align: center;">£63.00</td> <td style="text-align: center;">£103.00</td> </tr> <tr> <td></td> <td>Supplying or serving alcohol</td> <td style="text-align: center;">£24.00</td> <td style="text-align: center;">£24.00</td> <td style="text-align: center;">£33.00</td> </tr> <tr> <td style="text-align: center;">Council Chamber</td> <td>Half day</td> <td style="text-align: center;">£33.00</td> <td style="text-align: center;">£38.00</td> <td style="text-align: center;">£58.00</td> </tr> </tbody> </table>			Eye Residents	Eye Non-Residents	Commercial	Main Hall	Half day	£38.00	£43.00	£63.00		Whole day	£58.00	£68.00	£103.00		Evening	£45.00	£53.00	£78.00		Parties/dances	£58.00	£63.00	£103.00		Supplying or serving alcohol	£24.00	£24.00	£33.00	Council Chamber	Half day	£33.00	£38.00	£58.00
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	Main Hall/Council Chamber	Hourly use plus £6.50 call-out fee	£13.00	£18.00	£35.00										
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Scout Hut	The scout hut is available for £7.50 per hour for community based groups and £10 per hour for others.														

Dove Hall	£5 per hour
Volunteer Centre	£10 per hour
Bowls Club	Hire of hall and kitchen £9 per hour (min 2 hours), hall, kitchen and bar £10 per hour (min 2 hours), hire of cooker (one off £10), all day hire £70. £50 for wakes.
The Bank Arts Cafe	Negotiable depending on need – space and services. Different rates for local people and those from further afield. Meeting room from £7.50 per hour.

Promotion

9. There is a difference between Abbey Hall, the Queens Head, the Community Centre and the Town Hall, which are promoted through their own website and other social media and the other facilities that are promoted within the Town using the magazine and Eye to Eye and word of mouth. The Bank has its own website as well as using standard community avenues.
10. Respondents were asked for their views about how the facilities could be promoted more effectively:
 - Currently a complete review is being taken out on how the Town Hall can best be managed and promoted. The difficulty is offering a 24/7 service with part-time workers and volunteers
 - We have found in the past that some venues are expensive in comparison to what we charge so have been put off using. When we were without the Scout Hut during our rebuilt we ended up holding our meetings in Mellis and Yaxley village halls since much more affordable.
 - It is always difficult to fix a date for events to ensure there is not a clash. The town website could be better managed. Eye-to-Eye is a good resource for promoting events and we often print flyers that are distributed around town.
 - Advertise hire facilities and cost in the Eye Magazine.

- Potential exists for better collaborative work especially around key events /dates so that working together we can increase foot-fall in the Town. Opportunities need to be offered to all parts of the community and identifying particular needs is important – and could be done cooperatively

Improvements Required

11. The following improvement requirements have been identified with costings and possible sources of funding where known.

	Improvement	Cost	Funding source
	Abbey Hall and Queens Head		
	None		
	Community Centre		
1.	Heating and insulation improvements (including declaration)	£17 approx	An energy audit is required to establish what improvements are needed. Gillian will ask Ian F to undertake this.
2.	Sound Panels	£5k	This needs approval of the trustees. £1k has already been collected.
3.	Hall Floor	£4k	
	Approximate cost of projects 1-3	£26k	The Wind Turbine Fund currently has £9.5k but a further £5k is expected. The whole £14.5k would be available for these 3 projects taken together. Gillian would also support an application for MSDC Capital Funding at 25% of the total cost – another £7k. Other sources would be needed to cover the gap, for example awards for all, but we need to look at the complete funding package to see which funding fits best where.
4.	Changing Rooms and Showers	£70k	Before funding can be considered drawings are required – ask Pro Help to start with – followed by

			planning permission, building control and 3 quotes. The Football Foundation and Sport England are two funding options.
5.	Play area	£70k	Consultation required leading to a design before funding can be considered.
6.	CCTV	£5k	Police fund?
7.	Satelite streaming	£2k	British Film Institute
8.	Floor Washer	£900	MSDC Small grants fund.
9.	Driveway	£40k	Garfield Weston are offering major grants - ask them first.
10.	Projector Cage	£500	Take from £7k savings.
	Town Hall		
11.	Improvements to Toilets	?	Funding has been obtained for the refurbishment of the roof and for some work on the toilets. This is the funding still required to complete the toilets in summer 2018
	Scout Hut		
12.	We are looking to install a paved patio in the activity area	£750 - £1000	Summer 2018
13.	Retaining wall and fence in need of repair	£1000 - £1500	Urgent and immediate
13.	Ongoing redecoration/repairs)	£500 p.a	Summer 2018 – some funding available
	Dove Hall		
14.	New toilet block and permanent disabled access - A new building! The hall is 150yrs old	?	
	Volunteer Centre		
	No improvements required		
	Bowls Club		
	Improvements subject to maintenance schedule but no immediate requirements		
	The Bank		

	The building had investment when it was leased and then purchased to create the basic facilities. These are now in need of refreshing and improving. Key areas of work include:	All rough estimates	Funding from a variety of sources needs to be identified and bid for including community and arts funds
15	Improvements to windows	£3-5k	
16	Improvements to toilets	£2-3k	
17	Changes to side door and noticeboard in keeping with listed status	£3-5k	
18	Re-figuring internal layout, redecoration and new hanging system – subject to planning permission	£5-10k	
19	Upgrade of kitchen	£3-5k	

NB £5k is available for pitches from s106; £10.5k for outdoor sports pitches at July 2018

NB £100k earmarked in draft s106 for the South of Eye Airfield site – for sport pitch drainage and changing facilities.

Prepared by Andy Robinson, Langton Brook Consultants, July 2018